



Charles Sturt
University

Three Rivers
Department of
Rural Health

Off-campus accommodation handbook

Temora

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 both past and present from the lands where Charles Sturt University students reside. In particular, we acknowledge the Wiradjuri, Ngunawal, Gundungarra and Birpai peoples of Australia, who are the traditional custodians of the land where Charles Sturt University campuses are located.

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.

COVID-19

The health and well-being of our students, staff and communities remains our number one priority.

Please check the latest government advice before attending accommodation and comply with the NSW Health COVID-19 rules.

Do not attend the accommodation if you are unwell. You must stay at home, get tested, and self-isolate until you get a negative test result.

To be accommodated for your placement the NSW Government guidelines, and any other directives from Charles Sturt University and/or Three Rivers DRH, must be followed. If you do not follow these guidelines, your offer of accommodation will be withdrawn, and you will not be allowed to stay in our accommodation.

Please follow these **COVID-19 safe practices** during your stay:

- Please stay up to date with the latest government advice for **wearing a mask**.
- Practice **physical distancing**.
- Maintain **good hygiene** – includes washing your hands, using hand sanitiser, covering your coughs, and keeping the accommodation clean.

If you are already in the accommodation and discover you are required to self-isolate for any reason, please contact Three Rivers DRH immediately to discuss your situation.

If you become unwell and think you have symptoms of COVID-19, **seek medical advice, and get tested**. Contact the National Coronavirus Helpline for advice on 1800 020 080 and advise Three Rivers DRH of your situation.

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 box instructions

- Flap down the protective black cover.
- Enter the code supplied to you with your accommodation confirmation email.
- Push down the release lever to open the box and take out keys – please check that you are taking the key with the correct room number that you have been allocated.
- Close the box.
- If you cannot lock the key box, the code needs to be re-entered and then closed.
- Flap 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

QPL Rural Real Estate in Temora are managing the property on behalf of Three Rivers DRH. For assistance with accommodation needs and requirements during your stay please contact QPL Rural Real Estate:

- Office Address 129-131 Hoskins Street, Temora
- Phone during business hours 02 6978 1008 (Monday to Friday)
- After hours contact is Bev Pellow 0409 520 043

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 bins to the kerbside on Tuesday evenings for collection on Wednesdays and return to the appointed area when empty.

Smoking

Smoking is prohibited in all residential areas and immediate surrounds.

Linen

Bed linen and towels are provided for your stay. Towels are in your wardrobe. Prior to checking out, please remove the sheets and pillowcases from your bed and place in the laundry along with any dirty towels. Cleaning staff will 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.

First aid

A domestic first aid kit is located in the kitchen.

BBQ

A BBQ has been provided for resident use. It is located in the locked room in the rear yard. A key to that room is located in the kitchen. After use please clean the BBQ and return to the locked room for storage. Please advise QPL Rural Real Estate if the gas bottle is empty. They will arrange for a replacement.

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 the problem persists, please contact Telstra Technical Support on 13 22 00.

Maintenance and repairs

Non-urgent repairs

Contact QPL Rural Real Estate on 02 6978 1008 (during business hours) for all non-urgent repairs and maintenance requests.

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 QPL Rural Real Estate on (BH) 02 6978 1008. The after-hours contact for urgent repairs is Bev Pellow 0409 520 043.

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

Temora Security Services will conduct nightly patrols past the property. Should there be any security concerns the night patrol contact number is 0419 437 504. If it is an emergency call 000.

Should you have any concerns regarding your safety during your stay please contact the local police on 02 6977 2044 (non-emergency only) and also advise ThreeRiversDRH@csu.edu.au.

If it is an emergency call 000.

Should a ****Critical Incident** occur whilst you are staying in the accommodation, please contact Charles Sturt University Security Services directly on 02 6933 2288. Charles Sturt Security will then enact a **Critical Response**.

****Critical Incident** - means 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.

Charles Sturt University After-Hours Crisis Support Line

Telephone 1300 572 516

Text 0480 087 002

Charles Sturt University After-Hours Crisis Support Line operates weeknights (5pm to 9am), weekends (5pm Friday to 9am Monday) and public holidays.

Text or call this service for help to:

- find immediate relief from emotional distress
- explore coping strategies for current problems or a crisis
- open pathways to find longer-term solutions
- help you work out the next steps to take
- manage safety concerns

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

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

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

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

Please ensure you take all personal items with you and dispose of any perishable food items in the fridge and/or pantry. Wash and put away any dishes and leave the property in a clean state.

Keys

On departure leave house/room keys on the bedside table in your bedroom. Lock the house door as you leave.

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

The Three Rivers DRH team is here to facilitate and support positive and safe clinical placement experiences.



Lynn Mills
Administration Officer
Tel: 02 6033 4058
Email: ThreeRiversDRH@csu.edu.au



Judy Mason
Rural Health Placement Officer
Tel: 02 6051 9231 (Mon-Thurs)
Tel: 02 6033 4058 (Friday)
Email: ThreeRiversDRH@csu.edu.au

Useful contacts

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

Name	Number
Police, Ambulance, Fire	000
Temora Police Station (Non-Emergency)	02 6977 2044
Temora Security Services	Night Patrol 0419 437 504
Charles Sturt University Security Service	02 6933 2288
Temora District Hospital	02 6980 0200
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 Wagga Wagga	02 6923 3170
Charles Sturt University After-Hours Crisis Support Line	Phone: 1300 572 516 Text: 0408 087 002
Charles Sturt University Student Counselling	https://www.csu.edu.au/current-students/safety-wellbeing/your-wellbeing/student-counselling
QPL Rural Real Estate	(BH) 02 6978 1008 (AH) 0409 520 043

Document status and revision history

Version	Author	Issue date	Revision details
01	Judy Mason	14 April 2020	Original Issue
02	Judy Mason	13 May 2020	Update
03	Judy Mason	18 June 2020	Wi-Fi & Charles Sturt University Security
04	Judy Mason	11 November 2020	Charles Sturt University After Hours Crisis Support Line
05	Judy Mason	10 February 2021	Key Box & Wi Fi
06	Judy Mason	19 May 2021	Amend Three Rivers Contacts
07	Judy Mason	23 March 2022	Rebrand and update