

INTERNATIONAL HOUSE
HANDBOOK

Last Updated: March 23, 2017

Message from the Master

Welcome to International House

International House opened its doors in 1968 due to the generosity and effort of local Rotary Clubs. During the past 37 years, International House has been home for 3500 UNSW students from over 100 different countries. One of the principles in establishing the House was the need to promote “International Understanding” and provide opportunities for local and overseas students to exchange ideas, share their cultural heritage and expand their knowledge. Recent events remind us that the task of developing mutual trust and goodwill among people of diverse ethnic and cultural backgrounds is as important today as it was when the College was first founded.

At International House, we celebrate our cultural diversity by providing opportunities for residents to live together and share their rich and diverse heritage. As a resident of International House, you belong to a unique “Collegiate Community” but it is only really worthwhile if you get involved and participate in the many activities that are available.

Community living, particularly in a diverse College as International House, can be a rewarding experience but it requires each member to be considerate and tolerant of each other. Residents should always take into account the cultural background of fellow residents before engaging in activities or making statements that could offend others. We ask residents to respect the needs of their neighbours and resolve differences through constructive dialogue.

This Handbook is designed to give you some information about the College and rules of conduct to guide you during your stay at International House. If you need any assistance please feel free to contact the office staff Monday through Friday 9am-5pm or the Resident Assistant on Duty after hours and weekends.

Sincerely,

Dr. Robert C. Lundy

Master

March 2017

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Introduction

1. Vision, Mission and Values

Vision

To be recognised as an outstanding International community that prepares residents to assume valuable roles in their local and global communities.

Mission

To be an integral part of the academic process of UNSW by providing opportunities for residents to belong to a collegiate community which emphasises experiential learning, personal growth and cross-cultural understanding:

1. **Housing** - To provide accommodation & support services for undergraduate & graduate students from Australia & overseas.
2. **Collegiate Community** - Contribute to the concept of a university as a “Community of Scholars” who are concerned about the development of the total person.
3. **Experiential Learning** - To provide opportunities for residents to “learn by doing”. Through a participative management style, residents can be involved in a wide range of learning opportunities.
4. **Personal Growth** - Provide opportunities for residents to develop interpersonal and social skills which will be helpful in their future careers and life experiences.
5. **Multi-Culturalism** - Provide opportunities for residents to develop a greater appreciation of other cultures and customs.

Values

To create a college environment in which all residents are encouraged to practice the following principles:

- Academic Success** - To assist and motivate residents to reach their full intellectual and academic potential through a supportive environment.
- Personal Growth** - To foster the personal growth of each resident through a program of social, cultural and sporting activities.
- Value Differences** - To understand, appreciate and respect the principles, beliefs, cultures and differences of others.
- Commitment to a Caring Community** - To encourage mutual respect among all residents and staff.
- Quality Through Participative Management** - To work with the staff in a participative team approach to continuously improve the quality of services and programs of the House
- Friendliness** - To foster the harmonious and helpful spirit of the House, enabling lasting friendships to be made.

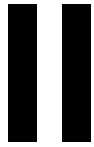
2. Background

The International House movement began in Philadelphia during the early part of the last century. Some philanthropists were concerned with the lack of interest given to overseas students who went to America to

study. The organisers were of the opinion that students attended university not only to study but also to learn about the customs and culture of other countries.

The first International House opened its doors in Philadelphia in 1908, but it was years later until additional Houses were opened at New York (1924), Berkeley (1930) and Chicago (1932). In 1957, with assistance from Rotary, the movement found its way to Australia and houses were established at UNSW and the University of Sydney.

The aims of the Colleges were to provide accommodation for full-time senior undergraduate and postgraduate local and overseas students and to provide an international program of activities.



