

TOROA COLLEGE



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Overview

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

The Tautiaki-Piki (College Deputy Warden) is responsible for the administration of the College and the welfare of the Residents, reports to the Senior Warden, who in turn reports to the Director of Campus and Collegiate Life Services

At *Toroa* we endeavour to provide a:

- comfortable, secure environment.
- a quiet place for effective study.
- a home where discrimination 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.

Privacy Policy

At the University of Otago Ōtākou Whakaihu Waka, we care about your privacy. We need to collect and use personal information about the people we deal with – students (including prospective students and students visiting from other institutions), alumni, donors, and users of our websites and applications – to meet our purposes. However, we know that we have a duty to care for that information and use it lawfully, fairly and respectfully.

Artificial Intelligence Tools

The University may use artificial intelligence tools to assist with certain administrative tasks. All AI assisted processes are overseen by University staff. For further information regarding our AI Governance Policy and a full list of recommended AI tools, please see here: [AI Governance Policy](#)

Please refer to the University's Privacy Statement for information about the collection and use of information about students.

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/>

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 2027 Toroa whānau.

We are thrilled to have you join us and we know this will be a year of personal development and academic growth for you.

Our college prides itself on embracing the core values of Māori culture: manaakitaka (hospitality), whanaukataka (relationships), and kotahitaka (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 common experience where residents can connect and collaborate around shared interests and goals. Here, you'll discover that everyone contributes to the rich tapestry that makes our community truly exceptional, where excellence is an everyday endeavour.

We know that living in a community 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.

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

Hei konā mai

Dr Sean McCallaghan
Tautiaki Matua, Senior Warden of Colleges

Ōtākou rohe

Kāi Tahu are the iwi of Ōtākou, named after their tupuna/ancestor, Tahupōtiki. Through migration and inter-marriage, they have strong historical connections to Kāti Māmoe, Waitaha and Rapuwai.

Te Kareti o Toroa stands on Kāi Tahu occupied land. This area was historically utilised as a mahika kai/food gathering place. The Ōwheo/Leith was a source of wheo/blue duck, kanakana / lamprey, weka/woodhen and tuna/eels were collected from Taiari and Kaikarae. The tuna was trapped in hīnaki/fish traps woven from kareao/supplejack that grew all through the area. Ko te Awa Ōtākou/Otago Harbour was a wonderful source of seafood that sustained generations of Kāi Tahu.

(Mita is the sound and pronunciation of a language. Some of Ngāi Tahu substitute the 'ng' for 'k'. Ngāi Tahu becomes Kāi Tahu. Ranginui becomes Rakinui).

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 closely 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.

Our university owned residential college opened its doors in February 1996. Originally built to meet the growing demand of international students, Toroa transitioned from being an international 'house' that housed mature undergraduates and postgraduates into a predominantly first year college. In 2025 we are reconnecting with by offering accommodation to international and postgraduate community. In 2027 we have come full circle and are proud and excited to welcome back first year undergraduate taura to Toroa College.

Our Residents

Toroa is a vibrant, diverse and talented community of undergraduate students. Residents come from within New Zealand and around the world, each sharing a drive to succeed.

College Staff

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

Our connections with university services, help us support your physical, psychological and spiritual wellbeing and health.

The Tautiaki (College Warden),

Sean is responsible for overseeing all aspects of the community and is looking forward to getting to know you. Originally from South Africa, he brings extensive experience from his career in the tertiary education sector. A keen sports enthusiast, Sean has embraced the Otago Highlanders as his favourite rugby team. He is married to Eloise, and together they have two sons, Johnathan and Nathan.

The Tautiaki-Piki (College Deputy Warden),

Stewart, lives on site. Stewart has a strong passion for Toroa and is involved in all aspects of day-to-day life within the college. Stewart's role is to help to foster a supportive community culture. He has responsibility for the welfare of our residents and is the driving force behind our community engagement calendar. Stewart is available to talk with you and help you find support for any personal or academic issues that may arise during the year.

The Tautiaki Kaiāwhina (Assistant Warden)

Innes lives on site as well and has been an assistant warden for the last three years as Uni Flats. He is incredibly knowledgeable of all things college and has a wealth of experience working with taura. He works in conjunction with the Tautiaki (Warden) and Tautiaki Piki (Deputy Wardens) to provide pastoral care and support. They are tasked with events, functions and the inter-collegiate sporting and cultural programme.

