

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

Minutes of Meeting no 5/2006 of the MRS Operations Committee held on Monday 13 November at 6pm in the Function Room, Clayton Residential.

November 2006

Stephen Voon
Executive Assistant, Telephone 57398

Present:	Tricia Thorne	..	Acting Chair and Site Manager
	--	..	Chair & Director Monash Residential Services
	--	..	Community Services
	--	..	Equity & Diversity Centre
	Charmaine Loke	..	RST Project Coordinator
	Tim Abbott	..	MRS Network Administrator
Berwick Residential	Karyn Lemon	..	Site Manager
	Edward Moore	..	Residential Supervisor
	Jeremy White	..	RA Representative
	Ryley Johns	..	Resident Representative
Caulfield Residential	Kristine Papadopoulos		Site Manager
	Ingrid Bennett	..	Residential Supervisor
	Victor Juay	..	RA Representative
	--	..	Resident Representative
Clayton Residential	Cassianne Martin		Administration Manager
	Jason Whitaker	..	Operations Manager
	--	..	College Head Representative
	--	..	RA Representative
	--	..	Resident Representative
Gippsland Residential	Leonie Chappell	..	Site Manager
	--	..	College Head Representative
	--	..	RA Representative
	--	..	Resident Representative
Peninsula Residential	Cass Valentine	..	Residential Supervisor
	Tim Pethybridge	..	RA Representative
	Shayan Ekramullah	..	Resident Representative
In attendance	Stephen Voon	..	Executive Assistant
Apologies	Vladimir Prpich	..	Chair & Director Monash Residential Services
	Andrew Marks	..	Community Services
	Anh Luong	..	University Crime Prevention Officer
	Mark Davison	..	College Head Representative
	Michael Petrovic	..	Resident Representative
	Kate Spencer	..	College Head Representative
	Melissa Turnbull	..	RA Representative, Gippsland Residential
	Rebecca Jones	..	Resident Rep. Gippsland Residential
Absent	Representative	..	Equity & Diversity Centre
	Bec Bowden	..	RA Representative

The meeting was opened by Ms Thorne who, by referring to Mr Prpich's comments from the MRS Operations Committee meeting no 1/2006, reminded members present of the purposes of this committee, and in particular that:

- o as MRS was across all sites it was important to have a consultative committee where stakeholders were involved in the policy making procedures for Monash Residential Services;
- o Mr Prpich would also like members to be involved in higher level MRS activities to ensure there was consistency across all the residential sites;

- o whilst there would always be differences i.e. Clayton Residential had large communal spaces, whilst Caulfield Residential did not have much communal space; there were differences in what students received on the Clayton site compared to other sites ... whilst there were some things that could not be changed it was important that the MRS experience for students was as far as was practicable the same and consistent across all sites.

Ms Thorne thanked all members for their attendance through the year and farewelled those student representative members who would not be returning in 2007.

1 APOLOGIES

As above.

2 CONFIRMATION OF MINUTES OF MEETING 4/2006

The Minutes of meeting no 4/2006 held on 18 September 2006 were confirmed and signed after the following amendment was made:

- 2.1 Mr Ryley Johns' name had been incorrectly spelled in two places and the correct spelling had been advised by Ms Lemon.

3 MATTERS ARISING FROM MINUTES OF MEETING 4/2006

- 3.1 **Tickets for non-drinkers** – Ms Loke advised that work was in progress on such tickets and the Residents' Committee would be informed at their next meeting scheduled for 12th March 2007.

Action: Charmaine Loke

- 3.2 **PENDING - Funding possibilities for LED torches**

Action: Vladimir Prpich
Deferred: Meeting 1/2007 – 19 March 2007.

- 3.3 **PENDING - Bollard lighting around Berwick Residential pathways** – Ms Lemon believed Mr Prpich was pursuing the possibility of such lighting with the developer; various lighting options for the pathways were also being investigated.

Action: Vladimir Prpich
Deferred: Meeting 1/2007 – 19 March 2007.

- 3.4 **Hot water ban on washing machines** – Mr Whitaker said that solid washers had been installed in the hot water taps across all Clayton Residential to ensure that no hot water would be derived for washing machines.

- 3.5 **Level of water and energy efficiency on environmental website** – Mr Whitaker said that the conversion of hot water supply at the South East Flats from electricity to gas had resulted in a 36% reduction of electricity usage and that this achievement had been uploaded onto the environmental website. Also uploaded on the website was the fact that the solar panels on the roof of Deakin Hall Common room generate 4 Kilowatts, producing approximately 13,140 Kilowatt hours per year.

Mr Whitaker intended to redesign the layout of information on the environmental website under three separate headings e.g. water, energy and recycling, so as to make it easier to access and read.