Community Life

Community living provides residents with both opportunities and responsibilities. Many of the problems that occur when people live in close proximity can be avoided if everyone follows the basic rule: **respect and tolerance towards others.**

1. Alcohol Policy

Alcohol may only be served at RESOC and International House sponsored events. Alcohol cannot be served at private parties, such as birthday parties without the prior approval of the Master. Residents who wish to hold a party, including in their room in which alcohol will be served must obtain approval from the Master at least three days in advance to allow adequate time to consult with the Resident Assistants and neighbours. Due to the close proximity of living arrangements in the House it is strongly recommended that parties, particularly if alcohol is present, be held outside the College. By the term party we are referring to a gathering of individuals for the purpose of amusement or entertainment. This policy is not intended to restrict groups of residents socialising with alcohol, provided they do not create a disturbance or engage in other inappropriate behaviour.

If you consume alcohol in the College, at RESOC events or any other time, you must do so in a moderate and responsible manner. Residents who become intoxicated, who create a noise disturbance or engage in anti-social behaviour are a danger to themselves and the community and disciplinary action, include removal from the College may be required.

2. Discrimination and Harassment

International Houses' values of tolerance, cross-cultural understanding and friendship are the foundation of the International House community. As a resident of International House, you are a member of the International House community. As a member of our community, residents are accorded certain benefits and privileges. Membership of our community also carries with it certain responsibilities and obligations. At the heart of the Colleges values is the principle of non-discrimination. Residents are to be aware that discrimination on the basis of a person's race, sex, disability, religion, or sexual preference is inappropriate and unacceptable conduct in the International House community.

Racial discrimination includes inappropriate discriminatory conduct on the basis of a person's race, ethnicity or nationality. Sexual discrimination includes inappropriate discriminatory conduct on the basis of a person's gender. Sexual discrimination also includes sexual harassment. Sexual harassment includes inappropriate repeated unwanted advances of fellow residents and harassing conduct of a sexual nature. Disability discrimination includes inappropriate discriminatory conduct on the basis of a person's disability. Religious discrimination and intolerance includes inappropriate discriminatory conduct on the basis of a person's religion. Sexual preference discrimination includes inappropriate discriminatory conduct on the basis of a person's sexual preference.

Residents of International House have an obligation and responsibility to be mindful of the College's policy of non-discrimination and to not engage in behaviour, verbal or non-verbal, which may breach the College's policy of non-discrimination. Breaches of the College's policy of non-discrimination are treated as very serious by the College and constitute inappropriate and unacceptable conduct. Residents who engage in breaches of the College's policy of non-discrimination will be subject to disciplinary action, including possible exclusion from the College.

International Houses' policy of non-discrimination seeks to give form to and reflect the adage of "Do unto others as you would want them to do unto you." International Houses' policy of non-discrimination aspires to

encourage a culture and atmosphere in the College where members of our community feel welcome, valued and are treated with dignity. International Houses' policy of non-discrimination endeavors to inform our community that residents have an obligation to treat fellow residents with respect, courtesy, and tolerance at all times.

3. Noise

Residents should always refrain from behaviour likely to annoy others. Noise should always be kept to a minimum. Between 11 pm and 8 am noise must be reduced to an absolute minimum so that it does not in any way affect other residents. Residents who cause a noise disturbance will be given the opportunity to explain the situation and change their future behaviour. If the problem continues they will be given a corrective action that may include removal from the College. The Residents' Society (RESOC) will from time to time organise social events in the College that may involve more noise than what is usually acceptable. In such cases residents will be notified in advance, the events will usually be held in the Games Room to reduce noise exposure and will finish at a prearranged time, usually by midnight. Residents who wish to hold a party (including resident's rooms) in which alcohol will be served must submit a request to the Master at least three days in advance to allow adequate time to consult with the Resident Assistants and neighbours. It is strongly recommended that events that may involve excessive noise be held outside the College.

4. Dress

Although there is no dress code requirement, it is expected that residents will dress in a manner that is appropriate to the occasion. Pyjamas and bare feet are not permitted in the Dining Room or Courtyard. National attire is encouraged at special dinners and functions.

5. Smoking

Smoking is a serious health threat to smokers as well as non-smokers. Smoking is not permitted in the College (including bedrooms) or anywhere on the UNSW campus. There is a minimum charge of \$300 to clean a smoke stained room. Smoking in the building will result in cancellation of the resident's housing and they will not be re-admitted to the College.

