Saints Catholic College

(Incorporating the former Colleges of St Raphael & St Paul)

James Cook University
Townsville

COLLEGE HANDBOOK

2027

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WELCOME

MESSAGE FROM THE HEAD OF COLLEGE

On behalf of the Most Rev. Bishop Timothy Harris, Bishop of Townsville, the College Council, the Business Manager, Pastoral Care Manager and College Staff, I warmly welcome you to Saints Catholic College.

Saints Catholic College is a wonderful community environment that supports and encourages each resident with the development of the academic, social, cultural and spiritual aspects of their life. The College ethos is founded on Catholic values, particularly, respect for human dignity, care and compassion, justice and service. For the College to function well as a close-knit community, it is important that all residents, their guests and staff abide by these Catholic values.

As College life is centred on community and requires everyone to live in close proximity to others, the physical, emotional and psychological safety of all residents is of the utmost importance at Saints.

Saints Catholic College is truly 'more than just a place to live' for all who are associated with the College. Our goal is to provide all residents with an environment where they are treated as respectful adults and feel free to go about their lives making their own life choices. We also wish to create an environment where the administration and residents work together harmoniously to both operate and determine the future direction of the college by providing feedback on where the college can improve at every opportunity.

I look forward to meeting our new residents and welcoming back our returning residents.

I feel honoured to lead Saints Catholic College and I wish each of you a rewarding, fulfilling and successful year ahead.



Ty Goulter
Head of College

COLLEGE CONTACT DETAILS

HEAD OF COLLEGE (HOC):
Mr Ty Goulter
Office: 07 47277298
Mobile/A/Hours 0499 086 166
Email: ty.goulter@cathcollegesjcu.edu.au

BUSINESS MANAGER (BM):
Ms Catherine Skocaj
Office: 07 47277276
Mobile/A/Hours 0448 381 435
Email: catherine.skocaj@cathcollegesjcu.edu.au

PASTORAL CARE MANAGER (PCM):
Mrs Kerry Thompson
Office: (07) 4727 7280
Mobile/A/Hours: 0439 373 991
Email: kerry.thompson@cathcollegesjcu.edu.au

CHAPLAIN:
Fr Emene Kelemete
Email: mkelemete@tsv.catholic.org.au

RESIDENTIAL SUPERVISORS

TBA 0499 772 290

DUTY RESIDENTIAL ASSISTANTS:

Duty RA 1 0417 719 923
Duty RA 2 0418 184 158

COLLEGE SECURITY OFFICER:

Bernadette Brooks
Tuesday to Saturday nights only
Phone: 0400 463 781 (10pm-6am)

NIGHT SECURITY OFFICER:

Bodyguard Security
Sunday and Monday nights only
Phone: 0400 463 781 (10pm-6am)

JCU SECURITY CONTROL CENTRE

At all times:
Phone: (07) 4781 5555 (externally)

EMERGENCIES:
At any time: Phone: 000

COLLEGE ADMINISTRATION OFFICE:
Ms Gina Lamari
Ms Helen Gauci
Office: 07 4727 7200
Email: admin@cathcollegesjcu.edu.au

COLLEGE FINANCE OFFICE:
Ms Carol Vickery
Office: 07 4727 7804
Email: finance@cathcollegesjcu.edu.au

OFFICE HOURS

8.30am-4.30pm Monday to Friday
(The office is closed on weekends and public holidays. The exceptions to this are check-in /check-out weekends. Residents will be informed of altered opening hours).

If you require assistance during the weekend, and the matter is urgent, please contact the Duty RA, or Residential Supervisor.

WEB ADDRESS:

www.cathcollegesjcu.edu.au

FACEBOOK:
www.facebook.com/SaintsCatholicCollege/
(@SaintsCatholicCollege)

INSTAGRAM:
www.instagram.com/saintscatholiccollege/
(@saintscatholiccollege)

POSTAL ADDRESS:

Saints Catholic College
PO Box 200
James Cook University QLD 4811

1. VISION OF THE COLLEGE

"Guided by Jesus Christ, we will continue to inspire, form and serve future generations as a vibrant and enduring Catholic residential community."

The College community is comprised of up to 300 undergraduate residents of different backgrounds, cultures and beliefs as well as several staff members who live on college. Operating within a collegiate environment with an emphasis on community, the aim of the College is to enrich the quality of life of all residents. It does this by fostering Catholic values in an atmosphere which is conducive to the furthering of each individual resident's spiritual, academic, cultural, social and sporting pursuits.

All residents of the College are encouraged to place their academic studies at the core of their existence whilst living in the College. They are also encouraged to develop spiritually, culturally and socially throughout the period of their residency.

Residents of the College, as respectful adults, are expected to assume responsibility for their own personal conduct. Their conduct should reflect the values outlined in the College's Code of Conduct, which is closely aligned to the University's Code of Conduct and associated policies. Equally, every Collegian should be prepared to express a practical commitment to respecting and supporting the legitimate rights and values of others. In this way, each resident is encouraged to be hospitable, to live simply, to seek truth and to develop their talents through all aspects of their life.

In keeping with the Christian ethos of the College, residents are encouraged, to be involved in at least one community service commitment each academic year, to a charity or other community organisation, that is organised by their Residential Assistant, through consultation with floor members. This is not compulsory, but simply encouraged.

2. MISSION STATEMENT

"We are a welcoming, safe and supportive residential community grounded in the Catholic tradition that enables residents to flourish academically, culturally, socially, emotionally, and spiritually."

3. HISTORY OF THE COLLEGE

Saints Catholic College was originally administered as two separate Colleges - St Raphael's and St Paul's.

3.1 St Raphael's College

St. Raphael's College for women was established in 1964 under the auspices of the Roman Catholic Bishop of Townsville. The College patron is the Archangel Raphael who is portrayed in the Scriptures as the agent of God's loving care who brought the young Tobias and Sarah to the freedom of a fulfilled and happy life.

Members of the Grail, an international Christian lay women's movement, particularly concerned with the contribution of women to the renewal of Church and society, conducted the College from 1964 to 1999. The Merrick Wing was named in 1985 in honour of the College's founding Principal, Miss Moya Merrick, and the original wing was named the Grail Wing in honour of the significant contribution of The Grail. From 1999 onwards the College was conducted by religious as well as lay Principals.

3.2 St Paul's College

"In Veritate"

St Paul's College commenced in 1969 by the Roman Catholic Diocese of Townsville as an all-male residential College. The initial administration was carried out by Franciscan Friars who conducted the College for a period of twenty-one years. St Paul's College became co-educational in the late 1980s and has

operated in this capacity ever since. The College was conducted by a series of religious as well as lay Principals.

3.3 Amalgamation of Colleges and St Mary MacKillop Wing

In September 2005, the Most Rev. Bishop Michael Putney, D.D., Bishop of Townsville, approved the combining of the two Catholic Colleges which were administered jointly and known as The Combined Catholic Colleges of St Raphael and St Paul. Operating within the framework of The Roman Catholic Trust Corporation for the Diocese of Townsville, the College consisted of a co-educational Wing (St Paul's), and a women's only Wing (St Raphael's).

In 2008, the College underwent another name change to become The Catholic College of St Raphael and St Paul.

In 2010 a new co-educational Wing, named St Mary MacKillop Wing (in honour of Australia's first saint, St Mary of the Cross MacKillop) was added to the College.

In 2012, the College became known as Saints Catholic College. At the same time, a new crest was commissioned to reflect the unified nature of the College. The new crest draws together elements of the two former College crests of St Raphael and St Paul and acknowledges the incorporation of the new Wing of St Mary MacKillop.

4. COLLEGE COUNCIL

Saints Catholic College operates within the Roman Catholic Trust Corporation for the Diocese of Townsville (RCTC) and in accordance with the Saints Catholic College Constitution. The College Council is an advisory council established under the Constitution and provides advice and support in accordance with its constitutional functions. The Head of College (HOC) is responsible for the management and operation of the College in accordance with the Constitution, applicable RCTC/Diocesan policies and the authority of the Bishop and RCTC.

Resident input may be sought or provided to the College Council through arrangements determined by the HOC and Council in accordance with the Constitution.

5. AUTHORITY IN THE COLLEGE

Residents are required to comply with this Handbook, which forms part of the Annual Residential Contract, applicable College Policies and Procedures, and any lawful and reasonable direction given by the HOC, Business Manager (BM), Pastoral Care Manager (PCM), Residential Supervisors (RSs), Senior Residential Assistants (SRAs), Residential Assistants (RAs), Security Officers or other authorised College staff. Applicable RCTC/Diocesan policies apply where they apply to SCC in accordance with SCC's Constitution and governance arrangements. Residents may also be independently subject to applicable James Cook University (JCU) policies and procedures as JCU students.

The College rules and guidelines stated in this Handbook apply during all residential contracted periods and at any other time a Resident or their guests are on college grounds.

6. PASTORAL CARE

The aim of pastoral care within the College is to enable each resident to participate fully in the life of the College, their studies, and the wider Townsville community, and to create a positive platform for their future endeavours.

The College is committed to providing quality pastoral care through several processes that enhance the health and wellbeing of Saints residents. The College supports the academic, social, sporting, cultural and spiritual development of all residents. There are management, staff and student leaders that live on college, dedicated to providing the support and assistance required to create an encouraging and inclusive Saints community.

6.1 Head of College, Business Manager & Pastoral Care Manager

The HOC is responsible for the day-to-day leadership, management and operation of the College and is supported by the Business Manager (BM) and Pastoral Care Manager (PCM). The BM is responsible for finance, administration and housekeeping. The PCM leads the College's pastoral care program and oversees the Residential Supervisors, Senior Residential Assistants and Residential Assistants.

The HOC retains oversight of resident discipline and final disciplinary determinations. The BM may assist the HOC with the practical management and implementation of disciplinary matters and outcomes. The PCM provides pastoral support to Residents and leads the Residential Staff team. The HOC and PCM reside on college.

After-hours assistance is provided through the College's on-call arrangements, Residential Supervisors, Duty RAs and Security. Security is the first port of call after 10.00pm for residents who require assistance or are in an unsafe situation.

6.2 Residential Supervisor

The College has two Residential Supervisors who resides at the College. Their role is to assist and support the management of the College through after-hours work.
The Residential Supervisors may have external commitments throughout the week but are available after office hours at the College.

6.3 Senior Residential Assistants and Residential Assistants (SRA/RAs)

There are three student leadership groups within the College. The Catholic Youth Ambassadors, the SRA/RA team and the Student Executive (explained in section 12.18). The aim of the SRA/RA team is to assist students in feeling connected and supported within our residential setting and wider university life.

The HOC and PCM appoint members of the SRA/RA team and Residential Supervisors following a comprehensive selection process toward the end of each Academic Year. This group participates in thorough training to equip them with the necessary skills to accomplish the expectations of the College.

An SRA is located in each building of the College. The SRA provides support and guidance to the RAs within their building. The SRA can also assist individual students with their needs. Beyond the HOC & PCM the Residential Supervisors and the four members of the SRA Team are the most senior residents on college.

Residential Assistants are located on each floor of the residential buildings. RAs assist students with day-to-day support, residential cohesiveness and community interaction. RAs are matched to the most appropriate floors in terms of dynamics and needs.

6.4 On-Call Duty SRA/RA

As well as the normal duties related to the roles of SRAs/RAs, two RAs are on duty from 4:30pm and are in the Dining Hall between 6.30pm and 10.00pm on weeknights and weekends. The Duty RAs can also be contacted during the day on weekends. The contact details of the duty RAs are posted on the noticeboards in the foyers or common rooms of all accommodation buildings.
The Duty RAs can be contacted by phoning the duty RA phones between 4.30pm and 10.00pm and 6am and 8:30am on weekdays and during the day on weekends and public holidays. The Duty RAs are extra support from a resident's usual SRA/RA and are another layer of after-hours assistance for residents.

See Duty RA contact details on Page 2.

6.5 Chaplaincy

Mass is regularly celebrated at the College Chapel throughout the academic year. Residents are welcome to attend Mass for the purpose of mutual inspiration, sharing and prayer.

The College is part of the Catholic Diocese of Townsville.

If a resident wishes to see a Chaplain, an appointment may be made through the HOC, PCM or with the Chaplain directly.

The Chaplain also oversees with the Pastoral Care Manager the Youth Ambassadors and their outreach programs throughout the year.

6.6 Security Officer

The College employs a Security Officer seven days a week. The Security Officer is on college from 10.00pm to 6.00am every day, to enhance the sense of welfare and safety for all residents and staff on college.

The role and responsibility of the Security Officer is to:

- Ensure the security of the residents and property at Saints Catholic College.
- Act as a contact point for after-hours arrivals.
- Assist residents who have locked themselves out.
- Monitor late night noise levels and if necessary, direct residents/guests to quieten down.
- Contact relevant authorities in the event of an emergency and assist with evacuations if required.
- Ensure College guidelines and expectations are followed.

The role and responsibilities of the Security Officer is NOT to:

- Control your private life or direct your behaviour beyond the scope of your rights and safety, the rights and safety of other residents, the rights and safety of college employees and the property of the college.
- Restrict your ability to live as an adult whilst you are respecting both other residents, staff of the college and college property.
- Control or be responsible for your guests. ALL guests and their actions are your sole responsibility. You are therefore subject to any repercussions as a result of their behaviour or actions.

The Security Officer can be contacted via the Security duty phone. See Security Officer Contact details on Page 2.

Please be aware that after-hours support and assistance for residents is available through Residential Assistants, Senior Residential Assistants, Residential Supervisors, Security and the College's on-call arrangements.

6.7 Resident Leadership Council

This is comprised of the 4 x SRA's, 2 x Catholic Youth Ambassadors and the President and Vice President of the Student Association. They are a voice for the resident body and are also consulted on decisions affecting the direction of the college, situations affecting college culture and where appropriate, show cause meetings.

7. CONTRACT INFORMATION

The College is a not-for-profit organisation and relies on residents' payments of fees and charges to continue and improve its operation.

Accommodation fees are structured to meet most costs. **All residents are expected to remain in residence for the full academic year.** The only exceptions are those residents who have been offered a single semester or a two-trimester contract.

Residents may remain at the College during the Semester/Trimester breaks and for catering purposes they must inform the College Administration of their plans to stay on.

