

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

Minutes of Meeting no 3/2007 of the MRS Operations Committee will be held on Monday 20th August at 6pm in the Function Room, Clayton Residential.

20th August 2007

Stephen Voon
Executive Assistant, Telephone ext 57398

Present:	Vladimir Prpich	...	Chair & Director MRS
	Charmaine Loke	...	RST Project Coordinator
	Tim Abbott	...	Network Administrator
	Anh Luong	...	University Crime Prevention Coordinator
Berwick Residential	Karyn Lemon	...	Site Manager
	Katie Williams	...	Residential Supervisor
	Grant Tobias	...	RA Representative
	Nat Daw	...	Resident Representative
Caulfield Residential	Kristine Papadopoulos	...	Site Manager
	Vincent Tan	...	Residential Supervisor, Caulfield
	Nigel Chen	...	RA Representative (attending in lieu)
Clayton Residential	Cassianne Martin	...	Administration Manager
	Jason Whitaker	...	Operations Manager
	Tracey Mier	...	College Head Rep
	Ashleigh Barri	...	RA Representative
	Zoe Elrick	...	Resident Representative, Clayton
Gippsland Residential	Waseem Awan	...	Site Manager
	Den Lim	...	Deputy College Head
	Qi Sun	...	RA Representative (attending in lieu)
Peninsula Residential	Tricia Thorne	...	Site Manager
	Cass Valentine	...	Residential Supervisor
	Tim Pethybridge	...	Senior RA Representative
	Clark You	...	Resident Representative (incoming)
In attendance	Stephen Voon	...	Executive Assistant
By Invitation	Emily Tucker	...	Information and Services Officer, Clayton
Apologies	Moses Foo	...	Resident Representative (outgoing)
	Laura Fleming	...	Resident Representative (outgoing)
	Mulyadi Robin	...	Resident Representative (outgoing)
	Mitchell Williams	...	RA Representative, Gippsland
Absent	Andrew Marks	...	Community Services Representative
	Nishta Suntah	...	RA Representative, Caulfield

1 APOLOGIES

As above.

As there were many new attendees at the meeting, Mr Prpich invited those present to introduce themselves to the Committee. He then welcomed those present and thanked them for their attendance.

- 2 MINUTES OF MEETING 2/2007** – Minutes of meeting no 2/2007 held on 7 May 2007 were confirmed and signed as an accurate record. The amendment to the title of Ms Luong was noted as she is now the University's Crime Prevention Coordinator.

3 MATTERS ARISING FROM MINUTES OF MEETING 2/2007

- 3.1 **AHAUCHI benchmarking** – Mr Prpich has written to the executive of AHAUCHI to consider taking the MRS exit survey across all of the AHAUCHI membership with the aim to providing an effective regional, state and Australia-wide benchmarking tool. Mr Prpich said he has asked to be the co-coordinator of the project to ensure Monash Residential retains ownership of the exit survey questions. He outlined the benefits of such a benchmarking exercise including the ability to measure the standard of providing tertiary on-campus accommodation across the industry sector. Mr Prpich emphasised the increasing importance for university administration to be able to validate the quality of service with comparative data and research. He advised AHAUCHI would be considering the proposal and survey questions at their September meeting, and should AHAUCHI not take up the proposal, Mr Prpich would then take the proposal to individual tertiary accommodation providers of the GO8.

Action: Vladimir Prpich

4 REPORTS

- 4.1 **Manager & Residential Supervisor Berwick Residential** – The meeting noted the contents of distributed document **MRSOC 16/2007 – 20.08.2007**.

