

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

**Minutes of Meeting no 1/2007** of the MRS Operations Committee held on Monday 19 March at 6pm in the Function Room, Clayton Residential.

19 March 2007

Stephen Voon  
Executive Assistant, Telephone ext 57398

<b>Present:</b>	Vladimir Prpich	...	Chair & Director MRS
	Charmaine Loke	...	RST Project Coordinator
	Tim Abbott	...	Network Administrator
	Anh Luong	...	University Crime Prevention Officer
<b>Berwick Residential</b>	Karyn Lemon	...	Site Manager
	Katee Williams	...	Residential Supervisor
	Grant Tobias	...	RA Representative
	Nat Daw	...	Resident Representative
<b>Caulfield Residential</b>	Kristine Papadopoulos	...	Site Manager
	Vincent Tan	...	Residential Supervisor
	Nishita Suntah	...	RA Representative
	Mulyadi Robin	...	Resident Representative
	Moses Foo	...	Resident Representative
<b>Clayton Residential</b>	Cassianne Martin	...	Administration Manager
	Jason Whitaker	...	Operations Manager
	Ingrid Bennett	...	College Head Rep
	Ashleigh Barri	...	RA Representative
<b>Gippsland Residential</b>	Leonie Chappell	...	Site Manager
	Alistar Quinn	...	Residential Programs Coordinator
	Mitchell Williams	...	RA Representative
	--	...	Resident Representative
<b>Peninsula Residential</b>	Tricia Thorne	...	Site Manager
	Cass Valentine	...	Residential Supervisor
	Tim Pethybridge	...	RA Representative
	Laura Fleming	...	Resident Representative
<b>In attendance</b>	Stephen Voon	...	Executive Assistant
<b>By invitation</b>	Siddharth Rajan	...	Guest presenter, Peninsula Residential
<b>Apologies</b>	Michael Petrovic	...	Resident Representative, Clayton
	Kate Spencer / Persia Hill	...	College Head Reps, Gippsland
<b>Absent</b>	Andrew Marks	...	Community Services Representative

**1 APOLOGIES**

As above.

**2 MINUTES OF MEETING 5/2006** – Minutes of meeting no 5/2006 held on 13 November 2006 were confirmed and signed as an accurate record after the following amendment was made:

2.1 Mr Vincent Tan had been incorrectly referred to as Victor Tan under Item 4.2.

**3 MATTERS ARISING FROM MINUTES OF MEETING 5/2006**

3.1 **Tickets for non-drinkers** – Ms Loke outlined the logistical difficulties involved with monitoring drinkers and non-drinkers at the MRS Ball. As background information to this, Ms Lemon said the idea was originally mooted for having a differently priced ticket so as to encourage non-drinking residents to attend the Ball. It was agreed Ms Loke would convey these concerns to the members of the MRS Ball committee at their next meeting.

**Action: Charmaine Loke**

- 3.2 Funding possibilities for LED torches** – Mr Prpich advised the purchase of LED torches would have to be self funded by MRS. He said the purchase would be deferred after considering the current budget situation as well as the higher priority of other environmentally-friendly projects being undertaken at MRS.
- 3.3 Bollard lighting around Berwick Residential pathways** – Mr Prpich was pleased to report the developer had agreed to install the bollard lighting and that timeframes for the installation would be discussed at an upcoming meeting.

**Action: Vladimir Prpich**

Mr Prpich invited members present to introduce themselves to the Committee.

#### 4 REPORTS

- 4.1 Manager & Residential Supervisor Berwick Residential** – The meeting noted the contents of distributed document **MRSOC 1/2007 – 19.03.2007**.

Ms Lemon introduced Ms Williams as the new Residential Supervisor at Berwick Residential and thanked her for the comprehensive report on the Berwick Residential Orientation Week program as outlined in distributed document **MRSOC 1/2007 – 19.03.2007**.

Ms Lemon advised Berwick residents have the added benefit of wireless access in the Berwick Pavilion building. In response to Mr Prpich's request, Ms Lemon announced the Berwick Residential office would begin relocating to the Berwick Pavilion as of Friday 23 March 2007. Mr Prpich said a number of factors facilitated this move, including:

- a closer proximity to the residents;
- greater accessibility to the administration for the residents and students; and
- a clearly identifiable location for Ms Papadopoulous to provide off-campus accommodation advice when she would be on-site.

