

**MONASH UNIVERSITY
MONASH RESIDENTIAL SERVICES
MRS OPERATIONS COMMITTEE**

Minutes of Meeting no 3/2006 of the MRS Operations Committee held on Monday 31 July at 6pm in the Function Room, Clayton.

August 2006			Georgina James Administration Officer, Telephone 57202
Present:	Vladimir Prpich	..	Chair & Director Monash Residential Services
	Andrew Marks	..	Community Services
	--	..	Equity & Diversity Centre
	Charmaine Loke	..	RST Project Coordinator
	Anh Luong	..	University Crime Prevention Officer
	Tim Abbott	..	MRS Network Administrator
Berwick Residential	Karyn Lemon	..	Site Manager
	Edward Moore	..	Deputy College Head
	Jeremy White	..	RA Representative
	Rielly Johns	..	Resident Representative
Caulfield Residential	--	..	Site Manager
	Ingrid Bennett	..	Residential Supervisor
	Victor Juay	..	RA Representative
	--	..	Resident Representative
Clayton Residential	Cassianne Martin	..	Administration Manager
	Jason Whitaker	..	Operations Manager
	Mark Davison	..	College Head Representative
	Bec Bowden	..	RA Representative
	Michael Petrovic	..	Resident Representative
Gippsland Residential	--	..	Site Manager
	--	..	College Head
	--	..	RA Representative
	--	..	Resident Representative
Peninsula Residential	Tricia Thorne	..	Site Manager
	Cass Valentine	..	Residential Supervisor
	Tim Pethybridge	..	RA Representative
	Shayan Ekramullah	..	Resident Representative
In attendance	Georgina James	..	Administration Officer
By Invitation	Siddarth Sid Rajan	..	Peninsula Residential
Apologies	Kristine Papadopoulos	..	Site Manager, Caulfield Residential
	Leonie Chappell	..	Site Manager, Gippsland Residential
	Alister Quinn	..	Deputy Head, Gippsland Residential
	Wayne Tan	..	RA Representative, Gippsland Residential
	Rebecca Jones	..	Resident Rep. Gippsland Residential
Absent	Representative		Equity & Diversity Centre

Mr Prpich opened the meeting by welcoming the following new members:

Clayton Residential: Ms Charmaine Loke, RST Projects & Residential Programs Coordinator - had a dual role – she ran student, academic and mentor programs, etc. and supported the College Heads, Residential Supervisors, organised RA training, etc.

Mrs Cassianne Martin, Administration Manager - looked after general administration Front Desk, Admissions and Residential Programs.

Mr Jason Whitaker, Operations Manager - took care of the physical surrounds, cleaning, maintenance and the web.

Berwick Residential Mr Reilly Jones, Resident Representative
 Peninsula Residential Mr Siddarth Sid Rajan, Resident

1 APOLOGIES

As above.

2 **MINUTES OF MEETING 2/2006** – Minutes of meeting no 2/2006 held on 22 May 2006 were confirmed and signed as an accurate record.

3 MATTERS ARISING FROM MINUTES OF MEETING 2/2006

3.1 **PENDING - Evaluation of lighting in the Clayton and Peninsula Residential car parks** – Mr Prpich advised that whilst the investigation had been completed, the report was being finalised.

Deferred: Meeting 4/2006 – 18 September 2006

3.2 **PENDING - Residents' Ball, Thursday 10 August 2006** – Mr Petrovic advised that the Ball had been organised and residents kept informed by regular e-mails and posters. To break even, he said a minimum of 250 tickets had to be sold and till date over 100 tickets had been sold, mainly from Clayton Residential.

As the menu had to be confirmed, Ms Loke requested attendance numbers and asked for unsold tickets to be returned no later than Wednesday 2 August. She said coaches would be booked and there would be a band, a DJ and door prizes.

Mr Prpich requested Managers to stress to their residents the financial implications involved if the attendance numbers were not met. He also requested that the poster be emailed to the Managers in pdf format.

Action: Charmaine Loke

3.3 **Support provided to the sites by ITS** - Mr Abbott said ITS operation hours could be found at <http://www.its.monash.edu.au/contact/servicedesk.html> He would investigate the availability of the U drive through the Monash Portal and said the Computer Coordinators could contact him when required.

Mr Johns said at the Berwick flats it was possible to get outside internet and it was not necessary to use Monash internet; however, a student who had not used the Monash internet had received a bill. Mr Abbott said it should be investigated immediately as someone might have used the student's account or the student could have logged on elsewhere and it would have gone through the MRS proxy.

