



Resident Handbook
Hayward College 2024

2024

Hayward College

Handbook

University of Otago

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**PLEASE RETAIN THIS 2024 HANDBOOK
FOR REFERENCE DURING THE YEAR**

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▪ **MESSAGE FROM THE COLLEGE TAUTIAKI (WARDEN)**

Kia ora e te whānau. We extend a warm welcome to you and are excited to support you on your journey this year.

The transition from home to Otago, and from the school system to tertiary education is a massive step. We are here to support you as you navigate this new territory, so please open your hearts, and trust us to be there when you need us.

The handbook can seem like information overload, but I encourage you to read it and ask any questions if you are unsure. Please also read the accommodation contract carefully, as upon signing, it is agreed that you understand what both documents mean for you during your journey with us. Again, we are happy to clarify any questions you have about these documents. There may seem like a lot of rules and regulations however, living in a large community means we must make a few concessions for the greater good. Most requirements are centered around everyone's right to a peaceful environment that is conducive to good study and rest. We have plenty of fun also – we just do it in a way that doesn't impinge on others right to a more peaceful existence.

Hayward residents are encouraged to help build our community every year, thus you will be called upon to engage with us about your values and ideas for the Hayward community. We value what you have to say!

Ka kite wawe koe,

Amber Robertson - Tautiaki

▪ **HAYWARD COLLEGE INTRODUCTION**

Hayward College is owned by the University of Otago and is operated through the Director of Campus and Collegiate Life Services.

The Tautiaki (Warden) is responsible to the University and reports to the Divisional Director for the administration of the College and the welfare of the Residents.

At Hayward College, we endeavour to provide:

- A comfortable, safe environment.
- A quiet place for effective study.
- A home where discrimination against students on the grounds of gender, religion, ethnicity or sexual orientation is unacceptable; as is any form of bullying, either physically, electronically, or verbally.

Concern for others, care and support are important to us. We expect our Residents to take responsibility for their own behaviour and co-operate with the guidelines so that the College will be a happy, inclusive and supportive community for all.

Hayward College was originally the Queen Mary Maternity Hospital. The building was transformed into a hall of residence in 1992. The name Hayward comes from siblings Jock and Vera Hayward both of whom had a significant involvement in the University and the Area Health Board.

Hayward is a close-knit, diverse community of 176 students plus staff, a home where your contributions will be valued. Prepare yourself for a life-changing university experience.

The Hayward Prize:

The Hayward Prize was established in 2015 by the Brown and Hayward families. The Inaugural prizes were awarded at the end of 2016. The prizes are for two outstanding community citizens who demonstrate commitment to scholarly achievement and are awarded annually by the University Council on the recommendation of the selection panel subject to suitable recipients being nominated.

Each prize consists of a single payment of a minimum of \$5,000 (depending on available funds). The prize is divided between \$2,000 cash and \$3,000 towards the student's tuition fee for the following year. The recipients must be studying at the University of Otago the following year.

Our Mission:

To strengthen our community to achieve the College's motto of "Community and Integrity" by providing a safe and supportive Residential community for its students that is conducive to academic excellence, personal growth and development and community spirit.

The Coat of Arms:

From the Extract of Matriculation of the Arms of Hayward College "Azure, on a saltire, cantoned between four mullets of six points Or, a book, gilt edged and bound in a cover Gules charged with a mullet of six points of the Second, and a book-marker of the third issuant from the page foot, within a bordure indented point in point Azure and Or, and in an Escrol under the same this Motto 'Community and Integrity'". The College colours are Blue and Gold.



▪ RESIDENTIAL INFORMATION & REGULATIONS

General Behaviour Expectations (House Rules):

Hayward College has carefully considered the expectations below. These have been put in place to create a community that highlights diversity, inclusion, safety and rights of all Residents. The College takes these requirements for communal living seriously and will investigate any alleged breaches in a fair and prompt manner and, where necessary, take appropriate action.

- Haywardians are expected to behave in a mature manner, acting responsibly and with integrity; showing kindness at all times.
- Hayward is an inclusive, non-discriminatory College. Our Residents are open and accepting of the diverse range of people who make up the Hayward community.
- Upon joining our community, a Haywardian is expected to work hard academically and socially; taking advantage of all the opportunities offered. In this way, everyone in the community benefits.
- Haywardians take pride in being part of a well-rounded community. They are grounded, friendly, proactive and caring. Residents are expected to meet these characteristics and with them pursue an exciting supportive year of growth.
- As members of Hayward College, Residents are bound to the University of Otago's Code of Conduct, the University of Otago's Ethical Behaviour Policy and the University of Otago's Student Charter

Community and Integrity:

College Programmes:

Numerous activities and programmes have been developed to support your learning. Cultural, social, sporting, leadership, sustainability, volunteering and academic programmes are provided and offer you the opportunity to learn about the University, your environment and your own capabilities and interests. The Hayward College Students' Committee work closely with the Sub-Wardens and Senior Staff to organise activities and events. You can become involved in planning events such as Hops, the College Ball, Theme Dinners, the Art Competition, all types of sports events, movies, concerts, ice skating, ten pin bowling and the College Yearbook. The Green Your Scene Team also work closely with Sub-Wardens and Staff in order to achieve our different sustainability goals. When you arrive talk to a Sub-Warden or Senior staff member and find out more about how to get involved.

Inter College Competitions:

Busy Inter College Sport, Cultural and Games competitions run throughout the year. All the Colleges take part to vie for overall champions. There is a huge range of events and activities for you to take part in. Participation and podium (1st, 2nd, 3rd place) points are awarded and count towards the Inter-College Competition.

Student Voice:

The Hayward College Students' Committee (HAYSCO) is made up of the Student President, Vice President and Floor Representatives. HAYSCO is responsible for organising and leading social activities throughout the year, as well as acting as a conduit between staff and Residents.

The Committee meets regularly to plan events and collect any feedback or suggestions from their peers to be discussed with Senior Staff. Events are customizable, so don't be afraid to put forward any suggestions. The number of events depends on the involvement, organisation and enthusiasm of the students! Popular events include floor outings (bowling, mini golf, paintball) and competitions (Quiz night, lip sync, floor decorating), theme dinners (dress up), sports (Netball, Rugby, Volleyball, Renegade Hockey) and the highly anticipated and enjoyable College Ball. The list doesn't stop there so come out, get involved and have fun!

Meal meetings are held on a regular basis and give you an opportunity to give any suggestions or feedback about meals provided at the College.

Green Your Scene:

Hayward College participates in the Green Your Scene programme, which has been designed to support new ways of embedding sustainable practices into different spaces across the University of Otago. Green Your Scene enables us to take on actions creatively and proactively towards sustainability across six themes: Waste, Energy, Inclusion and Well-being, Leadership and Innovation, Transport and Engagement. We will be looking for Residents to join our Hayward College Green Your Scene Team early in the year, so if this sounds like something you might be interested in, have a talk to a member of staff when you arrive. We look forward to having you on board to help us work towards achieving our different sustainable goals.

Maintaining a Safe & Healthy Living Environment:

Education and Training Act Code of Practice:

Hayward College provides services consistent with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice.

<https://www.education.govt.nz/further-education/information-for-tertiary-students/code-of-practice-pastoral-care-domestic-tertiary/>

Confidentiality:

As a Resident you should be aware that study, behaviour, and health matters are not confidential to individual staff members, but to the staff team. You should expect that individual Kaiāwhina whare (Sub-Wardens) will share such matters with the College management team as necessary.

The Tautiaki (Warden) of the College has concern and responsibility for the whole College, and therefore all staff members consult with the Tautiaki (Warden) over issues with Residents. The Tautiaki (Warden) only shares personal or sensitive information on a “need to know basis” with other staff.

Staff may suggest to Residents that it would be more appropriate if some matters were shared with a professional from the Student Health Mental Health and Wellbeing team or with other outside agencies. Staff, including Kaiāwhina whare (Sub-Wardens), will treat all Residents’ concerns and private details with respect and confidentiality. There are occasions when it may be necessary for the Tautiaki (Warden) or other members of the management team to contact or disclose information to relevant parties (e.g. parents/caregivers, health professionals, financial guarantors).

This may occur when:

- we have concerns regarding the health or wellbeing of a Resident
- there is a clear or imminent danger to a Resident or staff member; including Kaiāwhina whare (Sub-Wardens)
- there have been serious breaches of the University College guidelines or policies
- payment of accommodation fees is in arrears.

Concern for others:

There are times where you might be worried or concerned about a fellow Resident, friend or community member. We encourage you to start a conversation. You don’t need to be an expert to reach out - just a good friend and a great listener.

Start a conversation with these four steps*:

1. Ask R U OK?
2. Listen
3. Encourage action
4. Check in

*Taken from <https://www.ruok.org.au/>

We encourage you to contact any staff member if you are worried about anyone. or you have not seen anyone for a while.

You can do this by:

- Speaking to the on-call staff member
- Calling our 24/7 duty number: 021 279 5522
- Speaking to the staff member at reception
- Speaking to any staff member
- Emailing: hayward.college@otago.ac.nz

Room Checks:

If a staff member has serious concerns about your wellbeing and safety or that of other individuals likely to be in your bedroom, a Welfare Check will be done whereby a staff member will visit and enter your room.

