

# 192 CASTLE COLLEGE



## STUDENT HANDBOOK

2024

---

Contents

<b>WELCOME TO 192 CASTLE COLLEGE .....</b>	<b>4</b>
<b>Meet the Staff .....</b>	<b>5</b>
<b>Your Bedroom.....</b>	<b>6</b>
<b>Security .....</b>	<b>9</b>
<b>Access Cards.....</b>	<b>9</b>
<b>Emergency Procedures .....</b>	<b>9</b>
<b>Evacuation .....</b>	<b>9</b>
<b>Fire.....</b>	<b>10</b>
<b>Evacuating from the College .....</b>	<b>10</b>
<b>Earthquake.....</b>	<b>10</b>
<b>College Lockdown.....</b>	<b>11</b>
<b>Pandemic Safety.....</b>	<b>11</b>
<b>Covid .....</b>	<b>12</b>
<b>Emergency Preparedness .....</b>	<b>12</b>
<b>Academic Support.....</b>	<b>13</b>
<b>Health and Wellbeing .....</b>	<b>13</b>
<b>Education and Training Act Code of Practice.....</b>	<b>13</b>
<b>Concern for others .....</b>	<b>14</b>
<b>Covid / Pandemic Alerts .....</b>	<b>14</b>
<b>Positive Well-being and selfcare.....</b>	<b>15</b>
<b>Consent.....</b>	<b>16</b>
<b>Reporting .....</b>	<b>16</b>
<b>Confidentiality .....</b>	<b>17</b>
<b>Drugs.....</b>	<b>18</b>
<b>Smoking and Vaping.....</b>	<b>19</b>
<b>Harmful Digital Communications.....</b>	<b>19</b>
<b>Cyber Safety .....</b>	<b>19</b>
<b>Weapons .....</b>	<b>20</b>
<b>Te Puna Student Accommodation Portal .....</b>	<b>20</b>
<b>Diversity .....</b>	<b>21</b>
<b>Harassment.....</b>	<b>21</b>

---

<b>Disciplinary Process .....</b>	<b>22</b>
<b>Discipline Process .....</b>	<b>22</b>
<b>Appeals .....</b>	<b>23</b>
<b>Appeal process.....</b>	<b>24</b>
<b>Making a complaint .....</b>	<b>24</b>
<b>Procedures for concerns .....</b>	<b>24</b>
<b>Alcohol Expectations .....</b>	<b>25</b>
<b>Alcohol-Free Areas and Periods .....</b>	<b>25</b>
<b>Guest Policy.....</b>	<b>26</b>
<b>Day Visitors.....</b>	<b>26</b>
<b>Overnight Guests .....</b>	<b>26</b>
<b>Non-Guest Periods.....</b>	<b>27</b>
<b>Partner Pass .....</b>	<b>27</b>
<b>General Information .....</b>	<b>27</b>
<b>Being away from the College .....</b>	<b>27</b>
<b>Car Parking .....</b>	<b>27</b>
<b>Dining .....</b>	<b>27</b>
<b>Facilities .....</b>	<b>28</b>
<b>Computer Room .....</b>	<b>28</b>
<b>Study Centre .....</b>	<b>28</b>
<b>Common Room.....</b>	<b>29</b>
<b>Theatre .....</b>	<b>29</b>
<b>Rec Room (Ground Floor) .....</b>	<b>29</b>
<b>Laundry .....</b>	<b>30</b>
<b>General Information .....</b>	<b>30</b>
<b>Communication .....</b>	<b>30</b>
<b>Mail .....</b>	<b>30</b>
<b>Accommodation Fees .....</b>	<b>31</b>
<b>University Policies and Procedures.....</b>	<b>32</b>
<b>Support Services .....</b>	<b>33</b>

---

# NAU MAI, HAERE MAI

## WELCOME TO 192 CASTLE COLLEGE

Our warm and welcoming College environment is made up of four residential floors, which are complemented by additional communal spaces. You will be a part of this special community and over the course of the year you will help build its character and traditions.