Mike 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 Mike 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 Wardens)** 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 Sean in providing support and overseeing the Toroa community, ensuring that everyone enjoys a fantastic year.

They are available to offer support during the early morning, evenings and weekends. You can locate the Duty Kaiāwhina in the office and around the college between 6.00am – 8.30am and from 5.00 pm - 11.00pm on weekdays. At weekends we have a duty Kaiāwhina available from 6.00am until 11.00pm.

Our Kaiāwhina work on a rotating schedule. They are available to offer support during weekday evenings and afternoons in the weekends.

To reach a staff member, you can call us on the main office number 03 479 5500 during office hours.

Toroa Mission

- To provide and manage suitable accommodation for international and postgraduate students attending the University of Otago. This is achieved by upholding the principles of manaakitaka and whanaungatanga fostering a collegiate and respectful community.

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 wharenui (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 during office hours from 8.30am – 5pm.
- staff who are professionally trained in pastoral care, with an emphasis on inclusivity in all areas
- guidance and tools for successful living
- mental health service support through the University and wider community
- 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)
- opportunities to volunteer and give back to the community
- 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 social activities at 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 Term Dates

Semester	Description	Dates
Semester 1	First Term	Mon 22 nd February – Thurs 25 th March
	1 st Mid-semester Break	Fri 26 th March – Sun 11 th April
	Second Term	Mon 12 th April – Fri 4 th June
	Study and Examinations	Sat 5 th June – Wed 23 rd June
	Mid-year Break	Thurs 24 th June – Sun 11 th July
Semester 2	Third Term	Mon 12 th July – Fri 27 th August
	2 nd Mid-semester Break	Sat 28 th August – Sun 12 th September
	Fourth Term	Mon 13 th September – Fri 15 th October
	Study and Examinations	Sat 16 th October – Sat 13 th November

Learning Support

Please feel free to talk with Sean 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.

General Conduct concerns

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.

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 in our conduct section, 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 Stewart and any of the consequences or interventions as outlined above may occur.

For more serious matters, Stewart has the discretion to pass down anyone, 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. For further information on misconduct and the discipline process (including appeals) please refer to the Residents Guide to Colleges

Diversity

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

Harassment/Bullying/Discrimination/Anti-Social Behaviour

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

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

We do not tolerate any form of harassment, abuse (including via written or electronic media, physical, spoken or published), assault or anti-social behaviour. Examples of behaviour we deem to be anti-social includes but is not limited to: name calling; disruptive behaviour; abusive language or behaviour; any form of physical violence; unwanted physical contact; unwanted non-verbal contact; unwanted electronic messages; harmful digital communications; intentional or reckless intimate visual photos or recordings; stalking; sexual assault; sexual harassment, exclusion and/or derogatory comments and

language. We will not accept any form of behaviour that harms, causes concern or violates a person's dignity through: bullying; harassment; abuse; coercion; intimidation; assault; or behaviour that may be deemed to be anti-social or malicious in nature.

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

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

- make sure you are safe
- talk with a staff member to decide if you wish to make a complaint
- seek advice and get support from a staff member
- or you can check out the other support services available at the University of Otago at: <http://www.otago.ac.nz/services>

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

Harmful digital Communications

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

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 Tautiaki (College Warden) as necessary. 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 (College Warden) 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.

Emergency Contact/Next of Kin

We require residents to provide next of kin details to ensure that, in the event of an emergency or serious incident, the designated contact can be promptly informed.

The next of kin is typically a parent, legal guardian, spouse, or close relative whom you trust to handle matters if needed. You may designate a friend or other close associate if you prefer, particularly if family contacts are unavailable.

This information helps us coordinate with whānau (family) or guardians on matters related to health safety or unforeseen incidents. This information is only accessible to staff and is used solely for emergency or essential contact purposes.

Life at Toroa

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 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.

Office Hours

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 call 03 479 5500 at all times.

The Kaiāwhina are available to offer support during the early morning, evenings and weekends. You can locate the Duty Kaiāwhina in the office and around the college between 6.00am – 8.30am and from 5.00 pm - 11.00pm on weekdays. At weekends we have a duty Kaiāwhina available from 6.00am until 11.00pm.