If a resident experiences a problem with fee payments, they should discuss this with the HOC and/or the BM as a matter of urgency.

7.1 Fees

The full Fee Schedule is available on the College webpage at - www.cathcollegesjcu.edu.au/fees/

7.2 Payment of Fees

Fees are payable in advance. Dates when fees will be due, and the way in which payment will be accepted, are set out in the current Fee Schedule.

8. DISCOUNTS AND REBATES

Discounts, for fees paid in advance for the semester or year and other offers such as those for siblings, are set out in the current Fee Schedule.

Discounts are also given to members of the Senior Residential Assistant Team, Residential Assistant Team and Student Association.
Rebates are also available for Semester/Trimester breaks should you choose to not reside on college during those weeks.

8.1 Pastoral Care Team Discount

Members of the SRA and RA Teams are an extension of the College Leadership Staff within the residential community. Due to the level of responsibility with these roles, a substantial discount applies. However, these discounts do not apply when SRA/RAs are on placement or taking other periods of leave beyond the 5-6 weeks allowance for between semesters/trimesters.

Discounts associated with the SRA/RA positions are detailed within their contracts.

8.2 Placement Rebate

In order to provide financial assistance to those residents going away on Placement (subject to Section 9), residents may be entitled to a rebate of a portion of their fees if: proof of the Academic Placement requirement is provided, the request is approved by the BM, and access cards are handed in prior to departure. (Residents must ensure that they have scanned and saved proof documentation for uploading. Uploads must be in pdf or an image file format).

An application must be completed as follows:

- Applications are done via the Student Portal in StarRez for a maximum of 8 Weeks per year.

It will ONLY be applied if the resident has communicated their intended period of vacancy in writing a minimum of 4 weeks prior to the first day of the placement or when notified by JCU if under 4 weeks.

Rebates will apply after the resident has been on placement for at least seven days and will include each seven-day block thereafter. Days outside the seven-day blocks will not be rebated.

Rebates will be refunded when all College fees and charges have been paid in full and after the residents return from placement.

Where a resident receives a discount from the College for duties performed, the discount will be cancelled from the date of departure and the rebate for placement applied.

8.3 Semester/Trimester Break Rebates

A Rebate is available during breaks between semesters where the resident vacates their room and makes it available for the college to use for other guests, e.g. conference guests & school groups.

This rebate is a discount applied based on no Meals or Electricity being used and the room being made available for use during the period the resident is not on college and is applied for full week periods only. It will ONLY be applied if the resident has communicated their intended period of vacancy in writing by the due date as noted on the application form. It is ONLY available during breaks between Semesters/Trimesters. (Up to 5 weeks for 40

Week Contracts and Up to 6 weeks for 43 Week Contracts)

An application must be completed as follows:

- Obtain a form from the administration office
- Ensure all fields are completed.
- The from date is the date of departure from the college and the to date is the date of return to the college.
- Return the form to the Administration Office during working hours.
- The application will be checked and authorised.

The rebate will only apply if the resident completes the Semester/Trimester Break Rebate Form available from the administration Office and submit it by the due date as noted above. The resident must also comply with the Eligibility Conditions in Section 9.

9. ALL REBATES – ELIGIBILITY CONDITIONS

The following conditions apply to any rebate:

- The resident must submit the relevant Rebate Application form to the administration Office as per the procedure in Section 8 above.
- The resident's room must be locked, and electrical appliances turned off on departure (including fridges).
- Fridges must be clean and empty, and the room must be packed down with all personal items placed inside the wardrobe (padlocked for safety) such that the room can be used for other guests.
- Access Cards must be handed into the Office/Access Card Return Box, located in front of the Administration Office Entry from the front car park and the rear courtyard **before** departure.

PLEASE NOTE: Access Cards must not be left with another resident on departure.

If a resident gives their access card to someone else to be returned, and that person does not return it, the resident will not be eligible for the rebate. Alternatively, a resident will only receive their rebate from the time that the access card is returned (if this is still within the timeframe for receiving the rebate). No exceptions to this will be made.

All access cards must be returned to the College Office, in an access card return envelope (available at the Office or Access Card Return Box), when residents are vacating the College and claiming a rebate.

During office hours, access cards must be handed to the College office staff. After hours, access cards should only be placed in the access card return boxes which are located outside either side of the Administration Office.

10. CONTRACT

The Annual Residential Contract is between SCC and the Resident. The Agreement includes the Annual Residential Contract, Fee Schedule, this Handbook, applicable College Policies and any special conditions agreed in writing. The Resident is required to be familiar with and comply with the documents forming the Agreement.

The duration of the accommodation contract is either 40 or 43 weeks unless the term is varied in writing by the HOC. Residents may occupy the College only for the Contract Period specified in their Annual Residential Contract, subject to any approved Outside Contract Accommodation.

At the beginning of each Academic Year, vehicles must be registered with the College office and a sticker obtained. Similarly, stickers must also be obtained for bicycles. This allows the College to distinguish resident's belongings from those of visitors. There are times during the year, when vehicles will need to be moved due to College operations (e.g. the College Photo, arrival of storage containers). All requests, by the College, to move vehicles, must be adhered to by the resident, in the time specified.

Residents placed in St Mary MacKillop Wing, may at times be required to move rooms within the building, to facilitate new residents, due to the gendered nature of the shared ensuites.

Check-in times at the start of O'Week for both Semester and Trimester residents are between 10am and 4pm on Saturday & 11am and 3 pm on Sunday. Any change to these check-in times will be communicated via email to the resident's JCU email address.

Residents should not book their flights for dates and times that will result in their arrivals to the College or departures from the College falling outside of their contracted accommodation period*. If they must do so, they must first seek permission from Administration. During the OCA (Outside Contract Accommodation) period, the arrival times to the College are from* ***9am to 7pm****. For Semester/Trimester breaks arrival times, residents must first seek permission from Administration.* ***Late Check-in Fees will apply unless pre-authorisation has been provided in writing by Administration. Late return room access is ONLY possible through pre-authorisation from Administration.***

10.1 OCA - Outside Contract Accommodation

It is a requirement of some academic courses that residents must attend classes, placements or complete exams outside the normal Academic Calendar Year.

To stay outside the normal contract period, residents must complete an OCA Application at least two weeks prior to the date the accommodation is required and email supporting documentary evidence. The application will be reviewed by the HOC or BM and the resident will be advised of approval/non-approval by email.

Outside Contract Accommodation is different to the normal contract period. Residents may be in a building different to their normal contract accommodation and certain services such as late meals etc. may not be available. If permission is granted for residents to extend their Contract Period, ***all applicable fees must be paid in advance.***

Outside Contract Accommodation, required for academic reasons, in the week prior to or the week after the Academic Year, will be provided free of charge, on the condition that it is approved by the HOC or BM and the resident's room is vacated 24hrs after their final exam or class.

10.2 Return of Access Cards at the End of the Contract Period

Residents of all wings must return their Access Card when leaving the College at the end of the Academic Year. Failure to do so will result in the resident being charged a fine for the loss of this item.

Access Card return envelopes are provided at the College office or near the after-hours Access Card Return Boxes, located outside the Administration Office located in St Raphael's Wing from the front car park and the rear entry in the courtyard. Residents are reminded that they must lock their room before returning their Access Card. Residents must also close windows, turn off lights and fans and close the curtains upon departure. They are not permitted to have access to their room once their Access Card has been returned. Residents and their belongings must leave the College grounds by 10.00am on the check-out day, unless they have obtained permission from the HOC or BM, prior to the check-out day. A full day's room charge will apply for any unapproved late check out. The kitchen is only open to residents for breakfast on the check-out day, unless the resident has applied for OCA.

Students may leave their bicycles and vehicles at the College during Academic breaks. Push-bikes must be tagged and left in the bike shelters. Motor vehicles must have an application form completed with the Administration Office.

Vehicles must be parked at the MacKillop car park facing A Block. A spare set of Keys must be left in the College office. Residents must also

inform the office if they are collecting their vehicle before the beginning of O'Week. It is possible, throughout the break, that the College may need to move vehicles for safety reasons, i.e. natural disasters.

10.3 Medical, Allergy or Disability Condition

At the commencement of a Residential Contract, any resident with a Medical, Allergy or Disability Condition (including a mental health condition) must report such to the HOC or BM.) This includes providing a Management Action Plan for use by Administration in the event of an incident should this be required.

10.4 Insurance

Saints Catholic College accepts no liability for the security of personal property brought into or stored in the College. Residents are advised to organise their own insurance cover for their personal possessions stored on the premises.

10.5 Returning Resident Applications

Residency in one academic year does not create an entitlement, guarantee or automatic right to residency in a subsequent year or contract period. Returning Residents must submit a new application and, if accepted, enter into a new Annual Residential Contract.

In considering a returning Resident application, SCC may have regard to matters reasonably relevant to suitability for continued communal residency, including previous residential conduct, compliance with the Agreement and College requirements, impact on the safety, wellbeing and effective functioning of the residential community, payment history, enrolment status, accommodation availability and other relevant risk or suitability considerations. A readmission decision is separate from any disciplinary process and SCC may decline to offer a future Residential Contract in accordance with the Annual Residential Contract.

11. TERMINATION OF CONTRACT

The College **MAY** terminate a resident's Annual Residential Contract by notice in writing to the resident if the resident:

1. Ceases to be enrolled as a student of JCU, or seeks to defer enrolment at JCU;
2. Fails to pay any fee when due or fails to rectify any overdue fee;
3. Breaches any clause of this Handbook or any College or related Rule/Policy/Procedure;
4. Breaches the Annual Residential Contract and that breach is not remedied by the resident within seven (7) days of that breach; or
5. Breaches the College Employee Code of Conduct if they are also working at the college.

If the College terminates the Annual Residential Contract for any reason, the resident is still required to pay all accommodation fees in accordance with Section 11 of the Annual Residential Contract.

11.1 Early Termination of Contract/Defaulting on Contract

A resident accepts a room in the College for the entire Contract Period as specified in the Annual Residential Contract. The HOC may offer residents a single semester or trimester place at the College in special circumstances.

The Annual Residential Contract, when accepted and signed, becomes binding. The resident is therefore responsible for the payment of all fees throughout the year. Should a resident want to terminate their contract early, they will still be required to pay all outstanding fees and charges for the remainder of the year.

If the resident wishes to cease residency at the College prior to the expiration of the Contract Period, they must notify the HOC in writing.

11.2 Exceptional Circumstances – Early Termination

The HOC may allow the early termination of the Annual Residential Contract in exceptional circumstances with documentary evidence to be supplied to the HOC. **This does not entitle the resident to a reduction in fees but can be taken into consideration by the HOC *(Refer 11.4)***

If a resident ceases to be enrolled as a JCU student or seeks to defer enrolment at JCU, the resident is still responsible for all accommodation fees and charges for the remainder of the period.

11.3 Payment of Fees

If the Annual Residential Contract is terminated early all fees due for the Contract Period (for the balance of the Academic Year or Semester/Trimester) are payable to the College and any up-front payments will be retained by the college.

11.4 Request for Reduction of Fees – Exceptional Circumstances

In exceptional circumstances, the resident may officially apply to the HOC for a reduction of fees and include all relevant documentation in that application. Each application will thereafter be reviewed on a case-by-case basis by the HOC, who may then, at their absolute discretion and authority, approve or reject the resident's request for a reduction. The decision by the HOC will be final and non-negotiable, with reasoning provided for the decision. College accommodation contracts are not subject to QLD RTA conditions, and all contracts are financially held to term with reductions only possible through application to the HOC.

Should a residents account be passed to debt collection, settling of their account must be done through the debt collectors (which would include the debt collection company fees) and the waiving of fees based on exceptional circumstances will be withdrawn.

12. GENERAL INFORMATION

12.1 College Awards

The College has several annual awards, to acknowledge the effort and achievement of residents. At the start of the Academic Year, the College celebrates the annual Bishop's Dinner. At this event, the College acknowledges, through cash prizes, the returning residents who achieved a GPA of six or above during the previous Academic Year. The College Bursaries are also awarded at this Dinner.

At the College Valedictory Dinner in October, the following Awards are presented -

The Grail Award – This is awarded to one or more outstanding young women from any Wing of the College. This Award acknowledges the effort and commitment of inspiring female residents both academically and socially and is accompanied by a cash prize of $500, which may be shared if there is more than one recipient. The Grail Women's Movement, responsible for establishing the former St Raphael's College, generously donates the prize money each year.

The St Vincent DePaul Award – This is awarded to one or more outstanding young men from any Wing of the College. This Award acknowledges the effort and commitment of inspiring male residents both academically and socially and is accompanied by a cash prize of $500, which may be shared if there is more than one recipient.

The Franciscan Award – This is awarded to one or more outstanding residents, who live in any Wing of the College. This Award acknowledges a resident who embodies the traits of St Francis, mainly in terms of care and concern for others, courage and humility. This Award is accompanied by a cash prize of $500, which may be shared if there is more than one recipient. The Franciscan Award honours the memory of the Franciscan Friars who oversaw the former St Paul's College in its early days.

The St Mary MacKillop Award – This is awarded to one or more residents, who reside in any Wing of the College. This Award acknowledges the outstanding commitment to the pastoral care of residents and is accompanied by a cash prize of $500, which may be shared if there is more than one recipient. The St Mary MacKillop Award acknowledges Australia's first Saint and namesake of the St Mary MacKillop Wing. She is attributed to have said, "Never see a need without doing something about it."

The College Spirit Award – This perpetual trophy is awarded annually at the Valedictory Dinner, to the residents of the residential floor that has actively contributed to the community spirit of the College, through supporting the ethos of the College.

The Ghosh Award – This is awarded to one or more members of the Student Leadership Team who reside in any Wing of the College and have served in a leadership role for two or more years. This Award acknowledges the outstanding commitment to the care of residents and driving positive culture and is accompanied by a cash prize of $500, which may be shared if there is more than one recipient.

12.2 College Bursaries

There are numerous bursaries available for residents, and these are updated every year with information being available on type, qualification requirements and application deadlines etc on the college website. www.cathcollegesjcu.edu.au/bursaries

Gloria Lazzarini Prize – The Gloria Lazzarini Prize is intended to be a memorial, to honour the memory of Gloria Lazzarini, former Deputy HOC of St Raphael's College, who died on 1st August 2015. Gloria placed a high value on formal education but a greater value on engaging the community in which she lived and the issues of the day. She was a great advocate for social justice and was passionate about politics and current affairs. Gloria loved literature, especially poetry and was an enthusiastic sportswoman and sports follower.

