



 57 - 65, Drummond Street,
Carlton VIC 3053

 +61 3 9654 9243
+61 411 178 759

 www.alberthouse.com.au
info@alberthouse.com.au

WELCOME TO ALBERT HOUSE

PURPOSE

This handbook provides important information about how Albert House operates so that you can get the most out of your stay here.

We understand that moving away from your family and friends and your home country is a huge change, and whilst it is exciting, we know that it can also be very challenging and daunting.

Our aim here at Albert House is to make this transition as smooth as possible and provide our residents with a home away from home.

In order for us to provide the best possible experience and service, we do require cooperation from all our residents. This handbook details the information you need to know about the Albert House facilities, our house rules and our policies, procedures and codes of conduct.

With the consideration and cooperation of all Albert House residents we are sure you will enjoy your stay here and have a great start to your student life in Melbourne.

THE ALBERT HOUSE MANAGEMENT TEAM

NAME & POSITION	RESPONSIBILITIES
Pauline Tan <i>Managing Director</i>	<ul style="list-style-type: none">• Administration• Contact regarding tenancy applications/extensions, documentation, invoicing, etc.• College/university liaison• Guardian liaison
Mr. (Steven) Tan <i>Director</i>	<ul style="list-style-type: none">• Accounts• Contact when on site for all in-house issues (equipment problems, maintenance, supplies, etc.)• Contact when on site for all in-house emergencies (health, fire, security, etc.)
Jason Ng <i>On-site Supervisor</i>	<ul style="list-style-type: none">• Available/contactable 7 days a week• Contact for all in-house issues (equipment problems, maintenance, supplies, etc.)• Contact for any in-house emergencies (health, fire, security, etc.)
Mrs. (Hui Yan) Tan: <i>Director, Food Services</i>	<ul style="list-style-type: none">• Planning of menu• Head Chef• Kitchen supervisor



Albert House
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Supreme Gourmet House Pty Ltd
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WELCOME TO MELBOURNE

Melbourne is one of the world's most liveable cities. We encourage you to get out, explore and experience the many wonders it has to offer. One of the best ways to do this is to make contact with a Visitor Information Centre.

VISITOR INFORMATION CENTRES



This sign represents a Visitor Information Centre. These centres provide a number of services, including maps and guides information on local events, advice on the best things to see and do in Melbourne and Victoria, assistance with itinerary planning, and an insider's insight into the local lifestyle and culture. Visitor Information Centres have multilingual facilities, interpretive multimedia, Internet access, and an accommodation and tour booking service.

Melbourne Visitor Hub

The main Visitor Information Centre is the Melbourne Visitor Hub at Town Hall. The Hub offers:

- local knowledge and personal insights about Melbourne
- guides, brochures and maps
- installations inspiring exploration of the city
- public transport information
- free wi-fi and connectivity to tourist websites.

Location

Melbourne Town Hall
90-130 Swanston Street
Corner Little Collins and Swanston streets
Melbourne 3000

Operating hours

Open daily from 9am to 6pm
Good Friday 10am to 5pm
Closed Christmas Day

Phone: 03 9658 9658 (Monday to Friday only)

The Melbourne Visitor Hub is also the place to book in for the Melbourne Greeter Service. This is a free 2 to 4-hour walking orientation of the city, conducted by trained volunteered. Bookings can be made for groups of up to 4 people. Bookings are essential, require at least 24-hour's notice, and can be made up to 4 weeks in advance. Bookings can be made by calling: 9658 9658. The City of Melbourne also has a number of City Ambassadors dressed in distinctive red uniforms (and hats with on the  ribbon) who walk around the retail centre of the city giving directions or simply lending visitors a hand. Feel free to seek assistance from these ambassadors if you're in need.



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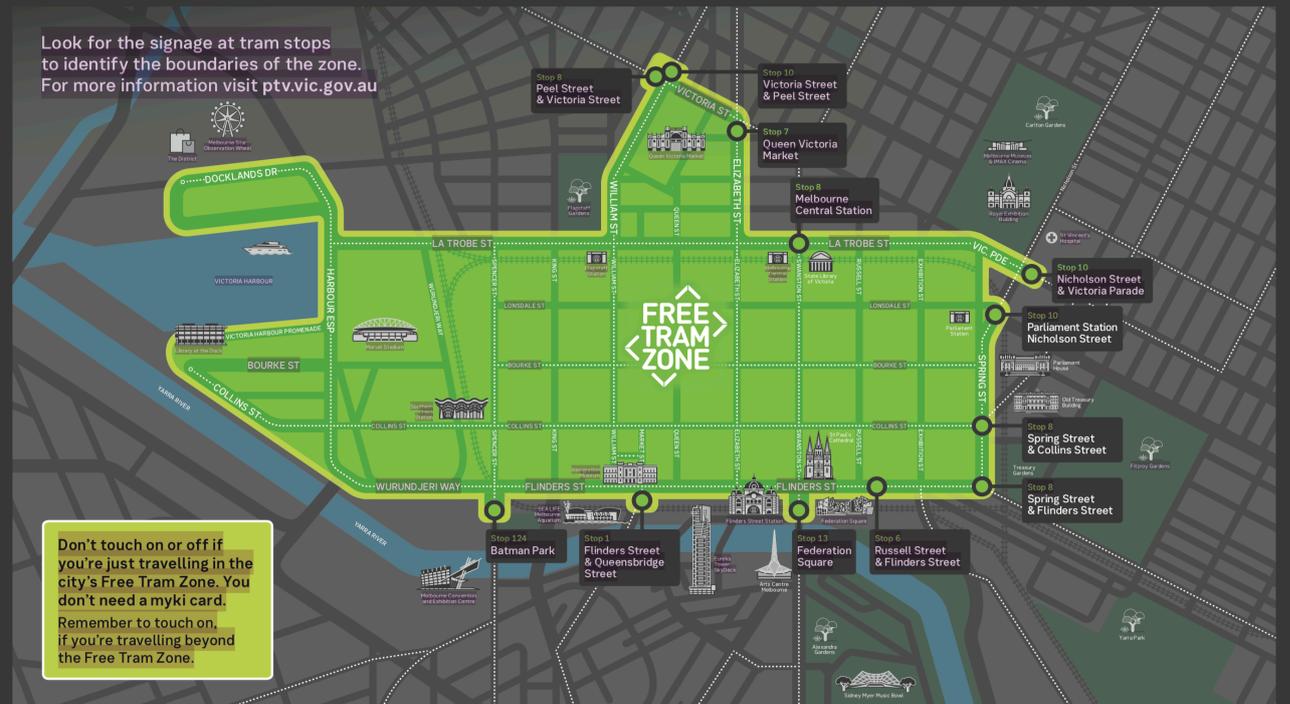
OTHER USEFUL MELBOURNE INFORMATION:

- The telephone area code for Melbourne VIC is: 03
- The closest Australia Post Office is located at 113-119 Lygon Street Carlton (a short walk from Albert House). If you have postal deliveries that require your signature, this is where it will be taken if you are not present at Albert House to sign for the delivery. A collection card will be left for you to take to the post office with your photo ID to collect your parcel. This store is open: Monday - Friday 9:00am – 5:00pm.
- Melbourne has an excellent transport system, making it easy to get around. There are a number of trams and buses that travel around the city and suburbs which can all be accessed using a myki Card. Travel on city trams is free within the Melbourne Free Tram Zone (see map below)
 - myki cards can be purchased at any premium train station, all 7-Eleven stores, and from myki machines at selected train stations and tram stops.
 - If you have an Android mobile phone you have the option of using a digital myki directly on your phone.
 - For more information regarding the public transport system and myki cards, please visit www.ptv.vic.gov.au

Melbourne's Free Tram Zone



Look for the signage at tram stops to identify the boundaries of the zone. For more information visit ptv.vic.gov.au



Don't touch on or off if you're just travelling in the city's Free Tram Zone. You don't need a myki card. Remember to touch on, if you're travelling beyond the Free Tram Zone.

TRANSPORT FOR VICTORIA For more information visit ptv.vic.gov.au or call 1800 800 007.

Authorised by Transport for Victoria, 1 Spring Street, Melbourne.



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YOUR ROOM

We encourage you to make your room as personal and comfortable as you can as it will your “sanctuary” for the duration of your stay at Albert House. However, it is essential that you familiarise yourself with our House Rules as these set out your responsibilities in relation to Albert House property and our health and safety regulations.

ACCESSING YOUR ROOM

When you check into Albert House you are given a swipe card access key for the Resident Entry door on the ground floor. You are also given a secure key to access your room – this key cannot be copied by just any key-cutting service but must be authorised directly by Albert House management in writing to our locksmiths in order to have copies made.

You are responsible for keeping both the swipe card and the room key secure at all times. You must not give these items to anyone else under any circumstances as this will compromise the security of all Albert House residents.

