

# Te Whare Whakamaru o Te Rangihīroa

Te Rangihīroa College  
2024 Resident Handbook





# Contents

## **Introduction.....3**

A Brief History  
Cultural Narrative

## **Meet the Team.....4**

## **Arriving at the College.....5**

Your Arrival  
Te Puna Student Accommodation Portal  
Staying late at the end of the year

## **Your Room.....6**

Bedroom  
Electrical Appliances  
Room Security and Insurance  
Heating in Rooms  
Cleanliness  
Room Furniture

## **Common & Shared Areas.....7**

Wharepaku/Hirere  
Kitchenettes  
Para/Hanga Rua (Rubbish/Recycle)  
Puanga Kai Rau  
Mahi Tamariki  
Whakaruru  
Te Punawai & Te Titōhea  
Rūma Horoi Kākahu (Laundry)

## **College Services.....8-9**

Catering  
Room Cleaning and Bed Linen  
Lift  
Maintenance  
Safety and Security  
Bicycles and Bike Sheds  
Parking  
Postal Mail  
Lost Property  
Sports Equipment and Board Games

## **College Life.....10-12**

Academic Support  
Orientation and Re-orientation  
Noise and Quiet Hours  
Communication  
Harmful Digital Communications  
Cyber Safety  
Confidentiality

Student Voice  
Inter-College Sport and Cultural Competition  
College Events and Engagement  
Green Star  
Illness or Injury  
Smoking and Vaping  
Pets  
Alcohol-Free Floors

## **Hauora & Well-being.....13-15**

Education and Training Act Code of Practice  
Welfare  
Positive Well-being and Self-care  
Room Checks  
Concern for Others  
Consent  
Personal Safety  
Loneliness and Homesickness  
Addiction

## **Support Services.....16**

## **Emergency Procedures.....17-18**

Emergency Preparedness  
Evacuation  
Fire  
Earthquake  
College Lockdown  
Threat to life in College  
Pandemic Safety  
COVID

## **College Rules & Guidelines.....19-27**

Behavioural Rules  
Community Guidelines  
University Policies and Procedures  
Drugs Guidelines  
Alcohol Guidelines  
Weapons Guideline  
Visitor Guidelines  
Noise and Alcohol Ban Periods  
Bullying, Harassment and Discrimination  
Fire Safety Equipment  
Accommodation Fees  
Early Departure and Liability for Fees  
Period Covered by College Fees  
Fees Arrears  
Disciplinary Process

# Introduction

Te Rangihīroa 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 Senior Warden of Colleges for the administration of the College and the welfare of the Residents.

At Te Rangihīroa we endeavour to provide:

- A comfortable, safe environment.
- A quiet place for effective study.
- A home where everyone feels a sense of belonging regardless of their background, gender, religion, ethnicity or sexual orientation.

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.

## A Brief History

The name was gifted to the University of Otago in 2013 following permission granted from Te Rangihīroa's iwi and his surviving family members in honour of its first Māori graduate.

Te Rangihīroa (Sir Peter Buck) graduated in 1904 in medicine, and later received an MD in 1910, his doctoral thesis being 'Medicine amongst the Māori, in ancient and modern times'. Te Rangihīroa was the first Māori medical graduate from a New Zealand University.

Te Rangihīroa is reverently remembered as a great son of Taranaki, and a leader and doctor among his people; a man who used his medical training to stem the tide of profound and serious health problems that almost wiped out the Māori population in the first part of the twentieth century. Late in 2013, at a hui attended by representatives of the University and Ngāi Tahu, Dr Tony Ruakere, a graduate in medicine from Otago in 1970 and a Kaumatua from Te Rangihīroa's iwi, Ngāti Mutunga, spoke of his admiration for Te Rangihīroa: how Te Rangihīroa was at 'the coal-face' of turning the tide on diseases besetting Māori, including smallpox, tuberculosis, and scabies. This was a critical time in Māori history, he said.

Te Rangihīroa later became a Member of Parliament and a distinguished soldier who was decorated with the DSO for bravery in the field at Gallipoli and in the Somme, with the rank of Lieutenant Colonel. He also later developed a lifelong passion for anthropology with specific reference to the Pacific migrations and the cultures of Pacific peoples. For the last twenty years of his life he was the Director of the Bishop Museum in Hawaii, and was also made a visiting Professor at Yale University. Te Rangihīroa received an honorary Doctorate of Science from the University of Otago in 1937, and was knighted in 1946.

Each of the four wings of the building are named Manawa Nui (ambition and courage), Manawa Toka (strength and determination), Manawa Tina (resoluteness), and Manawa Roa (resilience), all of which flow from the central pillar, He Manawa Ora: Pou Taiki. This central pillar is the tensioning post that binds Taranaki and Ōtākou with the journey of the taura within their care, guiding and nurturing their wellbeing.

## Cultural Narrative

Te Rangihīroa College incorporates design input from Te Rangihīroa's Ngāti Mutunga iwi and local Ngāi Tahu. The taonga including a carving, a tukutuku panel, photos of his life and other mementos of his work and achievements which are present throughout the ground floor of the College.

Throughout the building, particularly the ground floor you will find information panels with details about some of the building elements and art works that are significant to the cultural input of the College, these include the KaoKao facade, tomokaka and pou.

The colour palette for the interior and the central spine external glazing was developed from the concept of Manawa Whenua, the bubbling spring rising from water to land to sky. This is represented internally to differentiate each floor in line with the concept and changes as you rise through the building. Each of the four wings of the building are named Manawa Nui (ambition and courage), Manawa Toka (strength and determination), Manawa Tina (resoluteness), and Manawa Roa (resilience), all of which flow from the central pillar, He Manawa Ora: Pou Taiki.

Our kaimahi will share with you more on the story of Te Rangihīroa, you can also find more details on our website.

# Meet the Team

Our staff are committed to supporting you during your time at our College.

## ***Tautiaki- Warden***

The Tautiaki is responsible for leading and managing all aspects of the Te Rangihīroa community. They steer the college direction and will be there to help manage any challenging situations throughout the year. The Tautiaki is responsible for the administration of the College and the welfare of the Residents, and reports to the Director of Campus and Collegiate Life Services. The Tautiaki lives onsite and is based in the office behind reception.

