

# Resident Handbook 2025





## Welcome to Fedliving and of course, Federation University Australia.

We are looking forward to making campus home for you in 2025.

There is always so much happening across our residential community, with opportunities for you to get involved, and make the most of your time living on campus!

Research has shown that students who live on residence, are more likely to be successful in their studies, and transition to University life. You've taken the first step and we are looking forward to a great year ahead.

**IMPORTANT:** This Residential Handbook forms part of the Fedliving Residential Agreement, in conjunction with the Licence Agreement and Federation University Student Code of Conduct.

Living in Fedliving residences indicates that you have read, understood and agreed to the rules and policies outlined in this Handbook. Breaches of these rules and policies will constitute a breach of your Residential Agreement and may result in disciplinary action.

### Important Contacts

#### Fedliving, Ballarat

**Location:** Residence Drive, Mount Helen  
**Postal address:** PO Box 575, Ballarat VIC 3353  
**Phone:** 03 5327 9480  
**After Hours Support:** 03 5327 6333

#### Fedliving, Gippsland

**Location:** 4N, Room 116, Northways Road, Gippsland  
**Postal address:** PO Box 3191, Gippsland Mail Centre VIC 3841  
**Phone:** 03 5122 6236  
**After Hours Support:** 03 5122 6662

#### Fedliving, Berwick

**Location:** Building 955, 100 Clyde Road, Berwick  
**Phone:** 03 5122 6071  
**After Hours Support:** 03 5122 8555

#### Emergency support

**Phone:** 1800 FED SEC (1800 333 732)



**SCAN ME**  
Licence Agreement



Federation University is committed to creating an inclusive, safe and supportive culture that allows all members of our community to be known, seen and to contribute and participate as their whole selves. We welcome and celebrate the LGBTIQ+ community.

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Federation University Australia acknowledges the Traditional Custodians of the lands and waters where our campuses, centres and field stations are located and we pay our respects to Elders past and present. We extend this respect to all Aboriginal and Torres Strait Islander and First Nations Peoples. The Aboriginal Traditional Custodians of the lands and waters where our campuses, centres and field stations are located include:

<b>Wimmera</b>	Wotjobaluk, Jaadwa, Jadawadjali, Wergaia, Jupagulk
<b>Ballarat</b>	Wadawurrung
<b>Berwick</b>	Boon Wurrung
<b>Gippsland</b>	Gunai Kurnai
<b>Nanya Station</b>	Mutthi Mutthi and Barkindji
<b>Melbourne</b>	Naarm

# Fedliving Portal

The Fedliving Portal is the online residential management system. As a resident it is important that you are familiar with where, how and why you may need to access the portal.

## How do I access the portal?

The portal is available online via the **Fedliving website** or directly at **federation.starrezhousing.com/StarRezPortalX**. Save this link in your favourites to ensure you can locate it quickly and easily.

To login, you will need the username and password you set-up when you applied to live with us. If you have forgotten your password, please click the 'forgot password' link to reset.

## Navigating the portal

- Select the left hand side drop down menu to update your personal details and profile or view your messages
- Apply to live on campus
  - Accommodation applications, offers and acceptances
- Short Stay Accommodation
  - Book short stay, placement, early arrival or late departure accommodation
- Financials
  - View your schedule of fees, including when and how much you need to pay
  - View and pay your current balance
  - Book a financial discussion
  - Request a payment plan or extension
- Residential Communities
  - Upcoming Events and Programs
  - Register for a guest pass
  - Residential Support
  - Change of Licence Agreement Requests
  - Apply for a rental reference
  - Residential Handbook and licence agreement
- Shop
  - Purchase a range of items including linen packs or myki cards (limited quantities) and bar fridge hire (Ballarat campuses).
- Maintenance
  - Submit a maintenance request



## Accounts

It is important to ensure you stay up to date with your Fedliving account. Invoices will be issued monthly and sent via email. The best way to pay your accounts is via the Fedliving Portal financials tab. You can also pay via BPAY or postbill pay, using the details on the bottom of your invoice. You do not have to wait for your invoice to make a payment.

Please contact **finance.cs@federation.edu.au** if you have any account queries or you are having difficulty meeting your fee instalments. Payment plan requests can be made through the Fedliving Portal.

If your situation is becoming difficult for whatever reason, come and speak to us. If left too late, your debts can add up and cause further concerns in the future with credit applications.

**IMPORTANT** Please be aware that if your account is not up to date, you may not be able to access your academic results.



### Change of Licence Agreement

If you need to apply for a change of room or termination of your contract, you will need to submit a Change of Licence agreement request in the Fedliving Portal. Costs may apply.

Change of room requests and circumstances are evaluated on an individual basis.

Please ensure you have read and understood the Licence Agreement as it is a legally binding document which sets out your rights and obligations as a resident. If you do not understand any part of this document, you should seek independent advice.

### Maintenance

If you notice any maintenance issues within your unit or around Res, report it straight away. We aim to address minor maintenance issues (such as blown light bulbs) as quickly as possible. Larger issues sometimes take time, so the quicker you let us know about them the faster they can get taken care of. Don't assume someone else has done it, it won't matter if it is reported more than once.

### Emergency maintenance

Emergency maintenance includes anything that may be a safety risk, may cause a safety risk, or is just important. Examples are essential services like power, water and heating, plumbing issues such as storm damage or flooding from burst water pipes, broken windows, smelling gas or smoke etc. For all essential items like these, contact the Fedliving office, or after hours support immediately.

Ballarat: If you have a swipe card reader on your door, please keep an eye out for red flashing lights. This indicates that the battery is low. Please log an urgent maintenance request via the Fedliving portal for this and enter a comment that the red light is flashing. If you ignore this there will come a time that you cannot access your room.

### Regular maintenance

From a new light globe to a leaking shower head, most residents will need to log a maintenance request at some stage. In most cases this involves the completion of the online maintenance request through the Fedliving portal. If the issue is in a common area, such as the kitchen or bathroom, you will not be able to select this location in your maintenance request, please put the location details in the description.

Follow these steps to log your maintenance:

- Log in to the Fedliving Portal
- Click on the 'Maintenance' tab
- Fill out all relevant details on the form. Please provide as much information as possible, including your email address and phone number.
- Click on 'Submit Your Request' when you have completed the report.

You will be able to see any status updates for your request in this tab.

By completing a maintenance request a resident is agreeing to maintenance and/or operations staff to enter their unit/room to follow up the request. If a resident's room/unit must be entered by contractors or staff, they should be wearing identification in the form of a university staff or contractor badge. Residents should ask contractors or staff to produce identification before they enter the room if none are displayed. If staff or contractors are unable to produce identification, residents may refuse to let them enter.

# Support and Services

Support and assistance is available to residents 24/7. The Fedliving support team are available to provide support, engagement and development opportunities to the whole residential community.

Visit the Fedliving portal or email [residentwellbeing@federation.edu.au](mailto:residentwellbeing@federation.edu.au) to schedule a support appointment with your campus residential support officer..



### Residential Wellbeing Student Support

Residential Wellbeing seeks to provide a supportive residential community so that students feel a strong sense of belonging and can connect, develop, and engage with each other, the University and wider community and celebrate their success. We can help you with navigating University life, stressors associated with studying, working, and maintaining a social life, and can connect you to other services that may be appropriate for you.

Our Residential Student Support Officers, are available to work with you on creating residential student events. We will create wellbeing occasions to collaborate and bring residents together with the aim of forming an activated and harmonious residential community.