The successful recipient shall be a second-year, female student completing their second year of an undergraduate course at James Cook University's Townsville Campus.

The value of the Bursary prize shall be $5,000.
The eligibility shall be open to competition among female candidates who have successfully completed their second year of undergraduate study at James Cook University and has been in residence at Saints Catholic College for two years.

The Gloria Lazzarini Prize is made available via a generous donation from a past resident of St Raphael's College.

12.3 Academic Expectations

It is expected that residents will be undertaking a full academic workload throughout their residency. This generally means four subjects, or their equivalent, each semester or three subjects per trimester.

Residents who are experiencing any difficulties with their subjects should make a time to see the HOC or PCM, so that options for assistance can be discussed. These issues should be addressed as soon as they arise, so that help can be more effective.

Residents are encouraged to strive for excellence in their academic endeavours.

(a) *College Study Areas*

The College provides several areas for study purposes. In the St Mary Mackillop Building in three glass walled study rooms in the central section of the building, in St Raphael's Wing, residents can utilise the College Meeting Room (located above the Administration Office) (see section 12.16)

Residents can also utilise the Study Room above the Dining Hall. The Study Room and the Bongo Bar should not be utilised for any activity generating noise while Mass is being conducted in the adjacent Chapel.

The study areas of the College will at times be booked for meetings, conferences or groups. These bookings take precedence over general use.

(b) ***Studying in the Dining Hall***

All residents may study in the main Dining Hall, unless advised otherwise by the Management of the College.

Students need to be aware that the prime purpose of the Dining Hall is for meals and that the room operates under licence from the local Council, so restrictions to its use for study purposes apply. The room must be fully available for residents to have their meals. This includes allowing kitchen staff time to clean up the dining area for about an hour after meals, before tables are used for study.

During mealtimes, the last section of tables **only** may be used for study. Any books and materials being used at other tables must be moved for mealtimes. These can be placed at the back of the Hall. Any books/study materials not moved for mealtimes will be considered abandoned and placed in the abandoned items box at the Administration Office. Power cords for laptops etc. should not be left to obstruct access to the tables.

Outside of mealtimes, noise in the Dining Hall should be kept to a minimum so that residents can study in a quiet environment.

12.4 Academic Mentoring & Tutoring

To support residents in their studies, the College employs Academic Mentors (senior residents & external students) to provide academic guidance and assistance to the residents at no charge.

Through these mentoring group sessions, the Academic Mentors will help the first-year residents to understand the expectations of their respective courses and mentor them on their subjects throughout the Semester. This program is also available for all other residents (2nd & 3rd years etc) upon request and where mentors can be sourced.

This is a mandatory programme for all first-year residents in Semester 1 & Trimester 1 and 2. If a resident fails any Semester 1 or Trimester 1 or Trimester 2 subject it is then mandatory for the rest of the academic year.

Private mentoring/tutoring is also available to all residents upon request and can be provided at no charge under special circumstances if approved by the PCM or HOC.

12.5 Communication

Once you receive your JCU email account you MUST provide this ASAP to the Administration Office. The College sends information to residents via their JCU email account or via SMS to the resident's mobile phone for urgent contact e.g. communication regarding news, policy changes etc.

Residents MUST check their JCU email account daily in order to stay informed.

Failure to keep informed is not an excuse for not complying with directions or requests from the College.

Residents should also note that the University sends out information via email that is critical for students to be aware of and act upon.

12.6 College IT

The College utilises JCU's Wi-Fi networks. Residents may access the Eduroam network through their JCU login. Access to the Saintsnet network will be provided upon arrival.

The college also provides complimentary printing (within reason). This printer is located in the main dining hall. Residents will need to log in using a PaperCut account. An invitation for PaperCut will be sent to your JCU email account at the commencement of your academic year.

If there are issues with these devices, the resident must inform the College Administration Office immediately. Residents must not attempt to fix any issues themselves.

12.7 Residents' Mail

Incoming mail for residents is available from Monday to Friday. All residents can collect their mail from the College Office and Mail Pigeonhole boxes located in the hallway outside the Administration Office.

(a) ***Parcel or Registered Item Collection***

An SMS will be sent to residents to advise receipt of parcels for collection. Residents can collect parcels from the College office between 8.30am and 4.30pm Monday to Friday. Residents will need to sign the parcel register when collecting their parcel or registered item, to acknowledge collection.

(b) ***Mail Received During Lecture Recess/ - Semester/Trimester Break***

Mail received during Lecture Recess or the Semester/Trimester breaks will be kept at the College until the resident returns.

(c) ***Mail at the End of Year***

The College office will attempt to redirect all mail received after the end of the Academic Year. Residents not returning to the College will have their mail returned to sender at the beginning of the next Academic Year. Non-returning residents should complete a mail redirection form with Australia Post ASAP and advise others of their change of address as soon as possible.

The College will not redirect parcels, as Australia Post will not accept redirected parcels without additional postage.

12.8 Electoral Districts

Residents of 18 years or over should change their address details with the Electoral Office as soon as possible, after arrival at the College. Change of address notices can be obtained from any Post Office. The electoral details of the College are:

Federal Division
HERBERT
State Division
MUNDINGBURRA

12.9 Medical Facilities

JCU Health is located in the Clinical Practice Building on University grounds near the entrance to the University. General services are available to JCU students free of charge. Appointments can be made on: 07 4781 4495.

A dental service is located on campus, on the second floor of the Clinical Practice Building. Opening hours are 8.30am - 4.30pm. Appointments can be made on: 1800 028 998.

There are numerous other medical and dental centres throughout the Townsville. Residents can search online for contact details.

12.10 Public Transport

(a) ***Buses***

A regular bus service is available on campus. The nearest bus stop is located about five minutes from the College – opposite Education Central. According to the Translink website:

*"To travel on tertiary concession fares in regional Queensland (outside the go card network) you will need to **apply each year for a tertiary concession sticker** on your current student ID. The tertiary concession sticker allows you to travel on tertiary concession fares on Qconnect public transport services in regional Queensland only."*

To apply for a tertiary concession sticker:

1. Residents need a current student ID issued by a Queensland institution.

2. Download and complete the application form at www.jcu.edu.au/__data/assets/pdf_file/0004/209767/TSV-Tertiary-Transport-Sticker-Application.pdf

3. Present their completed form to Student Enquiries, Education Central JCU.

4. If they are eligible, the tertiary institution will apply a tertiary concession sticker to the resident's current student ID. If they are not eligible, they will need to travel on adult fares.

For more information please visit:
www.translink.com.au/tickets-and-fares/concessions/tertiary - information

www.jcu.edu.au/students/student-life/transport-and-parking

Bus timetables are available at:
https://jp.translink.com.au/plan-your-journey/timetables/bus/2026-10-27?regionId=V

(b) ***Taxi services***
Residents can contact a taxi on: 131 008.

12.11 Personal Vehicles at the College

(a) ***Car Parking at the College***
A Maximum speed limit on college is 20km/h. Student vehicles need to be registered with the College office and a current year car sticker obtained. On-College parking is available only to current residents and staff. Vehicles not registered with the College should not be parked on college grounds.

Residents are required to park within the designated parking bays and not create extra spaces in the sealed carparks as this may restrict vehicle access. Residents may choose to park their cars on the unsealed areas at the back of the St Paul's buildings if they wish, however, vehicles should not block the access road.

(b) ***Disabled Persons' Parking Bays***
Residents parking outside the St Mary MacKillop building must not use car park spaces designated for disabled persons. The spaces are reserved for Disability Parking Permit holders only. If this directive is not followed, the offender risks a fine or having their vehicle towed away at their expense.

(c) ***Parking of Motorcycles***
Motorcycle spaces are located in the car park near A Block.

(d) ***Registering your vehicle at the College***
Residents **must** register their car on the SCC Student Portal when they enrol. Registration stickers can be collected at the College office on arrival. Vehicle stickers allow residents to park on college grounds. There is no charge for the car sticker.

The College sometimes needs to locate the owner of a vehicle at short notice so that it can be moved for a variety of reasons. If a resident is absent from the College for weekends, Lecture Recess etc. the resident should leave a spare set of keys with the office so that the vehicle can be moved if necessary.

(e) ***Car Washing***
Car washing can be done on the grassed area at the front end of St Paul's A Block. There may be times that residents would need to adhere to Townsville City Council Water Restrictions. Under no circumstances should fire hoses be used for this purpose. (See Fire Fighting Equipment Section 22.2)

(f) ***Breach of Section 12.11 - Personal Vehicles at the College***
Should any resident fail to abide by the requirements outlined in this Section, the College will be entitled to fine the resident in proportion to the breach. The above is in addition to any other rights the College has in respect to a resident's breach of this Handbook.

(g) ***Bicycles, Scooters, E-scooters & E-bikes***

Approved bicycle racks are located: at the back of the Grail laundry area of St Raphael's; at the back of the St Mary MacKillop building; behind the linen shed near the foyer of A Block.

Bicycles, Scooters, E-scooters & E-bikes should not be left under or around stairwells, locked to veranda railings or be left in any other place that is not an approved bicycle rack. This can become an obstacle during an emergency evacuation. Bicycles, Scooters, E-scooters & E-bikes not placed in approved bike racks may have their security chains cut and be removed.

At the end of the year, any Bicycle, Scooter, E-scooter & E-bike that is not tagged with the owner's name will be left at the College at the owner's risk. Tags can be obtained from the College office. Any bicycle which appears to have been abandoned will be donated to charity.

No E-scooter or E-bikes are to be charged indoors and can ONLY be charged at outdoor power points.

12.12 Wildlife at the College

Residents are requested not to feed any animals that, at times, enter the College grounds. While these animals generally pose no risk, wildlife can create problems if they become reliant on food provided by residents.

All building doors should be kept closed, as this prevents the entry of wildlife into the buildings. Residents should, upon noticing large or dangerous wildlife, within, or close-by to a College building, contact a staff member, RA, duty RA, Senior on Call, Residential Supervisor or Security Officer for assistance.

12.13 First Aid Kits

First aid kits are located in the foyer of each building, the College office, at the rear of the Kitchen and at the back of the Dining Hall. All members of the SRA/RA Team, the HOC, BM PCM and several college staff are trained in First Aid. Residents should contact a trained First Aider to dispense items from the First Aid kits.

If an item from a First Aid kit is used, the resident should inform the office or Duty RA, so the kit can be replenished promptly.

These kits are not for everyday use. Please purchase your regular supplies from a local pharmacy.

12.14 Office Services

The College office provides several services for residents such as laminating and comb-binding. Small charges are payable by the resident for some of these services.

12.15 Chapel

The Chapel is located above the Dining Hall, via the stairs nearest the car park.

(a) ***Mass Times***

Mass is usually celebrated weekly throughout the Academic Year. Mass information will be emailed to residents at the beginning of each Semester. The Chapel is also available for quiet time and personal prayer. A key for the Chapel can be obtained from the office.

(b) ***Sacred Space***

In the St Raphael's Wing, a sacred space is located on the first floor (above the main foyer) and is available for quiet reflection or personal prayer.

Members of all faiths are welcome to use this sacred space.

12.16 Meeting Room

The meeting room is a quiet place of study for residents and guests, and is located above the office in the St Raphael's Wing. Residents must remove all belongings and leave the meeting room in a clean condition when they leave.

Permission may be obtained to reserve the meeting room, e.g. for a study group meeting, by contacting the College office. A notice will be placed on the doors when a meeting is scheduled.

Throughout the year, this room may be reserved for conferences, groups or staff meetings. Such reservations will take precedence over general use.

12.17 College Photo

A photo of all residents is taken during the Academic Year. Residents can nominate if they would like a copy of this photo. It is expected that all residents participate in this event.

12.18 Saints Student Association

The College has a Student Association (an incorporated entity), which coordinates a range of sporting and social activities throughout the year. The Student Association also subsidises various activities which take place in the College during the year. They organise such activities as:

- The At Home/Grad Ball Functions.
- A variety of 'O' week activities.
- Theme nights and other activities throughout the year.
- Winner Shield Sporting Events.
- Inter-College Music Competition.

The Student Association operates within the College on behalf of residents. A new Student Association Committee is elected by members of the Saints Student Association at the end of each year.

The cost of Membership to the College Student Association is set by the College & Student Association by agreement and is then included in the Entrance Fee you pay when joining the College. Therefore, all residents are members.

In this regard, the College is merely collecting the membership fees on behalf of the Student Association and is not responsible for any refund that a resident may be entitled to. For any other events where the Student Association requires payments from residents, these are to be paid directly to the Student Association and not the College.

The Student Association is expected to keep communication channels open with the Operations Supervisor (OS), BM for all financial matters, and with the HOC where appropriate. The Student Association must obtain the required College approval for functions and events on and off College in accordance with college procedures.

Student Association Committee members receive a weekly discount on their accommodation contracts.

13. RECREATIONAL FACILITIES WITHIN THE COLLEGE

13.1 Residents Courtesy Car

The Resident Courtesy Car is made available for all residents who do not have an on-site vehicle registered on their account. Use of the Resident Courtesy Car can be requested by resident with a registered vehicle in emergency situations such as a personal vehicle breakdown. Residents with a current valid driver's license are welcome to complete a loan car indemnity form which then entitles them to be able to book the residents courtesy car during the academic year as many times as they wish for use for up to 2 hours at a time (max up to 3 times per week and up to 7 days in advance only). We ask that all residents should also consider the needs of other residents when making multiple bookings.

All fuel and insurance is provided by the college on condition that residents ensure that the loan car indemnity form is up to date and complete with their current driver's license information and validity including a Queensland Department of Transport Customer Reference Number (CRN) and be versed in Queensland Traffic Rules. ALL international licenced residents, within 3 months of arrival on college, must obtain their Australian

Drivers licence to continue to use the courtesy car. This is to ensure any fines can be passed to them as an individual and not charged the full corporate rates (in excess of $1500).

