

SALMOND COLLEGE

Residents' Handbook

2027

Ōtākou rohe

Kāi Tahu are the iwi of Ōtākou, named after their tupuna/ancestor, Tahupōtiki. Through migration and inter-marriage, they have strong historical connections to Kāti Māmoe, Waitaha and Rapuwai. Te Kareti o (Salmond College) stands on Kāi Tahu occupied land. This area was historically utilised as a mahika kai/food gathering place. The Ōwheo/Leith was a source of whio/blue duck, kanakana / lamprey, weka/woodhen and tuna/eels were collected from Taiari and Kaikarae. The tuna was trapped in hīnaki/fish traps woven from kareao/supplejack that grew all through the area. Ko te Awa Ōtākou/Otago Harbour was a wonderful source of seafood that sustained generations of Kāi Tahu.

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

Salmond College Motto and Whakataukī

Our Crest bears the Latin phrase, 'Gratia et Veritas' translating to 'Grace and Truth', which communicates dual aspects of Salmond's special character.

Our whakataukī is 'Ko te toa i a tini, i a mano o te takata', which translates to 'It is the bravery of a multitude, of thousands of people'.

This Ngāi Tahu whakataukī, attributed to Tū Whakauika and Te Oreorehua, refers to the strength of collectivity. As Salmond enters 2027, it reminds us of the power of a living community stretching back several generations, and fosters hope as the Salmond family continues to grow with each new intake of residents.

SALMOND COLLEGE

19 Knox Street
North-East Valley
Dunedin 9010

Key Contact Details

Office - Monday - Friday, 9.00am -5.00pm	03 473 0750
Head of College	03 473 0751
Deputy Head – Academic and Programmes	022 674 3647
Deputy Head – Pastoral and Wellbeing	027 242 9973
Kaiāwhina Whare / (evenings and weekends)	022 011 2725
Night Security Staff (evenings from 10.00pm)	022 011 2725
Email	admin@salmondcollege.ac.nz
College Website	www.salmondcollege.ac.nz

This Residents' Handbook outlines rules and expectations which govern life in the College and is to be read in conjunction with the Agreement for Admission, which every Salmond resident must sign as a condition of acceptance into the College.

The information contained in this Handbook is correct at the time of publication, but the content may be revised or updated from time to time without notice.

Updated October 2026

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Welcome to Salmond College

We are pleased to welcome residents to Dunedin and to the Salmond College family.

Salmond College is run by the Board of Knox College and Salmond College for the Presbyterian Church of Aotearoa New Zealand and is affiliated to the University of Otago. It is named after Miss Mary Salmond and Rev James Salmond who were leaders in the Presbyterian Church in the mid 1900's.

The College has 261 single rooms and accommodates students from all parts of New Zealand and overseas who are studying at Otago tertiary institutions. Whilst most residents are first-year students, some students return for a second or third year at Salmond. The ensuite rooms in the Macalister Wing and the larger rooms spaced around the main accommodation wings are allocated to these senior residents.

Salmond College aims to provide a caring home with a strong family atmosphere, excellent food, and friendly company in an environment where academic achievement is valued and supported.

This handbook, which forms part of the Agreement for Admission, has been compiled to assist residents coming to Salmond College. The guidelines are based on courtesy, consideration, and respect for others - for our neighbours as well as staff and residents in the College - and to ensure the safety and security of all the people and property in the College.

Please read the entire handbook.

We look forward to working with residents during the year and hope that their time at Salmond College is academically successful as well as an enjoyable experience of life in a community.

About this Handbook

When the resident signs their Agreement for Admission, they are formally accepting a place at Salmond College and agreeing to abide by the rules and conditions set out in this handbook, together with the University of Otago policies that are incorporated and expect to be upheld by all Salmond residents, whether studying at the University of Otago or Otago Polytechnic. These include the Student Charter, Code of Student Conduct, Ethical Behaviour Policy, and Sexual Misconduct Policy. Information of these policies can be found on the University of Otago website. In the event of any conflict between Salmond policy and University policy the Salmond policy will apply.

Ownership

Salmond College is governed by the Board of Knox College and Salmond College Incorporated, which is an incorporated society within Aotearoa New Zealand. The Board meets monthly and, is fully accountable for running its own affairs and appointing its staff and charting its direction. The Chair is appointed by the Presbyterian Church's Council of Assembly and accountable to them with all other Board members ratified by the Council on the recommendation of the Board Chair. The Head of Salmond College reports directly to the Board and upholds the special Presbyterian character of the college.

At Salmond 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, verbally, or electronically.

Concern, care, and support for others is important to us. We expect our residents to take responsibility for their behaviour and cooperate with the guidelines so that the College will be an inclusive and supportive community for all.

Expectations

The rules and regulations in this handbook provide a framework for Salmond College life, but they cannot give the College its wairua, its spirit. That can only come from the resident and their fellow residents as they make Salmond College their home, learn to live in a community, and actively contribute to the living tradition that is Salmond College. Becoming part of a residential community requires tolerance, consideration of others, and commitment to the common good. Some of the rules and expectations are to do with personal health and safety, and others are to do with creating a college environment that is conducive to study and fostering strong collegiate life.

The general expectations for life in the College are:

- *Treat each other, all staff members, other Colleges, and members of the public with courtesy and respect (manaakitaka).*
- *Inhabit the grounds and buildings with care and respect (kaitiakitaka).*
- *Abide by the rules and regulations of the College, as set out in this Handbook, and comply with NZ Law, including health and safety requirements.*
- *Comply with the University of Otago's Student Charter and Code of Student Conduct, or where relevant, the policies of Otago Polytechnic. Do not do anything that might bring the College into disrepute.*

Failure to meet these expectations may result in disciplinary consequences being imposed by the Head or Deputy Heads of College. Disciplinary options include suspension or permanent exclusion. Should residents be permanently excluded from the College they remain liable for all debts, including accommodation fees through to the end of the academic year.

In its investigation of alleged breaches of the rules and expectations of residency, as outlined in this handbook and the Agreement for Admission, the College will uphold principles of natural justice, including transparency and fairness of the investigative procedure. The respondent to an allegation will be informed about the nature of the allegation in a timely manner and be given an opportunity to respond. For serious cases of alleged misconduct, the respondent may be suspended from the College for the duration of the investigation. Any disciplinary action that may ensue from the outcome of the investigation will be proportionate to the behavioural breach.

Important Contacts

Salmond College

College Office	03 473 0750
Head of College	03 473 0751 / 021 497 603
Deputy Head of College – Academic and Programmes	03 473 0755 / 022 674 3647
Deputy Head of College – Pastoral and Wellbeing	027 242 9973
General Manager	021 473 078
Kitchen	03 473 0758
Administration Manager	021 298 8074
Duty Residential Leader	022 011 2725
Security	022 011 2725

University of Otago

AskOtago	0800 80 80 98	03 479 7000
Campus Watch	0800 479 5000	03 479 5000
IT Service Desk	0800 479 8888	03 479 8888
OUSA	03 479 5332	
Pathways	03 479 5250	
Student Health	0800 479 821	03 479 8212
Student Support	03 479 5253	03 479 5711

Otago Polytechnic

Information	0800 762 786	(03) 477 3014

Other

Dunedin Central Police	(03) 471 4800
Dunedin Hospital	(03) 474 0999
Dunedin North Police	(03) 473 0730
StudyLink	0800 88 99 00
Urgent Doctors	(03) 479 2900
Urgent Pharmacy	(03) 477 6344

Map of Salmond College



Acceptance of a Place at Salmond College

When the resident receives an offer of a place at Salmond College, they must confirm their acceptance of that place via the Salmond College Portal link on our website no later than the expiry date given on the formal letter of offer they have received. Please complete the portal process in its entirety, including the guarantor's confirmation. The resident's acceptance will include payment of the entry fee specified in the Agreement for Admission. The resident's place will be confirmed when the online portal agreement has been completed.

Withdrawals

If the resident accepts a place at Salmond College and then withdraws before the 20th of January 2027, half of their Entry Fee will be refunded. Should the resident decide to withdraw after the 20 January 2027 please refer to clause 4. Liability for fees of your Agreement for Admission.

Opening Day

The College will open on the weekend of Saturday, the 20th of February 2027, from 9.00 am, for all residents. Residents may request an earlier arrival date by contacting the College in advance. There is a daily accommodation charge for those arriving early. Enquiries should be sent to admin@salmondcollege.ac.nz.

Key Dates for the start of 2027

The College is open for the duration of the University, and Polytechnic academic year, which comprises two semesters, with a short break in the middle of each semester and a longer break between them.