In the case of lost swipe cards or room keys, you will be charged for the replacement. If the security of your room been compromised due to the loss of your swipe card and key, you may also be liable for the cost of having a new door lock installed. The costs are as follows:

- Swipe Fob: \$10
- Room Key: \$40
- New Lock: \$200

FURNISHINGS

You have been provided with the following furnishings in your room:

- Bed, mattress and mattress protector
- Bedside table
- Wardrobe
- Bookshelf
- Desk and chair
- Table lamp
- Heater and fan
- Rubbish bin
- Laundry basket

You will need to supply your own:

- Bed sheets
- Pillow and pillow case
- Quilt and quilt cover
- Towelling
- Laundry powder
- Toiletries

These items can be purchased the following stores in the city.

Target: 236 Bourke Street Melbourne VIC 3000

Big W: QV Village, corner Swanston Street & Lonsdale Street Melbourne VIC 3000

Myer: 314-336 Bourke Street Melbourne VIC 3000

David Jones: 310 Bourke Street Melbourne VIC 3000



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KEEPING YOUR ROOM CLEAN

Albert House provides weekly cleaning of all bathrooms. Each resident is responsible for keeping the bathroom clean between these times and must ensure that the floor of their bathroom, outside of the shower, is **KEPT DRY AT ALL TIMES**. Any injury to person or damage to Albert House property resulting from wet bathroom floors will be the liability of the resident responsible.

Residents are responsible for keeping their own bedrooms clean and hygienic at all times. Rubbish bins are provided and it is your responsibility to remove rubbish from your room regularly (at least one to two times per week is recommended). Rubbish can be emptied into the large bins provided in the garage. Please separate your rubbish as follows:

- General waste: large bins with the **ORANGE** lids
- Recyclables (paper, cardboard, glass & hard plastics): small bins with **YELLOW** lids

Vacuum cleaners are available for residents to use. For hygiene reasons we recommend residents vacuum their rooms once per week. It is **VERY IMPORTANT** to keep your room clean and free from food or drink scraps and spillages as these will lead to insect/pest infestations.

MANAGEMENT ACCESS

Albert House management reserves the right to access your room for maintenance, inspection and/or emergency purposes.

Wherever possible we will give you advanced warning if we need to access your room, however there may be occasions where we are not able to do so and we greatly appreciate your understanding and cooperation on such occasions.

If management requires access to your room we will first try to call you on your mobile phone number to gain your permission. If we are not able to contact you, we will perform a door-knock at your door where we will knock three times (waiting a few seconds between knocks) and announce that it is Albert House management. If you have not answered your door after these three knocks, we reserve the right to access your room with our master key.



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ALBERT HOUSE FACILITIES

DINING/Common Room

The Dining/Common room is located on the ground floor and is available for use by students 24 hours, 7 days a week. Residents can help themselves to filtered water (boiling and chilled) on tap as well as the pantry staples of coffee, milo, teas, milk, cereals and biscuits which are provided daily in the kitchenette.

When using Albert House cutlery and crockery outside of meal times, please make sure you wash these items and place on the drying rack yourself. Please do not remove any Albert House items from the kitchenette or Dining/Common Room without prior approval from management.

We recommend purchasing your own water bottle/flask if you wish to fill up water to take to your room.

The fridge/freezer in the Dining Room is provided for all residents to use. Please always remember to LABEL YOUR ITEMS with the pens and labels provided to avoid any mix-ups with other residents.

For the comfort of all residents, if you are using the Dining/Common Room between the hours of **10pm – 8am**, you must ensure that noise levels are kept to a minimum (this includes noise from electronic equipment such as phones, iPads, laptops, computers, TV).

The Piano and Foosball table are **NOT** to be used between the hours of **10pm – 8am**.

LAUNDRY

Washing and drying facilities are available from **8am – 11pm** daily in the Laundry on the ground level. Please ensure that you start your washing/drying cycle with sufficient time to be completed by 11pm, as the door will be locked promptly to minimize evening noise levels. Any clothes left in the machines will remain there until morning.

The laundry machines are coin operated. Only use **AUD \$1 coins**, as other coins jam the machine. You can exchange change for \$1 coins at the kitchen or Reception.

We have provided you a laundry basket. Please only use this basket, as other baskets found in the laundry room will belong to other residents. Also, please note that laundry facilities are for Albert House residents only.

Tea Room

The Tea Room is located in Room M3 on the Middle Floor. This room is fitted with a sink, boiling water unit, a fridge and microwave all for communal use.

There are large study tables provided for use when you have projects/assignments that may require more room to prepare.

This room can also be used for quiet group study purposes. As this room is located next to residents' rooms, the **noise levels must always be kept to a minimum in this room**.



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MEALS AT ALBERT HOUSE

Albert House prides itself on providing generous and authentic home-cooked Asian-style meals. The management team at Albert House have been in the Melbourne food industry for over 35 years and are passionate about providing a quality food service which our residents will enjoy each and every day.

If you have any special dietary requirements and even requests for favourite dishes, please feel free to speak to the kitchen team when they are available.

MEAL TIMES

All meals are served in the Dining Room. A range of dishes are provided, with the kitchen staff ready to prepare additional food when required. Meals are served between the following times:

Monday to Friday

Breakfast:	7:15am – 9:30am
Lunch:	11:30am – 1:30pm
Dinner:	5:45pm – 7:00pm

Saturday, Public Holidays & University/College Holidays

Brunch:	10:30am – 1:00pm
Dinner:	5:45pm – 7:00pm

Sunday

No cooked meals provided.

Pantry staples (cereal, bread, spreads, coffee, milo, teas, milk & biscuits) are provided for breakfast.

If you know you won't be in at meal times but wish to have your food set-aside for you when you return, please notify the kitchen in person or Jason via text message to: 0410 958 963. The kitchen will then set aside and label your meal and have it waiting for you either in the kitchen or the Dining Room fridge. You can then use the microwave provided to reheat your meal at your convenience.

You are welcome to pack your food for lunch to take to university/college with you. If you wish to do this, please purchase your own reusable lunch container as we do not provide take-away containers (for environmental reasons).



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VISITORS AT ALBERT HOUSE

We welcome you to entertain your friends and family at Albert House. However, visitors to Albert House can only be entertained in the Dining/Common Room on the ground floor.

We are also happy for you to invite your friends to dine here. The costs of dining at Albert House for visitors are listed below. If you are just bringing one guest to join you for a meal, please give the kitchen at least **one-hour notice**, however if you are having multiple guests the kitchen will need to be informed at least 24 hours before the meal to ensure that enough food is prepared for both residents and guests.

Visitors joining you for meals will need to pay the kitchen before dining. The cost includes all cooked dishes, fruit/dessert/drinks served as well as access to the coffee/teas/milo provided in the kitchenette.

Meal Cost for Visitors:

Lunch: \$10 per person

Dinner: \$13 per person

When you have your family visiting you from overseas, please feel free to invite them to join you for a meal at no charge.

Ground Floor Only:

For health and safety reasons, visitors must **ONLY** be entertained on the Ground Floor of Albert House. All other floors of Albert House **MUST NOT** be accessed by visitors without permission from management. Bedrooms and the Tea Room on the Middle Floor are **NOT** to be used for entertaining guests as this can cause disturbances to other residents.

Management may refuse entry to people who breach any Albert House policy (this includes all House Rules, regulations, procedures and Codes of Conduct). We ask that you inform your guests/visitors of our policies as you will ultimately be responsible for the behaviour of your guests/visitors.

NOTE: It is crucial that you **NEVER** give your Albert House swipe fob or room key to anyone.



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ALBERT HOUSE WI-FI NETWORK

We understand that Internet access is essential for both your studies as well as for keeping in contact with your family and friends. For this reason, we have provided a seamless Wi-Fi network with unlimited usage.

IMPORTANT INFORMATION REGARDING THE ALBERT HOUSE WI-FI NETWORK

- 1) Permitted use: when logging into the Albert House WiFi network you agree that you will NOT be using the network for any illegal or unsanctioned purpose. If you are found to be using the Albert House WiFi network for illegal purposes, you are liable for any criminal sanctions that may ensue.
- 2) Password: the password you are provided with is for your use only. You are not to give this password to visitors or guests.
- 3) Complimentary Use: access to the Albert House WiFi network is provided as a complimentary service. As such we do not provide any guarantee against occasional outages, disruptions or disconnections from the network, nor do we guarantee against variations in download or upload speeds.
- 4) Technical problems: If you experience problems connecting to the WiFi network/Internet, please do the following before contacting Albert House management:
 - i. If you receive an error message when trying to connect to the network/Internet, please take a screenshot/photo of the error and send it to management as this will enable our technicians to determine and fix the problem faster.
 - ii. Log off and “forget” the Albert House WiFi Network on your device. Reselect the Albert House WiFi Network on your device and try to log back on.
 - iii. If you still are not able to connect, please contact Jason or Pauline via text message and send the screenshot of the connection error.

