

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

**Minutes of Meeting no 2/2007** of the MRS Operations Committee will be held on Monday 7 May at 6pm in the Function Room, Clayton Residential.

7 May 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
<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
	Nishta Suntah	...	RA Representative
	Mulyadi Robin	...	Resident Representative
	Moses Foo	...	Resident Representative
<b>Clayton Residential</b>	Cassianne Martin	...	Administration Manager
	Jason Whitaker	...	Operations Manager
	Tracey Mier	...	College Head Rep
	Ashleigh Barri	...	RA Representative
<b>Gippsland Residential</b>	Waseem Awan	...	Site Manager (incoming)
<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>Apologies</b>	Zoe Elrick	...	Resident Representative, Clayton
	Ingrid Bennett	...	College Head Rep, Clayton
	Kate Spencer / Persia Hill	...	College Head Reps, Gippsland
	Leonie Chappell	...	Site Manager (outgoing), Gippsland
	Alistair Quinn	...	Resid. Programs Coordinator, Gippsland
	Mitchell Williams	...	RA Representative, Gippsland
	Anh Luong	...	University Crime Prevention Officer
	Vincent Tan	...	Residential Supervisor, Caulfield
<b>Absent</b>	Andrew Marks	...	Community Services Representative

**1 APOLOGIES**

As above.

Mr Prpich welcomed Ms Mier who was standing in for Ms Bennett as the Clayton Residential College Head Representative and Mr Awan in his role as the in-coming Gippsland Residential site manager.

**2 MINUTES OF MEETING 1/2007** – Minutes of meeting no 1/2007 held on 19 March 2007 were confirmed and signed as an accurate record.

**3 MATTERS ARISING FROM MINUTES OF MEETING 1/2007**

**3.1 Concerns regarding tickets for non-drinkers to be raised with members of the MRS Ball Committee** – Ms Loke advised the MRS Ball Committee had decided to proceed with the tickets as originally planned as it would be too difficult to monitor a non-alcoholic-drinker ticket scenario. Non-alcoholic-drinkers would have the options of water, orange juice and soft drinks. Ms Loke said the possibility of mocktails could be taken up with the Ball venue operators.

- 3.2 Timeframe for installation of bollard lighting around Berwick Residential pathways** – Mr Prpich advised from his discussions with the Berwick developers that the bollard lighting would be installed sometime late May or early June 2007. Should that not occur, Mr Prpich said alternative lighting would be installed to ensure the Berwick pathways would be well illuminated before onset of the winter months.
- 3.3 Powerpoint presentation to residential supervisors and site managers on harm minimisation and responsible alcohol usage** – Mr Prpich said his powerpoint presentation on harm minimisation and responsible alcohol usage was almost finalised. He said the main thrust of the presentation would be to educate the residential population on maintaining a blood alcohol level of 0.05 or below rather than to ban alcohol usage altogether. Mr Prpich also made reference to the National Strategy on Alcohol Use and the incidence of binge drinking. He said the number of excessively intoxicated residents at Clayton Residential was currently being monitored in order to see whether there would be a need to develop a further education / intervention program.
- 3.4 Possibility of referring intoxicated non-residents misbehaving on MRS sites to the University's Disciplinary Committee** – Mr Prpich said he had discussed the matter with the University Solicitor and the Security Office. He said unlike non-residents who can be reported to Victoria Police, he did not think non-resident Monash students misbehaving should be reported to the University's Disciplinary Committee as a mandatory process. He said a fairer and more flexible approach would be to take any necessary complaints up through the MRS management, the Security Office and if necessary - the University's Solicitor's Office.
- Mr Prpich also drew the committee's attention to the revised Conditions of Residency, whereby section 11.8 - under the various grounds for eviction – it now clearly delineates: *'... drunkenness that endangers your life and/or impacts negatively upon other residents either around you and/or in an MRS accommodation complex (hall, flats, houses)'*.
- 3.5 Chinese Cultural Day Event DVD** – The DVD had been distributed to site managers.
- 3.6 Inclusion of Gippsland Residential in the RA Social Outing 22/9/07** – Ms Loke advised this had been done.
- 3.7 AHAUCHI benchmarking** – Mr Prpich said it was difficult to measure the quality of service MRS provides against other tertiary accommodation providers as no bench-marking currently exists in the tertiary residential sector. He said he would be in video conference discussions on 17 May 2007 with AHAUCHI (the body representing all Australian tertiary residential providers) to explore how he could assist with establishing a national benchmarking exercise to remedy the situation and would keep the committee updated on developments.

**Action: Vladimir Prpich**

## 4 REPORTS

- 4.1 Manager & Residential Supervisor Berwick Residential** – The meeting noted the contents of distributed document **MRSOC 9/2007 – 07.05.2007**.

Ms Lemon advised plans to have the Berwick Residential office relocated by mid-year was currently still on track. She said further negotiations and planning had been continuing for the two conference bookings scheduled for August 2007 and January 2008 at the Berwick Residences but that neither had been finalised to date. Ms Lemon advised a large noticeboard would be used to blackout window lighting at the Berwick Pavilion in order to darken the room sufficiently for movies and TV during the day.

