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# Introduction

urbanest is student living made better. We are a leading provider of purpose built, owned and managed student accommodation in Australia. We are committed to providing you with the best customer service, the best living environments and the best living experience.

This guide takes you through your urbanest accommodation from the practical things you need to know to useful information about living with us and in Australia. If you have any suggestions on how we can improve this guide or your stay at urbanest, please let us know at Reception.

## This is your new address:

urbanest Cleveland Street  
142 Abercrombie Street  
(Your room number)  
Redfern NSW 2016  
Australia

## What's included in your rent

Your rent includes:

- **Contents Insurance** (see Appendix 1a & 1b)
- **Internet** - 15GB per month
- **Utilities** - water and electricity
- **uLife** - heaps of activities and events to enjoy (see 'Your Stay' section for more details)



## Facebook

Follow us on facebook at [www.urbanest.com/urbanestsydney](https://www.facebook.com/urbanestsydney) where you'll get all the latest urbanest updates and event notifications. It's also a great way to connect with other urbanest residents.

You can also follow us on Twitter for handy hints and information about urbanest and your city: @urbanestNSW

## Emergency telephone numbers

Fire **000**      Police **000**      Ambulance **000**

## How to contact your urbanest team

The urbanest team is here to help with any queries about your room or urbanest in general.

**Call: 1800 260 801**

**Email: [clevelandstreet@urbanest.com.au](mailto:clevelandstreet@urbanest.com.au)**

**Reception: Mon - Fri: 10am - 8pm, Sat & Sun: 10am - 6pm**

## Your apartment and room...

Here's a quick tour of the features of your apartment and/or room.

### Your Key Card

You'll be issued with your key card during check-in:

- Please take care of your key card.
- For security reasons, never label the key card with your name or the address of the property.
- Under no circumstances should you give your key card to another person.
- If you lose your key card the first replacement will be complimentary. Any additional replacements will incur a charge of \$30.
- You must inform Reception immediately if you lose your key card.
- Please do not throw key cards out of the building to allow entry to your friends.
- Do not allow entry to anyone you don't know.

#### How to use your key card

Your card gives you access to the main entrance, the lifts and your apartment. Your apartment door closes and locks automatically so make sure you have your key card on you when you leave the apartment.

Simply swipe your card over the key reader (see image) to get access.

#### If the light flashes:

- **Green** – you can enter the room.
- **Orange** – the battery in the card reader is running low. Please inform Reception as soon as possible.
- **Red** – you either don't have access to that room or your card isn't programmed correctly. Please see the team at Reception if you're having any problems with your card.

### Your Internet

You have 24-hour wireless internet access in your room. Please refer to the BigAir guide that you received at your induction.

- WiFi in all apartments – Search for your wireless connection as you would usually do and select the 'BigAir Community Broadband' network. Login using your login details.
- Important! When setting up your computer, please check that it doesn't have any viruses and make sure you have adequate internet protection installed, which updates regularly.

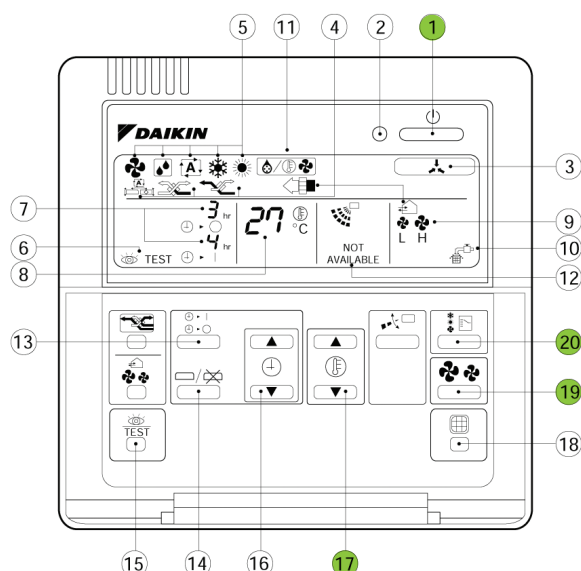
#### Internet service issues

If you have any problems with your service, please call BigAir Broadband on 1300 739 822, 7 days a week – and of course, make sure you're at your computer when you call.

### Your Air Conditioning

Your air conditioning is reverse cycle (for cooling and heating). You and your flatmates can adjust it using the controls mounted on the wall. If you need help operating your air conditioning unit please contact Reception. All we ask is that you keep to a fair use policy of 8 hours a day.























**Tip!** To save electricity make sure your window is closed while you have the air conditioning on.

## FUNCTIONS OF THE REMOTE CONTROLLER

All controls except for the ON / OFF BUTTON are located behind a swing door on the bottom half of the remote controller. To access these controls simply open the door by gently pulling down on the finger grip located on the top right hand edge of the door. To close the door simply swing it back up until it clicks into the closed position.