NOTE: Whilst we make every effort to provide you with seamless access to the Internet during your stay at Albert House, we cannot guarantee that there will not be occasional disruptions to the WiFi network.

As such, we highly recommend having a sufficient mobile data plan that will allow you to still access the Internet through your mobile carrier in the case of a disruption to the Albert House WiFi network.



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HEALTH & SAFETY INFORMATION

In the 21 years that Albert House has been in operation, we have been fortunate to never have experienced any serious emergency or natural disaster. It is still however, very important for all residents to be aware of potential health and safety issues that may arise and how to respond if they do.

WELLBEING

If at any time you are feeling sick or unwell (either physically or mentally unwell), it is very important to seek assistance and/or treatment as soon as possible.

Sickness or Injury

If you are feeling extremely unwell and don't think you can make it to a medical centre, please call emergency services on **000** immediately.

If you are feeling sick, please arrange to see a doctor as soon as possible. They will be able to assess your condition and recommend appropriate treatment to assist recovery.

The nearest Medical Centre is the **MyHealth Medical Centre** in Lygon Court. It is always best to make an appointment to avoid long waiting times.

MyHealth Medical Centre (Lygon Court)

Phone: 03 9347 7711

Address: Level 1, Lygon Court Shopping Centre
380 Lygon Street Carlton VIC 3053

If you need assistance getting to the clinic, please contact Albert House management.

You may also be eligible to call the Home Doctor Service, if your health insurance covers Bulk Billing doctor services (please check with your university/college about your health cover). The home doctor service can be contacted on **13SICK (13 74 25)**. Please visit <https://homedoctor.com.au> for more information.

University of Melbourne students can access the Melbourne University Student Health Service

Melbourne University Student Health Service

Phone: 03 8344 6904

Address: 138-146 Cardigan Street Carlton VIC 3053

Mental Health

Your mental wellbeing is just as important as your physical wellbeing. Moving away from your family and friends at home to a new and foreign country can have a very challenging impact on your mental wellbeing. We hope that you do not feel that you are alone here so please know that you can always find someone to talk to.

If at any time you are feeling mentally unwell (e.g. overly sad, depressed, distressed, anxious, wanting to harm yourself or others, etc.) please speak to someone – it can be a fellow resident at Albert House, one of the Albert House management team, or a teacher or counsellor at your college/university.



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FIRST AID

There is a first aid kit available in the Dining Room kitchenette if you need to attend to a minor cut/wound/injury. However, if you sustain any serious injury we recommend seeking proper advice from a qualified medical practitioner.

FIRE SAFETY

Fire Escape Map

- Each room in Albert House has a Fire Escape Map displayed on or near the room door.
- Please familiarize yourself with the escape route marked on the Fire Escape Map in your room so you are aware of the best way to exit the building in case of an emergency.

Smoke Detectors

- All rooms and corridors in Albert House are fitted with smoke detectors. It is essential that these smoke detectors are fully functioning in the event of a fire within the building.
- You **MUST NOT** deactivate or interfere with the operation of any smoke detector within Albert House under any circumstances.
- Please advise management if you become aware that any smoke detector becomes faulty or is not in working order (usually indicated by regular beeps).
- If anyone is caught tampering with any Albert House smoke detector, they will be immediately fined \$200.

Fire Emergency Procedure

On discovery of fire or smoke all staff and/or residents must do following:

1. Assist people in immediate danger.
2. Warn others by knocking on doors nearby and shouting "Fire, Fire, Fire".
3. Decide if you can put the fire out. If you are unsure, **DO NOT ATTEMPT TO**.
4. Do not attempt to use the fire extinguisher if you have not been instructed on its use.
5. If you can **SAFELY** put out the fire then do so, if you are unable to, **EVACUATE THE BUILDING IMMEDIATELY**.
6. When evacuating the building, if smoke is present, keep as low to the floor as possible and take short breaths.
7. If a door is hot when you touch it with the back of your hand, **DO NOT** open the door. If there is no alternative exit, remain where you are. Call **000** and give as much information as possible (e.g. building address, your location in the building). Do not assume that someone else has already notified Emergency Services. Stay on the phone line with Emergency Services until told to hang up by the dispatcher – they may need more information from you and can also assist you in what to do.
8. Seal any cracks around the door with wet towels/linen/clothes etc. to keep out the smoke. Hang a sign in the window to attract attention but only open the windows if you are having trouble breathing.
9. If you manage to evacuate the building, assemble on the grass nature-strip (in the center of Drummond Street) and follow directions from Albert House management or



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Emergency Service personnel. Remain in this area until instructed to leave by Albert House management or Fire & Emergency Service personnel.

10. **DO NOT RE-ENTER THE BUILDING** for any reason until informed by Fire Department personnel that it is safe to do so.

Remember:

1. Fires & smoke **SPREAD RAPIDLY**.
2. Fires produce smoke that is difficult to see through & causes suffocation.
3. **THE FRESHEST AIR WILL ALWAYS BE NEAR THE FLOOR**.
4. Move quickly & calmly, but **DO NOT RUN**, to the assembly area.
5. Be decisive, make a decision, communicate and follow that decision.
6. **Get down low and GO, GO, GO.**

EARTHQUAKE OR EXTREME HIGH WINDS:

1. Stay calm.
2. If inside, stay there and take cover where you are. Duck, Cover & Hold:
 - **DUCK** or DROP down on the floor.
 - Take **COVER** under a large, sturdy piece of furniture. If that is not possible, seek cover against an interior wall and protect your head and neck with your arms. Avoid danger spots near windows, hanging objects, or tall furniture.
 - If you take cover under a sturdy piece of furniture, **HOLD** on to it and be prepared to move with it. Hold position until the ground stops shaking and it is safe to move.
3. After the event, turn a radio to an emergency broadcasting station or check <https://www.emergency.vic.gov.au/respond/> for further instructions and information.

FLOODING:

1. Stay calm.
2. Move to the levels that are unaffected by rising water. Avoid any fast-flowing water, even in a vehicle, and do not walk in flooded areas (water depth is not always obvious).
3. Avoid contact with, and do not use any electrical devices.



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USEFUL INFORMATION

ENVIRONMENTAL CONSCIENCE

On occasion Melbourne can experience various environmentally crises. In the past we have had serious water shortages which resulted in restrictions placed on all businesses and residences in Victoria, and have also faced energy shortages resulting in power black-outs.

We therefore ask all our residents to not be wasteful but rather be mindful of their personal consumption of both water and energy.

We ask that when you are leaving your room, please **SWITCH OFF ALL LIGHTS AND ALL ELECTRICAL EQUIPMENT** you are no longer using. Leaving electrical equipment on while unattended also presents a health and safety risk - if there are any malfunctions in the equipment this may lead to fire in the premises.

We also ask that you separate your recyclable waste from your general waste and place all recyclables (**PAPER, PLASTIC, GLASS, ALUMINIUM/TIN**) in the appropriate recycling bin.

BANKING

Having a local bank account will make life easier, and most likely cheaper, for you whilst you live and study in Australia.

The biggest banks in Australia are:

- ANZ
- Commonwealth Bank (CBA)
- National Australia Bank (NAB)
- Westpac

Other popular banks include:

- Bendigo Bank
- ING
- St George
- Bank of Melbourne
- Bank of Queensland (BOQ)

If you have all the required information you can often set up a bank account online and then visit a branch at a later time to perform an identity check. You will usually need the following information to sign up for a bank account online:

1. Mobile phone number
2. Email address
3. Personal details, including your name, date of birth and residential address
4. A method of verification, such as your passport
5. Foreign tax details (if you are a tax resident in a country other than Australia).

A good online resource to find out more information about banking for International students is: <https://www.finder.com.au/international-students-open-bank-account-australia>



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CONVENIENCE STORES & SUPERMARKETS

There are a number of supermarkets and convenience stores in walking distance from Albert House where you can go to buy your general supplies (toiletries, snacks, drinks, etc.). Supermarkets will usually have a greater variety of items and cheaper prices whilst convenience stores are open longer hours and are located closer.