Appointments to discuss wellbeing matters are available to book on the Fedliving Portal.

### Where to find us

**Ballarat:** Building T, Student Wellbeing and Support Services, Mt Helen | 03 5327 9470

**Berwick:** Building 955, FedLiving Office, Berwick | 03 8780 5754

**Gippsland:** Building 3N, Student Connect | 03 5122 6504

Or email us at [residentwellbeing@federation.edu.au](mailto:residentwellbeing@federation.edu.au)

### What do the Residential Advisors do?

Resident Advisors (RA's) create a welcoming, inclusive environment for residents. They are your first point of call when things are troubling you whilst living on residence and are your go-to support team in residence. Whether you are feeling homesick, experiencing a conflict, need advice, or just someone to talk to, your RA is there to help you. They can:

- assist and support you around issues that arise in daily living and escalate to Residential Wellbeing if needed.
- navigate challenges in academics or social life.
- engage and socialise the residential community
- connect with campus resources.



### Locked Out?

**Remember to take your swipecard or keys with you so you don't get locked out.**

**If you do get locked out of your room, you will need to visit the Fedliving office during office hours, or call after hours support.**

**If you lose your swipe card/keys- make sure you let the office know asap.**

**Locked out rooms will only be opened for the room occupant. Proof that the room is yours will be required before the room will be opened.**

TIP: Bookmark the portal in your browser to easily and quickly access throughout the year.

**IMPORTANT:** lockouts and lost swipe cards may incur charges applied to your Fedliving account. Please ensure you take care of these items.

## Federation University Support Services

Federation University students have access to a wide range of on-campus support and services throughout their time with us. **Services include:**

**Counselling:** No cost confidential short term counselling is available to all active and enrolled Federation University and Federation TAFE students.

**Immediate Response Mental Health Support:** Students can access urgent mental health support via the Federation University Crisis Line.

Phone: **1300 758 109** or text: **0480 089 177** with your name and phone number to request a call back.

**Accessibility Services:** Accessibility makes reasonable adjustments to study requirements for students with a disability, medical or mental health condition whether it is temporary or permanent. If required, please also make your needs known to the Residential Wellbeing staff to ensure they are being met.

**Health Services:** The University is committed to providing the best care for our students. We have a nurse located at our Gippsland and Mt Helen Campuses and a Health Centre located on site at our Berwick campus.

**Nourishment Nook:** Provides free food to students in need. Open every Tuesday 2-3pm and Wednesday 10-11am during semester, near the Student Lounges (Camp St Campus hours may vary). Check website for directions and reserve a time to visit.

**International Student Advisory:** We're here to make your journey as an international student smooth and successful, including comprehensive orientation, social programs, personal support, service referrals and peer support.

**Learning and Academic Skills Advisors:** Academic advisors can help you with study skills, time management, assignment planning, and exam preparation. They are available for one-on-one sessions or as a group and can be held in person or online.

**Scholarships and grants:** Being a student can be tough financially, that is why we provide a range of scholarships and grants to make life easier and allow you to focus on your studies.

**Equity and Inclusion:** Do you need support and information about an equity concern? Student Equity and Inclusion supports the University's commitment

### If you require assistance

#### Ballarat

**During office hours:** Visit the Fedliving office or call 03 5327 9480

**After hours:**  
Call 03 5327 6333

#### Berwick

**During office hours:** Visit the Fedliving office or call 03 5122 6071

**After hours:**  
Call 03 5122 8555

#### Gippsland

**During office hours:** Visit the Fedliving office or call 03 5122 6236

**After hours:**  
Call 03 5122 6662

### For fire, police and ambulance emergency services

Call **000** (in addition to **1800 FED SEC**, so as we can assist and ensure emergency services are supported were required).

to equal opportunity and freedom from discrimination and harassment, and takes action towards a safe and inclusive environment of belonging and respect.

**Student Advocacy:** exists to give clear, independent advice and confidential support for students navigating Federation University processes and policies, including all types of appeals and complaints.

**Academic Skills and Knowledge (ASK):** The ASK team is made up of experienced students who are there to help answer any question you have during your university studies. They can help with navigating Moodle, assignment structure, referencing, study skills and referral to other services.

**Aboriginal Education Centre:** We assist Aboriginal and Torres Strait Islander students and can refer students to services and support at Federation University and other community organisations.

### Chaplaincy

Full details on all services and contacts are available online. Visit [federation.edu.au/current-students/support-services](https://www.federation.edu.au/current-students/support-services)



## Ambulance

It is recommended to become an Ambulance Victoria member to ensure you are protected against the cost of transport and treatment by highly skilled paramedics.

Find out more at [ambulance.vic.gov.au](https://www.ambulance.vic.gov.au).

**To call an ambulance dial 000.**

Any students who suffer an accident or illness while living on Residence may have an ambulance called on their behalf if deemed necessary by any member of the Fedliving team or security. Any time an ambulance is called, please also alert Security if not already involved.

## First aid

Fedliving staff and security are trained in first aid. If you or another resident require first aid, please contact the Fedliving office during office hours or afterhours support.

## Libraries

Our on-campus libraries offer a range of opportunities for students, only a short walk from the residences.

Visit [federation.edu.au/library](https://www.federation.edu.au/library) for full details on services available.



## Local hospital contacts

### Ballarat

**Grampians Health, Ballarat Base Hospital (Public)**  
**Phone:** 03 5320 4000  
**Web:** [bhs.org.au](https://www.bhs.org.au)

**St John of God Hospital (Private)**  
**Phone:** 03 5320 2111  
**Web:** [sjog.org.au/ballarat](https://www.sjog.org.au/ballarat)

### Gippsland

**Latrobe Community Health Service, Churchill**  
**Phone:** 1800 242 696  
**Web:** [lchs.com.au/locations/churchill/](https://www.lchs.com.au/locations/churchill/)

### Hazelwood Health Centre

**Phone:** 03 5122 2555  
**Web:** [familydoctor.com.au/hazelwoodhealthcentre/](https://www.familydoctor.com.au/hazelwoodhealthcentre/)

### Latrobe Regional Hospital

Located between Morwell and Traralgon on the Princess Highway  
**Phone:** 03 5173 8000  
**Web:** [lrh.com.au/](https://www.lrh.com.au/)

### Berwick

#### St John of God Berwick Hospital

**Phone:** 03 8784 5000  
**Web:** [sjog.org.au/our-locations/st-john-of-god-berwick-hospital](https://www.sjog.org.au/our-locations/st-john-of-god-berwick-hospital)

#### Casey Hospital

**Phone:** 03 8768 1200  
**Web:** [monashhealth.org/contact/casey-hospital/](https://www.monashhealth.org/contact/casey-hospital/)

## Safer Campuses

Federation University has a zero-tolerance stance on sexual harm.

You have the right to be safe, respected and supported at Federation University. If you have experienced or witnessed any form of sexual harm, harassment, assault or threats of violence we are here to help. We will listen and talk to you about your options.

Find out more, or if you need to disclose or report an incident [federation.edu.au/safer-campuses](https://www.federation.edu.au/safer-campuses).

### Support for students who have experienced sexual assault or sexual harassment.

Sexual assault or sexual harassment (sexual harm) describes any sexual behaviour that you don't agree to, that made you feel uncomfortable or unsafe. The behaviour may be direct, indirect, in-person, written, physical, over the phone or online. It is important to know that if you have experienced or witnessed sexual harm that you are not to blame and you are not alone.