6. Dangerous Substances & Pets

Firearms, explosives, fireworks or any hazardous or dangerous substances of any kind are not permitted in the College. Violation of this policy will result in immediate cancellation of room assignment. Also pets are not permitted in the College. This includes keeping fish in bedrooms. The college will not accept fish tanks in bedrooms at any time.

7. Damage to Facilities

Damage to furnishings in student rooms is the responsibility of the resident. Nails, staples or adhesive tape must not be used on walls, furniture, ceilings, etc. Pictures and posters may be affixed to the walls only with blu-tac. Bricks must not be used as door stops unless they are covered with paper or other material. It is the resident's responsibility to leave all surfaces in the condition in which they were found. Repairs beyond normal wear and tear will be charged to the resident. Damage to common facilities or special cleaning will result in a minimum charge of \$200. In the case of vandalism where the individual(s) is not identified, the cost will be presented to the Residents' Society for appropriate action. Residents who damage the facilities will have their housing cancelled and they will not be re-admitted to the College.

8. Visitors

International House is private property and the management of the College reserves the right to restrict access to the premises. Any person the management of the College considers a threat to the safety of residents or detrimental to the collegiate environment may be denied access to the building including resident's rooms. Residents are responsible for the behaviour of their guests and must accompany their guests while they are in the building. Guests of residents should not be left on their own in the Computer Room or other areas of the building. Residents who invite persons to the College who have been denied access will have their housing cancelled and they will not be re-admitted to the College. Individuals who wish to visit a resident must call on the phone located outside the main entrance to the College. The host (resident) must come down to the front door to admit their guest. Residents are reminded that they only should admit their guest to the building. For security reasons, when entering or exiting the building, be certain not to admit strangers into the building.

9. Overnight Guests

Rooms at International House are for single occupancy and overnight guests should not be staying in a resident's room. During the summer vacation and mid-session break casual guests may apply for short term accommodation. Refer to the International House webpage under Short Term Stay for more information.

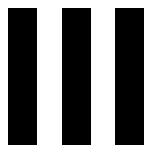
10. Grievance Procedure

Residents who have a grievance with another resident or staff member should, in the first instance, attempt to resolve the issue with the individual concerned within a reasonable time frame. If the situation is not resolved, the aggrieved resident should contact the Duty Resident Assistant. The Duty Resident Assistant will endeavour to assist the parties involved to resolve the issue. If the matter is not resolved the resident should meet with the Master, who will take appropriate action to resolve the grievance. Posting notice, sending letters or threatening statements is an inappropriate way to deal with a grievance. At all times tolerance and respect to others must be maintained.

11. Corrective Action

The management of International House reserve the right to enforce the rules of the College. While the decision of the Master is final, every effort will be made to follow a progressive corrective action procedure. This means that residents will be notified of any violation and given an opportunity to explain their position and to take appropriate corrective action. In the event that the problem continues, the Master may notify the resident that their accommodation at IH has been cancelled and they must vacate their room within 7 days. If a crime has been committed, IH management will immediately notify the Police.

- Harassment or sexually inappropriate behaviour (refer to UNSW Equity & Diversity Unit)
- Sale or use of drugs or other illegal property or supplying liquor to a minor
- Threat (physical or verbal) to other residents and/or staff
- Damage to property of the College
- Taking or attempting to take inappropriate photos, particularly of the opposite sex
- Repeated (2 or more) incidents of intoxication or disorderly behaviour



Facilities

1. Offices Hours and Address

Office Hours: Monday to Friday, Noon to 5:00pm
Non-business hours contact the Duty RA on extension 699.
Address: International House
University of NSW
Sydney NSW 2052 AUSTRALIA

2. Mail and Facsimiles

Mail is delivered to the Office each weekday (except public holidays, including the period between Christmas and New Year) and it is available for collection in the alphabetically arranged letter boxes about 3pm. Parcels and registered mail are kept in the Office and residents are notified to collect them. External and campus mail can be placed in the Mail Bag in the Office. They can be collected from the office during office hours.

Mail for ex-residents will be returned to the sender.