Routine checks are carried out during the year for maintenance, or other reasons but you will be given at least 24 hours notice before the room is entered.

Positive Well-being and Self-care:

When we think of success in a University setting, we often think of academic success alone, without pondering the individual life success stories that help lay the groundwork for wider academic success. These personal success stories are set against the background support provided by the College, and its staff. This support and guidance can best be described using Te Whare Tapa Whā the four cornerstones of Māori well-being.

Taha hinengaro, mental and emotional well-being. College staff are available for onsite support 24 hours a day through floor Kaiāwhina whare (Sub-Wardens) and Wardens who are professionally trained in pastoral care, with an emphasis on inclusivity in all areas. Guidance, individual check ins, and tools for successful living are provided. Mental health services are readily available, backed up by support networks and structures, whether they be in person, by phone, or online.

Taha whānau, social wellbeing. Encouraging those who attend the College to actively engage in the social aspects of College Life, getting to know others, forming friendships and bonds and participating in the many regular social activities the College provides.

Taha tinana, physical well-being. Physical well-being starts in the kitchen, with the College providing healthy and nutritious meals, working with those students with dietary requirements to create meal plans for everyone. Healthcare for everyday bumps, bruises and colds are provided by first aid trained pastoral

staff at the Colleges, with further professional health care provided through Student Health and associated University and Community Health Care providers. Provision is also made for assisting those with physical or mental disabilities, from providing wheelchair access to a location, through to study notes from Disability Information and Support and beyond. Physical wellbeing also encompasses the provision of opportunities for physical activity, with College staff actively providing regular sporting, recreational, and cultural activities to promote a healthy, active lifestyle. These activities are typically run within and between the Colleges, and through University teams, clubs, societies and groups. Physical security is also available 24 hours a day at Colleges and on campus through Campus Watch, the Proctor, and through security and staffing provided directly at the College.

Taha wairua, spiritual well-being. Colleges are multicultural, and socially and religiously diverse, and as such there are a range of support services and guidance available to students, from the Māori and Pacific Island Centres, through Chaplaincy Services, to OUSA LGBTQIA+ support and guidance.

From the moment students first walk through the College doors they are made to feel welcome and included in daily life at the University of Otago. Great emphasis is put on providing a safe, inclusive, and transparent environment where students have ready access to information and guidance on their rights and responsibilities. Comprehensive services and avenues for sharing and problem-solving provide the opportunity for self-care, to maintain personal health and well-being and to ensure that their safety is maintained during their stay at any one of the University of Otago Colleges.

Diversity:

The Hayward College community consists of a wide range of people and we respect all members of that community. Discrimination against any other human being because of age, physical disability, national origin, sexual orientation, race, gender or religious affiliation is not tolerated within our multicultural community. Verbal or written abuse, abuse by imagery, threats, intimidation, violence or other forms of harassment against any member of our community will not be accepted.

Consent:

In all relationship matters it is essential that mutual respect and consent is followed by both parties. All Residents of the College must be very clear on the meaning of sexual consent. Complaints of sexual activity without consent will be treated as serious misconduct and investigated in line with the University's Sexual Misconduct Policy and/or the NZ Police.

<https://www.otago.ac.nz/administration/policies/otago711781.html>

The following are very good guidelines.

- Consent must be **CLEAR**. The absence of a no does not mean yes. Silence is not consent. No means no.
- Consent must be **COHERENT**. People who are asleep or incapacitated by drugs or alcohol cannot give consent.
- Consent must be **WILLING**. It is never given under pressure, whether that is emotional or physical manipulation or threats being used.
- Consent must be **ONGOING**. If someone consents to one sexual activity, that doesn't mean consent to all activities.

As a collegiate community you are also responsible for each other. Please look after your friends and be pro-active in supporting anyone who is in potential danger or harm.

For more information about consent

During the first weeks of the College year Te Whare Tāwharau will come to the College and provide the CommUNITY102 workshop. This is a workshop designed with first years' in mind, to explore ideas about relationships and to learn skills to create a community that looks out for everyone.

By taking the time to learn about consent and to consider your values, you are saying that you value having a community that everyone thrives in.

You may find these of use for further information about consent:

<https://www.youtube.com/watch?v=oQbei5JGiT8>

[Male Survivors \(toah-nnest.org.nz\)](http://toah-nnest.org.nz)

<https://thewalrus.ca/what-consent-means-in-the-age-of-metoo/>

<https://www.theglobeandmail.com/opinion/metoo-young-men-and-consent/article37341952/>

Reporting:

The University of Otago's sexual violence support and prevention centre is called Te Whare Tāwharau. They offer free, confidential support for any student who needs assistance and are available for walk-ins and phone support.

<https://www.otago.ac.nz/te-whare-tawharau>

If you have had an encounter or incident that leaves you feeling uncomfortable or uncertain you are encouraged to seek help and support. You can approach any member of College staff who will treat you

with respect and care. A staff member may encourage you to seek additional assistance from the College management. You may also wish to contact a support agency.

Te Whare Tāwharau - 0800 479 379

NZ Police - 111

OUSA - 03 479 5332

Student Health - 03 479 8212

Healthline - 0800 611 116

OCASA Dunedin - 03 474 1592

Male Survivors Otago- (03) 425 8018

Youthline - 03 477 2461

Illness:

The illness of any Resident must be reported to the Tautiaki (Warden) of the College or member of staff on duty, so that proper care and attention may be given, and meals arranged – sick meals are available on request. The Staff member will advise you on what steps to take. It is important to inform the Tautiaki (Warden) if you have a particular condition such as asthma, epilepsy, diabetes etc that may require emergency or special treatment.

Please do not hesitate to contact a member of staff in case of illness, no matter what time of day or night!

If you go to the Emergency Department (located at the Dunedin Hospital, Great King Street entrance) please advise a staff member via the duty phone. The Dunedin After Hours Doctors and Pharmacy are 5 – 15 minutes from the College (18 Filleul Street). You can use your Student I.D. and Community Services cards to obtain discounts on consultations and prescriptions. Please see Student Health to fill in an application for a Community Services card, or you can download a form. Please check out the Ministry of Social Development's website, www.workandincome.govt.nz

Pre-Existing Health Conditions:

If you have a pre-existing condition, please advise a staff member and Student Health as soon as possible after arrival. Your information will be confidential, and we will be discreet about how we help you deal with your condition.

Accidents and Injuries:

If you have an accident or suffer an injury, please call or txt the duty phone.

First Aid:

The First Aid cabinet in the College is kept in the Sub-Wardens' Office. Ask any of our staff for help. All Sub-Wardens have a First Aid Kit in their rooms on each floor. All Staff are trained First Aiders. There is a Defibrillator in the entrance foyer on ground floor. If you have a First Aid Certificate and would be willing to help in an emergency, please let your Sub-Warden or a Senior Staff member know when you arrive into the College.

Harassment/Bullying/Discrimination/Anti-Social Behaviour:

The Hayward College community aspires to be an inclusive community and we believe that all members of the community have the right to study and live in an environment that is free from any form of anti-social or malicious behaviour.

Bullying is any repeated unreasonable behaviour that is directed toward a person, or a group of people, that can lead to physical or psychological harm. This includes cyber bullying.

We do not tolerate any form of harassment, abuse (including via written or electronic media, physical, spoken or published), assault or anti-social behaviour. Examples of behaviour we deem to be anti-social includes but is not limited to: name calling; disruptive behaviour; abusive language or behaviour; any form of physical violence; unwanted physical contact; unwanted non-verbal contact; unwanted electronic messages; harmful digital communications; intentional or reckless intimate visual photos or recordings; stalking; sexual assault; sexual harassment, exclusion and/or derogatory comments and language. We will not accept any form of behaviour that harms, causes concern, or violates a person's dignity through: bullying; harassment; abuse; coercion; intimidation; assault; or behaviour that may be deemed to be anti-social or malicious in nature.

Any proven incident of harassment may result in the offending Resident being excluded (termination of residency) from the College.

If you feel you have been subjected to any of the behaviour listed above, we recommend you take the following steps:

- make sure you are safe
- talk with a staff member to decide if you wish to make a complaint
- seek advice and get support from a staff member

- or you can check out the other support services available at the University of Otago at: <http://www.otago.ac.nz/services>

We also expect that you will undertake to uphold and maintain a standard of good conduct in or at all other University of Otago residential colleges. You can expect that any behaviour or conduct that raises concern or is deemed inappropriate while present at any other University of Otago college will duly be reported to us. This may initiate a conduct process, as outlined.

Harmful Digital Communications:

Under the Harmful Digital Communications Act 2015 it is illegal to make a visual recording, on any device, of another person without their knowledge or consent, where the recording shows them naked or partially naked or involved in any activity (eg showering or toileting) that involves dressing or undressing. These are known as intimate visual recordings and are illegal even if they are not shown to other people or shared on social media. Any allegation that a Resident has made an intimate visual recording of another Resident (or any other person) is likely to be treated as serious misconduct and if proven may result in termination of the Resident's contract with no offer being made to rehouse the Resident in another College.

Cyber Safety:

Residents are expected to comply with University of Otago guidelines regarding internet and communications usage as outlined in the Information and Communications Technology Regulations available on the University of Otago website. Residents are also required to comply with the University's Student Code of Conduct which states that students have the right to be safe and free from harm or intimidation in their interactions with others, including interactions via electronic media.