If you want to speak with Sean or any other staff member and they are not in the office email toroa.college@otago.ac.nz

Toroa College office hours are:

- Monday to Friday – 8:30am to 5:00pm
- Saturday and Sunday – Closed

After Hours

Toroa College has staff available out of working hours in case of an emergency; they can be contacted on 03 4795500.

Your Arrival

We prefer that residents do not arrive before the College opens on Saturday 20th February 2027. If a resident has circumstances requiring them to arrive one or two days prior to the College opening, any additional night will be subject to the rate applicable to the room type selected which also includes meals. Please note that parking is limited.

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. 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

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. We run a social programme throughout the year giving you opportunities to participate in social and activities. Volunteering and community service are important to us, and we provide information for you to take part and give back to the wider community.

Recreation Equipment

We have several items available for residents to borrow including sports equipment and board games.

Toroa Community

Living together with a large number of others may be a new experience for you. We understand that sharing common spaces like the kitchen, 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 Otago 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.

Social Gatherings

We understand that social gatherings are an integral part of college and community life. In providing a living environment that meets the needs of all residents, we need to balance social activities with considerations around noise and security, minimising risks for hosts, guests and others within the community.

Residents may host small gatherings (no more than 10) in the living areas of their unit, and we expect that all behaviour remains respectful and considerate of others' needs and preferences. If you're hosting a gathering, please be mindful of your and your guests' conduct in shared spaces and please be considerate of those around you.

Toroa College Host Responsibility

At any social gathering in which alcoholic beverages are present it is important that the host(s) provide and promote non-alcoholic beverages and food in adequate amounts. Host responsibility also extends to not encouraging binge drinking and being mindful of those who may become unwell or severely intoxicated. It is important to call for assistance if you are at all worried about someone's alcohol intake.

Furthermore, please be mindful of having too many people attending your gathering, as this also can also carry some safety risks to yourself and your guests.

Noise

Toroa College houses many residents who live in reasonably proximity, and it is to be expected that there will be a certain level of noise within the Toroa community.

We expect our residents to consider others so that other residents can enjoy a private, quiet environment in which to sleep, study and relax comfortably. We also ask that you are a mindful of the noise that can be generated when returning home late at night, or when talking with groups of friends inside or outside unit.

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 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 behavior, and we do not consider alcohol to be a mitigating factor in matters of poor behavior. 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.

For safety reasons we do not allow;

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

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 be experiencing an alcohol or drug related issue, we encourage you to talk with us so we can assist you in finding appropriate support.

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>

Manawa

The beautiful building that houses the office, downstairs lounge and roof terrace is Manawa. Manawa translates to heart. These areas are available for quiet recreation and can be reserved by placing a booking with staff.

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.

Communication

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

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.

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. Whilst we do not encourage guests to stay, we do realise that under special circumstances residents may have guests to stay for short periods (3 nights per week maximum) with a break between visits. It is important that any guest who stays is not inconveniencing other residents.

For Health and Safety reasons we must know who is staying on site. Please check guest sign in procedure with staff. For safety purposes your guest must sleep in your bedroom and not in a communal area of your unit or the College. We cannot provide beds or bedding for overnight guests. For everyone's comfort your guest may not stay at Toroa more than three nights in a row.

It is not permitted, under any circumstances, for anyone who does not have a residential contract with Toroa to move into or live at Toroa College.

Live, is defined as having presence over time, having personal effects at Toroa and or conducting daily routines from or within Toroa College. To or anyone who is staying more than 3 nights per week.

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 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.

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.

Toroa Gazebo

Our dining room is an important part of the Toroa College experience. Situated right on the University of Otago campus (4 min walk), our dining hall is affectionately known as the Toroa Gazebo.

Conveniently located within the Union Building, it provides easy access to meals throughout the day while placing students at the heart of campus life. Best of all, the space is exclusively for Toroa residents, making it a true Toroa hub and a home away from home on campus.

The Gazebo Lounge is much more than a dining space. Residents use it as a place to catch up with friends, relax between classes, study when the Central Library is busy, and, of course, enjoy some great kai.

The Gazebo Lounge is one of the many things that makes Toroa special and remains a treasured jewel in the Toroa crown

Catering Services

Please note that all of our dining rooms and kitchen areas are nut-free.