- 4.2 Manager & Residential Supervisor Caulfield Residential** – The meeting noted the contents of distributed document **MRSOC 2/2007 – 19.03.2007**.

Ms Papadopoulous drew the meeting's attention to the list of Caulfield Residential orientation week activities as outlined in Mr Tan's report in distributed document **MRSOC 2/2007 – 19.03.2007**. Ms Papadopoulous said non-sporting events (e.g. trip to Healesville Sanctuary) were being offered as alternatives to sports-based events at Caulfield Residential in response to a residents' survey whereby a number of Caulfield residents indicated their disinterest in sporting activities. Ms Papadopoulous also advised the Caulfield Residential office had now been relocated to sharing the same space as the International Student Support Unit at Caulfield campus.

Mr Prpich provided a brief summary of Ms Papadopoulous' function and responsibilities in her role as Off-Campus Housing Advisor and directed the meeting to the MRS webpage for the scheduled times when Ms Papadopoulous would be on-site at the various Monash University campuses.

- 4.3 Administration Manager & Operations Manager Clayton Residential** – The meeting noted the contents of distributed document **MRSOC 3a/2007 – 19.03.2007**.

Mrs Martin updated her report by revising the occupancy level at Clayton Residential to 100 percent. She advised that all hall / stairway phone facilities at Clayton Residential had been modified to accept the use of 1800 calling cards in order to facilitate residents without mobile phones to call home / parents as long as they have an 1800 card. Mr Prpich advised managers wanting stickers which have been printed specifically to indicate this new phone facility to contact Mr Voon.

**Action: Managers**

Mr Whitaker reported an increasing concern at the number of Clayton residents returning from the pub in a state of intoxication. Mr Prpich advised he would be giving a powerpoint presentation to all residential supervisors and site managers on harm minimisation and responsible alcohol usage in the hope that such information would be disseminated to the larger residential cohort.

**Action: Vladimir Prpich**

He said whilst recognising the positive social effects of alcohol (e.g. acts as a disinhibitor) – the downside was that many residents seemed unable to stay within the 0.05 level of intoxication and thereby progressing into “binge drinking”. Mr Prpich said it would be strategic to have all MRS staff and RST members trained in recognising the level of intoxication in another person by asking select questions and thereby being able to assess whether or not to have that person admitted to the hospital for further care and observation.

Mr Whitaker said Clayton Residential was also exploring security issues given the recent crime wave targeting students living in Clayton.

Further to Ms Thorne’s enquiry, Mr Prpich expressed his views on the provision of alcohol at MRS functions as well as how alcohol consumption might be managed in the future at MRS. With regards to precedence on dealings with intoxicated non-residents on site, Mr Prpich said charges for time and cleaning had been passed onto non-residential Monash University students. Mr Prpich added he was exploring the possibility of referring intoxicated non-residents misbehaving on MRS sites to the University’s Disciplinary Committee.

**Action: Vladimir Prpich**

**4.3.1 College Head – Deakin Hall** - The meeting noted the contents of distributed document **MRSOC 3b/2007 – 19.03.2007.**

**4.3.2 College Head – Farrer Hall** - The meeting noted the contents of distributed document **MRSOC 3c/2007 – 19.03.2007.**

**4.3.3 College Head – Howitt Hall** - The meeting noted the contents of distributed document **MRSOC 3d/2007 – 19.03.2007.**

**4.3.4 College Head – Roberts Hall** - There was no report.

**4.3.5 College Head – Richardson Hall** - The meeting noted the contents of distributed document **MRSOC 3e/2007 – 19.03.2007.**

**4.3.6 College Head – South East Flats** - The meeting noted the contents of distributed document **MRSOC 3f/2007 – 19.03.2007.**

**4.3.7 College Head - Normanby House** - The meeting noted the contents of distributed document **MRSOC 3g/2007 – 19.03.2007.**

Mr Prpich listed benefits for having college heads’ reports at this committee include:

- sharing information regarding the MRS experience across all sites;
- achieving a consistency (insofar as it is possible) of residential programs across all sites;
- empowering residential support teams to adapt/copy successful ideas from other sites

**4.3.8 RST Project Coordinator** - The meeting noted the contents of distributed document **MRSOC 3h/2007 – 19.03.2007.**

#### **4.3.8.1 RA Training**

Ms Loke reported the need for further discussions with Mr Quinn to consider several training issues raised in the recent RA training evaluation sheets. She said by meeting in the upcoming week, they would construct a workable proposal to put to the site managers in April 2007. Ms Loke said the certificates of completion for RA training would be ready at a later date. She advised the mid-year RA Training program would also be reviewed with Mr Quinn.

