



University  
of Otago

ŌTĀKOU WHAKAIHU WAKA



Campus and Collegiate Life Services

# Residents' Guide to Colleges

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# Welcome message from the Director

Nau mai, haere mai! Welcome to our residential colleges!

We are thrilled to have you join our vibrant community. Transitioning to collegiate life and the university environment can be both exciting and challenging, and this handbook is your go-to guide to navigate this journey smoothly.

Our colleges offer a supportive environment with comprehensive pastoral care, ensuring you have someone to turn to for personal and emotional support. Our academic support services are designed to help you succeed in your studies, and provide resources and assistance when needed.

Beyond your studies, we encourage you to dive into the rich social and sporting activities available. Whether it's joining a club, participating in sports or attending social events, there are countless ways to get involved and make lasting connections.

Additionally, the University campus is a hub of activity and opportunity, offering an array of experiences to enhance your collegiate life. Embrace all that it has to offer, and make the most of your time here.

Once again, welcome! We look forward to seeing you thrive in our community!

Ngā manaakitanga,

**James Lindsay**  
Director

Campus & Collegiate Life Services | Te Uru Kahika  
University of Otago | Ōtākou Whakaihu Waka

## About this guide

The Residents' Guide to Colleges is designed to help you transition to our collegiate community and should be read with the General Conditions of Residence and your college handbook. All the rules, regulations, policies and procedures in this guide form part of the contractual obligations for those who have accepted the offer of a place in one of our university-owned residential colleges.

# Privacy and confidentiality

## Privacy

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

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

Most information about college students is collected and stored in Te Puna. This includes information you provided us when you applied for accommodation, and in correspondence or pre-arrival information gathered by individual colleges, which may include medical, dietary and special requirements.

Information about our residents is used mainly to ensure we can provide you with excellent pastoral care and academic support in accordance with our obligations under the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

Please note that if you are a domestic student under 18 years of age, we may contact your nominated caregiver/guardian if there is any concern regarding your wellbeing or safety, or if there are reasonable grounds for believing that the disclosure is necessary for your health, safety and wellbeing.

## Confidentiality

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

The Tautiaki (Warden) of the college has concern and responsibility for the whole college, and therefore all staff members consult with the Tautiaki (Warden) over issues with residents. The Tautiaki (Warden) only shares personal or

sensitive information with other staff on a "need to know basis".

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

This may occur when:

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

## Room checks

- If a staff member has serious concerns about your wellbeing and safety or that of other individuals likely to be in your bedroom, a welfare check will be made, whereby a staff member will visit and enter your room.
- Routine checks are carried out during the year for maintenance and other reasons, but you will be given at least 24 hours' notice before the room is entered.

## Permission for use of image and statements

The resident agrees that the Colleges have the ongoing right to use the resident's image and written and verbal statements in connection with the College.

Any resident who does not agree to this can withdraw their permission in writing to their College Warden.

# Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021

All colleges provide services consistent with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

[education.govt.nz/further-education/information-for-tertiary-students/code-of-practice-pastoral-care-domestic-tertiary/](https://www.education.govt.nz/further-education/information-for-tertiary-students/code-of-practice-pastoral-care-domestic-tertiary/)

## International students aged under 18 years

In order for us to provide appropriate care for international students aged under 18 years, we follow the relevant provisions of the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021. A key part of that care is having designated staff who are responsible for checking on your wellbeing and safety, and for communicating with your parents or legal guardian.

The Code of Practice requires the University of Otago to document any transfer of care from your residential college to any other person. We must have approval from your parents or legal guardian before we transfer your care to someone else.

It is illegal under New Zealand law for those aged under 18 to consume or buy alcohol, and to smoke or buy cigarettes and vaping products.

By accepting a place in the college, you agree to the following conditions until the date of your 18th birthday:

1. Return to the college by 11pm each evening. If you anticipate being slightly late, the college shall be informed.
2. If planning to stay overnight elsewhere, you must give the college sufficient notice to obtain approval from your parents or legal guardian.
3. No guests are to stay overnight in your room.
4. No consumption of alcohol, cigarettes or vapes, regardless of whether they are consumed at the college or elsewhere.
5. Meet routinely – at least once a month – with a designated staff member (a senior member of college staff and/or the Team Leader, Student Support of the International Office) to discuss your wellbeing and safety.

Any international student aged under 18 years who breaches these conditions may face a consequence as outlined in our Misconduct section, or as outlined in clause 7 of the General Conditions of Residence of the accommodation contract.