## ***Tautiaki-Piki- Deputy Warden***

The Tautiaki-Piki assists the Tautiaki oversee all aspects of the college. The Tautiaki-Piki also oversees the Kaiāwhina Whare (Sub-Warden) team, provides academic support and runs the in-house academic programme, and assists with all aspects of tauria hauora. The Tautiaki-Piki also lives onsite, and is based in the office next to the Tautiaki.

## ***Tautiaki-Kaiāwhina- Assistant Warden***

Te Rangihīroa College has two Tautiaki-Kaiāwhina, one of whom lives onsite. The Tautiaki-Kaiāwhina support the staff team in resident pastoral care and hauora. They also organise the College social calendar and the Inter-College Competition, so if you have ideas of fun college events come and see them! They are based in the back of reception so make sure to say kia ora when you come past.

## ***Kaiāwhina Whare- Sub-Warden***

The Kaiāwhina Whare are the valued student staff team who will help you navigate your first year at the University of Otago. All of our Kaiāwhina Whare are current students at the University who lived in a residential college in their first year of university, and so have a wealth of knowledge about university life. Every floor will have designed Kaiāwhina Whare who will be your go-to person for questions, queries and concerns.

The Kaiāwhina Whare help manage day-to-day aspects of College life through pastoral care and event planning and management. They'll be at reception in the evenings and weekends to help out.

## ***Kaiwhakahaere Ratonga Kai- Food Services Manager***

Keeping the college well-nourished is the goal of the Kaiwhakahaere Ratonga Kai and their team. They are happy to look after any dietary requirements and any other queries about kai.

## ***Kaiwhakarite Whakaratonga Kiritaki- Administrator***

The Kaiwhakarite Whakaratonga Kiritaki is based at reception and will be your go-to person for college life queries. They'll be able to assist with parcel collection, accommodation fee payments, and any other general queries. They will be at reception between 8:30am and 5pm on weekdays.

## ***Kaituitui Rauhanga- Facilities Coordinator***

The Kaituitui Rauhanga will be the person who answers any maintenance requests that you put through Te Puna. They look after the college building and grounds. Please let us know quickly if any repairs are needed so they can be fixed as soon as possible.





# Arriving at the College

## Your Arrival

Residents are welcome to arrive at the College after 9am on Saturday 17<sup>th</sup> February 2024. We prefer you to not arrive before this date, however if there are circumstances requiring you to do so please contact the College via email or phone.

Traffic Management will be in place around the College to accommodate drop-off's including shuttle and taxis from the airport. Please do not park a private vehicle in the drop-off zone and start unpacking your room, we encourage you to unload your belongings and seek parking in the surrounding area.

Upon arrival you will need to sign in and collect your room keys and temporary access card, information will be sent to you via email prior to your arrival with more details about what to expect when you arrive.

We do not allow overnight visitors in the first two weeks of the College opening.

## Te Puna Student 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 absences during semester time and semester break.

- **Self Service** – Request a late dinner/sick meal
- **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>

### Tips to settle into your new home:

Moving into a new place can be hard. Here are some tips that might help!

- Bring along plenty of familiar things or a taonga (something highly prized) from home (posters etc.) to decorate your room with.
- Please use Blu-Tak to stick up posters and photos as you are not allowed to use celloptape, glue or pins/tacks.
- Walk around the building and introduce yourself to new College members.
- Find someone to go and explore your new home and city with.
- Come and hang out downstairs to meet others, and make sure you meet your Kaiāwhina Whare.

## Staying late at the end of the year

Residents who are required to stay on after the College has closed in November, e.g. College of Education students on placement in Dunedin should speak to the Kaiwhakarite Whakaratonga Kiritaki (Administrator) or Tautiaki (Warden) about the availability to do so and the cost for this.



# Your Room

## Bedroom

An inventory check will need to be completed using Te Puna upon your arrival. This is really important as it assists us with the end of year processes when you depart.

What Is Provided:	You May Bring:	Do Not Bring the Following:
<ul style="list-style-type: none"><li>• Bed base</li><li>• Mattress</li><li>• Mattress protector</li><li>• Two sheets</li><li>• Pillowcase (<b>no</b> pillow)</li><li>• Duvet and cover</li><li>• Blanket</li><li>• Wardrobe</li><li>• Study desk</li><li>• Study chair</li><li>• Bookshelf above desk</li><li>• Pinboard</li><li>• Radiator heater</li></ul>	<ul style="list-style-type: none"><li>• Hair dryer, straightener, curler</li><li>• Personal electronic devices</li><li>• Extra bedding (duvet cover)</li><li>• Blu-tak</li><li>• Umbrella</li></ul> <p>You Must Bring:</p> <ul style="list-style-type: none"><li>• Personal Emergency Kit – more on this later.</li><li>• Pillow</li><li>• Towels</li></ul>	<ul style="list-style-type: none"><li>• Candles</li><li>• Incense sticks</li><li>• Heaters</li><li>• Oil burners</li><li>• Faulty electrical appliances</li><li>• Loud speaker systems</li><li>• Air Diffusers</li></ul>

## Electrical Appliances

It is a health and safety requirement that **all of your electrical appliances are checked and registered as safe by a certified electrical contractor**. Appliances are 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.

## 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.

## Heating in Rooms

Every room has a radiator heater affixed to the wall. These can be adjusted by the occupant of the room. Please remember to turn your heaters down or off when not in the room. If you are away for a holiday, please turn your heater off. Please do not place anything on the radiator for storage or to dry.

## Cleanliness

We expect that you keep your room reasonably clean and tidy throughout the year. Failure to do so may result in disciplinary action. We will check your room at certain stages throughout the year:

- Prior to your arrival.
- Once per semester – we will notify you before this takes place.
- Prior to your departure at the end of the year

## Room Furniture

We expect that any furniture that is in your room upon arrival will be present at the end of the year. Any swaps or changes of furniture must be approved by senior staff. No College property should be removed from the building.

The College reserves the right to change room allocations during the year if it is deemed necessary.

The Tautiaki (Warden) or delegated authority has the right of access, without prior approval, to any room at any time if the health and safety of any student at the College is at risk.

**Room number and name tag** - The room number and name tag on your door **should not** be defaced or removed.

The College reserves the right to change room allocation during the course of the year if deemed necessary. The Tautiaki (Warden) or delegated authority has the right of access, without prior approval, to any room at any time if the health safety of any student at the college is in risk.