The loan car indemnity form only needs to be completed once if the residents licence conditions do not change. Should a resident's license conditions change, they are responsible to report this immediately to administration in writing and if necessary complete a new loan car indemnity form. Should a resident cause damage either to the courtesy car, another vehicle, property or persons, the insurance coverage will only be extended based on the insurance coverage provided by our insurer. Should any damages or liabilities beyond the insurance provided occur, these will be passed in full to the resident responsible for the vehicle at the time of the incident.

On every use of the courtesy car residents **must** complete a vehicle condition report before taking the vehicle. This is to protect residents from any potential claim of responsibility for damages.

The vehicle keys are fitted with a GPS device, and the vehicle may be fitted with cameras that record to a server for the use of reviewing should an incident occur. If requested the college will make this video footage available to authorities.

Residents driving or travelling in the courtesy car are representing Saints Catholic College and expected to act accordingly. Reports regarding inappropriate driving will be reviewed and if deemed accurate would see the resident unable to make future bookings.

13.2 Health & Wellness Centre

The Health and Wellness centre and all programs and classes provided are available for all residents. Prior to using the facilities, programs or classes, residents are required to complete a health and waiver form. Should a residents health details change they are responsible to notify administration immediately and complete a new form.

Hours of usage are restricted due to its location within a residential building on college. These include female only exercise times and all males must vacate the centre during these times. **There are no exceptions to this rule.**

Rules of etiquette are located at the entrance to the wellness centre and all residents using the facility are expected to follow these at all times and respect all other residents with appropriate usage of the facility.

Visitor usage of the facility is permitted but they must be accompanied at all times by the inviting resident. Prior to entry (on every visit) all non-residents must attend administration and have completed the health and waiver documentation, paid the casual usage fee and completed the guest register. Failure to do so will see a charge of $25 payable by the resident.

Inappropriate usage of the facilities or any breach of the above conditions could see a resident no longer permitted to use the facilities for the rest of the semester or academic year.

13.3 The Bongo Bar

The Bongo Bar, named after the traditional College mascot, is located above the Dining Hall in the room adjacent to the College Study Room.

The Student Association is given permission, each year, by the College to use this space and applies each year for a limited liquor licence. The Student Association conducts social events in the Bongo Bar for all residents from time to time during the year, with permission from the HOC or BM. The Bongo Bar is a facility of the College and therefore is not exclusively used for events/functions organised by the Student Association. Age restrictions may apply depending on the function.

Noise and capacity (100 pax) restrictions do apply with the use of the Bongo Bar.

13.4 Common Rooms, Recreational Rooms

(a) ***Purpose and Location***

There are a number of Common Rooms located throughout the College. They are generally located on each floor of the College buildings. The Common Rooms are a social gathering space for residents, mainly who reside on that floor, who wish to meet for conversation and relaxation. These may be accessed by residents of that floor at any time. However, residents should be mindful of the noise restrictions of the College, especially after 11.00pm, and during SWOTVAC/exam periods.

Non-College visitors may be on college grounds and within buildings until 11.00 pm from Sunday to Thursday, and until midnight on Friday and Saturday nights. This rule may be relaxed towards the end of each Semester, when residents are studying with non-College visitors in common areas. However, non-College visitors will be asked to leave the College grounds if their behaviour is deemed inappropriate and/or unacceptable by the SRAs/RAs, Security or a staff member of the after-hours on-call Team. **Noting that NO males (residents or non-residents) may be in the Grail Wing of St Raphaels after 10pm Sunday to Thursday and 11pm on Friday & Saturday Nights. There are NO Exceptions and a resident may immediately lose their place at Saints for breaching this rule.**

Saints' residents visiting other College buildings, in which their room is not located, may be in common room areas after midnight each night of the week as long as they are not disturbing other residents. **(For Grail Wing this only applies to female visiting residents).** Residents will be asked to return to their own building if their behaviour is deemed inappropriate and/or unacceptable by the SRAs/RAs, Security or a staff member of the after-hours on-call Team.

(b) ***Common Room Facilities***

The Common Rooms contain many appliances and facilities for residents' use, such as lounge suites, coffee tables, televisions, streaming services, PS4's and whiteboards.

No items should be removed from the Common Rooms or Kitchenettes. It is also not permitted to move mattresses into the Common Rooms or elsewhere throughout the College. This practice can damage the mattresses, and they can become an emergency evacuation hazard.

(c) ***Restrictions on use of Common Rooms***

The Common Rooms are not to be used for the excessive consumption of alcohol or any other unacceptable and/or inappropriate activity. Drinking games, alcoholic punches, the use of drinking apparatuses or equipment, or any other activity that does not promote the responsible consumption of alcohol are strictly prohibited on college grounds. The appropriateness of an activity or behaviour is determined by the HOC, BM, PCM, Residential Supervisors or Security. While floor members are allowed to congregate in their Common Rooms, any large gatherings, particularly which include non-College visitors or residents from other buildings, must have the permission of the HOC, BM, or PCM, prior to the event.

Unplanned or spontaneous large gatherings (e.g. to watch a football game, celebrate a Winna Shield win), can occur if a Resident of the floor takes responsibility (Responsible Resident) for the gathering (this does not have to be an RA).

If no one can be found to take charge of the gathering, then permission has not been granted. Any member of the Pastoral Care Team or Security has the authority to close the event, and everyone must then disperse or go elsewhere off college.

Residents may have people in their study bedrooms, but the noise must be at an acceptable level and be partaking in acceptable activities, e.g. watching a movie, studying etc.

(d) ***Cleanliness of Common Rooms***

It is the responsibility of the residents, the SRAs and RAs to ensure that the Common Rooms are always maintained in a clean and tidy condition. Clothing should not be left in the common rooms for drying purposes. Other alternatives are available (See College Laundries/Clotheslines in Section 18.1).

Floor RAs should set up rosters so that each resident takes a turn at tidying the Common Room. Residents are responsible for emptying Common Room bins during weekends or long weekends and should not leave overflowing or smelly bins for the cleaners to attend to. Residents of each floor are responsible for the condition of their Common Room and for any damages or losses that occur, whether by accident or intentional. Residents are also responsible for their guests and their conduct in Common Rooms, public areas or study bedrooms.

If maintenance is required in a Common Room (e.g. for accidental breakages, lights not working, power tripped), these should be reported online through the SCC Student Portal, or to the floor RA or Duty RA for urgent matters. If residents have difficulty with reporting maintenance issues online, they should report the problem directly to the College office.

(e) ***Air Conditioners & Fans***

Air Conditioners are to be turned off in the evenings and Fans and lights in the Common Rooms should be switched off after use. When Air-conditioners are operating ALL doors and Windows in the Common Room MUST be closed.

(f) ***Use of Common Room Facilities***

A kitchenette is provided within or close to each common room. It is equipped with a microwave oven, stove, fridge, jug and toaster. Detergent and cleaning cloths are supplied so that residents can wash their own dishes and keep the sink and bench-top area tidy and free from dirty dishes.

(g) ***Common Room Fridges***

Food can be kept in the Common Room fridges. All food or drinks should be labelled with the owner's name to avoid mix-ups or the temptation to use others' food.

If you want to eat/drink something in the fridge that belongs to another resident, it is essential to obtain the owner's permission first, otherwise, it is theft. The College is not responsible for cleaning or for items stored in Common Room fridges and if these go missing it is the responsibility of the owner.

(h) ***Washing Up***

The resident will, as soon as practicable, wash up any of their own dishes used in the Common Room or the kitchenette. Any utensils, dishes, or other items left dirty in the sink area may be disposed of by the College at that resident's cost.

Under no circumstances is it permissible for residents to take cutlery, crockery or glassware from the dining hall.

(i) ***Common Bathrooms***

All common bathrooms are clearly labelled as either gender neutral (disabled or visitor) or single gender. Any resident found or reported to have been seen in a single gender bathroom not of their gender will be required to attend a show cause meeting with the PCM.

Residents are required to take all personal items from common bathrooms after use.

13.5 Damages to Facilities

It is the responsibility of each resident to respect College property. If damage or breakages occur, then the resident who causes the damage should report it immediately to an SRA/RA or the Office and pay the replacement/repair costs.

Where loss or damage has occurred in a communal area of the College (fair wear and tear

excepted), and the responsibility cannot be traced, the College will be at liberty to direct the cost of the replacement or repair as a charge against all residents, or to members of a specific wing or floor. This will be at the discretion of either the HOC, BM or PCM.

14. RESIDENT'S STUDY BEDROOM

The College will, at the commencement of each Academic Year, issue residents with a Study Bedroom for their Contract Period (the resident's "Study Bedroom").

The resident is responsible for keeping their Study Bedroom in a clean condition and in a state that will not cause any obstruction or deterioration to the assigned room. A resident is not permitted to remove any items of furniture or equipment belonging to the College which are located in their assigned room. This includes Office Chairs and Desk Lamps.

Residents are not permitted to relocate to an alternative room without written permission from the Head of College. Any application to relocate rooms should therefore be made in writing to the Head of College PRIOR to relocating any items.

Residents are also not permitted to transfer items of furniture or equipment from an individual or Common Room to other places within the College.

Study bedrooms will be inspected during the Semester/Trimester breaks and before the resident leaves the College at the end of the Academic Year.

Residents must leave their room in the same condition as when they checked-in, before vacating the room at the end of the Academic Year. Residents must turn off all the lights, fans, air-conditioning, remove all their personal belongings and clear any rubbish from the room before they vacate. Any items left by the residents, without the permission of the HOC, BM or PCM, in either their study bedrooms or Common Rooms at the end of the Academic Year, will be discarded after the check-out date.

14.1 Study Bedrooms

A resident's Study Bedroom is equipped with a bed, mattress, mattress protector, two sheets, a pillow slip, pillow and bedspread as well as a desk, desk chair, desk light, built-in wardrobe with drawers, mirror, bookshelves and ceiling fan.

(a) ***Refrigerator Fees – Electricity Charge***

The College does not provide refrigerators in residents' study bedrooms. If residents choose to have a small refrigerator in their room, there is a charge for electricity consumption. An annual electricity fee is applicable and is listed on the fee schedule. This fee will be charged at the beginning of the year/semester and is non-refundable.

(b) ***Fridge Trays***

It is mandatory for all residents who have a refrigerator in their room to have a fridge tray. This tray lies underneath the fridge and protects the carpet from any moisture or spills. Fridge trays are provided free of charge. The fridge tray is to be returned at the end of the contract period.

(c) ***Re-Arranging of Furniture***

Residents may arrange their Study Bedroom to suit their needs, provided that the house-keeping staff can still carry out their weekly room cleaning duties in an efficient and effective way. **Any furniture which has been re-arranged by the resident must be returned to its original position at the end of each semester**. Residents should not move their beds to a position that will block access to the windows as the housekeeping staff will not be able to do their routine cleaning of those windows.

(d) ***Maintenance of Study Bedrooms***

If any damage occurs to the Study Bedroom, the resident should report it promptly. The SCC Student Portal has a provision for students to report maintenance issues online. If the resident has difficulty with reporting maintenance issues online, they should report the problem directly to the College office either in person or by emailing administration. Urgent matters should be reported immediately by the resident, to the College office, an RA or the duty RA.

At the beginning of every year, the College ensures that all carpets are cleaned professionally, and the Study Bedroom is treated for pests. However, if a resident experiences problems in their Study Bedroom, with insects or other pests, they should report the matter to the College office immediately. If the pest control company cannot find any evidence of a problem, then the resident will be required to pay the call-out fee.

In the event that the college is required to perform maintenance that requires the relocation of a resident from their allocated Study Bedroom, the college will allocate an alternate equitable Study bedroom. The college will do its best to minimise disruption but if it is required the resident must relocate.

(e) ***Study Bedroom Inventory***

As soon as possible after arrival, residents should complete their room inventory via the SCC Student Portal and detail the condition of their Study Bedroom. Any missing or damaged items should be reported at this time.

(f) ***Pictures/Posters on Bedroom Walls***

Residents are only permitted to use non-wall marking products such as removable wall hooks and high-quality brand Blu-Tac to affix pictures, posters, etc. to the walls. *Cheaper versions of Blu-Tac should not be used as they tend to stain the walls and are difficult to remove.*

Any damage caused will be repaired at the resident's cost.

Residents are not permitted to:

- Affix anything to the ceiling or ceiling fan of their Study Bedroom, or

- Place articles on the ceiling fan or light fittings in their Study Bedroom.

(g) ***Room Air-Conditioners***

Residents are not permitted to install air-conditioners (either fixed or portable) in any non-air-conditioned rooms of the College. Only those owned and installed by the College are permitted and costs do apply which will be added to the contract fee.

(h) ***Cooking in Study Bedrooms***

No cooking is permitted within a resident's Study Bedroom. This includes the use of toasters, kettles, barista style coffee machines, rice cookers or similar appliances, and any appliance used for the heating and cooling of food; personal room fridges and pod style coffee machines are an exception. Common Rooms are the appropriate area to make snacks and residents are required to clean up after themselves.

(i) ***Use of Hair-Straighteners/Hair Dryers/Curling Irons etc.***

Electrical appliances, such as hair dryers'/hair straighteners etc. should be used with care. These can sometimes trip the power supply. Due to the heat generated in an unventilated room, they can trigger the fire alarms. Care should also be taken to ensure the appliance is switched off and stored appropriately until the appliance cools down after use.

(j) ***Keeping Hallways Clear***

Residents must not leave shoes, skateboards, boxes, fishing lines, clothes drying racks etc. in the hallways. These can become dangerous tripping hazards or obstacles which can hinder exit from buildings during an emergency evacuation. They also interfere with the housekeeping staff's ability to vacuum the hallways.

Items of clothing should not be draped over the louvres in the hallways of St Raphael's or St Paul's wings. Apart from being unsightly, they are potentially flammable and pose a fire risk in an emergency.

PLEASE NOTE: If any items are left in the hallways, they may be removed by college staff. In this regard, the College accepts no responsibility for loss or damage to any of a resident's items.

(k) ***Study Bedrooms in St Mary MacKillop Wing***

Residents in the St Mary MacKillop Wing are reminded that their Study Bedroom and ensuite doors are also fire doors.

Part of the ***Building Fire & Safety Regulations 2008*** and *Advisory Notes* state **fire/smoke doors** are required to be **unobstructed and undamaged**.

Fire or smoke doors are not to be 'chocked' or held open. Fire doors must automatically close and fully latch after each opening.