The closest supermarkets to Albert House are:

IGA Xpress Carlton: 103-107 Lygon Street Carlton 3053
Open Sunday – Wednesday 8:00am – 11:00pm
Thursday – Saturday 8:00am – 12:00am

Woolworths Carlton: Lygon Court, 368/380 Lygon St Carlton 3053
Open daily 7:00am – 12:00am

Aldi Melbourne CBD: 501 Swanston Street Melbourne 3000
Open daily 8:30am – 8:00pm

Coles Melbourne Central: 211 La Trobe Street Melbourne 3000
Open Monday - Friday 6:00am - 12:00am
Saturday 8:00am – 12:00am
Sunday 9:00am – 12:00am

Woolworths QV: QV Melbourne, corner Russell Street and Lt Lonsdale Melbourne 3000
Open daily 7:00am – 11:00pm

The closest convenience store to Albert House is:

7-Eleven: 23-29 Victoria Street Melbourne 3000
Open 24 Hours

ASIAN GROCERIES

Asian groceries are great places to find favourite Asian food items from your home country/region. The closest Asian groceries to Albert House are:

Laguna Oriental: QV Melbourne, 1/1 Jane Bell Lane Melbourne 3000
Open Sunday - Wednesday 10:30am - 9:00pm
Thursday - Saturday 10:30pm – 10:00pm

Yahveh Asian Grocery: 131 Pelham St, Carlton VIC 3053
Open Monday - Saturday 11:00am - 9:30pm
Sunday 12:00pm – 9:30pm

Asian Grocery CitiMart: 516 Elizabeth Street Melbourne 3000
Open daily 10:00am – 12:00am

KT Mart: 600 Elizabeth Street Melbourne 3000
Open daily 11:00am – 10:00pm



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CONTACT PHONE NUMBERS

EMERGENCY SERVICES:

POLICE/FIRE/AMBULANCE 000

ALBERT HOUSE CONTACT NUMBERS

Jason (On-site Supervisor)	0410 958 963
Pauline Tan (Managing Director)	0400 075 577
Mr. Tan (Director)	0417 396 428
Mrs. Tan (Director – Food Services)	0417 388 709
Albert House Reception	03 9654 9243 0411 178 759

COLLEGES/UNIVERSITIES:

Trinity College Welfare Office	03 9348 7044
Monash Foundation City Campus	03 8616 9700
RMIT	03 9925 5106

HOME DOCTOR SERVICE:

<https://homedoctor.com.au> **13 74 25**

HOSPITAL & CLINICS:

St Vincent's Hospital	03 9348 7044
University of Melbourne Health Services	03 8344 6904
MyHealth Medical Centre (Lygon Court) Level 1 Lygon Court Shopping Centre 380 Lygon Street Carlton VIC 3053	03 9347 7711

TRANSPORTATION:

13 CABS	13 22 27
Silver Top Taxi	13 50 00
StarBus Airport Shuttle	03 8378 8700
Con-X-ion Airport Transfers	1300 953 168



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AIRLINES:

Cathay Pacific	13 17 47
China Southern Airlines	1300 889 628
Emirates	1300 303 777
Malaysia Airlines	13 26 27
QANTAS	13 13 13
Singapore Airlines	13 10 11

EMBASSIES/HIGH COMMISSIONS/CONSULATES:

China Consulate	03 9822 0604
Hong Kong Embassy	02 6273 4780
Indonesia Consulate	03 9525 2755
Malaysia Consulate General	03 9573 5400
Singapore High Commission	02 6271 2000
Taiwan Embassy	02 6120 1000

BANKS:

ANZ	13 13 14
Commonwealth	13 22 21
HSBC	1300 308 008
NAB	13 22 65
Westpac	13 21 42

TELECOMMUNICATIONS:

OPTUS	13 39 37
TELSTRA	13 22 00
VODAFONE	1300 650 410



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ALBERT HOUSE

HOUSE RULES

& PENALTIES



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HOUSE RULES & PENALTIES

- 1) Albert House residents must familiarise themselves with abide by **ALL** Albert House rules, regulations, policies, procedures and codes of conduct. Ignorance will not be accepted as an excuse for any breach or violation.

ALBERT HOUSE CURFEW:

- 2) ALL under 18 students must return to and remain within Albert House by 10:00pm each night.
- 3) All under 18 students must sign the relevant Curfew Roll at Albert House Reception between 9:00pm – 10:00pm each night.

SERIOUS OFFENCES:

- 4) **NO ALCOHOL, CIGARETTES** (including e-cigarettes and vaporizers) or **DRUGS** are allowed to be consumed, possessed or sold within Albert House premises by our residents at any time.
 - Any damage to Albert House property resulting from the consumption or possession of alcohol, cigarettes or drugs on Albert House premises will be the responsibility of the offending person. For example, if a resident has been smoking in their room and the furnishings (including carpets and blinds) are stained with smoke smells, the resident will have to bear the cost of removing the smells from the carpet and furnishings. The minimum penalty for this is AUD\$200.
 - If you are found in possession of illegal substances, the Police may be called in as this is a criminal offence.
- 5) No gambling of any form is permitted within Albert House premises. The Police may be called in for gross violations of this rule.
- 6) No sexual relationship or cohabitation is permitted within the Albert House premises.
- 7) No theft will be permitted or tolerated within Albert House premises. Albert House is fitted with a state-of-the-art CCTV system, recordings of which will be made available to identify and if necessary, prosecute thieves within our premises. Theft of any form is a criminal offence and is punishable by law.
- 8) No fighting or quarrelling will be tolerated within our premises. All arguments, quarrels and differences will have to be mutually settled or resorted to management for mediation or arbitration.
 - Please review our Complaints Policy & Procedure document for further information.



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RESPONSIBILITY FOR PROPERTY:

- 9) No pouring/spilling of water is permitted on bathroom floors as this may lead to damage of the floor, water leaks to the level below, and will pose a safety risk to yourself and others using the bathroom.
- 10) No ball games of any form are permitted to be played within our premises. Damage to property (including soiling of walls or furnishings) will have to be paid for by the offending party/parties to remedy the damage done.
- 11) No fly-wire screens are to be removed or taken away from their window fitting without permission from management. Violators caught breaking this rule will be charged \$50.00 for damage to fly-wire screens or a minimum of \$100.00 for replacement costs.
- 12) No painting/drawing/markings of any kind is permitted on Albert House walls, doors or furnishings.
- 13) No nailing or pinning of pictures/posters is allowed on walls or doors. Only Blu Tack or 3M™ brand products can be used. It is the boarder's responsibility to remove all Blu Tack or 3M™ products before they leave Albert House. All products must be removed safely according to manufacturer's instructions and any remaining marks must be cleaned, or re-painted over at the offending party's cost. No posters or pictures are allowed to be displayed on the outside of the bedrooms or doors.
- 14) ONLY TOILET PAPER is to be flushed down the toilet. ALL other personal hygiene products (e.g. wipes, tissues, plasters, cotton balls/buds/pad, feminine hygiene products) must be disposed of in the rubbish bin provided. If toilet blockages result from violation of this rule, the offending resident will be responsible for any costs involved in fixing the problem.
- 15) All breakages or damage to Albert House property are to be reported to management and any costs associated with the necessary repair or replacement is to be borne by the person/s responsible. If these costs are not paid when requested by management, the monies will be withheld from the resident's Security Bond at the end of their tenancy.

RESPECT FOR OTHERS

- 16) Appropriate noise level: each and every resident has paid for and is entitled to a reasonable level of peace and quiet for their living, studying and general well-being at Albert House. Therefore, please be considerate in regards to the amount of noise you make so as not to cause a nuisance to others, especially between the hours of 10pm – 8am.
 - No shouting, yelling, excessive swearing or loud volume of musical instruments, or electrical devices will be tolerated.
 - This includes shouting or yelling across rooms and airwells, between windows or doors of rooms and in corridors, passages and stairwells.
 - Headphones for audio-visual appliances are required after 10:00pm.



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- 17) All residents are to conduct themselves in a proper and reasonable manner that is not noisy, unbecoming or offensive to others. No bad language or swearing will be tolerated.

HEALTH & SAFETY CONSIDERATIONS

- 18) No food from the Dining Room or from “home delivery services” is to be taken into bedrooms for consumption. This is for reasons of cleanliness and hygiene as smells and scraps from food consumed in rooms can lead to insect/pest infestations. All food is to be consumed in either the Dining Room or the Tea Room.
- 19) No cooking of food or boiling of water is allowed in bedrooms because due to Fire Safety regulations and City of Melbourne Health Department regulations. Hot water flasks are permitted.
- 20) No open fire (e.g. candles, aromatherapy incense, candles) nor materials that can cause a fire (e.g. matches, lighters, flammable liquids) are permitted to be used in Albert House rooms.
- 21) No other electrical appliances are permitted in bedrooms besides personal computers, small audio-visual devices (i.e. tablet, radio, Bluetooth speaker), hairdryers, and shavers. Any other electrical device or appliance will require prior approval from Albert House management.
- 22) Any tampering of electrical fittings and fixtures (e.g. lights, smoke detectors) is a serious offence under City of Melbourne Council Regulations. Violators will be charged for the cost of replacing any appliances that have been removed or damaged.
- Light bulbs are only to be replaced by management.
- 23) No hot metal or iron is allowed to be placed on carpets - carpets are made of synthetic/wool materials and will burn or scorch. Ironing of clothes is only permitted when using the ironing board provided outside the laundry room. Damage to carpets will be the responsibility of the offender.
- 24) No container of water or any type of liquid is to be left on top of or near heaters or any other electrical appliance. This poses a risk of electrocution. All electrical points and extension points are to be kept clear of bedding, clothing or any flammable material, to avoid sparks from faulty wiring causing a fire or electrocution.
- 25) For both hygiene and safety reasons, all rooms are to be kept clean and uncluttered so as not to cause accidents or pose a risk of electrical fire. Management will not be held responsible for any accident caused by negligence of this rule. Residents are to vacuum their own bedrooms using the vacuum cleaners provided. Management reserves the right to conduct random checks of bedrooms on occasion to enforce this rule.
- 26) All lights and electrical appliances, including heaters and fans, must be turned off when not in use and when the resident leaves the room.