Please advise of changes of email or permanent address to ihouse@unsw.edu.au

3. Electoral Roll

International House is in the State Electoral Division of Heffron.

4. Housekeeping

International House employs three housekeeping staff and they are extremely busy cleaning the building. The bathrooms, dining room, floor kitchens and public areas are cleaned daily Monday through Friday except public holidays. The building is treated for pest control on a regular basis. Vacuum cleaners are available on each floor and residents are responsible for their room.

5. Linen Service

Trash is emptied and linen issued weekly. Sheets, pillowcase, towel and trash bin must be left in the hallway before 9:30am on the day listed below unless notified otherwise. Check whiteboard in the week when there is a public holiday as the schedule will change. Residents are responsible for making their own beds. There will be a minimum charge of \$100, for linen that is badly damaged.

Tuesday	Level 1 & 3
Thursday	Ground Floor & Level 2

6. Telephones and Internet service

There is a telephone and internet connection in each bedroom.
The phone is for internal use only. You cannot make outside calls but can receive calls.

All rooms are connected to the Local Area Network (LAN) which allows residents to connect to the Internet, the IH and UNSW networks from their own computer. To connect to the Internet and the LAN from your room, the following are needed:

- a login name and a password from the Office
- a CAT5 network cable
- a Network Card

You may alternatively connect to the WiFi hotspot the college runs.

Please note that the system does not automatically update thus it is possible to go into debit or logon when there is no money in your account. If you need assistance in setting up your computer to the network, please contact the college Network Administrator via **ihunsw.internet@gmail.com**.

Network Card & CAT5 network cable can be purchased from most computer stores. A typical internal Network cards sell for approximately \$17 (\$70 for PCMCIA) whereas cables sell for approximately \$5 for 2 meters (length is not an issue: the longer the cable, the further you can move your computer).

IH currently runs DHCP: if DHCP has been enabled (it is by default) on your computer, after you plug in your computer you should be able to access the IH network. To access the internet, you must first login in.

Only the office can top up your quota (internet/telephone), so remember to put in enough credit to last through the weekends and the middle of the night. On a monthly basis, provided you are in good financial standing with NO outstanding debts, 12.5 GB will be allocated to your account. Additional vouchers can be purchased from the office during the office hours:

\$10 = 5GB
\$20 = 10GB
\$50 = 30GB

Protection against Computer Viruses:

- At International House, it is the responsibility of the resident to make sure that their computer is virus free.

Finding help with computer problems:

- Ask your neighbors! They may have come across similar problems, and they're usually very eager to help.

List of computer services provided by IH:

- Free access to the IH network. All traffic within IH is not billed.
- Free access to the University network. All traffic through that is not billed either.
- Access to the Internet. Download & upload traffic is billed.
- Download as used here is defined by the transfer of any material from a source outside of your computer to your computer. This includes all web surfing, icq chatting etc.

7. Laundry

Laundry machines are available on the ground floor near the entrance to the Dining Hall. Laundry may be hung out to dry on the clothes lines across from the TV Room but International House cannot assume responsibility for lost items. Laundry should not be hung outside windows or in the public areas of the building. Laundry must be collected when dry and should not be left hanging for several days.

8. Storage Room and Bicycles Storage

A limited amount of storage is available for residents to store items during the summer and winter vacations. During the academic year all residents must store personal items in their room. There is a maximum of four boxes per person and furniture cannot be placed in the storage rooms. Once the storage rooms are full no additional space will be available and residents must find their own storage outside the College. All items must be removed from storage before the end of the second week of session in order for the storage rooms to be cleaned.

To place items in storage, residents must contact the office or RA on duty during the last two weeks of session. All items must be packed in boxes, sealed and clearly marked with the date, name, address and phone numbers. Items not labelled or items that have been left for 6 months or longer will be considered abandoned and will be disposed of by the College.

The College does not assume responsibility in the case of damage or loss of personal items and residents are encouraged not to leave valuables in the storage room.

Bicycles must be stored in the Bicycle Storage located opposite the TV room. All bikes must be marked with the resident's name. Unclaimed bicycles will be disposed of.