Mr Abbott said it was of the utmost importance that students reported inconsistencies as soon as possible. He said if students were unhappy with their monthly reports and wanted to investigate it further, they were charged an administrative fee as all the information went to tape and to retrieve it for whatever reason, was time intensive. He said if a query was only a few days old, information would still be on the hard disk and the information could be retrieved. He said depending on the proxy used, information was difficult to obtain – the squid proxy provided some information whereas permeo did not record http requests. He said if the query went back more than a few weeks the student would be required to pay \$50.00 to see the logs; if the logs were incorrect the \$50.00 would be refunded. He said the way the system worked was if there was a fault in the system, the student would be undercharged; there was no factor to overcharge.

In response to Mr Petrovic's query if an e-mail could be sent which loaded up as a picture without text, Mr Abbott said the document could be sent as html and attached as a picture but a viewer that was html friendly was required.

- 3.4 PENDING - November meeting date** – meeting scheduled for 13 November 2006 was in the midst of exams.

In response to Ms Valentine's advice that owing to travel times involved, rescheduling the meeting to October would not suit persons travelling from Gippsland Residential and Peninsula Residential, Mr Prpich proposed to video conference meetings with Gippsland.

Mr Prpich said whilst every effort would be made to set a date that suited all members, in the event that any persons were unavailable to attend the meetings Agenda items could be passed to him, Mrs James or other committee members for discussion.

Ms Thorne said when changing the date it should be taken into consideration that a meeting in October might be too soon after meeting 4/2006 scheduled for 18 September.

Action: Georgina James

- 3.5 27 April 2006 Blackout** – Mr Whitaker had discussions with Facilities & Services about back up power to the Halls of Residence and was advised that logistically a diesel generator would be required for each of the seven building at a cost of \$300,000 per building.

Ms Bowden said the major concern had been the EXIT lights going out and everything being pitch black. Mr Whitaker said the batteries only have a certain amount of time and the power was off for nine hours. He would investigate if anything could be done with the EXIT lights.

Action: Jason Whitaker

4 REPORTS

- 4.1 Manager & Deputy College Head Berwick Residential** – The meeting noted the contents of distributed document **MRSOC 17/2006 – 31.7.2006.**

In response to Mr Prpich's query, Mr Johns said whilst the Halls were new, in first semester there had been a few niggling problems with the smoke alarms, the hot water system and intercom wiring.

Mr Prpich advised that problems were being experienced and pursued through Capital Works Branch with the developer regarding the defects and ratification of the building defects. He said Building A would not open until all the defects had been rectified and was costing the builder in lost revenue.

Mr Prpich said feedback from residents occupying en-suite rooms was important because of considerations for building new accommodation maybe at Gippsland or revamping other accommodation.

Action: Karyn Lemon

- 4.2 Manager & Residential Supervisor Caulfield Residential** - The meeting noted the contents of distributed document **MRSOC 18/2006 – 31.7.2006.**

- 4.3 Administration Manager & Operations Manager Clayton Residential** - The meeting noted the contents of distributed document **MRSOC 19a/2006 – 31.7.2006.**

- 4.3.1 College Head – Deakin Hall** - The meeting noted the contents of distributed document **MRSOC 19b/2006 – 31.7.2006.**

Vote of thanks - Professor Davison informed the Committee that after eleven years, Mr Michael Barnes, Deputy College Head would be leaving Deakin Hall in November 2006.

Professor Davison thanked Mr Barnes for his sterling efforts and support over the period of time and said he would be missed.

Mr Prpich supported Professor Davison in his vote of thanks.

4.3.2 College Head – Farrer Hall - The meeting noted the contents of distributed document **MRSOC 19c/2006 – 31.7.2006.**

4.3.3 College Head – Howitt Hall - The meeting noted the contents of distributed document **MRSOC 19d/2006 – 31.7.2006.**

4.3.4 College Head – Roberts Hall - The meeting noted the contents of distributed document **MRSOC 19e/2006 – 31.7.2006.**

4.3.5 College Head – Richardson Hall - The meeting noted the contents of distributed document **MRSOC 19f/2006 – 31.7.2006.**

4.3.6 College Head – South East Flats - The meeting noted the contents of distributed document **MRSOC 19g/2006 – 31.7.2006.**

4.3.7 College Head - Normanby House - The meeting noted the contents of distributed document **MRSOC 19h/2006 – 31.7.2006.**

4.3.8 RST Project Coordinator - The meeting noted the contents of distributed document **MRSOC 19i/2006 – 31.7.2006.**

4.3.8.1 Web calendar – Ms Loke said feedback from the Managers was in favour of site specific calendars. She also said that it would be simpler for each site to update and maintain its own calendar. The meeting noted that residents across all residential sites would have access to each of the calendars.