Mr Prpich asked that RA Training feedback and ideas to be passed onto Ms Loke for consideration. He also advised the piloted StreetSmart and Date Rape Awareness programs at Clayton Residential proved unsuitable for future MRS training purposes.

Ms Loke demonstrated the revised visual look of the 24/7 magazine and advised the latest edition would be uploaded onto the MRS webpage on the following day. Ms Loke noted Ms Chappell’s request that Gippsland Residential be included in the RA Social Outing scheduled for 22 September 2007.

**Action: Charmaine Loke**

#### 4.3.8.2 Luna Park and International Food Festival feedback

Responses from committee members to Mr Prpich's request for feedback on the Luna Park excursion was that it was awesome and exceeded expectations but it was not long enough for the Gippsland residents given the 2 hour drive either way to attend the event. With regards to the International Food Festival event, committee members' indicated appreciation for food quality and variety but also highlighted seating insufficiency and overflowing bins.

#### 4.4 **Manager, Gippsland Residential** - The meeting noted the contents of distributed document **MRSOC 4/2007 – 19.03.2007.**

Further to her report, Ms Chappell advised:

- there were 237 students currently in residence at Gippsland Residential;
- the formation of a new orientation committee in readiness for 2008;
- positive resident feedback had been received for the extended orientation program and the commendable efforts of the Gippsland RAs;
- subsequent activities organised after orientation week included a shopping trip to the Queen Victoria Market in Melbourne and the sponsoring of 25 Asian residents to participate in a Chinese Cultural Day event held in Traralgon; and
- she would pass onto other site managers a DVD on that Cultural Day event.

**Action: Leonie Chappell**

Further to Mr Prpich's comment, Ms Chappell said one college head's residence had been relocated in order for her to physically be a part of the residential community. Ms Chappell said the other college head was making greater efforts to connect with her residents despite her living slightly apart from them.

#### 4.5 **Manager, Peninsula Residential** - The meeting noted the contents of distributed document **MRSOC 5a/2007 – 19.03.2007.**

Ms Thorne updated her report by advising the occupancy level had since been revised to 99% and commended her RST for their efforts over the Orientation Week period.

##### 4.5.1 **Residential Supervisor, Peninsula Residential** - The meeting noted the contents of distributed document **MRSOC 5b/2007 – 19.03.2007.**

Ms Valentine commended the Peninsula RAs for providing much assistance to incoming residents on an extremely uncomfortable 38 degree admissions day. She said the incoming residents were also provided "showbags" containing not just the MRS water bottle, lanyard and travel mug but also a great variety of information and flyers collected from local businesses and entertainment venues.

In response to Mr Prpich's question, Ms Thorne and Ms Valentine provided further information on the cooking class held on 6 March 2007.

#### **MRS Promotional DVD update**

Ms Thorne briefly provided some background detail to enlighten committee members still unaware of the MRS promotional DVD and thanked all MRS sites for their enthusiastic participation and assistance with the project to date. She advised a June 2007 completion date for the DVD.

##### 4.5.2 **By invitation – Siddharth Rajan to speak**

Ms Thorne introduced Mr Rajan to the committee and mentioned his initial presentation in 2006 regarding his quest to be selected for the training camp for the Pole to Pole Expedition.

Through an audio-visual presentation, Mr Rajan spoke in detail on the rationale behind his unicycle adventure from Delhi, India to Lahore, Pakistan, outlining the journey's events and answered logistical questions on how to ride a unicycle. He also outlined his vision for a "One wheel, one world" cause and his desire to promote this by riding his unicycle for 100

km in each of the major cities in Australia. Mr Prpich thanked Mr Rajan for his presentation and wished him the best of luck for his next adventure.