To keep the doors in good condition and compliant, **DO NOT screw, hang or attach any items on doors or have any 'over door hanger hooks' on the doors**. This makes them non-compliant with Fire Safety Regulations and become prohibitively expensive to repair.

Residents should also not disable their Study Bedroom door by covering the latch of the lock so that the door can be opened without the access card. This causes the door mechanism to continually draw battery power. This will reduce the life of the door mechanism batteries which may fail at an inconvenient time. This practice also reduces the effectiveness of the Study Bedroom door to act as a fire door. Fines will apply for non-compliance.

Residents are also reminded that the Fire Department can make random checks of the building and rooms and, if breaches of the Fire Regulations are discovered, the College could incur a substantial fine. This fine would be passed on to the resident/s concerned.

Residents should remember to take their access cards with them when leaving their Study Bedroom for any reason.

The air-conditioned Study Bedrooms in the St Mary MacKillop Wing, St Raphael's College and St Paul's College (B Block) are fitted with energy saving devices. Minimising energy costs keeps fees lower and is good for the environment. Consequently, overriding the energy saving devices in your room, using issued or non-issued cards, or keeping your room doors propped opened, in any capacity, while the air-conditioners are turned on will incur a $50 fine in the first instance. On a second occurrence, the fine will be $100. A third occurrence will be deemed a breach of the Annual Residential Contract, and a show cause meeting will be required.

(l) ***Rooms – Sub-Letting***

A resident is not permitted to give another person access or use of their room at any time during their Contract period (e.g. during absences for the semester/trimester breaks, placements). No form of sub-letting is permitted.

(m) ***Damage or Loss in Study Bedrooms***

If there is a loss of equipment from, or damages to equipment in the Study Bedroom (fair wear and tear excepted), the cost of replacement or repair will be directly invoiced to that resident.

If this occurs, the resident may be allowed some time to pay for the costs of repair etc. Failure to pay for damage caused, in the time given, or negotiated, may lead to further penalties being applied.

(n) ***Damage to Rooms Caused by Others***

All residents are responsible for the behaviour of their guests. If damage is caused to a Study Bedroom by another person and is the result of the room being left unsecured, the costs of any remedial work will still be charged to and payable by the resident of the Study Bedroom. Maintaining room security is always strongly encouraged. If the resident is present in their room and damage is caused by another person, the resident will still be responsible for the repairs unless the person causing the damage accepts responsibility and pays to repair the damage caused.

This also involves costs being allocated to any person who is found to be trespassing or gaining unauthorised entry to another resident's room and causing disruption or damage to student or College property.

(o) ***Reporting Damage in Your Room***

Residents must promptly report all damage to the College by logging on to the SCC Student Portal. Generally, this should be done no later than the following working day or to the Duty RA on a weekend. However, if the damage is serious or significant, it must be reported immediately to the HOC, BM, PCM or OS.

(p) ***Charging of Electrical Transport Devices***

Residents must never charge these devices in their study bedrooms of common room areas.

14.2 Condition Inventory Report

Residents are required to complete a Condition Inventory Report within two days of taking up residence. The Condition Inventory Report is accessible via the SCC Student Portal. It will be assumed that failure to send in a Condition Report means that the resident's room is in perfect condition and that they accept financial responsibility for any damage that occurs from that point onwards. Residents are required to keep their own room in good condition during their stay. Residents will be charged for:

- Any damage that exceeds reasonable wear and tear.
- Cleaning, if rooms or Common Room areas are left in an excessively unclean condition.

14.3 Entering a Resident's Study Bedroom

A resident's Study Bedroom may be entered at any time by persons authorised by the HOC, BM or PCM for the following reasons:

1 Inspections, cleaning, sanitary bin changeovers, inventory checks, maintenance, safety alterations and repairs.

2 In an emergency or urgent situation, that relates to the safety, health or wellbeing of a resident or guest (as determined by the HOC or delegate), without advance notice and whether the resident is present, or if there is a reasonable belief that there has been a breach of college policies.

3 Between semesters/trimesters when, at the discretion of the HOC or their delegate, rooms in the College may be entered without written or verbal notice.

The College will endeavour to notify residents of an anticipated entry if the circumstances are practical for the College to do so.

14.4 Cleaning

The College Housekeeping staff work Monday to Friday 8:00am to 4:00pm. Bathrooms, Common Rooms and corridors are cleaned daily. Student rooms are cleaned and vacuumed once a week. Rooms should be left in an orderly state to ensure that cleaning tasks can be done properly; residents should remove all belongings from the

floor so that the carpet can be vacuumed. Residents should keep their room and common areas in a clean, safe and sanitary condition at all times.

Cleaning above normal requirements may incur fines. (for example, cleaning of a fridge, scraps off floors)

Residents are also requested to organise their room so that dusting and general cleaning can take place. Housekeeping staff are asked not to move objects (within reason), so residents are expected to have their desks tidy.

(a) ***Scheduled Cleaning Days***

The schedule of cleaning days of Common Rooms and individual rooms are on floor noticeboards in each building.

Residents are **occasionally** permitted to forego cleaning of their rooms, but their rooms must be available for cleaning the following week. **This should not be a regular occurrence.** Management will be advised of any room that could not be cleaned for any reason.

(b) ***Rooms Will Be Locked After Cleaning***

Please note that housekeeping staff have been instructed to lock Study Bedroom doors after cleaning, even if they find them unlocked. This is for the security of residents' belongings. Residents are advised to lock their door whenever they are absent from their room, even for short periods of time.

(c) ***Duties of Housekeeping Staff***

Housekeeping staff are required to attend to the day-to-day cleaning of the College. They are not required to clean up after parties (including the removal of bottles etc. from Common Rooms or Study Bedrooms) or to clean up personal mishaps. Where appropriate, the floor RA will oversee the cleaning of any relevant places.

14.5 Pest Management

Each year the college premises are treated for pest control. It remains the responsibility of residents to report any concerns about pests to office staff at the college.

14.6 Storage of Residents' Possessions During the Semester/Trimester Break

During the Semester/Trimester breaks, the College may host several groups and organisations for varying periods.

As residents in all Wings sign a 40 or 43 week contract, they are eligible for a Rebate during the Semester/Trimester break, if the appropriate requirements are met. This involves locking all their belongings into their wardrobe and leaving their room in such a condition that it can be used by conference delegates. Other conditions also apply.

A resident may choose to leave their Study Bedroom "intact" for the duration of the Semester/Trimester breaks (i.e. they do not pack up their belongings). However, they will not be eligible for a rebate in this instance.

14.7 Storage of Residents' Possessions at the end of the Academic Year

At the end of each Academic Year, the College offers a storage service to residents who have applied to return to the College for the following year. There is no charge for this service. However, if residents store their possessions at the College and then do not return to college the following year, fees will be charged from the first week of the vacation period until collected.

If a resident's possessions are not collected within a reasonable period (in the opinion of the HOC absolutely) after the start of the new Academic Year, they will be donated to charity.

Each resident is allowed to store a maximum of six book carton storage boxes, a fridge and a fridge tray in the storage containers. The College discourages residents from storing items with

electrical circuit boards (i.e. laptop computers) due to the heat in the storage containers.

Using the storage facilities at the College is optional and the College accepts no responsibility for property stored anywhere on college. Alternative external arrangements should be organised by the resident if they have more belongings than can be stored, or they do not wish to accept the conditions of use.

Further details of this service will be emailed to residents prior to the end-of-year exams.

14.8 Emptying of Rubbish in the College

Residents are advised that the number of bins provided inside the College buildings is limited to a small bin in each shower/toilet area and each resident's room as well as in each Common Room.

Any broken glass should be well wrapped, (e.g. in newspaper) before being placed into the bedroom or Common Room bins. This is to ensure the safety of anyone handling the broken glass.

All sharps such as needles should be disposed of in the dedicated sharps containers provided on the ground floor in each building.

(a) ***Excess Rubbish***

Bins are provided at strategic places throughout the College and residents should deposit all excess rubbish into these bins. **The housekeepers are not expected to remove excess rubbish left in Common Rooms or bedrooms.**

(b) **Recycling Bins**

Recycling bins are also available in the College and include:

- Recycling bins for cans, glass & Plastic bottles are located at numerous locations on college.
- Cardboard (boxes etc.) -an industrial bin located at the rear of the Dining Hall.
- A printer ink cartridge recycling box in the foyer area outside of the front reception office.

14.9 Linen

Room linens (white standard flat sheets) are the property of Saints Catholic College. Residents may provide their own linen if preferred, however, they will be responsible for its washing.

College linen is exchanged on a weekly basis by housekeeping staff on delegated days. The College has three days of the week for linen changes. These days/times are displayed on the building noticeboards.

Used linen will be replaced with clean linen on a piece-by-piece basis; i.e. one item will be received for each returned. Losses or damage to linen will be charged to the resident's account.

If a resident cannot change their linen at the specified times because of lectures or other commitments, they should negotiate another regular time with their Housekeeper.

(a) ***Linen Change Location***

Residents should take their used linen to the linen room located near the Grail laundry in the St Raphael's building.

(b) ***Personal Linen***

Residents can provide their own bed linen, but they must launder the sheets regularly themselves. If a resident uses their own linen, they must return their college linen to the housekeepers and ask them to note that no replacement linen was taken. Personal linen also includes the quilt cover sets, pillow protectors, mattress protectors and a fitted sheet provided to all new residents as part of their welcome pack. Protectors must always be used and replaced if damaged.

15. DINING HALL

The College serves three meals each day in the Dining Hall. Afternoon tea is also provided, along with supper during each SWOTVAC and exam block. All meals are included in the weekly room rate. Times are as follows:

15.1 Mealtimes

Breakfast:
Continental Breakfast: Available from 6.00am - 9.00am
Hot Breakfast: Available from 7.00am - 9.00am
Barista: Available from 7.00am – 9.00am Mon-Fri (during academic study periods)
Lunch: 11.30am - 1.00pm
Dinner: 6:00pm - 7.30pm
Residents will be informed of altered mealtimes if applicable e.g. during the Semester/Trimester study break.

15.2 Dress Standards in the Dining Hall

The College Dining Hall operates under licence from the local Council. Residents (and guests) are required to wear appropriate clothing as follows:

- Footwear must always be worn.
- The Dress code is informal (except for special celebrations) but must include shirts and footwear.
- Sleepwear (pyjamas etc.) and swimwear must not be worn in the College Dining Hall unless it is for an approved activity.

These dress standards always apply and are a requirement of the health authorities as well as for personal safety. A breach of these dress standards will be deemed a breach of the Code of Conduct.

15.3 Food during Absences

Where residents are required to be absent on field trips or placement and are expected to provide their own food, residents can make arrangements with the kitchen staff.

15.4 Formal Dinners

Two formal dinners are held during the year. At the formal dinners, residents are expected to wear appropriate dress. Dress at these times is 'smart casual' unless other standards have been requested.

Attendance at these formal dinners is compulsory and residents must seek permission from the HOC or BM to be excused from attending (e.g. for an academic reason, placement/late lectures, work commitments).

The dates for the formal dinners are as follows:
Bishop's Dinner – Usually in March
Valedictory Dinner – Usually in October
The specific dates will be emailed to residents early in the first Semester.

15.5 What Food Can Be Taken from the Dining Hall

In general, food is not to be taken from the Dining Hall unless arranged (e.g. due to sickness). Late meals and prepacked lunches are an exception.

A single piece of whole fruit and/or a single muffin can be taken from the Dining Hall.

Hot drinks made in the residents' own cup can be taken at any time.

At lunch, a sandwich/roll/wrap can be taken from the Dining Hall. Fines apply if cutlery, crockery or glasses are removed from the Dining Hall. A Minimum of $15 per item applies.

15.6 Late Meals & Allergen Meals

Late meals and cut lunches are only available if academic, work or sporting commitments make it difficult to attend the Dining Hall at the scheduled mealtimes.

When ordering a late meal, residents are required to enter their name, date, wing and room number on the late-meal sticker by 11:00am for lunch and by 5:00pm for dinner. The

meals will be placed in the fridges in the Dining Hall for collection. The meals can then be reheated in the microwave in the Dining Hall.

Late lunches can be collected from the dining room fridges from 12 noon. Late dinners can be collected after 6pm. Any remaining late meals will be disposed each morning. If late meals are consistently not collected, a casual meal charge will be imposed.

A late meal is an alternative and not an extra meal. If a resident returns early from their academic, work or sporting commitment, within the scheduled mealtimes, they must still take the late meal put aside for them and not take another meal from the servery. This is to minimise waste.

Residents can order special Allergen Meals if the menu for that service does not present a meal option that meets their dietary requirements or they have concerns with cross contamination. In this situation, residents should contact the Catering Staff directly.

15.7 Cut Lunches

Residents can prepare their own cut lunch at breakfast on the day a cut lunch is required (this should not include breakfast items). Preparing the cut lunch must be done at breakfast time as food is not allowed to be taken out of the Dining Hall at any other time.

15.8 Guests at Meals

Residents can invite a friend to eat with them in the College Dining Hall. The cost of the guest's meal will be charged to the resident. Should a guest be dining with the resident, the resident agrees to the following:

1. The resident must put the name of the guest in the Meal Book, which is kept in the Dining Hall, **before** the guest eats in the College Dining Hall. The meal will then be charged to the resident.
2. Payment for the guest meal must be made before the visitor eats the meal through the 'Shop' on the College Portal.

All guests must dine with their host resident.

Failure to provide payment for a guest's meal is viewed very seriously. "Forgetting" to sign in a guest will incur extra charges.

Immediate family members will be provided with casual meals at no charge, although they will need to be signed in by the resident (at all mealtimes). While immediate family members can partake of meals with the resident at no charge, this is limited to ten meals per semester/trimester.

Immediate family members are defined as parents/guardians, grandparents or siblings only. Immediate family members must be seated with their resident student for their meal. A past resident returning to have a meal with a sibling must be seated with that sibling (and not past friends) otherwise it will be determined that they are the guest of their friend rather than their sibling and charges will apply.

15.9 Food Feedback

Residents' comments and food suggestions are taken very seriously. This feedback can be given to floor RAs and will be discussed at regular RA meetings, or in resident surveys.

