

RESIDENCE LIFE GUIDELINES FOR REDUCTION OF ACCOMMODATION CHARGES

Section 1 - Purpose

- (1) These guidelines describe the rules in relation to reduction of accommodation charges and variation to flexi food plans for eligible students living in Charles Sturt University residences.

Scope

- (2) These guidelines apply to students of Charles Sturt University.

Section 2 - Glossary

- (3) The glossary section of the [Residential Agreement](#) defines most of the terms used in these guidelines.

Section 3 – Policy

- (4) These guidelines support the [Residential Agreement](#) and should be read alongside the agreement.

Section 4 – Procedures

Nil

Section 5 – Guidelines

REDUCTION OF ACCOMMODATION CHARGES

(5) Hospitalisation

A student may apply for a reduction in residential fees for the full period of hospitalisation or a period of convalescence (for a seven day minimum) ordered by a Medical Practitioner when the convalescence is not spent in university accommodation

- a. The student will be given a 100% reduction in fees for a maximum period of twenty-eight (28) days. Periods in excess of twenty-eight (28) days will be considered on a case by case basis.
- b. Appropriate documentary proof is required and must be given to the Associate Director, Residence Life or nominee within ten (10) working days from the first day of the absence.

(6) **Absence due to death of an immediate family member**

A student may apply for a reduction in residential fees due to the death of a member of their immediate family.

- a. The absence must be for a period of a least seven (7) consecutive days.
- b. Appropriate documentary proof is required and must be given to the Associate Director, Residence Life or nominee within ten (10) working days from the first day of the absence.

(7) **Compulsory course practicum work**

A student may apply for a reduction in residential fees due to a compulsory course practicum, if the following conditions apply:

- a. The absence must be for a minimum of seven (7) days; and
- b. The location must be a minimum of 50km from the university; and
- c. Any practicum rent reduction claimed throughout the year will not be credited to the student's account until the final payment due date in the session of occupancy. Pro-rata adjustments may be required to flexi food plans.
- d. If a student living in the residences is required to attend practicum placement at a location where Charles Sturt University operates on-campus accommodation, the student may request to stay in on-campus accommodation at that location.
- e. If a student wishes to make this request, they are required to complete a [Temporary Accommodation Application](#) form indicating that they live in the residences at their home campus and require the accommodation for a practicum placement at another campus.
- f. Providing the Manager, Residence Life approves the temporary accommodation application and accommodation is available in the same category of accommodation, there will be no additional charge to the student.
- g. If a student takes up this option, a practicum rent reduction will not be available to the student.
- h. This reduction is **only claimable** if the student remains in Charles Sturt University Residences for the **full occupancy of the residential agreement**. Any practicum reduction in accommodation charges or flexi food variation claimed throughout the year will not be credited to the student's account until October of each year.
- i. If claimed, then cancellation of the students place in residential accommodation occurs, this reduction will be recharged, in addition to any cancellation fees.

(8) **Calculating the Practicum Rent Reduction**

The practicum rent reduction in residential fees is calculated as follows:

- a. No cancellation fee applies for students attending compulsory practicum placements where the duration of the placement exceeds six (6) consecutive weeks
- b. Students will be charged pro-rata fees for their period of occupancy within the residences.
- c. Those students wishing to maintain occupancy to their substantive room allocation within the residences are eligible to receive a reduction equivalent to 60% of the weekly rate, for the duration of their practicum placement.

(9) Instructions for receiving the Practicum Rent Reduction are as follows:

- a. Completion of a rent reduction form must be submitted at least seven (7) days prior to the date of the proposed absence for practicum work.
- b. The university will charge full fees applying for retained rooms where the required notification is not given.
- c. The Student must supply Residence Life with a copy of the practicum confirmation from the school at least seven (7) days prior to the date of the proposed absence for practicum work.
- d. All keys must be returned to Charles Sturt University and your Room Inventory Form must be completed to be entitled to the reduction of fees.
- e. All students are to pack up their rooms to allow for re-letting.
- f. During exam periods, no reduction will be given when students either complete their exam commitments early (before official end of session date) or when students do not have any exam commitments. **All fees are calculated on a full package basis.**

(10) VARIATION OF FLEXI FOOD OPTION

A student may apply for a variation of a flexi food plan for the full period of hospitalisation or a period of convalescence ordered by a Medical Practitioner when the convalescence is not spent in university accommodation.

- a. The absence must be for a period of at least seven (7) consecutive days.
- b. Students may apply for a variation on unused flexi points, during their period of absence.
- c. The student will maintain 100% availability of existing Flexi Points.
- d. Appropriate documentary proof is required and must be given to the Associate Director, Residence Life or nominee within ten (10) working days from the first day of the absence.

Absence due to death of an immediate family member – a student may apply for a variation in flexi food plans due to the death of a member of their immediate family.

- e. The absence must be for a period of at least seven (7) consecutive days, up to a maximum of twenty-eight (28) consecutive days.
- f. Students may apply for a variation on unused flexi points, during their period of absence.
- g. The student will maintain 100% availability of existing Flexi Points
- h. Appropriate documentary proof is required and must be given to the Associate Director, Residence Life or nominee within ten (10) working days from the first day of the absence.

Compulsory course practicum work – a student may apply for a variation in flexi food plans due to a compulsory course practicum. The absence must be for a minimum of seven (7) consecutive days; and

- i. The location must be a minimum of 50km from the university; Any practicum meal package variation claimed throughout the year will not be credited to the student's Flexi Point account until practicum is complete and accommodation payments are up to date.

Status and Details

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Unit Head	Director, Commercial Services
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