Ms Lemon updated her report by:

- advising the Berwick total site occupancy has since increased to 50% and was commended by Mr Prpich on this first time achievement
- outlining the residential program activities held recently at Berwick. She advised the mutual decision to cancel the second Peninsula vs. Berwick sports day due to possible lack of numbers with its proximity to the MRS Mini-Olympics event; the return challenge has therefore been re-scheduled to 2008 first semester.
- reporting completion of the installation of two hour timers on all resident quarters and common areas heaters, air conditioning in the new Berwick Residential offices as well as the initial construction of a stud wall; the office relocation anticipated by September 15. She said whilst no further remedial action had been taken on the painting of the walls or the floor cracks in the Pavilion, there was no further deterioration in the latter.
- advising there had been about 550 visitors to the Berwick campus Open Day and that Berwick Residential had distributed 46 information packs (40 more than the previous year) due to their information booth location at the front door.

In response to Mr Prpich's question whether the landlord had rectified all of the building faults at the Halls, Ms Lemon advised there were a few items still outstanding and further confirmed the exhaust fans in the Halls' kitchens were not externally vented.

Mr Tobias, Mr Daw and Ms Lemon assured Mr Prpich that the Berwick Flats' residents, whilst physically located further away from the Pavilion than the Halls' residents, did not feel disadvantaged or excluded in their use of that facility.

In response to Mr Abbott's question on how frequently the wireless access point within the Berwick pavilion would be used by residents, Ms Lemon estimated about one or two residents per day.

- 4.2 **Manager & Residential Supervisor Caulfield Residential** – The meeting noted the contents of distributed document **MRSOC 17/2007 – 20.08.2007**.

Ms Papadopoulos advised between 30 to 35 new residents moved in for semester 2 with ensuing informal and formal orientating activities being conducted for these residents. Ms Papadopoulos said the Caulfield Residential Support Team had undertaken a review of the residential programs from semester 1 in light of the disappointing attendance numbers resulting with fewer planned events for this semester and the RST concentrating their efforts and enthusiasm to encourage resident awareness and participation. She added there had been positive turnaround in participation rates. Mr Tan explained this turnaround was the result of recruiting the new residents to be actively involved in the planning of residential events / activities.

4.2.1 Resident Academic Feedback and Assistance – In response to Mr Prpich's invitation to elaborate on select points of her report covering her first year residents' interview feedback, Ms Papadopoulos advised:

- the interviews revealed quite a number of residents felt they had no clear indication of their academic progress and felt vulnerable and insecure from the insufficient academic feedback
- this was duly reported to the Caulfield Campus Student Experience Committee / Academic Directors Advisory Committee who have interest regarding student transitional issues / concerns
- Mr Peter Yates - Divisional Director, Student and Community Services was considering a major project for 2008 looking at how students are adjusting / settling in and particularly the amount of feedback being given from academics.
- Mr Rob Willis – Academic Director for Caulfield and Clayton has advised a new policy approved by the Academic Board which requires that every student receive progress / feedback from an academic within the first 6-8 weeks of semester in each of their subject areas.

4.3 Administration Manager & Operations Manager Clayton Residential – The meeting noted the contents of distributed document **MRSOC 18a/2007 – 20.08.2007**.

Mrs Martin updated her report by advising:

- there were currently five vacancies but should any of these remain unfilled by October, incoming Monash College students may then take these up. In response to Mr Prpich's question, Mrs Martin advised the second semester Study Abroad residential intake was usually slightly less than that of first semester but Study Abroad was committed to covering the shortfall.
- one staff each from Clayton Residential and Caulfield Residential attended the Bendigo Accommodation Expo to provide MRS information to prospective Monash University students for 2008 & 2009.
- the successful trialling of information sessions at the Mentor Program for second semester (instead of merely social activities) e.g. how to connect to the internet – resulting in a drop in such queries at the Clayton Front desk; she hoped to run similar session for next semester.
- administration staff had been busy inputting resident data into the new database which came into operation on 1 July 2007.

Mr Prpich asked site managers – due to the changeover of databases – to alert their residents there would be a month's delay in the generation of rental invoices. He said a letter should be sent informing that the rental invoice would shortly be forthcoming and to have the necessary funds set aside for that.