Saturday 20th /Sunday 21st Feb	College opens/Welcome weekend
Monday 22nd Feb	Orientation Week and classes for some courses
Friday 26th Feb	Preliminary University lectures
Monday 29th Feb	Classes begin for all University and Pathway courses

Access and Security

Each resident is issued with an electronic key card which gives access to the front door of the College and to their room. Third Floor rooms also require a standard key which will be issued along with a key fob. Any lost or damaged key cards should be reported immediately to the office; there will be a charge for a replacement of $30.00.

Absence from the College

Residents are asked to fill in their contact details in the Leave Book on the desk outside the office before they go away overnight and at weekends etc. This information is required if the resident needs to be contacted in the event of an emergency.

If going away for mid-semester and semester breaks, residents must also provide their leave dates in the portal to assist with planning of meals and events.

Communications and Services

Pastoral Care of Tertiary and International Learners, Code of Practice

Salmond College adheres to the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 and provides appropriate pastoral care to all students. Staffing and support systems have been put in place to ensure the wellbeing of all residents, according to the Code of Practice.

In-House Communication

The main way we communicate with residents about activities and events is through the Salmond 2027 Instagram Page. Any notices or changes to events will be communicated through our Instagram. Residents will have to request to join the Instagram page (@Salmondcollege2027). Access to this group is for residents only. The main Instagram group provides information on activities and events, as well as important notices. Announcements and other items of interest also appear on the noticeboards.

Salmond Portal

The Salmond Portal is where residents can book shuttles to campus, make maintenance requests, order late meals, enter leave dates, book trips and event tickets and pay for guest meals and accommodation. The portal can be accessed with the email and password residents used to accept their offer of accommodation through the Salmond College website.

Kaiāwhina Whare /Residential Leaders

Kaiāwhina Whare are senior students who live amongst residents on their floors. The Kaiāwhina assist with resident welfare and pastoral care, including safety and well-being. They are here to help residents with their transition to tertiary studies and College life; providing support to help residents achieve success in academic endeavours and personal growth. Developing our strong Salmond community and College pride is also a large part of what they do. Residents will have a Kaiāwhina on their floor who they will interact with most frequently, but they will also get to know the wider team.

Kaiāwhina will, among other things:

- Discuss with residents how to get the most out of the academic year and living in the College.
- Help residents to understand and adhere to the College rules, regulations, and expectations.
- Provide advice and guidance to residents. They may also refer residents to the Head/Deputy Heads, or outside agencies if support is required beyond their role.
- Be the residents 'go-to' person for the numerous questions that they are likely to have.
- Encourage their floor to get to know each other by arranging activities and events.
- Coordinate meals and appropriate care within the college if residents are unwell.
- Check in on residents regularly regarding academic, physical, and mental health. These check-ins are the base of a floor report which is reported to the Deputy Head. These are essential for our reporting processes, so residents need to be available to their Kaiāwhina to check in. Follow-ups may come from these reports.

A resident's Kaiāwhina is the person in the College who they can approach in the first instance for any pastoral care matter regarding how they are going and any support that they might require. The College is a busy, vibrant environment, and tertiary studies will be demanding. A resident's working relationship with their Kaiāwhina is an essential part of their life at the College, and it will develop and grow throughout their time at Salmond.

Academic Programme

At Salmond College, we want to see each resident realise their academic potential. To promote this, we provide a tutorial program in selected areas, academic mentors, academic visitors, help desks, and one-on-one meetings. The Academic Programme is co-ordinated by the Deputy Head – Academic and Programmes. We liaise closely with Otago University, Pathways, and Otago Polytechnic Student Support. We are here to

help with appointments, emails, phone calls to Course Coordinators or lecturers, and Ask Otago.

Before arrival and after examinations, we monitor results and provide guidance to residents. Residents are encouraged to seek help if they feel they need support, so a plan can be put in place. The Head and Deputy Heads monitor the academic progress of residents and receive examination results from the University post-examinations. They conduct interviews as needed to discuss academic results and progress.

Salmond College provides tutorials for many papers. Residents are also able to attend the Knox College tutorials. Tutorials will be advertised on notice boards and the college's Instagram page. Tutorials can be organised for specific papers, (subject to the availability of suitable tutors, and a minimum number of residents). Contact the Deputy Head – Academic and Programmes for any questions regarding the academic support available in the College. Attendance at tutorials is encouraged to get the most out of their time at Salmond.

Through P.A.S.S. and the Student Learning Development Centre, students can also access general study skills sessions and examination techniques workshops. Residents should contact the Head or Deputy Heads to discuss any needs.

Office

For any general queries and payments, the office is staffed from 9.00 am to 5.00 pm (with a break for lunch) Monday to Friday. Kaiāwhina are based in the office in the evening and are available to help with all resident enquiries from 5.00 pm to 10.30 pm.

Postage and Pigeonholes

Letters for residents are put in the pigeonholes at the end of the Page Ground corridor. Parcels are placed on the parcel table, in the foyer, for collection.

Night Staff

Between 8.00pm-4.30am from Tuesday-Saturday the Night Manager takes over supervision of the College. On Sunday and Monday Evenings an Allied Security Staff member takes over supervision of the College from 10.00pm-4.00am. Regular rounds of the College and property are carried out by the Security staff. Security cameras are located throughout the College for the protection of residents and their property. The duty Kaiāwhina and security staff can be contacted in the evenings and weekends on the duty number: 022 011 2725.

Maintenance and Repairs

All maintenance requests should be logged through the Salmond Portal. If a matter is urgent or an emergency, please contact the office, the residents' Kaiāwhina, or the Head/Deputy Heads.

If an item is broken, please report the damage to a staff member. A charge for repairing the damage may be imposed if the damage is deemed to have been caused by careless or irresponsible behaviour.

Free Campus Shuttle

A free evening shuttle bus service operates during term time to bring students back from the University, Polytechnic, and Unipol. The shuttles run at 6.00 pm and 9:15 pm, but must be booked on the portal before 4pm on the day.

A morning shuttle service for all students leaves at 7.30 am to the University, and 8.30 am for Pathways and Polytechnic students. The 7.30 am shuttle must be booked by 4 pm the day before the ride is needed.

The shuttles will not run during University mid-semester breaks, the break between semesters and examinations periods. If a shuttle that has been booked does not arrive, residents can call 0800 477 800 to enquire.

Internet Access

All bedrooms have individual WiFi access points connected to the University of Otago's wireless network (UO_WIFI), and wireless coverage is available throughout all College buildings. The wireless network is provided to support academic development and appropriate personal online activities.

The University's internet usage policy can be found online.

To log in to the University's Wi-Fi (UO_WIFI), use the residents University of Otago username and password. Polytechnic students will be given a University of Otago login and password, which can be activated by contacting AskOtago to change the initial password.

If the resident is experiencing any issues with Wi-Fi connectivity, please contact AskOtago on 0800 808 098.

Facilities

Computer use and printing

- Computing and network resources are to be used for educational and appropriate personal purposes.
- There is a printer in the library which is connected to the University printing system. Polytechnic students will be registered with a login to use the system but must reset the password (as instructed by email) to gain access.
- Unauthorised access or damage to any data or deliberate interference with other users' work is subject to disciplinary measures.
- Importation or distribution of offensive material (including, but not limited to, racist material, hate literature or sexually explicit material) is not permitted.
- Harassing or defamatory material may not be sent by electronic means, including email and voice mail, or posting to newsgroups/social media forums. Students should be aware that breaches of the Harmful Digital Communication Act may lead to referral to the Proctor and/or Police. We recommend residents become informed

of their rights and responsibilities concerning this legislation to keep themselves and others safe. Helpful information regarding the Act may be found here.

Laundry

Washing machines and dryers are available for residents to use. There is no charge for these, but residents need to supply their own washing powder/liquid. There is an iron and ironing board available.

Please follow our laundry etiquette:

- Do not remove other people's clothing from a dryer unless it is completely dry.
- Ensure that the washing machine cycle is finished before removing other people's laundry.
- Place laundry removed from washing machines or dryers in the resident-provided laundry baskets.
- Remove clean and dry laundry promptly.
- Stealing, or interfering with, other residents' laundry is regarded as a breach of the residential contract and may result in serious disciplinary consequences being imposed.

Common Spaces

Common Room

This is equipped with a pool table, dart board, video games, and table tennis table. It is available for all residents and their guests. Social events are held in the Common Room during the year organised by the Student Exec and Kaiāwhina.

The Dungeon

This is a smaller common room, equipped with a television, hot and cold drinks machine, and a vending machine for snacks.

TV Room

Sky TV is available on the large screen in the TV room. Use the controls on the wall to activate the TV. Video Games can also be connected to the big screen, and the College's Nintendo Switch is available for use.

Gym

The gym, located in the Quad, has a wide range of equipment for residents to use. Gym access is via resident key cards. Please leave the gym as it is found and return the equipment to its place.

