Charles Sturt University

Three Rivers Department of Rural Health



Off-campus accommodation handbook

Coonamble

Live Study Work Rural

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Welcome

Welcome to the Three Rivers Department of Rural Health (DRH) off-campus accommodation.

This handbook provides you with important and practical information about your accommodation whilst undergoing student placement.

We trust that our services, support, and advice will meet your expectations, and that your placement is a positive and rewarding learning experience.

Please visit our website for further information: Three Rivers Department of Rural Health.

Acknowledgement

Charles Sturt University Three Rivers Department of Rural Health is funded under the Australian Government's Rural Health Multidisciplinary Training Program. In consortium partnership with the University of New South Wales, The University of Notre Dame Australia and Western Sydney University, Three Rivers DRH aims to improve the recruitment and retention of nursing, midwifery, allied health, and dentistry professionals in rural and remote Australia.

Acknowledgement of Country

We pay our respect to all First Nations elders past, present and emerging. In particular, we acknowledge the Wiradjuri, Ngunawal, Gundungurra, Birpai, Wamba Wamba Perrepa Perrepa, Wailwan, Wadi Wadi and Nari Nari peoples of Australia, who are the traditional custodians of the lands on which we work and live.

threerivers.csu.edu.au

For further information please contact: ThreeRiversDRH@csu.edu.au

Charles Sturt University - TEQSA Provider Identification: PRV12018 (Australian University). CRICOS Provider: 00005F.

Applicants Declaration/Accommodation Agreement

In completing the Application Declaration/Accommodation Agreement contained within the on-line accommodation application form you have accepted the rules of the off-campus accommodation. This includes the weekly service fee and the length of time you agree to occupy the accommodation.

You acknowledge that you have read the Three Rivers DRH Off-Campus Code of Conduct and undertake to abide by the Code of Conduct whilst staying in this accommodation.

If there is any dispute over anything related to your off-campus accommodation, both yourself and Three Rivers DRH are bound to act according to the terms and conditions as stated in the accommodation application form and the Three Rivers DRH Off-Campus Code of Conduct.

Arrival/checking in to Three Rivers DRH off-campus accommodation

Prior to arrival

Residents will receive email advice from Three Rivers DRH confirming that their accommodation application has been approved. That email confirmation will advise which room has been allocated and advise the service fee that applies to the stay. The service fee is payable in full before arriving at the accommodation.

A cancellation fee may apply if you do not arrive at the accommodation as planned without prior notification to Three Rivers DRH.

Checking in

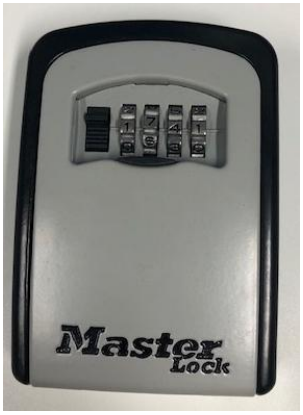
On arrival to the accommodation keys can be collected from the key box located on the property.

Key boxes are numbered 1 – 3. Select the key box that corresponds with the room number you have been allocated.

Your booking confirmation email from Three Rivers DRH will include an attachment with your room allocation.

Key box instructions

- Select the key box that pertains to the room you have been allocated.
- Slide down the protective black cover.
- Enter the code supplied to you with your accommodation confirmation email.
- Push down the black open button to the left of the numbers to open the box and take out keys**.**
- Close the box and rotate the 4 dials to scramble the code.
- Push up the protective cover.
- If you lose or do not return the keys, you will be required to replace them at your own cost.



Accommodation assistance during your stay

Beyond Twenty One Real Estate (in Gilgandra) are managing the property on behalf of Three Rivers DRH. For assistance with accommodation needs and requirements during your stay please contact Beyond Twenty One Real Estate:

- Office Address: 69 Miller Street, Gilgandra NSW 2827
- Phone during business hours: 02 6847 2827
- After hours contact is: 0448 372 827

Cleaning

This facility has been provided by Three Rivers DRH to ensure residents have clean and comfortable accommodation whilst attending placement.

As this is a shared facility, please respect the property and your fellow students by maintaining it in a clean and tidy state at all times.

The common areas of the accommodation will be professionally cleaned regularly. Your bedroom will only be cleaned after you check out.

To allow clear access for cleaners and to avoid any damage to your property, please ensure all personal items and valuables (eg Laptops) are kept in your room when you are not in the accommodation.

Rubbish removal

Residents are responsible for their own rubbish removal. Council bins have been provided. Take the applicable waste bin to the kerbside on a Wednesday evening for collection on Thursday.