## Concern for others

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

Start a conversation with these four steps\*:

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

\*Taken from: [ruok.org.au/](https://www.ruok.org.au/)

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

You can do this by:

- Speaking to the on-call staff member
- Calling the college's duty phone
- Speaking to the staff member at reception
- Speaking to any staff member
- Emailing the college

## Consent

In all relationship matters, it is essential that mutual respect and consent is followed by both parties. All residents of the college must be very clear on the meaning of sexual consent. Complaints of sexual activity without consent will be treated as serious misconduct and investigated in line with the University's Sexual Misconduct Policy and/or the NZ Police. [otago.ac.nz/administration/policies/otago711781.html](https://www.otago.ac.nz/administration/policies/otago711781.html)

The following are very good guidelines:

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

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

## For more information about consent

During the first weeks of the college year, Te Whare Tāwharau will come to the college and provide the CommUNlty 102 workshop. This is a workshop designed with first-year students in mind, to explore ideas about relationships and to learn skills to create a community that looks out for everyone.

By taking the time to learn about consent and to consider your values, you are saying that you value having a community in which everyone thrives.

You may find these of use for further information about consent:

[youtube.com/watch?v=oQbei5JGiT8](https://www.youtube.com/watch?v=oQbei5JGiT8)

[Male Survivors \(toah-nnest.org.nz\)](https://www.malesurvivors.org.nz/)

[thewalrus.ca/what-consent-means-in-the-age-of-metoo/](https://www.thewalrus.ca/what-consent-means-in-the-age-of-metoo/)

[theglobeandmail.com/opinion/metoo-young-men-and-consent/article37341952/](https://www.theglobeandmail.com/opinion/metoo-young-men-and-consent/article37341952/)

## Reporting

The University of Otago's sexual violence support and prevention centre is called Te Whare Tāwharau. They offer free, confidential support for any student who needs assistance and are available for walk-ins and phone support.

[otago.ac.nz/te-whare-tawharau](https://www.otago.ac.nz/te-whare-tawharau)

If you have had an encounter or incident that leaves you feeling uncomfortable or uncertain, you are encouraged to seek help and support. You can approach any member of college staff who will treat you with respect and care. A staff member may encourage you to seek additional assistance from the college management. You may also wish to contact a support agency.

Te Whare Tāwharau – 0800 479 379

NZ Police – 111

OUS – 03 479 5332

Student Health – 03 479 8212

Healthline – 0800 611 116

OCASA Dunedin – 03 474 1592

Male Survivors Otago – 03 425 8018

Youthline – 03 477 2461

# Disciplinary process

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

## Discipline process



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

\*If the incident alleges sexual misconduct, the college will follow the procedures and guidelines contained in the University of Otago's Sexual Misconduct Policy: [otago.ac.nz/administration/policies/otago711781.html](https://otago.ac.nz/administration/policies/otago711781.html)

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

## Sanctions

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

- No sanction.
- Formal and informal warnings.
- Requirements to undertake work and/or attend programmes, counselling or medical appointments; movement restrictions; referrals to Police or to the University Proctor.
- Fines, reparation (including those made on groups of which the resident is a part, where individual responsibility cannot be attributed) and directions to make reparation to third parties.
- Restrictions on activities, including alcohol bans, and non-association or non-attendance requirements.
- Protective measures within the college to address any safety concerns.
- Suspension of the right of residence or termination of the contract, neither of which shall affect a resident's ongoing liability for fees.

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

Where a 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 college Warden may suspend the resident from the college until such time as it may be appropriate to return to the college. In certain instances, in the best interests of the college community and/or the resident 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 Accommodation Agreement will be terminated.

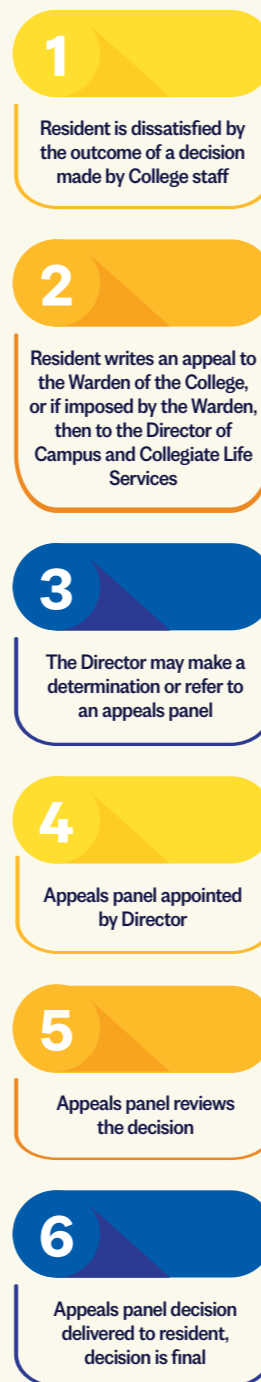
# Disciplinary process continued

## Appeals

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

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

## Appeal process



# Complaints process

The University of Otago is committed to providing a safe and fair study environment. Complaints are treated seriously, and the University will attempt to resolve them in a timely manner.