4 REPORTS

Ms Thorne suggested that the Site Managers, apart from speaking to their reports, may wish to highlight any site achievements from the year.

- 4.1 **Manager & Residential Supervisor Berwick Residential** – The meeting noted the contents of distributed document **MRSOC 33/2006 – 13.11.2006.**

Ms Lemon thanked the Berwick Residential Support Team for all their work during the year, especially in light of the challenges faced when running residential programs in the midst of on-going building works. She also thanked the Berwick representatives of the MRS Operations Committee for their commitment to the committee as evidenced by their full attendance for each scheduled meeting during the year.

Ms Lemon said the 2006 highlight for Berwick Residential was the opening of the Hall of Residence. She made particular note of the patience exhibited by the residents of HOR as they endured some delays in getting the laundry and footpaths fully completed.

4.2 Manager & Residential Supervisor Caulfield Residential – The meeting noted the contents of distributed document **MRSOC 34/2006 – 13.11.2006.**

Ms Papadopoulos thanked the Residential Support team members for their support during the year and advised that:

- whilst Ms Bennett had resigned as the Caulfield Residential Supervisor she would take up the position of Deputy College Head Normanby House.

Ms Papadopoulos drew attention to and thanked Ms Bennett for her years of service to Caulfield Residential.

- Mr Juay would also leave his position as a residential advisor as he would be returning overseas.

Ms Papadopoulos expressed her commitment to fill the Caulfield Residential Resident Representative positions on the committee despite the difficulties experienced with expressions of interest from the Caulfield residents.

She further advised that Victor Tan would be taking up the position of Residential Supervisor at Caulfield Residential.

Ms Papadopoulos said that the Caulfield Residential Support Team had been a great support to the residents particularly with regards to inconveniences such as car parks sinking, changes in ownership of the Mews' apartments resulting in real estate agents taking prospective buyers though student living spaces, etc.

4.3 Administration Manager & Operations Manager Clayton Residential – The meeting noted the contents of distributed document **MRSOC 35a/2006 – 13.11.2006.**

To illustrate a major point of note for the year, Mrs Martin was pleased with the successful implementation of passing on internet usage charges to residents via their rental invoices.

Mr Whitaker drew the committee's attention to the Clayton Residential summer maintenance program 2006/2007 as outlined in distributed document **MRSOC 35a/2006 – 13.11.2006.** He said that the listing was long but should be considered normal considering the age of the buildings at Clayton Residential. He further advised that the maintenance work had to be completed within a very narrow window of time before the conferences start in January 2007.

Mr Whitaker was pleased that 2006 witnessed a significant uptake in use of the Sports Field particularly in light of continual upgrades to the facilities such as floodlights and barrier fencing.

4.3.1 College Head – Deakin Hall - there was no report.

4.3.2 College Head – Farrer Hall - the meeting noted the contents of distributed document **MRSOC 35b/2006 – 13.11.2006.**

4.3.3 College Head – Howitt Hall - the meeting noted the contents of distributed document **MRSOC 35c/2006 – 13.11.2006.**

4.3.4 College Head – Roberts Hall - the meeting noted the contents of distributed document **MRSOC 35d/2006 – 13.11.2006.**

4.3.5 College Head – Richardson Hall - the meeting noted the contents of distributed document **MRSOC 35e/2006 – 13.11.2006.**

- 4.3.6 College Head – South East Flats** - the meeting noted the contents of distributed document **MRSOC 35f/2006 – 13.11.2006.**
- 4.3.7 College Head - Normanby House** - the meeting noted the contents of distributed document **MRSOC 35g/2006 – 13.11.2006.**
- 4.3.8 RST Project Coordinator** - the meeting noted the contents of distributed document **MRSOC 35h/2006 – 13.11.2006.**

Ms Loke thanked the Site Managers for providing their 2007 list of RAs and the names would (to) be added to the RA Training email circulation list. She would finalise the RA Training schedule by the end of the month and would be emailing such details to the 2007 RAs.

4.3.8.1 RST Induction Training

Ms Loke intended to complete induction training for new deputy college heads and residential supervisors by the end of 2006 and in the new year for those who were not able to make training this year. She also intended to get the site specific information for the RST Induction Manuals done by the end of November so they would be bound and ready for 2007.

4.3.8.2 MRS Mini-Olympics

After consultation with Ms Lemon, Ms Loke was pleased to announce an Inter-Residential Mini-Olympics currently scheduled for 15 September 2007. In response to Ms Thorne's question, Ms Loke advised that:

- evenly represented MRS site teams would gather at a yet-to-be determined site for the Mini-Olympics; and
- the competitive events would not be of the regular sporting variety but those of a more light-hearted nature e.g. egg and spoon races.