#### If this is an emergency:

- Call the police or ambulance  
**Phone: 000**
- Call Federation University security  
**Phone: 1800 333 732**

### Assistance through student Equity and inclusion

Our trained and dedicated staff will listen to you from a place of belief and respect and provide you with a safe space for you to speak openly about your experience in your own way and in your own time.

You have choice on what actions you may or may not wish to take. These choices could be:

- reporting or disclosing the incident
- enacting a safety plan if needed



- pursuing an informal resolution
- making a formal complaint
- connection with specialist support services
- support to manage impacts upon your study or coursework

### Contact student equity and inclusion

**Phone:** 03 5327 8516

**Email:** [equity@federation.edu.au](mailto:equity@federation.edu.au)

**Web:** [federation.edu.au/safer-campuses](https://www.federation.edu.au/safer-campuses)

## Public Transport

Federation University campuses have easy access to a range of public transport options.

Find out more at [federation.edu.au/about-us/our-campuses](https://www.federation.edu.au/about-us/our-campuses)

#### Ballarat:

The Mt Helen Campus is located on the Buninyong bus route (Route 21 and 22). The bus stop is located at the front of the University in Chancellor Drive. Bus timetables are available on the Public Transport Victoria (PTV) website.

#### Gippsland:

The Gippsland bus stop is adjacent to building 5N off Northways Road. Buses connect students to Churchill township, Morwell (including the Morwell train station) and Traralgon. Bus timetables are available on the PTV website.

**Please note**, passengers exiting the Morwell train station will need to cross over to the Commercial Road Bus Terminal (opposite Harvey Norman) to board the bus service to Churchill.

#### Berwick:

A range of bus and train services are available in and around the Berwick Campus. Please visit the Public Transport Victoria (PTV) for up to date information and timetables.



## Sport and Recreation

Federation University provides many opportunities for students to participate in sport and recreational activities both on and off campus. Participating in our programs not only allows you to have fun and keep active, but also helps you to broaden your social network by meeting new people and making new friends.

Ballarat residents have access to the pool, gym, tennis courts, basketball courts and oval on-campus at Mt Helen.

Find out more and get involved [federation.edu.au/current-students/life-on-campus/getting-involved/sport](https://www.federation.edu.au/current-students/life-on-campus/getting-involved/sport)

## Student Senate

The Student Senate is the University's peak student representative body. We are here to:

- raise your feedback with senior University staff,
- advocate on your behalf and represent Federation students,
- help you find the right university service on campus and online,
- work with you to propose a change at Federation University.

Find out more at [federation.edu.au/current-students/life-on-campus/getting-involved/student-senate](https://www.federation.edu.au/current-students/life-on-campus/getting-involved/student-senate)

## Career and employability

The careers and employability services offer specialised advice, programs, and tools to help you kickstart your career while you study, including the Career Accelerate Program, volunteer opportunities and careers advice.

# Facilities and Services

A wide range of facilities and services are available to residents. Make sure you familiarise yourself with your campus and the services available to you so you can make the most of on-campus living.

## Bicycles

We request bicycles always be stored outside units in places where they do not present a danger to the safety of residents, do not hinder access to emergency equipment or evacuation of the building, and do not stain carpets or damage the buildings. Bikes should be stored in provided bike stands or in residents' room, not in hallways.

**Mt Helen** residents can find bike racks available outside units Peter Lalor 1, Peter Lalor 24 and Bella Guerin 15.

**In Berwick**, bicycle racks are provided under the stairs inside the Halls of Residence.

**In Gippsland**, bicycle racks can be found in North Residences next to unit 4 and Halls A.

## Code Red Fire Danger (Catastrophic)

During days of Code Red Fire Danger (Catastrophic), the University will close affected campuses. During these days, Fedliving may be required to change programs, meal arrangements, and other services may be restricted.

Specific notices will go up in your residence and communications sent during these days regarding potential evacuation procedures. To minimise the risks during Catastrophic Fire Danger Days, we would encourage residents to return home if possible and return to residence after the catastrophic warning has been lifted.

## Emergency alarms and evacuations

If an alarm goes off in your building, ensure you take it seriously and evacuate immediately.

Call the Fedliving office during office hours, or after hours support on:

**(03) 5327 6333** (Ballarat)  
**(03) 5122 6662** (Gippsland)  
**(03) 5122 8555** (Berwick).

Emergency services dial triple zero, **000** for Fire, Police, Ambulance

Procedures and instructions for evacuations are displayed within your residence. Please ensure you familiarise yourself with these instructions as you will be required to evacuate any time an alarm is activated.

## Fire safety equipment

Dry chemical, water fire extinguishers and fire blankets are available in all buildings and floors in residence, which are checked on a six-monthly basis. It is essential for the safety of all residents and staff that the fire equipment is treated with respect. Harsh penalties apply to those who abuse or misuse the equipment. If for any reason you suspect the equipment to be faulty or discharged, please contact Fedliving immediately.

The smoke and thermal detectors in units should not be tampered with or damaged. Damage to these is a real issue and a serious one for all residents.



## Emergency Markers and Addresses

If you live on the Mount Helen residence and require emergency services, when asked for 'your location', you will need to quote the emergency marker number. This will ensure the emergency services attend at the determined location. The emergency numbers are located on the 'Local Emergency Instructions' poster in your unit.

**FDU 102:** Peter Lalor North (Fedliving Office)

**FDU 103:** Peter Lalor South (Carpark/Unit 9 underpass)

**FDU 100:** Bella Guerin (Boom gate)

**Addresses for other residences if you need to call 000**

**Victoria Street Residences:** Federation University Residence, 130 Victoria Street, Ballarat East

**Camp Street Residences:** Federation University Residence, New North or New South, 5 Camp Street Ballarat

**Gippsland Campus:** Federation University Gippsland Campus, Residence Name, Northways Road, Churchill

**Berwick Campus:** Federation University Berwick Campus, Fedliving Halls of Residence, 100 Clyde Road, Berwick

If emergency services are called, **1800 FED SEC** should also be called.

## Internet and IT

Internet access is available across our residences. Please ensure you are aware of all University expectations with regards to appropriate use and content.

Depending on your device, you will be able to search for the wifi network or use a data cable to connect. Data cables are available in the Fedliving office if required.

If you need assistance with IT, wifi access, or your student email, please visit ITS website self-help section for a range of articles on how to fix common issues or log a job for assistance through the ITS ServiceNow portal.



**IMPORTANT:** Please note, burning candles or incense or anything that might be considered flammable in residences is not permitted. These items can damage property and charges may apply.

## Laundry Facilities

Laundry facilities are provided in all residences. Please do not use the laundry facilities after 10.30pm and prior to 7am. Be mindful that other residents need to use these facilities as well so please collect your washing when it is finished. If there are any problems with machines or dryers, please log an urgent online maintenance report through the Fedliving Portal.

Washing machines and dryers are free for residents use. You will need to supply your own laundry basket and washing powder.

### Ballarat

#### Peter Lalor North and Bella Guerin

Laundry facilities are available within your bathrooms in units.

### Camp Street

Laundry facilities are available off the car park in the basement level of North building.

### Victoria Street

Laundry facilities are available in the external laundry building at the rear of the property. Please ensure you keep the door securely locked

### Gippsland

#### North Residences

Laundry facilities are available within each unit.

#### Halls of Residence

Shared laundry facilities are available with swipe card access.