If you have concerns about your treatment by the University, a staff member or a student, the first thing you should normally do is try to resolve the problem directly with the person(s) concerned. Whenever possible, issues should be resolved by a process of discussion, co-operation and conciliation.

If a problem cannot be resolved directly, it may be appropriate to seek help from a staff member in your department and/or from one of the support services. Formal University policies also detail processes and authorities for dealing with different types of problems.

Check out the university's students complaints process: [otago.ac.nz/study/student-complaints](http://otago.ac.nz/study/student-complaints)

## College complaint management

Our senior college staff are empowered to attempt to resolve most complaints. If a complaint cannot be resolved at this level, it will be forwarded to the Director of Campus and Collegiate Life Services or a delegated authority.

When investigating a complaint, a staff member will:

- Gather and analyse all relevant information, clarifying any confusion which may have occurred.
- Decide on the appropriate action to resolve the complaint.
- Where possible, discuss the issue with the complainant in an informal setting.
- When necessary, regularly update the student on the progress of an investigation until the matter is finalised/resolved.
- Record and report as per college policy.

# Complaints process continued

## How to make a complaint

It is hoped that most complaints can be resolved informally, directly with the staff member or team concerned. If your complaint relates to college matters (such as pastoral care, events, cleaning, catering or maintenance issues), please contact your Warden/Tautiaki in the first instance.

If you have concerns about our application process, please contact Leader, Student Accommodation Centre (SAC) at [accommodation@otago.ac.nz](mailto:accommodation@otago.ac.nz)

Complaints can be made directly to any college staff member or through Te Puna.

Members of the community are encouraged to talk directly with a staff member when a concern arises. Many issues or complaints can be resolved through informal means.

We understand that sometimes matters are of such significance that informal resolution is inappropriate. In such instances, a formal complaint is necessary, and the appropriate procedure, as detailed below, will be followed.

Any formal complaint should be addressed to or raised with the Warden of your college. Where your complaint is about or involves your Warden, a complaint can be made to the Senior Warden of Colleges or, if it is about or involves that person, to the Director of Campus and Collegiate Life who may appoint a nominee to deal with the matter.

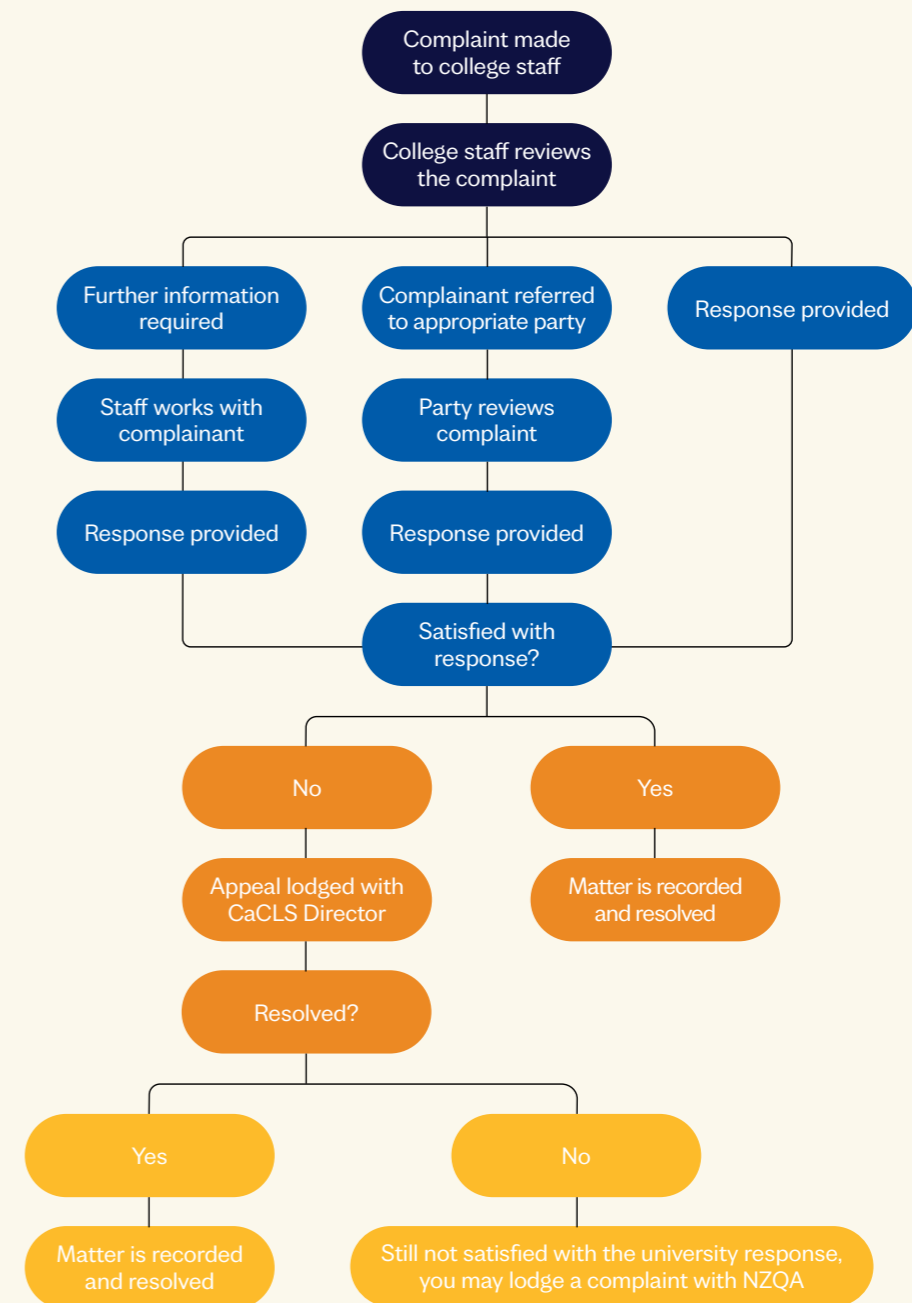
- When a complaint is received, the Warden or their nominee will discuss the matter with the complainant to seek any necessary clarification before deciding on the detail of the process to be followed before determining what action, if any, should be taken. The complainant may have a support person with them during this meeting.
- The Warden or their nominee will investigate the complaint. This may include contacting other members of the community or other individuals as necessary.
- Depending on the nature of the complaint, the Warden or nominee may refer the complaint and/or any investigation to the Senior Warden of Colleges, the Proctor or any other person as necessary.