The Waddell Chapel

The Waddell Chapel is named after Rutherford Waddell, a well-known and respected Presbyterian minister who had a significant impact on the wider community in Dunedin. The Chapel is an important part of the special character of Salmond College. Although the space reflects Christian traditions as per the college's special character, the Chapel

is intended to be a welcoming and inclusive space, available to all residents regardless of belief and background as a place to reflect, practice music, and gather.

Chapel services/reflections, meditations, discussion groups, meetings, and community events may be held for residents at various times during the year. There are several churches near Salmond College, and on Campus, that welcome student involvement.

The chapel is available for group or individual use and may be booked at the office.

Music at Salmond

Salmond promotes music as an integral part of College life. The dedicated music room, next to the Chapel. The music room can be used between 9.00 am-9.30 pm. Instruments provided include an electronic drum kit, electric piano, microphones, guitar, and ukuleles. There are also various amplifiers. Residents are welcome to bring their own instruments and practice in the music room or the Chapel itself, which also has a mini-grand piano. There is also a piano in the dining room, and another in the Nithvale Lounge.

Kitchenettes

Each floor has a kitchenette equipped with a fridge, microwave, and kettle. Residents need to keep their kitchenette tidy and do their own dishes. All items in fridges must be named and dated. Alcohol is not permitted to be kept in the fridges. Personal cooking appliances are not permitted in either bedrooms or kitchenettes.

Residents are expected to work together to ensure recyclables are properly processed. Cups need to be returned to the main kitchen.

Nithvale Lounge and Kitchen

The Nithvale Lounge and Kitchen are accessible to residents of the Macalister and Library wings, returning residents, and other residents as arranged. The kitchen contains a fridge/freezer, hot water cylinder, microwave, and stove. The Nithvale Lounge contains a TV, couches, study tables, games and craft cupboards.

Tennis, Netball, Basketball & Futsal Courts

The courts, located alongside the student carpark, are shared with Knox College. The College has a limited supply of tennis racquets, footballs, basketballs and netballs that can be used by residents, but feel free to bring equipment as well. This is an alcohol-free area, and noise should be kept to a minimum, especially in the evenings after 8.00pm.

Parking and Storage

Bicycle Storage

Bikes can be stored in the locked bike shed at the rear of the building, or the bike stand in the Quad. Bikes should not be parked at the front of the building or brought inside the building. We recommend that residents lock their bikes when not in use. If using the bike shed, please ensure that the door is locked after use.

Luggage Storage

Empty and named luggage may be stored in the locked luggage room on the ground floor. If this room is full, luggage should be stored in residents' rooms. Staff can provide access to the luggage room.

Vehicle Parking

Parking at the front and rear of the college is reserved for staff, contractors, and college visitors only. **Residents may not use these parks at any time, and cars parked without permission in these spaces may be clamped or towed at the owners' expense.** Cars parked in this area without permission may be clamped, and a $50 release fee charged.

Salmond has registered parking for up to 30 resident vehicles. Car parks are charged at $570.00 per year and can be pre-purchased on the portal from November. Residents will be notified via email when parking spaces are available to be purchased. As the car park is accessible to the public, we recommend that residents do not leave valuables in cars. All vehicles are parked at residents' own risk and the College accepts no responsibility for any theft, loss or damage to vehicles.

Resident Rooms

The allocation of rooms is at the discretion of the Head of College and may be changed by College management if there is a need to do so. If a resident would like to have a room in an alcohol-free, and/or female-only part of the College, please let the staff know by adding this to the 'Miscellaneous details' field on the portal application. We will make every effort to fulfil the request, but in some cases, this may not be possible.

Residential contracts with the College are personal to residents, which means the use of their room by any other person is not permitted except under the terms of having guests and visitors, as outlined in this handbook. Residents may not permit somebody who does not have a current residential contract to use their room in their absence.

Bedrooms are furnished with a bed and bedding, noticeboard, desk and chair, wardrobe, rubbish bin, recycling bin, and a laundry basket. A room check must be completed by each resident and returned to the office on the day of arrival. Furniture and other College property should not be moved from the room in which it belongs.

The resident is responsible for their room and for the behaviour of any guests that they might host in their room. Residents are responsible for any deliberate or avoidable damage to their room, whether this damage was caused by the resident or by a guest. Residents will incur the cost of any damages or items of furniture that go missing and of any remedial cleaning work.

General Information

Residents may decorate their rooms with posters and other objects of personal choice. However, please note that tape, self-adhesive labels, hooks, drawing pins, tacks, nails, etc. may not be used because of the damage they cause to paintwork, plaster, and woodwork. Residents are asked to use only Blu-Tac when affixing items/posters to walls,

and drawing pins for their noticeboard. At the end of the year, a room check will be carried out before residents leave, as the room is to be left in the condition in which it was found. A charge is made for all damaged or missing items. Any accidental damage during the year should be reported immediately.

Security and Insurance

We recommend that the residents' bedroom doors are locked when they are out and when asleep. Residents are responsible for the contents of their rooms. 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 and this can often be added to a parent/guarantor's insurance policy.

Cleaning and Bed Linen

Only bed linen supplied by the College is laundered by the College. Sheets and pillowcases can be exchanged weekly on Sunday or Wednesday between 6.30 to 7.30 pm or by appointment if unable to make these times. If residents have their own bedding, they can return the College bedding to the laundry, to their areas allocated.

A cleaner will enter residents' bedrooms at least once weekly to vacuum and/or empty their rubbish bin. Residents can help them by making sure the floor is cleared early that day – their role is to clean, not to tidy. A vacuum cleaner is available for residents to use at other times, just ask at the office. This should be returned immediately after use. The bathrooms and other common areas are cleaned daily.

Residents will be advised by their Kaiāwhina (RL) which day of the week their room will be serviced. Rubbish bins will be emptied on the days that rooms are serviced.

Salmond is committed to recycling, and residents play an important part in ensuring the bins are used correctly. Use the recycling bins on floors as per the signage:

Yellow	Blue	Black	Red
Plastic/Cans	Glass	Cardboard	General Waste

Entry to Rooms and Room Checks

If a staff member has serious concerns about the well-being and safety or a resident that of other individuals likely to be in their bedroom, a welfare check will be done whereby a staff member will visit and enter the room. Authorised staff members have right of entry to rooms for cleaning and maintenance, disciplinary matters, suspected breaches of rules, health and safety concerns, or emergencies.

Maintenance

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

During the year, please let College staff know if any repairs are needed by logging a request through the portal.

A request for maintenance to a resident's room, either logged on the College Portal or given verbally to a staff member, implies that the resident is aware that their room will be entered by College staff or contractors as soon as is practicable.

Residents are responsible for any deliberate or avoidable damage to their room whether this damage was caused by the resident or their guests.

Fire Safety Equipment

As each room in Salmond is an individual fire cell, door closers must be fixed at all times. There must not be any obstruction to doors being able to fully close and automatically lock.

All bedrooms are fitted with smoke alarms.

For fire safety reasons the following are not permitted within Salmond College:

- additional kitchen appliances
- dehumidifiers
- heaters
- electric blankets
- other homeware appliances
- candles, incense, burners or any other item that has or requires a naked flame.

The smoke alarm sensors are sensitive for residents 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. To prevent accidental activation of the alarms, hair dryers, hair straighteners and aerosol sprays (including deodorant sprays) must only be used in bathroom areas. 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. There is a cost for each false alarm call-out and this may be charged to the resident, whether malicious or accidental.

All rooms contain a fire alarm silencer. This is only to be used in the case of a false alarm, and not in the event of an actual fire. The silencer will only work when the bedroom sensor and no other sensor has been activated.

Fireworks and other explosive devices are a fire and safety risk and are not permitted anywhere in the College buildings or on College grounds.

What to Bring and What Not to Bring

Bedding

The College provides each resident with bedding (mattress protector, sheets, pillowcase, and duvet inner and cover) and can provide an extra blanket if required. Please note we do not provide a pillow due to Health and Safety and sustainability, so residents will need to bring their own pillows. College sheets and pillowcases are laundered weekly. Residents provide their own towels and are welcome to bring their own bedding in addition to or in place of the bedding provided by the college. Residents are responsible for laundering bedding that belongs to them.

Kitchen Appliances

The College provides toasters, jugs, microwave ovens, and refrigerators in resident kitchenettes. Personal kitchen appliances are not permitted in resident rooms or kitchenettes unless required for medical reasons. In this case, the resident will be required to provide supporting documentation from a medical specialist.

Medical and Emergency Kits

Residents are advised to bring their own supply of face masks, plasters, antiseptic cream, and over-the-counter medications. The College First Aid Kit is equipped with first-response items such as bandages and plasters, and please be aware that we are unable to give out any medications, including paracetamol.

Residents are also encouraged to put together their own Emergency Kit containing plastic rubbish bags, antiseptic wipes, toilet paper, 1.5L of water, torch and batteries, light stick, whistle, and toiletries. The Emergency Kit should be kept in their bedroom in case of an emergency, such as an earthquake.