#### West Residences

Laundry facilities are available within each unit.

### Berwick

Laundry facilities are available within the Pavilion common space.

## Mail

If you need to get mail delivered, please ensure your name and residence is clearly stated. Mail can be collected from the Fedliving Office.

**Parcels:** Residents will receive an email from Fedliving when packages have been received at the Fedliving office. Students must produce their resident ID card to collect items. If you move out of residence, please make sure to change your mailing address.

### Mount Helen

[Resident's Name]  
(Hall/Unit/Room)  
Fedliving  
PO Box 575, Ballarat VIC 3353

If a street address is required please send to;

[Resident's Name]  
(Hall/Unit/Room)  
Fedliving  
Residence Drive  
Mount Helen VIC 3350

### Camp St

[Resident's Name]  
Federation University Australia  
Arts Academy - Fedliving  
PO Box 663, Ballarat VIC 3353

### Victoria Street

[Resident's Name]  
128-130 Victoria St  
Ballarat East 3350

### Gippsland

[Resident's Name]  
Room (eg. WH01-01)  
Fedliving, Gippsland Campus  
PO Box 3191, Gippsland Mail Centre VIC 3841

If a street address is required, please sent to;

[Resident's Name]  
Room (eg. WH01-01)  
Fedliving, Gippsland Campus  
1 Northways Road  
Churchill VIC 3842

### Berwick

If a street address is required, please sent to;

[Resident's Name]  
Room No: eg. BA001  
Building 955, Fedliving  
100 Clyde Rd  
Berwick VIC 3806

## On-Campus Retail

A range of on-campus retail services are available including food, drinks, merchandise and stationery.



### Ballarat

**Fedstore:** Ground floor, T Building, Mt Helen Campus

**Murnong Café:** Albert Coates Complex, Mt Helen Campus

**Bai Err Café:** Albert Coates Complex, Mt Helen Campus

### Gippsland

**Fedstore:** 4N, Room 116

**Dhanda Napan Café:** Building 2N, Ground level

### Berwick

**Fedstore:** Building 901, Ground floor

**Dhanga Café:** Building 901, Ground level

### Fedstore Online

Visit [fedstore.federation.edu.au](https://fedstore.federation.edu.au) for instore pick-up or delivery options on our range of clothing, stationery, merchandise and more.

Visit [federation.edu.au/retail](https://federation.edu.au/retail) for a list of services and opening hours across our campuses.

## Residential Parking

Please ensure you pay attention to where you can and cannot park in these carparks, and leave the no-parking spaces free for security and emergency vehicles.

### Mt Helen

Several residential car parks are available around the accommodation units. **Permit required.**

Purchase online:  
[vpermit.com.au/federationuniversity](https://vpermit.com.au/federationuniversity)

### Camp Street

Residential carparking is available on-campus on the ground floor of New North building. Limited spaces available. **Permit required.**

Purchase online through the Fedliving Portal 'shop'. Permits should be displayed on your vehicle dashboard at all times.

### Victoria Street

A limited number of carparks are available at the back of the Victoria Street residence. **No permit required.**

### Gippsland

Resident parking is available across the campus, please observe parking advice to ensure you aren't parked in a permit zone. Please refer to the Gippsland Campus Map for locations. **No permit required.**

### Berwick

Resident parking is available in car park C. Please refer to the Berwick Campus Map for details. **Permit required.**

Purchase online:  
[vpermit.com.au/federationuniversity](https://vpermit.com.au/federationuniversity)

**Note to Berwick Residents:** Clyde Road is currently undergoing an upgrade to relieve bottlenecks, improving traffic flow, and making your journey safer and more reliable. Stay up to date on progress and plan ahead to avoid delays- <https://bigbuild.vic.gov.au/projects/roads/clyde-road-upgrade>.

## Carpark Safety

When leaving your car, always ensure it is locked and secure with no valuables left in sight.

There are often sightings of kangaroos and wildlife around res, especially on the roads early morning and late afternoon. Please drive cautiously on the roads, particularly at dawn and dusk, slow down and keep an eye out ahead and all around.

For the safety of all residents, please ensure when driving through carparks, you are driving at walking pace only.

**If you see something that concerns you, please report to Fedliving and Security.**

Please ensure you pay attention to where you can and cannot park in these carparks, and leave the no-parking spaces free for security and emergency vehicles.





## Recreation Facilities

### Ballarat

The Living Learning Centre (LLC) is open to all residents and provides space for socialising, studying, and meeting. With comfy chairs, a pool table, table tennis table, TV and movie room all available for your entertainment. There are also computers and multi-purpose meeting rooms for all residents to use. The LLC can be accessed with your residential swipe card.

Camp Street South residents have access to the South common space, providing full kitchen facilities as well as lounge and recreation space.

You will also find BBQ's available in Peter Lalor South, Bella Guerin Quad and the LLC.

Do you enjoy gardening, or have a bit of a green thumb? Grow your own vegetables in one of the many garden beds located across campus. Come chat with the team in the office to find out more.

### Health Sports and Aquatic Centre, Mt Helen Campus

For a balanced living and learning community, all Ballarat Fedliving residents have access to the on-campus Health, Sports and Aquatic Centre at Mt Helen, only a short walk from the Mt Helen residences. The centre features a heated indoor 25 metre pool, fully equipped Health and Fitness Centre, indoor sports stadiums, active studio and tennis courts.

Visit the website for opening hours and the current group fitness class timetable [federation.edu.au/hsa](https://www.federation.edu.au/hsa)

### Gippsland

Gippsland residents will find a range of facilities available for resident use.

- **Gippsland Residential outdoor basketball/ tennis courts** | An outdoor basketball/tennis court is available to all Gippsland Residents via access cards. The courts are lit and accessible until 10pm each night.
- **West Recreation Hall** | The recreation hall is available for residents. These facilities can be accessed via swipe cards issued to all residents. The rec halls have a table tennis table, pool table, TV and wifi access.
- **West House 37** | West House 37 is a shared resident space which is available for residents for individual or group studies.

Do you enjoy gardening, or have a bit of a green thumb? Get involved in the community gardens and grow your own vegetables in one of the many garden beds located across residences.

BBQs are provided for unit and social functions and are located at West Rec. Please be considerate of others by ensuring that the BBQs and surrounding area are left clean after use. We have some portable BBQs for events. Please contact the Fedliving office if the gas gets low or if you need an additional BBQ.

Latrobe Leisure Centre | Located adjacent to West Residences, Latrobe Leisure Centre is the perfect venue to accommodate all of your health and fitness needs. The centre accommodates a variety of different leisure needs including: pool, sauna, gym, fitness classes, squash and stadium sports.

### Berwick

You will find a range of facilities available for resident use including tennis and basketball courts. 'The Pavilion' resident common space provides pool table, table tennis and full kitchen facilities.

Do you enjoy gardening, or have a bit of a green thumb? Get involved in the community gardens and grow your own vegetables in one of the many garden beds located across residences.

Electric BBQ's are provided outside the residential pavilion for use by residents.

## Study Spaces

Several study spaces are available on-campus for student access offering a range of facilities at different hours, including 24-hour computer labs.

Find out more at [federation.edu.au/library/student-resources/student-commons](https://www.federation.edu.au/library/student-resources/student-commons)

### Residential Study Spaces

**Living Learning Centre** | Ballarat residents have access to the Living Learning Centre (LLC) on-campus at Mt Helen, which includes computer access, as well as a large screen tv and a meeting room which can both be used for group work.