- 4.4 Manager, Gippsland Residential** - the meeting noted the contents of the report Ms Chappell tabled – **MRSOC 40/2006 – 13.11.2006.**

Ms Chappell thanked all vacating and incoming Gippsland Residential College Heads and the rest of the Gippsland RST for their excellent work in holding together the 2006 Gippsland residents' experience, especially in light of the management and staffing transitions at Gippsland Residential during the year. She reported that a collective highlight for the year at Gippsland Residential was that conference income was over the budgeted figure for 2006.

Ms Chappell advised that the 2006 Gippsland exit surveys yielded accurate data and information which had already been strategically used for developing events for 2007. She said that survey feedback indicated that residents were appreciative of the series of student dinners which were partially funded through the Education Pool. She also said that the Gippsland College Heads were currently being relocated so that their residences would be closer to the student residential areas.

4.4.1 College Head - there was no report.

- 4.5 Manager, Peninsula Residential** - the meeting noted the contents of distributed documents - **MRSOC 36a/2006 – 13.11.2006, MRSOC 36b/2006 – 13.11.2006** and **MRSOC 36c/2006 – 13.11.2006.**

Ms Thorne thanked the Peninsula Residential Support Team led by Ms Valentine, for the work put into running the RST programs at Peninsula Residential throughout 2006. A 99.75% occupancy rate was raised as a 2006 highlight for Peninsula Residential by Ms Thorne. She also advised that the emergence of a sporting rivalry between Berwick and Peninsula Residential to be considered a second highlight to note for the year – especially in facilitating greater interaction between the residents of both communities.

Ms Thorne said that a significant and positive outcome for MRS in 2006 was the increased staff interaction across all the MRS sites. She said that Mrs Patricia Panozzo provided the initial impetus for this outcome - which resulted in a staff weekend retreat held in May 06.

In thanking Ms Panozzo and Mr Prpich for their leadership direction in this matter, Ms Thorne was pleased to see the increased level of camaraderie between MRS administrative staff, which had been developed through various staffing events such as the Mental Health First Aid Training days.

Ms Thorne spoke to the Promotional DVD Update (**MRSOC 36b/2006 – 13.11.2006**) and advised that filming for the DVD had begun with the filming for vox pops at Caulfield campus. In response to Ms Thorne’s question, Ms Papadopoulos reported that the vox pops went successfully with the participation of six very enthusiastic Caulfield Residential residents; although Ms Papadopoulos would have preferred a more balanced representation of male and female vox pops volunteers.

Ms Thorne advised that a second vox pops filming day had been scheduled and that there were still vacancies in the vox pops volunteer positions. Ms Chappell expressed some reservation in getting a Gippsland resident for the vox pops filming scheduled for 23rd November.

Ms Thorn also reported that location filming at Clayton Residential on 7th November went well. She anticipated that further footage would be shot in 2007 as well as one more session of vox pops filming at Clayton Residential.

5 COMPUTER COMMITTEE the meeting noted the contents of distributed document **MRSOC 37/2006 – 13.11.2006.**

Mr Abbott was pleased the computer coordinators did not have to deal with any virus outbreaks during the year unlike other years. He advised of the following matters to be addressed in 2007:

- o VERN anticipated having Berwick Campus connected to the rest of Monash with Fibre by the end of 2006, and hopefully Peninsula Campus by mid-2007;
- o the TV project was proceeding without any major changes and hopefully a service would exist for MRS residents when they returned for the first semester;
- o a new project being launched by ITS for Monash in 2007, whereby proxy access would hopefully become more flexible. Also the billing stats for students would become available much sooner so that students could monitor their usage more easily.

6 RESIDENTS’ COMMITTEE – the meeting noted the contents of distributed documents **MRSOC 38a/2006 – 13.11.2006** and **MRSOC 38b/2006 – 13.11.2006.**

In response to Ms Thorne’s question, Ms Loke briefly outlined the purpose, composition and function of the Residents’ Committee. Ms Loke advised that unlike the previous year, the 2006 Residents’ Committee successfully managed to keep their operating accounts in the black – largely due to the success of the MRS Ball. She further advised that next year’s Ball had already been scheduled for May 2007.

7 FUNCTIONS - the meeting noted the contents of distributed document **MRSOC 39/2006 – 13.11.2006.**

8 ANY OTHER BUSINESS

There was no other business.

9 NEXT MEETING – Monday, 19 March 2007 at 6pm – in the Function Room, Clayton 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 Ryley Johns
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 TBA Melissa Turnbull Rebecca Jones
Peninsula Residential	Site Manager Residential Supervisor RA Representative Resident Representative	Tricia Thorne Cass Valentine Tim Pethybridge Shayan Ekramullah
In attendance	Stephen Voon	Executive Assistant
For Information	Berchman de Rozario Ridwan Tandijono	Food Service Coordinator Dining Room & Function Coordinator