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

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

At 192 Castle College, we endeavour to provide:

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

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



---

## Meet the Staff

### **College Warden – *Tautiaki***

Luke Morrison is the Tautiaki/Warden. He has overall responsibility for the College, including overseeing the provision of pastoral care for all residents.

### **Deputy Warden – *Tautiaki Piki***

Our Deputy Warden, Dasha Joseph Fernandez, oversees the College's academic programme, organises the sub-warden team, and provides pastoral support.

### **Assistant Wardens – *Tautiaki Kaiāwhina***

We have two Assistant Wardens, Zoey Taylor and a second position to be filled soon, who take responsibility for the event life of the College, such as sporting activities, and cultural activities as well as assisting with pastoral care and a range of other tasks.

### **Sub Wardens – *Kaiāwhina Whare***

192 Castle College has a Sub-warden team consisting of five Sub-wardens.

- Get to know your Sub-wardens and the wider team as they are an invaluable source of support and knowledge. Each Sub-warden has been a first-year student themselves and are still actively studying within the university. The team will be available as your first point of contact for all questions you may have about our College and the University in the first few weeks, and throughout the year.
- Sub-wardens are involved in a wide range of duties around the College. As well as completing set rostered evening and weekend duties, getting to know residents, and providing general support, they organise floor and College wide events throughout the year.
- One of the main situations in which you will encounter Sub-wardens is during their weekend and evening rounds. Evening rounds have several functions. As well as ensuring an appropriate atmosphere for study and sleep, they will be monitoring noise and checking for health and safety risks throughout the College.
- Sub-wardens are acting on behalf of college management in the evenings, and as such, students need to follow their instructions at all times.
- When they are not on rounds, the rostered duty Sub-warden can be found at the main office on the ground floor. Each evening one of the team will be on duty from 5:00pm until 10:30pm as well as over the weekend.

**Duty Phone Number: 021 279 4330**

---

## Your Bedroom

192 Castle College provides high standard living facilities for our residents. We expect that when you leave at the end of the year, the room will be in a similar condition as you found it at the beginning. You will be provided with a room inventory at the beginning of the year to complete.

### Room Checks

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

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

**Please take care of your room and follow the guidelines below:**

- You are, at all times, responsible for your own room and the behaviour of visitors, whether you are present or not. This is why we recommend locking your door when you are not in your room. Any damage may be charged to you.
- Rubbish & recycling from your room should be regularly taken to the recycling bins and rubbish skip via the corridor behind reception on the ground floor.
- To ensure your room is adequately ventilated, please open your blinds and windows on a daily basis.

### Electrical Appliances

It is a health and safety requirement that all your electrical appliances are checked and registered as safe by a certified electrical contractor. Appliances are considered any items that are plugged into a wall outlet. You must have all items tested prior to or once you arrive at the College. Technicians will be available at the College on a specified day to test your appliances.

### Room security and insurance

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

### 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.

---

## **Fire safety equipment**

All bedrooms are fitted with smoke alarms. For fire safety reasons additional kitchen appliances, dehumidifiers, heaters or electric blankets or any other homeware appliances are not permitted within 192 Castle 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.

## **Room Cleaning and Bed linen**

The communal bathrooms and other common areas are cleaned regularly. Your cleaner will enter your bedroom weekly for cleaning and a second time to ensure rubbish and recycling has been emptied. Staff at the College will give you information about the cleaners' schedule relevant to where your room is. Please help the domestic staff by making sure the room is tidy – their role is to clean, not to tidy.

Only bed linen supplied by the College is laundered by the College. Clean sheets are available on a weekly basis. Linen exchange days are usually on a Sunday evening.

## **Cleaning Services**

During the year, you will get to know your cleaner as part of the 192 Castle experience. Show them the respect they deserve by tidying up after yourself both in your bedroom and bathroom as well as communal areas.

- Your room will be cleaned once a week, you will be informed at the beginning of the year which day your room will be serviced.
- Each week, on your rostered day, you will need to be out of bed by 9am and ensure that your space is tidy, and the floor is clear. In order to clean efficiently, our cleaning staff asks that all bench spaces and sinks also be clear of items.
- It is your responsibility to keep your fridge clean
- 

## **Linen, Bedding & Bathroom Materials**

Upon arrival to the College, your room will already be equipped with:

- Mattress & Mattress Protector
- Sheets & Pillowcases

You need to supply your own toiletries, towels, and a floor mat for the shower area.