## Common & Shared Areas

### Wharepaku/ Hirere

We have shared bathroom facilities on each floor. Each wharepaku (toilet) and hirere (shower) are individual spaces within the bathroom areas.

On each floor there are three accessible bathroom facilities.

### Kitchenettes

Within each whanau room there is a kitchenette with a fridge, hot water and microwave. These rooms are available at all times. Residents are responsible for cleaning up after they have used the kitchenette.

In Mahi Tamariki there is a kitchenette, with fridge, hot water, microwave, ice machine and dishwasher. Like the whanau rooms residents are responsible for cleaning up after use.

### Para / Hanga Rua (Rubbish / Recycle)

Method bins are provided throughout the College for your use. Please use these correctly.

Each bedroom has one black and one yellow tub. The black is for waste and the yellow is for recycling. Residents are responsible for emptying the yellow bins into the main recycling receptacle found outside Puanga Kai Rau (our dining room) on the ground floor.

### Puanga Kai Rau

Puanga Kai Rau is our dining room. The space is open and available for residents throughout the day and into the early evening. Residents sometimes find this a good place to study and catch up with friends.



### Mahi Tamariki

Mahi Tamariki is our large open-plan space with basic kitchenette facilities, pool tables, table tennis table, foosball table with flexible seating arrangements. Residents will often use this space for recreation, socialising and to study.

### Whakaruru

Whakaruru is our dedicated music room. Utilising this room is recommended for practising your instrument rather than your bedroom which may disturb other residents. Whakaruru has sound proofing to support enjoyment of others in the surrounding social spaces. If you would like access to Whakaruru, see the staff team. For regular users of the space, a key can be issued.

### Te Punawai & Te Titōhea

These two spaces are set up for learning. Our academic programme will utilise these rooms for tutorials in the evenings. These rooms are available for residents to use at any time providing it is not in use for the in-house tutorial programme. Residents can undertake independent study or group work in these spaces.

Residents are encouraged to be respectful of others when working in these areas, use headphones if listening to lectures or music and avoid social conversation that may be a distraction to others.

There are likely times when we will re-purpose this space for other College events and activities.

### Rūma Horoi Kākahu (Laundry)

In Rūma Horoi Kākahu (laundry) on the ground floor of the building, there are shared facilities available at no extra cost to residents. Both washers and dryers are provided, however, on fine days residents are encouraged to make use of the washing line. Residents need to supply their own laundry detergent.

#### Laundry tips from our Domestic Team:

- BYO washing powder.
- Label all clothing, and set timers for your washing. Do not leave your clothing unattended longer than necessary as it may get mixed up with other people's clothing.
- Soak clothing in the laundry sinks only, not in the bathroom hand basins or kitchen sinks.

# College Services

## Catering

Our catering service is provided by Union Catering, the University's catering team, and managed by our Food Service Manager. Careful attention is given to nutrition and hygienic preparation of meals. There is a choice of meals offered at all mealtimes including any dietary requirements. Meals are served in the Puanga Kai Rau (our dining room) at the following times:

	Weekdays	Weekends
<b>Breakfast</b>	7am - 9:00am	7am - 9:30am
<b>Lunch</b>	11:30am - 1:15pm	11:30am - 1:15pm
<b>Dinner</b>	5pm - 6:30pm	5pm - 6:30pm

## Special Diets

Special dietary needs (vegan, vegetarian, halal, etc.) are available at the college. Please contact us to discuss your dietary needs before accepting your offer of a place at Te Rangihīroa. The kitchen team will make every reasonable attempt to manage a special diet however due to the large number of residents it may not always be possible to cater for all needs.

## Late Dinners and Packed Lunches

Students who are unable to make it back to the College for lunch may have a packed lunch. Residents can make their own lunches and items are available in the Servery area between 7.30am – 9.30am from Monday to Friday.

Late Dinners need to be ordered on Te Puna by 3pm each day. You can collect your late meal from the fridge in the Puanga Kai Rau (our dining room) heat it in one of the microwave ovens in the Servery.

Early breakfast at the weekend, food for field trips etc. are available by prior arrangement with a member of the senior staff team.

## Sick Meals

Sick meals are available upon request. If you, or a friend is sick, simply go and find a staff member on-duty or call the Duty Phone at 03 479 5540. They will add you to the sick list, so that you are able to order sick meals through Te Puna. Your health is our concern, but you will appreciate that we will have no way of caring for you if you do not let someone know you are sick.

## Toast Time

Toast and spreads are provided throughout the day and the evening.

## Conduct

Any resident caught throwing or using food inappropriately may be subject to disciplinary processes.

A clean and tidy standard of dress is required in the Puanga Kai Rau (our dining room). Footwear must be worn. No hats or hoods are to be worn in the Puanga Kai Rau (our dining room). Cultural headwear is allowed.

CROCKERY AND CUTLERY MUST REMAIN IN THE PUANGA KAI RAU. OTHERWISE, THERE WILL BE NOTHING TO EAT WITH!

## Room Cleaning and Bed Linen

The bathrooms and other common areas are cleaned daily. 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 and pillowcase are available on a weekly basis. Linen exchange days are listed on your cleaner's schedule.

## Cleaning Fee

Residents are required to leave their rooms in a tidy state at the end of the year. A cleaning charge will be placed on the resident's account if their room is left in an unacceptably untidy state.

Ways you can help our Domestic team:

- Introduce yourself.
- Any bulky, heavy, wet or unpleasant rubbish should not be left in your room. It should be taken directly to the skip behind the kitchen.
- Do not leave empty bottles or broken glass in your room. Please take glass, cans, cardboard, etc. to the recycle bins nearby.

## Lift

Two lifts in the central part of the building access all accommodation floors. The lift must not be used in the event of a fire alarm.

## 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.

## Safety and Security

The following security measures and guidelines are in place:

- Swipe card access to external and main entry doors
- Auto-lock doors after hours
- Contracted after-hours security guards on duty provided by Allied Security
- Regular external patrols by highly trained residential and security staff and emergency evacuation procedures are in place to protect you from foreseeable risks
- A CCTV security system operating across the college
- Electronic visitor sign-in through VPass for overnight guests located at the main entrance
- Senior staff on call every night for extra support

Campus Watch can assist students anytime on campus, on 03 479 5000

Students must:

- Lock their bedroom doors every time they leave their rooms and when sleeping.
- Always bring their key and swipe with them, and not lend them to anyone (which is a breach of security)
- Hand in their keys to the Office when leaving for an extended period during the holidays.
- Not allow any non-resident access through a gate/entry when entering or exiting.