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- 27) It is the responsibility of each resident to keep their room locked at all times in order to avoid any theft.
- 28) Under Fire Safety regulations, all corridor doors and the main front door are to be kept closed at all times. Each resident must ensure these doors are properly closed whenever going out or coming in, by physically closing the doors quietly by hand.
- 29) No animals, birds or pets of any kind are allowed to be kept on Albert House premises. This is regulation prescribed by the City of Melbourne Health Department.
- 30) No visitors, friends or relatives of residents are allowed to stay overnight in any part of the Albert House premises or to consume Albert House foods without prior approval from management.
- 31) No visitors, friends or relatives of residents are allowed in the residential areas of Albert House without prior approval from management. All social activities are to be conducted in the Dining/Common Room on the ground floor.
- 32) No resident is permitted to pass their Albert House swipe card or key to any unauthorized person. Any unauthorized person found entering Albert House premises with an Albert House swipe card/key without authority from management will be considered to be trespassing. Trespassing is a criminal offence punishable by law and will be dealt with as such by the relevant authorities.

Any resident who loses their swipe card or key will have to bear the cost of having the card/key replaced AND the locks replaced.

GENERAL

- 33) Due to frequent abuse in the past, any request for individual rooms to be opened by Albert House staff due to the forgetfulness of the resident (other than the very first instance) may result in an administrative fee.

The fee is for the time Albert House staff are taken away from their usual duties to attend to unlocking doors due residents' forgetfulness and to provide a deterrent from this becoming a recurring event.

Fees:

- | | |
|----------------------|---|
| a) 8.00am to 5.00pm | \$5.00 each instance |
| b) 5.00pm to 11:00pm | \$10.00 each instance |
| c) 11:00pm to 8:00am | management will not be obliged to open any room |

- 34) Management will not be held responsible for any negligence leading to damage or loss of property or person within our premises. Each resident is kindly asked to bear in mind that it is better to respect the rights of others so that others will respect your rights in return.
- 35) Management reserves the right to:



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- i. have access to all rooms (without notice, but with due diligence) to check on safety rules, cleanliness, noisy or unbecoming behavior, and to conduct and enforce our house rules and regulations.
- ii. take appropriate and necessary action to ensure a safe and comfortable environment for all our residents.
- iii. terminate the Tenancy Agreement for any misconduct, misbehavior or undue refusal to observe Albert House rules, regulations, policies, procedures, or Codes of Conduct.
- iv. amend any rules that it deems appropriate.

VIOLATIONS

1. If you are found in violation of any Albert House rule, regulation, policy, procedure or Code of Conduct, Albert House management will issue you with up to 3 verbal/written warnings.
2. If you are found in violation after the third warning you will receive written notice that Albert House will be terminating your tenancy agreement and that you are to find alternate accommodation within 14 days.
3. All written warnings/notices will be forwarded to your parent and/or guardian as well as your university/college.
4. Upon termination of your tenancy due to the violation of our rules, regulations, policies, procedures or Codes of Conduct, Albert House **WILL NOT** refund any monies paid to date. Any reparative costs incurred due to your violation of our rules, regulations, policies, procedures or Codes of Conduct will be deducted from your security bond.

Albert House strives to be a “*home away from home*” for all our residents and we greatly appreciate the cooperation of all Albert House residents in achieving this.



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ALBERT HOUSE

POLICIES, PROCEDURES

&

CODES OF CONDUCT



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COMPLAINTS POLICY AND PROCEDURE 2019

INTRODUCTION

Albert House is committed to creating a **safe and accepting environment**, free from discrimination and harassment, where all residents and staff are treated with dignity, fairness, courtesy and respect. Albert House has an obligation to treat all complaints seriously and is committed to resolving issues in a fair, timely and efficient manner. All complaints will be handled confidentially and impartially, investigated promptly and recommendations for resolution will be implemented.

COMPLAINTS PROCEDURE

The process for managing complaints is as follows:

- A complaint can be made to any manager or supervisor of Albert House.
- The complaint can be made verbally, however, Albert House does encourage complaints to be made in writing via email or by filling in a complaints form, so there is a record that the complaint has been made and received.
- All complaints will be documented by Albert House management for quality control purposes.
- The complaint will be handled fairly and based on the principles of natural justice.
Natural justice means the right to be given a fair hearing and the opportunity to present your case, and the right to have a decision made by an impartial decision maker.
- There will be no victimisation as a result of making a complaint or supplying information to an investigation or other person with a role in this procedure.
- The complaint will be handled confidentially. The person managing the complaint will be independent and impartial of the complaint and any other parties involved.
- All parties to a complaint have the option of nominating a support person to be present.
 - For residents under the age of 18 (be they either the complainant or the recipient of the complaint), their legal guardian will be contacted and asked to attend any discussion related to the complaint. In the event that the guardian cannot be present, a record of all discussions will be sent to them.
- The complaint will be dealt with as a matter of priority following these steps:
 - The person managing the complaint will discuss the issue with the complainant within (often 24 hours) of the complaint being made.
 - The person being complained about will be informed of the allegations against them. They will be given an opportunity to respond to the allegations.
 - Statements from witnesses and any other relevant evidence will be collected.
 - This part of the complaint process will be completed within 7 business days.
 - A report documenting the investigation process, the evidence, findings and recommendations will be prepared and submitted to the appropriate decision maker.



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- Albert House management will decide what action will be taken, depending on the outcome of the investigation and any other relevant factors.
- Parties to the complaint will be advised about any action to be taken in relation to them. If the outcome is not acceptable to the parties, an appeal can be made within 3 business days to Albert House management to review the complaint and outcome.
- Albert House management will implement the recommended actions.
- Albert House management will monitor the outcomes of complaints and take appropriate action to prevent further complaints arising.
- Albert House will review this Complaints Procedure every 12 months.



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SEXUAL MISCONDUCT POLICY 2019

PURPOSE

Albert House strives to create a respectful, safe and non-threatening environment for all its residents, visitors and staff.

Albert House believes all residents should be able to live and study in an environment free from all forms of sexual misconduct.

DEFINITION

Sexual misconduct is a broad term encompassing **any unwelcome behaviour of a sexual nature that is committed without consent or by force, intimidation, threats, coercion or manipulation.**

The term includes sexual assault, sexual harassment, sexual exploitation and sexual intimidation.

Sexual misconduct can be committed by a person of any gender and it can occur between people of the same or different gender.

SCOPE

This policy applies to the following people:

- All staff and residents of Albert House
- All visitors to Albert House

in respect of sexual misconduct occurring:

- on premises at Albert House, 57-65 Drummond Street Carlton VIC 3053
- in virtual spaces related to Albert House (online chats, communities, communications)
- whilst using the Albert House WiFi network

PRINCIPLES

Albert House has a **zero tolerance** for and prohibits sexual misconduct, dating/domestic violence and stalking in any form.

Albert House seeks to prevent sexual misconduct and support the welfare of its residents and staff at all times.

Albert House will effectively and appropriately respond to any reports of sexual misconduct.



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PROHIBITED CONDUCT

For the purposes of this Policy, sexual misconduct includes, but is not limited to, the following examples of prohibited conduct as further defined below:

i) Non-Consensual Sexual Conduct

Consent is a **freely and affirmatively communicated willingness to participate** in particular sexual activity or behaviour, **expressed either by words or clear, unambiguous action**.

- a. It is the responsibility of the person who wants to engage in the sexual activity to ensure that consent is obtained from the other person to engage in the activity.
- b. Lack of protest or resistance does not mean consent, nor does silence mean consent, and for that reason, relying solely on non-verbal communication can lead to misunderstanding.
- c. The existence of a dating relationship between the persons involved or the fact of a past sexual relationship does not imply consent to future sexual acts.
- d. Consent must be present throughout the sexual activity. At any time, a participant can communicate a desire to no longer consent to continuing the activity.
- e. Consent to one form of sexual activity does not imply consent to other forms of sexual activity.
- f. If there is confusion as to whether anyone has consented or continues to consent to sexual activity, the participants must stop the activity until each consent to it.
- g. Consent is not procured by the use of physical force, compelling threats, intimidating behaviour or coercion.
- h. Persons who are unable to give consent

In addition, the following persons, but not limit to these, are unable to give consent:

- persons who are asleep, unconscious or involuntarily restrained physically;
- persons who are incapacitated due to the influence of drugs, alcohol or medication;
- persons who are unable to communicate consent due to a mental or physical condition;
- persons who are not of legal age according to the law (16 years of age in VIC)

In addition to being forbidden by this policy, sexual misconduct may be a violation of state criminal law.

ii) Sexual Assault

Sexual assault is a form of **sexual misconduct** and represents a continuum of conduct from forcible intercourse to non-physical forms of pressure that compel individuals to engage in sexual activity against their will.