Personal Electrical Appliances

It is a health and safety requirement that 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. All electrical items should be tested and tagged prior to arrival. Residents may not bring items such as electric blankets, cooking appliances, heated towel rails or irons. The building is centrally heated. The College provides an iron and ironing board. If items are not tested and tagged before arrival, testing will be done onsite. Residents will need to have items available for testing on a day to be nominated by the college.

Potted Plants

Residents are welcome to have potted plants in their rooms.

Pets

Pets (apart from small fish) are not permitted in the College. If a resident has a service animal, they should contact the Student Accommodation Centre upon completing the application to discuss their requirements.

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. Any resident (or guest) who brings any item deemed by the Head to fall under this category will be required to register the item and leave it at the Proctor's Office.

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 license when dropping off or uplifting their firearms. Students can uplift their stored firearms 24/7, provided 24-hour prior notification is received.

Guests, Visitors and Partners

Residents are responsible for the conduct of their guests. Should guests fail to abide by the rules and regulations of the College or give cause for concern regarding their behaviour, they may be asked to leave and the resident may lose the privilege of hosting guests in the future. Some notes regarding guests:

- Guests are not allowed to bring alcohol into the College.
- Guests may only drink alcohol provided by their host with the permission of the Head or Deputy Heads
- Day guests are welcome in the College from breakfast until 9.30 pm each night.

Overnight Guests

Overnight guests are not permitted during:

- Orientation Week in Semester One and Re-Orientation Week in Semester Two
- The week of St Patrick's Day (15th to 19th March 2027)
- Study Zone (end of each semester and including exam periods)
- Or at other times as directed by the Head of College

Parents or friends visiting from out of town can stay in a residents' room for an overnight charge of $19.00 per person (breakfast included), payable when approved.

- Guest forms can be obtained from the office. They must be completed and approved by the Head/Deputy Heads and returned to the office, at which time payment needs to be made on the portal.
- Guests must be paid for at least 24 hours before arrival via the portal. A $5.00 admin fee will be charged if guest accommodation is not paid for in advance.
- Mattresses, bed linen and pillows are available for guests.
- Residents may not:
  - Allow guests to be in the College unaccompanied.
  - Give guests a room key.
  - Permit guests to sleep in a resident's room without the resident being present.

- Guests are generally not able to attend formal dinners or special events, although permission to do so may be requested from the Head or Deputy Heads.

Guest Meals

Guests are welcome to have meals at the College. The overnight guest charge of $19.00 includes breakfast. Charges for lunch are $14.00 per person, and dinner $16.00 per person. Meals must be pre-purchased via the portal; guest meals that are not pre-purchased will incur a $5.00 administration fee.

Once residents have booked and paid for a guest meal, they need to sign the guest meal sheet in the servery at the time of meal service.

Unregistered Overnight Guests

Residents who are found to have had overnight guests but have not completed a guest form may be charged $30.00 per night and may be subject to disciplinary action.

Partner Passes

Residents may apply for a Partner Pass if they have a partner living in another residential college in Dunedin. Partner Passes may be arranged after Orientation Week at the beginning of the year. The cost of this is $50.00 per semester, or part thereof and must be paid for at the time of issue. This entitles the partner to bed and breakfast at the College. Other meals must be pre-purchased by the resident on behalf of their partner (lunch $14.00, dinner $16.00). Residents are required to note their details on the sign-in sheet at the entry to the servery. The partner pass is an acknowledgement that the partner already pays fees at another College. It does not apply to partners who live in alternative accommodation or regular visitors from out of town. Any enquiries should be directed to the Deputy Heads or Head.

Noise, Quiet Times and Study Zone

All residents have the right to study in a quiet environment. After 9:30pm it is essential that the accommodation areas of the College are quiet. Any residents who wish to continue socialising, or using alcohol are required to do so away from the College, with the exception of Saturday evening when residents may bring drinks to the common room from 9.15-10.00pm, and at 10.00pm finish drinking, or leave the college. At any time of the day or night, residents may be asked to turn down the volume of music, televisions, computer games, etc. that are causing a disturbance.

We encourage all residents to be proactive in communicating with their neighbours.

As exams approach, the College enters Study Zone, which includes the observance of study hours. This involves keeping noise levels to a minimum day and night, 7 days a week. Study hours apply not only inside the College buildings but also in the immediate surrounds.

Dining at Salmond

Dining Etiquette

The Dining Room is a special part of the college community. The following protocols are provided to ensure the dining room is a safe and inviting space. As well as being culturally inclusive.

Residents and guests are asked not to sit on tables or to place feet, clothing, or hats on tables. Footwear must always be worn in the dining room, and headwear should not be worn in the dining room except for cultural/religious reasons. Residents may come to breakfast in respectable night wear provided they are also wearing footwear. Enjoy getting to know the food service staff and show appreciation to them for the work they do for us all.

Meal Times

The weekly menu is posted on the menu boards at the entry to the servery.

Breakfast	7:00am – 9:00am Weekdays	8:00 am – 10:00 am Weekends and public holidays
Lunch	12:15 pm – 1:25 pm Weekdays	12:30 pm – 1:25 pm Saturdays and public holidays
Dinner	5:15 pm – 6:25 pm	Daily

Toast can be made throughout the afternoon and after dinner until around 10.30 pm. After each meal, please take plates, glassware, and cutlery back to the kitchen. Plates and cutlery should not be removed from the dining room.

Dietary Requirements

Our Food Service Team works hard to provide for the dietary needs of all residents. Vegetarian, vegan, gluten-free, and dairy-free options are available.

Food-related information provided on the application form is communicated to the Food Service Team. We ask all residents with dietary requirements to talk to the Head Chef during their first few days at the college to ensure their needs can be met. Changes to dietary requirements during the year should be communicated to the Head Chef, and to the office.

While every endeavour is made to manage allergen risks, we need to acknowledge there is still a risk of cross contamination from factors outside of our control. This may include inadvertent cross contamination of allergens from other students mishandling serving utensils during service. It may also be from the accidental introduction of allergens by other students within the college, or by contaminated supplier ingredients with traces of allergens. Please also note that we are not a nut-free college, and that at certain times of the day peanut butter is available in our Dining Room and main servery. For this reason, we ask that Residents with known severe allergies avoid consuming food from the main servery.

The College will take all reasonably practicable steps to eliminate or minimise risks to your health and safety, and will make all reasonable efforts to accommodate declared allergens within our catering and residential facilities, but we cannot guarantee a completely allergen-free environment. Some allergens may be too complex or severe to safely manage within our standard arrangements. Should this be, or become, the case for a Resident's dietary requirements, a Resident's residency will need to be reviewed.

All meat has Halal certification.

Late Dinners

Late dinners are provided for residents who have work, sport, classes, study or College commitments. Residents can request this on the portal before 4:00pm on the day. Meals can be collected from the duty Kaiāwhina after 7.00pm. Residents may use the microwave on their floor or in the dining room to reheat their late meals. Residents can arrange for someone to pick up their late meal from duty staff.

Packed Lunches

On weekdays during the semester, residents can make a packed lunch during breakfast from a selection of breads, buns, fillings, fruit, muffins, biscuits, etc., which are laid out in the servery until 9 am. If residents take a packed lunch, it is expected that they will not return to normal lunchtime service that day.

Semester Breaks and End of Year

During semester breaks the College remains open, though mealtimes may be shortened. Depending upon the number of residents remaining during a break, the Heads of Salmond College and Knox College may decide to combine communities during meals. If going away for these breaks, residents must provide their leave dates in the portal to assist with planning of meals.

Sick Meals

Residents who are unwell should not go to the dining room. Contact Kaiāwhina or the office via the duty phone 022 0112725 to arrange for sick meals to be taken to them. When a resident has recovered, and no longer needs a sick meal delivery, they need to let the office know.

Salmond Collegiate Life - Activities and Events

Salmond College Student Executive

Salmond College has an active Student Executive which helps with organising the social, cultural and sports events in the College. The funding for many college activities comes from the 'Activities Fee' paid as part of the entry fee. This covers or subsidises the cost of the Welcome/Orientation Week programme, t-shirt, hoodie, College photo and yearbook; as well as sporting and cultural competitions, social events such as the Salmond Ball, Mid-Winter Christmas, Birthday Party, and the purchase of new equipment.

Social, Sporting and Cultural

Salmond College participates in the University-wide Inter-College sporting, cultural and games competitions. This has become very popular, and Salmond has high levels of participation and has achieved some memorable victories in recent years. Residents should follow the information communicated via Instagram and widely promoted around the College to join teams and activities and represent the College.