---

## Pets

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

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





---

## 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 192 Castle Street**

The nature of the emergency

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

## Evacuating from the College

The official College evacuation meeting point is the car park on the North side of the College, on the corner of Castle and Hanover Streets. Please do not leave this area until the 'all-clear' has been given by a member of staff.

## 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 within a few steps of you). If there is no shelter nearby, crawl to an inside corner of the room and cover your head and neck with your arms and hands.

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

Practice drop, cover, and hold in each safe place. Drop to the floor, take cover under a sturdy piece of furniture, and hold on to a leg of the furniture. If suitable furniture is not nearby, sit on the floor next to an interior wall and cover your head and neck with your arms. Keep away from windows and other items that may fall on you. Responding quickly in an earthquake may help protect you from injury.

Practice drop, cover, and hold at least twice a year. If you are inside, you should remain inside, if you are outside you should remain outside but take shelter clear of buildings, trees, power lines and other potential hazards. If you are instructed to evacuate, or if the alarm sounds, head to the nearest safe evacuation meeting area and await instructions from staff or emergency service personnel.

---

## College Lockdown

### Threat to life on Campus

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

### Threat to life in College

Run – Hide – Fight

**RUN** – to a place of safety

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

**HIDE** – if unable to run from the area, hide

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

**FIGHT**

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

- Attempt to incapacitate the shooter

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

## Pandemic Safety

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

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

You should have your own medical kit and masks.

---

## Covid

During the COVID-19 pandemic 192 Castle College will remain open unless closed by the Ministry of Education. It is imperative at all levels that you advise a staff member when you are feeling unwell and if you have COVID-19 symptoms we strongly encourage you to seek a COVID-19 test. . If you have tested positive for COVID19, we recommend you isolate in your room for 5 days, even if you only have mild symptoms. If you need to leave your room, we recommend you wear a mask to prevent the spread of covid to others. While you are isolating a staff member will deliver your meals and check on you. Should you need anything whilst in isolation contact the Duty Phone on 021 279 4330.

192 Castle 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/>

## Emergency Preparedness

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

Minimum requirements:

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

Have close at hand ready to grab in case of an evacuation:

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

Additional extras that would be useful:

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

---

## Academic Support

Workshops in relevant study skills and examination preparation, may be provided throughout the year. In conjunction with Cumberland College we run a programme of tutorials/study sessions in a variety of papers.

Release of Grades: As a condition of residence 192 Castle College requires Residents to authorize the University to supply the Warden with academic grades for the time they are in Residence. This enables the College to provide the residents with assistance for their academic programme.



## Health and Wellbeing

First aid services are available in the College as required – ask at reception or call the Duty Phone for assistance.

### Feeling Sick?

- Notify staff by calling the Duty Phone.
- We can then arrange for meals to be delivered, assist with any liaison with academic staff, and check up with you to see that you are ok.

## Education and Training Act Code of Practice

192 Castle 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/>

---

## Concern for others

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

Start a conversation with these four steps\*:

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

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

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

You can do this by:

- Speaking to the on-call staff member
- Calling our 24/7 duty number: 021 279 4330
- Speaking to the staff member at reception
- Speaking to any staff member
- Emailing: [terangihiroa.college@otago.ac.nz](mailto:terangihiroa.college@otago.ac.nz)

## Covid / Pandemic Alerts

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

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

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



---

## Positive Well-being and selfcare

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

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

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

Taha tinana, physical well-being. Physical well-being starts in the kitchen, with the College providing healthy and nutritious meals, working with those students with dietary requirements to create meal plans for everyone. Healthcare for everyday bumps, bruises and colds are provided by first aid trained pastoral staff at the Colleges, with further professional health care provided through Student Health and associated University and Community Health Care providers. Provision is also made for assisting those with physical or mental disabilities, from providing wheelchair access to a location, through to study notes from Disability Information and Support and beyond. Physical wellbeing also encompasses the provision of opportunities for physical activity, with College staff actively providing regular sporting, recreational, and cultural activities to promote a healthy, active lifestyle. These activities are typically run within and between the Colleges, and through University teams, clubs, societies and groups. Physical security is also available 24 hours a day at Colleges and on campus through Campus Watch, the Proctor, and through security and staffing provided directly at the College.