- The complaint will be investigated with a level of formality appropriate to the nature of the concerns raised and will be treated in confidence as far as possible. However, all complaints will need to be handled in accordance with natural justice, meaning any persons responding to a complaint must have the opportunity to hear all details about it and have the opportunity to present their point of view. Any such person will also be entitled to have a support person during any discussion of the complaint. Details about a complaint may also need to be shared with other people who it appears may have relevant information to supply to an investigation.
- The Warden (or nominee) will decide what steps will be taken as a result of the findings of the investigation.
- Complainants will be informed of the outcome of the investigation.
- If the complainant is dissatisfied with the outcome of the investigation, they may write to the Director of Campus and Collegiate Life Services within seven working days for a review of the process; [campus.collegiatelife@otago.ac.nz](mailto:campus.collegiatelife@otago.ac.nz)
- Complainants can also go through the mediation process, details can be found in Conflict Resolution and Mediation Services
- The resident can also pursue the matter under a Dispute Resolution Scheme established under Section 536 of the Education and Training Act 2020.

You can report any complaints or possible breaches of the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 directly to NZQA [studycomplaints.org.nz/](http://studycomplaints.org.nz/)

Please note that the Division of Campus and Collegiate Life Services (CaCLS) is required to keep a log of all complaints/ breaches of the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

## The complaints process



# Emergency procedures

## Evacuation

For emergency and evacuation procedures, please refer to your college handbook.

## Earthquake

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

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

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

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

# College lockdown

## Threat to life on campus

- The college will be locked down.
- All curtains will be closed.
- Switch your mobile phone to silent so you can make and receive communications. Switch off other electronic devices such as laptops.
- Move away from all windows and doors.
- Move to a higher floor where practical.
- Remain quiet.
- Follow the instructions of senior staff. Await instructions from emergency services.

## Threat to life in college Run, hide, fight

RUN to a place of safety.

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

HIDE if unable to run from the area.

Hide in an area out of the perpetrator's view.

- Block entry to your hiding place and lock the doors.
- Silence your cell phone.
- Turn off lights, radios, computer monitors.

FIGHT as a last resort and only when your life is in imminent danger.

- Attempt to incapacitate the perpetrator.
- Act with physical aggression using whatever items you can. Throw items at the perpetrator or try to overpower them.



# Pandemic safety

In the event of a pandemic, all residents are expected to be prepared and adhere to:

- Ministry of Health directives and guidelines.
- Ministry of Education directives and guidelines.
- University of Otago guidelines.
- Instructions from College and University staff.
- Social distancing guidelines and restrictions.
- Sanitising requirements.