Talanoa

Talanoa is a chance to experience Pacific culture, to share stories, and get to know one another over the sharing of kava. Salmond College embraces this cultural expression of community and welcomes residents of all backgrounds to share in Talanoa held regularly through the year, mostly in the Nithvale Lounge. We encourage residents to share in the Talanoa, to meet new people and broaden their cultural experience during the year.

Volunteering

Giving back to the wider Dunedin community is a key aspect of the life of the College. All residents will be expected to participate in the volunteering day during welcome week. Throughout the year opportunities will be available for students to volunteer in the community. Some such activities include supporting the Cancer Society's Daffodil Day, Blood Service, Relay 4 Life, SPCA, tree plantings, working at local op-shops, visiting rest homes etc. In recent years Salmond has developed a relationship with the Dunedin Night Shelter, with the College Baking Club providing baking for the Night Shelter on a regular basis. Most years Salmond residents are involved in running the Daffodil Day table at the Gardens New World supermarket.

Sustainability

The College is committed to reducing our impact on our environment; We are continually looking for ways to be part of the solution for a more sustainable future. This means that as an organisation, and as individuals, we need to consider the effects of the decisions that we make. At an everyday level, it is helpful to think about the products purchased (provenance and packaging), energy use, transport choices and any waste produced, including food waste. Reducing the amount of uneaten food that goes into the bin is a quick way of reducing our carbon footprint. During meals, take what is needed, but eat what is taken.

Salmond College aims to make the college an increasingly sustainable environment. There are opportunities to become involved and be a student leader in this area.

Re-think, Refuse, Reduce, Reuse, Recycle

Some simple practical measures that can taken:

- Use keep-cups for drinks as much as possible.
- Use reusable shopping bags.
- Inform maintenance promptly if there are any issues with heating.
- Sort recycling correctly.
- Keep showers to about 6 minutes.
- Use a lunchbox for packed lunches.

Financial Obligations

Residents' college fees cover the academic year. University students have a 38-week contract; Polytechnic students have a 40-week contract. Any requests to arrive before opening day or leave after the final day of the contract must be approved by the Head of College and will be charged as extra days.

Residents take up residence on the condition that they (and their guarantor) are liable for the whole academic year's fees, even if they choose to withdraw from the College or leave early.

Liability for Fees

Where the Agreement for Admission is terminated early by either party (excluding terminations under clauses 3.1(e) or 3.1(f)), the Resident will be liable for:

- a $500 early withdrawal fee; and
- accommodation fees for six (6) weeks from the date on which formal written notice is received by the College and the Resident has completed the College's withdrawal process, or until the Resident's room is deemed to be re-occupied by another resident, whichever occurs first.

The College may, at its discretion, reduce or waive the early withdrawal fee and/or accommodation fees in exceptional circumstances, including but not limited to compassionate, medical, or mental health-related grounds.

If the Resident withdraws at the end of Semester One, the College may, at its discretion, apply a reduced liability for accommodation fees, subject to the timing of the notice and the ability to fill the vacancy.

Payment of Fees

Refer to the Fee Payment Schedule sent with the offer documentation. The College will email fee invoices to residents and their guarantor at least two weeks prior to the due date of fees.

It is preferred that payments are made via the portal (Accounts tab). We accept credit cards, but there is an additional fee associated with this. If the resident needs to pay via online banking, please contact the office for account details and a reference number.

Residents choosing a weekly payment option must have a direct debit set up in time for the first payment. A direct debit form will be sent to residents if they have selected payment option 3 to be completed and returned to admin@salmondcollege.ac.nz.

Unless prior arrangements have been made with the Head of College or Administration Manager, a late payment fee of $100.00 will be charged if your account is not settled by the due date, plus a $25.00 fee every consecutive month the account remains outstanding. Those who do not pay their fees will be listed as debtors to the University of Otago or Otago Polytechnic. This means they will not be able to access their examination results or course materials, and they will be unable to enrol for the

following semester. Residents should note that they are liable for the payment of all reasonable costs incurred in the collection of overdue accounts.

Damages

Damage attributable to individuals throughout the year, or during the final room check, will be charged against their accounts.

Financial Assistance

Salmond College may have funds available to assist residents experiencing genuine financial hardship. If residents are in this position, then they should first contact the Head of College. The University of Otago may also be able to provide financial support, if a student is experiencing hardship through the Pūtea Tautoko Student Relief Fund.

Student Employment

During the year, casual employment opportunities may become available in the College. These are generally in the food services area. If interested in opportunities that arise, contact the kitchen staff on 03 4730750 or email fsmanager@knoxcollege.ac.nz

Semester Breaks and End of Year

During semester breaks, the College remains open. Residents who are leaving the College during semester breaks enter their leave dates in the portal to assist with planning meals.

After final examinations, most residents vacate the College within 48 hours. If circumstances require a resident to stay longer, they should discuss their situation with the Head of College.

Permission for Use of Image and Statements

The resident agrees that Salmond College shall have the ongoing right to make use of the resident's image and written and verbal statements in connection with the College. Any resident who does not agree to this must withdraw their permission in writing.

Health, Safety and Wellbeing

Living in a community requires each resident to accept a duty of care towards others. This means being considerate of others and looking out for one another, including those who might not count within the immediate circle of friends.

Salmond College staff support residents throughout the year at the College. If a resident needs help, or just wants to talk about something that they are worried about, they can talk with any of the Kaiāwhina or Head/Deputy Heads. For specialised help, the University of Otago's Student Health Service has a confidential counselling service. Appointments can be made by contacting University Student Health 03 479 8212, Otago Polytechnic 03 479 6082, and through Student Support at Pathways on 03 479 5253 or 03 479 5711.

Confidentiality

Residents may at times confide in their Kaiāwhina, or another member of staff. Information shared is treated confidentially unless there is a serious concern about the wellbeing or safety of a resident. If Kaiāwhina or other staff become aware of serious concerns, they will share such matters with the College Management team as a part of the pastoral care provided by the College.

The Head of College has concern and responsibility for the whole College, and therefore all staff members consult with the Head over issues with residents from time to time. When the Head or Deputy Heads deem it necessary, contact may be made with a wellbeing provider for assistance, such as Student Health or other Mental Health and Wellbeing agencies.

There may be occasion when a senior staff member contacts a parent/guarantor to discuss sensitive information. Such circumstances include:

- Serious concerns regarding the health or wellbeing of a resident.
- There is a clear or imminent danger to a resident, Residential Leader, or other staff member.
- There have been serious breaches of the University of Otago or Salmond College guidelines or policies.
- Payment of accommodation fees are in arrears.

Mental Health

Residents who have experienced mental health issues previously, including self-harm, or have a diagnosed mental health disorder, must disclose this to senior staff. This information will be kept confidential to the Head of College and appropriate Salmond College staff. Senior staff will want to know if the resident has received, or are receiving, help from a health professional. They will also want to discuss whether a safety management plan is appropriate, and what professional help and other transitional or permanent support may be needed while a resident is in Dunedin and at Salmond College. Under the terms of the residential contract, the College may terminate a resident's contract if they are found to have withheld relevant health information, or if the Head of College concludes that their state of health, mental or physical, makes termination of their contract appropriate, having regard to their interests and/or the interests of the College community.

Diversity

The Salmond College community consists of a wide range of people, and we respect all members of our community. Discrimination against anyone 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.

LGBTQIA+ and Rainbow Support

Salmond College supports students who identify as any of the many variations of sexual attraction and sex/gender identity, including intersex, transgender, transsexual, genderqueer, asexual, fa'afafine, takatāpui, lesbian, bisexual and gay. If residents would like support beyond the College, we can help them to access various networks, including UniQ at OUSA Student Support. All residents are expected to respect one another.

Positive Wellbeing and Self-care

Salmond staff endeavour to provide a safe, inclusive, and warm environment where residents 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 wellbeing and to ensure that their safety is maintained during their stay at Salmond College.

Support and guidance can best be described using the four dimensions of the Whare Tapa Whā wellbeing model.

Taha Hinengaro - Mental and Emotional Wellbeing

College staff are available for onsite support 24 hours a day through Kaiāwhina and the Head/Deputy Heads, 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

Residents of the College are encouraged 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 Wellbeing

Physical wellbeing 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, Polytechnic and community healthcare 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 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 Wellbeing

Salmond College is multicultural, 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, Chaplaincy Services, and LGBTQIA+ support and guidance.

Spirituality and or faith is an important part of life and wellbeing for many people. Salmond College takes seriously it's duty to support the holistic wellbeing of residents. The College's Pastoral Assistant and the joint University and Polytechnic chaplains are available to support residents spiritual and emotional wellbeing irrespective of belief. More information is available here.

