

# TORO A COLLEGE



## Resident Handbook 2024

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# Welcome to TOROA COLLEGE

Greetings, Nau mai haere mai, and welcome to the Toroa College community. It is our pleasure to have you join our 2024 Toroa whānau.

We are thrilled to have you join us and we know this will be a year of great personal development and academic growth for you. You have been selected as we wholeheartedly believe that you possess the unique attributes to thrive in our friendly and dynamic community.

Our college prides itself on embracing the core values of Māori culture: manaakitanga (hospitality), whanaungatanga (relationships), and kotahitanga (unity). These values form the foundation of our community, ensuring that everyone feels a sense of belonging and support.

At Toroa, we believe in providing you with a holistic college experience. Whether you are engaging in extracurricular activities, finding space to be yourself, or immersing yourself in the wider community or your studies, at Toroa you'll find a dynamic and enriching environment that nurtures your growth and success.

Here, you'll discover that everyone contributes to the rich tapestry that makes our community truly exceptional, where excellence is an everyday endeavour, and opportunities for personal and academic growth abound.

We know that living with so many others can sometimes be a little hectic, so we've developed some guidelines and policies to help us all. The information contained in this handbook will help you settle in and give you some insight into life at Toroa. When you (and your guarantor) sign and return your contract, you (and your guarantor) are agreeing that you have read, understood, and accept the conditions in the Contract, General Conditions and Conditions of Residence and this Handbook. Also included is contact information for support services for your reference, so that you have easy access to extra support, or confidential community assistance, if needed.

We are looking forward to helping you make the most of your year. Your time at Toroa will definitely be filled with many opportunities to have an extremely fulfilling and enjoyable college experience.

Get ready to thrive, embrace your individuality, and be part of a community that will become your cornerstone; a place where you will find inspiration and support; welcome to your new home, Welcome to Toroa.

Hei konā mai

**Stewart Noguier-Blue**  
**Tautiaki**

## OVERVIEW

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

The Tautiaki (College Warden) is responsible to the University, and reports to the Director of Campus and Collegiate Life Services for the administration of the College and the welfare of the Residents.

At *Toroa* we endeavour to provide a:

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

We anticipate that residents will take responsibility for their conduct and show care, concern and respect for the rights of others to ensure an inclusive and supportive living space.

### Education and Training Act Code of Practice

Toroa 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/>

## College Staff

Our staff team is known around campus as being friendly and dedicated.

Our connections with university services, enable us to assist in supporting your physical, psychological and spiritual wellbeing and health.

The College is staffed by Stewart Noguera-Blue (Tautiaki/College Warden), Tala Fagasoia (Tautiaki Kaiāwhina/ College Assistant Warden) and together they make up the Toroa Senior Management Team. Supporting them in their roles and around the college are a team of Kaiāwhina Whare (Sub-Wardens) an Administrator and a Facilities co-ordinator.

Also living on site is Christina Watson-Mills and her family. Christina will be providing support to our sister college, Carrington, in the role of College Tautiaki/College Warden. She will continue in this position until November 2024, after which she will return to Toroa to resume her role as Tautiaki at Toroa.

### Tautiaki (College Warden),

Stewart will serve as Toroa's Tautiaki until November 2024. Stewart, originally from Bolivia, lives on-site and possesses a deep passion for Toroa. With extensive experience in college communities, his role encompasses the management of all daily college operations, with a primary focus on nurturing a vibrant and supportive community culture. Stewart is particularly interested in the well-being of our residents, and he plays a strong role in supporting the accomplishments and happiness in everyone who lives here. Stewart is available to support you in any aspect of your life at Toroa and Otago, so don't hesitate to let him know if you need anything.

### Tautiaki Kaiāwhina (College Assistant Warden)

Tala, hails from the sunny, friendly islands of Samoa. He lives offsite, with his wife Kala and their two young children (who you may see around the college from time to time.) Tala is bilingual, proficient in both the Samoan and English languages. He serves as the true embodiment of Samoan values and is deeply immersed in all aspects of Toroa. Tala's responsibilities are extensive, and he plays a pivotal role in organising our annual social and events program, as well as supporting our academic initiatives. He is always ready and willing to assist with any personal or academic challenges that may arise throughout the year, and he is also keen to celebrate your successes and personal milestones, no matter how big or small. Don't hesitate to reach out to him for a friendly conversation or to seek his support in anything that comes up for you during the year.

Our [Administrator](#), Calum, hailing from the picturesque land of Scotland, takes care of the behind-the-scenes magic that keeps our office and administrative systems running smoothly. You'll find him upstairs in Manawa during regular weekday office hours. Feel free to have a chat with Calum about any questions you have, and he'll be more than happy to point you in the right direction to find support for any issues you're facing.

Nora, our [Facilities Co-ordinator](#) is our go-to person for all things maintenance related. If you have anything you need or want fixed just let Nora know. You can do this through your Te Puna portal, or if it is an emergency let duty staff know so we can arrange the appropriate corrective work.

The [Kaiāwhina Whare \(Sub Warden team\)](#) are key members of our Toroa staff team. They bring firsthand experience in navigating the challenges of living away from home and adapting to the demands of tertiary education. Their primary role is to work together with Stewart and Tala in providing support and overseeing the Toroa community, ensuring that everyone enjoys a fantastic year.

Our Kaiāwhina work on a rotating schedule. They are available to offer support during evenings and weekends. You can locate the Duty Kaiāwhina in the office from 5:00 pm on weekdays and from 7:00 am on weekends.

To reach a staff member, you can call us on the main office number 479 5500 24/7.

## ***Toroa Ethos***

We strongly believe that everyone in our community should experience: a deep sense of belonging, access to the necessary support to excel academically, and ample opportunities for personal growth throughout their journey with us. Our foundation is built upon the guiding principles of manaakitanga and whanaungatanga encompassing kindness, respect, responsibility, and consideration for oneself and others.

We anticipate that everyone in our community will embrace and uphold these values, fostering a culture of inclusivity, support, and personal development for all who live here.



## ***Toroa College History***

'Toroa' is the Te Reo Māori name for the Royal Albatross, the magnificent long-distance sea bird that nests at the tip of the Otago Peninsula. The albatross journeys far across the oceans of the world returning to Otago each year. 'Dare To Soar' is Toroa's motto and if you look at our albatross, you will notice that he has a full belly and a twinkle in his eye, indicating a sense of fun and appreciation for all that Toroa represents.



closely

Our university owned residential college opened its doors in February 1996. Originally built to meet the growing demand of international students, transitioned from being an international 'house' that housed mature undergraduates and postgraduates into a predominantly first year college that is a living and learning community.

Toroa

Toroa is now a predominantly first year College with some returners living in the community. Toroa has established an enviable reputation for being a welcoming and friendly college.

## ***What to Expect When You Arrive at Toroa***

When you arrive, our staff team will be waiting to greet you. They will assist you in getting settled into your room and introduce you to fellow residents. If you wish, they can also arrange an appointment with either Stewart (Tautiaki) or Tala (Kaiāwhina Tautiaki) within a few days of your arrival. Many who take advantage of these meetings find them to be an excellent way to kickstart their journey at Otago.

We recognize that arriving in a new place can bring a mix of emotions, so we've planned a variety of activities throughout the days and evenings to help you connect with others and ease into your new College and University life. Our aim is to support you in navigating this transition and ensure you feel comfortable and settled.

## **life AT TOROA**

### ***Positive Wellbeing and Selfcare***

Success is something we each determine for ourselves. For you, it could be achieving your goals; getting good grades; giving back; learning something new etc. Your mental health and wellbeing play an important role in your daily life and also in your path to success. Good mental health, as described by the World Health Organisation, is a state of wellbeing where we can realise our potential, work productively and cope with the normal stresses of life.

At Toroa our framework of support is built around Sir Mason Durie's Te Whare Tapa Whā model of health and wellbeing. This model encapsulates a Māori view of health and wellness where health and wellbeing are envisaged as a whareniui (meeting house) with four walls.