## Keys and Access Cards

When you arrive at the College you will be issued with your room key and a temporary access card (swipe card). You will need to get your University Student ID ASAP as this will enable you to have 24/7 access into the College. If you lose your swipe card, University ID, or key, you must notify the office immediately and pay for a replacement.

Please be responsible with your room key and access card. We rely on all residents to co-operate in keeping our building and community safe.

You must report any lost keys immediately. The cost of replacing lost key is \$60.00 and \$20 for the swipe card and is charged to the individual resident.

## Bicycles and Bike sheds

Bicycles are not permitted inside the building. There is covered storage available in Putunga Hākinkina (sports storage) at the back of the Manawa nui. It is accessible through your swipe card access, so if you have a bike please let us know so we can add access to your swipe card (Student ID).

## Parking

A small number of car parks may be available for residents to lease at Te Rangihīroa, including accessible parks. To request a car park please email [terangihiroa.college@otago.ac.nz](mailto:terangihiroa.college@otago.ac.nz)

Residents are encouraged to leave their car at home if possible. The College is well located close to campus and near many facilities. Parking in the public area is first in first served and patrolled by the Dunedin City Council. A user pay car park is across from the College.

## Postal Mail

Mail is delivered to the College every morning from Monday to Saturday. Staff will sort and place mail in the mailboxes outside reception.

- Parcels will be stored at reception for collection, and you will receive a text when you have mail to collect.
- Outward mail can be handed into reception. It will be collected every morning Monday to Friday. All mail items must have the correct postage stamps attached, and parcels must have the correct postal and paid packaging.

## Lost Property

Lost property will be kept in reception, so please come and see us when you have lost something. Items that are left unclaimed at the end of the year will be donated to charity.

## Sports Equipment and Board games

The College has a variety of sports equipment and board games you may borrow, including:

- rugby balls, soccer balls, volleyballs and basketballs
- tennis racquets and badminton racquets
- various board games – Chess, Monopoly, Scrabble, Bananagrams etc.
- guitar – always available whakaruru (our music room)



# College Life

Te Rangihīroa College is a vibrant and exciting place to live and hang out. There will be a wide range of things that happen which will make your experience extremely worthwhile and memorable.

## Living in the College

Learning to live together will be a huge part of your experience! So here are some helpful tips:

- Learn people's names, it makes them feel special.
- Respect people's personal space, they will do the same for you.
- Clean up after yourself in common areas, a clean environment goes a long way.
- Be mindful when cooking and or preparing food, we all have different tastes.
- Think of others before making a lot of noise. While you may have a day off, someone else may have an assignment to complete.
- Remember to check in with each other, no one will be upset at you for simply asking "Kia ora, how are you going today?"

## Academic Support

We endeavour to provide an environment that is conducive to academic excellence and a successful academic year. If you require academic assistance, please do not hesitate to reach out to any of the staff, who will be able to assist you in arranging professional academic support for you through the Student Learning Centre and other support services in the university.

We promote self-motivated learning. You are encouraged to create and join study groups, general or subject focused. The Kaiāwhina (Sub-Wardens) will assist in this wherever possible. We expect residents to attend lectures, tutorials and laboratory sessions for which they are enrolled.

## College Tutorials

Supplementary tutorials are held on-site at Te Rangihīroa College in addition to the University's formal tutorials in many popular subjects. Our Tautiaki-Piki (Deputy Warden) works very closely with Tutors (senior students) to deliver as much academic support as possible. Subject need will determine our on-site tutorial programme (predominantly run in the evenings), but where we are unable to provide certain subjects, we work closely with our fellow College Community to share resources.

## Orientation and Re-orientation

Each respective week is a fun and exciting time for our residents. We want to be as supportive as we can be while

maintaining a reasonable level of safety and security. Below is a snapshot of what this means for the college:

- College meeting – The Tautiaki (Warden) will host a meeting at the beginning to introduce Te Rangihīroa College and what the year will bring.
- Daytime - Walking tours during the day to campus so that you know where to go for your first lectures.
- Afternoon / Evening – We host events on-site to build our community and offer opportunities for residents to get to know each other in different settings. These include sports day, volunteering, and a beach day.
- Visitors – Generally visitors can visit. However, we ask that they leave by 6pm, so you can get to know other college residents. Should a visitor act in a manner contrary to our rules and guidelines outlined below, they will be asked to leave without delay.
- Overnight Guests – This will not be possible during the first two weeks of the year and the week of re-O week.

## Noise and Quiet Hours

Due to the design of the College, sound carries very easily. Please be considerate of other residents' needs. Excessive noise is not acceptable at any time and the College should be completely quiet after 10:00pm. Our quiet hours are from 10pm to 9am. In practice, this means that during those hours the College should be quiet.

Please note that during the study and exam period at the end of each semester we implement a 24-hour noise ban. This means that all reasonable effort is made to reduce noise levels throughout the day.

## Communication

**Email and Phone** – Please make sure that your email address and phone number (New Zealand contactable) current and up to date on e-Vision. Important communication will be sent to you via your student email address. You should check your student email address at least twice a week for messages or forward your student email to your preferred email address. The staff may also text or call you from time to time to pass on important messages or to catch up with you.

**Notices** – Notices are posted on College noticeboards (including digital signage) and social media. Check these daily for upcoming college events and other matters which may affect you and your community.



## 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 (e.g., 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.

## 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 well-being 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.

## Student Voice

A critical part of living in the College is to *"make your experience your own"*. To achieve this, getting involved in our College in "what we do and how we do it" is important. We strongly encourage you to get involved in the life of the college, whatever that means for you.

At Te Rangihīroa College we value student feedback and engagement. We encourage our residents to give us timely and constructive feedback especially around facilities, catering, cleaning, and student experience, among others.

## Inter-College Sport and Cultural Competition

We participate in a vibrant inter-college programme of sporting, cultural and gaming events throughout the year in which all the Colleges vie to take out the title of overall intercollege Sporting, Cultural or Gaming Champion. There is a huge range of events and activities in the competition for everyone to get involved in. It's not just winning that counts in the competition, there is a large emphasis on participation. Colleges also earn points just for taking part and it's not possible to be crowned Sport, Cultural or Gaming Champion(s) without taking part in all events.