The College constantly endeavours to improve the meals at the College and strives to provide healthy, well-balanced meals to cater for different tastes and requirements.

Constructive feedback is welcome, and residents are encouraged to politely approach the kitchen staff or management with complaints, positive feedback or suggestions.

16. VISITORS/GUESTS IN THE COLLEGE

16.1 Visitors in the College

Visitors to the College are welcome. However, the resident is responsible for their guests' behaviour whilst they are on college grounds, and the guests must always be accompanied by the resident. Residents should not allow friends unaccompanied access to their Study Bedroom at any time.

All visitors not residing at the College must leave by 11 pm (Sunday to Thursday) and by midnight (Friday and Saturday). **It is the responsibility of the resident who has invited a guest to escort them from the College by this time.**

The laundries are private areas for use by the residents of each of the respective College wings only.

Visitors to the College, including past residents, may face bans if their behaviour while on college grounds or at college events is deemed inappropriate and/or unacceptable by the HOC, BM or PCM.

16.2 Guests Staying Overnight at the College

Guests are <u>not</u> permitted to stay overnight at the College in a resident's Study Bedroom.

Under no circumstances are residents allowed to invite guests to stay overnight in their Study Bedroom. This is a breach of the College Code of Conduct. This is also a breach of the Fire Regulations whereby all rooms within the College are deemed to be for 'single occupancy' only.

If vacant rooms are available within the College, residents may arrange casual accommodation for their guest by speaking with or emailing the College office staff.

The College provides each resident up to 3 days a semester for family and or friends (over 18 yrs of age or accompanied by an adult) to visit them **<u>for compassionate reasons</u>** (Physical /mental/emotional health) and must be approved by the Pastoral Care Manager. These are provided ONLY for family and friends who do not live in the Greater Townsville Area and are <u>subject to availability</u> of our Family Visitor Room. Three meals per day will be provided for these guests during their stay at college at no additional charge. **These are not available during Orientation Week and Check-out weekends**.

17. SECURITY

17.1 Security and Out-Of-Hours Assistance

The Pastoral Care Team, particularly the Security Officer, is responsible for the general security of the College. As well, the College relies on every resident to be security conscious and ensure that external doors are kept closed after-hours and that any suspicious behaviour is reported immediately.

CCTV is fitted on every floor of every building in communal spaces such as hallways, lounge areas, Bongo bar, Dining Hall, Gym and Group Fitness Room etc.

(a) ***Locking of Accommodation Building Doors – St Paul's Wing, St Raphael's Wing & St Mary Mackillop Wing***

All external doors are locked at all times and have door returns fitted for this purpose. Residents Access Card fobs or cards will access these doors 24/7. A door propped open exposes all residents to risk and may set off local alarms. CCTV will be reviewed, and residents will be fined $100 per event for propping open an external security door. In the event of a third offence will result in a show cause meeting.

Residents are reminded to take their room Access Card and fob with them if they plan to be away from the building after 9pm.

(b) ***Locking of Wellness Centre Door – St Raphael's Wing***

At St Raphael's, the wellness centre door is locked at all times. Male Resident fobs and cards will only operate this door from 6am-8pm. Female Resident fobs and cards will only operate this door between 6am-10pm.

(c) ***Locking of Study Bedrooms – St Paul's and St Raphael's Wings***

It is recommended that residents always lock their Study Bedroom when absent (i.e. when they go to the Dining Hall, bathroom, common room etc.) as well as when they go to bed. This is to prevent unauthorised access to Study Bedrooms.

(d) ***St Mary MacKillop Wing – Residents' Study Bedroom Doors***

Residents' Study Bedrooms should always be kept closed. This is a requirement of the Fire regulations. The Study Bedroom doors should not be propped open at any time. Residents should take their Study Bedroom access card with them when they leave their rooms for any reason. If a resident's door batteries fail, or their proximity card is not functioning, they can access assistance at any time of the day or night. During the day, they should contact the Office and after-hours, contact the duty RAs or Security.

(e) ***Thefts***

Thefts should be reported immediately to the police, and the College office should be notified so that other residents can be informed of the problem. The College does not take any responsibility for the theft, loss or damage of residents' personal effects. Residents must make their own arrangements to insure their personal property.

17.2 Access Cards/Security Cards and Fobs

For their own security, residents should not tag their Access Card with their room number or address. If their Access Card is lost or damaged, they can obtain a replacement from the Office. **Please Note:** Placing cards/fobs on wireless chargers will likely damage them such that they will need to be replaced.

The cost of replacement Access Cards will be charged to the resident.

(a) ***Room Lock-Outs***

There is always someone available who can assist with room lock-outs. If a resident is locked out of their room during office hours, they can contact the office for a spare Access Card. If they are locked out of their room after-hours, they can contact the Duty RAs for assistance on weekends and before the Security Officer arrives, or the Security Officer after 10pm. Building SRAs and staff members can also assist with lock-outs. A resident may need to show ID either before or after their room has been unlocked.

(b) ***Access to Another Resident's Room***

NO ACCESS will be given to a resident requesting entry to another resident's Study Bedroom without the direct permission of the room occupier. If you have left something in another resident's room, you must get that resident to call the office or Senior on Call (SOC) and give permission for entry to their room. This applies even if the door has been left open or unlocked.

<u>Access Cards should never be given to friends or acquaintances for their use. This is a breach of the Annual Residential Contract.</u>

RAs are instructed not to open another resident's room without permission. However, in an emergency, permission to enter another resident's room must only be given by the HOC, BM or PCM, Residential Supervisor or Security Officer. If a fire alarm is activated (or smoke is detected) from that room; an RA may need to enter to confirm the presence of fire.

17.3 Absences from the College

Residents intending to be absent from the College overnight or for a weekend are required to inform their floor RA before departing and should leave a contact number with the RA, or another resident, in case of emergency. There is no limitation regarding evening absence from the College.

In the event of an unexplained extended absence of a resident, the HOC may need to notify the absence to the listed emergency contact and/or the police in keeping with our responsibility to our residents.

17.4 University Security Service

The JCU Security Service can be contacted through the Security Control Centre in the JCU Student Mall. Emergency phones are provided at various points around the University grounds for use in an emergency and the JCU SAFE App is made available to all residents.

All serious incidents occurring outside the College should be reported to the JCU Security Control Centre. (The phone number is in the College contact details on p1). In cases of emergency involving a criminal offence, dial 000.

18. COLLEGE SERVICES

The College provides the residents with several free services. These include free washing machines, printer in the Dining Hall, and a free linen laundering service.

18.1 Laundries

Residents are responsible for their personal laundry and should supply their own washing powder, pegs and laundry baskets.

Residents are asked to show consideration when using laundry facilities. Please limit the amount of water used and remove clothes from the machines as soon as possible after the conclusion of the washing cycle.

(a) ***Location of Laundries***

St Raphael's Wing
Laundries are provided in both the Merrick and Grail sections of St Raphael's Wing, but dryers are only available in the Grail laundry.

St Paul's Wing
The St Paul's Wing has a laundry in each building on the ground floor. They have both washing machines and an industrial dryer.

St Mary Mackillop Wing
Laundries are provided on both floors.

(b) ***Washers and Dryers***

Use of the washing machines in the laundries is free to residents only. The clothes dryers are fitted with card scanners and charge a fee per load.

(c) ***Clotheslines***

Clotheslines are located near the laundries for use by residents. Residents are requested not to leave dried clothes hanging on the lines for extended periods of time, so that others can also utilise the hanging space. Portable cloth racks are permitted but must not be placed in common rooms. These can be placed on common room balconies.

(d) ***Unauthorised Use of Laundry Facilities***

Residents are not permitted to allow non-residents access to the laundries.

18.2 Computer & Network Usage

Residents are reminded that the University applies strict policies on the use of their computer network.

www.jcu.edu.au/policy/information-and-communications-technology/information-communication-technology-acceptable-use-policy

These policies must be adhered to, as breaches may lead to the University cutting access to their system.

(a) ***Printing***

Printing is free for residents only after setting up their papercut account with reception. This can only be done with a valid JCU student email address. Residents have a maximum of 1000 pages of printing per academic year. Any excess will be charged at papercut rates to the residents' accommodation account.

If there is a problem with the College printer this should be reported to the College office or the Duty RA outside office hours. ***Residents should not attempt to fix the problem themselves.***

Only residents of the College are permitted to access and use the printers.

(b) ***IT Assistance***

Residents should log their query on the SCC Student Portal under the Maintenance Tab and report their problem under the IT category.

(c) ***Virus Protection***

All personal computers must have current virus protection. The University provides free antivirus software (such as Sophos antivirus) to residents.

(d) ***Room Connections***

Wi-Fi internet is available in each Study Bedroom.

(e) ***Wireless Internet***

Wireless access is available throughout the College via Eduroam (Australian universities wireless network), JCU Visitor access and Saintsnet.

19. COLLEGE POLICIES, REGULATIONS AND PROCEDURES

Each Resident is required to be familiar with and comply with the Annual Residential Contract, this Handbook and applicable College Policies and Procedures. Together these documents establish the expectations applying to residency and support the safe, respectful and effective operation of the College. Applicable RCTC/Diocesan policies apply where they apply to SCC in accordance with SCC's Constitution and governance arrangements. JCU policies and procedures may apply independently to Residents as JCU students or where expressly incorporated into college requirements.

By entering into the Annual Residential Contract, each Resident agrees to comply with this Handbook as part of the Agreement.

19.1 Care for Others

Acceptance of and respect for other people and their differences are fundamental to successful, harmonious community living. The College values the differences amongst residents. The College does not condone physical or verbal violence, harassment, sexual harassment or sexual assault, hazing, discrimination or any other type of disrespectful behaviour.

19.2 Code of Conduct

As residents settle into life at Saints Catholic College, they are encouraged to contribute to the various aspects of University and College life, since academic success is often enhanced by participation in cultural and sporting activities, alongside a balanced social life.

For any community to be harmonious, a spirit of care and concern for the common good must prevail. Although individuals have certain rights and expectations, these should not infringe on the reasonable comfort and needs of others in the community.

Residents should not cause or allow the College to be used or occupied in any way, or for any purpose which might cause annoyance (as deemed by the College Management Staff), to any other persons in the College. The resident shall not indulge in any illegal, riotous, improper, offensive or noisy conduct or practice, or in any way bring the reputation of

the College into disrepute (in the opinion of the HOC, BM or PCM).

Residents are bound by the Annual Residential Contract, this Handbook, applicable College Policies and Procedures and applicable RCTC/Diocesan policies. JCU policies and procedures may also apply independently to Residents as JCU students. Disciplinary responses available to SCC are governed by the Agreement, this Handbook and applicable College Policies and Procedures.

Continued residency at the College is dependent on everyone maintaining an acceptable level of behaviour, attitude and academic performance. Failure to do so could result in a resident being required to show cause as to why the College should not terminate the Resident's Annual Residential Contract. Matters of a serious nature (e.g. possession/use of illegal substances, serious assault) may lead to immediate eviction.

19.3 Workplace Health and Safety

The College has a Workplace Health and Safety Policy. The aim is to achieve a "zero harm" environment on the College property. Residents are asked to report any possible hazards or unsafe practices to the College staff or an RA. Likewise; residents are to act in a manner that assesses potential risks and act to negate those risks.

19.4 Reporting Accidents or Injuries

It is essential that the College administration is informed of any illness, injury or accident requiring medical attention as soon as possible. After-hours, this may involve contacting an RA/SRA, Duty RA, Residential Supervisor or Senior on Call. Residents must not assume that the College office is aware of an incident unless a staff member is present or has been contacted. The appropriate staff must be informed so that full care can be ensured and any problems with the equipment/facilities can be rectified.

19.5 Reporting Sickness or Injuries

Should a resident become unwell or is injured during office hours or after-hours, the HOC, BM, PCM or College office should be advised promptly, ensuring that the appropriate treatment is organised.

Where SCC reasonably considers that there is a serious threat to the life, health or safety of a Resident or another person, SCC may use or disclose relevant personal information, including to the Resident's nominated Emergency Contact or appropriate authorities, where permitted or required by law and in accordance with SCC's Privacy Policy.

19.6 Personal Behaviour

Attention to appropriate personal behaviour is essential in maintaining a healthy social and physical environment at the College. Any failure by a resident to attend to their appropriate personal behaviour (in the opinion of the HOC, BM or PCM) will be a breach of this Handbook and the Annual Residential Contract.

The expected standard of behaviour at the College is for all residents to abide by all terms outlined in this Handbook and the Annual Residential Contract.

A breach or matter of serious concern may result in the Resident being required to show cause to the HOC as to why their Annual Residential Contract should not be terminated. The HOC conducts show-cause meetings and makes final disciplinary determinations. The BM may assist with the practical investigation, administration and implementation of disciplinary outcomes. Pastoral support may be provided separately by the PCM and Residential Staff.

A system of warnings for behavioural infringements can in some cases be implemented at the discretion of the PCM for any other breaches.

Authorised College staff and Residential Staff may address behavioural concerns and provide reasonable directions to Residents. Formal disciplinary warnings and outcomes are issued under the authority of the HOC in accordance with the Annual Residential Contract, this Handbook and applicable College procedures.

Repeated breaches, repeated formal warnings, or a matter of serious concern may result in the Resident being required to show cause to the HOC as to why their Annual Residential Contract should not be terminated.

Show Cause meetings are not provided for a resident to debate the validity of the termination of their contract, but to provide the college a basis as to why they should be permitted to stay and that their remaining on college does not present a negative impact on culture or the colleges ability to manage future events of poor personal behaviour.

With agreement by the resident, the PCM (should they believe it appropriate) may invite the Student Leadership Council to assist with decision making post a show cause meeting.

Three formal warnings in an academic year will result in **immediate termination** of the Annual Residential Contract and the resident will be required to pay all the fees for the remainder of the Contract Period. Residents under 18 years of age should note that their parent/guardian will be contacted in relation to formal warnings. Guarantors on Accommodation Contracts will also be contacted should any resident have their contract terminated.

19.7 Criminal Acts – Illegal Drug Use/Other Criminal Acts

The use or possession of illegal drugs on or off college grounds, or any substance that purports to have the same effect as illegal drugs, or the engagement in any illegal activity, will result in ***immediate*** termination of the Annual Residential Contract and the resident will be required to pay all of the fees for the remainder of the Contract Period to the College. Residents should not have equipment associated with illegal drug usage. If a resident is found with such equipment, the HOC & PCM will assume that it has been used and consequently a resident's place at the College will be terminated by the College.