**5 COMPUTER COMMITTEE** – The meeting noted the contents of distributed document **MRSOC 6/2007 – 19.03.2007.**

Mr Abbott said work was on-going with the TV streaming project with channels SBS, ABC, ABC 2, 7, 9 and 10 now being accessible. Mr Prpich provided some brief background notes to a recent delay in the project but advised that it was now fully back on track. Mr Prpich hoped to provide Asia Satellite TV, BBC World and various other channels also but noted additional costs were involved with each extra service provided. Mr Abbott said the name of the service would be Monash Residential TV. He said new hardware would be purchased soon to keep the system running as a production service and that satellite testing was also continuing.

Mr Abbott advised there had been two computer committee meetings to date, the first one functioning also as a training meeting. He expressed his appreciation in having representatives from other MRS sites at these meetings.

Mr Abbott said the fibre link to Gippsland and Berwick was now in operation. He said as there was no formal agreement between the providers, the link may go down at various times for testing etc, but anticipated the situation being resolved within the next six months. He added the link was fairly reliable as it had been turned off only for a couple of days in the last month. Mr Abbott advised the fibre link to Peninsula was currently expected for mid-2007.

Mr Abbott said ITS was working on a project to replace proxies that would result in students getting better access to the internet. With Ms Valentine's question, discussion moved to the difficulties encountered with using webcams due to the existing firewalls. Mr Abbott responded to Mr Pethybridge's question on the differences between web connections and internet connections. Mr Abbott said he hoped this new service would start sometime between the semesters.

Mr Prpich advised Monash would be looking into trialling VOIP for use within the University sometime in the next two years and explained the benefits to and costs involved for MRS.

**6 RESIDENTS' COMMITTEE** –

Nil.

In response to Ms Chappell's enquiry, Mr Prpich confirmed the Resident's Committee was a Clayton Residential committee and discussion moved to whether other MRS sites have corresponding committees. Mr Prpich extended the invitation to committee members present to attend the Residents' Committee. Ms Loke advised the Resident Committee's minutes formed part of the MRS Operations Committee agenda documents.

**7 ANY OTHER BUSINESS**

**7.1 MRS Environmental Initiatives**

Mr Prpich said he was a member of Monash University's Environmental Policy Committee and invited Mr Whitaker, being a member of that Committee's four sub-committees, to speak on some Clayton Residential environmental initiatives.

Mr Whitaker reported the four sub-committees as being the Water Wise, Waste Wise, Greenhouse Challenge and Green Purchasing Committees and outlined some recent initiatives being:

- the installation of water saving showerheads to all sites – resulting in a 42 percent savings in shower water usage, the details of which have been uploaded on the MRS webpage;
- the installing of motion sensor operated exhaust fans in Farrer and Deakin Hall bathrooms as an initial trial project to reduce energy usage since the fans automatically switch off after 10 minutes if not further triggered by activity in the bathroom; these fans having been operated 24/7 previously. Mr Whitaker said this initiative goes towards complying with the University's intention of reducing its power usage by 10%;
- a reduction of lights used in select offices after a recent lighting audit was conducted in the Clayton Operations building without detriment to working conditions.

Mr Whitaker said initiatives proposed for the rest of 2007 include:

- a reduction in toilet water usage at Clayton Residential;
- water tanks for the Clayton residential community vegetable gardens;
- shower water being collected in buckets by residents for watering the gardens

Ms Chappell said the Gippsland Residential orchards were mulched and required no watering.

Mr Whitaker advised that he was working with site managers to synchronise the implementation of successful environmental initiatives across all MRS sites. Mr Prpich said the MRS environmental webpage would be upgraded to reflect this consistent increase in environmental awareness across all the sites.

Mr Whitaker outlined the MRS energy reduction action plan which would assist MRS comply with the University's goal of 10% energy reduction by 2010. He then listed items from the action plan as being:

- Internal lighting audit
- Motion sensors on bathroom
- Timers on electric heaters
- Replace all light bulbs with compact fluros
- Sunset switches on external lights
- Electric to gas hot water system
- Reduction in ventilation in buildings
- Promotion for residents to switch off computers
- Promotion for residents to switch off lights
- Promotion for residents to wear more layers in winter

Mr Prpich welcomed further ideas / initiatives from committee members that would assist MRS to become a leading department in Triple Bottom Line (TBL) reporting. Mr Prpich asked Mr Williams to forward details of his suggestion on the ABC's 40 hour / 40 litres program to Ms Loke.