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

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

---

# Safety

## Consent

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

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

The following are very good guidelines.

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

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

### For more info about consent

During the first weeks of the College year Te Whare Tāwharau will come to the College and provide the CommUNty102 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://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

## Confidentiality

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

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

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

This may occur when:

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

---

## Drugs

### **Illegal Drugs**

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

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

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

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

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

### **Legal Substances**

At any given time, a substance can be classed as legal and yet it can have a serious effect on your mental and physical health, some of these are not yet known. The legality of substances is something that can change suddenly as a result of government passing laws. The fact that a substance has become illegal after you purchased it will not be accepted as an excuse by the law or the College. While we recognise that some readily available substances are classed as legal, we cannot condone the use of these substances due to the unknown health effects they have. Our expectation is that you will not have any drugs apart from your prescribed medication or over the counter products in your possession. The only 'legal substance' that we allow to be used at 192 Castle College is alcohol and this is subject to college rules and current legislation. Any Resident found in the possession of, under the influence of or using a legal high will face disciplinary action.

### **Drug Paraphernalia**

As we do not condone the use of illegal drugs, or legal substances, and the presence of drug utensils and/or drug related paraphernalia within our community or grounds will not be tolerated. Anyone found to be in possession of, or using such items will face disciplinary action, which may involve being

---

suspended or excluded (termination of residence) from the 192 Castle 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.

## Smoking and Vaping

The University of Otago is a smoke-free and vape-free campus. This includes all 192 Castle 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.

## 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.



---

## Weapons

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

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

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

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

## 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 – Request a late dinner
- Check out- to record your leaving date at the end of the year.

Please bookmark the following URL to Te Puna:

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

---

## Diversity

Our 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

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

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

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

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

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

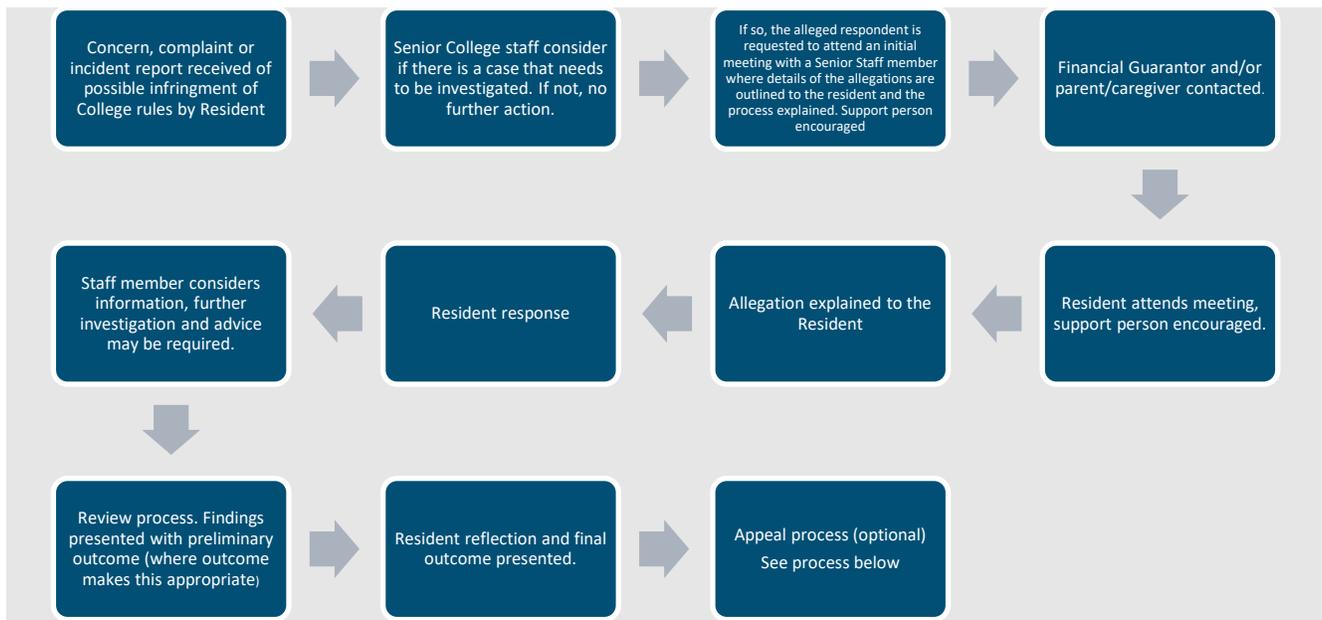
- make sure you are safe
- talk with a staff member to decide if you wish to make a complaint
- seek advice and get support from a staff member
- or you can check out the other support services available at the University of Otago at:  
<http://www.otago.ac.nz/services>