## College Events and Engagement

Throughout the year we will host on-site and off-site events and engagement opportunities that we encourage you to join in and be part of. Some events include:

- College Ball
- Wine & Cheese
- Formal Dinners
- Theme Dinners
- Garden Party
- Awareness weeks
- Theme nights – Retro, Back to School
- Enviro group
- Volunteering
- Charity Drives & so much more

## Green Star

Our College is designed and built to achieve a 5 Star Green Star rating by [New Zealand Green Building Council](#).

There are a number of elements of the building that residents will interface with every day that have contributed to the 5-star rating submission.

- The location of our College is near campus and other facilities, we encourage residents to walk or bike rather than use a car.
- Our building is heated using biomass which is a low-carbon heating fuel and reduces electricity demand.
- Multiple recycling streams are provided, encouraging you to utilise this diverting waste from landfill.
- We have energy-efficient LED lights throughout and shared areas have smart lighting controls.
- The mattresses provided are certified to the OEKO-TEX standard for human health.
- The common areas of the building are cooled using a highly efficient chilled water system.
- The bathroom extract air pre-heats the incoming fresh air using heat recovery to reduce heating energy.
- The insulation in the roof, walls and floor is at least double the amount required by the building code meaning less energy is required to heat and cool the building.
- High-performance low-e double-glazed windows, which have relatively high insulation levels and a low shading coefficient to solar heat gain.
- Taps, shower heads, toilets, dishwashers, and washing machines all have low water flow rates which are certified "best practice" under the WELS star rating scheme.
- Sustainable Products - 15% of the project (by cost) is made up of sustainable products which have been independently certified by a program like Environmental Choice NZ.
- Climate adaptation plan – Climate specialists reviewed the impacts of climate change on the building in the future, and this was used to improve the design of the building to be more resilient.
- No external lights point upwards as to not contribute to light pollution.

## Illness or Injury

Always contact a member of staff in the case of illness or injury no matter what time of the day or night. This may save a life. The Tautiaki (Warden) or a member of staff

should be informed when students are unwell or have been injured so that proper care may be given.

A First Aid Kit is kept in the Office and ice is available from reception.

It is important to seek assistance for medical conditions before they become too serious, as illness can spread very quickly in a group living situation. If you are involved in any form of accident or injury on site, please let a member of staff know promptly. Staff have undergone first aid training and can help with injuries on-site.

If you call an ambulance for any reason, inform staff immediately so that we can ensure paramedics have access to the building and can be directed to the right area.

Parents will be notified in the event of a Resident being taken to hospital.

## Smoking and Vaping

The University of Otago is a smoke-free and vape-free campus. This includes all Te Rangihīroa 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.

## Pets

Cats, dogs, birds, rabbits, rodents, turtles, stray ducklings, lizards and any other animals may not be kept by Residents as pets, nor may they be housed, encouraged or taken into buildings. Well-behaved goldfish (of the cold-water variety) may be kept in a small fishbowl. For Health and Safety reasons electrical equipment and attachments (including but not limited to filters, heaters, pumps) to the fishbowl are not permitted. Aquaria is not permitted.

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

## Alcohol-Free Floors

Each year Te Rangihīroa will have a floor, or section of a floor that is designated as alcohol free. Where this occurs, no alcohol is to be consumed in these spaces. Students are welcome to enjoy a drink elsewhere in the College, but not in the areas designated as alcohol-free. If you would like to live in an alcohol-free (quiet area), then please indicate this when you accept your Accommodation Contract.





# Hauora & Well-being

We care about your physical, mental, emotional, social and spiritual well-being. Your welfare and care are a priority for all college staff.

## Education and Training Act Code of Practice

Te Rangihīroa 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/>

## Welfare

Te Rangihīroa College staff can support you in all manner of things that may come your way during your stay with us. We consider our staff team to be safe, well trained, and experienced in all manner of life circumstances. If you need help, are not sure where to get help, or just want to talk about something that has happened to you, or you would like to talk about something that you are worried about, feel free to talk with one of us. Of course, we also always welcome a good old korero, so don't be afraid to drop in to see us for a catch up about nothing in particular.

## 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 kaimahi (staff) 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 well-being. 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 is 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.

## 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.

## Concern for Others

There are times when 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: 03 479 5540
- Speaking to the staff member at reception
- Speaking to any staff member
- Emailing: [terangihiroa.college@otago.ac.nz](mailto:terangihiroa.college@otago.ac.nz)

## 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 info 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>

<http://www.areyouok.org.nz/resources/free-resources/you-me-us-booklet/>

[Male Survivors \(toah-nnest.org.nz\)](http://www.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](tel:034258018)
- Youthline - 03 477 2461





## Personal Safety

New Zealand has an international reputation as a safe and friendly country, but you should still take all the security precautions you would take anywhere in the world. Here is some useful and important advice you should follow:

### Make sure you keep your keys on you

You will have received a room key and will get your student ID which is your access card which gets you into the College after hours. You are strictly prohibited from lending your keys to anyone else. If you lose your keys and do not report this, it puts the security of the College at risk. If you lose your keys, replacements will need to be ordered and paid for. Staff will help any residents who lock themselves out of their room.

### Essential safety advice

For your own peace of mind, make it a habit to lock your door whenever you're out of your room. If you are walking home at night, go in a group and keep to well-lit streets or take a taxi instead. If you are unsure about your safety, dial 111. If you are within the University precinct area and need assistance you can contact Campus Watch on 0800 479 5000. Campus Watch is a diverse group of people readily available to offer assistance and advice to students when or wherever it is required.

## Loneliness and Homesickness

Loneliness and homesickness can affect any student during their academic year. By choosing to live in a College, you have already chosen one of the more effective strategies to deal with loneliness and to succeed at your studies. However, it can be easy to feel isolated even in a community. Here are some strategies that may help you overcome loneliness:

- Sit in a common room, not in your bedroom. Watch a little TV and take the opportunity to meet others.
- Invite others to eat with you. One of the biggest concerns for new residents is who are they going to eat with. If you go to the Puanga Kai Rau (our dining room), mix with people already there. It is expected that you will eat all your meals in the Puanga Kai Rau (our dining room).
- Get involved with organised activities, attend the meetings and look out for flyers or posters that announce events, via social media and on bulletin boards.