4.3.8.2 24/7 Newsletter – Ms Loke said the newsletter for all residential sites would be released mid-August. As the newsletter was distributed and would be on the web, she said that students were required to sign an Adult Release: Still or Moving Images (non-payment) Form.

4.3.8.3 NAAUC (National Association of Australian University Colleges) Conference Reports – The meeting noted the contents of distributed documents **MRSOC 24a-24c/2006 – 31.7.2006.**

Ms Loke said representatives from colleges, halls of residence, student residences/villages attended the NAAUC conference in Brisbane. She said it had been a good experience for the three MRS representatives, President and Vice President, Residents' Committee and RST Projects & Residential Programs Coordinator, to attend and as the conference would be held at Mannix College, Melbourne in 2007, it would be a good opportunity for the Society President or SRA to attend.

Ms Loke said that Mr Greg Eddy, President AHAUCHI advised that efforts were being made to get the three bodies, AACUHO, AHAUCHI and NAAUC, working together. She also said so much more could be done for the residents in terms of programs and building relationships to create a better living environment.

In 2007 Mr Prpich proposed a competition to sponsor a certain number of MRS residents based on their applications.

4.4 Manager, Gippsland Residential - The meeting noted the contents of distributed document **MRSOC 20/2006 – 31.7.2006**

4.5 Manager, Peninsula Residential - The meeting noted the contents of distributed document **MRSOC 21a/2006 – 31.7.2006**

4.5.1 Residential Supervisor, Peninsula Residential - The meeting noted the contents of distributed document **MRSOC 21b/2006 –31.7.2006**

5 RESIDENTS' COMMITTEE – The meeting noted the contents of distributed document **MRSOC 22/2006 – 31.7.2006.**

5.1 Since attending the NAAUC conference, Mr Petrovic had received a lot of comments and ideas from other colleges around Australia and planned to get the students on the committee more involved. It was proposed to restructure the Residents' Committee and have members undertake specific jobs i.e. assist with the Newsletter, appoint an international representative, prepare role descriptions, etc.

6 FUNCTIONS - The meeting noted the contents of distributed document **MRSOC 23/2006 – 31.7.2006.**

7 ANY OTHER BUSINESS

7.1 NAAUC Conference Reports - MRSOC 24a-24c/2006 – 31.7.2006 – Refer Item 4.3.8.3.

7.2 Pole to Pole Expedition - Siddarth “Sid” Rajan - Resident, Peninsula Residential – MRSOC 21a/2006 – 31.7.2006 Attachment 1 – Mr Rajan introduced himself and spoke in detail to his report.

Ms Thorne and Ms Valentine requested committee members, staff and residents to get behind, provide support and encouragement to Mr Rajan in his quest to be selected for the training camp for the Pole to Pole Expedition

Mrs James would pdf the open letter from Mr Rajan to Committee members, Heads and SRAs.

Action: Georgina James

7.3 Information session - Mr Prpich would like this meeting and membership to act as an information session where members were advised as to what was happening within MRS, with plans, etc.

7.4 Promotional DVD – Ms Thorne said by June 2007 a promotional MRS DVD would be produced. She said It had been decided to target our audiences, look at why MRS was different to other accommodation complexes and why students choose to come to MRS. She said points would be extracted from the Mission Goals – academic, cultural, personal, social, recreational, diversity, quality, maintenance, pass rates, etc. She said events would be filmed across all sites but would not appear in its entirety - shots of the events would be inter-dispersed in other areas of the DVD. She said the completed DVD would only run for about nine minutes, a camera would be purchased and filming would be undertaken by a camera crew. She also requested the Site Managers to nominate persons from their sites to be trained in use of the camera.

Action: Site Managers

Ms Bowden then advised that Howitt Hall would celebrate its 40th Anniversary on 1 October 2006.

7.5 AUQA Audit – Mr Prpich advised that MRS appeared in the University's AUQA document portfolio and would be interviewed in September 2006.