Action: Site Managers

4.3.1 Building and Maintenance at Clayton - Mr Whitaker spoke to his report and updated it by adding:

- toilet roll holders to accommodate environmentally friendly toilet paper would be updated next at Farrer Hall
- renovations of Normanby House G09 and G10 would be completed by 23 August 2007
- re-lighting of the Operations Office was on-going.

In response to Mr Prpich's question, Mr Whitaker advised the lag problem with the hot water (due to the hot line not maintaining temperature) at South East Flats and Normanby House was close to being resolved by Rinnai and their official report would be provided shortly.

4.3.2 Environmental and Fair Trade initiatives – In response to Mr Prpich's invitation to elaborate on environmental initiatives, Mr Whitaker advised:

- due to the high costs involved, the installation rollout of motion detector operated lights would currently be installed at high use areas. Mr Prpich suggested Mr Whitaker do a full costing for a complete installation rollout of motion detector lighting across Clayton Residential in order to seek funding assistance from the University.

Action: Jason Whitaker

- two 3300L water tanks had been installed at the community gardens in anticipation of possible stage four water restrictions in the coming summer period.
- University funding and approval had been granted for the upgrading to dual-flush system of all toilets in the Clayton Halls. Mr Prpich added this initiative would save approximately five million litres of water which is in addition to the nine million litres saved with the installation of water-saver shower roses.
- fair trade coffee had been introduced at the residential dining hall.

Mr Prpich said he was open to further environmental initiatives / ideas from any committee members, forwarded through the Site Managers.

Mr Tobias asked about Red Card Training and its purpose and Mr Prpich advised such training was required for access to construction work-sites and that all managers had undergone such training.

- 4.3.1 College Head – Deakin Hall** - The meeting noted the contents of distributed document **MRSOC 18b/2007 – 20.08.2007.**
- 4.3.2 College Head – Farrer Hall** - The meeting noted the contents of distributed document **MRSOC 18c/2007 – 20.08.2007.**
- 4.3.7 College Head – Howitt Hall** - The meeting noted the contents of distributed document **MRSOC 18d/2007 – 20.08.2007.**
- 4.3.3 College Head – Roberts Hall** - The meeting noted the contents of distributed document **MRSOC 18e/2007 – 20.08.2007.**
- 4.3.4 College Head – Richardson Hall** - The meeting noted the contents of distributed document **MRSOC 18f/2007 – 20.08.2007.**
- 4.3.6 College Head – South East Flats** - The meeting noted the contents of distributed document **MRSOC 18g/2007 – 20.08.2007.**
- 4.3.5 College Head –Normanby House** - The meeting noted the contents of distributed document **MRSOC 18h/2007 – 20.08.2007.**

Speaking on behalf of the Clayton Residential College Heads, Ms Mier advised:

- lower attendance numbers at the recent Monash Open Day in comparison to previous years but the event was considered successful overall
- the mini-bus shuttle / tour system worked extremely well facilitating many visitors through to the Halls with MRS information during the ride and suggested the bus tours be continued next year. Mr Prpich advised a major change in Clayton Residential Open Day procedures would be that College Heads and other RST members would remain at their respective halls to engage with visitors whilst the booth over at the main campus would be manned by administrative staff. He suggested other MRS sites consider such a set-up. Ms Thorne advised the current Peninsula Open Day arrangements suited the residential living set-up at Peninsula and gave reasons in support of this. Ms Loke provided further insight into why the change advised by Mr Prpich would further benefit the Clayton Residential Open Day organisation / event.
- there had been remarkable resident attendance numbers at the recent College Heads' dine-ins and the feedback on the quality of the food being served had been very positive; she asked that Mr Tandijono (Food Service Supervisor) be advised of this.

Action: Jason Whitaker

Mr Prpich advised discussions were underway with Mr Robin Coventry to undertake the provision of consistent quality induction, training and mentoring for all members of RSTs across all MRS sites. He said he hoped this would further the consistency of the support and pastoral care provided to all MRS residents.