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Examples of sexual assault under this policy include, but are not limited to, the following behaviours, however slight, when consent is not present:

- a. Sexual intercourse (anal, oral or vaginal). Intercourse, however slight, meaning vaginal penetration by a penis, object, tongue or finger; anal penetration by a penis, object, tongue or finger; or oral copulation (mouth to genital or genital to mouth contact);
- b. Attempted sexual intercourse (anal, oral or vaginal);
- c. Intentional contact with the breasts, buttocks, groin or genitals or touching another person with any of these body parts or making another touch you or themselves with or on any of these body parts;
- d. Any other intentional unwanted bodily contact of a sexual nature;
- e. Use of coercion, manipulation or force to make someone else engage in sexual touching including breasts, chest and buttocks.

iii) Sexual Harassment

Sexual harassment is a form of discrimination that includes verbal, written or physical behaviour of a sexual nature, directed at an individual, or against a particular group because of that person's/group's gender or based on gender stereotypes or manifestation, **when that behaviour is unwelcome** and meets either of the following criteria:

- a. Submission or consent to the behaviour is believed to carry consequences for another person's education, employment, living environment or participation in a University/College program or activity. Examples of this type of sexual harassment include:
 - pressuring a student to engage in sexual behaviour for some educational or employment benefit; or
 - making a real or perceived threat that rejecting sexual behaviour will carry a negative consequence for the student in education, accommodation or university/college program or activity
- b. The behaviour has the effect of limiting or denying another person's work or educational performance or creating an intimidating, hostile or demeaning environment for employment, education, living or participation in University/college program or activity.

Examples of this type of sexual harassment can include:

- persistent unwelcome efforts to develop a romantic or sexual relationship;
- unwelcome commentary about an individual's body or sexual activities;
- repeated unwanted sexual attention;
- repeated and unwelcome sexually oriented teasing, joking or flirting;



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- verbal abuse of a sexual nature.

Comments or communications could be verbal, written or electronic. **Behaviour does not need to be directed at or to a specific student but rather may be generalized unwelcome and unnecessary comments based on sex or gender stereotypes.**

Determination of whether alleged conduct constitutes sexual harassment requires consideration of all the circumstances, including the context in which the alleged incidents occurred.

iv) Sexual Exploitation

Sexual exploitation involves taking non-consensual, unjust or abusive sexual advantage of another person.

Examples can include, but are not limited to the following behaviours:

- a. electronically recording, photographing or transmitting intimate or sexual utterances, sounds or images **without the knowledge and consent of all parties involved**;
- b. voyeurism (spying on others who are in intimate or sexual situations);
- c. distributing intimate or sexual information about another person without that person's consent;
- d. prostituting or trafficking another person.

v) Sexual Intimidation

Sexual intimidation involves:

- a. **threatening** another person that you will commit a sex act against them; or
- b. engaging in **indecent exposure**.

vi) Dating/Domestic Violence

Domestic/dating violence is **coercive, abusive and/or threatening behaviour toward a current or former intimate or romantic partner**. These behaviours may include physical, sexual, emotional, economic or psychological actions or threats of actions that intimidate, manipulate, humiliate, isolate, frighten, terrorize, coerce, threaten or injure the victim/survivor.

vii) Stalking

Stalking is a course of conduct directed at a specific person that would cause a reasonable person to feel fear.

Examples of prohibited stalking can include but are not limited to:

- a. **Non-consensual repeated communication** including in-person communication, telephone calls, voice messages, text messages, email messages, social media postings, instant messages, postings of pictures or information on websites, written



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- letters, gifts, ordering goods or services, or any other communications that are undesired;
- b. following, pursuing, waiting or showing up **uninvited** at a workplace, place of residence, classroom or other locations frequented by a recipient of unwelcome conduct;
 - c. **monitoring online activities, surveillance and other types of observation**, whether by physical proximity or electronic means, attempting to gather information about the recipient of unwelcome conduct;
 - d. **vandalism**, including attacks on data and equipment;
 - e. **direct physical and/or verbal threats** against a recipient of unwelcome conduct, or loved one of a recipient of unwelcome conduct, including animal abuse;
 - f. **gathering of information** about a recipient of unwelcome conduct from family, friends, co-workers and/or classmates;
 - g. **manipulative and controlling behaviours** such as threats to harm oneself, or threats to harm someone close to the recipient of unwelcome conduct;
 - h. **defamation or slander** against the recipient of unwelcome conduct, posting false information about the recipient of unwelcome conduct, posting as the complainant in order to post to websites, social media, news groups, blogs or other sites that allow public contributions and/or encouraging others to harass the recipient of unwelcome conduct;
 - i. **Posing as someone other than oneself** to initiate transactions, financial credit, loans or other contractual agreements;
 - j. arranging to meet the recipient of unwelcome conduct **under false pretenses**.

SUPPORT

Persons who experience sexual misconduct may respond to the experience in many ways, including feeling confused, vulnerable, out of control, embarrassed, angry, distrustful, stressed or depressed.

At Albert House, we take all incidents of sexual misconduct, dating/domestic violence and/or stalking very seriously. As such, Albert House will do everything in its power to provide support to assist and protect residents at all times. This includes seeking professional support and assistance from the appropriate educational institution, emergency services and/or health professionals.

Other Sources of Support

Medical assistance: Students who have experienced a recent sexual assault are strongly encouraged to visit a hospital or clinic to assess and address their medical needs. The examination can assess a victim's injuries and provide necessary medical advice and medication concerning pregnancy and sexually transmitted infections.

Police: If a resident is not sure whether criminal conduct is involved, law enforcement officers can assist the student in determining whether a crime has been committed.



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Protection against retaliation: Retaliatory action is prohibited against any person making a complaint of sexual misconduct or against any person co-operating in the investigation of any charge of sexual misconduct. This includes any form of intimidation, threats or harassment.

Due Process - Students accused of sexual misconduct will be treated with fairness and respect in accordance with the principles of due process. A student who is accused of sexual misconduct may be assisted by an attorney or other advisor of his or her choosing.

We prohibit residents from knowingly making false complaints of sexual misconduct. This constitutes a violation of our Rules and Regulations and will result in a warning letter being issued to the resident (and parent, guardian and college if under 18 years of age).

However, a complaint made in good faith is not considered false merely because the evidence does not ultimately support the allegation of sexual misconduct. ALL reports of sexual misconduct will be



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CRITICAL INCIDENT POLICY & PROCEDURES

INTENT & OBJECTIVES

The Critical Incident Policy is intended to provide a framework for the purpose to, and management of, critical incidents that pertain to all residents staying in Albert House.

The policy and related procedures are to ensure Albert House:

- a) meets its duty of care obligations in providing a high standard of health and safety for all staff and students;
- b) is able to respond swiftly, appropriately, speedily and effectively in the event of a concerning or critical incident, disaster or crisis;
- c) is compliant with relevant legislation and standards.

The management of critical incidents will be handled by the Supervisor, Manager, and/or Director who will act proactively to identify and manage incidents which have the potential to affect the safety of staff and residents, including recovery from a major or critical event in order to minimise trauma, loss and damage.

The management of critical incidents include:

- a) risk management of hazards and situations which may require emergency action;
- b) analysis of the requirement to address these hazards;
- c) establishing communication with all relevant emergency services including police, fire brigade, ambulance, community emergency services, hospital, community health services, etc.
- d) development and implementation of a critical incident plan for each critical incident identified;
- e) dissemination of planned procedures to all staff, residents, and appropriate stakeholders;
- f) regular review of critical incident plans.

PROVISION

Depending on the nature of the incident, a response may involve:

- a) evacuation of the building, if necessary;
- b) contacting emergency services as appropriate;
- c) contact all relevant parties of interest including college, guardian and/or parent;
- d) provision of information to all those affected by the incident.

All incidents will be documented and kept in administration and/or student files.



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CRITICAL INCIDENT PROCEDURES

A. FIRE OR SMOKE

On discovery of fire or smoke all staff and/or residents must do following:

11. Assist people in immediate danger.
12. Warn others by shouting "Fire, Fire, Fire".
13. Decide if you can put the fire out. If you are unsure, **DO NOT ATTEMPT TO**.
14. Do not attempt to use the fire extinguisher if you have not been instructed on its use.
15. If you can **SAFELY** put out the fire then do so, if you are unable to, **EVACUATE THE BUILDING IMMEDIATELY**.
16. When evacuating the building, if smoke is present, keep as low to the floor as possible and take short breaths.
17. If a door is hot when you touch it with the back of your hand, **DO NOT** open the door. If there is no alternative exit, remain where you are. Call **000** and give as much information as possible (e.g. building address, your location in the building). Do not assume that someone else has already notified Emergency Services. Stay on the phone line with Emergency Services until told to hang up by the dispatcher – they may need more information from you and can also assist you in what to do.
18. Seal any cracks around the door with wet towels/linen/clothes etc. to keep out the smoke. Hang a sign in the window to attract attention but only open the windows if you are having trouble breathing.
19. If you manage to evacuate the building, assemble on the grass nature-strip (in the center of Drummond Street) and follow directions from Albert House management or Emergency Service personnel. Remain in this area until instructed to leave by Albert House management or Fire & Emergency Service personnel.
20. **DO NOT RE-ENTER THE BUILDING** for any reason until informed by Fire Department personnel that it is safe to do so.