Talk to one of the Kaiāwhina Whare (Sub-Wardens) or any of the Pastoral Care Team if you continue to feel lonely.

They may not be able to fix the problem for you but they will be happy to listen and give you suggestions of where to go to find the assistance to help you. There are also professional counsellors at the University of Otago campuses who can help.

## Addiction

In your first year, you will be exposed to many new things that you may not have otherwise had, seen or experienced at home. In other cases, it may have pre-existed, however, with a newfound freedom, it may spiral out of control.

Addiction is when you no longer have control over doing, taking or using something to the point that it is causing harm to you or those around you. Anything you use a lot of and all the time (compulsively and obsessively) to ease tension or enhance your mood can become addictive.

Common addictions include:

- alcohol
- cigarettes (tobacco)
- P (meth), cannabis and other illegal drugs
- prescription medicines
- gambling
- gaming and social media
- work and study
- sex and porn.

Addiction is considered a mental illness and can be treated similarly to other mental illnesses with therapy, medication, and lifestyle changes.

It is important to keep in mind that addiction is a treatable condition. Recovery is possible. There are service providers that may be able to help you through such situations:

- University Student Health: 0800 479 821  
<https://www.otago.ac.nz/studenthealth/index.html>
- Alcohol and Drugs helpline: 0800 787 797  
<https://alcoholdrughelp.org.nz/>
- Gambling helpline: 0800 654 655  
<https://gamblinghelpline.co.nz/>
- Quitline (Smoking): 0800 778 778  
<https://quit.org.nz/>



## Support Services

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





# Emergency Procedures

## 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 close at hand 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

## Evacuation

Evacuation notices are posted throughout the egress paths, adjacent to each manual call point. These include the whānau room, lift lobby area, as well as the kitchen and Puanga Kai Rau (our dining room). 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:

1. Shut window, turn off electrical equipment if it is safe to do so. Do not put yourself at risk to achieve this.
2. Put on shoes and leave your door unlocked but closed
3. Leave the building using either the stairway or the fire exit.
4. Do not use the lift.
5. Assemble with other members of your floor at the designated meeting area.
6. Staff and/or Emergency Services will check your rooms after you have vacated them.
7. 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.

At Te Rangihīroa you have an individual smoke alarm for your bedroom (called a local alarm). If the local alarm sounds in your room, the light will flash on the Fire Alarm silence button. Only the sounder in your room will be operating with a rising 'hooting' sound, the building sounders will not be operating outside your room. In this event, please check there is no fire and if none then press the Fire Alarm Silence button in your room to hush the sound. The system will continue to check that your room is clear but will sound again if the disturbance has not cleared. When the individual smoke alarm is activated in only your room the staff panel will also be notified, a staff member will come and check your room is clear of fire/smoke. Your individual smoke detector may be activated by spray deodorants, hair straighteners, vapes etc.

## Fire

If you discover a Fire:

1. Operate the nearest fire alarm call point
2. Ensure the Fire Service is called on 111, tell them:
  - a. Your name and the College Address (15 Forth Street)
  - b. The nature of the emergency
3. Leave the building via your designated escape route.
4. Report to your designated assembly area.
5. Do not return to the building

## Evacuating from Manawa Nui and Manawa Toka (East wings)

Use the closest of the four stairwells accessible from every floor and exit through any of the fire exits on the ground floor. The assembly point for this side of the building is the Forth Street footpath.

## Evacuating from Manawa Tina and Manawa Roa (West wings)

Use the closest of the four stairwells accessible from every floor and exit through any of the fire exits on the ground floor. The assembly point for this side of the building is the Albany Street carpark area.

## 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 Te Rangihīroa 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. You should follow the medical advice you receive and isolate in your room until your negative test result is returned to you. When 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 03 479 5540.

Te Rangihīroa 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/>

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.

# College Rules and Guidelines

Every community requires some rules to protect the rights of individuals and to ensure a stable environment. These are put in place to create a community that highlights diversity, inclusion, safety, and rights of all residents who reside in our building. The College will endeavour to keep formal rules to a minimum with the expectation that residents will behave in a responsible and considerate manner.

## Behavioural Rules

- You are expected to respect the rights of others in the College and act in a supportive and responsible manner.
- You must not act in an insulting or threatening manner towards residents or staff.
- You may not enter another resident's room without their express permission.
- You must follow all reasonable instruction and direction given by staff in the performance of their roles.
- If you are party to any offence under these rules committed by another resident or guest, you shall be liable to be charged with the same offence and be subject to the same disciplinary proceedings. Note: In the clause 'party' includes any resident who in any way aids, assists, counsels, procures or encourages another to commit an offence under the rules.
- As well as being responsible for your own behaviour, you are accountable for the behaviour of any or all your friends, partner and guests. This includes any actions which may threaten the safety and wellbeing of residents, their guests, staff members, and/or the College.
- Any criminal act will be reported to the Police.

## Community Guidelines

- Observe the quiet hours. (see alcohol guidelines) - It is the right of everyone to have quiet for sleep and study.
- Respect the College and its property. - *It is your home for the year.*
- Smoking & Vaping is not permitted in any of the College buildings or anywhere in the grounds.
- All fire doors must not be interfered with in any way without express permission from Senior management.
- Protective Fire Equipment is only to be used for legitimate purposes.
- Candles, oil burners, air purifiers and incense sticks are not permitted. - They are a fire hazard AND SET OFF THE SENSITIVE SMOKE ALARMS.

- The use of scooters, skateboards and rollerblades is prohibited within the building.
- Fireworks are not permitted within the College or grounds.
- No business or commercial activity may be operated within the College without the express permission of the Tautiaki (Warden).
- No pets are allowed at the College.
- The roof is not permitted to be accessed by residents.

The college takes these requirements for communal living seriously and will fully investigate any alleged breaches in a fair and prompt manner and, where necessary, take appropriate action.

## 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 Te Tiriti o 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/policies/otago003161.html>
- <https://www.otago.ac.nz/about/otago005275.html>
- <https://www.otago.ac.nz/administration/policies/otago711781.html>

## Drugs Guidelines

### 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 because 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. The only 'legal substance' that we allow to be used at Te Rangihīroa 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 Te Rangihīroa 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 Guidelines

At Te Rangihīroa College we respect the rights of individuals to consume alcohol in a legal and responsible manner. We strongly encourage personal responsibility in decisions around alcohol use or abstinence, and that this decision is based on personal values and social responsibility, conforms to New Zealand laws, and supports the health and welfare of yourself and others.