**West 37** | A study space is available for Gippsland residents in West 37.



# Living in a residential community

So, what's it really like to live in a residential community.

Moving away from home to University is a significant time of transition and change, remember that most of your fellow students will be in a similar position and living on res will give you access to the support and advice you need to make the transition as smooth and stress free as possible.

## Accessing units and rooms

University staff, authorised by Fedliving, may enter units and/or rooms for the purpose of inspection, repair, alterations, maintenance, removal of furniture and cleaning at reasonable times. Every effort will be made to respect and protect the privacy of residents. In the event of a resident's room needing to be entered there will usually be two staff present (except for studio and ensuite cleaning). Staff will knock loudly on the door to ascertain whether the room is occupied.

For security, all staff authorised by Fedliving will lock bedroom doors on departure regardless of whether the door was locked or unlocked.

## Cleanliness on res

The house attendants will come through your units regularly to service kitchens and common areas but ultimately, it's up to the residents to keep these areas tidy on a day-to-day basis. If the house attendants deem the area to be excessively dirty or untidy, they may be unable to clean the space until residents have tidied up themselves.

Throughout the year residents are responsible for keeping their room in a hygienic, reasonable clean condition. Vacuum cleaners are available in all units to vacuum your room regularly.

## Cooking

Due to health and safety issues, residents are not permitted to cook in their rooms. This applies to toasters, kettles, rice cookers, air fryers and all other cooking appliances. Fedliving provides an extensive range of appliances and utensils for the purpose of preparing and cooking meals within the unit kitchens so please use these.

If you're in a studio apartment, your kitchenette facilities in your room are to be used for that purpose.



## Damage and mess

Costs for replacement or repairs resulting from damage caused through wilful or careless activities will be charged to the account of the individual(s) responsible. If a guest has caused the damage, the charges will be added to the account of the resident responsible for the guest.

Treat res like your home. Don't climb in and out of windows. If you leave your doors ajar or tamper with your locks, you may end up having expensive things damaged or stolen.

Be mindful of hanging hooks, stickers or other items which caused damage to the walls and paintwork. Use only 3M command removable hooks.

## Drugs/illegal substances

Drugs/illegal substances are not to be used anywhere on University premises. If anyone is caught using these or having these in their possession the matter will be referred to Victoria Police. In addition, disciplinary action will also be taken by Fedliving and this typically results in immediate eviction. If you suspect drug use on residence, please contact Fedliving or afterhours support immediately.

If you or a friend needs support with drug use, please reach out to Residential Wellbeing or the Campus Nurse for a chat and we will be able to provide assistance and information or make referrals to specialist drug and alcohol workers if needed.

## Electrical equipment

Any electrical equipment supplied by Fedliving that is faulty or damaged must be reported to the office immediately. Faulty items will be replaced or repaired as soon as possible.

Personal electrical items brought into residence should be tagged and tested to meet the Victorian Electrical Standards as soon as possible after moving onto Res.

## Vacating your room

At the end of the year, or when vacating your room, please keep the following points in mind.

- Please ensure windows and doors are locked, all curtains are attached, and all lights turned off
- Any posters and blutac/tape are to be removed from walls and surfaces
- Food cupboards are to be completely cleaned out and left unlocked
- Fridges and freezers in common areas to be cleared of all food
- Your room must be vacuumed and left clean & tidy
- All belongings should be removed and/or disposed

Please ensure all Fedliving property remains in the room or replacement costs may be incurred.

**Important:** In the event rooms are left in an untidy state upon check-out, additional cleaning and disposal charges may apply.

## Fridges and food lockers

There is a shared fridge in the kitchen of each unit. Please label your food where possible. Keep in mind this is a shared facility and ensure that you remove old food and clean up spills etc. Personal bar fridges are allowed in residents' rooms but must ideally be less than 5 years old and must be placed on a carpet mat to avoid carpet staining. Please note that these should also be tagged and tested.



**IMPORTANT** Where damage has occurred in a unit, and no individual takes responsibility, the cost of repairs will be charged across each resident in that unit.

## Insurance

As you make the transition from home to Uni, and beyond, you will need to take responsibility for your belongings. Fedliving does not assume liability for loss or damage to personal property by fire, theft, water damage or any other means except to the extent of the law. Insurance of your personal items is strongly recommended. It is important to report any theft or damage that may have taken place in your room to Fedliving and report it to the police immediately.

## Mattresses

All mattresses must be covered by the mattress protector supplied. This mattress protector is yours to keep, so please wash it regularly.

**Please note:** failure to use the mattress protector and causing damage to the mattress may result in additional charges for the cost of a replacement mattress upon check out.

## Make your space your own

Your residence room is your sanctuary on campus, and the way you organise and personalise it can greatly influence your comfort and productivity. Here are some tips to help you transform and make the space truly your own.

### Personalise with meaningful décor:

- **Bring a piece of home:** Personal items like photos, a favourite blanket, or decorations can make your room feel cozy and remind you of home.
- **Express yourself:** Whether it is through posters, plants, or art, adding elements that reflect your personality can make your space yours.

### Organise for a productive environment:

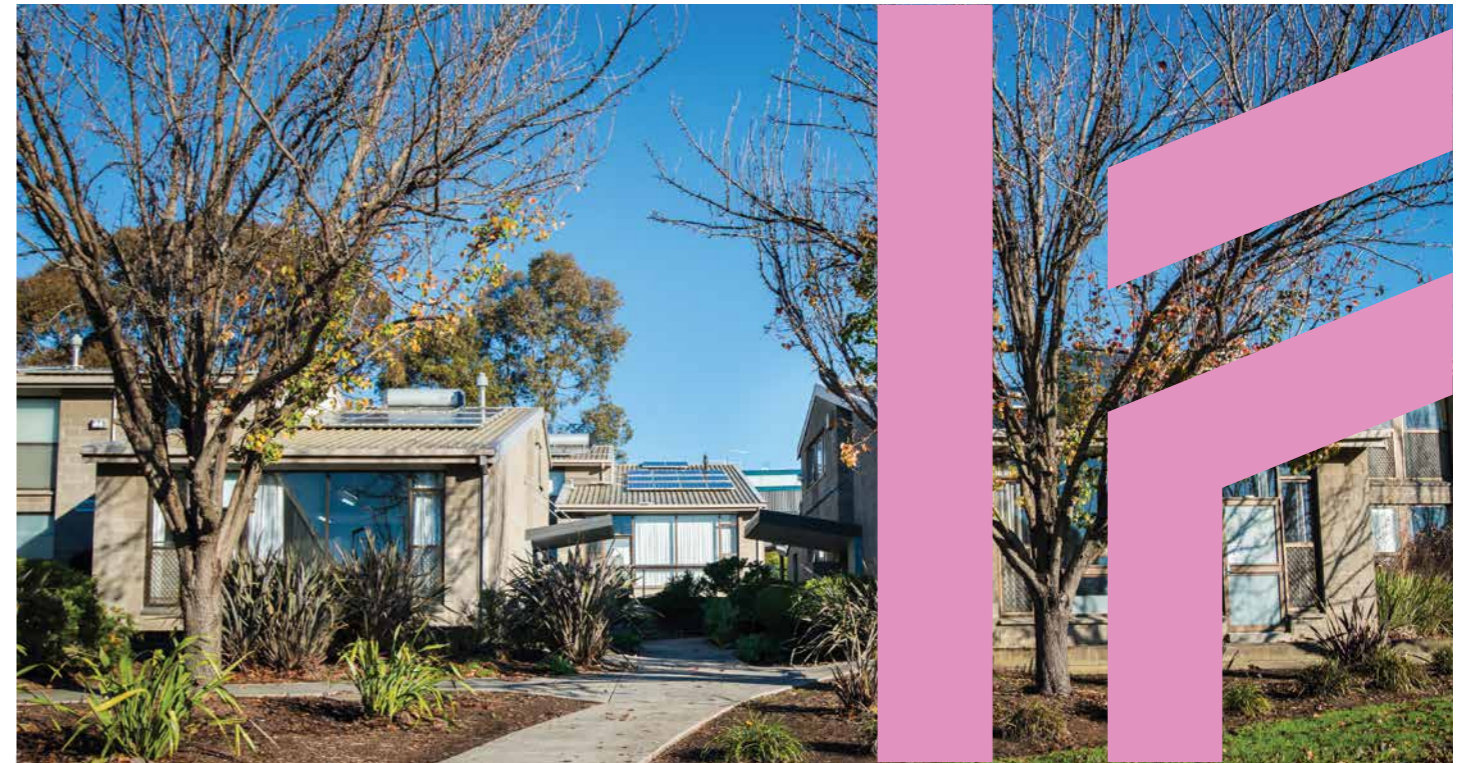
- **Maximise storage:** Use organisers for your desk and under-bed storage containers to make sure all items in your room have a place.
- **Keep it tidy:** Regularly tidying your room can reduce stress and help you stay organised with your studies.
- **Safety:** Keep clutter to a minimum and items in designated spots so that trips and falls do not occur.