You should have your own medical kit and masks.

## Pandemic

During a pandemic University Colleges will remain open unless closed by the Ministry of Education.

It is imperative at all levels that you advise a staff member when you are feeling unwell, and if you have any symptoms of a contagious or highly spreadable illness (e.g. COVID-19, flu, measles) you should follow the medical advice you receive and are strongly encouraged to isolate in your room until you are symptom-free. When you are isolating, a staff member will deliver your meals and check on you. Should you need anything whilst in isolation, contact the duty phone.

The College will act in accordance with up-to-date advice from the Ministry of Health, Ministry of Education and University of Otago management. For up-to-date COVID-19 information from the University of Otago visit:

[otago.ac.nz/coronavirus/](https://otago.ac.nz/coronavirus/)

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

Masks: The University continues to *highly recommend the use of masks in teaching spaces and settings where physical distancing is difficult to achieve*. They can also be worn by those who feel more comfortable doing so, and we would ask that decision to be respected by our community.

## Emergency preparedness

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

Minimum requirements:

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

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

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

Additional extras that would be useful:

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

# Alcohol and drugs

The Student Code of Conduct states that “During your time at University, you must understand the consequences of the risks you take, including drinking and drug use. The reality is that excessive use of alcohol or drugs may result in physical injury, sexual misconduct, brain damage, involvement with the courts or harm to others. Intoxication does not excuse offensive or criminal behaviour. If you are concerned about your binge drinking or drug use, confidential medical and counselling help is available through the University’s Student Health Service.”

## Alcohol

Campus and Collegiate Life Services (CaCLS) respects the rights of individuals to consume alcohol legally and responsibly. The rules and guidelines provided in this guide concerning alcohol use are intended to promote personal responsibility regarding an individual’s decisions concerning alcohol use or abstinence. These decisions are expected to be based on personal values and social responsibility, and conform to the laws of New Zealand and support the health and welfare of oneself and others.

Anyone who chooses to consume alcohol will be held responsible for their behaviour while under its influence. If you are in breach of the alcohol rules/guidelines, or if the college management team has concerns about your use of alcohol, they will intervene and set behaviour expectations for you.

Amohia te Waiora (alcohol.org.nz) cite that children and young people are more vulnerable to the negative impacts of alcohol on memory and learning, as the brain is still developing into your 20s. Young people up to the age of 25 years are at a higher risk of harm from alcohol use than older adults. This is because young adults have the greatest risk of injury and accidents related to alcohol use, an increased risk of alcohol dependence and a lower tolerance to alcohol than older adults. Other harms that affect young people more than adults include unprotected and unwanted sex, assault, arrests, and harmful effects on social life, finances or work/study.

# Alcohol and drugs continued

## Drinking “responsibly”

Alcohol is an intoxicating drug that can get in the way of our decision making. We can also make mistakes when it comes to judging our own tolerance.

You may recognise some of these risky ways of thinking:

- “I am drinking the same amount as my mates, so I’ll be okay.”
- “I only drink beer, which is lower in alcohol, so I’ll be fine.”
- “I can’t taste the alcohol, so it doesn’t affect me.”

These are just some of the many myths related to what counts as a “safe” or “responsible” drinking level. In reality, this level is zero.

## Low-risk drinking advice

To reduce long-term health risks, have at least two alcohol-free days each week and drink no more than:

- Two standard drinks a day for women
- Three standard drinks a day for men
- 10 standard drinks a week for women
- 15 standard drinks a week for men.

To reduce your risk of injury, do not drink more than:

- Four standard drinks at a time for women.
- Five standard drinks at a time for men.

Low-risk is not “no risk”. These limits can be a helpful guide, but individuals are different based on:

- Rate of drinking.
- Body type or genetics
- Existing health problems.

- Medication.
- Sensitivity to alcohol.
- Age.
- How much you’ve eaten.

## Alcohol and youth

Drinking is a leading cause of death and social issues in young people. Intoxication is associated with:

- High risks of injuries
- Aggression and violence
- Dating violence
- Worsening academic performance

People under the legal drinking age should not be drinking.

Taken from [resources.alcohol.org.nz/resources-research/alcohol-research/nz-statistics](https://resources.alcohol.org.nz/resources-research/alcohol-research/nz-statistics)

## Aim to drink less

You can reduce your drinking in steps! Remember, any reduction helps lower your health risks. Every little bit counts. It’s time to pick a new target. What will your weekly drinking target be?