Lost and found property:

All lost or found property is handled at reception. The college is not liable for missing property, and it is expected that residents always maintain the security of their rooms and belongings. Any unclaimed property will be given to charity, disposed of, or recycled at the end of the year.

Fire Safety Equipment:

All bedrooms are fitted with smoke alarms. For fire safety reasons additional kitchen appliances, dehumidifiers, heaters or electric blankets or any other homeware appliances are not permitted within Hayward College. For the same reason candles, incense, burners or any other item that has or requires a naked flame are not be used within any College bedroom, common space or corridor. The smoke alarm sensors are sensitive for your protection in the event of a fire. Covering smoke detectors or sprinkler heads, tampering with the detection system or any misuse of fire equipment are all breaches of Fire and

Emergency NZ regulations and will be treated as serious misconduct by the College. The sensors can be activated by hair dryers, hair straighteners and aerosol sprays. Therefore, to prevent accidental activation of the alarms, hair dryers, hair straighteners and aerosol sprays (including deodorant sprays) must only be used in bathroom areas and are not permitted to be used in bedrooms. Fire regulations require hallways and shared spaces to be kept clear. Obstruction of smoke alarms and sprinklers by clothing and personal effects is dangerous and can result in damage and/or false alarms. False alarms form the bulk of Fire and Emergency Service callouts. There is a cost for each false alarm call-out and this may be charged to the Resident, whether malicious or accidental.

A fire drill is to be treated as the real thing! One will be organised each semester, as required by the Fire Service.

Emergency Procedures:

Evacuation:

Evacuation notices are posted in on notice boards on every floor. Please read these and take note of instructions given by the staff at the beginning of the year.

In the event of a fire or if the fire alarm sounds, You **MUST** leave the building and:

- Shut window, turn off electrical equipment if it is safe to do so. Do not put yourself at risk to achieve this.
- Put on shoes and leave your door unlocked but closed
- Leave the building using either the stairway or the fire exit.
- Do not use the lift.
- Assemble with other members of your floor/house/ stairwell at the designated meeting area.
- Staff and/or Emergency Services will check your rooms/ houses after you have vacated them.
- Do not re-enter the building until staff advise it is safe to do so.

Staff are trained fire wardens, and it is important that you follow their direction.

Fire:

If you discover a Fire:

- Operate the nearest fire alarm call point
- Ensure the Fire Service is called on 111, tell them:
- Name and address: Your name and 110 Frederick Street, Dunedin 9016

The nature of the emergency

- Leave the building via your designated escape route.
- Report to your designated assembly area.
- Do not return to the building

Evacuating from the Main Block:

Evacuate the building using the main stairwell. The alternative exit is the back stairwell. DO NOT use the lift. Wherever you exit, please assemble with other members of your floor away from the building in the car park on the corner of Frederick and Castle Streets. Do not re-enter the building without the permission of the Fire Service or the Chief Fire Warden (the most senior staff member on duty). Upon re-entering the building DO NOT use the lifts.

Evacuating from South Wing:

Evacuate South Wing by entering into the Main Block of Hayward College. Alternatively, use the back stairwell that leads to the exit by the gym or the east exit through the Surveying School. Assemble away from the building on Castle Street. Do not re-enter the building without the permission of the Fire Service or the Chief Fire Warden.

Earthquake:

DROP down onto your hands and knees (before the earthquakes knocks you down). This position protects you from falling but allows you to still move if necessary.

COVER your head and neck (and your entire body if possible) under a sturdy table or desk (if within a few steps of you). If there is no shelter nearby, crawl to an inside corner of the room and cover your head and neck with your arms and hands.

HOLD ON to your shelter (or to your head and neck) until the shaking stops. Be prepared to move with your shelter if the shaking shifts it around. The shorter the distance to your safe place, the less likely it is that you will be injured by furnishings that become flying debris during the shaking.

Practice drop, cover, and hold in each safe place. Drop to the floor, take cover under a sturdy piece of furniture, and hold on to a leg of the furniture. If suitable furniture is not nearby, sit on the floor next to an interior wall and cover your head and neck with your arms. Keep away from windows and other items that may fall on you. Responding quickly in an earthquake may help protect you from injury. Practice drop, cover, and hold at least twice a year. If you are inside you should remain inside, if you are outside you should remain outside but take shelter clear of buildings, trees, power lines and other potential hazards. If you are instructed to evacuate, or if the alarm sounds, head to the nearest safe evacuation meeting area and await instructions from staff or emergency service personnel.

College Lockdown:

Threat to life on Campus

- The College will be locked down
- All curtains will be closed
- Switch your mobile phone to silent so you can make and receive communications. Switch off other electronic devices such as laptops.
- Move away from all windows and/or doors
- Move to higher floor where practicable
- Remain quiet
- Follow the instructions of Senior staff
- Await instructions from Emergency Service

Threat to life in College

RUN - HIDE - FIGHT

RUN – to a place of safety

- Have an escape route and plan in mind
- Leave your belongings behind
- Keep your hands visible

HIDE – if unable to run from the area, hide

- Hide in an area out of the shooters view
- Block entry to your hiding place and lock the doors
- Silence your cell phone
- Turn off lights, radios, computer monitors

FIGHT

As a last resort and only when your life is in imminent danger

- Attempt to incapacitate the shooter

Act with physical aggression using whatever items you can, throw items at active shooter or try and overpower them.

Pandemic Safety:

In the event of a Pandemic all Residents are expected to be prepared and adhere to:

- Ministry of Health Directives and Guidelines
- Ministry of Education Directives and Guidelines
- University of Otago Guidelines
- Instructions from College and University staff
- Social Distancing Guidelines and Restrictions
- Sanitising Requirements

You should have your own medical kit and masks.

COVID:

During the COVID-19 pandemic Hayward College will remain open unless closed by the Ministry of Education.

It is imperative at all levels that you advise a staff member when you are feeling unwell and if you have COVID-19 symptoms we strongly encourage you to seek a COVID-19 test. If you have tested positive for COVID19, we recommend you isolate in your room for 5 days, even if you only have mild symptoms. If you need to leave your room, we recommend you wear a mask to prevent the spread of covid to others. While you are isolating a staff member will deliver your meals and check on you. Should you need anything whilst in isolation contact the Duty Phone on 021 279 5522.

Hayward College will act in accordance with up-to-date advice from the Ministry of Health, Ministry of Education and University of Otago management. For up-to-date COVID-19 information from the University of Otago visit: <https://www.otago.ac.nz/coronavirus/>

COVID/Pandemic Alerts:

The University will follow Government advice and guidelines in the event of outbreaks or changes in alert levels.

Masks: The mask wearing mandate in health care settings have been lifted, but the University requests that if you have symptoms of a cold or flu that you stay home or wear a mask for the protection of others. Clinical areas will have their own instructions to follow. They can also be worn by those who feel more comfortable doing so and we would ask that decision to be respected by our community.

Standard withdrawal policy applies should you choose to withdraw from your residential agreement.

Weapons:

Firearms, archery equipment, weapons and replica weapons including (but not limited to) knives and swords may not be kept, stored, or used at the College under any circumstances. This includes any type of air rifle, including BB guns and spear/snap guns.

Any Resident (or guest) who brings any item deemed by the Tautiaki (Warden) to fall under this category will be required to relinquish the item for the duration of residence, or to permanently remove the item from College property.

The Proctor's Office has a Police approved firearm storage facility. This is for "A" category firearms only. Firearms must be personally brought into the Campus Watch office for storage. Courier delivery will not be accepted. Students are required to produce their firearms licence when dropping off or uplifting their firearms. There is no cost for this service and students can uplift their stored firearms 24/7, provided 24 hour prior notification is received.

Water pistols, if kept, must be brightly coloured plastic. These may not be used near or inside buildings and we reserve the right to remove permission for use at any time.

Fireworks:

Fireworks are banned from the University campus and College staff reserve the right to remove and/or destroy any fireworks found on the premises.

Smoking and Vaping:

The University of Otago is a smoke-free and vape-free campus. This includes all Hayward College buildings and grounds. Please ensure that you follow the regulations related to smoking and vaping both at the College and in the wider University area.

Anyone smoking in rooms or public areas will incur an immediate fine. This includes ENDS Devices or Vapourisers (whether delivering nicotine or not). Repeat offending may lead to suspension or dismissal.

Disciplinary Process:

We aim to have a community where Residents respect themselves and others, a community where healthy social interactions and academic pursuits are expected. Living away from home can take some adjustment and we are here to assist you to learn the benefits of taking responsibility for yourself and your actions. The expectations, guidelines and policies we have outlined in this handbook have been developed to help everyone have a productive and safe year. Should an incident occur a disciplinary process may be worked through with you.

Discipline Process:



A Resident is always entitled to a Support Person and to seek advice from other agencies prior, during, and after the disciplinary process. Information on support services and referral agencies is available from College staff and is also available in this Handbook on page 37.