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

# Disciplinary Process

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

## Discipline Process



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

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

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

---

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

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

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

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

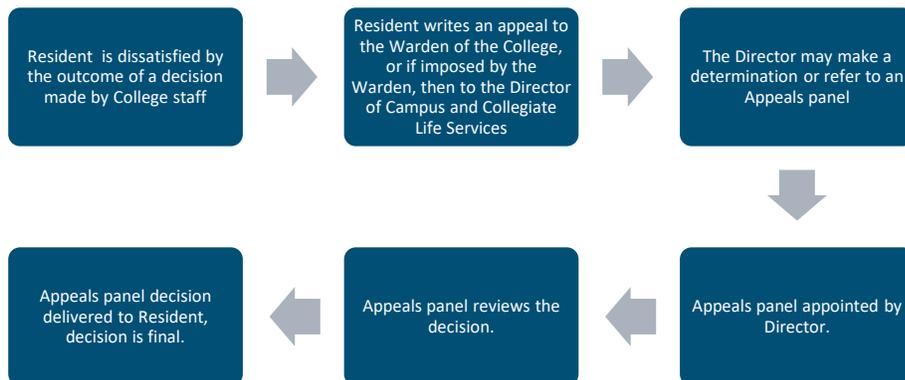
## Appeals

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

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

---

## Appeal process



## Making a complaint

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

## Procedures for concerns

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

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

- Any formal complaint should be addressed to or raised with the Warden of your College. Where your complaint is about or involves your Warden a complaint can be made to the Senior Warden of Colleges or, if it is about or involves that person, to the Director of Campus and Collegiate Life who may appoint a nominee to deal with the matter.
- When a complaint is received, the Warden or their nominee, will discuss the matter with the complainant to seek any necessary clarification before deciding the detail of the process to be followed before determining what action, if any, should be taken. The complainant may have a support person with them during this meeting if desired.
- The Warden or their nominee will investigate the complaint. This may include contacting other members of the community or other individuals as necessary.
- Depending on the nature of the complaint the Warden or nominee may refer the complaint and or any investigation to the Senior Warden of Colleges, the Proctor, or any other person as necessary.
- The complaint will be investigated with a level of formality appropriate to the nature of the

---

concerns raised and will be treated in confidence as far as possible. However, all complaints will need to be handled in accordance with natural justice, meaning any persons responding to a complaint must have the opportunity to hear all details about it and have the opportunity to present their point of view. Any such person will also be entitled to have a support person during any discussion of the complaint if they wish. Details about a complaint may also need to be shared with other people who it appears may have relevant information to supply to an investigation.

- The Warden (or nominee) will decide what steps will be taken as a result of the findings of the investigation.
- Complainants will be informed of the outcome of the investigation.
- If the complainant is dissatisfied with the outcome of the complaint they may write to the Director of Campus and Collegiate Life Services within seven working days, for a review of the process.