Tips to help you stay on target

- Stick to the limits you’ve set for yourself
- Drink slowly
- Drink lots of water
- For every drink of alcohol, have one non-alcoholic drink
- Choose alcohol-free or low-alcohol beverages
- Eat before and while you’re drinking

## Low-risk drinking



The Amohia te Waiora ([alcohol.org.nz/](https://alcohol.org.nz/)) provides information, advice, research and resources aimed at breaking the cycle of alcohol harm in Aotearoa.

## For more info about safe drinking

[alcohol.org.nz/help-advice/is-your-drinking-ok](https://alcohol.org.nz/help-advice/is-your-drinking-ok) [drinkaware.co.uk/advice/staying-safe-while-drinking/how-to-stay-safe-at-uni/hellosundaymorning.org](https://drinkaware.co.uk/advice/staying-safe-while-drinking/how-to-stay-safe-at-uni/hellosundaymorning.org)

# Drugs, smoking and vaping

## Illegal drugs

The University has adopted a zero-tolerance position regarding the possession, use or distribution of illegal drugs by members of its colleges while on University property or while attending college events. Where the disciplinary process establishes that the resident has committed a breach of this policy, the contract will automatically be terminated by the Tautiaki (Warden), but this sanction may be reviewed through the appeals process.

## Legal substances

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

## Drug paraphernalia

As we do not condone the use of illegal drugs or legal highs, the presence of drug utensils and/or drug related paraphernalia within our community or grounds will not be tolerated. Anyone found to be in possession of, or using, such items will face disciplinary action, which may involve being suspended or excluded (termination of residence) from the college community. Suspension or termination of residence due to possession, use or distribution of drug utensils and/or drug related paraphernalia does not affect the resident's ongoing liability for their remaining annual residential fees.

## Smoking and vaping

The University of Otago is a smoke-free and vape-free campus. This includes all college buildings and grounds. Please ensure that you follow the regulations related to smoking and vaping both at the college and in the wider University area.

## Addiction

In your first year you will be exposed to many new things that you may or may not have otherwise had, seen or experienced at home. In other cases, it may have pre-existed, however with a newfound freedom, it may spiral out of control.

Addiction is when you no longer have control over doing, taking or using something to the point that it is causing harm to you or those around you.

Anything you use a lot of and all the time (compulsively and obsessively) to ease tension or enhance your mood can become addictive.

Common addictions include:

- alcohol
- cigarettes (tobacco)
- P (meth), cannabis and other illegal drugs
- prescription medicines
- gambling
- gaming and social media
- work and study
- sex and porn.

Addiction is considered a mental illness and can be treated similarly to other mental illnesses with therapy, medication and lifestyle changes.

Support services are listed on page 21.

# Safety, security and maintenance

## 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, in which the recording shows them naked or partially naked or involved in any activity (e.g. showering or toileting) that involves dressing or undressing. These are known as intimate visual recordings and are illegal even if they are not shown to other people or shared on social media. Any allegation that a resident has made an intimate visual recording of another resident (or any other person) is likely to be treated as serious misconduct and, if proven, may result in the 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.

## Electrical appliances

It is a health and safety requirement that all portable non-specialised electrical equipment (e.g. extension cords, multi-boxes, personal appliances, computers, heaters) are checked and registered as safe by a certified electrical contractor. You are expected to have your electrical equipment tested prior to or when you arrive at the college. Technicians will be available at the college on a specified day to test your equipment.

## Room security and insurance

We recommend that your bedroom door is locked when you are out and when you are asleep. You are responsible for the contents of your room, and 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.

## Fire safety equipment

All bedrooms are fitted with smoke alarms. For fire safety reasons, additional kitchen appliances, dehumidifiers, heaters, electric blankets or any other homeware appliances are not permitted within the college. For the same reason, candles, incense, burners or any other item that has a naked flame are not to be used within any college bedroom, common space or corridor. The smoke alarm sensors are sensitive for your protection in the event of a fire. Covering smoke detectors or sprinkler heads, tampering with the detection system or any misuse of fire equipment are all breaches of Fire and Emergency NZ regulations and will be treated as serious misconduct by the college. The sensors can be activated by hair dryers, hair straighteners and aerosol sprays. Therefore, to prevent accidental activation of the alarms, hair dryers, hair straighteners and aerosol sprays (including deodorant sprays) must only be used in bathroom areas and are not permitted to be used in bedrooms. Fire regulations require hallways and shared spaces to be kept clear. Obstruction of smoke alarms and sprinklers by clothing and personal effects is dangerous and can result in damage and/or false alarms. False alarms form the bulk of Fire and Emergency Service callouts. There is a cost for each false alarm call-out and this may be charged to the resident, whether malicious or accidental.