These four corner stones (walls) represent:

- taha wairua - spiritual wellbeing
- taha hinengaro - mental and emotional wellbeing
- taha tinana - physical wellbeing
- taha whanau - family and social wellbeing.

We understand that when all of these are in balance, we thrive.



We offer the following:

- college staff available for onsite support 24 hours a day
- 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
- mental health service support through the University and wider community
- healthy and nutritious meals (please note that at Toroa we can cater for a wide range of dietary needs however as our kitchen operates as a full production kitchen (without isolation areas) and whilst every precaution is taken regarding dietary needs there are always going to be traces of allergens e.g., nuts, gluten, dairy and meat products within the production areas)
- staff who are trained in first aiders and fire wardens
- connection with the University's Disability Information and Support services offering support for residents with a disability, impairment, injury or medical condition that affects their ability to study (learning support, advice, advocacy and information)
- opportunity to take part in regular activities both within the college and in the InterCollege cultural, sporting and games competition
- opportunities to volunteer and give back to the community
- onsite security guards (on certain nights) of the week
- connections with the comprehensive range of support services offered on campus and in the wider community

We encourage all our residents to actively engage in the social aspects of College Life:

- getting to know others
- forming friendships and bonds
- participating in the many regular social activities the College provides
- enrolling in clubs or societies

We are proud of the diversity in our community (ethnic, social, sexual orientation, faith or religious affiliation, spirituality, personality, financial, cognitive styles etc)

The University offers a wide range of support services available to students, that include:

- Māori Centre
- Pacific Island Centre
- Chaplaincy Services,
- OUSA LGBTQIA+ support and guidance.

Providing a secure, inclusive, environment where students have ready access to information and guidance is important to us. As is transparency on residents' rights and responsibilities.

Self-care (looking after yourself) is also an important part of wellbeing.

As well as promoting:

- healthy eating, healthy social choices, good sleep patterns, exercise, time out, connections and creative expression

we encourage sharing and problem-solving to help maintain personal health and well-being.

## ***Academic Support***

Living in a community with like-minded others is exciting, and at Toroa we offer you opportunities to continue developing your academic potential.

The Toroa academic support programme, which starts during your first weeks at Toroa, is designed to help you enhance your learning skills. In our programme you will find an interactive learning environment where you can share ideas with others and reflect on your own learning.

We can also help you gain access to the services available within the University community, so if you need (or would like) extra academic assistance please come and talk with us.

We work closely with Student Learning Development and we recommend you take advantage of the learning support sessions offered through their service (<http://hedc.otago.ac.nz/hedc/sld.html>).

The SLD team offer (free of charge) services that include:

a workshop programme on learning strategies and generic skills

- individual assistance with study matters
- on-line study skills advice
- a student leadership programme
- peer-writing and advising
- conversational English groups for students from a non-English speaking background

### Blackboard

It is important that you login to blackboard and check your university email regularly (daily) so you can find your course materials, information, updates and answers to faqs for your course.

<https://blackboard.otago.ac.nz/>

<https://www.otago.ac.nz/smlanding/>

The University of Otago first year student webpage also hosts some very useful information, and we recommend that you also make yourself familiar with this page

<https://www.otago.ac.nz/first-year-students/index.html>

### Learning Support

Our learning support programme includes subject specific support sessions in a number of first year subjects based on demand and tutor availability.

Please feel free to talk with Stewart if you are having any study related issues. We are happy to help you identify and find the support and resources that you may need to achieve your academic goals. We encourage you to support each other with your academic endeavours.

### Study Areas

Your room is well equipped for study. In addition, we also have other areas where you can hit the books or get that assignment completed. You may wish to study in our tutorial room, downstairs or upstairs in Manawa or in the Gazebo (our dining room on campus.)

**Please note:** A condition of residence at Toroa requires residents to authorise the University of Otago to release their enrolment details and academic results to the Tautiaki for the time they are living at Toroa. Receiving this information enables Toroa to adequately assist you in your academic progress.

## Complaints Procedure

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

## ***Procedures for concerns***

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

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

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

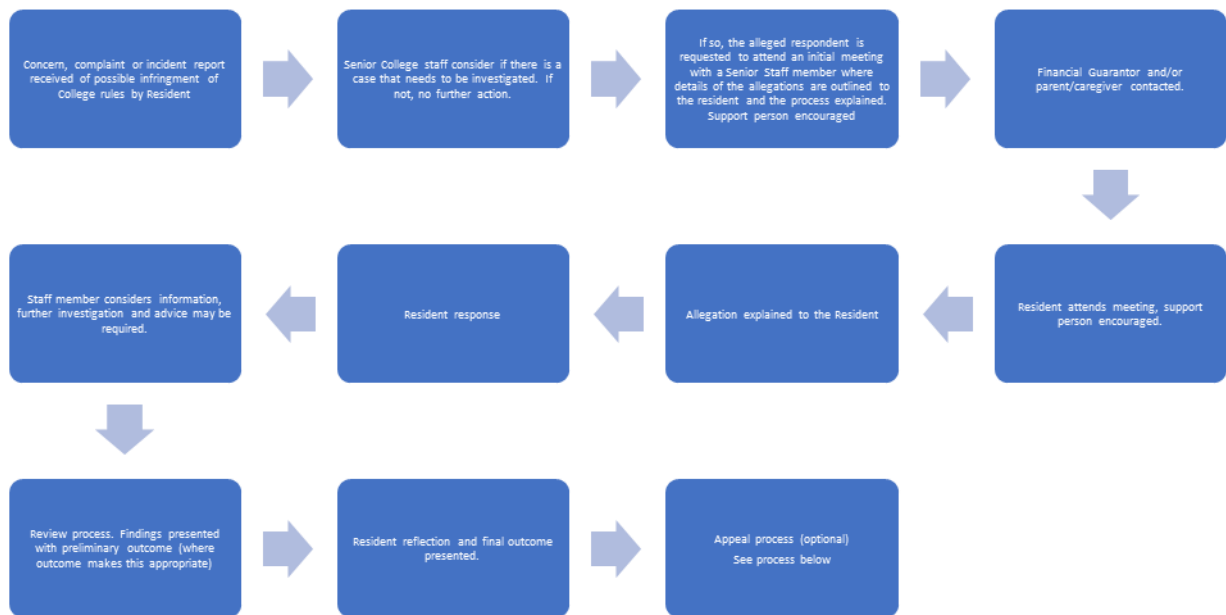
### **Conduct**

As Toroa College will be home to all of us for the year, we expect that you will show consideration for the rights of others and that others will show the same respect to you.

## **MISCONDUCT**

### ***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.

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

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

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

\*If the incident alleges Sexual Misconduct, the College will follow the procedures and guidelines contained in the University of Otago's Sexual Misconduct Policy:  
<https://www.otago.ac.nz/administration/policies/otago711781.html>.

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

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

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

### General Conduct concerns

Generally Kaiāwhina will be the first staff members you come into contact with regarding any conduct concerns. For minor matters, contact with a Kaiāwhina will often take the form of helping you to correct your behaviour, (e.g. a reminder about your obligations.)

Although Kaiāwhina do not have the discretion to follow any of the more serious actions detailed above, it is expected that people will modify behaviour if asked to do so. Failure to comply with these instructions may result in the resident a referral to a senior staff member and any of the consequences or interventions as outlined above may occur.

For more serious matters, senior staff have the discretion to pass down any one, or a combination of, the actions listed above as they see fit.

In all instances due process is used when dealing with matters of misconduct. An appeals process is available.

As good citizens we expect that our residents become familiar with, and make responsible choices, so as not breach the

- University of Otago Code of Student Conduct  
<http://www.otago.ac.nz/proctor/codeofconduct/>  
<http://www.otago.ac.nz/administration/policies/otago029948.html>

or the

- University of Otago Ethical Behaviour Policy  
<http://www.otago.ac.nz/administration/policies/otago003161.html>

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.