Sanctions that are considered within the disciplinary process include but are not limited to:

- a. no sanction.
- b. formal and informal warnings;
- c. requirements to undertake work and/or attend programmes, counselling, or medical appointments; movement restrictions; referrals to Police or to the University Proctor.
- d. fines, and reparation (including those made on groups of which the Resident is a part, where individual responsibility cannot be attributed) and directions to make reparation to third parties;
- e. restrictions on activities, including alcohol bans, and non-association or non-attendance requirements;
- f. Protective measures within the College to address any safety concerns
- g. suspension of the right of residence, or termination of the contract neither of which shall affect a Resident's ongoing liability for fees

*If the incident alleges Sexual Misconduct, the College will follow the procedures and guidelines contained in the University of Otago's Sexual Misconduct Policy:

<https://www.otago.ac.nz/administration/policies/otago711781.html>.

This may involve the implementation of protective measures within the College to address any safety concerns.

Any formal investigation by the University in relation to sexual misconduct will be conducted by the University Proctor or their appointee, not by the College Warden. In such instances, when considering whether there has been a breach of College rules, the College may open a Resident Serious Misconduct Discipline Procedure and rely upon the findings of the University investigation.

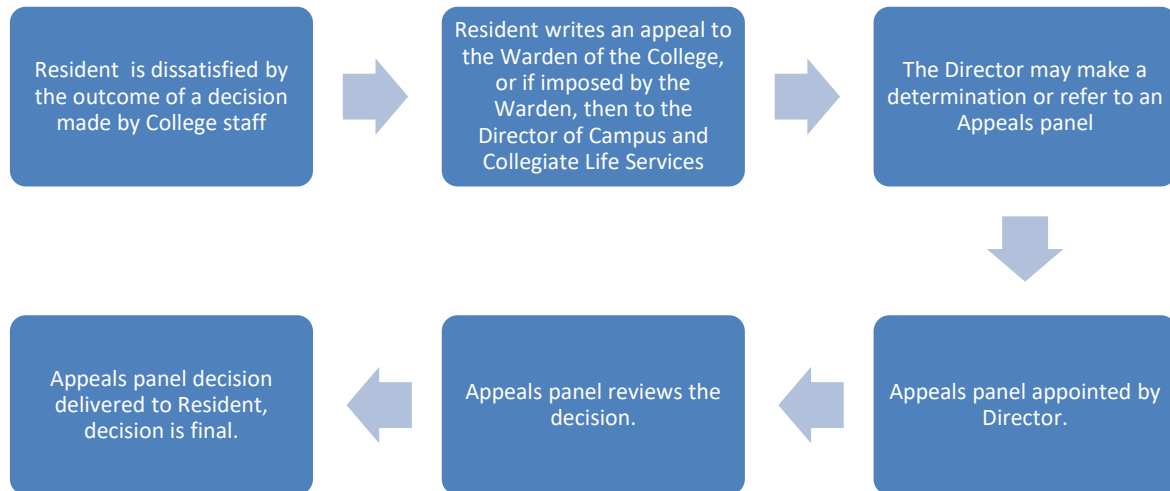
Where a member faces an allegation that amounts to criminal behaviour, or where the circumstances otherwise make it inappropriate for the Member to remain in the College while the matter is considered, the Head of College may suspend the Member from the College until such time as it may be appropriate to return to the College. In certain instances, in the best interests of the College community and/or the Member/s concerned and irrespective of the nature of the suspended Member's role in an incident, it may be inappropriate for the Member to return to the College in which case their Accommodation Agreement will be terminated.

Appeals:

Where any decision is imposed by a person other than the Warden of the College, the Resident shall be entitled to have that decision reviewed by the Warden of College. Where (a) a disciplinary sanction has been imposed by the Warden of the College, or (b) the Resident is not satisfied with the outcome of a review performed by that person, or (c) action is taken by the College under clause 3.1(e) of the Accommodation contract the Resident may, within seven calendar days of being notified of the relevant decision, submit an appeal against the relevant decision to the University's Director of Campus and Collegiate Life Services ("the Director"). The grounds on which an appeal may be brought under this clause are (a) that the decision will cause unreasonable hardship to the Resident; (b) that the decision was reached without giving the Resident a fair hearing, or by a process that was otherwise unfair, (c) the Resident wishes to put forward newly available information which could not have been provided when the decision was made (d) the consequences of the decision are manifestly excessive having regard to the circumstances. An appeal shall be in writing and set out the grounds the Resident relies on for the appeal.

The Director may determine any appeal as he or she thinks fit, or, in his or her absolute discretion, may refer the matter to an Appeals Panel for determination. Each Appeals Panel shall comprise not less than three persons appointed by the Director. An Appeals Panel shall regulate its own procedure and its decision on any matter shall be final.

Appeal Process:



Making a complaint:

It is important that concerns or complaints by members of our community are addressed and resolved as quickly as possible. In order to ensure the best outcomes for everyone we aim to work in a fair and consistent manner in the resolution of issues raised.

Procedures for concerns

Members of the community are encouraged to talk directly with a staff member when a concern arises. However, if you do not feel this is appropriate or the concern is not resolved, you can approach the Deputy Warden or Warden. Many issues or complaints can be resolved through informal means. All staff are trained and permitted to resolve issues to the satisfaction of all parties. In many instances these matters will be addressed verbally and written confirmation of an outcome may not be necessary.

We understand that sometimes matters are of such significance that informal resolution is not appropriate. In such instances a formal complaint is necessary and appropriate procedure as detailed below will be followed.

- Any formal complaint should be addressed to or raised with the Warden of your College. Where your complaint is about or involves your Warden a complaint can be made to the Senior Warden of Colleges or, if it is about or involves that person, to the Director of Campus and Collegiate Life who may appoint a nominee to deal with the matter.
- When a complaint is received, the Warden or their nominee, will discuss the matter with the complainant to seek any necessary clarification before deciding the detail of the process to be followed before determining what action, if any, should be taken. The complainant may have a support person with them during this meeting if desired.

- The Warden or their nominee will investigate the complaint. This may include contacting other members of the community or other individuals as necessary.
- Depending on the nature of the complaint the Warden or nominee may refer the complaint and or any investigation to the Senior Warden of Colleges, the Proctor or any other person as necessary.
- The complaint will be investigated with a level of formality appropriate to the nature of the concerns raised and will be treated in confidence as far as possible. However, all complaints will need to be handled in accordance with natural justice, meaning any persons responding to a complaint must have the opportunity to hear all details about it and have the opportunity to present their point of view. Any such person will also be entitled to have a support person during any discussion of the complaint if they wish. Details about a complaint may also need to be shared with other people who it appears may have relevant information to supply to an investigation.
- The Warden (or nominee) will decide what steps will be taken as a result of the findings of the investigation.
- Complainants will be informed of the outcome of the investigation.
- If the complainant is dissatisfied with the outcome of the complaint they may write to the Director of Campus and Collegiate Life Services within seven working days, for a review of the process.

Drugs:

Illegal Drugs:

The University has adopted a zero-tolerance policy in respect of the possession, use or distribution of illegal drugs by members of its Colleges while on University property or while attending a College event. Where disciplinary process establishes that the Resident has committed a breach of this policy, the contract will automatically be terminated by the Tautiaki (Warden), but this sanction may be reviewed through the appeals process below.

The process to be followed in relation to any specific incident shall be appropriate to the nature of the allegation involved and the range of penalties under contemplation, provided that in any process the Resident shall be entitled to be fairly informed of the matter of concern and shall have the opportunity to provide a response or explanation before any penalty is imposed.

Where a Resident faces an allegation that amounts to criminal behaviour, or where the circumstances otherwise make it inappropriate for the Resident to remain in the College while the matter is considered, the Tautiaki (Warden) may suspend the Resident from the College until the process is complete. In such circumstances, the Resident may be offered accommodation at another College but shall not be entitled to such an arrangement being made.

Where any sanction is imposed by a person other than the Tautiaki (Warden), the Resident shall be entitled to have that sanction reviewed by the Tautiaki (Warden). For further information on how to appeal any sanction, please refer to the appeals process.

The Director may determine any appeal as they think fit, or, in their absolute discretion, refer the matter to an Appeals Panel for determination. Each Appeals Panel shall comprise not less than three persons appointed by the Director. An Appeals Panel shall regulate its own procedure and its decision on any matter shall be final.

Legal Substances:

At any given time, a substance can be classed as legal and yet it can have a serious effect on your mental and physical health, some of these are not yet known. The legality of substances is something that can change suddenly as a result of government passing laws. The fact that a substance has become illegal after you purchased it will not be accepted as an excuse by the law or the College. While we recognise that some readily available substances are classed as legal, we cannot condone the use of these substances due to the unknown health effects they have. Our expectation is that you will not have any drugs apart from your prescribed medication or over the counter products in your possession. The only 'legal substance' that we allow to be used at Hayward College is alcohol and this is subject to College rules and current legislation. Any Resident found in the possession of, under the influence of or using a legal high will face disciplinary action.

Drug Paraphernalia:

As we do not condone the use of illegal drugs, or legal substances, and the presence of drug utensils and/or drug related paraphernalia within our community or grounds will not be tolerated. Anyone found to be in possession of, or using such items will face disciplinary action, which may involve being suspended or excluded (termination of residence) from the Hayward College community. Suspension or termination of residence due to possession, use or distribution of drug utensils and/or drug related paraphernalia does not affect the Resident's ongoing liability for their remaining annual Residential fees.