## Alcohol Expectations

### Residents Under the Age of 18

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

The ability to have a drink within the College is a privilege, not a right, and as such may be revoked for those found not adhering to college expectations. We expect maturity around the consumption of alcohol and that residents will drink in a safe and sensible manner.

- Alcohol may be consumed in bedrooms (excluding those in alcohol free areas) until 10:00pm.
- Kegs, funnels and drinking games are strictly prohibited.
- Home brewing equipment including beer/wine/spirit making is strictly prohibited.
- The consumption of alcohol is **not** permitted in any public areas including hallways, common room, theatre, dining room, rec room and the College grounds, except when permitted by senior staff.
- Drinking is permitted in the college between 6:30pm and 10:00pm. Drinking at other times is only permitted with permission from senior management.

### Alcohol-Free Areas and Periods

Some students have opted to reside in an alcohol-free area. No alcohol is to be consumed or stored on these floors. Residents of these floors are permitted to consume alcohol (so long as they are over 18) in other parts of the College, in accordance with the alcohol rules above.. Each resident is responsible for ensuring any of their visitors or guests also respect alcohol-free areas.

---

An alcohol-free period occurs at the end of each semester to aid exam focus. The College enters Study Zone approximately 3 weeks before exams begin in each semester and the College is alcohol free during this time.

### **For more info about safe drinking**

<https://www.alcohol.org.nz/help-advice/is-your-drinking-ok>

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

<https://www.hellosundaymorning.org>

## **Guest Policy**

### **Day Visitors**

You are more than welcome to have friends and family come and visit you in the College during the day. If these visitors are *not* registered to stay overnight, then they must leave the College by 10pm.

All visitors must sign into the guest book upon arrival if they are staying past 5pm.

Visitors are not to bring alcohol into the College at any time and they must understand and abide by college guidelines at all times.

Visitors are welcome to meals in the College – the host resident for all visitor meals must obtain a ticket in advance. Meal charges are \$8 breakfast, \$9.25 lunch and \$13.25 for dinner. Unfortunately, we cannot usually accommodate visitors on formal occasions such as at our Formal Dinners.

### **Overnight Guests**

You may also have one overnight guest stay with you at the College at certain times during the year.

The current cost for an overnight guest is \$20 per night including meals, regardless of whether or not extra bedding is required. These guests may stay for a maximum of 3 nights (any request to extend this period must be approved by senior staff in advance).

Guests under the age of 16 may only stay after a discussion with senior management.

**NB** Guests can be signed in and paid for at reception during office hours, or alternatively can be signed in with college security/Sub-warden in the evening and paid for the following day. Once signed in, your guest will receive a white guest pass and must keep this with them during their stay.

---

## Non-Guest Periods

There are a number of periods during the year, in which guests (excluding parents) are not permitted to stay in the College. This includes Orientation week, Study Zone each semester, Re-Orientation week and weekends of major events in Dunedin.

## Partner Pass

If you have a partner who lives in or near Dunedin, you may apply for a partner pass. This will enable them to stay up to 3 nights a week for \$50 per semester. No meals are included. You need to see senior management to apply for this.

## General Information

### Being away from the College

If you plan on being away from the College overnight or longer, please complete “Time Away” on [Te Puna](#). This is so we can contact you as needed and assist in our management of emergency evacuations.

### Car Parking

We have a small number of car parks available for lease. These are charged out at university rates and you should contact reception well in advance of arrival to make arrangements. There is no long-term free parking in the immediate vicinity of the College.

## Dining

The Dining Room is open 24/7, should residents wish to study quietly or meet for a hot drink. Toast is kept out in the evenings – please make sure the surrounding area is kept tidy.

Cutlery or crockery is not to be removed from the dining room.

Details on mealtimes are displayed outside the dining room on the second floor.

*Please note that during some holiday periods, lunch and dinner are provided at Cumberland College (one block along Castle Street).*

There is an option each weekday morning to make a packed lunch. Please note that packed lunches and late dinners are an **alternative** to in-College meals, not an addition.

---

Appropriate behaviour in the Dining Room includes wearing of shoes at all times and not sitting on tables.