## ***Appeals and Grievance Procedure***

Where any decision is imposed by a person other than the Warden of the College, the Resident shall be entitled to have that decision reviewed by the Warden of College. Where

- (a) a disciplinary sanction has been imposed by the Warden of the College, or
- (b) the Resident is not satisfied with the outcome of a review performed by that person, or
- (c) action is taken by the College under clause 3.1(e) of the Accommodation contract

The Resident may, within seven calendar days of being notified of the relevant decision, submit an appeal against the relevant decision to the University's Director of Campus and Collegiate Life Services ("the Director").

The grounds on which an appeal may be brought under this clause are

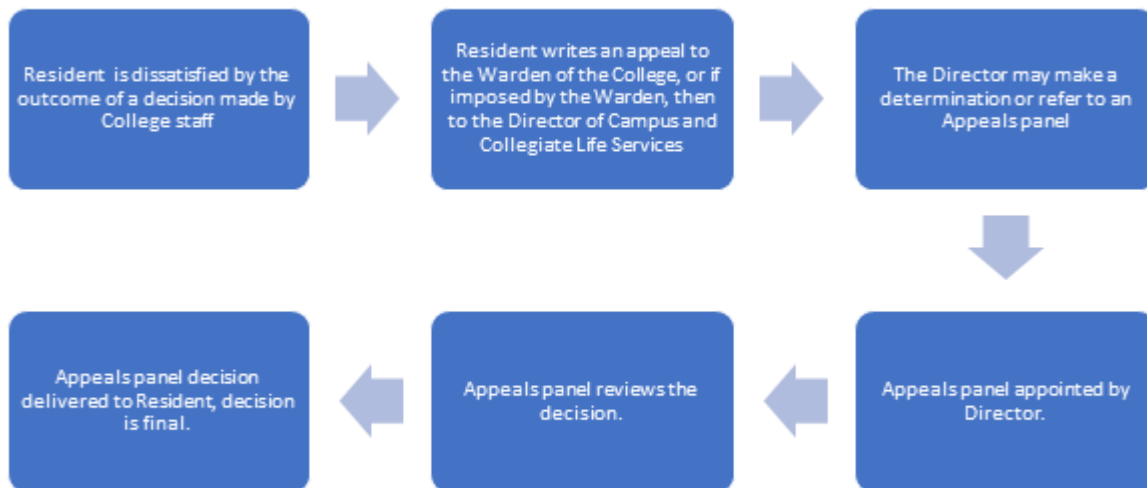
- (a) that the decision will cause unreasonable hardship to the Resident;

- (b) that the decision was reached without giving the Resident a fair hearing, or by a process that was otherwise unfair,
- (c) the Resident wishes to put forward newly available information which could not have been provided when the decision was made
- (d) The consequences of the decision are manifestly excessive having regard to the circumstances.

An appeal shall be in writing and set out the grounds the Resident relies on for the appeal.

The Director may determine any appeal as they think 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

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

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

- Any formal complaint should be addressed to or raised with the Warden of your College. Where your complaint is about or involves your Warden a complaint can be made to the Senior Warden

of Colleges or, if it is about or involves that person, to the Director of Campus and Collegiate Life who may appoint a nominee to deal with the matter.

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

## University Policies and Procedures

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

Four of the key policies you need to consider whilst residing at Toroa are:

- [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 all members of the University community and to provide an environment of safety, respect and dignity so we can all participate fully in all aspects of University life.
- [Student Charter](#) – The University is committed to scholarship through excellence in teaching, research and service and to the provision of a stimulating campus environment for the



development of lifelong learning skills. The purpose of the Charter is to advance those aims, to acknowledge the University's commitment to the Treaty of Waitangi and to promote good relations between the staff and administration of the University and its undergraduate and postgraduate students.

- [Sexual Misconduct Policy](#) – This policy sets out options for reporting sexual misconduct and the process for responding to reported incidents of sexual misconduct.

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

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

## **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 will share such matters with the College senior management team as necessary.

The Tautiaki has concern and responsibility for the whole College, and therefore all staff members consult with the Tautiaki over issues with Residents. The Tautiaki 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 will treat all Residents’ concerns and private details with respect and confidentiality.

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, will treat all Residents’ concerns and private details with respect and confidentiality. There are occasions when it may be necessary for the Tautiaki (Warden) or other members of the management team to contact or disclose information to relevant parties (e.g. parents/caregivers, health professionals, financial guarantors).

This may occur when:

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

## **Environmental Conscience**

We care about our planet and we do our best to be proactive in taking care of it.

Recycling, and careful waste disposal, is a good way of reducing the negative impact our community has on the environment. We believe in refusing, reusing and recycling as much as we can.

You will find a range of recycling, reducing and waste disposal initiatives at Toroa. Our voracious tiger worms happily digest your food scraps to produce compost for our gardens.

We encourage and provide communal facilities for recycling of paper, cardboard, glass, cans and other products. All residents are expected to recycle appropriately. We also encourage conscious use of electricity and water.

No rubbish is to be left in kitchens or any common area of the College. Dumping rubbish in an area other than the appropriate bins or recycling bins is considered as inappropriate within the Toroa community.

## Food

Toroa provides three meals a day for all residents. Our food services team have developed menus that are tasty and nutritious.

### *Dietary Requirements*

We can cater for many special dietary needs, but not all. Our kitchen operates as a full production kitchen (without isolation areas) and whilst every precaution is taken regarding dietary needs there are always going to be traces of allergens e.g. nuts, gluten, dairy and meat products within the production areas.

If you have, or develop, a moderate or highly severe dietary sensitivity or allergy, or any dietary requirements not listed please check with the College before accepting our offer of accommodation. To talk about meals and any special needs you can email [toroa.college@otago.ac.nz](mailto:toroa.college@otago.ac.nz)

Vegetarian, dairy free, and vegan options are always available.

We also offer a halal option. The halal service we provide is focused around the food. We provide meat that is halal (lamb, beef, chicken) and our halal dishes contain no alcohol or any pork or prohibited ingredients.

If you require a [halal diet](#) please note that we do not designate halal utensils, ovens or equipment for halal production although all equipment and utensils are clean i.e. have not been used for other use after their cleaning and sanitation prior to the halal preparation. All food is prepared separately as this is a requirement for food safety to minimise risk of cross contamination. Our meals are prepared in a central production kitchen and pork and alcohol products may be in use for other food preparation, so our kitchen, strictly speaking is not halal.

### [Breakfast, Lunch and Dinner](#)

Your breakfast food is available in the pantry store in Manawa. Breakfast food includes: a variety of breads, spreads, cereals, tinned fruits, milk and milk substitutes. Please note that we are not able to offer fresh fruit, yoghurt or juices for breakfast.

All residents dine together for lunch and dinner, in the Gazebo Lounge (our dining room) in the University Union.

Although each unit has an equipped kitchen, self-catering is not an available option at Toroa.

## The Gazebo

Our dining room – the Gazebo, is a fabulous room situated right in the heart of the University campus. We consider this room as an extension of the College and as such our policies and guidelines extend to this area. Clothing should be clean and tidy, and footwear is always required. Student ID cards may be required for dining purposes.

To be helpful to dining room staff we are required to clear our crockery, cutlery, glasses and food scraps from our tables, placing them in the appropriate clearing stations. Crockery, cutlery, or any other equipment from the dining room may not be removed from the Gazebo.

You may have a guest dine with you in our dining room. Guests must be registered, through the office, the day before. You will be invoiced for the cost of your guest's meal.

## Residents - Who Lives Here

Toroa is a vibrant, diverse and talented community of first year students. Residents come from within New Zealand and around the world, each sharing a drive to succeed. We are proud to have been selected to host under 18 international students and scholars on overseas government scholarships.

### *Under18 International students*

In order for us to provide appropriate care for under 18 International students we follow the Special conditions for international students aged under 18 as required by the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

The Code of Practice requires the University of Otago to document any transfer of care from your Residential College to any other person. Care can only be transferred to someone from whom we have approval from your parents/legal guardian.

It is also illegal under New Zealand law for those under 18 to consume alcohol.