9. Parking of Vehicles

University parking regulations apply to IH residents. Residents can purchase student after hours parking permits to allow them to park on campus. Vehicles must be parked in designated parking spaces. Motorcycles cannot be stored in the Fireside Room or other areas of the College.

10. Refrigerators

Refrigerators are provided throughout the building for student usage. All items must be clearly marked with the resident's name and date. The refrigerators are cleaned on a regular basis and the list is posted on the refrigerator. Personal items must be removed on the cleaning day and anything left in the refrigerators will be thrown out.

11. Notices

Residents may place posters on notice boards. All notices must be dated and any notice that is expired will be removed. Notices must not be placed on walls or other areas of the building. All information regarding the House is published in our bulletin which is placed on the Dining Hall tables weekly. The Master reserves the right to remove any posters or notices he deems inappropriate.

12. Common Area

On the ground floor, the Sir Bernard Freeman Library (the Computer Room), Recreation, Television, Music and Fireside Rooms for residents to use. The Library is equipped with computers with internet access for the sole use of IH residents and the Television Room has a Foxtel connection. Food and drink is not permitted in common areas of the building with the exception of the dining room and games room with permission from the Master. CCTV are located throughout the common areas of the building.

13. Floor Lounges and Floor Kitchens

Lounges and Community Floor Kitchens are provided on each floor for residents' use. Residents are responsible to keep the floor kitchens clean and tidy. Cooking is not allowed in bedrooms and dishes cannot be rinsed in the bathrooms. IH crockery and silverware must remain in the Dining Hall or Courtyard. There is a \$20 charge for taking IH crockery, etc. to any other part of the building.

14. Access in the College

The entrance doors to the college are operated by a FOB. On arrival, you will be issued with a FOB. There is a reader on the outside of each entrance to the college. To enter the building, hold the FOB near the reader. The management of the College reserves the right to restrict access to the premises including resident's rooms.

15. Room Keys (lost or locked out)

Your room key opens and is assigned to your room door only. There is an electronic key that operates the

three entrance doors (FOB). If a resident loses his/her room key they must immediately report the loss to the office or the RA on duty. There is a \$ 100 charge to replace a lost key and \$100 charge to replace a FOB or replace a cylinder. In the event that a locksmith must be called out after hours, weekends, or public holidays the charge will most likely be more costly, depending on the invoice from the locksmith. Residents who lock themselves out of their rooms may contact the office (during business hours) or the duty RA (Ext 699) for assistance.

16. Room Furniture

All rooms are equipped with a single bed, built in and wall robe, desk, desk chair, book shelves and blinds. All furniture must remain in the resident's room. Residents must pay the full cost for any damage to furniture and furnishings.

17. Television Service

Each resident's room is equipped with a free-to-air TV connection. To access the service you will need to purchase a coaxial cable. There is a TV in the lounge and exercise room.

18. Vacuum cleaners

Vacuum cleaners are in a cabinet opposite the kitchen on the 1st, 2nd, 3rd floors. There is also a vacuum cleaner in the office available within the office hours.

IV

Conditions of Residence

1. Admission

International House places high priority on selecting students who will make a positive contribution to the House and foster the concept of International Understanding. The admission policy of International House is based upon our “Vision, Mission and Values” statement. We seek individuals who value cultural diversity and are willing to share their culture while respecting the beliefs and values of others. We seek individuals who are willing to participate in the life of the College and give their time and talent for the enrichment of the community. Diversity in terms of the academic area of study, cultural background and gender will also be taken into account. New residents will be evaluated on their application, letters of reference and if possible an interview. Re-admission to the College will include an evaluation of the resident’s participation and contribution to the House, tolerance and respect towards others, good academic progress and financial standing with the College as well as respect for the rules and property of the House. Residents must be full-time UNSW students. Re-admission is on a session by session basis and should not exceed a total of 5 years of residency. Academic records of all residents will regularly be provided to the College administration on a confidential basis.