Our dining room is an important part of college life. Residents must wear appropriate clothing and footwear at all times. To assist staff, please clear your plates, cutlery, glasses, and food scraps to the designated clearing stations after meals. Dining room crockery, cutlery, and equipment must not be removed.

Guests are welcome but must be registered through the office and a guest meal charge applies. Meal times are displayed around the college and in the dining room. Late meals, sick meals, and packed lunches can be arranged through Te Puna, with packed lunch sign-up available in the dining room.

While our food preparation standards adhere to strict allergen and faith based practices, we cannot guarantee our dining room and kitchen areas are allergen free or conform to strict faith-based practices.

Managing Food Allergies in College Dining

The University's colleges are committed to providing a safe, inclusive, and enjoyable dining experience for all students. To help us support your needs, it's mandatory and essential that prior to arrival at the college, students with food allergies need to complete and sign the Student Allergen Declaration Form.

On arrival at the college an individual meeting with our Food Service Head will be organised to discuss individual students' specific requirements around allergen management. This open dialogue with impacted students will continue once in residence.

If you have a food allergy, please make sure to speak directly with a staff member at the dining area counter each mealtime and fill out the required meal request form. Special non-allergen specific meals will be provided and are prepared separately to help reduce the risk of exposure to allergens.

While our catering team follows strict food safety protocols, food prepared and served within a dining environment carries risk we cannot completely eliminate. This can occur through shared serving utensils, cross contamination, human error, accidental contact with allergens, and the potential presence of trace allergens from suppliers or during the actual food preparation.

Therefore, we cannot guarantee that any food item served from the dining room servery is completely free of allergens. For this reason, students with known allergies should avoid consuming food directly from the dining room servery.

For students with severe allergies, it is extremely important to work closely with the college catering team to carefully plan and manage meals. This proactive and shared responsibility is the best way to reduce risk and ensure that you can fully enjoy the experience of collegiate living in a safe and supported environment.

Our staff are well trained and here to help. By working together and maintaining open communication, we can create a dining experience that is both safe and welcoming for everyone.

Your Room

All the bedrooms at Toroa are single rooms.

Units and bedroom allocation are the responsibility of Toroa staff. Room changes are not permitted unless in exceptional circumstances and with the permission of the Tautiaki (College Warden). 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.

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 cello tape 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.

When you move into your room, we ask that you complete the inventory check. This will become extremely relevant at the end of the year when it is time for you to depart.

What Is Provided:

- Bed base
- Mattress
- Mattress protector
- Two sheets
- Pillowcase (**no** pillow)
- Duvet and cover
- Blanket
- Wardrobe
- Set of drawers
- Study desk
- Chair and lamp
- Bookshelf
- Pinboard
- Heater

You May Bring:

- Hair dryer, straightener, curler
- Personal electronic devices including headphones
- Extra bedding like your favorite duvet cover
- Blu-tak
- Umbrella (highly recommended)

You Must Bring:

- Personal Emergency Kit
- Pillow
- Towels

Do Not Bring The Following:

- **Candles**
- **Incense sticks**
- **Heaters**
- **Oil burners**
- **Faulty electrical appliances**
- **Loud speaker systems**
- **Air Diffusers / air purifiers**
- **Vapourisers**
- **Iron**
- **Clothes Steamer**

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.

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.

Access

If a staff member has serious concerns about your wellbeing and/or safety or that of any other individual likely to be in your bedroom, a welfare check will be undertaken by a staff member who will visit and enter your room.

Please note that Toroa College staff have authority to enter both your flat and your bedroom at any time should this be required for health, conduct, maintenance, or Toroa College management reasons.

Staff will respect your space and always announce their arrival. If you raise a maintenance issue with us, arrangements will be made to have this attended to as soon as possible. We aim to give you as much notice as possible.

Respect will be afforded to your space by staff and/or contractors. They will knock and if not responded to, will enter the unit and attend to the maintenance issue.

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.

Unit Inspections

You are responsible for cleaning your own bedroom and, together with your housemates, you are responsible for keeping shared areas of your unit clean, tidy and free from rubbish. To ensure that living conditions are of an acceptable standard there will be inspections from time to time on notice. For any space that does not pass the inspection time inspection time is given to rectify the problem before commercial cleaners are employed. The cost of any cleaning required plus all other costs incurred will be on-charged to the individual or the individuals in the units Residents who fail to meet required standards will be given more regular inspections and/or may face disciplinary action. Residents are required to report any damage or breakages through the Te Puna portal so that the property team can action it as soon as possible.