By accepting a place in the College, you agree to the following conditions until the date of your 18<sup>th</sup> birthday:

- Return to the College by 11.00pm each evening. If you anticipate being slightly late, the College shall be informed.
- If planning to stay elsewhere, you must give us sufficient notice to obtain approval from your parents. You must not stay overnight away from the College until you have approval from the College.
- No guests are to stay overnight in your room.
- No consumption of alcohol, regardless of whether consumed at the College or elsewhere.

Any under 18 international student who breaches these conditions may face a consequence as outlined in our Misconduct section or as outlined in clause 7 of the General Conditions of Residence of the accommodation contract.

### *Returning Residents*

Whilst we support the opportunity to move into a private flat in second year, we do accept a small number of residents who wish to reside at Toroa for a second year. These residents are an important part of the community as they carry the Toroa community spirit through to the next year.

### Flatting Reference

Most of our residents head out into private accommodation in their second year of study. It is usual for landlords to require a flatting reference from your previous or current place of accommodation. The Tautiaki will provide references as requested, however, we do not offer or furnish any reference until the second semester of the year. Please be aware that landlords will require information from us in relation to how well you meet your required financial obligations; any damage you may have caused; your levels of tidiness etc.

### Social and Events Programme

Our primary purpose is to provide you with a living environment that supports your academic goals, balanced with an environment that allows you to have time to relax and have some fun. We run a diverse social programme throughout the year giving you many opportunities to participate in a variety of social and sporting activities. We participate in the Inter-Collegiate cultural, games and sporting competition that runs throughout the academic year and have had many successes in this ongoing competition. Volunteering and community service are important to us, and we provide opportunities for you to take part and give back to the wider community. We encourage you to make the most of Toroa by getting involved.

### Student President and Residents' Committee

The Student President and the Toroa ResCom help promote the Toroa community spirit. The Student President is elected at the beginning of each year. The Student President meets with the Tautiaki on a regular basis, represents the college at various events, welcomes and greets visitors to the college, addresses the college and guests at formal and informal functions. The President is assisted by the Residents' Committee (formed at the beginning of the year) to help plan and organise some of Toroa's many events.

### Student Voice

Your experience at Toroa is important to us. We recognise that you have expertise and knowledge that can offer insight and opportunity. We encourage you to share your ideas, thinking and feedback with us (either through the President and committee or directly to the staff team) so that we can better support you and enhance your year. The University conducts an annual resident survey for all members of the residential college system. We encourage you to complete this when it is available.

### Whānau Parents Caregivers

The role of parents, caregivers and whānau remains very important during the years you spend at University. We work collaboratively to help parents, caregivers and whānau understand how they, as your first support system can have a positive impact on your time with us. Supporting you and helping you navigate the student experience, understanding or offering learning support, and empowering you to take responsibility for personal and academic choices are just some of the ways they can contribute to your time at Toroa. Developing and affinity for Toroa and the University of Otago are also very important to us.

## Communal living

Living together with a large number of others may be a new experience for you. We understand that queueing for food, the bathroom and other resources may be something that you have not previously experienced. We are here to help you navigate these new experiences as you progress on your first year journey. Prior to your arrival we will ask you to provide us with some information about yourself to help us find the best area for you to live in based on your requests.

## ***Alcohol at Toroa***

At Toroa we promote a sensible and healthy attitude towards alcohol. If you choose to consume alcohol, you are expected to do so in a gracious, moderate and responsible manner.

We believe that choosing to not drink alcohol is a valid choice and upon sufficient request we offer alcohol-free units in which you may not store, carry or consume alcohol. As necessary, information regarding the location of these units will be provided at the beginning of the year.

We hold the view that excessive use of alcohol is not acceptable as it can lead to self-harm, the harm of others and can even be life threatening. Any resident exhibiting concerning alcohol related behaviour, gross intoxication and/or regular signs of intoxication may be called to meet with one or more of the senior management team for the purpose of education, pastoral care intervention and/or misconduct meetings.

It is our view that being under the influence of alcohol does not justify nor excuse unacceptable behaviour, and we do not consider alcohol to be a mitigating factor in matters of poor behaviour. Further, we consider gross intoxication to be anti-social and a breach of our community expectations and anyone found in this condition may face a consequence or intervention as outlined in the conduct section.

## **Residents under the age of 18 years**

Any resident under the age of 18 years is not permitted to carry, store or consume alcohol within the Toroa community.

All residents aged under 18 years at the start of the year will be required to meet with a senior staff member to discuss this alcohol restriction. Any resident found to be in breach of this condition will face a consequence or intervention as outlined in the misconduct section. Any person supplying alcohol to any resident in this category will also face a consequence or intervention as outlined in the misconduct section.

## ***Not permitted within the Toroa Community:***

- Spirits, Liqueurs, Fortified Wines
- Kegs
- Casks or goons
- Home brewing including beer/wine/spirit making or home brewing equipment
- Any bottle, container, vessel etc containing more than 8 standard drinks
- Drinking Games
- Apparatus and paraphernalia associated with drinking games and/or binge drinking
- Drinking in car parks, foyers, on decks attached to units, and other Toroa communal areas (e.g. Manawa, the roof terrace, the tutorial room, the Gazebo and laundries)
- Storage of alcohol bottles (full or empty) on window ledges, in view of windows or in public areas within a unit
- Alcohol deliveries

As the items listed above are not considered consistent with moderate behavior involving alcohol, we will request that the item is removed from the college. Any item not removed may be confiscated and may be returned either to a Parent/Guardian (at your cost) or to you at the end of the period of residence, or destroyed accordingly (after notification) if considered not appropriate to return. Any items not claimed will be disposed of in an appropriate manner.

For safety reasons we do not allow

- More than ten people drinking in any one place at any given time

Additional alcohol restrictions will be put in place four weeks prior to (and during) the exam period and may be put in place at other times throughout the year as deemed necessary by senior staff. Prior to exams we have a four-week study zone period where we expect minimal noise at all times. Consumption of alcohol after 7.30pm during study zone is not permitted.

Please note that should there be any change in Government legislation regarding alcohol we may review and/or change our alcohol policy and guidelines if and when we deem it necessary to do so.

*We ask that you make your guests aware of our policies. Staff may ask any guest whom they believe is not behaving appropriately to leave Toroa property immediately.*

***If you believe you may have an alcohol or drug problem we encourage you to talk with us so we can assist you in seeking help.***

You can find more information on safe alcohol practices at:

<https://www.alcohol.org.nz/>

<https://www.drinkaware.co.uk/advice/staying-safe-while-drinking/how-to-stay-safe-at-uni/>

<https://www.hellosundaymorning.org>

## **Communal Living**

Everyone has individual needs and standards when it comes to having suitable study and living environments. Living harmoniously together at Toroa requires us all to show respect and consideration for each other.

As well as showing respect and consideration we expect that you will:

- respect Toroa property and furnishings
- report any damage immediately it occurs

When you accept a place at Toroa you will be asked to advise us of your living preferences. Whilst we make our placements with the utmost care, we cannot guarantee to place you according to all of your requests or with people whose interests and lifestyle are match yours.

Staff (including Kaiāwhina) will visit the communal areas of your unit as a matter of course to ensure your ongoing wellbeing so feel free to let them know if you need anything.

## **Communication**

We use many media for communicating with you throughout the year. These include but are not limited to: personal communication, College announcements, notices, facebook, Instagram, email, text, letters and phone calls.

## **Drugs and other such substances**

## 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, 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 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, the Resident shall be entitled to have that sanction reviewed by the Tautiaki (Warden), For further information on how to appeal any sanction, please refer to the appeals process.

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

## Legal Substances

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

Any resident found in the possession of, or using a legal substance not allowed within the Toroa community may face a consequence or intervention as outlined in the Misconduct section, which may involve being suspended or excluded (termination of residence) from the Toroa community. Suspension or termination of residence due to possession, use or distribution of legal substances not allowed within the College, does not affect the resident's ongoing liability for their remaining annual residential fees.