Any action by a resident that could amount to a criminal offence, including vandalism, will require the resident to show cause as to why the College should not terminate their Annual Residential Contract. Matters of a serious nature can necessitate that the HOC or PCM prohibits the accused resident from residing at the College, pending any necessary enquiries. It will also be grounds for the College to terminate the Annual Residential Contract of the resident accused of the criminal act. Serious matters will be reported to the police.

19.8 Alcohol

Only the ***responsible*** use of alcohol is permitted in the College. Any anti-social behaviour related to excessive alcohol use is unacceptable and is considered a breach of this Handbook and the Annual Residential Contract. Anti-social behaviour related to the consumption of alcohol will not be tolerated by the College and penalties may be imposed by the College in addition to the College's other rights.

Being drunk will not be accepted as an excuse for such misbehaviour, rather, the College will regard it as a second offence by the resident.

If a resident returns to college in a heavily intoxicated state, members of the Pastoral Care Team are authorised to call an ambulance and will remain with the person until the ambulance arrives. This is to fulfil the College's duty of care responsibilities, and for the safety of the resident involved. The intoxicated resident will not be put to bed to 'sleep it off,' as this could endanger the person's life. The resident will be in breach of their obligations due to their intoxication and accordingly, the next day the resident will be required to account for his or her behaviour to the HOC or PCM.

(a) ***Legal Drinking Age***

The legal drinking age in Australia is 18 years. Consumption of alcohol by, and/or distribution of alcohol to, persons less than 18 years of age is **ILLEGAL**. If an underage resident is suspected of being intoxicated or behaving in an intoxicated manner in a public area within the College or College grounds, the matter will be reported to the HOC & PCM who will require the resident to account for his or her behaviour. Any underage resident found to be in an intoxicated state or to have consumed alcohol, will be subject to disciplinary action within the College and may result in the resident receiving a formal warning or termination of their contract. The matter will be reported to the resident's parents/guardians, without exception.

Underage residents are reminded that the practice of consuming alcohol on or off college, even in their own Study Bedroom, or another resident's Study Bedroom, is still illegal and will not be tolerated.

(b) ***Locations for Alcohol Consumption***

Alcohol can only be consumed in Study Bedrooms, floor Common Rooms the Bongo Bar during licenced days/times and the Sanctuary. The HOC, BM or PCM may approve the consumption of alcohol in other areas of the College on a case-by-case basis. Should this include sporting areas, no participant in any sport may consume alcohol during any form of play or sport.

(c) ***Social Gatherings***

Please see information under the Common Room section.

(d) ***Drinking in Public Areas***

The consumption of alcohol in any public area on college grounds, without permission, (including any social gatherings) is not allowed.

Under no circumstances should residents move between college buildings with open containers or bottles of alcohol, nor should any resident drink in hallways, stairwells or building foyers, or outside the buildings.

Residents are reminded that the areas of bushland surrounding the College, e.g. along the fire trail at the back of the College, are private JCU property. Under no circumstances should residents use these areas for the purpose of gatherings or drinking alcohol/lighting fires etc. These areas are out of bounds to all College residents and consequences will apply if residents are found to be congregating and/or drinking alcohol in these areas.

From the first date of the residential contracted year to the first Wednesday evening at 5pm (O'Week) the college is alcohol free. This applies to both Trimester 1 and Semester 1 O'week periods. Consumption of or participation in any activity/event/gathering involving alcohol on college during this period will be grounds for a resident to show cause as to why they should be permitted to remain on college.

19.9 Smoking & Vaping

In accordance with the policy of James Cook University, Saints Catholic College is a smoke-free environment. Smoking & Vaping is prohibited on college grounds and in college buildings.

19.10 Noise

One of the fundamental purposes of the College is to provide a supportive academic environment, where serious study may be undertaken. Residents must not create noise likely to disturb the study or sleep patterns of other residents.

Any unreasonable noise after 11pm is unacceptable, unless special permission for an event has been given by the HOC, BM or PCM.

An unreasonable level of noise, in the opinion of a Pastoral Staff member or the Security Officer at any other time, is also not permitted.

Prior to exam times, including during Study Vacation times, stringent noise restrictions, as advised by the HOC, BM or PCM, apply to enable

all residents to successfully prepare for their exams.

19.11 Social Media and Communication

Students should be very sensitive to what is posted on Facebook, Twitter, Instagram, YouTube, Snap chat and other social media outlets. Any form of harassment, bullying, intimidation, hazing, nudity, profanity or breaches of college expectations, guidelines or values will not be tolerated, regardless of the intended reaction or audience. Communication through social media has the potential to impact resident's reputations, the College's reputation and the reputation of others and as such can result in immediate termination of the resident's contract.

The College operates a Facebook Page, Instagram account and other public social media platforms for marketing purposes.

Social media may be used as a form of communication within the College. Private Facebook groups will be created and administrated by college staff and/or Senior Residential Assistants at the beginning of each Academic Year. These groups will encompass a Saints Residents Page, a Residential Assistants Page, as well as Floor and Building Pages. This is the only official communication through social media that the College utilises. Any other communication through social media, including private groups or group chats, are not endorsed by the College and the College name or descriptions that pertain to aspects of the college (floor names etc) should not be used to identify the group.

The College may also use email, via the resident's JCU address, or text message to communicate relevant information.

19.12 Pets

In line with Workplace Health and Safety regulations and local government Health Department policies, the College does not allow residents to keep pets. These regulations prohibit the keeping of pets in areas where residents are in very close proximity, as occurs in each of the residences. **This includes reptiles, mice, spiders etc.** However, **one small** fish tank containing **one or two** fish is the only exception to the College's NO PETS policy.

Residents who choose to own fish must ensure that the tank is not placed in a position where it could be easily knocked over or broken. At the end of the Annual Contract period, residents who are keeping fish should ensure that they are taken home/given to friends. If the fish are no longer wanted, they should not be left in their Study Bedroom, flushed nor put into waterways.

19.13 Safety and Wellbeing

At Saints Catholic College, physical or verbal abuse or violence, harassment, sexual harassment or sexual assault, hazing, discrimination, or any other type of disrespectful behaviour will not be tolerated.

The College actively promotes and expects a safe and supportive environment from residents and their guests while at Saints. The size of the College allows all residents the opportunity to meet other people from diverse backgrounds, and to make and maintain positive relationships. Policies are in place to protect both the rights and the confidentiality of all residents who consider that they have been subjected to any form of unacceptable behaviour, whether physical, emotional, psychological or sexual.

Any conduct where a person engages in behaviour towards another, which that person, or the management of the College, find offensive, humiliating, threatening or intimidating, will not be tolerated. This includes the taking of photos or videos of other residents in unflattering states of being without their permission. Coercion will also not be tolerated, either overt or covert in nature. Some examples are, but not restricted to**:** drinking challenges or the pressure to drink excessive quantities of alcohol, head shaving or particular haircuts, or

covert messages of social exclusion if a resident does not participate in certain activities. **The College will take serious action against any offenders in these circumstances including having the offender show cause as to why they should remain on college.**

Residents should also not feel coerced or pressured into participating in any activity which they, or the management of the College, find intimidating, offensive, humiliating or illegal. If a resident does not feel comfortable with an activity, they do not need to participate and should speak to a member of the Pastoral Care Team immediately.

(a) **Reporting of Incidents**

Residents are encouraged to report incidents or conduct they consider unsafe, unacceptable or inconsistent with college requirements as soon as possible to the HOC, BM, PCM, Residential Supervisor, Duty RA, Security or another authorised College staff member. SCC may take immediate action where reasonably necessary to protect safety or wellbeing, manage risk, comply with legal or policy obligations, or exercise its rights under the Annual Residential Contract. Matters within JCU's responsibility, including Gender-Based Violence (GBV) matters involving JCU students, may be referred to or managed by JCU in accordance with applicable JCU policies and procedures.

19.14 Hazing/Initiation

Hazing is any act, action or situation, with or without the consent of the participants, which recklessly, intentionally, or unintentionally endangers the mental, physical, or emotional health or safety of a person.

It includes physical injury, assault or battery, kidnapping or imprisonment, intentionally placing at risk of mental or emotional harm (putting "over the edge"), degradation, humiliation, the compromising of moral or religious values, forced consumption of any liquid or solid, placing an individual in physical danger (at risk) which includes abandonment, and impairment of physical liberties which include curfews or other interference with academic endeavours.

The College Pastoral Care Team are all vigilant in ensuring neither hazings, nor initiations have any place at Saints Catholic College.

To ensure Saints does its best to minimise any risks of such behaviour occurring on or off campus, **Saints Catholic College will be an Alumni/Ex-Resident free zone (unless specifically invited by the college administration) for Orientation weeks and the first week of Trimester 1 & Semester 1.**

This includes casual invitations, parties & or any events held in private residences of Alumni/Ex-Residents during these weeks for any first-year resident. Any events at any such location or organised by or in association with Alumni/Ex-Residents during this period which seeks attendance by first year residents needs to be approved by the HOC Head of College prior to the event occurring.

Any current resident (including first-year residents) involved in or breaching any of the above will be subject to disciplinary action and be required to show cause as to why they should remain on college.

19.15 Privacy and Personal Information

SCC handles personal information in accordance with the Privacy Act 1988 (Cth), including the Australian Privacy Principles to the extent they apply to SCC, and SCC's Privacy Policy. Personal information may be collected, held, used and disclosed where reasonably necessary for accommodation, pastoral care, safety and wellbeing, financial administration, communication, compliance and the operation of the College.

Residents may seek access to or correction of their personal information, or make a privacy complaint, in accordance with SCC's Privacy

Policy. Personal information will only be disclosed to a Guarantor, Emergency Contact, JCU or another person or organisation where authorised, reasonably necessary for an applicable purpose, or otherwise permitted or required by law.

20. INTER-COLLEGIATE POLICY FOR HARASSMENT AND DISCRIMINATION

1. The residences located at James Cook University assert and affirm their responsibility for the maintenance of residential communities of students of the University which are free of discrimination and harassment.

2. The residents living at James Cook University are bound by the JCU Policy on Discrimination and Harassment, Sexual Harassment and Assault and by State and Commonwealth Law in these matters.

3. All residences located at James Cook University will ensure that instruction on the University and residences policies on discrimination and harassment is made a mandatory part of Orientation Week programs for all new residents.

4. Any complaints arising from alleged acts of discrimination or harassment will be dealt with by the Head of the residence expeditiously and in conformity with the JCU Policy.

5. Heads of residences will act to prohibit any form of institutionalised harassment of new or continuing student residents through songs, chants, "initiation" ceremonies or required uniforms or items of clothing of a degrading nature.

6. All residences' Orientation and other student activities will require voluntary participation by residents and the decision of a resident not to engage in any activity will be supported by the residence's management and staff.

7. All residences will ensure that this Policy is reproduced each year in the residential Handbook and distributed to all residents on arrival.

20.1 Respectful Relationships

Saints Catholic College supports the National Higher Education Code to Prevent and Respond to GBV and works JCU in relation to GBV matters involving JCU students.

JCU manages GBV matters involving JCU students in accordance with applicable JCU policies and procedures. Residents must comply with applicable JCU requirements and any reasonable SCC direction arising from a JCU determination or direction. SCC may impose access or residency restrictions or terminate residency where required or directed in accordance with the Annual Residential Contract.

Saints is committed to being a welcoming and supportive residential community where every individual feels respected, safe and supported. The College has a zero-tolerance policy towards sexual harassment and assault, abuse, violence, hazing, discrimination, unacceptable antisocial behaviours (including acceptance only by required action and exclusionary behaviours) and all other forms of harassment, in the residential facility.

It is mandatory for every new student living on-campus at James Cook University to complete a training module on LearnJCU, called the JCU Respect Module. This online module must be completed before arriving for O'Week. It is also mandatory for each new and returning resident to attend a JCU Respect training session, conducted during O'Week or the first two weeks of Semester 1.

20.2 Complaints Management

Saints Catholic College is committed to managing complaints in a fair, accessible, respectful and transparent manner in accordance with the SCC Complaints Management Policy and any applicable RCTC/Diocesan complaints policy.

Residents are encouraged, where appropriate and safe to do so, to raise concerns directly with the person involved or with a member of the Pastoral Care Team or College management. A Resident may also make a formal complaint in accordance with the SCC Complaints Management Policy.

1. Complaints may relate to college services, decisions, staff, Residents, Residential Staff or other matters connected with college life. Complaints concerning the HOC, or matters requiring escalation outside the College, will be managed in accordance with the SCC Complaints Management Policy and applicable RCTC/Diocesan requirements.

2. A Resident who makes a complaint in good faith will not be disadvantaged for doing so. SCC may take immediate or separate action where reasonably necessary to protect safety or wellbeing, manage risk, comply with a legal or policy obligation, or exercise its rights under the Annual Residential Contract.

3. The complaints process does not prevent or suspend disciplinary, safety, risk-management or contractual action unless SCC determines otherwise.

If the issue is with a member of staff or one of the Pastoral Care Team (including RAs, SRAs, Residential Supervisors, PCM, BM or HOC), residents should seek to resolve it with the person first. Failing that, the issue should be brought to the attention of the HOC, BM or PCM who, depending on the circumstances, may then refer the parties to external services provided by the University.

If the matter relates to the PCM or BM, and a resolution is not possible after discussion with the PCM or BM, it should be brought to the attention of the HOC. If the matter relates to the HOC, and a resolution is not possible after discussion with the HOC, it should be brought to the attention of the Chair of the Saints Catholic College Council.

21. COUNSELLING SERVICES

The College has a Pastoral Care Team to assist residents. If a resident has a problem or concern and needs initial assistance, they can contact someone from the Pastoral Care Team for assistance or professional referral. The college provides professional counselling services at no charge to the residents, and these can be face to face or online. Please contact with the PCM to take advantage of this service.

The Learning Centre, Careers and Employability, and Student Equity and Wellbeing services of JCU provide support, assistance and resources to students.

These services can be contacted on:
(07) 4781 4711 (Office Hours)
1800 754 185 (After-hours student assistance)

Following is a list of external counselling agencies which may be able to help residents, where necessary.