Once the desired temperature, fan speed and mode of operation have been set there is no need to access the controls behind the door. Basic operation of the air conditioner is simply a matter of pressing the ON / OFF BUTTON.

Please note that the selected temperature, fan speed and mode of operation will always be displayed even when the air conditioner is not operating.

1	<b>ON/OFF BUTTON</b>	12	<b>NON FUNCTIONING DISPLAY</b>
	Press the button to start or stop the air conditioner.		If a particular function is not available, pressing the button may display the words "NOT AVAILABLE" for a few seconds. When running multiple units simultaneously the "NOT AVAILABLE" message will only appear if none of the indoor units is equipped with the function. Even if one unit is equipped, the display will not appear.
2	<b>OPERATION INDICATOR</b>	13	<b>TIMER MODE START / STOP BUTTON</b>
	This indicator illuminates (RED) when the air conditioner is operating.		Press this button to select the setting for timer stop. Press the button a second time to select the setting for timer start.
3	<b>CENTRALISED CONTROL INDICATOR "  "</b>	14	<b>PROGRAM TIMER ON / OFF BUTTON</b>
	This symbol indicates that the air conditioner is under control from an optional centralised control panel.		Press this button after entering the desired off/on time to initiate the timer function.
4	<b>HEAT RECLAIM VENTILATION / AIR CLEANING "  " "  " "  "</b>	15	<b>INSPECTION / TEST OPERATION BUTTON</b>
	This symbol indicates that the optional Heat Reclaim Ventilation Unit is operating. (for commercial use).		This button is for use by installation or service technicians only.
5	<b>OPERATION DISPLAY "  " "  " "  " "  " "  "</b>	16	<b>PROGRAM TIME BUTTON</b>
	This display shows the current OPERATION MODE. For cooling only type, "  " (Auto) and "  " (Heating) are not selectable.		Push on the up arrow to increase the desired program stop / start time. Push on the down arrow to decrease the desired program stop / start time.
6	<b>INSPECTION / TEST INDICATOR "  TEST "</b>	17	<b>TEMPERATURE SET BUTTON</b>
	This symbol flashes to indicate that TEST / INSPECTION BUTTON has been pressed or that the microprocessor has determined that a fault condition has occurred.		Push on the up arrow to increase the desired room temperature. Push on the down arrow to decrease the desired room temperature.
7	<b>PROGRAM TIME INDICATOR "  " "  "</b>	18	<b>FILTER CLEAN RESET BUTTON</b>
	These symbols and numbers indicate the programmed stop (off) and start (on) time.		Press this button to reset the CLEAN FILTER INDICATOR after you have inspected / cleaned the indoor return air filter.
8	<b>SELECTED TEMPERATURE DISPLAY " 27 °C "</b>	19	<b>FAN SPEED SELECTOR BUTTON</b>
	This display indicates the desired room temperature.		Press this button to toggle between high and low fan speed.
9	<b>FAN SPEED DISPLAY "  " "  "</b>	20	<b>OPERATION MODE SELECTOR BUTTON</b>
	This display indicates the selected fan speed (ie. high or low).		Press this button to change the desired mode of operation. (ie. fan, program dry, auto, cool, heat).
10	<b>FILTER CLEAN INDICATOR "  "</b>		
	This symbol indicates that the indoor return air filter may require cleaning.		
11	<b>DEFROST INDICATOR "  "</b>		NOTE: • For the sake of explanation, all indications are shown on the display in Fig. 1 contrary to actual running situation.
	This symbol indicates that the air conditioner is in the process of removing the build up of ice on the outdoor unit. (Heat Pump model only).		

## Your Bedroom

**Your mattress** – your mattress is a king single unless you're in a double studio, in which case you'll have a double mattress. Each mattress comes with a mattress protector but you will need to use your own linen or purchase a linen pack from Reception.

**Your storage** – your room has plenty of storage for all your belongings including shelves, drawers, and a cupboard. Don't forget there's even more room under your bed and above your wardrobe.

**Ensuite** – your ensuite comes with your very own shower, toilet and wash basin. It also has a power socket, hooks and a rail. An extractor fan will automatically come on when you switch on the light.

**Furniture** – the furniture is yours to make your own. Most of the furniture is fixed but for flexibility, the set of drawers are movable. Please do not stick stickers or anything unremoveable to the furniture.