Remember:

7. Fires & smoke **SPREAD RAPIDLY**.
8. Fires produce smoke that is difficult to see through & causes suffocation.
9. **The freshest air will always be near the floor.**
10. Move quickly & calmly, but **DO NOT RUN**, to the assembly area.
11. Be decisive, make a decision, communicate and follow that decision.
12. **Get down low and GO, GO, GO**

B. PERSONAL INJURY

MINOR Personal injury:

Contact the supervisor or manager



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MAJOR Personal injury:

1. Care for the injured person(s) & call for assistance.
2. Send someone to phone the onsite supervisor.
3. For life threatening emergencies call **000** first, followed by the supervisor/manager.

Provide all relevant information:

- Name
- Location (full street address, room number or location in building)
- Nature & type of injury
- State of consciousness of the injured person(s)
- Age & gender of the injured person(s)
- If possible, the names of injured person(s)
- Any relevant information - breathing/not breathing, chest pain, bleeding etc.

C. IF PHYSICALLY ASSAULTED

1. Contact the supervisor/manager and provide details of the assault as soon as possible.
2. **DO NOT WASH, SHOWER, CHANGE CLOTHES OR CLEAN UP IN ANY WAY** until after obtaining medical assistance & talking to Police. **You could destroy vital evidence.**
3. Do not drink alcohol or take tranquilisers or other drugs as **you will have to give a clear account of what has happened.** Try to remember everything you can about your attacker.
4. Remember, **YOU ARE THE VICTIM.** You have nothing to feel guilty or ashamed about. Police Officers are aware that a person who has been assaulted is likely to be suffering from emotional shock. They will do all they can to make things as easy as possible for you.

D. PERSONAL THREAT

Violent or Threatening People

1. If safe to do so, note & report such person to the Building Manager.
2. If confronted, obey the following instructions if safe to do so:
 - a. **Do not argue or provoke** the person.
 - b. **Do not attempt to physically subdue** the person.
 - c. **Back away & alert others** to move away also,
 - d. **Make it easy for the person to leave the building/area.**
 - e. If the person appears psychotic (unusual behaviour, saying odd things)
 - i. Try & create a calm, non-threatening atmosphere. Reduce distractions, turn off noisy equipment & computer monitors.
 - ii. Talk slowly, quietly, firmly & simply.
 - iii. Avoid direct eye contact, **do not get too close.**



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- iv. If you can get the person to calm down, try & get them to sit down with you.
 - v. Do not try to reason with acute psychosis. They may be acting this way because hallucinations & voices that they are hearing are very real to them.
 - vi. Express **empathy** for the person's emotional distress, **but do not pretend that the delusions or voices are real for you.**
 - vii. Comply with reasonable requests.
3. Observe carefully:
 - a. Any articles touched by the person.
 - b. Physical details & attire.
 - c. Points which may aid description (including mannerisms).
 - d. Direction that the person took when they left the area.
 4. Contact Building Manager & provide a description of the details of the incident as soon as possible, advise of any unusual behaviour - seek advice on the next action.
 5. Record information for Police.
 6. Be prepared to evacuate or secure the building/area - await further instructions from Building Manager.

E. CIVIL DISORDER/ILLEGAL OCCUPANCY

In the event of an activity arising from a mass act of civil disobedience (e.g. demonstration, riot or strike), or if the building is being occupied illegally:

1. Contact Building Manager & request assistance.
2. If safe to do so - initiate action to:
 - a. Restrict entry to the building, or
 - b. Confine presence to the ground floor.
 - c. Restrict contact between demonstrators & building occupants, or
 - d. Evacuate the building.
3. Be prepared to evacuate & await further instructions from Building Manager.

F. PEOPLE WITH SPECIFIC NEEDS

People's needs may vary in emergency situations. There may be people who are frail, have a visual or hearing impairment, mobility problems & use walking aids or wheelchairs, have limited walking or standing ability, are pregnant, have heart conditions or asthma or are prone to panic attacks, or they may get claustrophobic.

RESPONSIBILITY OF THE PERSON WITH A DISABILITY

Whether your disability is of a temporary or permanent nature, wherever possible it is important that you know what your needs are & plan ahead for emergency situations and/or evacuation.



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1. If you are an occupant of Albert House or are a regular visitor & have specific needs, take initiative to seek out the relevant manager/supervisor & consult them regarding your needs.
2. Consider who you might ask for help & communicate your needs to them.
3. Know the EXIT routes in the buildings that you frequent and check these for suitability, even if they are not your normal route of travel.
4. Remember, you are encouraged to specify what assistance (if any) you may require from other people during an emergency. **Do not assume that people around you will know what to do.** If you are confident in giving instructions it can prevent being hindered by others offering inappropriate assistance.

ASSISTING PEOPLE WITH PHYSICAL DISABILITIES

1. Do not provide physical guidance, hold, lift or carry a conscious person **without their permission**. This includes pushing someone in a wheelchair or 'hurrying a person along' by pushing them.
2. **Ask what assistance the person requires** (such as clearing the path before them, walking alongside or behind on steps). Try to avoid offering advice or pre-empting what the person needs if you do not know the person.
3. If a person is reliant on a wheelchair for mobility & there is no access available to get downstairs, another person should wait with them in a fire isolated stairwell until emergency services arrive, as it is the safest place. **Ensure that the Building Manager is advised.**
4. If someone needs to be transferred or assisted from the floor, requiring a full body lift, it is best to get Fire & Emergency Services involved. Try providing a chair for the person to climb up on to. **Do not try to lift them up unless you are trained to do so.**
5. **Do not carry a person in their wheelchair downstairs.** Either wait for their advice on how to proceed (minimum of two people required) or wait for emergency personnel.

PEOPLE WHO MAY BE DISORIENTED OR HAVING A PANIC ATTACK

1. Reassure the person by talking calmly to them. Tell them that you will stay with them.
2. Get the person to **control their breathing**. Breathe in & breathe out in unison to the count of three. Use your hands in an up & down motion to signal the tempo. Maintain eye contact.



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CHILD SAFETY CODE OF CONDUCT

PURPOSE

The Albert House Child Safe Code of Conduct outlines the child safe principles and minimum expectations for appropriate behaviour that all employees, consultants, contractors or volunteers engaged by Albert House, along with all adult residents of Albert House, must observe when in the company of children.

SCOPE

This policy applies to the following people and organisations:

- all staff engaged by Albert House
- all consultants, contractors and volunteers engaged by Albert House

STATEMENT OF COMMITMENT

All children and young people that come to reside at Albert House have the right to always feel and be safe. The safety and wellbeing of all residents in our care will be our highest priority and the primary focus of our decision making and provision of services.

Albert House is committed to being a child safe organisation, with zero tolerance for child abuse or abuse of any of our residents.

All Albert House staff and volunteers have a responsibility to understand the important and specific role they play, both individually and collectively, to ensure the safety and wellbeing of all our residents is at the forefront of every decision made and every action taken. Consequently, we commit to always acting in the best interests of all children and young people in our care.

Albert House supports and respects all children and young people and are committed to the inclusion and cultural safety of residents from culturally diverse backgrounds, and to providing a safe and inclusive environment for residents with a disability.

We believe all children and young people have the right to be heard and we commit to ensuring our residents feel safe, empowered and are taken seriously whenever they have concerns in relation to their safety and well-being.

Albert House commits to continually assessing and identifying risks to the safety of our residents and where possible, eliminate or reduce all potential sources of harm.

We commit to sharing information appropriately and lawfully with other organisations where the safety and wellbeing of our residents is at risk, in order to prevent or minimise any harm done to our residents.



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STATEMENT OF CODE OF CONDUCT

The Child Safe Standards require organisations that provide services for children to have a Code of Conduct that establishes clear expectations for appropriate behaviour with children.

All staff of Albert House are required to observe the below child safe principles and expectations for appropriate behaviour towards children and in the company of children.

The following Code of Conduct outlines appropriate standards of behaviour by staff (including employees, consultants, contractors or volunteers) towards children. It aims to protect children and reduce opportunities for abuse or harm to occur. It also helps staff by providing them with guidance on how to best support children and how to avoid or better manage difficult situations.