Ms Williams spoke to the report regarding the Berwick House Meetings and explained the purpose and processes behind the meetings to the committee. Ms Valentine asked about the AFL trip and was informed that it went well with an attendance number of 20.

- 4.2 Manager & Residential Supervisor Caulfield Residential** – The meeting noted the contents of distributed document **MRSOC 10/2007 – 07.05.2007.**

Ms Papadopoulos advised the bowling night event scheduled for 27 April 2007 was cancelled because of insufficient resident interest. Ms Suntah expressed her concern regarding the overall lack of interest / participation from the current international resident cohort at the Mews and advised the Caulfield RST was unsure why there was such low interest. Significant discussion ensued addressing these concerns, with suggestions proposed by Mr Prpich, Ms Lemon, Ms Williams, Ms Mier and Ms Thorne on how to raise greater resident interest and participation in the residential programs / events being offered at Caulfield. Mr Prpich encouraged Ms Suntah and her team to persist with the various means and methods suggested / raised.

- 4.3 Administration Manager & Operations Manager Clayton Residential** – The meeting noted the contents of distributed document **MRSOC 11a/2007 – 07.05.2007.**

Mrs Martin updated her report by advising of two vacancies at the Halls of Residence, Clayton. She said various key recruitment personnel at Monash College and Monash International had been emailed regarding such vacancies for any prospective students requiring accommodation. Mrs Martin said admissions processes was currently being evaluated for efficacy.

Mr Whitaker had nothing to add to his report.

- 4.3.1 College Head – Deakin Hall** - The meeting noted the contents of distributed document **MRSOC 11b/2007 – 07.05.2007.**
- 4.3.2 College Head – Farrer Hall** - The meeting noted the contents of distributed document **MRSOC 11c/2007 – 07.05.2007.**
- 4.3.3 College Head – Howitt Hall** - The meeting noted the contents of distributed document **MRSOC 11d/2007 – 07.05.2007.**
- 4.3.4 College Head – Roberts Hall** - The meeting noted the contents of distributed document **MRSOC 11e/2007 – 07.05.2007.**
- 4.3.5 College Head – Richardson Hall** - The meeting noted the contents of distributed document **MRSOC 11f/2007 – 07.05.2007.**
- 4.3.6 College Head – South East Flats** - The meeting noted the contents of distributed document **MRSOC 11g/2007 – 07.05.2007.**
- 4.3.7 College Head - Normanby House** - The meeting noted the contents of distributed document **MRSOC 11h/2007 – 07.05.2007.**

Speaking on behalf of the Clayton College Heads, Ms Mier reported that the numbers attending the College Heads' dine-ins so far had been remarkably high and the feedback from residents attending the functions on the quality of the food being served had been very positive. She asked that Mr Tandijono (Food Service Supervisor) be advised of such feedback.

**Action: Jason Whitaker**

Mr Prpich advised that all RA interviews of first year residents had been completed and all results were being tabulated into a proforma document in order to have a better understanding of the kinds of issues and concerns first year residents' face. He said such information gathered would be forwarded to the Vice-Chancellors Group for their noting. Mr Prpich said he regretted Gippsland Residential not having done the interviews as per all the other MRS sites but was confident that this would be done in future years.

- 4.3.8 RST Project Coordinator - MRSOC 11i/2007 – 07.05.2007**

Ms Loke advised the mid-semester RA in-service training had been well attended. She said the only concern raised from those attending was regarding the length of the training program. She said the three hour long training session was unavoidable given that a few presentations had to be made followed by four topics which had to be canvassed in a round table discussion format.

Following discussions, it was agreed that prospective RAs should be advised - both in their application forms as well as during their initial training period at the start of each year – of their mid-semester training obligations. Mr Prpich asked whether it would be more appropriate to have a mid-year RA training instead of a mid-semester one. He noted Ms Thorne's comment that it would be less relevant to raise Orientation Week issues should the training be conducted any later in the year. Mr Prpich said RA feedback concerns regarding length of the mid-semester training session would be taken into consideration for next year's programming.

**4.4 Manager, Gippsland Residential** - The meeting noted the contents of distributed document **MRSOC 12/2007 – 07.05.2007.**

**4.5 Manager, Peninsula Residential** - The meeting noted the contents of distributed document **MRSOC 13a/2007 – 07.05.2007.**

**4.5.1 Residential Supervisor, Peninsula Residential** - The meeting noted the contents of distributed document **MRSOC 13b/2007 – 07.05.2007.**

**5 COMPUTER COMMITTEE** – The meeting noted the contents of distributed document **MRSOC 14/2007 – 07.05.2007.**

**5.1 Internet usage charges**

Mr Abbott advised the charging model for internet usage would be changed in 2008 although the finer details of these changes would have to be finalised by August 2007. In principle – usage charges would be not be dependant upon download amounts and Mr Prpich said this would be a very good marketing point for MRS.