7.6 Dooley's Hotel on Monday nights – Mr Prpich said that problems had been experienced in one of the streets close to Dooley's. He said there had been incidents in the past when it was alleged that Halls' residents on the way back from Dooley's had damaged property and a major report was expected.

Mr Abbott then advised that a person from ITS had been requested to investigate whether there had been a data theft as student e-mail addresses were being used - Ms Bowden would forward the e-mail to Mr Abbott.

Action: Bec Bowden

- 7.7 Provision of a safe environment** – In August 2006, Mr Prpich would be trained in Mental Health First Aid and would also undertake Mental Health First Aid Instructor Training. He would then pass on that knowledge to all members of the RST.

He advised the meeting that members of the RST and most of the RAs had Level II first aid training which was training for medical emergencies; Mental Health First Aid was for persons undergoing some mental health crisis. He said the initiative was new and did not believe that other residential institutions had undertaken the training.

Mr Marks said the initiative went beyond MRS. He said a number of university staff would undertake the five day training and those persons would then train other staff members around the university with a view to having 5% of Monash staff trained within twelve months. He said like physical first aid, persons were trained to respond to an emergency and it was crucial for MRS to be involved.

- 7.8 Training** – Mr Prpich was arranging a process whereby all MRS staff underwent some training/workshop on a monthly basis and proposed to include members of the RST. He said it was important for members of the residential sites to get together as a group and be a part of the bigger picture. Every third month the training would be of some personal benefit i.e. developing greater resilience, nutrition, etc.

- 7.9 Dining room** – Mr Prpich said as there were a large number of Muslim students and students who for various reasons could not eat bacon, consideration was being given to convert the dining room and food service in to a Halal only operation. He would like the food service to be more inclusive and various food options were being trialled.

- 7.10 O-Week 2007** – Rather than the Inter-halls BBQ Mr Prpich proposed a Welcome International Food Festival i.e. food from different cultures.

Action: Jason Whitaker

In 2007, Mr Prpich proposed to start O-Week on Saturday 17 February and conclude the program on Thursday 22 February. As the university wanted MRS activities to take into account what was being planned on the campus, new residents would be required to check in to accommodation on the Saturday. The change would give the new residents the first Saturday night, the first full day on Sunday followed by the daily activities at the university and MRS social activities in the afternoons and evenings. He said Berwick, Caulfield and Peninsula followed the university O-Week program totally and there would be some minor changes to the Clayton program.

- 7.11 OSS Committee Ball** – Ms Valentine advised that the OSS Committee had scheduled a ball on 10 August 2006 i.e. the same night as the Residents' Committee Ball.

- 7.12 Residents' Committee** – Mr Prpich asked whether residents from the other sites would:

- like to become a member of the Residents' committee;
- Residents' Committee members like training in how to have an effective committee.

Me Petrovic said training would be helpful especially for new members of the committee,

Meeting Minutes – Ms Thorne requested copies of the Residents' Committee minutes be forwarded to the Site Managers.

Action: Charmaine Loke

8 **NEXT MEETING** - Monday 18 September 2006 @ 6pm at Berwick Residential.

CONFIRMED AS AN ACCURATE RECORD:

Chair..... **Date**

MEMBERSHIP:

	Chair & Director MRS Equity & Diversity Centre RST Project Coordinator Network Administrator University Crime Prevention Officer Community Services Representative	Vladimir Prpich TBA Charmaine Loke Tim Abbott Anh Luong Andrew Marks
Berwick Residential	Site Manager Residential Supervisor RA Representative Resident Representative	Karyn Lemon Edward Moore Jeremy White TBA
Caulfield Residential	Site Manager Residential Supervisor RA Representative Resident Representative	Kristine Papadopoulos Ingrid Bennett Victor Juay TBA
Clayton Residential	Administration Manager Operations Manager College Head Rep RA Representative Resident Representative	Cassianne Martin Jason Whitaker Mark Davison Bec Bowden Michael Petrovic
Gippsland Residential	Site Manager College Head Rep RA Representative Resident Representative	Leonie Chappell Justin Kohlman Melissa Turnbull Rebecca Jones
Peninsula Residential	Site Manager Residential Supervisor RA Representative Resident Representative	Tricia Thorne Cass Valentine Tim Pethybridge Shayan Ekramullah
In attendance	Georgina James	Administration Officer
For Information	Berchman de Rozario Ridwan Tandijono	Food Service Coordinator Dining Room & Function Coordinator