Mid-Semester Inspections,

You will be given a minimum of 48 hours' notice prior to staff conducting an inspection of your unit. These inspections will take place during business hours, i.e. Monday to Friday 8.30 a.m.to 5.00 p.m. Weekend inspections may be available by arrangement.

End of Semester Inspections

Prior to your residential contract expiring you will be required to book a unit inspection; we will email you with details prior to the end of the semester. We will be inspecting the communal areas as well as your bedroom. It is expected that all furniture will be in the correct rooms and all areas of the unit are clean, tidy, and free from rubbish.

Storage of Items

Toroa does not provide storage for residents' items or belongings at any time throughout the year. Please ensure all personal items are removed from your unit prior to the end of your contract. If you have items that you would like to donate, Toroa will drop off donation bags near the end of your stay or alternatively you can contact Te Oraka (sustainability@otago.ac.nz) or any other Charity Shops.

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.

Drugs, Alcohol 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, but this sanction may be reviewed through the appeals process below.

For further information on the University's stance regarding Drugs (paraphernalia), Alcohol and other substances, please refer to the 'Residents Guide to Colleges'.

Residents Guide to Colleges

For further information on the below topics including the policies and procedures, please refer to the Residents Guide to Colleges which can be found here: [Residents Guide to Colleges](#) .

- Consent – including the reporting procedure
- Harmful Digital Communications
- Cyber Safety
- University Ethical Behaviour Policy
- University of Otago code of Student Conduct
- Sexual Misconduct Policy
- Financial Information
 - Accommodation Fees
 - Early departure and Liability for Fees
 - Fees arrears
- Disciplinary process

Health

Accessing Medical Care in Dunedin

In an emergency, **call 111**

Embracing inclusivity, **Student Health Services (SHS)** engages with all students and the diverse university community to support health and well-being; enabling students to reach their full potential and thrive during their Otago experience.

SHS is centrally located on campus in a purpose- built facility. They are a team of nurses, general practitioners, mental health and well-being clinicians. Student Health are located on the Corner Walsh and Albany Streets, Dunedin, 9054.

Student Health are available at the following times:

Mon 8:30am–8:30pm
Tue 8:30am–8:30pm
Wed 10:45am–8:30pm
Thu 8:30am–8:30pm
Fri 8:30am–5pm

You can book an appointment by calling [0800 479 821](tel:0800479821)

Dunedin-Hospital provides specialist and emergency care to the community across the district. They are located at 201 Great King St, Dunedin, 9016. The Emergency Department (ED) is open 24/7, 365 days a year and they do not turn anyone away who is seeking medical help.

For **Mental Health** Emergencies Tel [+64 3 474 0999](tel:+6434740999). For urgent mental health care please contact the Emergency Psychiatric Service at the Dunedin Public Hospital. This service is available 24 hours a day.

- Free call or text 1737 for support from a trained counsellor
- Lifeline: [0800 543 354](tel:0800543354) or Free text 4357 (HELP)
- Youthline: [0800 376 633](tel:0800376633) or Free text 234
- [Healthline](#) free on **[0800 611 116](tel:0800611116)** for health information and advice

Dunedin Urgent Doctors and Accident Centre

18 Filleul Street, Dunedin Tel+ [64 03 479 2900](tel:64034792900)

This service is available from 24 hours a day 7 days a week. Consultation charges apply.

Healthline

Free phone [0800 611 116](tel:0800611116) (inside New Zealand)

Healthline is a free 24-hour telephone health advice service funded by the Ministry of Health. Healthline registered nurses assess a person's condition and health needs and recommend the best course of action and a time frame in which to act.

They can also provide general health information and location of services.

International Insurance

All International Students are required to have insurance. The process is as follows:

When you accept your offer of place in eVision, you will then complete the insurance declaration under '[Information Required for 2025 study](#)'. This means you will be covered by insurance upon your arrival in New Zealand, but you don't pay your insurance premium until you arrive on campus.

*Please note, you will only fill out an application form if you wish to have family members included on your policy, are over 60 years of age, or have a pre-existing condition.