Alcohol:

Whilst the misuse of alcohol sometimes causes problems for a small number of Residents, it is often the noise and damage that follows that can be the greater problem. For this reason, our policy is to provide simple regulations that are strictly enforced, to encourage a moderate, responsible and mature approach to drinking.

Residents Under the Age of 18:

Anyone under the age of 18 years is not permitted to carry, store or consume alcohol within the Hayward College community. Any Resident found to be in breach of this condition will face disciplinary action. Any person supplying alcohol to any Resident in this category will also face disciplinary action.

Safe Practices:

- Residents are expected to be sensible about the amount of alcohol they bring into the College on any one occasion.
- Drinking is permitted in the Free from 4:00 - 10:00pm.
- Drinking in bedrooms is not encouraged, however small gatherings will be tolerated if they do not impact on other residents nearby.
- Open vessels of alcohol (glasses, bottles, cans etc.) are not permitted in non-designated drinking areas nor when walking around the College.
- Drinking games are not permitted.
- Specialised drinking equipment such as funnels, bongs and yard glasses are not permitted. These will be confiscated and destroyed.
- Kegs, crates, mini tankers, home brewing and distilling are not permitted.
- Deliveries of alcohol to Hayward are not permitted.
- Parties are only permitted with express permission from Senior Staff.
- Alcohol may not be consumed in any public area of the College, including the grounds between Hayward and Cumberland and the car parks. These areas are alcohol free unless express permission is given by Senior Staff.
- Residents are responsible for the behaviour of their visitors and guests at all times. Host responsibility is an absolute requirement.
- Gross intoxication is regarded as a fundamental breach of the conditions of residence.
- Senior Staff reserve the right to confiscate any liquor, to impose fines or alcohol bans.

For more information about safe drinking:

- <https://www.alcohol.org.nz/help-advice/is-your-drinking-ok>
- <https://www.drinkaware.co.uk/advice/staying-safe-while-drinking/how-to-stay-safe-at-uni/>
- <https://www.hellosundaymorning.org>

Consumption Times:

- Alcohol may not be consumed in the College or on College grounds before 4:00 p.m. and after 10:00 p.m. daily.
- Any get-togethers in rooms will be dispersed at “quiet hours” or if causing disruption.

Alcohol Free Periods:

- There may be an alcohol-free period at the end of each semester during Study Zone. This ensures a quiet environment for Residents to focus on study leading up to the examination period.

Alcohol Free Floors:

- Hayward College does not have any completely alcohol-free floors. Those requesting to be alcohol free will be roomed in the same area of the College, but it may not be a whole floor.

Visitors and Overnight Guests:***General Visitor's Rules:***

- Visitors to the College are welcome, between 8:00am and 10:00pm.
- Residents are responsible for their visitor's behaviour.
- Senior Staff reserve the right to withdraw permission from any visitor to enter the College.
- Unwelcome, uninvited, or unauthorised guests will be dealt with at Senior Staffs' discretion.

Overnight Guests:

- General Visitor's rules apply (see above).
- A maximum of one guest can stay overnight in a Resident's room. Approval must be sought from the Tautiaki (Warden) of College, Tautiaki Piki (Deputy Warden) or Tautiaki Kaiāwhina (Assistant Warden) 24 hours prior to the guest staying.
- Mattresses are available for guests on a first in first served basis.
- Approved guests may stay for up to three consecutive nights in a 7-day period. The cost is \$5 per night.
- Guests will not be permitted in the College on the weekend of any All Black test matches played in Dunedin, or when any Otago Super Team or Provincial Team and Canterbury Super Team or Provincial Team is played in Dunedin, or when any rugby match between Otago Provincial Team and Southland Provincial Team is played in Dunedin or for the weekend of the Undie 500, or the weekends of the Hyde Street Keg Party, Agnew Street Party and St Paddy's day/weekend.
- Guests will not be permitted in the College during the first week of each semester.
- Guests must be with their host to enter the College and are to remain with their hosts (i.e. no wandering around or using common spaces without hosts).
- Guests via their host must pre purchase a meal ticket if guest wants to dine. Any visitor consuming college food without a meal ticket will have a charge put on the hosts account and the host may likely receive a sanction. The guest also risks having their stay revoked.
- Guests are to follow Hayward College rules and follow any instructions given by members of staff.

Partner Pass:

Partner passes are the like a guest pass but they are designed for friends that plan to stay more often during the semester. The same host rules apply as above, with the below differences.

- Non-refundable \$30 per semester
- No mattress provided
- The pass holder must be screened and approved by senior staff (photo taken and details collected)
- Partners will have their pass revoked immediately and permanently if they breach college rules

Parents/Caregivers:

Parents, older family members and siblings not of a similar age to the college cohort are unable to be hosted overnight at Hayward College. Any exceptions to this rule is solely at the Wardens' discretion.

Guests in the Dining Room:

Any resident guests in dining room must have on their person a meal ticket or express permission from the Warden - these can be purchased from reception prior to entering dining area. Any guest found without a meal ticket will result in disciplinary action for their host and the guest will be asked to leave.

Skateboards and Scooters:

Skateboards may not be used inside the College, nor may a skateboard be used on any stairs, handrails, curbs, or walls on Hayward College grounds. Scooters are not permitted in the College, nor on College grounds. Juicing of e-scooters is not permitted.

Windows:

Throwing anything from a window is a serious offence. Any participation in this action will be dealt with as serious misconduct, with a minimum \$100 fine levied against the Resident from whose window an object was thrown. Hurling abuse and yelling to people from a Resident's window will also be dealt with as potential serious misconduct. Writing on windows is also prohibited.

Noise:

Please be considerate and always keep noise to a minimum.

- College quiet hours begin at 10:00 p.m. daily. After these times, hallways must be quiet (close to silent) and talking and music in bedrooms should not be able to be heard next door.
- Noisy behaviour because of alcohol consumption will have profound consequences.
- Complaints of noise are upheld immediately.
- Repeated abuse of the noise levels from sound equipment will result in confiscation of the equipment for the duration of the semester.
- Two-three weeks prior to the end of lectures in each semester a noise/alcohol ban may be imposed, remaining in force until the end of each exam period. Study quiet time begins at 7:00 p.m. and noise must always be kept to a minimum.
- If you are disrupted by excessive noise during the day or at night, contact our 24/7 duty number or report this to a staff member. Anonymous texts are fine.

Pets:

Residents must not house any pets in the college. The Senior staff have dogs they are happy to loan for a pat and we organise regular pets cuddles.

If you have a service animal, please contact the Student Accommodation Centre upon completing your Accommodation Application to discuss your requirements.

▪ SECURITY

Room Security and Insurance:

We recommend that your bedroom door is locked when you are out and when you are asleep. You are responsible for the contents of your room, the College will not accept responsibility for loss or damage due to theft or accident. Residents are strongly advised to ensure that their possessions are adequately covered by an all-risk insurance policy.

It would be helpful to have a list of items including description, value, model number, and serial number prepared in advance. Remember never prop main doors to buildings open or let strangers into the College. Propping doors open is considered a serious breach of security and will be dealt with by the Tautiaki (Warden) of College. Never hand out your security card or keys to anyone, including your friends. Only enter the College by specified entrances, depending on time of day. All after-hours access into College is via the car park doors. If you see a stranger in the College, ask if you can help, this is both courteous and a way of ensuring the security of College Residents and contents. If you are concerned, tell a staff member.

Keys/Cards:

You are issued with a key to your bedroom. If you lose your key, the replacement will be charged to your account. You must hand back your key when you go away for the holidays and at the end of the year.

All keys and cards remain the property of the College and, for security reasons, must not be copied.

When you collect your Student I.D. card, it will be programmed to provide after-hours access through the security door from the car park. If you have a bicycle and require access through the bike shed door, please ask at Reception to have your ID card programmed accordingly.

All staff members have a master key, should you lock yourself out of your room. However, you have a responsibility to remember to always carry your key and card with you.

Security Doors:

The front door automatically locks every evening at 5:15 pm. Access after that time is only by way of the security doors (car park side), with your ID card.

General Security:

A security guard is on duty at the College from 10:00 pm every night and security cameras operate in key areas 24/7. In addition, the University Campus Watch check the building from the outside several times every night.

Campus Watch can be contacted on 0800 479 5000

▪ STAFF

Tautiaki (Warden)

Amber Robertson

5th Floor Apartment

Tautiaki Piki (Deputy
Warden)

Luke Lovegrove

2nd Floor Apartment

Tautiaki Kaiāwhina
(Assistant Warden)

Mike Mata'afa

Client Services

Administrator/Kaiwhakarite

Whakarotoka Kiritaki

Jess Smith

8:30 am – 5:00 pm

Monday - Friday

Facilities

Coordinator/Kaituitui

Rauhaka

Duncan Lindsay

8:00 am – 4:30 pm

Monday to Friday

Executive Chef/Kaitao

Matua

Jodie Spedding

Kitchen

The College is administered by the University of Otago.

Amber, our **Tautiaki** is responsible for the welfare of the Residents, staff and the overall running of the College.

Luke, our **Tautiaki Piki** is responsible for overseeing the Academic Programme, Student Committee, Sustainability and the Sub-Wardens.