## Drug Related 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 Toroa 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.

## Guests and Visitors

Your friends and whānau are most welcome to visit you at Toroa. We ask that you ensure your visitors and guests are familiar with Toroa philosophies and policies. There is a charge, per meal, for anyone dining with us.

Please note that guests may not bring alcohol to, or consume alcohol at, Toroa. Any guest found to be in breach of this condition will be asked to leave Toroa immediately.

You must be always with your guest when they are at Toroa. For the ongoing security of our community please do not give your key or the access codes to our gates to any other person.

Whilst we welcome your guests and visitors, we reserve the right to ask any guest or visitor to leave the property and to withdraw permission for any visitor/guest to be on the premises or within Toroa property if we deem it necessary to do so.

## Overnight Guests

Our facilities are designed to accommodate our residents comfortably and therefore we are not able to accommodate others without impacting on resident comfort. With this in mind, we consider overnight guests to be a privilege. There is a nightly charge and a meal charge (as applicable) for any guests staying overnight with us.

For Health and Safety reasons we must know who is staying on site. If you wish to have a guest stay you must have permission from the one of the staff on the senior management team and register your guest prior to 5.00pm on the night you wish your guest to stay. Your guest must be present at Toroa when they are registered and must be available to meet with staff if requested. For safety purposes your guest must sleep in your bedroom and not in a communal area of your unit or the College. We are not able to provide beds or bedding for overnight guests.

We prefer that your overnight guests be aged 17 and over. If you wish to have a guest who is under the age of 17 years please talk with staff before making any arrangements for them to stay over.

For everyone's comfort your guest may not stay at Toroa more than three nights in a row. Should anyone be found to have unauthorised guests staying, they (the resident) will incur a charge of \$86.25 per night for the duration of each guest's stay.

Please be aware that we do not allow:

- a resident to have more than one overnight guest per night
- your overnight guest to stay with other residents
- overnight guests for the first two weeks of the first semester.
- overnight guests for the first two weeks of the second semester.
- overnight guests during study zone (3 to 4 weeks before exams until the end of the each semester.)

- overnight guests during large entertainment, sporting or other large events being held in Dunedin or nearby (e.g. All Blacks games, concerts, Hyde Street party, Southern Sounds festival etc.)
- guests for the night prior to, the night of, and the night after St Patrick's
- guests or overnight guests at other times, as deemed necessary and advised by the senior management team.

## Harassment/Bullying/Discrimination/Anti-Social Behaviour

The Toroa community aspires to be an inclusive community and we believe that all residents 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. Unacceptable behaviour may include but is not limited to behaviour that is physical, spoken, virtual, electronic, written or published.

We do not accept any discrimination against or harassment of another resident on the basis of gender, age, ability, nationality, sexual orientation, religious affiliation or any other reason.

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.

Examples of behaviour we deem to be anti-social includes but is not limited to: name calling; disruptive behaviour; abuse; unwanted physical contact; unwanted non-verbal contact; unwanted electronic messages; harmful digital communications; intentional or reckless intimate visual photos or recordings; stalking; intimidation; any form of physical violence; sexual violence; sexual assault; sexual harassment; derogatory comments and language

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>

## 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 and Response Team (SMART) 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

Youthline - 03 477 2461

## **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.

Both Toroa College and the University of Otago view harassment and anti-social behaviour very seriously. We support the following University policies:

### **University Ethical Behaviour Policy**

<http://www.otago.ac.nz/administration/policies/otago003161.html>

Any resident involved found to be in breach of this policy may be suspended or excluded (termination of residency) from the Toroa community. Suspension or termination of residence does not affect the resident's ongoing liability for their remaining annual residential fees.

### **University of Otago Code of Student Conduct**

<https://www.otago.ac.nz/proctor/otago670687.pdf>

Any resident involved found to be in breach of this policy may be suspended or excluded (termination of residency) from the Toroa community. Suspension or termination of residence does not affect the resident's ongoing liability for their remaining annual residential fees.

### **Sexual Misconduct Policy**

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

Any resident involved found to be in breach of this policy may be suspended or excluded (termination of residency) from the Toroa community. Suspension or termination of residence does not affect the resident's ongoing liability for their remaining annual residential fees.

**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 Kaiāwhina or other 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/>

## **Health**

Your wellbeing is our concern. We do need you to let us know you need assistance, or that you are unwell, so that we are aware that you need some extra care and support. If you become unwell or if you have had an accident, please notify a member of staff as soon as possible. We also ask that you notify us if someone in your unit becomes unwell or has an accident.

If you are unwell we can help you to make an appointment and/or arrange transport to see a health professional.

We also recommend that if you have cold or flu like symptoms, or any medical condition that is contagious, that you isolate in your room. Staff will support you during this time by checking in on you and arranging meals etc.

Please note that in the event an ambulance is called, any cost for the ambulance callout or service will be on charged to you.

Being part of a residential community requires an awareness of the health issues which can arise from living in close quarters with others. To minimise the spread of infectious illness or disease, we advise that you do not share drink bottles, and/or eating utensils. We also advise that you need to be aware of, and practice, healthy hand washing hygiene and cough/sneeze etiquette.

Toroa staff members may need to discuss your health issues with other University staff if it is believed that there is or has been clear and/or imminent danger to you, your wellbeing, any other resident, staff member or any other person. In this instance we may also contact your nominated person (as specified by you on your information forms e.g. parent/guardian/guarantor) to notify them of your circumstances.

As per our general conditions of residence we may disclose personal information to your parent/guardian/guarantor or other nominated contact person as necessary.

A dedicated, comprehensive and holistic Student Health service is available for University of Otago students. You can check out their services at [www.otago.ac.nz/studenthealth](http://www.otago.ac.nz/studenthealth)

## **Concern for others**

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

Start a conversation with these four steps\*:

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

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

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

You can do this by:

- Speaking to the on-call staff member
- Calling our 24/7 duty number: 03 4795500
- Speaking to the staff member at reception
- Speaking to any staff member
- Emailing: [toroa.college@otago.ac.nz](mailto:toroa.college@otago.ac.nz)

(If the matter is urgent or there is an emergency please call or find a staff member immediately)

## **Lost/Found Property**

In the event that you lose something at the College please talk with a staff member. Similarly, if you find an item that is not yours please bring it to staff, in the office, as soon as possible.

We keep a lost/found property register to record items that are found or go missing. In the event of something going missing we may also direct you to the OUSA lost and found property office and/or the Police.

All found property is kept in a secure location and we make all reasonable efforts to locate and contact the owner. Any item valued at under \$50 will be kept for a minimum of one month, and anything valued at over \$50 will be kept for a minimum of two months. Any item of significant value (over \$500) will be reported to the Police.

At the end of the allotted time the property may be disposed of by one of the following methods:

- Returned to the finder (excludes staff members)
- Donated to charity
- Sold at auction with proceeds going to charity
- Destroyed
- Recycled into the College for other residents to use, e.g. for items such as DVDS, sports equipment, calculators, pens, textbooks etc.

Clothing items that are of negligible value (e.g. socks, t-shirts etc) will be placed in our 'Found Clothing' bin located in the main laundry. This bin will be cleared at the end of each month and the items placed into our 'Take it or Leave it' shelves in the small laundry. Every six months items will be donated to a local charity or destroyed accordingly.

Any items found in your room or at the College after your departure will be treated in the above manner.

## Manawa

Our main community building, Manawa, is the hub of the Toroa community. Manawa translates to heart, and at Toroa this magnificent area is truly the heart of our community. As well as the main office, you will also find an upstairs lounge area, the main downstairs common room and our fabulous roof terrace. Residents are welcome to use these spaces for quiet recreation.

So as to ensure Manawa is welcoming to all residents it is alcohol free. Due to health and safety reasons ball sports or any vigorous or other such activity are not permitted on the roof terrace. Furniture other than what has been provided by Toroa is not permitted.