The University of Otago uses Student-Safe insurance. This is a comprehensive policy used by all the Universities in NZ and you will be automatically using this policy unless you have been given confirmation by Otago University that an alternative insurance policy that you have requested to use is compliant.

Please check the website below for more comprehensive information regarding insurance for International Students.

<https://www.otago.ac.nz/international/healthcare>

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: 03 479 5500
- Speaking to the staff member at reception
- Speaking to any staff member
- Emailing: 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.

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-Piki (College Deputy Warden) to fall under this category will be required to relinquish the item for the duration of residence, or to permanently remove the item from College property.

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

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

Evacuation Procedures

Evacuation notices are posted 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 units Emergency Flipcharts– 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 earthquakes knocks you down). This position protects you from falling but allows you to still move if necessary.

COVER your head and neck (and your entire body if possible) under a sturdy table or desk. If 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 / 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 emergency hazards a duty staff member can be contacted on 021 279 5500.

Emergency services can be contacted on 111 emergency services 111 if you call emergency services, please also notify Toroa staff by phoning 021 279 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 create 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 cameras at various locations within the College grounds.
- Simple guest procedure.

Health and Safety

As part of The University of Otago, residential Colleges are committed to providing a safe and healthy place for all those that work, use, visit and, more importantly, live in our colleges. In matters of Health and Safety, it is important any concern(s) or potential concern(s) with our residential colleges is reported to college staff as soon as you are able. For more information around Health and Safety at Otago, please visit the following link: <https://www.otago.ac.nz/health-safety>

Vaccinations

We strongly encourage you to be fully vaccinated.

Most primary schedule vaccinations are fully subsidised for NZ residents. Some vaccines are also fully subsidised for International students.

When you are over 18 years of age, to be classified as fully vaccinated, the minimum recommendations are as follows:

3 x Tetanus/Diphtheria/Pertussis

3 x Polio

2 x MMR (Measles, mumps rubella)

3 x HPV

3 x Hep B – [\(there is a charge for this\)](#)

Meningitis B and ACWY vaccines are fully funded for NZ residents aged 13–25 years entering college accommodation.

We strongly recommend all students, particularly those living in residential colleges, be vaccinated against meningococcal disease before coming to Dunedin. Historically, there are at least one or two cases among students at the University of Otago annually. Vaccination will provide very good levels of

protection but unfortunately there is not a single vaccine that covers all meningitis strains. For further information regarding vaccinations, see here: [Vaccination information](#)

General safety

Due to Health and Safety reasons and space restrictions, furniture other than that provided by Toroa may not be used in your unit, in common areas or on the roof terrace.

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. Access to other gates is by way of code access or your activated student ID card.

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's 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 allrisk 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.

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 personalize 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.
- 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.

Commercial Hire Scooters – Use and Charging Commercial Scooters, e.g. Neuron (or their equivalent) are not permitted to be charged or stored in or at Toroa College. The charging of personal electric scooters is deemed to be acceptable as long as the charging devices complies with all NZ and University of Otago safety standards. We strongly recommend riders take care of their own safety by wearing a helmet, to help prevent injuries in the event of an accident.

Electric Vehicle Charging The charging of electrical vehicles is not permitted at Toroa College. Charging stations are available on Campus and in the wider Dunedin area.

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 endeavors basis. Where practicable, access is available by Wireless.

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 use your own personal internet provider, you will have to use a wireless service.

Energy

All Toroa units have heating in common areas and bedroom. 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, computers on stand-by mode.
- Turn lights off if you are out of the room for more than 5 minutes.

Laundry

Toroa has two communal laundries, free for residents' use. You will need to provide your own laundry powder.

Due to the location, the small laundry facility is only available to be used between 10am to 8pm.

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 inside the units. For example, bicycles in hallways can pose a fire hazard in preventing a safe exit.

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

Contract Period and Period covered by Toroa College Fees

The dates covered by your Residential Agreement are stated in your contract.

If you arrive prior to your Agreement start day or depart after the final date, you will be charged for extra days.

Permission from the Tautiaki (College Warden) needs to be sought for any potential early arrivals and/or late departures.

No refund or reduction in fees are available for any period of absence from Toroa for the dates covered by your Residential Agreement, unless specially mandated by the University with regards to specific events.