**Action: Mitchell Williams**

Mr Prpich said Mr Whitaker was exploring individual metering for each of the Clayton halls with the aim to fostering friendly competition between the residents across all MRS residential halls in energy reduction usage. He said being able to measure individual building energy usage would mean being able to better manage overall usage.

## 7.2 MRS 2006 Exit Survey Results

Mr Prpich tabled document **MRSOC 7/2007 – 19.03.2007**. As background to these condensed survey results, Mr Prpich briefly explained the MRS quality cycle process and the action plans developed and implemented from student exit survey data results. He then spoke to the document and highlighted the growing trend over the past 5 years towards the good, very good and excellent evaluations in all categories except one – value for money; and proposed valid financial reasons as to why this might be the result. Mr Prpich reiterated the importance of getting exiting residents to complete the surveys. He also said some questions would be modified / changed for the 2007 exit survey. He said committee members were free to access action plans prepared by their site manager / college head if they were so interested. Mr Prpich said he had proposed to AHAUCHI that he would be prepared to do the Australian benchmarking for residential services and he would report back on their response.

**Action: Vladimir Prpich**

## 7.3 MRS Off-campus Housing Survey

Mr Prpich said this survey had been newly implemented for 2007 so as to be able to quantify the effectiveness of the service. He said it was intended for all users of the service to complete the survey, either in hard copy format or via an emailed format as per tabled document **MRSOC 8/2007 – 19.03.2007**. Mr Prpich advised 80 percent of the off-campus housing service users were via email correspondence with very little one on one face contact interaction. He said the survey feedback would be used to improve the off campus housing service webpage as well as the services provided. Mr Prpich advised Ms Papadopoulos would now be providing off campus housing advice at the Parkville, Peninsula and Berwick campus sites on a regular fortnightly basis.

#### 7.4 Mental Health First Aid training

Mr Prpich distributed flyers advertising the Mental Health First Aid training program and advised all MRS full-time staff had undergone the training in 2006. He said he intended to provide the same training in 2007 for all College Heads, Deputy College Heads and Residential Supervisors. Those who were unable to attend Mr Prpich's training had been instructed to undertake the training with University Community Services.

Starting in April, Mr Prpich said he would be offering this training to RAs who may sign up for it on a voluntary basis and that the program would be offered to residents thereafter. He hoped that the training would go towards combating a growing incidence of mental health difficulties presented in the residential community and cited the major forms of mental health difficulties being depression, anxiety attacks and substance abuse. He said he believed MRS would be the first residential community in Australia to offer a Mental Health First Aid training program to its residents and highly recommended the program and its benefits to the committee. Ms Bennett concurred with Mr Prpich as to the benefits of the training program.

Mr Prpich thanked committee members for their on-going commitment and for their input into improving and managing the MRS residential experience. Ms Chappell asked that the catering staff be thanked for the dinner provided.

**8 NEXT MEETING** – Monday, 7 May 2007 at 6pm – in the Function Room, Clayton Residential.

#### CONFIRMED AS AN ACCURATE RECORD:

Chair..... Date .....

#### MEMBERSHIP:

	Chair & Director MRS RST Project Coordinator Network Administrator University Crime Prevention Officer Community Services Representative	Vladimir Prpich Charmaine Loke Tim Abbott Anh Luong Andrew Marks
<b>Berwick Residential</b>	Site Manager Residential Supervisor RA Representative Resident Representative	Karyn Lemon Katee Williams Grant Tobias Nat Daw
<b>Caulfield Residential</b>	Site Manager Residential Supervisor RA Representative Resident Representative Resident Representative	Kristine Papadopoulos Vincent Tan Nishta Suntah Mulyadi Robin Moses Foo
<b>Clayton Residential</b>	Administration Manager Operations Manager College Head Rep RA Representative Resident Representative	Cassianne Martin Jason Whitaker Ingrid Bennett Ashleigh Barri Michael Petrovic
<b>Gippsland Residential</b>	Site Manager College Head Rep Residential Programs Coordinator RA Representative Resident Representative	Leonie Chappell Kate Spencer / Persia Hill Alister Quinn Mitchell Williams TBA

**Peninsula Residential**

Site Manager  
Residential Supervisor  
RA Representative  
Resident Representative

Tricia Thorne  
Cass Valentine  
Tim Pethybridge  
Laura Fleming

**In attendance**

Stephen Voon

Executive Assistant

**For Information**

Ridwan Tandijono

Food Service Supervisor