## Noise

We bring together a large number of residents to live in a shared space and it is to be expected that there will be a certain level of noise in our community. Showing consideration to others is crucial to ensuring that everyone can enjoy a peaceful and private environment suitable for sleep, studying and relaxation.

If you wish to socialise with friends late at night, you can use the common areas inside Manawa. Please remember that you may not bring alcohol to Manawa.

**Quiet times** are from 9.30pm – 8.00am daily\*. During these hours we ask that you keep all noise to a minimum. We consider that the following are not conducive to Toroa being a quiet zone after 9.30pm: consuming alcohol, socialising with groups of friends, and/or groups using lounge areas in units for recreational purposes. If you are not wishing to go out, you can socialise with friends in Manawa (alcohol free) and enjoy the great facilities and equipment we have there.

As per Toroa's philosophy of self-responsibility, we encourage you to attempt to deal with any noise issue yourself as a first step. If your neighbour is noisy and you are not able to study or sleep, politely ask them to be quiet. If this is unsuccessful or if you do not feel comfortable or confident about addressing the matter yourself you can contact a staff member on (479 5500).

\*Additional noise restrictions will be put in place prior to and during exam time and at other times as deemed necessary by the Tautiaki.

## **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 are not permitted.

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

## **Smoking and Vaping**

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

Smoking or vaping inside any Toroa building, or on Toroa property is strictly prohibited. Anyone found smoking or vaping on Toroa property may face a consequence or intervention as outlined in the Misconduct section. Please note that we do not allow e-cigarettes, vaporisers or other smoking devices to be used on site.

***If you wish to quit smoking please speak to a staff member for assistance in finding support.***

## **Social Gatherings**

We understand that social gatherings and having fun are an integral part of college and community life. Lounge areas in units may have a small number of residents (maximum of 10) gathering and drinking alcohol in them.

In order to provide a living environment that meets the needs of all residents our role is to help everyone enjoy social activities within the boundaries of acceptable noise and security standards. Because we are charged with your care we also have an obligation to minimise the risks involved to you and others. With this in mind, we may ask you to curtail your behaviour if it does not fall within the acceptable standards of the Toroa community.

## **Toroa Property**

We accept that within the community there will be normal wear and tear to Toroa property. You are responsible for the costs incurred through any loss or damage you deliberately, through negligence or careless activity, cause to any item owned or provided by Toroa College. You may not remove or cause to be removed any of the items provided in your unit, or any other items we provide at Toroa, from the College property.



Vandalism, persistent and/or wilful damage is not acceptable at Toroa College. While every effort will be made to find those responsible for any damage, unreported and/or any damage that cannot be attributed to an individual will be repaired and may be charged to all residents on a pro rata basis. Therefore, if you see another resident damaging Toroa property you should ask them to stop, or you should talk with a staff member.

## **Your Room**

Unit and bedroom allocation are the responsibility of the senior management team. Room changes are not permitted unless in exceptional circumstances and with the permission of the Tautiaki. In the instance of an issue of conflict, staff will work with the residents in an attempt to resolve the issues. The Tautiaki reserves the right to relocate a resident if required.

All of the bedrooms at Toroa are single rooms.

Your bedroom has been checked prior to your arrival. When you arrive, you will be given an inventory form to complete and sign. This form must be completed and returned to staff in the office within 24 hours of your arrival. Make sure you check this and complete it to represent the condition of your room and your unit. When you leave Toroa we will use this form to assess any charges for damage or loss that we may associate with your unit and room.

You may put posters on your walls using non-marking materials only. The use of tacks, drawing pins, sticking products and/or cellotape is not allowed due to the damage they cause. Please do not affix anything to doors, ceilings, woodwork or light fittings as these pose a fire hazard.

Power points in your bedrooms are intended for reading lamps, radio, TV, computers, phone chargers and hair dryers only. Check to see if your other appliances are allowed.

We recommend you have adequate insurance cover for your personal items.

## **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. You will be given at least 24 hours notice before the room is entered.

Please note that we conduct fire equipment and health and safety checks across our community during semester breaks. This includes checking associated equipment, furniture, fixtures and fittings located in bedrooms.

## **Your Unit**

Your unit has been equipped with furniture and kitchen equipment to ensure your stay is a comfortable one. We expect that there will be some accidental damage to crockery/cutlery within your unit. Please report any damage immediately so that we can make necessary repairs or replacement. In the event that items from your unit are missing, and we are not able to identify who

is responsible for the loss, replacement costs may be on charged to those assigned to live in the unit, on a pro-rata basis.

### ***Housekeeping 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.

Staff will visit your unit regularly and, if they notice anything of concern regarding tidiness, will point out any areas that need to be rectified.

Bed sheets, tea towels and hand towels provided by the college are laundered commercially and residents are able to exchange these items for fresh linen weekly. Sheet change, as we call it, is generally on a Sunday evening. Please note that we do not provide pillows or pillowcases. You are responsible for laundering the duvet cover we provide, and all linen that you provide.

### ***Music***

Music is an integral part of our community. We have two pianos at Toroa for residents to use, one is in the downstairs lounge area in Manawa and the other is in the Gazebo. Our electric drum set is located in downstairs Manawa and we have guitars for you to use as well. You are welcome to bring your own musical instruments to Toroa and we encourage you to share your musical talents with the community.

### ***Study Room***

We have a quiet study room for residents to use for personal and group study as well as during tutorial times. You are also welcome to use the areas inside Manawa and the Gazebo, outside of dining hours, for personal or group study purposes.

### ***Recreation Equipment***

We have a number of items available for residents to borrow including sports equipment and board games.

### ***Weapons***

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

Any Resident (or guest) who brings any item deemed by the Tautiaki 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.

## SAFETY

### *College Lockdown*

- 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.

## COVID

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

It is imperative at all levels that you advise a staff member when you are feeling unwell and if you have COVID-19 symptoms we strongly encourage you to seek a COVID-19 test. If you have tested positive for COVID-19 we recommend you isolate in your room for days, even if you only have mild symptoms. If you need to leave your room, we recommend you wear a mask to prevent the spread of COVID-19 to others. While you are isolating a staff member will deliver your meals and check on you. Should you need anything whilst in isolation contact the Duty Phone on 03 479 5500.

*Toroa 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/>*

In any covid (or other pandemic) alert 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.

## Emergency

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

Minimum requirements:

- Emergency contact details – a written copy as well as NOK listed on your cell phone (if you have one)
- 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 Procedures

Evacuation notices are posted in your bedroom, in the lounge in your unit and in the community buildings. Please read these and take note of instructions given by staff at the beginning of the year. In the event of a fire, or the activation of a smoke detector alarm or the College emergency alarm:

- You MUST leave the building and:
  - Shut window, turn off electrical equipment if it is safe to do so. Do not put yourself at risk to achieve this.
  - Put on shoes and leave your door unlocked but closed
  - Leave the building using either the stairway or the fire exit
  - Assemble in a safe area and await further instructions.
  - Staff and/or Emergency Services will check your room/unit after you have vacated them.
  - Do not re-enter the building until staff advise it is safe to do so
  - If your smoke alarm has activated you MUST contact staff – call 03 479 5500 from a cell phone

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

## Fire

If you discover a Fire:

- Operate the nearest fire alarm call point
- Ensure the Fire Service is called on 111, tell them:
  - Name and address: Your name and that you are at Toroa College with the following address (tell them the nature of the event)
    - 6 Regent Road (Tuhono) between George St and Queen St
    - 8 Regent Road (Manawa) between George St and Queen St
    - 85 Queen Street (Haka, Koha, Wairua, Mana, Turanga) between Regent Rd and Park St
    - 83 Queen Street (Raki, Pakiwaitara, Rawhiti, Awa, Taitonga, Ngahuru, Maunga, Hauauru, Aroha, Roto, Iwi, Wahinetoa) between Regent Rd and Park St
    - 69 Queen Street (Kotahi, Toru, Wha, Rima, Ono, Whitu) between Regent Rd and Park St
    - 10 Park Street (Raro, Runga) between George St and Queen St
- Leave the building via your designated escape route.
- Report to your designated assembly area.
- Do not return to the building

Each of our units has an assigned fire warden. At the beginning of the year all residents will be invited to attend a fire and general emergency safety briefing. Fire wardens are required to attend. We expect that you will make yourself familiar with the fire evacuation drills.