To encourage responsible use of alcohol, the following rules are in place:

- Only those who are 18 years old and over can drink alcohol. Anyone under the age of 18 years is not permitted to carry, store or consume alcohol within the Te Rangihīroa 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.

- The Puanga Kai Rau (our dining room) is alcohol free.
- No alcohol is to be brought into the College by any visitor.
- Alcohol consumption at the College premises stops at 10:00 pm “quiet time.” This is to allow those who want to sleep/study or relax an opportunity to do so. All group gatherings disperse or leave the college by 10pm.
- The Pastoral Care Team reserve the right to require immediate departure of any guests not abiding by the Conditions of Residence.
- Gross intoxication is regarded as a fundamental breach of the conditions of residence.
- Deliveries of alcohol to residents are not permitted.
- The maximum you are allowed at one time to purchase and have in your room is a box of 12 small bottles/cans of beer or RTD's OR 2 bottles of wine per resident at any one time.
- Spirits, liqueurs, fortified wines, kegs, yard glasses, drinking bongs, other drinking implements, drinking games and home brewing are not permitted.
- Large bottles of beer are not permitted. Wine is to be in bottles only.
- Open vessels of alcohol are not permitted when walking around the College.
- Any anti-social behaviour associated with the use of alcohol is not acceptable.
  - Anti-social behaviour includes behaviour that would otherwise cause or lead to physical or psychological harm to residents and the College property. Examples include (but not limited to) drinking games, excessive drinking, ‘court’ sessions.

For more information about safe drinking, please visit:

- <https://www.alcohol.org.nz/help-advice/is-yourdrinking-ok>
- <https://www.drinkaware.co.uk/advice/staying-safewhile-drinking>
- <https://www.hellosundaymorning.org>

## Weapons Guideline

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.

## Visitor Guidelines

Visitors are welcome but must be the guest of a current resident or staff member or be on official business with the University. The following rules are necessary for the welfare of all staff and students:

- Your visitors and their behaviour are your responsibility. Please inform them of the College rules, especially regarding alcohol. All visitors must act in accordance with standards, rules and guidelines set out in this document.
- The rights for residents to study take precedence over the social wants of guests.
- The Tautiaki (Warden) and Pastoral Care Team have the authority to ask guests to leave the premises.
- Any guest that wishes to dine at the college must pay for their meal at the reception.
- Visiting hours finish at 10pm at which time all day visitors must vacate the College.

## Overnight Guests

Your guest may stay for FREE if they are staying for two nights or less – any longer, you must talk to the Pastoral Care Team for permission and there may be an associated cost. Optional bedding packs (foam mattress and bedding) can be hired for \$15 per night if required.

- For health and safety reasons, only one guest visitor is allowed per night, per resident.
- In the event of an emergency, it is essential that we know how many people are in the College.
- The opportunity to have a guest is a privilege and not a right, and the Tautiaki (Warden) or Tautiaki-Piki (Deputy Warden) may, in the interest of the College, decline applications.

- No visitors are permitted to stay overnight within the first two weeks of the College opening.
- No visitors are permitted to stay overnight during the first week of Semester 2.
- No visitors are permitted to stay overnight at times of significant events without express authorisation from the Tautiaki (Warden) or Tautiaki-Piki (Deputy Warden). This includes St Patrick's Day and the Hyde St Party.
- Limits on number of overnight guests allowed in the college may be put in place by the Tautiaki (Warden) or delegated authority during certain periods/opportunities.

Guests must be pre-approved by a member of the Pastoral Care Team during the quiet period in the lead up to exams in each semester.

## Noise and Alcohol Ban Periods

At certain times of the year, there will be a noise and alcohol ban in place, normally around exam periods. This means the following: Noise

- All effort must be made to reduce noise to a minimum. It is strongly encouraged that headphones or ear pods are used to listen to music.
- Extra restraint must be taken when talking or communicating with others in corridors or in bedrooms. This is particularly important after hours.
- Any activity that may create unreasonable noise must be moved to the ground floor. Such activity may include group study.

### Alcohol

- Alcohol is not to be consumed in bedrooms or common spaces.
- Only under express permission from the Tautiaki (Warden) or Tautiaki-Piki (Deputy Warden) can drinking take place in common areas such as the whānau rooms or Mahi Tamariki.
- Alcohol may be kept on-site in bedrooms. However, these items may be confiscated should any breaches occur during this period.

### Guests

- No overnight guests will be permitted to stay during these periods.
- Visitors will also need to abide by the noise and alcohol ban rules. They may be asked to leave should they breach the alcohol and noise ban.

## Diversity

The Te Rangihīroa College community consists of a wide range of people from diverse backgrounds 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.

## Bullying, Harassment and Discrimination

The Te Rangihīroa 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.

## 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 Te Rangihīroa 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.

Each bedroom is also equipped with a concealed sprinkler. This will drop down when activated by heat.

On each bedroom door is a door closer that will release to close your door in the event of a global fire alarm, or a local alarm in your room. To ensure the door closure can work as intended in the event of a fire alarm please do not tamper with it, or place anything in front of it preventing its self-close.

## 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

set up in time 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

In the event that 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 contract. Please note that should several residents leave the College prior to the end of their contract, 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, as a result 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 Tautiaki (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 Tautiaki (Warden) to discuss the situation. The Tautiaki (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 Tautiaki (Warden) as soon as possible to discuss the situation. Any and all decisions related to contract release are decided by the Campus and Collegiate Life Services divisional office.

Reasons for possible 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 17<sup>th</sup> February 2024 through to 24 hours after your final second semester examination, or as agreed by the Tautiaki (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 Tautiaki (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/ota-go003199.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.