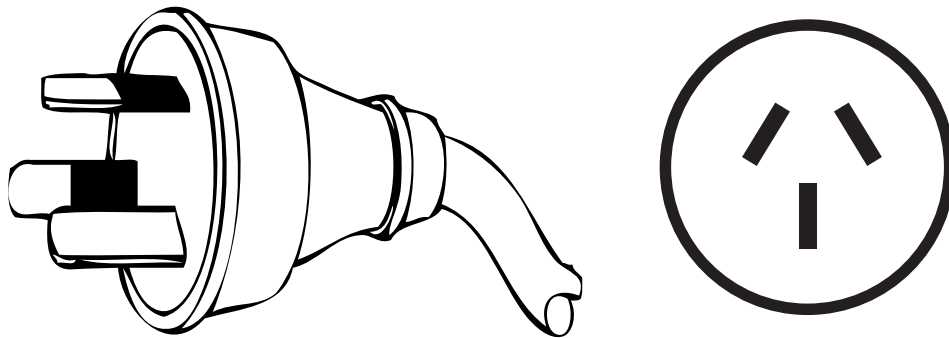
**Internet and TV Connection** – your room has a TV antenna and an ethernet cable port in the first shelf of your shelving unit near the desk.

**Activating your power** – to activate the power to your lights and air conditioning unit place your keycard into the socket near your bedroom door. When you leave, simply remove your keycard to deactivate the power (please note, this will not turn off your fridge).

## Power

### Plugs

Australia uses a three pin plug 220/240 volts AC, 50Hz (see diagram below):



### Ampage

The total max ampage available in each room is 7.5 amps.

### Consider the environment

At urbanest we do our best to be as eco-friendly as possible, so please help us to be green and keep costs down by:

- Turning lights and air conditioning units off when you go out.
- Only boiling as much water as you need.
- Always put lids on pans.
- Make good use of the on-site recycling facilities (see Clean Living in the 'Your Stay' section).
- Always keep your windows shut when you have your air conditioning on.
- Turn taps off properly to save water.

## Your Living Room

Your living room is a great place for you to relax and unwind. You and your flatmates have complete access to the lounge, entertainment unit and coffee table.

## Your Kitchen

Your kitchen is there for you to enjoy but please always remember that kitchen safety is very important. Please refer to the Fire Safety posters in the kitchen (see Appendix 3).

### How to turn on your oven/cooktop

You'll need to switch on your oven/cooktop on the wall before you can use it. The 'on' switch is located on the powerpoint (see diagram). Please contact Reception if you need assistance operating anything in the kitchen.

Button for oven/cooktop



## Your Windows

Your windows are double glazed to reduce street noise and opening restrictors are installed on all necessary windows. These are for your protection and MUST NOT be removed. You can lock your windows by simply pulling the levers down.

## Your Intercom

You'll find your intercom handset on the wall in the hallway.

- Your visitor should enter your apartment number, then press the bell button on the outdoor panel.
- Hit the talk button to talk to your caller on the indoor panel.
- Arrange to meet them at Reception. For your security you can't buzz visitors up to your apartment. You must meet them at Reception in person.



## Common Areas

At urbanest you'll be sharing some great spaces and facilities. Here's a rundown of what's available, together with some tips on how we can all enjoy communal living at it's best.



### Reception

Reception is based on the ground floor (Press G in the lift).

### Your Mail

Your mail will be delivered to Reception.

- Parcels – if you have a parcel, you will receive an email from Reception. Present your ID to collect your parcel.
- Letters – If you have mail we will post it in your letterbox (located on the ground floor).

### TV Room

The TV room has a big screen TV with Foxtel and Blu-ray for you to enjoy. Please be considerate of other residents and discuss what everyone wants to watch. Please ensure the door is closed to prevent noise travelling.

### Games Room

The games room has 4 smart TVs and gaming consoles for you to enjoy. Please ensure the door is closed to prevent noise travelling. The controllers and games must be signed out at Reception.

### Laundry

The laundry has 8 washing machines and 9 dryers for your use when it's time to do the chores. They are coin operated – \$4 a wash and \$4 a dry. There is also a coin change machine in the laundry.

Please be considerate of other residents who may be waiting to do their laundry. When you're finished, empty your clothes from the machine as soon as you can.



## **Bike Storage**

If you have a bike you can keep it in the secure bike store, you'll need your key card to get access from Hudson Street. Please advise Reception if you have a bike so we can code your card to give you access to the bike store and your allocated rack. Please bring your own lock to secure your bike.

## **Lifts**

There are 4 lifts in the building. Each block has a lift. You'll need your key card to access the lifts from the ground floor.

## **Toilets**

There are two toilets on the ground floor, with disability access, available for your use.

## **Study Rooms**

You can find study rooms on the ground floor - they are free for you to enjoy.