- The single bin with the red lid (general waste) is collected weekly.
- Return bin to the appointed area when empty. Bins are not to be left on the roadside kerb.
- Recycling items are accepted at the Coonamble Shire Depot on Quambone Road.

Smoking/Vaping/e-cigarettes

Use of the listed items are prohibited in all residential areas including your allocated bedroom and immediate surrounds.

Linen

Bed linen and towels are provided for your stay. Towels are in your room. Prior to checking out, please remove the sheets and pillowcases from your bed and place in the laundry bag supplied along with any dirty towels. Leave the laundry bag containing the dirty linen in your room. Cleaning staff will collect and launder the dirty linen and remake the bed after you leave.

A laundry equipped with a washing machine and dryer are provided for your use. Please bring your own front loader washing detergent. Clothesline and pegs are provided.

Heating & Cooling

The property is equipped with appropriate heating and cooling. To assist with conserving energy, please turn off heating and cooling units when you are not in the property.

Personal electric heating appliances may not be used at any time. Due to the fire risk, fan heaters and bar heaters are not permitted for use in our off-campus properties.

Charging of personal devices or equipment

Charging of personal devices such as mobile phones, tablets or laptops with lithium-ion batteries should be done on a hard surface only and should not be left unattended when charging.

Charging of electric bikes or scooters is not permitted in any of the off-campus properties. These items should be left outside and not stored inside any buildings.

First aid

A domestic first aid kit is located in the kitchen pantry.

Wi-fi access

Wi-fi access is available to assist with your studies during your stay. A Telstra card providing access details is in the property.

Should you experience any outages, in the first instance, please check the Telstra Outages website for any advice of service disruptions. Click on ‘Internet’ and put in the address of the property.

If this search does not indicate any service disruption, attempt to reset the connection by switching the power off to the modem, leave for a few minutes and turn power back on.

After taking the above steps, if the problem is still not resolved, please contact ThreeRiversDRH@csu.edu.au for further assistance.

Visitors

Approved residents may invite visitors into the Off-Campus Accommodation subject to the conditions outlined in the Three Rivers Off-Campus Code of Conduct.

Visitors to the Off-Campus Accommodation are subject to the following conditions:

- Visitors are only permitted at the off-campus accommodation between 9am to 9pm.
- No overnight visitors are permitted in the off-campus accommodation. Any breach of this will be reported to Three Rivers DRH.
- The resident host must accompany and is responsible for the visitor's behaviour at all times.
- The resident host is liable for any damage to the property caused by the visitor.
- If any resident or the resident host object to the behaviour of the visitor, the visitor should be requested to leave immediately. If the visitor does not leave, the fact should be communicated to Three Rivers DRH.
- No keys are to be given to the visitor.

Maintenance and repairs

Non-urgent repairs

Any repairs or maintenance that do not require an urgent response (guests still able to access and utilise the property and its amenities) are to be submitted by completing the Three Rivers DRH Off-Campus Property Maintenance Reporting Form or click on the QR code below.

Examples of non-urgent repairs or maintenance could include (but not limited to) light globe replacements, dripping tap, lawn requires additional attention, unable to access WIFI etc.

All requests for non-urgent repairs or maintenance will then be sent to the managing agent for action and a copy will also be forwarded to the Three Rivers DRH Student Support Team.

Urgent repairs

Urgent repairs are essentially, any fault that disrupts the normal supply of water, sewerage, gas, electricity, cooking, heating, cooling. This also applies to any fault or damage that causes the property to be unsafe or insecure, and any damage caused by flooding or storms.

For urgent repairs contact Beyond Twenty One Real Estate

The after-hours contact for urgent repairs is 0448 372 827

In event of an emergency repair, Three Rivers DRH, Charles Sturt University the Operator or any other authorised person may enter the premises without your permission to carry out urgent repairs.

Lawns and grounds

Three Rivers DRH have engaged a contractor to maintain lawns, grounds, and gardens in and around the accommodation, this work will be carried out on a regular basis.

Please do not park vehicles on any lawn areas.

Security

Should you have any concerns regarding your safety during your stay please contact the local police on 131 444 (non-emergency only) or 02 6822 1488 (general inquiries) and advise ThreeRiversDRH@csu.edu.au.

If it is an emergency call 000.

Critical Incident

- Definition of a Critical Incident - a traumatic event, or the threat of such (within or outside Australia) which has the potential to harm life or well-being and causes extreme stress, fear or injury to the person experiencing or witnessing the event. A critical incident may take place either on or off a University Premise.
- Students are to report all incidents where there is a potential or actual risk for harm, damage, or injury including suspicious behaviours whether unusual or persistent that may pose a physical or psychological risk or harm to themselves or other guests.
- Reports of building or property repairs or maintenance (with no direct personal risk) at the off-campus properties are to be reported as per maintenance and repairs information on page 8 of the Student Handbook.