## Additional information

### Food allergens

The University's colleges take food allergen controls very seriously. If you have any form of food allergy, it is in your best interest to declare this allergen condition to the college management prior to your arrival. You can then meet with our food service staff and discuss your particular food allergy and how it can impact your health and to what degree. We can then work together to map out a safe food programme within the college environment just for you.

While every endeavour is made to manage allergen risks and ensure our college kitchens are nut-free, we need to acknowledge that there is still a small 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.

### Maintenance

During the year, please let us know quickly if any repairs are needed so they can be fixed as soon as possible. If your room or floor needs something fixed, file a maintenance request through Te Puna.

[college-accommodation.otago.ac.nz/StarRezPortalX](http://college-accommodation.otago.ac.nz/StarRezPortalX)

By sending a request, you agree for someone to enter your bedroom/area of the building to begin remedying the issue in a timely manner. You are responsible for any deliberate or avoidable damage to your room, whether this damage was caused by you or by your guests.

### Room cleaning and bed linen

Bathrooms and other common areas are cleaned regularly. Your cleaner will enter your bedroom at least twice weekly to vacuum and/or empty your rubbish bin. Staff at the college will give you information about the cleaners' schedule relevant to where your room is. Please help the domestic staff by making sure the room is tidy – their role is to clean, not to tidy.

Only bed linen supplied by the college is laundered by the college. A clean sheet and pillowcase is available on a weekly basis. Linen exchange days are made known at each college.

### Pets

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

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

### Weapons

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

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

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

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

## Support services

Alcohol & Drugs Helpline	0800 787 797	<a href="http://alcoholdrughelp.org.nz/">alcoholdrughelp.org.nz/</a>
AskOtago	0800 80 80 90 03 479 7000	<a href="http://otago.custhelp.com/">otago.custhelp.com/</a>
Campus Watch	03 479 5000 0800 479 5000	<a href="http://otago.ac.nz/proctor/campuswatch/">otago.ac.nz/proctor/campuswatch/</a>
Career Development Centre	03 479 8244	<a href="http://otago.ac.nz/careers/">otago.ac.nz/careers/</a>
Chaplains	03 479 8497	<a href="http://otago.ac.nz/chaplain">otago.ac.nz/chaplain</a>
Disability Information and Support	03 479 8235	<a href="http://otago.ac.nz/disabilities">otago.ac.nz/disabilities</a>
Dunedin Public Hospital	03 474 0999	
Dunedin Urgent Doctor and Accident Centre	03 479 2900	<a href="http://dunedinurgentdoctors.co.nz/">dunedinurgentdoctors.co.nz/</a>
Gambling Helpline Aotearoa	0800 654 655	<a href="http://gamblinghelpline.co.nz/">gamblinghelpline.co.nz/</a>
Healthline	0800 611 116	
International Office	03 479 7000	<a href="http://otago.ac.nz/international">otago.ac.nz/international</a>
Lifeline Aotearoa	0800 54 33 54 Text 4357	<a href="http://lifeline.org.nz/">lifeline.org.nz/</a>
OCASA Dunedin	03 474 1592	<a href="http://ocasa.org.nz/">ocasa.org.nz/</a>
OUSA Support	0800 12 10 23	<a href="http://ousa.org.nz">ousa.org.nz</a>
OUSA Club and Socs	03 479 5960	<a href="http://ousa.org.nz/clubsandsocs">ousa.org.nz/clubsandsocs</a>
Pacific Island Centre	03 479 8278	<a href="http://otago.ac.nz/pacific">otago.ac.nz/pacific</a>
Quitline (Smoking)	0800 778 778	<a href="http://quit.org.nz/">quit.org.nz/</a>
Social Impact Studio	03 479 8631	<a href="http://otago.ac.nz/social-impact-studio">otago.ac.nz/social-impact-studio</a>
Suicide Crisis Helpline	0508 82 88 65	
Student Health	03 479 8212 0800 479 821	<a href="http://otago.ac.nz/studenthealth">otago.ac.nz/studenthealth</a>
Student Learning Development	03 479 8801	<a href="http://otago.ac.nz/hedc/students/">otago.ac.nz/hedc/students/</a>
Te Huka Mātauraka (Maori Centre)	03 479 8490	<a href="http://otago.ac.nz/maoricentre">otago.ac.nz/maoricentre</a>
Te Whare Tāwharau Sexual Violence Support and Prevention Centre	0800 479 379 03 479 3790	<a href="http://otago.ac.nz/te-whare-tawharau/">otago.ac.nz/te-whare-tawharau/</a>
Unipol/Recreation Services	03 479 5888	<a href="http://otago.ac.nz/recreation/">otago.ac.nz/recreation/</a>
1737 - Need to talk?	Text or call 1737	<a href="http://1737.org.nz">1737.org.nz</a>

# University policies and procedures

As a University of Otago student, you have agreed to abide by the University's policies and procedures.