The staff will evaluate each application for admission and re-admission for the following session based upon the above criteria and make a recommendation to the Master. **Residents who have had two or more previous corrective actions or been in debt or arrears will not be readmitted to the College.** Residents who pay by the year but are not re-admitted for the session will have their payment adjusted to the session rate and the balance refunded. Applicants requesting an exception to the decision may submit a written petition to the Master. **The Master has the authority to make the final decision regarding applications for admission/re-admission.**

2. Arrival

Residents should advise the Office at least one week prior to their expected date and time of arrival. Upon arrival residents must check in at the Office and sign the register. If you arrive during non-business hours contact the Duty RA on extension 699 for assistance. Check in is after 2pm.

3. Departure

Departing residents must check out at the Office before 10:00am and leave their rooms in a reasonable state of cleanliness. Any cleaning above normal wear or damage to the room will be charged to the resident. There is a \$100 minimum charge for excessive cleaning.

4. Room Assignments

Residents must be in good financial and social standing to be considered for a room assignment for the following session. At the end of each session a Re-admission/ Permanent Leave Form will be distributed to each resident. Forms returned after the due date will be placed at the bottom of the queue. Residents who state they are returning and at a later date decide not to return will forfeit their Security Deposit. Rooms are assigned on the basis of seniority as follow:

1. First; residents who are returning the following session and desire to stay in the same room will be assigned to the respective room.
2. Second; residents who are returning the following session and desire a room change must attend the House meeting. Residents will select their room for the next session by order of Seniority (date / time of their arrival

into IH). If you are unable to attend the House meeting you can arrange for someone else to act on your behalf; written notice required.

3. Lastly, all available rooms are assigned to new residents.

4. Room changes during session are at the discretion of the Master.

5. Disabled Students

Rooms 15 & 22 are designated disabled rooms. Priority for these rooms will be given to disabled applicants who have been accepted to the College.

The current resident, who is not disabled, will be assigned to another room.

6. International House Fees

Residents are responsible for payment of fees as outlined in their "Letter of Offer". Payment should be by electronic funds transfer(EFT)There is a 1% surcharge for credit card payments and 1.5% for debit card. For electronic transfer the details are:

Bank Name: Commonwealth Bank Australia

Account Name: UNSW, International House Limited

BSB No: 062-303

Account No: 2804 4238

Swift Code: CTBAAU2S

For the description enter your name so we will know who it is from.

Room and Board Fees:

The accommodation fee must be paid on either an annual or session basis and rent begins the Saturday preceding Orientation until the end of the second session. Residents who pay by the semester must vacate their room during the mid-year recess or pay the additional amount for the period. Payment must be made by the due date. **An accounting fee of \$50 per week will be charged each time a resident's accommodation fee falls into arrears.** Residents who are in arrears three weeks will not be readmitted to the College. Residents with financial difficulties should discuss the matter with the Master.

There will be an additional charge for staying in the college for any nights beyond the dates listed below. Additional fees will be charged for early arrivals and late departures. Fee will be charges at a nightly rate.

Residents' Society Membership:

This fee is compulsory and is approximately \$50 per session (up to date figures can be found at the following website: <http://ihunsw.edu.au/fees.htm>)

International House Fees:

Latest fee information International House can be found at the website, at the following link:

<http://ihunsw.edu.au/fees.htm>

Security Bond:

The Security Bond of \$900 is required as part of the initial deposit. The full amount of the bond will be forfeited if:

1. The resident leaves the College prior to the end of session.
2. The resident states on the Re-admission form that they are returning for the next session and then later changes their mind.
3. Damage to the property of the College or any property that is the responsibility of the College.
4. Special cleaning to the resident's room (\$100 minimum).
5. Any missing IH property allocated to the resident.
6. Failure to return room keys, meal card and FOB.

The College will refund the security bond by cheque payable to the resident within a month after departure. If you state on your Leave Form that you are returning the following session then at a later date you decide to leave, you will forfeit your bond.

Registration Fee:

The registration fee is a “once-off,” non-refundable (non-transferable) fee of \$100.

Disclaimer:

These fees are subject to change. Always refer to the fee schedule as set out online (<http://ihunsw.edu.au/fees.htm>), for the most up to date information or alternatively contact the college (+61 2) 9313 0600 for latest fee information.