## **Gym**

There is a gym on the ground floor for you to use which is open between 5:30am to 11:00pm daily. For your safety, please make sure you read the notices on health and safety before using the equipment (see Appendix 4). The gym is for residents only. Guests are not allowed.

## **Vending Machines**

You'll find plenty of vending machine options on the ground floor for when you're on the go or need a snack. These include:

- Snacks
- Chips and chocolate
- Soft drinks

## **Media Room**

The 4 iMac internet stations on the ground floor are free for you to enjoy. Please be considerate of others who are waiting to use the internet and if you are using Skype, please use headphones so as not to disturb others.

## **WiFi**

WiFi is available across the whole building. Simply search for your wireless connection as you would usually do and select the 'Big Air' network. Login with your normal internet login and password.

## **Communal kitchen, courtyard & BBQ**

The communal kitchen is a great place to catch up with fellow residents and cook up a storm. You are responsible for cleaning up after you use the kitchen. You're welcome to organise BBQ's for you and your friends in the courtyard. Please be considerate of other residents and keep noise down after 10pm and make sure you clean the BBQ's after use. In the courtyard there's a pool table and ping pong table for you to enjoy. The pool cues, bats and balls must be signed out at Reception. Please be considerate of other residents waiting to use the tables. Why not ask them to join in?

## **Fire Escapes**

Fire escapes are located on each floor and the foyer. They are identified by the green 'EXIT' signs. You will find a map of these on the door of your apartment and also next to the fire escapes. If you are unsure or unclear of the fire escapes and/or the fire evacuation procedures, please see Reception.



# Your Stay

## House Rules

Our House Rules help ensure everyone's stay at urbanest is an enjoyable one and that is why we ask every customer to sign a form acknowledging these rules when they check in (see Appendix 5).

## uLife

uLife is your residential life program. It's available to you so you can make the most of your time here at urbanest.

uLife is based on our philosophy of creating a better student living experience for you.

**uLive** - focuses on social and sporting events, and helping you make friends.

**uSupport** - focuses on your welfare and the support you need.

**uImprove** - focuses on your health, fitness and development of your life skills.

**uGive** - focuses on getting you involved in the wider community.

**uRewards** - offers you heaps of promotions through our third party relationships with local businesses.

There are several ways you can find out about what's on through uLife:

- **The uLife monthly activity calendar** - this will be posted around the property in poster frames and emailed to you every month.
- **The uLife monthly email** - this will contain the uLife monthly calendar, useful and important urbanest information, reviews on past activities and promotions.
- **Resident Assistants** - see below for more information about your Resident Assistants.
- **uLife App** - Download the FREE 'urbanest uLife' app from Google Play or iTunes, and be in the know with what's on, be kept up-to-date with news and be rewarded with heaps of local discounts and promotions.

We highly recommend you take advantage of all the activities on offer as they will help you meet people in the building and feel a part of the community.

## Resident Assistants

We know that sometimes you'd prefer to talk to someone in the same situation as you so every urbanest property has Resident Assistants available to help.

Resident Assistants are residents just like you, who are also part of the urbanest team. They are responsible for helping to run uLife activities, which includes the fun stuff, and also offer that invaluable support only peers can offer.

Your Resident Assistants will introduce themselves to you when you arrive and can offer:

- Advice on living at urbanest.
- A first point of contact.
- Information on uLife events and activities.
- Referrals to expert support services.



## Support Services

If you ever need some extra support, you can always contact us at Reception, or if you prefer, there is a list of student support services available at all the major educational institutions (see Appendix 6).

### Flatmate Problems

If you're unhappy about the behaviour of a flatmate, you can always voice your concerns to Reception. We're committed to making sure all students have an enjoyable living environment. We promise to investigate any matter brought to our attention, take a fair and non-judgemental approach, investigate the matter with all parties involved and deal with it in the best possible way for all concerned.

## Clean Living

Cleaning is an important part of creating a positive and healthy living environment. We do expect you to clean your apartment and room on a regular basis, so we have created a cleaning guide to help you get into a regular habit of cleaning (see Appendix 7).

**Tip! Draw up a roster to make sure that everyone in the apartment does his or her fair share of the cleaning.**

### Bins

There is a designated rubbish bin area on the ground floor. You and your flatmates are responsible for all the rubbish within your apartment and are required to dispose of all rubbish responsibly.

Please ensure that all rubbish is placed in the correct bins.

- **General Waste** – Red Bin with a Red Lid.
- **Plastics, Glass, Newspapers and General Papers** – Red Bin with a Yellow Lid.
- **Cardboard** – Yellow Bin with a Yellow Lid.

**Tip! Double bag all general rubbish so there is no spillage when taking your rubbish from your room to the bin storage area.**

## Inspections

We will carry out inspections of your room on a regular basis to check that you have maintained it to an acceptable level of cleanliness and condition.