Personal Safety

In addition to observing protocols around consent, ensuring another person's personal safety also involves the following:

- Not entering a person's room uninvited, expecting to just walk in, or refusing to leave when asked.
- Not taking anything that belongs to another person. Stealing somebody else's personal belongings constitutes a major violation of trust.
- Not "flipping" or interfering with a person's room in their absence or without their permission.
- Not initiating any form of physical contact with a person that could be misconstrued or be regarded as unwelcome or invading their personal space. Another person's sense of personal boundary, and therefore view of what constitutes appropriate behaviour, might be different to others. Respect that difference.
- Not threatening, abusing, or intimidating somebody else physically or verbally, or using social media to embarrass and shame them. Bullying takes many forms, including hazing activities, physical violence, verbal abuse, and cyber bullying. Whichever form it takes, it is unacceptable. Regarding cyber bullying, no unofficial Salmond Facebook pages and other equivalent social media platforms may be established or used for the purpose of spreading gossip about Salmond residents. Care must be taken not to breach the Harmful Digital Communications Act 2015.
- Not taking compromising photos or videos of somebody else and sharing those photos or video clips on social media.

Concern for Others

There are times where a resident may be worried or concerned about a fellow resident, friend, or community member. We encourage residents to start a conversation. Residents 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 "Are you OK"?
2. Listen
3. Encourage action
4. Check in

* from https://www.ruok.org.nz/

We encourage residents to contact any staff member if they are worried about anyone, or if they have not seen anyone for a while. They can do this by:

- Speaking to the on-call staff member
- Speaking to the staff member at the office
- Speaking to any staff member
- Calling our duty number: 0220112725
- Emailing the Deputy Head – Pastoral and Wellbeing

Support Service Contacts

AskOtago https://ask.otago.ac.nz/	0800 80 80 90 03 479 7000
Campus Watch www.otago.ac.nz/proctor/campuswatch/	0800 479 5000 03 479 5000
Career Development Centre www.otago.ac.nz/careers/	03 479 8244
Chaplains www.otago.ac.nz/chaplain	03 479 8497
Disability Information and Support www.otago.ac.nz/disabilities	03 479 8235
Dunedin Public Hospital	03 474 0999
Dunedin Urgent Doctor www.dunedinurgentdoctors.co.nz/	03 479 2900
Healthline	0800 611 116
International Office www.otago.ac.nz/international	03 479 7000
Lifeline Aotearoa www.lifeline.org.nz/	0800 54 33 54 Text 4357
ŌCASA Dunedin www.ocasa.org.nz/	03 479 5332
OUSA Support Hub https://ousasupporthub.org.nz/ OUSA Club and Socs www.ousa.org.nz/clubsandsocs	0800 12 10 23 03 479 5960
Pacific Islands Centre www.otago.ac.nz/pacific	03 479 8278
Social Impact Studio www.otago.ac.nz/social-impact-studio	03 479 8631
Suicide Crisis Helpline	0508 82 88 65
Student Health www.otago.ac.nz/studenthealth	0800 479 821 03 479 8212
Otago Polytechnic Student Support https://studentsupport.op.ac.nz/	0800 762 786
Student Learning Development www.otago.ac.nz/hedc/students/	03 479 8801
Te Huka Mātauraka (Maori Centre) www.otago.ac.nz/maoricentre	03 479 8490
Te Whare Tāwharau Sexual Violence Support and Prevention Centre www.otago.ac.nz/te-whare-tawharau/	0800 479 379 03 479 3790
Unipol Recreation www.otago.ac.nz/recreation/	03 479 5888
1737 https://1737.org.nz/	Text or call 1737

Consent and Relationships

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.

The following are good guidelines around consent:

- 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.

Sexual misconduct takes many forms, including unwelcome sexual advances, requests for sexual favours, making somebody the subject of sexual innuendo, and other unwelcome verbal or physical conduct of a sexual nature. No college resident should be made to feel unsafe or physically demeaned or threatened.

As a collegiate community, we are responsible for each other. Residents need to look after their friends and be proactive in supporting anyone who is in potential danger or harm.

During the first weeks of the College year Te Whare Tāwharau will deliver the CommUNIty 102 workshop to all incoming residents. 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 their values, residents are saying that they value having a community that everyone thrives in.

For further information about consent:

Tea Consent	What Consent Means in the Age of #MeToo
Male Survivors	#MeToo, Young Men and Consent

Reporting

The University of Otago's sexual violence support and prevention centre is called Te Whare Tāwharau. Te Whare Tāwharau offers free, confidential support for any student who needs assistance and are available for walk-ins and phone support. Residents can find further information is available here.

If a resident has had an encounter or incident that leaves them feeling uncomfortable or uncertain, they are encouraged to seek help and support. They can approach any member of the College staff who will treat them with respect and care. A staff member

may encourage a resident to seek additional assistance from the College management. they 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	ŌCASA Dunedin	03 474 1592
Youthline	03 477 2461	Male Survivors Otago	03 425 8018

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 is likely to 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.

Harassment/Bullying/Discrimination/Anti-Social Behaviour

The Salmond 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 antisocial 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 a resident feels they have been subjected to any of the behaviour listed above, we recommend they take the following steps:

- make sure they are safe.
- talk with a staff member to decide if they wish to make a complaint.
- seek advice and get support from a staff member.

We also expect that residents will undertake to uphold and maintain a standard of good conduct at all other University of Otago residential colleges. Residents 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.

Drugs, Alcohol, Smoking and Vaping

Alcohol

If residents choose to drink alcohol, they are expected to be moderate and responsible in their use of it. Residents are also expected to abide by this country's alcohol laws, including those set out in the Sale and Supply of Alcohol Act 2012, any Local Alcohol Policy implemented by the Dunedin City Council, and any other relevant legislation.

The following restrictions on alcohol-related glassware apply. Regular sized wine and beer glasses are permitted. Drinking bongs, yard glasses, beer funnels, beer jugs, oversize glasses, and shot glasses are not permitted. Any such paraphernalia will be confiscated. Home brewing is not permitted on College premises.

Residents Under the Age of 18

If a resident is under 18 years of age they are prohibited to possess or consume alcohol at the College. Residents under the age of 18 years may be allowed to consume alcohol at formal College functions with the consent of a parent/guardian. Residents of Salmond must not supply alcohol to anyone under the age of 18 years

Safe Practices

The College requires students to drink responsibly. There is both support and consequences in place for those students who make mistakes.

Gross intoxication is not acceptable and is a fundamental breach of the conditions of living at Salmond. Disciplinary action may be taken, parents or guardians may be notified and referrals to health professionals may be required. Serious drinking issues will be regarded as major disciplinary matters. A review of residency and termination of contract are always possible outcomes in any disciplinary matter.

- We encourage residents not to purchase alcohol in glass bottles (except wine). This is to avoid breakage and minimize the effects of glass in the College.

- The Head of College reserves the right to ban all glass bottles should that be considered necessary.
- Casks and kegs are forbidden in the College and its grounds.
- Alcohol is permitted in bedrooms if people are moderate in its use and considerate of others.
- Parties are not permitted in bedrooms; more than six people with alcohol in a bedroom is deemed to be a party.
- No alcohol is permitted in any public area without permission from the Head or Deputy Heads.
- College social functions will be held on occasion where residents may consume alcohol in the Common Room. These events will be advertised by College staff with clear guidelines.
- Alcoholic beverages being carried in open vessels (e.g., bottles, cups, and glasses) through any public area or alcohol-free area of the College may be confiscated.

For more info about safe drinking, please visit:

https://www.alcohol.org.nz/help-and-support/advice/is-your-drinking-ok

https://www.drinkaware.co.uk/advice-and-support/help-to-reduce-drinking/navigating-social-situations/freshers-week-survival-guide

https://hellosundaymorning.org/

Drinking Times and Alcohol-Free Periods

- No alcohol is permitted in the College during Study Zone and examination periods.
- No consumption of alcohol is permitted prior to 5.00pm, unless special permission is given by the Head or Deputy Heads.
- After 9.30pm on Sunday to Friday, and 10.00pm on Saturdays, Residents who wish to continue to drink alcohol are expected to go elsewhere to do so.
- At Formal Dinners and some special occasions, limited quantities of alcohol may be served.
- Casual visitors must have permission of College staff to consume alcohol at the College.

Alcohol-Free Floors

Alcohol may not be consumed in alcohol-free areas of the College. Usually, Fulton 3 and the Library Wings are considered alcohol-free. Residents who reside in these areas are allowed to consume alcohol elsewhere, in accordance with the above.

At all times residents and their guests are required to behave with moderation and to have respect for the requirements of other residents, staff, and the College. Excessive noise and disturbance to other residents may lead to disciplinary action by the residential staff. The Head and Deputy Heads of College have the right to impose fines and other consequences.

The Head of College reserves the right to: (a) set and vary the limits on the amount of alcohol that students may bring into the College or keep in their rooms; and (b) vary

any of the above rules in response to legislative changes around alcohol or circumstances within the College.