7. Electronic Goods in Bedrooms

The College allows residents to keep a small refrigerator in their bedrooms. It must not exceed the following dimensions: 55cm x 55cm and have a gross capacity of 45L.

Australian power sockets are 240V AV 50HZ. Due to the sensitive nature of the electrical service at IH, adaptors are not permitted. The use of appliances with electric heating elements, such as hairdryers, can cause outages in the electricity supplied to bedrooms. Please only use appliances that meet Australian standards.

No electrical clothes dryers are allowed in bedrooms.

No electronic cooking equipment is to be used in bedrooms without the approval of the Master.

As of S2 2017, air conditioners are banned in resident bedrooms; exceptions may be made at the discretion of the Master.



Emergencies

In the event of an emergency contact the Office during business hours or the Duty RA on extension 699 during non-business hours. Campus Security can be reached on 9385-6666 externally.

1. Fire Precautions

When the fire alarm is activated all residents must evacuate the building. If possible, close all windows and doors to your room, evacuate and assemble to the Pool Lawn. Residents must not return until instructed by the RAs.

Residents are reminded that it is a serious offence to cause a false fire alarm or tamper with fire equipment. Raising a false alarm, whether accidental or deliberate, or tampering with fire equipment will result in a \$1000 fine. For serious offences disciplinary action including termination of housing may apply. Any charge by the fire brigade will be passed on to the resident concerned.

2. Security

Security is the responsibility of all residents. The urban location of the College presents unique problems of thief and personal injury. Residents are strongly reminded to close their window(s) and lock their door, particularly when they are not in their room. The chain on some room windows is not a security device and thus the window should always be closed when you are not in your room. Residents are reminded not to admit strangers to the building. Admit only personal guests and escort their departure from the College. All exterior doors are alarmed and must not be propped open. Exterior doors to the College must remain closed and locked at all times. Security cameras are located at all entrance doors.

3. Accidents and Illness

Office staff and RAs are available to help residents when they are ill or injured. The office staff or RAs, and ultimately the Master should be informed of any illness or accident.

You can seek on campus medical assistance through the University Health Service:

Location: Ground Floor, East Quadrangle Building Kensington Campus

Telephone: (02) 9385 5425

Fax: (02) 9313 8520

Email: unihealth@unsw.edu.au

Opening hours: Monday to Thursday 8.15am-6pm

Friday 8.15am - 5.15pm

Note- The telephones switch over at 8.30am daily and are diverted to voicemail Monday - Thursday 5.30pm, Friday 5.15pm

Pathology Clinic: 8.30am-1pm 2pm -4pm Monday to Friday

The Practice will close on public holidays.

After Hours Care:

For emergencies go to the local hospital or call an ambulance.

Prince of Wales Hospital/Sydney Children's Hospital.

Telephone: (02) 9382 2222

National Home Doctor Service - Telephone: 13 SICK (13 74 25)

The National Home Doctor Service (NHDS) commenced offering UNSW residential students, after hours home visits from March 2015. The service access is available from 6pm to 8am weekdays, from noon Saturday to 8am Monday, public holidays and is available 365 days a year. National Home Doctor Service will directly bill an overseas student's insurer with cover from Medibank, Allianz or Bupa. Medicare card holders are bulk billed, so there's nothing to pay for an afterhours doctors home visit to all residential colleges on campus. The NHDS works in collaboration with Doctors at UNSW Health Service, to ensure best practice provision of afterhours primary medical care is provided to all UNSW Residential Students.

The college cannot be held responsible for accidents or illnesses and that usage of the exercise equipment is at the resident's own risk.

4. Insurance

The College is unable to accept responsibility for loss or damage to personal property. Residents are encouraged to take out an all-risk insurance policy for personal possessions kept at the College. We strongly suggest that residents close and lock the window(s) and door to their room and that money and valuables not be left in exposed areas.