### Check-in inspection

You should have completed a check-in inspection form, which recorded the cleanliness and condition of your room when you checked in. If you haven't completed one, please contact Reception.

### Quarterly inspections

Reception will carry out quarterly inspections in March/April and August/September. You will be given sufficient notice prior to your quarterly inspection being carried out.

### Check-out inspection

You will be required to attend or complete a check-out inspection with Reception when you check out. This will be the final inspection before you check out and will be compared to your check-in and quarterly inspection records.

### Damage & Chargeable items

Charges apply if there is any damage to your room and/or apartment above normal wear and tear and if you have not cleaned properly (see Appendix 8).

If anything in your apartment is damaged and no one takes responsibility, a charge will be made equally to all residents in your apartment. You have sole responsibility for the upkeep of your room.

## Maintenance

### How to report a maintenance issue

Through your urbanest account (see Appendix 9).

Our in-house Maintenance Assistant will come to inspect the fault and determine how to fix the problem. You can choose to be present when our Maintenance Assistant carries out the inspection when you report the fault.

### How long can issues take to fix?

The length of time an issue takes to fix depends on the nature of the fault. If the Maintenance Assistant can fix a problem immediately then they will, but in some cases new parts may be required or third party contractors may need to be brought in. Repairs are prioritised depending on their urgency. Emergency repairs including a complete loss of power, heating, lighting or hot water take top priority – we aim to fix these problems within 4 hours or less. Less serious problems are tackled within 24 hours, while minor problems are dealt with in approximately 72 hours.

### Emergency maintenance

We'll always try to let you know in advance if we need to access your room for emergency maintenance or repair work, but in rare cases this may not be possible.

## Complaints and Grievances

At urbanest we value our residents and are committed to providing a positive experience during your stay. If you have a complaint about our services, staff or another resident, it is important you let us know and we will ensure the complaint is handled in a fair and timely manner.

If you wish to make a complaint, or discuss any issues, please contact Reception so they can strive to find a fair solution for all parties involved.

## Safe Nest

### Emergencies (Fire Brigade, Police and Ambulance) – dial 000

Emergency (000) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire Brigade or Ambulance services in **life threatening or emergency situations only**. Emergency 000 lines should not be used for general, non-emergency assistance.

### Non-Emergency (Police)

In Australia police protect people and property, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. In a non-emergency situation, you can contact the local police station directly:

#### Redfern Police Station

1 Lawson Street, Redfern NSW 2016

Tel: (02) 8303 5199

[www.police.nsw.gov.au](http://www.police.nsw.gov.au)

## Safety and Security

### First aid

If you have an accident at urbanest please report it to Reception (after calling an ambulance if needed). urbanest staff are trained in first aid and there is always a first aid box onsite.

### Emergency evacuation

If the emergency alarm sounds:

- Evacuate the building immediately in an orderly manner, by the nearest available exit, marked by the green 'EXIT' signs.
- **DO NOT** use the lifts.
- Close doors behind you.
- Don't rush or push other residents out of the way.
- Proceed to the designated assembly area. Consult the fire notices displayed on the back of your apartment door or near every fire exit to familiarise yourself with the designated assembly area.
- Do not attempt to re-enter the building until Reception or fire brigade have given you permission.

### Fire safety

Fire safety posters have been put up in your room and kitchen as most fires start in the kitchen (see Appendix 3).

**Fire blankets are kept in your kitchen on the wall. If you use the fire blanket, please contact Reception so it can be replaced.**

### Smoke and fire detectors

Your apartment, your room and the property are fitted with smoke detectors and alarm systems. These are installed for your safety and the safety of others.

Under no circumstances should you tamper with smoke detectors, fire-fighting equipment or break any glass call points. Misuse of any of this equipment may result in a fine. Please do not open any door to dispel smoke, as this can activate the alarms in the corridors and will result in a fire alarm activation.

If you become aware that a smoke alarm in your apartment is not working, please advise Reception immediately and we will fix it. If an alarm has been accidentally activated, contact Reception immediately.

### Unwanted fire alarms and acknowledgement panels

Avoid an unwanted fire alarm and avoid the fee for unwanted alarms!

- Never leave your cooking unattended.
- Keep the kitchen door closed.
- Always switch on the extractor fan.
- Only use your toaster near the extractor fan.
- Regularly clean the filter below the extractor fan.
- Do not use deep fat fryers.
- Keep your cook top and oven clean.
- Never cook in your room.
- Keep bathroom and bedroom door shut while showering.