Drugs

The possession, supply or use of any recreational drugs, legal or illegal, is not permitted on Salmond College grounds, including buildings, gardens and carparks. This includes substances such as, but not limited to, designer drugs such as MDMA and herbals such as cannabis. Contravening this rule may result in a formal investigation and, in the case of alleged illegal activity, the involvement of the University Proctor and/or Police. If it is suspected that College residents are using, or are in possession of, illicit drugs then College staff may enter residents' bedrooms to check.

Illegal Substances

Salmond College adheres to the University of Otago's zero-tolerance policy with respect to the possession, use or distribution of illegal drugs by College residents while on Salmond College property or while attending a College event. Under this policy, all suspected incidents will be fully and formally investigated. Where disciplinary process establishes that the resident has committed a breach of this policy, the Agreement for Admission may be terminated by the Head. This sanction may be reviewed through the appeals section stated in this Handbook.

When 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 Head 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.

Legal Substances

At any given time, a substance can be classed as legal and yet it can have a serious effect on mental and physical health; some of these effects are not yet known. The legality of substances is something that can change due to the government passing laws. The fact that a substance has become illegal after being purchased 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. We expect that residents will not have any drugs apart from prescribed medication or over-the-counter products. Any resident found in possession of, under the influence of, or using a legal high will face disciplinary action.

Drug Paraphernalia

The presence of drug utensils and/or drug-related paraphernalia within our community or grounds breaches the College's zero-tolerance policy regarding illegal drugs. Anyone found to be in possession of, or using such items will face disciplinary action, which may involve being suspended or excluded from the Salmond community. Exclusion will include a termination of the resident's Agreement for Admission.

Suspension or exclusion 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 and the Otago Polytechnic are smoke-free and vape-free campuses. Salmond College is also a smoke-free and vape-free campus. This includes all Salmond College buildings and grounds, car parks and sports areas. Anyone wishing to smoke or vape should do so off-site. Please ensure that regulations related to smoking and vaping are followed at both the College and in the wider University area.

Emergency Procedures

General Emergency Preparedness

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

Minimum requirements:

- Emergency contact details – a written copy as well as next of kin listed on their 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)
- Cell phone

Additional extras that would be useful:

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

Evacuation

Evacuation notices are posted in various locations around the College. Please read these and take note of instructions given by the staff at the beginning of the year.

In the event of a fire or if the fire alarm sounds, residents MUST leave the building and:

- Shut windows, turn off electrical equipment if it is safe to do so.
- Put on shoes and leave their door unlocked but closed.
- Leave the building using either the stairway or the fire exit.

- Do not use the lift.
- Assemble with other college residents at the student car park beyond the large oak tree and clear of driveways to the college.
- Staff and/or Emergency Services will check rooms after residents have vacated them.
- Do not re-enter the building until staff advise it is safe to do so.

Staff are trained fire wardens, and residents must follow their direction.

Fire

If a fire is discovered:

- Operate the nearest fire alarm call point.
- Ensure the Fire Service is called on 111; tell them:
  - Name and address (Salmond College, 19 Knox Street, Dunedin 9010)
  - The nature of the emergency
- Leave the building via the designated escape route.
- Report to the designated assembly area.
- Do not return to the building until staff advise it is safe to do so.

Evacuating from the main building block (Fulton, Page, and Gray Wings)

Fire exits are located at the end of all Fulton and Gray Wings. The exit doors on the ground floor open automatically when alarms are activated. The main stairwell is also an evacuation route and if clear the main front door is a designated exit. The Evacuation Meeting Point is in the far end of the student carpark beyond the large oak tree and clear of driveways to the college.

Evacuating from the Library or Macalister Wings

Fire exits are located at the base of the stairs from Macalister Wing. The exit doors on the ground floor open automatically when alarms are activated. If clear the main front door is also a designated exit. The Evacuation Meeting Point is in the student carpark beyond the large oak tree and clear of driveways to the college.

Evacuating from public areas of the College

Including Tutorial Rooms, Dining Room, Office etc. Fire exits are located in all these areas and open automatically when alarms are activated. If clear the main front door is also a designated exit. The Evacuation Meeting Point is in the student carpark beyond the large oak tree and clear of driveways to the college.

Earthquake

DROP down onto your hands and knees (before the earthquakes knocks you down). This position protects you from falling but allows you to still move if necessary.

COVER your head and neck (and your entire body if possible) under a sturdy table or desk (if within a few steps of you). If there is no shelter nearby, crawl to an inside corner of the room and cover your head and neck with your arms and hands.

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

Practice drop, cover, and hold in each safe place. Drop to the floor, take cover under a sturdy piece of furniture, and hold on to a leg of the furniture. If suitable furniture is not nearby, sit on the floor next to an interior wall and cover your head and neck with your arms. Keep away from windows and other items that may fall on you. Responding quickly in an earthquake may help protect you from injury. Practice drop, cover, and hold at least twice a year. If you are inside, you should remain inside, if you are outside, you should remain outside but take shelter clear of buildings, trees, power lines and other potential hazards. If you are instructed to evacuate, or if the alarm sounds, head to the nearest safe evacuation meeting area and await instructions from staff or emergency service personnel.

College Lockdown

Threat to life on Campus

- The College will be locked down.
- Close all curtains.
- Switch mobile phones to silent so they 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 able.
- Remain quiet.
- Follow the instructions of senior staff.
- Await instructions from Emergency Service.

Threat to life in College

In the unlikely event of an active shooter appearing on College premises, the survival code is RUN, HIDE, FIGHT.

RUN – to a place of safety

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

HIDE – if unable to run from the area, hide

- Hide in an area out of the shooters view.
- Block entry to the hiding place and lock the doors.
- Silence cell phone.
- Turn off lights, music, 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 available, throw items at the active shooter or try and overpower them.

For more information, see: https://www.otago.ac.nz/humanresources/otago636574.pdf. All residents must stay in the building in their bedrooms, lock their doors, keep out of sight and close curtains if possible. Follow the instructions of the College staff. Check cell phone's for a broadcast text message from the University of Otago.

Pandemic Safety

Including Covid-19 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 and mask wearing requirements

Residents should have their own medical kit and masks.

Salmond College was considered an essential service throughout the Covid-19 Pandemic and will remain open unless directed otherwise by the government during any further pandemics. Salmond College will act in accordance with up-to-date advice from the Ministry of Health, Ministry of Education and University of Otago management at all times.

It is Salmond College's priority to provide a safe living environment for our residents to enable a healthy community to thrive. In 2022, we required all Residents to be vaccinated against Covid-19, including any subsequent recommended boosters. The Board of Knox College and Salmond College made this decision to reduce the risk and impact of Covid-19 in the College. Vaccinations against Covid-19 are not currently required for College residents but are strongly recommended in line with current Ministry of Health advice.

We also encourage residents to be vaccinated against other diseases as appropriate for community living. Please find more information through Student Health at https://www.otago.ac.nz/studenthealth/healthtips/otago020552.html

The College has plans and procedures in place in the event of any change to the national or regional operating environment due to a pandemic. These include but are not limited to safety precautions, restrictions regarding visitors, alterations to dining procedures, changes to rooming and other college-wide procedures. College management will liaise closely with the University with respect to announcements and management of any pandemic developments. Residents are required to comply with all pandemic-related guidelines communicated by College management.

Salmond College will act in accordance with up-to-date advice from the Ministry of Health, the Ministry of Education and the University of Otago management during a pandemic.

Medical Assistance

The medical staff at Student Health can write medical certificates for residents applying for special consideration and exemptions, in relation to University or Polytechnic study, on medical grounds. They are also able to refer residents to specialists when necessary.

University Student Health

Located on the corners of Walsh Street and Albany Street and is open weekdays from 8.45am -8.30pm. Students can access medical and mental wellbeing services from Student Health. The contact number is 0800 479 821 or 03 479 8212. The Head or Deputy Heads can help arrange appointments at Student Health if the need is urgent. We recommend that residents enrol at Student Health upon arrival in Dunedin.

Otago Polytechnic Student Health

Otago Polytechnic uses Pocket Lab to provide online, subsidised student healthcare for Polytechnic students. Pocket Lab provide same-day medical care, prescriptions and specialist referral from experienced New Zealand doctors.

The Dunedin Hospital Emergency Department

Located at 201 Great King St (phone 03 474 0999).

After Hours and Urgent Doctors Service

Open seven days a week at 18 Filleul St (phone 03 479 2900). No appointment is necessary. This service will usually attend to people more quickly than the Hospital's Emergency Department, but there is a cost, which is significantly higher than Student Health.

For transport to and from the Hospital's Emergency Department or Urgent Doctor's Service in an emergency, a taxi voucher may be obtained from the office. The College may cover the cost of the taxi for the first emergency visit, but thereafter, if additional health professional appointments are required, then the resident is responsible for their own transport.