Evacuation assembly points are detailed in your unit – it is important that you make yourself familiar with these procedures on the Emergency flipcharts

- 6 Regent Road (Tuhono) *assemble on footpath by Regent Road – away from fire*
- 8 Regent Road (Manawa) *assemble on footpath by Regent Road – away from fire*

- 85 Queen Street (Haka, Koha, Wairua, Mana, Turanga) *assemble on the footpath by No 85 Queen Street – away from fire*
- 83 Queen Street (Raki, Pakiwaitara, Rawhiti, Awa, Taitonga, Ngahuru, Maunga, Hauauru, Aroha, Roto, Iwi, Wahinetoa) – *assemble on the footpath by 83 Queen St - away from the fire*
- 69 Queen Street (Kotahi, Toru, Wha, Rima, Ono, Whitu) *assemble on the footpath by No 69 Queen Street*
- 10 Park Street (Raro, Runga) between George St and Queen St – *assemble on the footpath by Regent Road*

## ***Earthquake***

**DROP** down onto your hands and knees (before the earthquake 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 there is no shelter nearby, only then should you get down near or next to low-lying furniture that won't fall on you 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 on 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.

## ***Epidemic or Pandemic or other Health Emergency***

In the event of an epidemic or pandemic outbreak of disease, or any other health emergency, we will be working collaboratively with the wider University and others within the community (e.g. Public Health South, SDHB, emergency management agencies etc) We will notify you, in as timely manner as possible, of changes that need to be made and requirements placed on us within the Toroa community.

All decisions regarding changes will be made at the direction of, or in consultation with the University and emergency management agencies. You will be required to observe all public health and safety measures implemented at Toroa in conjunction with nationwide and local requirements.

## **Safety**

In the event of such a matter, all residents are expected to be prepared and adhere to

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

You should have your own medical kit and face masks.

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

## **Reporting Hazards**

Please report any hazards.

Non-emergency hazards can be completed online via your StarRez portal. For urgent or emergency hazards a duty staff member can be contacted on 479 5500.

In extreme emergency situations, dial (1)111 from a Toroa phone and then notify Toroa staff by 479 5500.

**If you have to call an emergency service, always remain on the line until the emergency operator has adequate information and tells you that it is okay to hang up (if your safety is threatened at the location of the telephone you are using, evacuate the area).**

**Remember, always notify a staff member immediately.**

## **Safety and Security Measures**

We aim to provide you with a secure environment that is conducive to study and peaceful living for each resident.

Security is a shared responsibility and we encourage you to help us keep Toroa a secure environment.

To help us achieve such an environment we have put extensive safety and security measures into place.

Toroa's safety and security features include

- Swipe card and code access to main door and a pedestrian gate at night.
- Access to our Community after hours is via closed gates.
- Smoke detection systems.
- Staff who are trained as fire wardens and first aiders
- Security after hours at specific times of the week and year.
- Security cameras at various locations within the College grounds.
- Simple guest procedure.

## **General safety**

Due to Health and Safety reasons and space restrictions, furniture other than that provided by Toroa may not be used in units, in common areas or on the roof terrace. Small bean bags are allowed in the lounge area of your unit or in your bedroom.

All furniture must remain within the room in which it was placed at the time of your arrival. Indoor furniture that Toroa has provided may not be taken outside and similarly any outdoor furniture Toroa has provided is not permitted to be taken inside any Toroa building or removed from the area in which it was placed.

Water-filled indoor or outdoor furniture (or any other similar items) are not permitted in units, bedrooms, common areas or on the roof terrace because of weight restrictions and possible damage from accidental puncture.

## **Security, Insurance and Keys**

When you arrive, you will be issued with a key that will open your front and your bedroom door. Your student id card will give you access to Manawa (our community building) and some of our gates. Access to other gates is by way of code access.

To help us with our security measures we ask that you do not

- enter any bedroom other than your own without permission
- give any other person your student id card or your key
- give our access codes to anyone not currently residing in the Toroa community

Further, we expect that you will

- lock your unit front door and close gates when entering or exiting
- lock your bedroom doors when out of your room and when you are sleeping
- Always keep your key and student id card in a secure place

We wish to remind you that propping front doors open or leaving your key in your front door lock or hiding your key outside do not assist in promoting a secure environment.

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.

*NB: Insurance policies may require that bedroom doors are locked when you are not in your room.*

If you lose your student id, please notify us so we can cancel your card access immediately. The replacement cost of a lost key is \$35.00.

If you are locked out of your room staff can open your door for you. It is our policy to not let another resident into your room without your verbal permission.

Toroa operates CCTV security system in various locations around the College, for the safety of all residents



## ***Electrical Fittings***

The following are all serious fire hazards and therefore are not permitted at Toroa: modification of electrical light fittings; homemade light fixtures; paper lampshades; combustible decorations on light fixtures; exceeding the maximum wattage acceptable to your ceiling fixture, installing light bulbs not provided by Toroa

Electrical extension cords should be maintained and in good repair. Under no circumstances are frayed or spliced extension cords permitted. Extension cords should be of heavy enough wire to handle the appliance and distance desired. If a cord becomes warm during use, then it is not the correct weight. Cords must not be nailed or pinned in place and must not be covered. If additional outlets are needed, check with a staff member first, special multiple-outlet boxes with built-in circuit breakers can be purchased at a local hardware store.

## ***Fire Safety Equipment and Fire Safety***

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 Toroa 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.

## ***Additional fire precautions at Toroa***

- Hair straighteners and hair tongs must only be used in bathrooms.
- Flammable liquids (e.g. kerosene, gasoline etc.) are not permitted to be stored in the College.
- We are happy for you to personalise your room, within good judgment limits and fire hazard prevention regulations. Any combustible items (e.g. posters and pictures etc.) should not be affixed to the doors, ceilings, light fittings or woodwork.
- Electric blankets are not permitted at Toroa.
- Heaters (including other heating devices e.g. heated towel rails) other than those provided by Toroa are not permitted.
- Personal humidifying devices are not permitted at Toroa.
- Deep fryers or other such frying equipment and appliances are not permitted at Toroa.

- Main controls for heating must not be tampered with.
- Clothes and/or other items should never be left to dry on a heater, nor should the heaters be sat upon.
- Clothes and towels etc. are not to be left on stair rails for the purpose of storage and/or drying as these create a hazard in the event of a fire.
- Items must not be stored or left in hallways or stairwells and no furniture or other item may block a doorway or exit point as these create a hazard in the event of a fire.
- Boxes and cartons must not be stored in common areas or bedrooms as these create a fire hazard.
- Fireworks of any sort are strictly prohibited on Toroa property.

### Electrical items

It is a health and safety requirement that all your electrical appliances are checked and registered as safe by a certified electrical contractor. Appliances are considered any items that are plugged into a wall outlet. If you do not have your electrical items tested prior to your arrival Technicians will be available at the college on a specified day to test your appliances.

The testing will not incur any extra charges.

### Tampering with Fire Safety Equipment

We take resident safety seriously and any resident who tampers with or otherwise abuses fire safety equipment, smoke detectors or fire alarms, including false alarms, and/or anyone who causes any activation by a careless or malicious act including, but not limited to:

- Tampering with fire extinguishers or fire equipment
- Using hairspray,
- Using hair straighteners
- Lighting or having burning incense,
- Lighting or having burning candles

may face disciplinary action as outlined in the misconduct section.

Because false alarms negate the legitimacy of an actual emergency, and as such can put lives at risk, anyone who carelessly, recklessly, wilfully or maliciously causes a smoke or fire alarm activation may face a consequence or intervention as outlined in the Misconduct section and may be liable for any costs incurred, including the fire call out which is at least \$1,200.00.