### Maintaining cleanliness and safety:

- **Follow residence guidelines:** For example, candles and incense are not allowed due to it being a fire risk.

- **Keep your room and bathroom clean:**
  - Clean up food and garbage to avoid pests, wipe down benches and any spills you may have made.
  - Vacuum your room and wash bedding regularly.
  - Keep your bathroom, toilet and shower clean.
  - Only use sanitary bins for female products.
- **Keep shared spaces cleaned:**
  - Completing dishes as soon as possible (wash and put away).
  - Wipe down the oven/stove top/microwave from any spills and splatters that have occurred while cooking.
  - Your mess is your responsibility – please do not rely on Fedliving Cleaners as they are not responsible for your mess.
  - Create a roster to empty bins weekly or as soon as they are full.
- **Food Safety**
  - Do not leave food out on benches.
  - Remove food that has gone out of date and dispose of correctly (e.g. in bin provided).
  - Keep storage areas clean, dry and free of pests.
  - Use food-safe containers, covers and packaging to protect food.
  - Store potentially hazardous food at 5°C or colder.
  - Store raw food like meat and seafood separately or below ready-to-eat foods to avoid contamination from meat juices etc.
  - Make sure frozen food stays frozen hard.
  - Check that food packaging is undamaged.
  - Do not store food in warm or humid areas or in direct sunlight as this can cause it to spoil or make it unsafe.
  - Store food, containers and packaging off the ground and away from chemicals like cleaners and insect sprays.

By making small adjustments and adding personal touches, your space can feel like a true sanctuary and help you thrive during your time at university. Enjoy making it your own!!



## Building a community

Living in residence is a unique opportunity to form friendships, build a support network, and create lasting memories. Building a positive and inclusive community can make your time in residence enjoyable and fulfilling. Here's how you can connect with others and contribute to a harmonious living environment:

### Be open and friendly:

- **Introduce yourself:** When you first meet your housemates, take a moment to introduce yourself and learn about each other's backgrounds and interests. A friendly introduction can go a long way in setting a positive tone.

### Communicate Respectfully:

- **Be direct but kind:** If you have concerns or need to discuss something with a housemate, be open and honest while remaining respectful. Clear communication can help prevent misunderstandings.
- **Be Empathetic:** Try to see things from their perspective. This will help you better understand their actions and feelings.
- **Listen actively:** Give others a chance to share their thoughts and perspectives. Listening attentively shows respect and can help you understand different viewpoints.

- **Use "I" statements:** When expressing your feelings, try framing your concerns in terms of how they impact you. For example, "I find it hard to sleep when there's noise late at night" or "I feel frustrated when the kitchen is not clean", rather than placing blame, which can help reduce defensiveness.

### Set and respect boundaries:

- **Establish shared expectations:** Early on, have a conversation with your housemates about boundaries, such as quiet hours, cleaning schedules, and guest policies. Setting these expectations together can help avoid future conflicts.
- **Respect privacy and personal space:** Everyone needs time alone. Respect your housemates' personal space and privacy.
- **Be mindful of shared items:** If you are sharing items like kitchen supplies make sure you clean them as soon as possible after using them. If in doubt that it is a shared item, ask others within the unit to make sure you are not using other people's belongings.

### Handle conflicts constructively:

- **Address issues early:** If something is bothering you, try to address it calmly before it escalates. Small annoyances can often be resolved through a polite conversation.
- **Seek compromise:** In shared living situations, it is important to find common ground. Be willing to compromise and find solutions that work for everyone.
- **Get help if needed:** If conflicts become difficult to manage do not hesitate to reach out to a Residential Advisor (RA) or the Residential Wellbeing team for guidance.

### Contribute to a positive environment:

- **Be inclusive:** Respect diversity and be mindful of different backgrounds, cultures, and beliefs. Inclusivity helps everyone feel welcomed and valued.
- **Offer help and encouragement:** University life can be challenging, so check in with your housemates and offer support when needed. Even small gestures, like inviting someone to join you for a meal or study session, can make a big difference.
- **Be considerate of shared spaces:** Keeping shared areas clean and tidy, such as kitchens and bathrooms, shows respect for everyone and makes the residence a better place for all.



### Prioritise your mental health

University life is exciting, but balancing studies, social life and personal commitments can be challenging. Taking care of your physical and mental health is essential for a successful and enjoyable university experience. Federation University offers various resources to support your wellbeing, and here are some tips and services available to help you stay healthy and happy on campus:

- **Counselling services:** Federation University provides free and confidential counselling to support students through challenges, whether academic, personal, or emotional. Do not hesitate to reach out; speaking with a counsellor can be a helpful way to manage stress, anxiety, or homesickness.
- **Immediate Response Mental Health Support:** Students can access urgent mental health support via the Federation University Crisis Line. Phone: 1300 758 109 or text 0480 089 177 with your name and phone number to request a call back.
- **Mindfulness and relaxation:** Consider practicing mindfulness techniques such as meditation, deep breathing, yoga, getting outside in nature or book a session for the VR relaxation with the Campus Nurse. These can reduce stress and improve focus.
- **Self-care practices:** Set aside time each day for self-care activities, whether that's reading, journaling, exercising, or simply taking a break to relax. Creating a balanced routine can help you manage stress more effectively. Other ways to reduce stress and engage in self-care activities may include:
  - Walking
  - Playing a game with a friend
  - Running
  - Riding
  - Reading a book
  - Listening to music
  - Drawing/sketching
  - Organising your time each week – time management.
  - Join a group, club or society.
  - Start an interest group (Speak with Residential Wellbeing Staff).

### Noise

One of the most annoying things to block out when you are trying to study, or sleep is noise! What is regarded as excessive or unreasonable will vary from one person to another.