4.3.8 RST Project Coordinator - The meeting noted the contents of distributed document **MRSOC 18i/2007 - 20.08.2007.**

Ms Loke drew the committee's attention to the changed layout / format of the 24/7 newsletter. She said changes had been made in consultation with senior MRS management and reflected the need to make the newsletter more fun, reader friendly and topical. Rather than having individual halls provide a report each, Ms Loke said the next newsletter would feature articles from residents which are inspiring, which detail notable student achievements, or highlight an enjoyable / fun event or activity from 2007. She hoped resident-focussed articles would give the newsletter a firmer student-base and make it more enjoyable for the target readership.

Ms Loke acknowledged the difficulties experienced by some sites in getting together a team for the MRS mini-Olympics and advised whilst it was not compulsory for sites to be represented at the games, residents from all sites were welcome just to attend and enjoy the event. Ms Loke said the mini-Olympics would be repeated in 2008 should it prove successful.

Ms Loke advised planning was underway for an RA Social for the Berwick, Caulfield, Gippsland and Peninsula resident advisors and she would update the committee on the outcomes. In response to Ms Mier's question, Ms Loke provided the background as to why this social did not involve the Clayton Residential RAs.

4.3.8.1 2008 RA Training - Mr Prpich advised notable changes had been made to the RA training program for 2008 in response to the feedback gathered from the 2007 RA training, including:

- all resident advisors must complete Mental Health First Aid training (2 day training program) followed by Assertiveness and Conflict Resolution training
- returning RAs were not required to repeat such training
- the further exploration of Cognitive Behaviour skills / thinking and the benefits thereof

In response to Ms Mier's and Ms Barri's questions, Mr Prpich gave further clarification to the above changes.

Mr Prpich confirmed for Ms Valentine that all site-specific RA training (e.g. CIMPs) would be conducted over the RA weekend retreats and that Mr Coventry, in his revised role, would ensure some consistency in the site-specific RA training provided (e.g. CIMPs, MRS alcohol policy, harm minimization etc) across the campuses. In light of Mr Coventry's changed role, Mr Prpich confirmed Ms Loke would thereby focus more on the planning, coordination and budget monitoring of MRS residential programs, individual projects as directed as well as assisting in ensuring program consistency across the sites.

4.4 Manager, Gippsland Residential - The meeting noted the contents of distributed document **MRSOC 19/2007 – 20.08.2007.**

Mr Awan updated his report by advising:

- a 3-4% increase in residential numbers since last semester
- pricing quotes for the Gippsland Residential office extension tender were still being awaited and reconstruction work would be dependent on the quoted cost of the project. Mr Prpich added a government grant had been approved for two million dollars (with a further two million funding submission having been lodged) to build a new two-hundred bed Halls of Residence at Gippsland and this may also affect whether the administration offices would be relocated to the West residences
- the Gippsland mascot (goanna) and banner had been finalised
- the College Head position had been filled and she would be starting on 1st September 2007
- over 80 enquiries had been received from the community on the Gippsland Open Day with 95% of these being year twelve students, a significant improvement from the previous year's results

4.4.1 Deputy College Head, Gippsland Residential -

Ms Lim spoke to the report and outlined the recent activities conducted with the RAs and the thirty five new residents since the start of semester two. She noted these activities facilitated the new students to settle-in quickly and that positive feedback was received from many of the new international students who reported being more settled in their new environment. Notable points raised by Ms Lim regarding the list of residential activities include:

- the impressive residential attendance (approximately 120) to the pizza night when only fifty were expected
- the grocery shopping bus trip to Springvale market which proved extremely popular with the international students, as confirmed by Ms Sun, and therefore further trips were being planned
- the recent RA weekend retreat to Phillip Island which allowed for the consolidation of the RST – particularly for the new team members
- the MBTI training provided by HWD - particularly in application to group settings and RA working relations. In response to Mr Prpich's question, further discussion was generated on the merits of MBTI training
- the joint Gippsland residential venture with the Gippsland Student Union in putting on a 'Churchill Idol' event, with seven entrants from the residential community.