**5.2 Proxy Replacement**

Mr Abbott advised MRS would be piloting the proxy replacement projects at the start of semester 2 with MRS computer co-ordinators being provided with all necessary implementation details at that time. Related issues raised by Mr Abbott include:

- all Monash IP addresses would need to be changed into public addresses
- residents could register at a specified webpage in order to access the internet
- those so registered would be able to use webcams, publish webpages, talk over the net etc.
- current difficulties experienced with firewalls would be resolved

**5.3 VOIP**

Mr Abbott advised neither the larger University body nor the successful vendor had been informed of the steering committee's choice of vendor as yet. He said the University had committed funds to rollout the VOIP infrastructure sometime near the end of the year although exactly how MRS fits in has yet to be worked out. Mr Prpich said there was potential for huge savings to both the residents as well as MRS.

**6 RESIDENTS' COMMITTEE** – The meeting noted the contents of distributed documents **MRSOC 15a/2007 – 07.05.2007** and **MRSOC 15b/2007 – 07.05.2007.**

Ms Loke advised that the MRS Ball 2007 was officially sold out with 500 tickets having been purchased and commended the MRS Ball Committee for their efforts / work. Ms Loke also highlighted

- Berwick and Peninsula Residential's record seven-table representation at the Ball
- the Resident's Committee books would be in the black this year
- plans had been proposed for a "Battle of the Bands" or a "Brownlow Medal evening" for Clayton Residential in semester 2 – with other sites possibly being invited to participate.
- transportation between the Ball venue to Frostbites (venue for the after-party) had been arranged but residents opting to go to the after-party would have to make their own way home from Frostbites; MRS having booked return transport from the Ball venue only.

Mr Prpich was pleased at the record number of Ball tickets having been sold and especially that the Ball could now be considered a MRS-wide event (as per Luna Park outing at the start of the year). In response to Mr Prpich's question, Ms Loke said all Resident's Committee monies had been banked and audited by the Clayton accounts office.

## 7 ANY OTHER BUSINESS

### 7.1 Mental Health First Aid Training

Mr Prpich advised that having done the MHFA instructor training himself, he had implemented the training of all FT and PT MRS staff and most senior residential support team members over the past eight months; with those not able to make it to the training sessions having committed to completing the training themselves with Health and Well-Being by the end of semester 1. Mr Prpich reported about 20 RAs to date had also voluntarily taken up the MHFA training being offered by himself. He expressed his thanks to those residential support team members who had been personally and willingly involved with the several cases of depression and threat of suicide encountered at MRS sites in recent times. In light of this, Mr Prpich advised the RA Training program at the start of 2008 would contain a 2-day compulsory MHFA training workshop for all those RAs who had not yet done the course.

### 7.2 Resident Workshops

In referring to the less than successful resident attendances to the structured residential workshop programs (via CELT) having been trialled this year, Mr Prpich advised the programs in such a structured format would be discontinued in 2008 but that specific workshops could still be run covering topics gleaned from focus group feedback.

### 7.3 Off Campus Housing Advisory Service

Mr Prpich advised the off campus housing advisory service had essentially been single-handedly operated by Ms Papadopoulous during this year with support from some of the other site managers. He said Ms Papadopoulous has since trained other staff across the MRS sites to provide "first tier" information for any off campus housing enquiries. He also said data / information from off campus housing advisory surveys had begun to be collected in order to evaluate / benchmark the service being provided so far.

### 7.4 Internal Review

Mr Prpich advised MRS would be conducting an internal review shortly and he would be asking two senior members of other tertiary accommodation providers to be involved in the review panel. He said MRS operations would be examined / scrutinised to see if any improvements or changes can be made to the way MRS currently operates. He also informed the committee that:

- the panel would conduct necessary meetings with MRS staff, residents and other stakeholders as deemed necessary
- a review report would be prepared and tabled pursuant to the meetings, interviews and tours of MRS operational sites
- a Divisional action plan for the upcoming year(s) would be developed in light of the findings of that review report
- the MRS environmental webpage had been substantially revised and would be made live / available for viewing shortly with the further plans to tidying up and streamlining the entire MRS webpage also.

### 7.5 MRS Promotional DVD

By way of introduction to the DVD presentation, Ms Thorne spoke to her report **MRSOC 13a/2007 – 07.05.2007** and elaborated on the DVD report points outlined there. Ms Thorne advised the DVD project would be completed within the week. Mr Prpich informed the committee they would be previewing the DVD shortly and would welcome any feedback / comments from members before the project was finalised. Members of the committee then viewed the presentation of the MRS promotional DVD which was very warmly received. At the conclusion of the viewing, Ms Thorne asked committee members to email her any feedback or comments within the next day or so.

## 8 NEXT MEETING – Monday, 2 July 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 Zoe Elrick
<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
<b>Peninsula Residential</b>	Site Manager Residential Supervisor RA Representative Resident Representative	Tricia Thorne Cass Valentine Tim Pethybridge Laura Fleming
<b>In attendance</b>	Stephen Voon	Executive Assistant
<b>For Information</b>	Ridwan Tandijono	Food Service Supervisor