#### If someone needs to ask you to keep the noise down, it's too loud.

After 10.30pm, it is expected that noise will be reduced to a minimum to ensure that those students who wish to sleep or study can do so without disturbance. If people are being loud and you need quiet, ask people politely first, and they will normally help out. Suggest they go out, go outside or go to another area. The residential student common spaces are a great option to gather and socialise.

You can call security to come and assist with the situation if required. If this behaviour persists, speak to the Fedliving, your RA or Residential Wellbeing for advice and assistance.

### Respect@Fed Training Module

All residents will be required to complete Respect@Fed, an online training module prior to check-in. Topics include:

- Respectful behaviour on Res
- Understanding intersectionality / inequality / discrimination
- What sexual harm is and drivers of gender based violence
- Consent
- Awareness around drink spiking, online safety, coercive control
- Reporting / disclosing
- Being an active bystander
- Support services

Training details will be provided to the resident via email pre-arrival.

### Responsible Alcohol Use

We aim to promote a well-balanced living-learning environment in Residences. This includes the provision of a healthy social environment as well. We strongly advocate that alcohol is consumed in a responsible manner by all residents. The consumption of alcohol in all Residences must always comply with the Victorian State Liquor Licensing Laws, and with University Policies on Alcohol and Other Drugs.

Responsible drinking means more than just limiting yourself to a certain number of drinks. It also means not getting drunk and not letting alcohol control your life or your relationships.

It's very important to understand that res is first and foremost a place of study and we have rules on res around alcohol, in order to protect the safety of all residents.

Over the course of the year, you will likely attend a few events where alcohol will be available. Please keep the following points in mind.

- Not everyone drinks or needs to have a drink to fit in, so don't pressure others.
- Drinking games are not to be a part of res at any time.
- Never drink and drive. Have a designated driver if you are intending to drink, or uber/taxi. Check out the website [yourbac.com.au](http://yourbac.com.au), it's a very helpful method of determining what your blood alcohol limit may be, particularly for the next day before you drive.
- Make sure you have a snack or meal before you drink, and while you are drinking. Don't drink on an empty stomach. Stay hydrated and nourished.
- Alternate alcohol drinks with water.
- Get the facts about drinking and responsible alcohol use at [drinkwise.org.au](http://drinkwise.org.au)
- Know your limits
- Avoid mixing substances



**IMPORTANT:** alcohol on university grounds is not permitted by University policy. Taking alcohol to buses or other areas of the University outside residence is not permitted and can result in disciplinary action through your Licence Agreement as well as the University's disciplinary process and statutes.

## Security – personal and unit

To ensure all residents' safety be mindful to keep windows and doors closed when you are out.

Please don't tamper with locks or keep unit and/or room doors open. This compromises all residents' personal safety and unit security. To ensure a safe and supportive environment for all, we encourage residents to be proactive with security and safety. Please report any faulty alarms, doors or locks immediately.

### Gippsland

Smoke control doors must be kept closed. The smoke control doors have been installed to prevent smoke travelling throughout the building. It is for your own safety that the doors are left in a closed position.

**Security Escort Service:** If you are studying late or feel uncomfortable walking across campus alone, use the security escort service. A campus security officer can accompany you to your residence or another campus location to ensure you arrive safely.

**See something, say something:** If you notice anything unusual or suspicious – such as someone loitering, tampering with property, or behaving aggressively – report to campus security immediately. Your report can help to maintain a safe community for everyone.

**Save Key Numbers:** Keep contact information for campus security, and local emergency services handy.

## Caring for your belongings

While on Res, you are responsible for your belongings, including your room. To prevent people 'borrowing' your food, label it and lock it! When not in your room, keep it locked and close the windows.

## Smoking

Smoking and vaping is only permitted in designated outside smoking areas. No smoking or vaping is permitted within any University buildings or facilities.

### Mt Helen:

Bella Guerin, Quad BBQ Area  
Bella Guerin, Jardin Drive, across from unit 8  
Peter Lalor South, Quad BBQ Area  
Peter Lalor North, Across from unit 15  
Peter Lalor North, Behind unit 25

### Gippsland

West Residences, end of footpath past unit 8  
West Residences, end of footpath past unit 1  
West Residences, along footpath towards shopping centre  
West Residences, Northways Road, end of footpath past unit 23  
North Residences, McDonald Way, at entrance to, Mary Brant Bruce Drive

### Berwick

Building 955, corner of building, car park side

## Sustainability, Recycling and Waste

Fedliving strives to be a sustainable community. We encourage our residents to get involved in a range of sustainability activities or even champion initiatives of your own in your units, or across the residences.

Small changes can make a big difference.

- Limit your use of single-use and disposable products and choose alternatives which can be used again. Think about a reusable coffee cup or refilling your drink bottle.
- Opt for products with minimal packaging where possible. Buy your apples loose instead of packaged in a plastic bag.
- Keep reusable shopping bags handy so you remember to take them with you.
- Recycle your waste where possible. You will notice bins with yellow lids around residences. What can be recycled in these bins will vary by campus and local council regulations.
- Composting. Around half of our household garbage is made up of food and garden waste. Composting instead of putting this waste in your rubbish bin stops it from going to landfill and creates a useful product instead.
- Conserve our resources. Take a shorter shower. Turn off the lights. Notice a leaking tap, log a maintenance request.
- Container deposit scheme. This scheme rewards Victorians with a 10-cent refund for every eligible can, carton and bottle they return. Visit [cdsvic.org.au](http://cdsvic.org.au) for further details and nearest refund point.  
You will find a number of blue lidded bins available across the Mt Helen campus to donate your containers in support of McCallum group, a not-for-profit providing disability support services in Western Victoria.

Each unit/block/residence is responsible for any litter that may be visible around their area and will be asked to collect it if necessary.

There are numerous bins available around the residences for both general rubbish (red lid) and recycling (yellow lid). Please don't mix general rubbish and recyclable waste because the recycling is rejected if there is general rubbish in it. General rubbish bins are for kitchen and bathroom waste, recycling bins are for items such as cardboard, plastics and glass. Please flatten cardboard boxes before placing in the bins.

## Visitors and guests

If a guest arrives at the Fedliving office looking for you, the office staff will not provide contact details, but may call you and request that you come and meet your guest. You are responsible for the conduct and actions of your guests at all times. If they damage something or break the rules, you will bear the cost and penalty.

For reasons of safety and security, it is important to know when you are planning to have an occasional visitor staying. Please submit a guest pass request through the Fedliving portal. If you can't provide a valid ID or guest pass, security staff may ask your guest to leave residence. Please remember that your guest is your responsibility and must always remain with you.

Guests are not permitted to stay in the residence in your absence, or during periods of SWOT VAC or exams.

Guests must sleep in your room and not in common areas. Guests are permitted to stay for a maximum of one (1) night and they must not stay on a regular basis.

Please note, there is a maximum of ten (10) guest passes per resident per year. Speak to the Fedliving office to discuss short term accommodation options for regular visits from friends or family.



Please only smoke/vape in the areas provided. Smoking or vaping within residential buildings, units and rooms is not permitted at any time. You are liable for any costs incurred or damage caused by your smoking or vaping.

# Getting involved

Get the most out of your year by staying up to date with what's happening in your residential community!

Throughout the year, you will have a range of opportunities to get involved in. Make the most of your residential experience and say YES to all the opportunities coming your way! Social events, sporting competitions, unit activities, trips, competitions, development opportunities, new initiatives. Do you have something you would like to see available for residents? Let us know!

So, how do I get involved? Send your ideas, articles or photos to [fedliving@federation.edu.au](mailto:fedliving@federation.edu.au) anytime.