Any resident who tampers with fire safety equipment or alarms; and/or any resident who maliciously or carelessly causes an alarm activation may be referred to the Proctor and/or the Police. Further, that resident may face a consequence or intervention as outlined in the Misconduct section, which may include being excluded (have their residency terminated) from the Toroa community. Termination of residence does not affect the resident's ongoing liability for their remaining annual residential fees.

## Services

### *General*

Staff at Toroa are here to support you and facilitate your stay both at Toroa and at the University of Otago.

You will, generally, find a staff member available in the office. If staff are not in the office you can speak with one of them by phoning 479 5500.

There is a Kaiāwhina on duty every evening and at the weekend who you can call on these same numbers. If you need any assistance outside office hours you can call the duty Kaiāwhina on 479 5500.

The senior staff operate on an open-door policy, and work so as to be available to residents as often as is possible. If you want to speak with Stewart or any other staff member and they are not in the office, Calum can help you to make an appointment to see either one or both of them.

## **Computers**

Toroa has University student network wireless available in all buildings.

Internet access within Toroa is provided at no additional charge. Connectivity is provided as an extension of the University's Internet services, on a best endeavours basis. Where practicable, access is available by Wireless or via a hard-wired LAN port, but connectivity in bedrooms cannot always be guaranteed. The University is currently undertaking an extensive upgrade of the entire system and, until this is complete, Internet access may also be limited in certain areas of the College and it is also important to remember that Internet access may slow or become unavailable at times due to heavy demand, or the need to provide upgrades or maintenance. The University makes every attempt to minimise such disruptions to the service. If you have localised problems with Internet access remember that the College has wireless access available in Manawa. Additionally, the University of Otago provides wireless and wired Internet access around the campus in areas such as libraries, study areas and common spaces. Please feel free to speak with us if you have any questions or need any assistance.

A computer suite with free access to the internet is also available 24 hours a day to residents. These computers are linked to the Student network, as is the printer, so any work you can do on campus you can do at Toroa. Please make yourself familiar with the University computer use policy which you can view at: <http://www.its.otago.ac.nz/students/handbook>

If you wish to have a personal internet provider please note that broadband access is not permitted due to University phone restrictions.

## **Energy**

We encourage practices that promote better use of our natural resources. We promote energy saving practices including:

- Turning appliances off at the wall - this includes not leaving microwaves, stereos, televisions, DVD players, computers on stand-by mode.
- Turning lights off if you will be out of the room for more than 5 minutes.

## **Laundry**

Toroa has two communal laundries, free for residents' use.

## **Mail**

Mail sent to our street address will be delivered Tuesday, Thursday and Saturday. Your mail will be placed in your mailbox in the main Manawa foyer.

Couriers deliver parcels Monday – Friday and these are held in the main office for you to collect.

## ***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.

If the matter is urgent please call us or come down to the office to let us know something needs immediate attention.

## ***Parking and Bicycles***

We have a limited number of resident car parks on site, at a cost per semester. These parks are available on a 'first to register' basis so please notify us if you would like to park your vehicle within the College grounds. All resident vehicles that park on site must be registered in the office. Resident vehicles that are not registered or any guest vehicles may not park within Toroa property. Any unauthorised vehicle found within Toroa property may be towed at the owner's expense.

We ask that all residents with car parks drive with extreme caution on our driveways. Residents use the driveways as footpaths so all due care and attention must be given by residents using our driveways at all times.

While we shall take all reasonable care, we cannot guarantee the security of your vehicle. We accept no liability for any claim by you or any other person, whether for loss or damage to you or any other person or to your vehicle or any other vehicle, whether resulting from using the car park or being unable to use the car park. Further, you are liable for any damage to the car park caused by your vehicle.

We have a small bike shed and a bike rack. If you are bringing a bicycle, or if you purchase one when you arrive, please speak with a staff member regarding safe storage. Bikes may not be stored in unit hallways as this poses a fire hazard in preventing a safe exit.

## ***Telephones***

Each unit has a telephone and the telephone rental and local calls for this phone are free. Incoming collect calls are barred. A calling card must be used for outgoing cellular phone, national and international calls. To make a call to a number other than a University extension you must dial 1 first.

## ***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 absence during semester time and semester breaks.
- Self Service
- 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>

## FINANCIAL INFORMATION

### *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.

Your fees cover the cost of your room during the academic year until 24 hours after your final exam (as per the contract period dates) and no refund or reduction is available in respect of any period of absence from the College during any of the period of residence. Subletting your room is prohibited, as is having guests stay in your absence.

### *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 contact. Please note that should several residents leave the College prior to the end of their contact, a replacement resident is deemed to fill the place of the first, or next person to have vacated the College, regardless of which room this replacement resident moves into.

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

Academic failure or a desire to change your living situation are not normally grounds for release from your contract obligations. If you are thinking about leaving the College you must see the

Warden as soon as possible to discuss the situation. 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.

### ***Contract Period and Period covered by Toroa College Fees)***

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

### ***Fees Arrears***

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

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

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

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

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

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

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.

## Other Charges

Replacement key	\$35.00. Refundable if original key located.
Car parking <i>(please let us know if you wish to park at Toroa)</i>	\$782.80 for the contract year in 2022. Please contact us for 2023 costs. As spaces are limited you will need to register your interest as soon as possible.
Photocopying/Printing via the University Network	As per University charges. You will need to load funds to your University student id on campus in order to print from University printers.
Fee if there is no room inspection on departure	\$50.00
Negligent or wilful damage	Full reinstatement cost
Damage to paintwork and walls <i>(including marks from any fixing agent other than “white tack”)</i>	Full reinstatement cost

## Other important information

### Getting Ready to come to Toroa

Prior to coming to Toroa you will need to give some thought to what you want to bring. To assist you here is an outline of what we provide and some suggestions regarding what you might like to have with you.

At Toroa we provide:

- Bedroom: *bed, desk, wardrobe, drawers, shelves, wall heater, duvets and covers, mattress protector, sheets, pillow protector, pillowcase, laundry basket, study and bedside light, electrical multibox*
- Unit: *Fridge-freezer, microwave, oven, crockery, cutlery, toaster, electric jug, pots and other cooking equipment, telephone, lounge furniture, vacuum cleaner and other cleaning materials*
- Laundry: *washing machines and dryers available for use free of charge*

Our facilities include:

- Wireless in each of our units, our main building and study room
- Roof terrace
- Computer room
- Access to Sky TV, DVDs, Xbox, PlayStation, Wii, board games
- Common room with pool table, tea/coffee making facilities
- Study room
- Two pianos (one in the Gazebo)

You need to bring:

- Small personal emergency kit
- Personal medications, including pain relief items if you use them

- Towels
- Other personal items
- Pillow

You might like to bring:

- Personal items to make your bedroom feel homely
- An underlay for your bed if you are used to having an electric blanket on your bed or if you live in a climate that is more temperate than Dunedin
- Musical instruments
- Laptop/desktop computer - if you have one
- Suitable clothing for semi-formal and formal occasions

## 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>
Male Survivors Otago	03 425 8018	<a href="https://malesurvivorsotago.nz/">https://malesurvivorsotago.nz/</a>
OCASA Dunedin	03 474 1592	<a href="http://www.ocasa.org.nz/">www.ocasa.org.nz/</a>
OUSA- Support	0800 12 10 23	<a href="http://www.ousa.org.nz">www.ousa.org.nz</a>
OUSA Club and Socs	03 479 5960	<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 (Māori 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



## ***Toroa Contact Details***

Our street and postal address is:

Toroa College

8 Regent Road

Dunedin 9016

[toroa.college@otago.ac.nz](mailto:toroa.college@otago.ac.nz)

### Telephone Numbers

**College (24-hour number)** (03) 479 5500

**Stewart (Tautiaki)** (03) 479 5500

**Tala (Tautiaki Kaiāwhina)** (03) 479 5500

**Nora (Facilities Co-ordinator)** (03) 479 5500

**Calum (Administrator)** (03) 479 5500

### *Footnote to the document*

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