Subletting your room is prohibited, as is having guests stay in your absence.

How to pay

Residential fees may be paid in a variety of ways:

- Otago Te Puna Portal (Recommended)
- NZ bank accounts
- NZ or International credit cards (surcharge applies)
- EFTPOS at the Accommodation Hub or Toroa College
- NZ debit cards or NZ or International credit cards (surcharge applies) –
- Direct debit (NZ bank accounts only) – Internet banking (NZ bank accounts only) –
- International bank accounts by either wire or telegraphic transfer (bank fee applies) Otago bank account details, methods of payments and payment links can be found on <https://www.otago.ac.nz/uniflats/faqs/index.html#how-to-pay>

Other Charges

Replacement key	\$35.00. Refundable if original key located.
Car parking (please let us know if you wish to park at Toroa)	\$27.00 per week

Photocopying/Printing via the University Network	As per University charges. You will need to load funds to your university student id on campus 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 (including marks from any fixing agent other than "white tack")	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, laundry tub, study and bedside light, electrical multibox.*
- Unit: *Fridge-freezer, microwave, oven, crockery, cutlery, toaster, electric jug, pots and other cooking equipment, lounge furniture, vacuum cleaner.*
- Laundry: *washing machines and dryers available for use free of charge*

Our facilities include:

- Wireless in each of our units
- Manawa
- Study room
- Laundry room

We recommend you bring:

- 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
- A warm 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

Support Services

AskOtago	0800 80 80 90 (03) 479 7000	https://ask.otago.ac.nz/smfgeneralenquirypublic/
Campus Watch	(03) 479 5000 0800 479 5000	www.otago.ac.nz/proctor/campuswatch/
Career Development Centre	(03) 479 8244	www.otago.ac.nz/careers/
Chaplains	(03) 479 8497	www.otago.ac.nz/chaplain
Disability Information and Support	03 479 8235	www.otago.ac.nz/disabilities
Dunedin Public Hospital	03 474 0999	
Dunedin Urgent Doctor and Accident Centre	03 479 2900	www.dunedinurgentdoctors.co.nz/
Healthline	0800 611 116	
International Office	03 479 7000	www.otago.ac.nz/international
Lifeline Aotearoa	0800 54 33 54 Text 4357	www.lifeline.org.nz/
Male Survivors Otago	03 425 8018	https://malesurvivorsotago.nz/
OCASA Dunedin	03 474 1592	www.ocasa.org.nz/
OUSAs- Support OUSAs Club and Socs	0800 12 10 23 03 479 5960	www.ousa.org.nz www.ousa.org.nz/clubsandsocs
Pacific Island Centre	03 479 8278	www.otago.ac.nz/pacific
Social Impact Studio	03 479 8631	www.otago.ac.nz/social-impact-studio
Suicide Crisis Helpline	0508 82 88 65	https://www.lifeline.org.nz/services/suicide-crisis-helpline
Student Health	(03) 479 8212 0800 479 821	www.otago.ac.nz/studenthealth
Student Learning Development	03 479 8801	https://www.otago.ac.nz/educational-design-innovation/students
Te Huka Mātauraka (Māori Centre)	03 479 8490	www.otago.ac.nz/maoricentre
Te Whare Tāwharau Sexual Violence Support and Prevention Centre	0800 479 379 03 479 3790	www.otago.ac.nz/te-whare-tawharau/
Unipol/ Recreation Services	(03) 479 5888	www.otago.ac.nz/recreation/
1737	Text or call 1737	1737.org.nz

Toroa College Contact Details

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. Please use the following template.

University of Otago
[Student's Name]
Toroa College
PO Box 56
Dunedin 9054
New Zealand (if international)

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

Toroa College
8 Regent Road
Dunedin 9016

Address:

Toroa College
8 Regent Road
Dunedin North, Dunedin 9016

Email:

toroa.college@otago.ac.nz

Telephone Numbers

Toroa College	(03) 479 5500
Sean McCallaghan	(03) 479 5500
Stewart (Tautiaki-Piki (College Deputy Warden)	(03) 479 5500
Innes Gilbertson	(03) 479 5500
TBA (Kaiāwhina Whare)	(03) 479 5500
Mike (Facilities Co-ordinator)	(03) 479 5500

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.