Mike, our **Tautiaki Kaiāwhina** is responsible for Events, and Inter College Competitions. Mike also supports the Sub-Warden Team.

Jess, our **Kaiwhakarite Whakarotoka Kiritaki** is responsible for the daily administration needs and is always willing to help with all enquiries.

Duncan, our **Kaituitui Rauhaka** works during the day and is responsible for the repairs and maintenance of the College. Any maintenance requests can be submitted through the Te Puna portal.

Jodie, our **Kaitao Matua**, leads the catering team, providing well-balanced and plentiful meals as well as good options for vegetarians and those with specific diets.

In addition, there is a contracted **Housekeeping Team** and a contracted **Security Team** working on site.

There are a team of **Kaiāwhina Whare** who are senior students, appointed each year and trained to provide leadership, support and guidance on your floors.

All of us are committed to ensuring that everything goes well for you this year.

▪ FACILITIES AND SERVICES

Communication:

Contacting the College:

Street Address: Hayward College, 110 Frederick Street, Dunedin 9054

Mailing Address: P.O. Box 56, Dunedin, 9054, Otago, NZ

Phones: Reception: (03) 479-5520
Duty Phone: 0212795522 (24/7 for emergencies)
Website: <http://www.otago.ac.nz/hayward>
Email: hayward.college@otago.ac.nz
Te Puna: <https://college-accommodation.otago.ac.nz/StarRezPortalX>

Office Hours:

Reception:	Weekdays:	8:30 am – 5:00 pm
Sub-Wardens' Office:	Weekdays:	5.00 pm - 11:00 pm (12:00 am Thurs)
	Weekends:	9:00 am – 12:00.am (11:00 pm Sun)

Sub-Wardens are on duty in the evenings and all-day Saturday and Sunday. Whilst primarily concerned with looking out for your safety and security and creating a lively student atmosphere, they can also supply you with, study tips, and information!

Outside of these hours, senior staff are always available if you need us.

Mail:

Every student is assigned a pigeonhole for receiving mail (located in the foyer. Parcels are placed beside the pigeonholes for collection.

Noticeboards:

Important announcements and events will be on Facebook or on College Noticeboards. Noticeboards in the Common Room are used for advertising University and community events. There are Noticeboards and Whiteboards on each Floor for various notices and announcements.

Photocopying, Printing & Scanning:

The Uniprint printer/photocopier/scanner, located in the computer lab, is available for photocopying, printing and scanning. Your ID will allow you to print and copy in the College's computer room. www.otago.ac.nz/uniprint/for-students/index.html

Wi-Fi:

Free Wi-Fi access is provided at this college as an extension of the university's network. The University has worked hard to ensure services are robust and reliable in our shared areas. Access is also available in our bedrooms.

▪ DINING FACILITIES

Dining Room:

The Dining Room is open 24/7 and can be used for study, socializing outside of eating times.

- Appropriate behaviour is expected in the Dining Room (e.g. no sitting on tables).
- Cutlery, crockery and food may only be removed from the Dining Room with the permission of a staff member and in special circumstances.
- Residents must clear their plates, cups and cutlery from the table, as well as scrape their plates at the clearing stations.
- Footwear must be worn in the Dining Room at all times.
- No hats are to be worn in the Dining Room.
- Throwing food is strictly prohibited and will incur an instant \$100 fine and can be treated as serious misconduct.
- Early and late meals may be arranged for those with fieldtrips, late labs, sports practices etc.:
 - Early breakfasts and packed lunches can be arranged by talking to the Kitchen team the night prior.

- Late lunch and early/late dinners can be arranged through the Te Puna portal on the day of request.

Meal times:

	<i>Weekdays</i>	<i>Saturdays</i>	<i>Sundays</i>
Breakfast	7:00 – 10:00 a.m.	8:00 – 10:00 a.m.	8:00 – 11:00 a.m.
Lunch	12:00 – 1:15 p.m.	12:00 – 1:15 p.m.	11:30 a.m. – 1:00 p.m.
Dinner	5:30 – 6:30 p.m.	5:30 - 6.30 p.m.	5:30 – 6:30 p.m.
Toast Time	Is available outside dining times while stocks last		

These times may be subject to amendment, particularly at the start and end of terms, and during vacations. Toast Time and other snacks are also available during semester time throughout the day.

Floor Kitchenettes:

Each floor has a small kitchenette, equipped with appliances for snack preparation such as sandwich maker, microwave, and fridge. Please do not bring in or use your own appliances.

Take note:

- You will need to provide your own utensils and crockery and them yourselves.
- Tea towels and detergent are supplied (and the bottle is refilled regularly).
- Label everything, especially your food in the fridge. Please don't take food that is not yours.
- Cold water in each kitchenette is filtered. The filters are changed regularly.
- Floor Kitchenettes are not to be used after 10:00 p.m., out of concern for Residents with rooms nearby. Late night snacks can be made in the Dining Room.
- Cooking in your rooms is NOT permitted, because of the fire risk.

▪ **ROOM FACILITIES**

Bedrooms:

The bedroom you are assigned is your new home for the year. Whilst we make every practicable effort to match you in areas with common minded people, bedroom placement is non-negotiable and by signing the accommodation contract, you are agreeing to be placed anywhere in the college. You are responsible for the upkeep and cleanliness of it to a good standard.

Bedrooms come with:

- King Single bed (with mattress protector and cotton sheets and pillow case)
 - You are welcome to bring your own sheets if preferred

- Central heating
- Desk, wardrobe
- Shelving and drawer unit
- Chairs
- Notice boards

What you may like to bring:

Popular items students bring from home include:

- | | | |
|--------------------------|----------------|---|
| ✓ Stereo with headphones | ✓ Hair dryer | ✓ Blu Tak |
| ✓ Mini TV/DVD player | ✓ Towel | ✓ Drying Rack (only to be used in basement-not in bedrooms) |
| ✓ Computer/laptop | ✓ Plants | ✓ Laundry basket |
| ✓ Drawing pins | ✓ Coat hangers | ✓ Teddy bears, posters etc. |

What you must bring:

- ✓ *Personal Emergency Kit *Refer page 32
- ✓ Towel and container to store your shower products (we recommend one with holes in the bottom)
- ✓ Personal hygiene and health needs
- ✓ Duvet inner and cover
- ✓ Pillow

What not to bring:

- | | | |
|-----------------------|-------------------|------------------|
| ✗ Loudspeaker systems | ✗ TVs over 32" | ✗ Hot plates |
| ✗ Cooking appliances | ✗ Fridges | ✗ Heaters |
| ✗ Electric blankets | ✗ Candles | ✗ Incense sticks |
| ✗ LED Strip lighting | ✗ Large Furniture | ✗ Oil Burners |

Please Note:

Loudspeakers will not be tolerated (this includes disruptive subwoofers). Please do not bring hot plates, fridges or any other cooking appliances, heaters or electric blankets. The rooms are centrally heated! Most rooms have large pin boards. Use drawing pins where appropriate but only blue tack on walls for posters. Your floor is equipped with a vacuum cleaner. Ironing boards and irons are available in the Kitchenettes.

If you're not sure please ask

Room Cleaning and Bed Linen:

The bathrooms and other shared areas are cleaned regularly. Your cleaner will enter your bedroom at least twice weekly to vacuum and/or empty your rubbish bin. Staff at the College will give you information about the cleaners' schedule relevant to where your room is. Please help the domestic staff by making sure the room is tidy – their role is to clean, not to tidy.

Only bed linen supplied by the College is laundered by the College. A clean sheet is available on a weekly basis. Linen exchange days are listed on your cleaner's schedule.

Recycling:

We recycle the following items: paper, cardboard, glass, plastic, tin/cans & batteries. Recycling bins are in the car park, the Study Rooms and Computer Room, the Dining Room, bedrooms and in the Kitchenettes. It is the responsibility of the Resident to empty their personal recycling bin into the recycling bins in the carpark. A general waste skip is also available in the carpark.

▪ STUDY FACILITIES

Study Rooms:

Study areas are available on every floor. Both groups and individuals may study in the Dining Room. These rooms are bookable through our booking system and used on a first-in, first-served basis if they have not been booked.

Tutorials:

Regular tutorials in common subjects are provided based on need and uptake. Notices will be posted early in the first semester to gauge interest. Tutorials are held in collaboration with Cumberland and 192 Castle college in the Surveying Tutorial Room and other College Study Rooms. If there is a particular subject you would like to have a tutor for, speak to the Tautiaki Piki (Deputy Warden) as we may be able to organise a tutor or arrange for you to attend a tutorial at another College. Where there is no specific tutorial provided, the college also hosts study groups, workshops and help desks throughout the year as needed.

Academic Interviews:

Through the year you will have opportunities to meet with the Tautiaki (Warden), Tautiaki Piki (Deputy Warden) or Tautiaki Kaiāwhina (Assistant Warden) to discuss your academic performance. You are also more than welcome to come talk to any member of staff outside of these Academic Interviews to discuss successes, challenges etc. or seek advice.

Release of Grades:

As a condition of residence Hayward requires Residents to authorise the University to supply the Tautiaki (Warden) of College with academic grades for the time they are in residence. This enables the College to assist Residents more adequately with their academic programme and learning support service.