VI

Food Service

The International House Food Service operates seven days a week during the academic school year. Monday through Friday three meals per day are served and on Weekends and Holidays, brunch and dinner meals are provided. The food is a mix of Western and Asian cuisine, the collage cannot cater for special dietary requirements and vegetarian meals are very limited and may not be available every day.

The service is cafeteria style and second helpings of salads, rice and potatoes (not main course or vegetables) are provided. Residents are encouraged not to waste food. The International House budget operates on the premise that residents will miss a certain percentage of the meals and that guests will purchase a meal ticket. Due to the financial arrangements, residents are not allowed to give their meal to another person.

College crockery, cutlery, etc., must be returned to the dish room. If you want to take food out of the Dining Hall or Courtyard you must provide your own containers. There is a \$20 charge for taking IH dishes, etc. out of the Dining Hall/ Courtyard area. Community Kitchens are provided on each floor and residents are reminded that they must provide their own cooking utensils and crockery.

1. Meal Hours

Dining hours for the academic year are listed below. The Dining Room will close half an hour after serving. There is no food service provided during the summer. Monday – Friday		Saturday and Sunday	
Breakfast	7:30am to 9:30am	Breakfast	8:30am to 10:00am
Lunch	12:15pm to 1:45pm	Lunch	12:15pm to 1:30pm
Dinner	5:15pm to 6:45pm	Dinner	5:00pm to 6:30pm

To ensure a full choice of meals, residents should arrive at least half an hour before closing. Particularly at dinner we cannot guarantee two choices towards the end of service.

2. Dining Services

Breakfast

Cereals, toast, fruit and juice are served for breakfast

Lunch

Lunch consists mainly of western food and a variety of salads.

Dinner

Dinner consists western and Asian food and a vegetarian option is occasionally available.

3. Guest Meals

Guests of residents are welcome to join their host for meals. Breakfast cost \$6.00, lunch \$7.00 and dinner \$12.00. Payment can be made at the servery.

4. Special Arrangements

• Late Lunch or Dinners: Late meals are available weeknights during regular session for residents whose class schedule does not permit them to return to the College in time. If you require a late meal you must present your class schedule to the Food Service Manager in order to make the necessary arrangements. Residents requiring late meal must provide their own containers labelled clearly with their room number. Late meal can be collected from the refrigerator in the Reading Room. In all cases, residents are responsible for the supply and care of their own containers.

• Vegetarian: Vegetarian meals are very limited and not available at all meals. Residents must sign up with the Food Service Manager for vegetarian meals and they are expected to take the meals that have been prepared for them and not to switch back and forth at their convenience.

• Special Functions: There are four special dinners per year and all residents are urged to attend. National dress is encourage

VII

Management of the college

1. College staff

Dr Robert Lundy

The Master, is Chief Executive Officer responsible for the overall policy, finance and management of the House. Residents are encouraged to discuss personal, academic, or financial issues with the Master.

2. Resident Assistants

In addition to the full-time staff, RAs are appointed to take care of emergencies during weekends, evenings and holidays. When the Office is closed, residents are welcome to approach the RAs in all cases of illness or emergencies. The name of the RAs on Duty is posted on the office entrance door. The housekeeping and food service staff are employees of the College.

Telephone Extensions

GND FLOOR	ext
G1	601
G2	602
G3	603
G4	604
G5	605
G6	606
G7	607
G8	608
G9	609
G10	610
G11	611
G12	612
G13	613
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G21	621
G22	622
G23	623
G24	624
G25	625
G26	626
G27	627
G28	628
G29	629
G30	630

1ST FLOOR	ext
101	641
102	642
103	643
104	644
105	645
106	646
107	647
108	648
109	649
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111	651
112	652
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153	693
154	694
155	695
156	790

2ND FLOOR	ext
201	701
202	702
203	703
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241	782

3RD FLOOR	ext
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341	781

SENIOR ON DUTY x699
 Weekdays 5pm-9am
 24 hours on weekends
 and public holidays

OFFICE 93130600
 M-F 9am-5pm

To call internally to another room in IH
 just dial the 3-digit extension number

Phones can not be used to call outside numbers

To call a room from the outside:
 Dial: 9385 0 + Extension