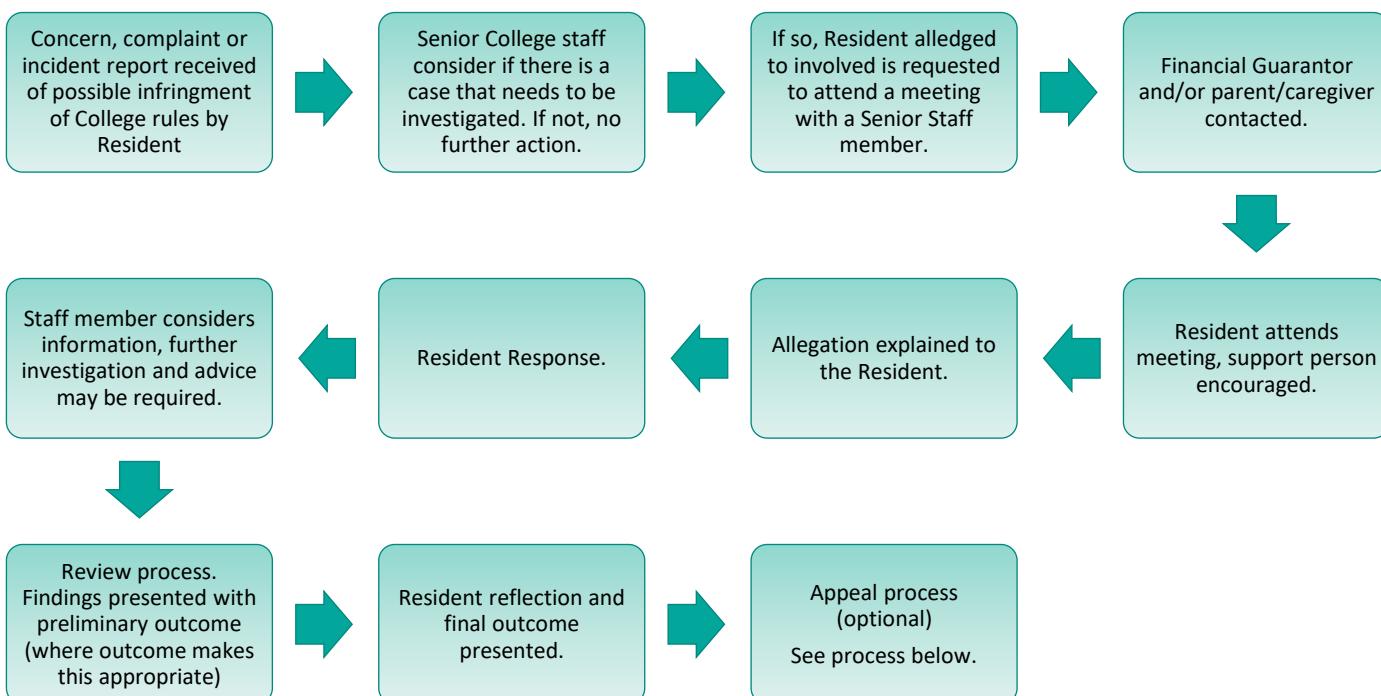
Please raise payment issues with administration staff or the Tautiaki (Warden) as early as possible, this enables time to investigate the support options available to you before your study is impacted.

Disciplinary Authority, Fines, Levies Appeals and Complaints

## 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 18.

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 Tautiaki (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 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 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 Resident/s concerned and irrespective of the nature of the suspended Resident's role in an incident, it may be inappropriate for the Resident to return to the College in which case their Accommodation Agreement will be terminated.

## Appeals

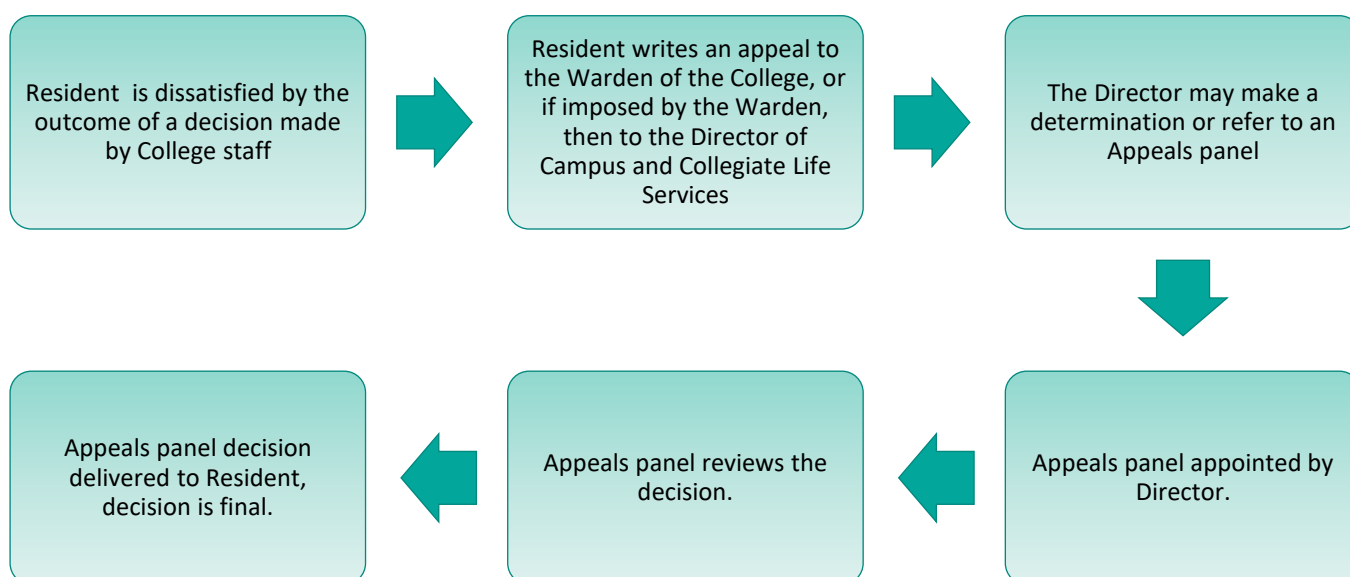
Where any decision is imposed by a person other than the Tautiaki (Warden), the Resident shall be entitled to have that decision reviewed by the Tautiaki (Warden). Where (a) a disciplinary sanction has been imposed by the Tautiaki (Warden) of the College, or (b) the Resident is not satisfied with the 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 Tautiaki-Piki (Deputy Warden) or Tautiaki (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 Tautiaki (College Warden). Where your complaint is about or involves your Tautiaki (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 Tautiaki (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 Tautiaki (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 Tautiaki (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 Tautiaki (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.



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.