Student Learning Development on campus provides, free of charge, a range of workshops throughout the year on study and learning techniques essay writing, effective reading, note-taking, oral presentation skills, critical thinking, learning to learn, time management, and examination techniques. They also offer individual assistance. Check it out on their website: <http://www.otago.ac.nz/hedc/students/index.html>

▪ **RECREATIONAL FACILITIES**

Common Room:

The Common Room beside the foyer is equipped with a Pool Table, Table Tennis Table, a TV and couches. The room must be quiet by 10:00pm. It is your responsibility to keep the room tidy and the equipment in good condition.

TV Rooms:

Two TV rooms are available; on the Ground floor (Common Room) and 1st floor (known as the Aquarium). The largest TV room on 1st floor features a big screen TV. Though the 1st Floor TV room is available 24/7, students are asked to be aware of excessive noise.

Exercise Room:

Our Exercise Room is located down the stairwell via 2nd floor South Wing. Equipment includes running, rowing, stepping and bike machines, punching bag, stretching mats, and other items.

Hours are 8:00am - 10:00pm daily. This is subject to change. Please be responsible with equipment.

Music Practice Room:

Also located in the gym is the music practice room equipped with a well-tuned piano; a good place to practice without disturbing your neighbours. Booking may be required depending on demand.

Grounds:

The grounds between Hayward and Cumberland Colleges are a shared facility. It can be a great place to relax and have a quiet study break on a nice sunny day. Volleyball and soccer can be played but please respect the ground, refraining from flower or plant trampling or removal.

▪ OTHER FACILITIES & INFORMATION

Bathrooms:

There are two bathrooms per floor with plenty of showers and toilets to avoid breakfast time congestion. The College also has 2 bathtubs for a relaxing soak.

On the female only floor one of the bathrooms is strictly for females and one of the bathrooms on the all-male floor is for the use of males only.

Laundry:

There are automatic washing machines and dryers in the basement laundry. They are used on a first-come first-served basis. You must provide your own washing powder. A basket or laundry bag is useful. Label everything and be courteous with other people's piles. Irons and Ironing Boards are available in floor kitchenettes.

Laundry Courtesies:

- Take care not to tamper with other residents' laundry. Taking others' clothes is theft!
- If you take someone else's clothing out of a washing machine, please leave it in a tidy pile.
- Don't empty a dryer before it has completed its cycle. You wouldn't want someone to do that to you!
- Remember that you have clothing in the laundry! Don't leave it there for days, set a timer for 40 minutes to remember.
- Tidy up after yourself.

Bicycles:

An indoor bike room is in the basement directly off the rear car park. Note that spaces are limited. Please lock your property. Bikes are not permitted to be kept in bedrooms or anywhere else but the basement bike room.

Parking:

There is no parking available at the College.

Maintenance:

During the year, please let us know quickly if any repairs are needed so they can be fixed as soon as possible. If your room or floor needs something fixed, file a maintenance request through Te Puna.

<https://College-accommodation.otago.ac.nz/StarRezPortalX>

By sending a request you understand and agree for someone to attend your bedroom/ area of the building to begin remedying the issue in a timely manner. You are responsible for any deliberate or avoidable damage to your room whether this damage was caused by you or by your guests.

Care of Property:

- Please report any damage to any part of the building or fixtures. Any malicious damage that cannot be traced to a particular person is charged to all Residents.
- All Residents rooms are checked before they move in and each Resident will be expected to keep her/his room in the condition in which they are found. Any damage to a Resident's room, other than wear and tear, will be charged to the Resident. Only Blue-Tack may be used to stick posters and the alike onto the walls.
- No College property may be removed from the College premises without the prior approval of senior staff.
- Ball games (even ball bouncing) and the like are discouraged within the College, because of the potential for damage to people and property.
- Skateboards and Scooters may not be used inside the College, nor may a skateboard or scooter be used on any stairs, handrails, curbs or walls at Hayward College.
- Bicycles are not to be kept in bedrooms and must be stored in the racks in the Basement.
- Any repairs required due to negligence will be passed on to the resident and any damage may warrant serious misconduct.

Re-admissions:

- Residents wishing to return to the College for a further year will be required to apply by the middle of August. The Tautiaki (Warden) of College reserves the right not to enter into an Accommodation Contract with a Resident for residence at Hayward College for a further year.

■ OUR EXPECTATIONS

Before You Arrive:

Electrical Appliances:

It is a health and safety requirement that all your electrical appliances are checked and registered as safe by a certified electrical contractor. Appliances are considered any items that are plugged into a wall outlet. You must have all items tested prior to or once you arrive at the College. Technicians will be available at the College on a specified day to test your appliances for a gold coin donation. Any overseas appliances must have an adaptor for New Zealand's electrical current system.

Health Matters:

It is a good idea to check you have received all the necessary immunizations against infectious diseases. Living in a communal situation means you may be more at risk of either infecting others or being infected. Immunization to consider: Covid-19, measles, rubella, tetanus, polio, hepatitis B, meningitis etc. (subject to change). All health issues must have been disclosed on application and upon acceptance to Hayward College. This information also needs to be disclosed on the College Information Form. Any special dietary needs must be disclosed on application and the College Information Form.

Emergency Preparedness:

For emergency preparedness you must have a small personal emergency kit (grab bag) that is kept in your room as per the following recommendations:

Minimum requirements:

- Emergency contact details – a written copy as well as next of kin listed on your cell phone
- Torch and spare batteries
- Strong outdoor shoes
- Supply of personal medications
- Hand gel or antiseptic wipes
- Survival blanket
- Bottle of water
- Muesli bars or similar energy food

Have nearby ready to grab in case of an evacuation:

- Warm clothing (jacket or similar)
- Your cell phone if you have one

Additional extras that would be useful:

- Personal toiletry items
- Small plastic bags
- Whistle and light sticks
- Copies of important documents

When You Arrive:**What Steps To Take On Arrival:**

Important: The first thing you will do when you arrive at Hayward College is meet the staff and be checked into your room. When you check in, you will be given your room key or card and a temporary swipe card. There is an online room check form available on the Te Puna portal, which can be used to report any existing damage or issues concerning your room. If this online form is not filled out within 7 days of your arrival, the College will assume that you have no room issues to report. You are responsible for maintaining the condition of your room, and you will be charged for missing equipment or damages that occur while you reside in the room. If you do a good job of checking your room and ensuring that the room check form is accurate, you will minimize problems when it is time to lock your door and check out.

While You Are Here:

Personal Development:

One of the greatest advantages of living in Hayward College is the fantastic opportunity that exists to broaden your social skills, cultural knowledge, service to the community and leadership potential. The Sub-Wardens will assist you to familiarize yourself with college life at the beginning of the first semester.

The College has an active Student Committee. Consider applying to be the Student President or Vice President. You can also stand as a Floor Representative. If the Student Committee isn't your thing, consider applying to be a part of the Hayward Green Your Scene Team. Seek out the information and involvement you want, and you will enhance your total educational experience at the University. Get involved while you are here at Hayward College. There are plenty of opportunities to participate.

What We Expect From You:

We realise that you are probably not accustomed to living in a Residential College. Sharing common living facilities like common rooms and bathrooms with other students and adjusting to the fact that your behaviour influences those living around you usually takes some adjusting to. Please also refer to our General Behaviour Expectations. A large part of a university education is the learning that comes from living with others. It is unlikely that you will experience any other living situation that can give you more hours of contact with people who share or have different interests than yours or that can expose you to so many points of view on almost any aspect of life. It all adds up to growth and learning that may set the tone for the rest of your life. The Staff of Hayward College are committed to making your Residential College experience an important part of the total education you receive at the University of Otago.

University Policies and Procedures:

As a University of Otago student, you have agreed to abide by the University's policies and procedures.

Among key documents, there are four key documents for consideration while staying in the College:

- Code of Conduct – The purpose of the Code of Student Conduct is to promote the University's academic aims and a sense of community through the cultivation of mutual respect, tolerance and understanding. To this end, the University expects that students will not engage in behaviours that endanger their own or others' safety and well-being. Students are expected to conform to the standards contained in this Code of Student Conduct off-campus as well as on-campus.
- Ethical behaviour Policy – The purpose of this policy is to promote ethical interactions between members of the University community and to provide an environment of safety, respect and dignity so members can participate fully in all aspects of University life.
- Student Charter – The University is committed to scholarship through excellence in teaching, research and service and to the provision of a stimulating campus environment for the development of lifelong learning skills. The purpose of the Charter is to advance those aims, to acknowledge the University's commitment to the Treaty of Waitangi and to promote good relations between the staff and administration of the University and its undergraduate and postgraduate students.
- Sexual Misconduct Policy – This policy sets out options for reporting sexual misconduct and the process for responding to reported incidents of sexual misconduct.

The University reserves the right to pursue through its disciplinary procedures matters that are also being, or may also be, addressed by the legal system or under any of the above-mentioned University policies. For more information:

- <https://www.otago.ac.nz/proctor/otago670687.pdf>
- <https://www.otago.ac.nz/administration/%20policies/otago003161.html>
- <https://www.otago.ac.nz/about/otago005275.html>
- <https://www.otago.ac.nz/administration/policies/otago711781.html>

Breaches of Conduct:

Please refer to the Accommodation Contract, Disciplinary Processes, and other information in this Handbook.