Counselling and 24-Hour Support Services

Acute Care Team (24hrs)	4433 3068
Lifeline (24hrs)	13 11 14
Women's Centre (24hrs)	4775 7555
Men's Line Australia (24hrs)	1300 789 978
Rape Crisis Centre (24hrs)	4775 7555
Suicide Call Back Service (24hrs)	1300 659 467
Child & Youth Mental Health Service	4799 9004

ATODS	4433 9600
Relationships Australia	1300 364 277
Sexual Health	4433 9600
Sexual Assault Helpline	1800 811 811
Centacare	4772 9000
Headspace	4799 1799
Kids' Help Line (up to age 24yrs) 24hrs	1800 55 1800

22. FIRE SAFETY

(a) *Candles or Incense Burners in Rooms*

Candles and incense burners are not permitted in the College as they pose a significant fire risk to all residents.

(b) *Humidifiers & Steamers*

Humidifiers and Steamers are not permitted as they can set off fire alarms.

(c) *Cooking in Individual Student Rooms*

Residents should not have toasters, kettles or microwave ovens in their rooms. Kitchenettes are provided in all common areas, and electric toasters, kettles and microwave ovens are provided. Smoke detectors are fitted in all Study Bedrooms and use of cooking appliances can trigger these. The College has a small number of kitchen equipped flats where cooking is permitted.

(d) *Keeping Hallways Clear*

Residents must not leave shoes, skateboards, boxes, fishing rods, clothes drying racks or any other clutter in the hallways. These can become dangerous tripping hazards or obstacles which can hinder the exit from buildings during an emergency evacuation.

As well, items of clothing should not be draped over the louvres in the hallways of St Raphael's or St Paul's wings. Apart from being unsightly, they are potentially flammable and pose a fire risk in an emergency.

(e) *Bicycles & Scooters – For Fire Safety*

Residents are advised that bicycles should not be stored around or under stairwells; locked up on veranda railings or any other place that is not an approved bicycle rack. Bicycles not in bike racks are obstacles which can hinder the exit from buildings during an emergency evacuation. Approved bicycle racks are located at the back of the Grail laundry area at St Raphael's; at the back of the St Mary MacKillop building; and behind the storage shed near the foyer of A Block.

No E-scooter or E-bikes are to be charged indoors and can ONLY be charged at outdoor power points.
The College reserves the right to remove bicycles that breach the above rules. (This may mean that securing devices will be cut.)

(f) *Fire Alarms*

All residents should respond immediately to fire alarms in their building and evacuate their rooms. Residents should move to the Evacuation Assembly Point – **the car park between the Dining Hall and St Mary MacKillop Wing** – and await further instructions from those in authority (i.e. the Pastoral Care Team, firefighters).

RESIDENTS MUST NEVER ASSUME THAT A FIRE ALARM IS A FALSE ALARM.

RESIDENTS MUST ALWAYS EVACUATE THE BUILDING FIRST AND ONLY RE-ENTER ONCE THEY HAVE BEEN GIVEN THE ALL-CLEAR.

(g) *Setting Off Fire Alarms – St Raphael's and St Paul's Wings*

It is the responsibility of those in authority (i.e. RAs or above) to respond immediately to a fire alarm in their building. If the alarm is found to be false, the alarms will need to be reset by Fire

Protection Services, and any call-out fees will be on-charged to the resident. In the case of an actual fire, the fire brigade will need to be called by dialling 000. The fire brigade is not summoned automatically.

If the cause of the fire alarm activation is found to have been due to a resident breaching College rules, then a fine equitable to the fire department call out fee will apply. Residents are reminded that excessive use of hairspray, spray deodorants or similar can also trigger the fire alarm. Residents must ensure that their room is well-ventilated when using these products.

Heat generated in an unventilated room due to electrical appliances, such as hair dryers'/hair straighteners/curling irons etc. may trigger the fire alarms. In the interests of fire safety, care should be taken to ensure the appliance is used with extreme care and switched off after use.

(h) ***Setting Off Fire Alarms – St Mary MacKillop Wing***

St Mary MacKillop residents are advised that if a fire alarm is triggered in their building, the Fire Brigade will automatically attend. If a resident is found to have triggered a fire alarm and/or caused the call-out fee, the resident will be charged any call-out fee from the Fire Brigade is charged to the college. If the negligent person cannot be identified, the call-out fee will be shared by all residents in the building.

22.1 Fire and Evacuation Procedures (RACE)

Remove people

Alert the Fire Brigade (check that it is not a false alarm first) Phone 000.

Confine the Fire and Smoke (if safe)

Extinguish and control the Fire (if safe to do so)

STAGE 1: Removal of People from The Immediate Fire Danger Area.
Employees, guests and residents in the building, in the immediate area of danger, are to evacuate to the Assembly Point. When the area has been evacuated, doors should be closed to localise the fire.

STAGE 2: Complete Evacuation of The Entire Complex.
Should the emergency necessitate the evacuation of the entire complex, guests, residents and employees must assemble at the designated Assembly Point, as per the instructions located in each room. They should remain there until otherwise directed.

STAGE 3: Roll Call.
All floor wardens (Residential Assistants) are to report to the Chief Fire Warden (SRAs/Tutor RS or the HOC/PCM – whoever is in attendance). RAs are to conduct a roll call on their floor residents and account for everyone. RAs should then report to the Fire Warden when the floor has been fully evacuated. Any missing person is to be reported to the Fire Officers immediately.

STAGE 4: Assembly Points – All Buildings
The assembly area for all evacuations is the car park between the back of the Dining Hall and the St Mary MacKillop building.

It is essential that residents report to the designated assembly point and no other place.

The College conducts **compulsory** emergency evacuation drills at least twice yearly. All residents are expected to participate in these drills to ensure that they are familiar with evacuation procedures and practices.

22.2 Fire Fighting Equipment

Residents should familiarise themselves with the location and instructions for use of Fire Fighting Equipment.

(a) ***Unauthorised Use of Fire Equipment***

Residents must not use this equipment unless a fire emergency occurs. Unauthorised or indiscriminate use of fire-fighting equipment, (i.e. setting off fire extinguishers, unravelling fire

hoses, breaking glass around a fire extinguisher, removing fire blankets) is prohibited and may result in immediate termination of the Annual Residential Contract and immediate expulsion from the College. The minimum penalty will be an AU $220 fine.

Fire hoses should not be used for car washing. Car washing facilities are available at the rear of the St Raphael's laundry (opposite the Dining Hall).

It is a serious offence to set off fire extinguishers indiscriminately and incidents will be reported to the police. Hefty fines will be imposed and the cost of replacing the tampered equipment will be borne by the resident/s concerned.

In the event of a breach of any of the above, or a repeated failure to observe the College Code of Conduct, the HOC, BM or PCM, have the right to impose such penalties as are deemed fit. This includes the right to terminate the Annual Residential Contract of any resident.

23. CYCLONE SAFETY

23.1 Cyclone Preparation

North Queensland is susceptible to cyclones during the summer months. These cause high winds which can sometimes be destructive. Cyclones are graded from 1-5 with five being the most severe.

If a cyclone is in the vicinity of Townsville information updates can be heard on local television and radio stations. Residents are encouraged to keep themselves informed after a cyclone watch or warning has been issued. This can be done by accessing the following website: www.bom.gov.au and listening to local radio and television stations.

If a cyclone warning has been declared, it is advisable for residents to consider the following:

- Obtaining sufficient supplies of prescription medication to last a few days.
- Purchasing bottled water, some non-perishable food, a small torch and batteries.
- Obtaining some cash, as ATMs can shut down if there is a power outage.
- Filling their car with fuel and parking it clear of trees.
- Charging their mobile phone.
- Considering the impact of a possible loss of power/water e.g. purchasing batteries for torches or radios, purchasing bottled water.
- Re-assessing the need to travel and checking that roads are open if they decide to return home. If residents decide to leave the College, they should inform their RA of their travel plans.

If a Tropical Cyclone Warning is issued for Townsville, the HOC or BM will call a compulsory whole of College meeting in the Dining Hall to provide residents with information and address any concerns.

During cyclone alerts, when high winds are expected, residents should not leave their room or building and should respond immediately to instructions from their RA or others in authority. Residents should not leave their rooms until advised that it is safe to do so.

24. LOCKDOWN

In some emergencies, when it may not be safe to evacuate the College (such as when there is an intruder or an unknown armed person on the grounds), it may be necessary to follow a lockdown procedure. This may involve a silent alarm. A standard Short Message Service (SMS) alert will be provided to residents via their mobile telephones advising residents to stay indoors (lockdown) or as otherwise instructed until further notified by college staff.

In such cases, residents should remain inside whichever building they are in. Residents must:

- Stay away from any doorways and windows.

- Ensure that all doors and windows are shut and locked.
- If practical, close curtains or blinds or external windows.
- Switch off noise producing devices.

If a resident is away from Campus, when they receive the message, they must not return until notified further by the College Staff.

25. CONTAGIOUS DISEASES PROTOCOL

If a resident is informed by a qualified medical practitioner that they may have a contagious disease, they should advise that medical practitioner that they live in a college community and enquire what implications might apply regarding their illness. They should inform either the HOC, BM or PCM as soon as possible of their diagnosis and of any precautions that their medical practitioner has advised. They should also follow any instructions that they have been given by their doctor.

If it is deemed necessary, in order to protect other residents and staff, the HOC, BM or PCM may also obtain professional advice and take any necessary action to ensure the safety of other residents and staff.

26. INTER-COLLEGIATE POLICY – STUDENT ACCESS TO THE GROUNDS AND BUILDINGS OF OTHER RESIDENCES

All the on-campus residences have adopted an inter-collegiate policy on Student Access to the Grounds and Buildings of other Residences as follows:

1. This Policy applies to all residents of the JCU Affiliated Residences.
2. Members of Residences may not enter onto the grounds or into the buildings of Residences other than that in which they are enrolled, unless:
   a. They are there at the invitation of a bonafide resident of that Residence, and in the company of their host or hostess, or
   b. They are a member of a specified group from another Residence, who have been invited as a group, or
   c. They are attending a function or activity at that Residence to which there is a general invitation.
3. If members of a Residence wish to visit another Residence, they are required to contact their potential host to arrange an invitation and arrange to be met on arrival.
4. During the time that they are present at the other Residence, visitors must abide by the rules of that Residence, all applicable JCU policies, and any instructions that they are given by any member of the staff of the institution including any member of Residential Staff such as Residential Assistants.
5. Hosts will always be held to be responsible for the conduct and behaviour of their visitors, including being responsible for the financial costs and penalties arising from any breach of rules or any damage, whether accidental or wilful.
6. Residents of other Residences must not attempt to enter another Residence when under the influence of alcohol.
7. Acts of vandalism or theft (whether the intention is to permanently deprive, or 'souvenir' with the intention to return) committed by a visitor to a Residence will render the visitor liable to exclusion from the Residence at which they are enrolled.
8. The Heads of Residence will impose penalties, up to exclusion from a Residence, on any member of their Residence who is found to be guilty of offences against this policy in another Residence.

27. Schedule 1 - Definition of Terms

"Accommodation Fees" see Fee Schedule.

"Agreement" means the agreement between the resident and SCC including the following documents:

1. The Fee Schedule;
2. The College Handbook;
3. The Annual Residential Contract; and
4. Applicable College Policies; and any special conditions agreed to in writing between the parties;

"Annual Residential Contract" means the Contract between a resident and SCC setting out the term of the resident's residency at the College;

"Authorised Absence" means a resident's absence from the College that is for (in the opinion of the HOC) a genuine reason;

"Business Manager (BM)" see Section 6.1;

"Code of Conduct" see Section 19.2

"College Council" means the advisory College Council established under the Saints Catholic College Constitution;

"College Handbook" means the Saints Catholic College Handbook for the year of contracting;

"College Policies" means all policies, procedures, codes, rules and requirements of SCC applicable to Residents or residency, including applicable policies of RCTC that apply to SCC in accordance with SCC's governance arrangements;

"College Security Officers" see Section 6.6;

"College" means the Roman Catholic Trust Corporation for the Diocese of Townsville conducting business as Saints Catholic College, including all buildings and facilities that comprise the residential college conducted by SCC;

"Contract Period" means the period the resident is allowed to reside at the College as provided for in a resident's Annual Residential Contract;

"Exceptional Circumstances" see Section 11.2

"Expiry Date" means the earlier of:

(a) the date which the resident's accommodation at the College ceases in accordance with the Annual Residential Contract;

(b) the date upon which the College determines that the resident will vacate the College while remaining financially bound under the terms and conditions of this Agreement for the current academic year;

(c) the date of termination of this Agreement by the parties; or

(d) the expiry of the period of the Annual Residential Contract.

"Fee Schedule" means the SCC Fee Schedule that sets out the Accommodation Fees and all other fees and charges;

"Fees and Charges" will mean the fees and charges payable by the resident to the College as set out in the Fee Schedule. The expression includes all monies payable by way of any enrolment process, administration, electricity and telephone and interest and any other charges.

"Food Committee" see Section 15.9

"GBV" means Gender-Based Violence;

"Head of College (HOC)" see Section 6.1;

"JCU" means James Cook University;

"Outside Accommodation Charges" see Fee Schedule.

"Party" means any activity so determined by the HOC or HPCSE or RS or Security Officer.

"Pastoral Care Manager (PCM)" see Section 6.1;

"Pastoral Care Team" means the HOC, PCM, Residential Supervisors, Senior Residential Assistants, Residential Assistants and the Security Officers.

"Rebate" has the meaning given to it in the Fee Schedule**;**

"Residency" means the resident's term of Room occupation;

"Resident/s" means you and any other persons that occupy a Room under an Annual Residential Contract;

"Residential Assistant or RA" see Section 6.3;

"Residential Supervisor or RS" see Section 6.2**;**

"Room" means the room at the College designated by the HOC (or changed from time to time) for occupation by the resident;

"Saints Catholic College" or **"SCC"** means the Roman Catholic Trust Corporation for the Diocese of Townsville conducting business as Saints Catholic College, including all buildings and facilities that comprise the residential College conducted by SCC;

"Senior Residential Assistant or SRA" see Section 6.3;

"Student Association" means the committee members elected to manage the Student Association.