Bags are not to be brought into the dining room. You can leave these in your room prior to mealtimes, or outside the dining room.

Visitors are welcome to meals in the College – the host resident for all visitor meals must obtain a ticket in advance. Meal charges are \$8 breakfast, \$9.25 lunch and \$13.25 for dinner. Unfortunately, we cannot usually accommodate visitors on formal occasions such as at our Formal Dinners.

If you have a special dietary need, religious or cultural food preference, allergies, and intolerances please contact us. The food service team will make every reasonable attempt to manage a special diet however due to the large number of residents it may not be possible to cater for all needs. All lamb, beef and chicken are Halal. Foods with pork or alcohol will be labelled.

Late dinners are available daily via Te Puna. You can only request a late dinner for the current day (not in advance) and need to have your request submitted by 4.30pm.

## **Facilities**

### **Computer Room**

We currently have three desktop computers available on the first floor in the small computer lab opposite the theatre. There are also printing facilities (charged at university rates) available here and in the foyer.

Gaming or viewing offensive material is strictly prohibited. Be aware that personal usage can be monitored by University IT Services.

### **Study Centre**

The Study Centre is located on the ground floor. Students have 24/7 access to this environment, which is a quiet study zone at all times. In the evenings, priority is given to our tutorial programme – and students not enrolled may be asked to vacate during a tutorial to allow space for others.

Please do not 'set up camp' in the Study Centre as the area is often used for meetings and other purposes. We have provided cubby holes at the rear of the room so books can be stacked neatly between study sessions.

Aside from bottled water, there is to be no food/drink in the Study Centre.

---

## Common Room

This is a multi-purpose area available for your relaxation. It has a small kitchen and a large deck for student use. Please note that neither the deck nor the piano are to be used after 10:00pm for noise reasons.

## Theatre

The Theatre is open all day until 10:30pm at night and has equipment for watching DVD's and for connecting laptops.

## Rec Room (Ground Floor)

The Recreation Area on the ground floor is equipped with a small gym, table tennis, foosball and air hockey, pool, and snooker tables.

---

## Laundry

The Laundry is on the first floor. The laundry facilities are free to use – you do need to provide your own washing powder and a (named) washing basket. Laundry is open daily between 8am and 10:30pm.

When using our laundry facilities, please be considerate of others sharing the space. Some simple guidelines to ensure appropriate use are as follows:

- Do not turn off dryers or washing machines being used by others before cycles have finished.
- After a previous load has finished, place the existing washing into the student's basket before using the machine.
- Be timely and do not leave your laundry in the machines for long periods.
- Please be careful not to overload machines and ensure all loads are evenly spread around the machine. If in doubt, do two loads.
- Manage any muddy clothing or sports gear in the laundry tubs and thoroughly clean up after yourself.
- Keep windows open when using any clothing racks in bedrooms, to ensure proper ventilation and to avoid condensation.

## General Information

### Communication

There are several different ways in which we will communicate with you at the College. Please check these frequently as there will often be time-sensitive information which requires immediate action:

- The College has a closed Facebook group that you will be invited to join. Staff and Sub-wardens post on here regularly with updates.
- The Academic Noticeboard near the dining room, updated regularly with tutorial timetable and other various notices
- Floor whiteboards at the end of each corridor (near lifts) updated with weekly notices. Sub-wardens also write reminder notes on these boards.
- The Dining Room has an electronic screen with important notices from the College and also the wider University
- The pin-board opposite the mail-slots on the ground floor has a wealth of academic and extra-curricular information available.

### Mail

Mail will generally be put in the slots around the corner from reception and are sorted by last name. Parcels will be placed outside Receptoin. As a protection we ask that you only collect your own mail and not on behalf of others.

---

## Accommodation Fees

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

### Early Departure and Liability for Fees

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

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

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

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

Reasons for possible release consideration are:

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

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

### Period Covered by College Fees

Residential fees cover the period Saturday 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.

## University Policies and Procedures

As a University of Otago student, you have agreed to abide by the University's policies and procedures. Among key documents, there are three key documents for consideration while staying in the College:

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

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

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

## Support Services

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

*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.*