Each apartment is fitted with an unwanted fire alarm acknowledgement button. If you activate the fire alarm by mistake (i.e. when cooking), you have **30 seconds to press the acknowledgement button**. Upon pressing the button, the alarm will continue to sound. You must:

- Open all the windows
- Turn on the exhaust fan
- Expel any smoke in the apartment

If after 90 seconds the detection device can no longer detect the smoke hazard, the alarm will stop and the fire service will not be alerted. However, if after 90 seconds the detection device still detects a smoke hazard the alarm will continue and you should evacuate the building.

The button is situated near the front door of studio apartments and shared apartments.



### Electrical safety

- Be extremely careful when using appliances connected to power points near sinks or the bathroom.
- Extension cords or power leads should not be used in wet areas.
- If an electrical appliance has been immersed in water it must be discarded immediately.
- Switch off and unplug all portable electrical appliances, such as hair dryers, shavers, etc after use.
- Never touch anything electrical with wet hands.
- Remove electrical appliances with damaged/frayed cords or cracked or broken plugs.
- Turn off power points before plugging/unplugging appliances.
- Turn off all appliances such as heaters, ovens and stove tops when leaving your home.
- Ensure adequate space around appliances to prevent overheating.
- Switch off and unplug your toaster before trying to remove toast, muffins or crumpets that are caught inside.
- Remove bread crumbs from the toaster regularly as a build up can be hazardous.
- Use a single extension cord rather than joining several cords. Improper use of power boards and double adaptors can lead to fires.
- Hair dryers and straighteners takes time to cool down. For safety, allow this to happen on an inflammable surface before storing it.
- Light globes can become very hot. It is dangerous to cover a lamp with any type of fabric.

## Security at home

- Make sure your apartment/room is secure.
- Do not let anyone follow you into the building.
- Never prop open the main entrance door or any fire doors.
- Always carry your key card and never give it to anyone else.
- Be aware of strangers on the premises – if you're not sure who someone is, ask them or alert Reception.
- If you see anything suspicious, let Reception know as soon as possible.
- If someone buzzes your intercom and you don't know them, don't go down to Reception to meet them.

If you're worried about your safety please contact Reception on 1800 260 801.

## Personal safety

Australia is considered to be a safe country, but it's still wise to avoid dangerous situations. Always be alert and aware of your personal safety.

### If you're going out:

- Plan ahead. How are you getting home? Why not pre-book a taxi or arrange transport with a friend?
- Never hitch-hike.
- Whenever possible, travel with a friend or as part of a group, and see that someone knows where you are at all times.
- Make sure you have enough money to get home or to make a phone call.
- Keep away from trouble – if you see any trouble or suspect that it might be about to start – move away from the scene if you can. The best thing you can do is to alert the police and keep away.
- Try not to carry your wallet in your back trouser pocket where it is vulnerable and in clear view.
- Never leave your drink unattended.
- Be alert to your surroundings and the people around you, especially if you're alone or if it's dark.
- Stay in well-lit areas whenever possible.
- Make eye contact with people when walking – let them know that you have noticed their presence.
- Be aware of your surroundings, and avoid using personal stereos or radios – you might not hear trouble approaching.
- Always keep your bag in view and close to your body.
- Be discreet with your cash, mobile phone and laptop.
- When going to your car or home, have your keys in your hand and easily accessible.
- If you do not have a mobile phone, make sure you have a phone card or enough change to make a phone call, but remember – emergency 000 calls are free of charge.

## Physical and sexual assault

If you are assaulted physically or sexually your first point of contact should be the Police (000).

1. From a public phone or mobile phone, ring the police on 000.
2. Do not wash, shower, change clothes or clean up in any way until after talking to the police and going to the hospital. You could destroy vital evidence.
3. Remember, you are the victim. You have nothing to feel guilty or ashamed about. Police officers are aware that a person who has been assaulted, sexually or otherwise, is likely to be suffering from emotional shock. If you would like a female police officer you have the right to request one. You can also ask the police to contact a friend, family member, interpreter or religious adviser to be with you.

## Health

### A problem shared is a problem halved

If university life isn't going as smoothly as you expected, don't keep your worries to yourself. It's natural to get stressed sometimes about your course, your accommodation or your personal life. But if things start to get on top of you, let someone know. Universities provide support and advice on various issues, such as financial, relationship or course worries, as well as a dedicated service for disabled students (see Appendix 6 for Student Support Service details).

Alternatively, urbanest can lend a helping hand and point you in the right direction.

### Mental health

Sometimes it can be difficult to know whether you're just feeling a bit down, or whether it's more serious. If you're feeling like something simply isn't right, don't let it drag on and get worse. Most universities and education providers have Student Support Services that are well trained to help you with any issues that you're having. Don't hesitate to seek their help (see Appendix 6 for Student Support Service details).