## Email

Keep an eye on your inbox. You will get regular notifications from the Fedliving team which may include packages to collect from the office, or important updates to your accommodation, maintenance requirements, or a range of other alerts.

You will also receive regular residential news emails with information on what's happening, photos from events, registrations for upcoming events and a range of other articles. Contributions from residents are welcome and encouraged.

## Social Media

Follow our social media pages to stay up to date with everything as it happens. You may also be invited to join campus specific groups.

[Facebook.com/fedliving](https://www.facebook.com/fedliving)

[Current Students Facebook Facebook.com/fedunicurrentstudents](https://www.facebook.com/fedunicurrentstudents)

[Instagram.com/fedliving](https://www.instagram.com/fedliving)  
[Instagram.com/fedliving\\_ballarat](https://www.instagram.com/fedliving_ballarat)  
[Instagram.com/fedliving\\_berwick](https://www.instagram.com/fedliving_berwick)  
[Instagram.com/fedliving\\_gippsland](https://www.instagram.com/fedliving_gippsland)

Please be mindful of Federation University Australia social media policies and procedures. A copy of the policy is available online. Please ensure all online postings are respectful of the University as well as other residents, students and staff.

If you attend residential events where photos are being taken, your image may appear on our social media pages. If, at any time you would like it

removed, please direct message the Fedliving page or contact email [fedliving@federation.edu.au](mailto:fedliving@federation.edu.au).

## Fedliving Portal

Visit the programs section of the Fedliving portal for upcoming event information and registrations. Don't miss out! Check-in regularly for updates and new events being added.

## Unit/House meetings

You may be invited to unit/house meetings to update you on any important news, changes, upcoming events and opportunities. This is also your opportunity to make suggestions and provide feedback. All residents are expected to make meeting attendance a priority.

## Unit Noticeboards

Each unit has a designated noticeboard where important notices and posters will be placed. Make sure you regularly check for new information and occasionally take down the old posters too..

## Join events, societies, and clubs

Federation University has a wide range of events, clubs and societies you can choose to get involved in. Participating in these is a great way to meet people, form friendships, and feel more connected to the community. Find out more about the current clubs and societies on the website, or why not suggest and start a group or activity that you are passionate about and would like others to enjoy and benefit from. Contact the Residential Wellbeing team for help with organising your group activity.

## Important Contacts

Fedliving, Ballarat	03 5327 9480	After Hours: 03 5327 6333
Fedliving, Gippsland	03 5122 6236	After Hours: 03 5122 6662
Fedliving, Berwick	03 5122 6071	After Hours: 03 5122 8555
Email:	<a href="mailto:fedliving@federation.edu.au">fedliving@federation.edu.au</a>	
Fedliving Portal:	<a href="https://federation.starrezhousing.com/StarRezPortalX">federation.starrezhousing.com/StarRezPortalX</a>	
Fedliving Website:	<a href="https://federation.edu.au/fedliving">federation.edu.au/fedliving</a>	
Residential Wellbeing	03 5327 9470	<a href="mailto:residentwellbeing@federation.edu.au">residentwellbeing@federation.edu.au</a>
Emergency Support	1800 FED SEC (333 732)	Call: 000 for ambulance, fire or police
<b>UNIVERSITY SUPPORT SERVICES</b>		
Aboriginal Education Centre	03 5327 9005	<a href="mailto:aec@federation.edu.au">aec@federation.edu.au</a>
Academic Skills and Knowledge (ASK)	03 5327 6422	<a href="mailto:ask.sal@federation.edu.au">ask.sal@federation.edu.au</a> Chat online: <a href="https://studyskills.federation.edu.au/ask-us">studyskills.federation.edu.au/ask-us</a>
Accessibility Services	03 5327 9470	<a href="mailto:dtso@federation.edu.au">dtso@federation.edu.au</a>
Careers and employability service:	<a href="mailto:edge@federation.edu.au">edge@federation.edu.au</a> Find out more: <a href="https://federation.edu.au/current-students/assistance-support-and-services/student-development-and-careers">federation.edu.au/current-students/assistance-support-and-services/student-development-and-careers</a>	
Chaplaincy	Find out more: <a href="https://federation.edu.au/chaplaincy">federation.edu.au/chaplaincy</a>	
Counselling	03 5327 9470	<a href="mailto:counselling@federation.edu.au">counselling@federation.edu.au</a>
Equity and Inclusion	03 5327 8516   <a href="mailto:equity@federation.edu.au">equity@federation.edu.au</a> Find out more: <a href="https://federation.edu.au/equity">federation.edu.au/equity</a>	
Health Services	Ballarat/Gippsland: 03 5327 9470 Berwick Healthcare: 03 9496 1500 or <a href="mailto:reception@berwickhealthcare.com.au">reception@berwickhealthcare.com.au</a>	
Health Sports and Aquatic Centre (HSA), Mt Helen	03 5327 9695	<a href="mailto:hsa@federation.edu.au">hsa@federation.edu.au</a> <a href="https://federation.edu.au/hsa">federation.edu.au/hsa</a>
Immediate Response Mental Health Support	1300 758 109	Text: 0480 089 177
International Student Advisory	03 5327 9446	<a href="mailto:isa@federation.edu.au">isa@federation.edu.au</a>
IT Services:	<a href="https://servicedesk.federation.edu.au">servicedesk.federation.edu.au</a>	
Library	1300 552 567	<a href="mailto:libinfo@federation.edu.au">libinfo@federation.edu.au</a> Find out more and chat online: <a href="https://federation.edu.au/library">federation.edu.au/library</a>
Learning and Academic Skills Advisors:	Book online: <a href="https://federation.edu.au/lisa">federation.edu.au/lisa</a>	
Nourishment Nook	<a href="https://federation.edu.au/current-students/student-life/nourishment-nook">federation.edu.au/current-students/student-life/nourishment-nook</a>	
Scholarships and Grants:	Find out more at: <a href="https://federation.edu.au/scholarships">federation.edu.au/scholarships</a>	
Security	Ballarat: 03 5327 6333   Berwick: 03 5122 8555 Gippsland: 03 5122 6662	
Student Advocacy	03 5327 6105	<a href="mailto:studentadvocacy@federation.edu.au">studentadvocacy@federation.edu.au</a> Make an appointment online <a href="https://federation.edu.au/student-advocacy">federation.edu.au/student-advocacy</a>
Student Groups	Find out more: <a href="https://federation.edu.au/current-students/life-on-campus/getting-involved/student-groups">federation.edu.au/current-students/life-on-campus/getting-involved/student-groups</a>	
Student HQ	1800 333 864	Find out more: <a href="https://federation.edu.au/student-hq">federation.edu.au/student-hq</a>
Student Senate	Find out more: <a href="https://federation.edu.au/student-senate">federation.edu.au/student-senate</a>	

## Fedliving, Commercial Services

Contact us

+61 3 5327 9480

[fedliving@federation.edu.au](mailto:fedliving@federation.edu.au)

[Federation.edu.au/fedliving](https://Federation.edu.au/fedliving)



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### If you require assistance

#### Ballarat

During office hours: 03 5327 9480

After hours: 03 5327 6333

#### Berwick

During office hours: 03 5122 6071

After hours: 03 5122 8555

#### Gippsland

During office hours: 03 5122 6236

After hours: 03 5122 6662

#### Emergency support

Phone: 1800 FED SEC (1800 333 732)

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