CODE OF CONDUCT STANDARDS AND OBLIGATIONS

All staff (including employees, consultants, contractors or volunteers) of Albert House are responsible for supporting the safety, participation, wellbeing and empowerment of children they come into contact with and ***must***:

- abide by Albert House's commitment and obligation to creating a child safe organisation
- treat children with respect, including valuing their ideas and opinions
- take all reasonable steps to protect children from abuse by being vigilant to signs of abuse
- provide a welcoming, inclusive and safe environment for all children and young people
- promote the cultural safety, participation and empowerment of all children
- work with children in an open, professional and transparent way. For example, by ensuring that where appropriate and wherever possible, interactions with children can be observed by other adults
- challenge unacceptable behaviour and report all allegations or suspicions of abuse to Albert House management
- respect the privacy of children and their families and only disclose information to people on a need to know basis and in accordance with privacy legislation
- encourage children to 'have a say' and participate in all relevant activities where possible, especially on issues that are important to them.

All staff (including employees, consultants, contractors or volunteers) of Albert House ***must not***:

- develop inappropriate relationships with children or young people
- display violent or aggressive behaviour towards a child
- ignore or disregard any concerns, suspicions or disclosures of child abuse
- initiate unnecessary physical contact with children or exhibit behaviours with children which may be construed as inappropriate
- put children at risk of abuse (for example, by allowing unnecessary one-adult/one-child encounters to occur)



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- conduct a sexual relationship with a child or young person or indulge in any form of sexual contact with a child or young person
- engage in open discussions of a mature nature in the presence of children
- use inappropriate, offensive, harassing, abusive, sexually provocative, demeaning, culturally inappropriate or discriminatory language when speaking with, or in the presence of, a child or young person
- discriminate against any child, including because of age, gender, race, culture, vulnerability, sexuality, ethnicity or disability
- use any computer, mobile phone, or video and digital camera to exploit or harass children or expose children to offensive or sexualised content
- exchange personal contact details with a child such as phone number, social networking sites or email address, unless where necessary for business operations

All staff are obliged to report any breaches of this Code of Conduct to Albert House management.

All staff of Albert House who breach this Code of Conduct may be subject to disciplinary procedures in accordance with the relevant terms of engagement.

DEFINITIONS

Child Safe Standards as made under section 17(1) of the *Child Wellbeing and Safety Act 2005*.

Child Abuse means any act committed against a child involving a sexual offence or an offence under section 49B(2) of the *Crimes Act 1958* or the infliction on a child of physical violence, serious emotional or psychological harm, or the serious neglect of a child.

Child means a child or young person under the age of 18 years.



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GENERAL CODE OF CONDUCT

OBJECTIVE

The objectives of this policy are to:

- a) Ensure that the behavioural standards and expectations of all Albert House residents are defined and met;
- b) Ensure that all discipline procedures are transparent, consistent, equitable and fair, and are consistent with the principles of natural justice;
- c) Ensure that all staff, residents and visitors are aware that Albert House has zero tolerance of all forms of bullying, unlawful discrimination, victimization, sexual harassment, and racial or religious vilification.

SCOPE

This policy applies to:

- a) All residents of & visitors to Albert House
- b) All staff of Albert House

1. RESIDENT & VISITOR CONDUCT

- I. Residents must make themselves aware of and abide by all Albert House rules, regulations, policies, procedures and codes of conduct (as detailed in this Resident Handbook).
 - Any serious breach of the Albert House rules, regulations, policies, procedures and codes of conduct may result in the termination of the offending resident's tenancy agreement and all monies paid to date will be forfeited.
- II. Supply accurate personal and other information to Albert House Management when and as requested for administrative and operational purposes.
- III. As members of the Albert House community, residents must conduct themselves in a manner based on **respect and consideration of others** and in a manner that promotes the good order and safe operation of Albert House.

Accordingly, residents must:

- a) treat ALL residents and staff with respect, courtesy and empathy at all times;
- b) behave responsibly and be responsible for themselves. Each resident is responsible for their own behaviour at all times and is expected to seek help if and when help is needed;
- c) treat others fairly and equitably, and not engage in ANY harassing, bullying, discriminatory, or other improper behaviour at any time; improper behaviour includes but is not limited to vilification, victimization, inappropriate physical contact, sexual misconduct (see Sexual Misconduct Policy), and any conduct that



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may result in injury or harm (this includes both physical, psychological and emotional harm);

- d) respect the rights of other members of the Albert House community regardless of their gender, race, religion, disability, sexual orientation, marital/relationship status, or any other personal attribute;
 - e) be aware that Albert House staff are in a position of authority over residents, and as such relationships of an intimate or sexual nature between staff and residents are never acceptable in any circumstance;
 - f) be aware that their actions and statements have an impact on other Albert House residents, staff and on the reputation of Albert House as a whole. As such residents must be considerate and respectful in their statements on all types of media – print, electronic/digital, or social – including but not limited to text messages and social media posts.
- IV. Residents must behave with personal integrity and honesty at all times. They must accept the consequences of their own actions, apologise where appropriate, and practice ethical and responsible behaviour in their dealings with others.
 - V. Residents must not use the name of Albert House or its logo without express, prior written permission from Albert House Management.
 - VI. Residents should report any suspected breaches of this Code to Albert House management (note: this code covers all Albert House codes, policies, procedures and house rules, under sections 3.I and 4.V of this Code of Conduct).

2. STAFF CONDUCT

- I. This code applies at all times when a person is representing Albert House, on or off premises, in person or via other forms of written or verbal communication, on any type of media platform (print, electronic/digital or social).
- II. As members of the Albert House community, staff must advocate the principles of **respect, courtesy**, and consideration of the **dignity of others** and must conduct themselves in a manner based on these principles that promotes the good order and safe operation of Albert House.
- III. All staff are expected to fulfill admirable standards of behaviour and maintain the highest level of personal integrity at all times.

Accordingly, staff must:

- a) treat ALL other staff and residents with respect, courtesy and empathy at all times;
- b) behave responsibly and be responsible for themselves. Each staff is responsible for their own behaviour at all times and is expected to seek help if and when help is needed. It is expected that staff will apply themselves to their duties and responsibilities with vigour, dedication and commitment at all times;



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- c) treat others fairly and equitably, and not engage in ANY harassing, bullying, discriminatory, or other improper behaviour at any time; improper behaviour includes but is not limited to vilification, victimization, inappropriate physical contact, sexual misconduct (see Sexual Misconduct Policy), and any conduct that may result in injury or harm (this includes both physical, psychological and emotional harm);
 - d) respect the rights of other members of the Albert House community regardless of their gender, race, religion, disability, sexual orientation, marital/relationship status, or any other personal attribute;
 - e) be aware that Albert House staff are in a position of authority over residents, and as such relationships of an intimate or sexual nature between staff and residents are never acceptable in any circumstance;
 - f) be aware that their actions and statements have an impact on other Albert House residents, staff and on the reputation of Albert House as a whole. As such residents must be considerate and respectful in their statements on all types of media – print, electronic/digital, or social – including but not limited to text messages and social media posts.
- IV. Staff must behave with personal integrity and honesty at all times. They must accept the consequences of their own actions, apologise where appropriate, and practice ethical and responsible behaviour in their dealings with others.
- V. Staff must make themselves aware of and abide by all Albert House rules, regulations, policies, procedures and codes of conduct.
- Any serious breach of the Albert House rules, regulations, policies, procedures and codes of conduct may result in the termination of the offending staff's employment/contract with Albert House.
- VI. Staff must supply accurate personal details and other information to Albert House Management when and as requested for administrative and operational purposes.
- VII. Staff must not use the name of Albert House or its logo without express, prior written permission from Albert House Management.
- VIII. Staff must report any suspected breaches of this Code (note: this code covers all Albert House rules, regulations, policies, procedures and codes of conduct, under sections 1.I and 2.V of this Code of Conduct).

BREACHES OF THE CODE OF CONDUCT

Any reports of breaches of this code should be made to Albert House management along with any proof that may have been collected.

Resident Breach Procedure



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1. If a resident is found to be in violation of any Albert House rule, regulation, policy, procedure or code of conduct, Albert House management will issue that resident with up to 3 written warnings.
2. If the offending resident is found in violation after the third warning, they will receive written notice that Albert House will be terminating their tenancy agreement and that they are to find alternate accommodation within 14 days.
3. All written warnings/notices will be forwarded to the offending resident's parent and/or guardian as well as the relevant university/college.
4. Upon termination of the resident's tenancy due to the violation of Albert House rules, regulations, policies, procedures or Codes of Conduct, Albert House **WILL NOT** refund any monies paid to date.

Staff Breach Procedure

1. If an Albert House staff member or contractor is found to be in violation of any Albert House rule, regulation, policy, or code of conduct, Albert House management will issue the staff/contractor with up to 3 written warnings.
2. If the offending staff/contractor is found in violation after the third warning, they will receive 2-weeks' notice from Albert House management of their termination of employment/contract.



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