Also you can get more information on mental health at [www.reachout.com](http://www.reachout.com) and [www.beyondblue.org.au](http://www.beyondblue.org.au).

### Sun safety

Australia has the highest rate of skin cancer in the world. In fact, one in every two Australians will be diagnosed with skin cancer at some point during their lifetime. The good news is that it can be prevented.

There are six simple steps you can follow to reduce your risk of skin cancer and protect your skin:

1. Restrict your time in the sun between 10.00am and 3.00pm.
2. Seek shade whenever possible.
3. Wear suitable clothing that provides good sun protection.
4. Choose a broad brimmed, legionnaire-style or bucket-style hat that will protect your face, neck and ears.
5. Wear UV protective sunglasses.
6. Apply SPF 30+ broad spectrum, water-resistant sunscreen 20 minutes before you go out into the sun.

## Beach Safety

Australia has some of the world's most beautiful beaches but don't be fooled. The water can be very dangerous if you're unprepared.

### Remember the F-L-A-G-S and stay safe

**F** – Find the flags and swim between them. The red and yellow flags mark the safest place to swim at the beach.

**L** – Look at the safety signs. They help you identify potential dangers and daily conditions at the beach.

**A** – Ask a surf lifesaver for advice. Surf conditions can change quickly, so talk to a surf lifesaver or lifeguard before entering the water.

**G** – Get a friend to swim with you so you can look out for each other's safety and get help if needed.

**S** – Stick your hand up for help if you get into trouble in the water. Stay calm and raise your arm to signal for help.

If you get caught in a rip, float with the current or swim at a 45-degree angle across it. Don't fight it!

### And remember:

- Never swim at unpatrolled beaches.
- Never swim at night.
- Never swim under the influence of alcohol.
- Never run and dive into the water.
- Never swim directly after a meal.

## Bites and Stings

The majority of insects in Australia are not harmful to humans. However there are some venomous insects and snakes which can make you ill, and in some cases, are lethal.

Most insects and snakes will only bite or sting if they feel threatened, so try not to touch or get too close to them.

Seek medical attention or call 000 if you:

- are bitten or stung and have an allergic reaction.
- are bitten or stung by a venomous insect or snake.

**For poison emergency and information call 13 11 26.**



## Useful numbers

### Emergencies - Fire Brigade, Police and Ambulance Call 000

#### Airlines

##### Qantas

Tel: 13 13 13 [www.qantas.com.au](http://www.qantas.com.au)

##### Virgin Australia

Tel: 13 67 89 [www.virginaustralia.com.au](http://www.virginaustralia.com.au)

##### Jetstar

Tel: 13 15 38 [www.jetstar.com.au](http://www.jetstar.com.au)

##### Tiger Airways

Tel: (03) 9999 2888 [www.tigerairways.com](http://www.tigerairways.com)

#### Airport transport

[www.airportlink.com.au](http://www.airportlink.com.au)

#### Australia Post

Tel: 13POST (137678)

[www.auspost.com.au](http://www.auspost.com.au)

#### Assault/rape

1800 806 292 FREE CALL

#### Banks

##### Your nearest ATM is

##### National Australia Bank (NAB)

174 City Road, Darlington, NSW 2006

[www.nab.com.au](http://www.nab.com.au)

##### ANZ

Cnr Bay & Grose Streets, Broadway Shopping Centre, Broadway NSW 2007

[www.anz.com.au](http://www.anz.com.au)

##### Commonwealth Bank

98-146 City Rd, The University Of Sydney, NSW 2006

[www.commbank.com.au](http://www.commbank.com.au)

##### St George Bank

George St & Ultimo Rd, Haymarket, NSW 2000

[www.stgeorge.com.au](http://www.stgeorge.com.au)

#### Car hire

##### Hertz

Tel: 13 30 39 [www.hertz.com.au](http://www.hertz.com.au)

##### Avis

Tel: 13 63 33 [www.avis.com.au](http://www.avis.com.au)

##### Budget

Tel: 1300 362 848 [www.budget.com.au](http://www.budget.com.au)

##### Europcar

Tel: 1300 131 390 [www.europcar.com.au](http://www.europcar.com.au)

## Dentist

### Redfern Dental Practice

145 Redfern Street, Redfern, NSW 2016

Tel: (02) 9698 2910

<http://www.redferndental.com.au/>

### Sydney Dental Hospital

2 Chalmers Street, Surry Hills NSW 2010

Tel: (02) 9293 3333

<http://www.sswahs.nsw.gov.au/sydneydentalhospital/>

Open Mon-Fri 8.00am-4.30pm

## Disability services

### Disability Services Australia

Tel: 1300 372 121 [www.dsa.org.au](http://www.dsa.org.au)