Te Puna Accommodation Portal:

Te Puna is our online tool to assist you while you are living in the College.

Te Puna has on it:

- Accommodation - Apply for accommodation.
- Accounts – View your account and make payments.

- Maintenance – Report maintenance issues.
- Inventory - Sign off on your room inventory.
- Shopping Cart – Purchase items and event tickets.
- Time away – Let us know if you are going to be away from the College by recording your departure and return dates. This includes temporary absence during semester time and semester breaks.
- Self Service – Request a late dinner
- Check out- to record your leaving date at the end of the year.

Please bookmark the following URL to Te Puna: <https://College.accommodation.otago.ac.nz/StarRezPortalX>

Accommodation Fees

You have a contract with the College. On acceptance to the College, an account will be established for you and your account will be charged according to the payment option you have selected. Invoices will be sent for accounts with upfront or quarterly instalments. Residents choosing a weekly payment option must have an automatic payment for the first payment. Your account balance can be accessed via Te Puna, an account statement can be requested, and messages will be sent regarding upcoming and overdue payments. College administration staff will assist with any queries you have about your account.

Early Departure and Liability for Fees

If you leave the College prior to the end of the academic year, you are still liable for payment of your fees as per the conditions of your contract found at <https://www.otago.ac.nz/accommodation/apply-for-accommodation/terms-and-conditions/index.html>

Please read the General Conditions of Residence in a University Managed Residential College for further information about fee liability and a \$500 penalty fee that may be applied in the instance of early termination of the contact. Please note that should several residents leave the College prior to the end of their contact, a replacement resident is deemed to fill the place of the first, or next person to have vacated the College, regardless of which room this replacement resident moves into.

Where it is necessary, because of exceptional or unforeseen circumstances, to withdraw from the College during the academic year, you must immediately give written notice of intention to withdraw to the Warden. You may be asked for any relevant supporting documentation that confirms your situation. Residents who are considering withdrawal from their programme of study are advised to meet with the Warden to discuss the situation. The Warden has discretion to apply for a waiver in cases of severe health problems, bereavement, or other serious challenges. Academic failure or a desire to change your living

situation are not normally grounds for release from your contract obligations. If you are thinking about leaving the College, you must see the Warden as soon as possible to discuss the situation. All decisions related to contract release are decided by the Campus and Collegiate Life Services divisional office.

Reasons for release consideration are:

- Serious physical or mental health and well-being
- Bereavement
- Serious family crisis or emergency
- Other serious and unforeseen circumstances which prevent study continuation

Where a contract is terminated by the University, the account will be finalised and any refunds due to the resident will be actioned in a timely manner following University policy and procedures.

Period Covered By College Fees

Residential fees cover the period Saturday 17th February 2024 through to 24 hours after your final second semester examination, or as agreed by the Warden. If you arrive before opening day or leave after the final day of your contract, you will be charged for extra days. No refund or reduction is available in respect of any period of absence from the College during any of the period of residence, unless specially mandated by the University with regards to specific events. Subletting your room is prohibited, as is having guests stay in your absence.

Fees Arrears

The University Fees Statute 2011 applies in respect of amounts due under this contract. The failure to make payment of any amounts due may have the consequences described in section 6.1 of the Statute. Any student who is in arrears with their fees, or fails to make a due payment, will be contacted (as will their guarantor).

Should the problem persist, the Warden is required to notify the University. In this instance any person in arrears may:

- incur additional fees as prescribed by the University Council;
- be excluded from classes, and/or from re-enrolling until the debt is cleared;
- have the final award of qualification withheld by the Council;
- have any official record or results withheld and may not be issued with an official transcript;
- have access to the means of changing course withheld;
- have access to course materials, including materials provided electronically and other

University resources and services, withheld.

Please refer to <https://www.otago.ac.nz/administration/policies/otago003199.html>

Further, the resident may also have their residency terminated i.e. be asked to leave the College. A debt collection agency will be engaged, when necessary, with collection costs being on-charged to the resident.

Please raise payment issues with administration staff or the Warden as early as possible, this enables time to investigate the support options available to you before your study is impacted.

Semester Break Accommodation:

- During the semester breaks, Hayward College remains open for Residents who wish to stay
- Any Resident who leaves the College during semester breaks must inform the College of their intended leaving and returning dates through Te Puna.
- Residents must fill in the Check Out/Check in, as well as register and hand in their key.

Disabilities:

Disabilities and other Health related issues must be declared on the College Information Form emailed out with your Accommodation Contract. Please also list any special requirements you may have. It is also suggested that Residents with disabilities should introduce themselves to their Sub-Warden at the beginning of the year. This will allow your Sub-Warden to provide appropriate help in case of evacuations and emergencies.

Reporting Hazards:

Report non-emergency hazards to Reception. The information will be passed to the appropriate staff member for correction. In emergency situations, dial (1)111. Always remain on the line until the emergency dispatcher has adequate information and tells you that it is okay to hang up (if your safety is threatened at the location of the telephone you are using, evacuate the area).

Sustainability:

Hayward College is an environmentally conscious College and have recently registered with the University of Otago's Green Your Scene Awards scheme. Sustainability covers not only resource and energy use, but also involves making socially responsible choices and promoting a healthy lifestyle to maintaining our well-being. If you come to Hayward, you will be a part of our progress towards being more sustainable College. Some ways Hayward is achieving this is through motion sensor lights in common spaces, recycling bins in each Resident's room and the option to eat vegetarian meals at dinner time. If you come to Hayward College, you agree to recycle and turn off lights.

Study Atmosphere:

Studying is hard work, and a good study environment is expected. You are expected to respect others' need for rest and study time. Quiet hours exist in the College for this reason. Since most students prefer to study in their rooms, a good study atmosphere on your floor is important. Your Sub-Wardens will help you and the students on your floor develop the rules. It will be up to you to make them work.

Rights of Others:

All Residents must acknowledge the rights of their fellow Residents to be able to work in relative peace and quiet.

The College reserves the right to institute additional rules or regulations or change the current rules and regulations as necessary for the safety and security of the College, the Residents, and the staff. All Residents accept this fact and agree to abide by any such regulations which are changed or implemented.

■ USEFUL CONTACTS

Support Services:

EMERGENCY (Ambulance, Fire, Police) (1)111		
AskOtago	0800 80 80 90 (03) 479 7000	https://otago.custhelp.com
Campus Watch	(03) 479 5000 0800 479 5000	www.otago.ac.nz/proctor/campuswatch/
Career Development Centre	(03) 479 8244	www.otago.ac.nz/careers/
Chaplains	(03) 479 8497	www.otago.ac.nz/chaplain
Disability Information and Support	(03) 479 8235	www.otago.ac.nz/disabilities
Dunedin Public Hospital	(03) 474 0999	
Dunedin Urgent Doctor and Accident Centre	(03) 479 2900	www.dunedinurgentdoctors.co.nz/
Family Planning	(03) 477 5850	www.familyplanning.org.nz/clinics/dunedin
Healthline	0800 611 116	
International Office	(03) 479 7000	www.otago.ac.nz/international
Lifeline Aotearoa	0800 54 33 54 Text 4357	www.lifeline.org.nz/
OCASA Dunedin	(03) 474 1592	www.ocasa.org.nz/
OUSA Support OUSA Club and Socs	0800 12 10 23 (03) 479 5960	www.ousa.org.nz www.ousa.org.nz/clubsandsocs
Pacific Island Centre	(03) 479 8278	www.otago.ac.nz/pacific
Social Impact Studio	(03) 479 8631	www.otago.ac.nz/social-impact-studio
Suicide Crisis Helpline	0508 82 88 65	
Student Health	(03) 479 8212 0800 479 821	www.otago.ac.nz/studenthealth
Student Learning Development	(03) 479 8801	www.otago.ac.nz/hedc/students/
Te Huka Mātauraka (Maori Centre)	(03) 479 8490	www.otago.ac.nz/maoricentre
Te Whare Tāwharau Sexual Violence Support and Prevention Centre	0800 479 379 (03) 479 3790	www.otago.ac.nz/te-whare-tawharau/
Unipol / Recreation Services	(03) 479 5888	www.otago.ac.nz/recreation/
Urgent Pharmacy	(03) 477 6344	
Youthline	0800 376 633 Text 234	www.youthline.co.nz/
1737	Text or call 1737	www.1737.org.nz

College Contacts

Warden/Tautiaki	021 279 6301 (03) 479 5525	amber.robertson@otago.ac.nz
Deputy Warden/Tautiaki Piki	021 279 5526 (03) 479 5526	luke.lovegrove@otago.ac.nz
Assistant Warden/Tautiaki Kaiāwhina	021 279 5524 (03) 479 5524	mike.mataafa@otago.ac.nz
Client Services Administrator/Kaiwhakarite Whakarotoka Kiritaki (Reception)	(03) 479 5520	hayward.college@otago.ac.nz

Facilities Coordinator/Kaituitui Rauhaka (Maintenance)	(03) 479 5528	duncan.lindsay@otago.ac.nz
Sub-Warden/Kaiāwhina Whare - Duty Phone	021 279 5522	
Sub-Warden/Kaiāwhina Whare - Office	(03) 479 5522	



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