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 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.

COVID-19

Charles Sturt University is committed to providing a COVID-safe environment for our students, staff, visitors and communities. Charles Sturt University strongly recommends you are vaccinated against COVID-19 (including recommended boosters) and influenza prior to attending our off-campus accommodation.

Contact us if you test positive to COVID-19 during your stay by emailing threeriversdrh@csu.edu.au or call our office on 02 6933 4058.

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. Leave any other keys in the box.
- 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

McGrath 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 McGrath 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.

Heating & Cooling

The property is equipped with appropriate heating and cooling.

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.

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 McGrath Real Estate Temora 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 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.

Guests and Visitors

Visitors are defined as any person who is in any area of the off-campus accommodation in which they have not received Three Rivers DRH approval to occupy or reside. 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 may be invited into the Off-Campus Accommodation subject to the following conditions:

- the resident host is responsible for the visitor's behaviour at all times.
- if any resident or the resident host object to the behaviour of the visitor, the visitor should be requested to leave. If the visitor does not leave, the fact should be communicated to Three Rivers DRH.

Visitors are not permitted to stay overnight in the Off-Campus Accommodation unless they have obtained the prior consent of Three Rivers DRH. Consent can be withheld at Three Rivers DRH's discretion.

- any request for a visitor should be emailed to ThreeRiversDRH@csu.edu.au.
- seven (7) days' notice of any proposed visitor is required, requests received with less than seven (7) days' notice will not be considered.
- for the request to be considered, the email must contain the following information:
  - proposed dates for the visit
  - name, address, phone number, emergency contact details of the visitor (someone other than the resident host) and the relationship of the visitor to the resident host
  - photo ID of the visitor
- existing residents will be consulted prior to the approval of any visitor. If any existing resident objects to a visitor being in the property, the request for the visitor will be denied.

Where an overnight stay has been approved by Three Rivers DRH, the overnight stay is subject to the following conditions:

- any visitor must be over the age of 18
- the overnight stay is limited to a maximum of 2 nights per week.
- the resident host and their visitor must only occupy the room which has been allocated to them by Three Rivers DRH.
- the visitor must not make use of any room, common space, equipment and facilities within the Off-Campus Accommodation, except in the company of the resident host.
- the resident host is responsible for the visitor and their behaviour at all times; and
- keys are not to be given to the visitor.

Maintenance and repairs

Non-urgent repairs

Contact McGrath Real Estate Temora 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 McGrath Real Estate Temora 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 1800 931 633. 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 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

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

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.

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 clinical placement experiences.

Lynn Mills
Administration Officer
Tel: 02 6033 4058 (Mon-Friday)
Email: ThreeRiversDRH@csu.edu.au

Judy Mason
Student Support 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 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
McGrath Real Estate Temora	(BH) 02 6978 1008 (AH) 0409 520 043

Document status and revision history

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06	Judy Mason	19 May 2021	Amend Three Rivers Contacts
07	Judy Mason	23 March 2022	Rebrand and update
08	Judy Mason	10 May 2023	Update Agent details
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