Critical incident response

- **Respond**
  1. Make sure the scene is safe
  2. Ensure first aid is provided
  3. Contact emergency services (000) if there is a significant threat, injury, incident or crime has occured and ensure attendance of appropriate first responders.
- **CSU student reporting process**
  1. During business hours (Monday to Friday 8.30am to 4.30pm) call 02 6933 2404 and leave voice message. A Three Rivers team member will respond.
     Outside of business hours call 0488 281 523.
  2. Email threeriversdrh@csu.edu.au
  3. Complete online **Incident report - https://incident.csu.edu.au/**
- **Non-CSU student reporting process**
  1. During business hours (Monday to Friday 8.30am to 4.30pm) call 02 6933 2404 and leave voice message. A Three Rivers team member will respond.
     Outside of business hours call 0488 281 523.
  2. Email threeriversdrh@csu.edu.au
  3. Report the incident back to your university and follow process

Local Emergencies

In the event of a natural weather event or disaster, all students, guests and the community are encouraged to:

- Listen to your local ABC radio station which can be found at reception.abc.net.au
- Download the Hazards Near Me app and set your watch zones to get warning information for your areas
- For social media follow @NSWSES or visit their website at www.ses.nsw.gov.au
- Check latest weather and warnings at www.bom.gov.au/nsw/
- Check road closures at www.livetraffic.com.au or 132 701 or your local Council.
- Check disruptions to public transport at www.transportnsw.info/alerts or call the Transport Infoline on 131 500
- Find more information on power outages at www.energy.nsw.gov.au/households/guides-and-helpful-advice/electricity-supply-disruptions/what-do-during-electricity

Charles Sturt University 24/7 Student Wellbeing Support Line

Telephone 1300 572 516

Text 0480 087 002

Charles Sturt University 24/7 Student Wellbeing Support Line operates around the clock. You can access immediate and short-term support 24 hours a day, including weekends and public holidays.

You can text or call this service:

a) for help with:

- feeling overwhelmed and distressed
- coping strategies for current problems or a crisis
- finding pathways to find longer-term solutions
- help working out the next steps to take
- managing safety concerns

b) if you are:

- feeling anxious about an upcoming exam
- feeling lonely or homesick
- having thoughts of suicide or self-harm
- relationship difficulties
- feeling upset about failing a course
- difficulty adjusting to a new country
- being stressed about an assessment task
- managing grief
- having difficulty sleeping, or
- feeling worried about a friend or family member

This service does not offer ongoing counselling but can link you with university and community counselling and wellbeing services and resources.

Please note: Call 000 (emergency services) if you are in danger.

Departure/checking out of Three Rivers DRH off-campus accommodation

Check out time is no later than 10am on the day of departure.

Prior to departure

- Wash, dry and put away all dishes
- Place all dirty linen (sheets and towels) in the laundry bag provided and leave the bag in your bedroom
- Check you have not left any personal belongings behind
- Empty and dispose of any of your leftover food items from the fridge, freezer and pantry
- Empty kitchen and bathroom bins
- Leave the property in a clean & tidy state.

Keys



- On departure lock your bedroom door.
- Lock the house door as you leave.
- Place your room/house keys in the Key Return Box located on the property.
- Note: A code is not required for key return - lift the flap at the top and place the keys in the box.

Residents who lose or do not return keys allocated to them will be charged a fee for replacement. Residents may also incur a locksmith fee for changing locks to the premises.

How to contact us – Three Rivers DRH

You can contact us on **(02) 69 332 404** and leave a voicemail message with your name, phone number and the property you are staying at. A team member will then call you back.

You can also email us at ThreeRiversDRH@csu.edu.au and your message will be allocated to the appropriate team member for a response.

Useful contacts

You may find the contact details listed below helpful during your stay:

Name	Number
Police, Ambulance, Fire	000
Coonamble Police Station (Non-Emergency)	131 444 (non-emergency only) or 02 6822 1488 (general inquiries)
Coonamble Hospital	02 6822 9300
State Emergency Service (SES)	13 25 00
Telstra	13 22 00
Origin Energy	13 24 61
Lifeline (24 hour Telephone Counselling)	13 11 14
Headspace provided by Marathon Health	1300 402 585
Charles Sturt University 24/7 Student Wellbeing Support Line	Phone: 1300 572 516 Text: 0408 087 002
Charles Sturt University Student Counselling	https://www.csu.edu.au/current-students/support/personal/counselling
Beyond Twenty One Real Estate	(BH) 02 6847 2827 (AH) 0448 372 827

Document status and revision history

Version	Author	Issue date	Revision details
01	Jacki Hayward	1/11/2026	Original Issue