There are four key documents for consideration while staying in the college:

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

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

- [otago.ac.nz/proctor/otago670687.pdf](https://otago.ac.nz/proctor/otago670687.pdf)
- [otago.ac.nz/administration/policies/ethical-behaviour-policy](https://otago.ac.nz/administration/policies/ethical-behaviour-policy)
- [otago.ac.nz/about/otago005275.html](https://otago.ac.nz/about/otago005275.html)
- [otago.ac.nz/administration/policies/otago711781.html](https://otago.ac.nz/administration/policies/otago711781.html)

# Positive wellbeing and self-care

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

## Taha hinengaro – mental and emotional wellbeing

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

## Taha whānau – social wellbeing

We encourage those who attend the College to actively engage in the social aspects of College life, get to know others, form friendships and bonds, and participate 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 is provided by first aid trained pastoral staff at the Colleges, with further professional healthcare provided through Student Health and associated University 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 the provision of opportunities for physical activity, with College staff actively providing regular sporting, recreational and cultural activities to promote a healthy, active lifestyle. These activities are typically run within and between the Colleges, and through University teams, clubs, societies and groups. Physical security is also available 24 hours a day at Colleges and on campus through Campus Watch, the Proctor, and through security and staffing provided directly at the College.

## Taha wairua, spiritual wellbeing

Colleges are multicultural, and socially and religiously diverse, and as such there is a range of support services and guidance available to students – from the Māori and Pacific Island Centres, through Chaplaincy Services, to OUSA LGBTQIA+ support and guidance.

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

## General behaviour expectations (house rules)

Each College has its own rules to promote and encourage resident safety. These rules may be found in the college handbook.

### Harassment, bullying, discrimination and anti-social behaviour

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

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

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

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

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

- Make sure you are safe.
- Talk with a staff member to decide if you wish to make a complaint.
- Seek advice and get support from a staff member.
- Or take a look at the support services available at the University of Otago: [otago.ac.nz/services](https://otago.ac.nz/services)

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

## Accommodation fees

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

### Early departure and liability for fees

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

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

Where it is necessary as a result of exceptional or unforeseen circumstances, to withdraw from the College during the academic year, you must immediately give written notice of intention to withdraw to the Warden. You may be asked for any relevant supporting documentation that confirms your situation. Residents who are considering withdrawal from their programme of study are advised to meet with the

Warden to discuss the situation. The Warden has discretion to apply for a waiver in cases of severe health problems, bereavement or other serious challenges. Academic failure or a desire to change your living situation are not normally grounds for release from your contract obligations. If you are thinking about leaving the College you must see the Warden as soon as possible to discuss the situation. All decisions related to contract release are decided by the Campus and Collegiate Life Services Divisional Office.

Reasons for possible release consideration include:

- Serious physical or mental health and wellbeing.
- Bereavement.
- Serious family crisis or emergency.
- Other serious and unforeseen circumstances that prevent study continuation.

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

### Period covered by college fees

Residential fees cover the period Saturday of 'move-in weekend' through to 24 hours after your final second semester examination, or as agreed by the Warden. If you arrive before opening day or leave after the final day of your contract, you will be charged for extra days. No refund or reduction is available in respect of any period of absence from the College during any of the period of residence, unless specially mandated by the University with regards to specific events. Subletting your room is prohibited, as is having guests stay in your absence.

# Accommodation fees continued

## Fees arrears

The University Fees Statute 2011 applies in respect of amounts due under this contract. The failure to make payment of any amounts due may have the consequences described in section 6.1 of the Statute. Any student who is in arrears with their fees, or fails to make a due payment, will be contacted (as will their guarantor).

Should the problem persist, the Warden is required to notify the University. In this instance, any person in arrears may:

- incur additional fees as prescribed by the University Council
- be excluded from classes, and/or from re-enrolling until the debt is cleared
- have the final award of qualification withheld by the Council
- have any official record or results withheld and may not be issued with an official transcript
- have access to the means of changing course withheld
- have access to course materials, including materials provided electronically and other University resources and services, withheld.

Please refer to [otago.ac.nz/administration/policies/otago003199.html](https://otago.ac.nz/administration/policies/otago003199.html)

Further, the resident may also have their residency terminated (i.e. be asked to leave the College). A debt collection agency will be engaged, when necessary, with collection costs being on-charged to the resident.

Please raise payment issues with administration staff or the Warden as early as possible. This enables time to investigate the support options available to you before your study is impacted.

The University 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.





University  
of Otago  
ŌTĀKOU WHAKAIHU WAKA