A first-aid kit is located in the office, and contains the usual array of bandages, plasters, and gauze strips. It does not include antiseptic creams or medication. Residents are encouraged to purchase their own supply of these and to keep them in their room for when they might be needed.

All Kaiāwhina and Senior College staff are trained in first aid and hold current first aid certificates.

University/Polytechnic Policies and Procedures

Four key documents for consideration while staying at Salmond College:

- *University of Otago 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 wellbeing. Students are expected to conform to the standards contained in this Code of Student Conduct off-campus as well as on-campus.

- *University of Otago 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.
- *University of Otago 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.
- *University of Otago 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 visit:

https://www.otago.ac.nz/proctor/codeofconduct

https://www.otago.ac.nz/administration/policies/ethical-behaviour-policy

https://www.otago.ac.nz/about/student-charter

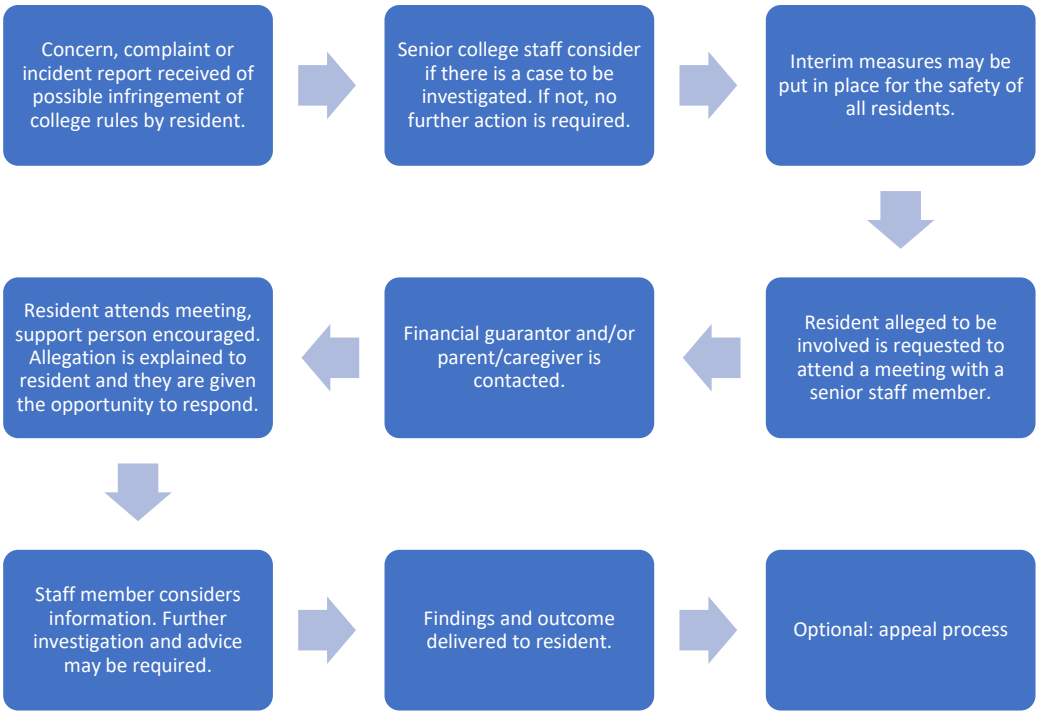
https://www.otago.ac.nz/administration/policies/sexual-misconduct-policy

Disciplinary Process

In our community, residents are expected to respect one other. Living away from home can take some adjustment and staff are here to ensure residents learn the benefits of taking responsibility for their actions. The expectations, guidelines, and policies 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 the resident.

In its investigation of alleged breaches of the rules and expectations of residency, as outlined in this Handbook and the Agreement for Admission, the College will uphold principles of natural justice, including transparency and fairness of the investigative procedure. The respondent to an allegation will be informed about the nature of the allegation in a timely manner and be given an opportunity to respond.

The Discipline Process



A resident is entitled to a support person and to seek advice from other agencies prior, during and after the disciplinary process. Information of 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. In some cases, there will be no sanction.
b. Formal and informal warnings.
c. Requirements to undertake community service and/or attend programmes, counselling, or medical appointments.
d. Referrals to Police or to the University Proctor.

e. Donations to charity and directions to make reparation to third parties (including those made on groups of which the resident is a part, where individual responsibility cannot be attributed).
f. Restrictions on activities, including alcohol bans and non-association or non-attendance requirements.
g. Protective measures within the College to address any safety concerns.
h. Suspension of the right of residence, or termination of this 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 Head of College. In such instances, when considering whether there has been a breach of College rules, the College may open a Resident Serious Misconduct Discipline Procedure and rely upon the findings of the University investigation.

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

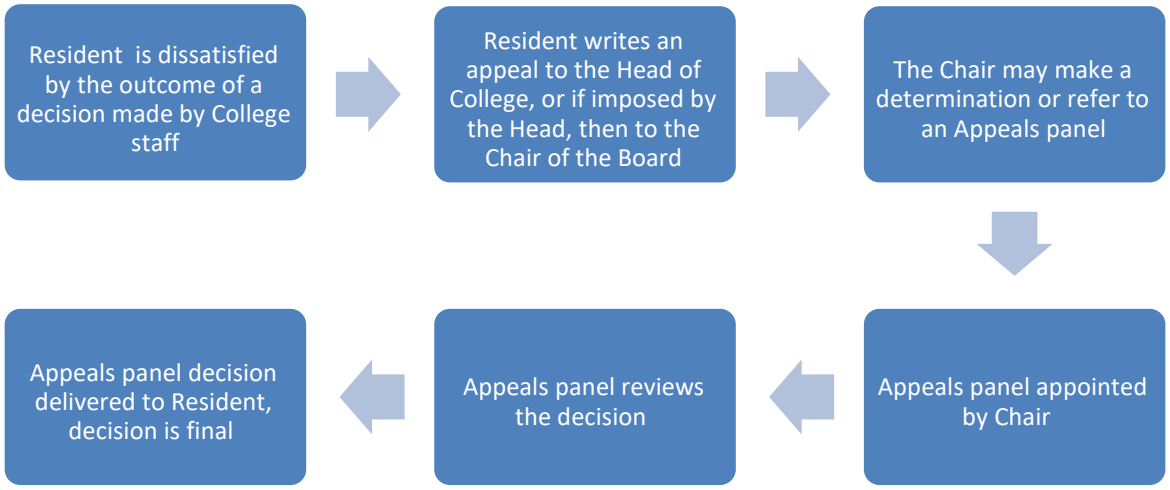
Appeals

Residents have the right to appeal disciplinary decisions or sanctions. Where any decision is imposed by a person other than the Head of College, the resident shall be entitled to have that decision reviewed by the Head of College.

Where a disciplinary decision or sanction is imposed by the Head, a Resident may appeal the decision within seven calendar days. The appeal should be made in writing to the Chair of the Board of Knox College and Salmond College who may be contacted via this email address: board.secretary@knoxandsalmondcollege.org. Factors that will be considered in making a final ruling are a) whether the decision was manifestly unfair, b) whether the correct procedure was followed in making the decision or c) the resident wishes to put forward newly available information which could not be provided when the decision was made. An appeal shall be in writing and set out the grounds the Resident relies on for the appeal.

The Board of Knox College and Salmond College shall regulate their own procedure, and their decision on any matter shall be final. Residents may approach OUSA Student Support or seek independent advice and support through this process.

The Appeal Process



Making a complaint

It is important that concerns or complaints by members of the residential community are addressed and resolved as quickly as possible. To ensure the best outcomes for everyone, we aim to work fairly and consistently 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 a resident does not feel this is appropriate or the concern is not resolved, residents can approach the Head or Deputy Heads of College. Many issues or complaints can be resolved through informal means. 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.

Sometimes matters are of such significance that informal resolution is not appropriate. In such instances, a formal complaint is necessary, and the following procedure will occur.

- Any formal complaint should be addressed to or raised with the Head of College.
- Where the complaint is about or involves the Head of College, a complaint can be made to the Chair of the Board of Knox College and Salmond College, who may appoint a nominee to deal with the matter.
- When a complaint is received, the Head or their nominee will discuss the matter with the complainant to seek clarification before deciding what action should be taken. The complainant may have a support person with them during this meeting if desired.
- The Head 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 Head or their nominee may refer the complaint and or any investigation to the Chair of the Board, Proctor, or any other person as necessary.
- The complaint will be treated in confidence as far as possible. However, in the interests of natural justice, any persons included in a complaint must have the opportunity to respond to the complaint and present their point of view. They are also welcome to have a support person during any discussion of the complaint. 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 Head or their nominee will decide what steps will be taken in accordance with 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 Chair of the Board for a review of the process within seven working days.

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.