Email: [supportolutions@dsa.org.au](mailto:supportsolutions@dsa.org.au)

## Doctors

### My Health Medical Centre

RB08, Lower Ground 28 Central Park Shopping Centre, Chippendale NSW 2008

Tel: (02) 8197 1888

Open Mon-Fri 9.00am-5.30pm, Sat 9.00am-1.00pm,

<http://www.myhealthmedicalcentre.com.au/>

### Redfern Medical Centre

92 Regent St, Redfern NSW 2016

Tel: (02) 9698 5763

### Sydney University Health Service

Wentworth Building G01, Level 3

Butlin Ave, Darlington NSW 2008

Tel: (02) 9351 3484

Open Mon-Fri 9.00am-5.30pm

## Go Get

### Car sharing subscription

Tel: 1300 769 389

[www.goget.com.au](http://www.goget.com.au)

## Groceries

### Woolworths Central Park

26-60 Broadway, Chippendale NSW 2000

[www.woolworths.com.au](http://www.woolworths.com.au)

### Coles Broadway

Broadway Street & Bay Street, Broadway, NSW 2007

[www.coles.com.au](http://www.coles.com.au)

## Hospitals

### Royal Prince Alfred (RPA)

Missenden Road, Camperdown NSW 2050

Tel: (02) 9515 6111

[www.sswahs.nsw.gov.au/rpa/](http://www.sswahs.nsw.gov.au/rpa/)

### Job websites

[www.seek.com.au](http://www.seek.com.au)  
[www.careerone.com.au](http://www.careerone.com.au)  
[www.mycareer.com.au](http://www.mycareer.com.au)

### Local information

#### Tourism Australia

[www.australia.com](http://www.australia.com)

#### Sydney information

[www.cityofsydney.nsw.gov.au](http://www.cityofsydney.nsw.gov.au)

### Opal Cards

[www.opal.com.au](http://www.opal.com.au)

### Optometrist

#### Prevue Eyewear

13 Broadway Street, Ultimo NSW 2007  
Tel: (02) 9211 5770  
<http://www.prevue.com.au/>  
Open Mon-Fri 9.00am-5.30pm

#### Viewpoint Optical

Shop 1/154 Redfern Street, Redfern, NSW 2016  
Tel: (02) 8084 9295  
<http://www.viewpoint-optical.com.au/>  
Open Mon-Fri 9.30am-6.00pm, Sat 10.00am-4.00pm

### OSHC (Overseas Health Cover) providers

#### Medibank Private

[www.medibank.com.au](http://www.medibank.com.au)

#### OSHC Worldcare

[www.oshcworldcare.com.au](http://www.oshcworldcare.com.au)

#### BUPA OSHC

[www.overseasstudenthealth.com](http://www.overseasstudenthealth.com)

#### Australian Health Management

[www.ahm.com.au](http://www.ahm.com.au)

### Poison emergency

Call 13 11 26

### Police station

#### Redfern Police Station

1 Lawson Street, Redfern NSW 2016  
Tel: (02) 8303 5199  
[www.police.nsw.gov.au](http://www.police.nsw.gov.au)

### Post offices

#### Redfern LPO

168-170 Redfern Street, Redfern NSW 2016  
Tel: (02)9698 2695  
Open Mon-Fri 9:00am-5:00pm

**Strawberry Hills Post Shop**

219-241 Cleveland Street, Redfern NSW 2016

Tel: 13 13 18

Open Mon-Fri 8.30am-5.00pm

**Student transport concessions**

<http://www.transportnsw.info/en/tickets/concessions/student-child/tertiary-student.page>

**Student visa information**

[www.immi.gov.au/students/index.htm](http://www.immi.gov.au/students/index.htm)

**Superannuation**

[www.ato.gov.au/super](http://www.ato.gov.au/super)

**Tax information & tax returns**

**Australian Tax Office**

[www.ato.gov.au](http://www.ato.gov.au)

Tel: 13 28 61

**Taxis**

**Taxis Combined**

Tel: 133 300

[www.taxiscombined.com.au](http://www.taxiscombined.com.au)

**Translation and interpreter service**

Tel: 131 450

**Transport information**

<http://www.transportnsw.info>

**Transport long distance**

**Country Link**

[www.countrylink.info](http://www.countrylink.info)

**Greyhound Australia**

Tel: 1300 473 946 [www.greyhound.com.au](http://www.greyhound.com.au)

# Appendix 1a & b

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# Appendix 3

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## Fire Safety Posters



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## Support Services Flyer



# Appendix 7

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## Cleaning Guide

# Appendix 8

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## Damage and Chargeable Items

# Appendix 9

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How to report a  
maintenance issue