4.5 Manager, Peninsula Residential - The meeting noted the contents of distributed document **MRSOC 20a/2007 – 20.08.2007.**

Ms Thorne updated her report by advising:

- a current residential occupancy rate of 95% but hoped to fill the five vacancies during October with the Monash College intake
- that Artist in Residence program discussions with Jan Clancy had not yet occurred due to time constraints and said further consideration of the item would be deferred to 2008.

4.5.1 Monash pre-departure sessions - In response to Mr Prpich's question, Ms Thorne informed the committee of her attendance in June 2007 at the Monash pre-departure sessions (together with ISS), providing advice on accommodation matters to incoming International students at both Singapore and Malaysia. Ms Thorne confirmed for Mr Prpich that the MRS DVD was shown and that it had been very well received. She advised approximately two thousand copies of the DVD had been distributed to date and that Mr Gilbert had now facilitated access to the DVD from the MRS webpage. Ms Thorne said she had received very positive feedback on the DVD and there had been expressions of interest from other departments in emulating this MRS promotional venture.

For the benefit of new committee members, Mr Prpich outlined the rationale behind the newly recently created Residential Support Assistant positions at Berwick, Caulfield and Peninsula Residential.

Ms Thorne further advised:

- a successful 2007 Peninsula campus Open Day with an increase in campus visitor numbers (approximately two thousand and one hundred), despite being open on the same day as Clayton, and there had also been increased residential interest / enquiries as compared to the previous year. Mr Prpich noted the inclusion of the Medical Faculty at Peninsula would serve to increase student interest and success at Peninsula campus.
- she was impressed with the level of assistance and the quality of food provided by Mr Tandijono (Food Service Supervisor) at very short notice for herself and a group of Peninsula RAs attending a recent Asthma Training session, and asked that her appreciation be passed onto Mr Tandijono.

Action: Jason Whitaker

- her appreciation to Mr Whitaker and Mr Prpich for putting up the Peninsula banner (as well as all other sites' banners) on the Function Room wall, particularly as she felt it signified MRS' promotion of team spirit and inclusiveness of all the residential sites.
- that first-year Peninsula resident interviews indicated by and large they were settling in well with their studies (mainly Health Sciences, Paramedic and Sports and Outdoor Recreational courses) and surmised that academic feedback from these faculties were well provided.

4.5.2 Residential Supervisor, Peninsula Residential - The meeting noted the contents of distributed document **MRSOC 20b/2007 – 20.08.2007**.

Ms Valentine spoke to her report and advised resident attendances were particularly high at the 'free' events / activities. She advised plans to run events of a shorter duration (e.g. dessert nights) to accommodate the current Peninsula residential population who have coursework studies (Health Sciences) with high contact hours and who were reluctant to commit to attending longer duration events. She added such events were likely to be held during the week since rural students tended to go home for their weekends. The success of short duration programs / events was supported by Mr Whitaker and Ms Mier at their respective Clayton residential halls.

5 COMPUTER COMMITTEE – The meeting noted the contents of distributed documents **MRSOC 21/2007 – 20.08.2007** and **MRSOC 22/2007 – 20.08.2007**

5.1 Proxy Replacement Project

Mr Abbott advised the proxy replacement testing had begun at ITS a week ago and the results to date had been positive. He said MRS computer coordinators would be advised via email this week to trial the proxy replacement and a pilot would begin in the following week for the whole of the residential halls community. He further explained how the proxy replacement worked and that the bypassing of the Monash firewalls facilitated greater on-line accessibility (e.g. play on-line games, use SKYPE or MSN etc). Mr Abbott acknowledged Mr Pethybridge's comment that such freedom may also result in greater exposure to computer viruses. Ms Mier expressed concerns that computer coordinators may therefore be increasingly called upon at all hours of the night to deal with residential computer virus problems. Mr Abbott said residents did not have to use it; the bypassing of firewalls is entirely optional.

Mr Prpich said he hoped this would prove another benefit for residents living at MRS in addition to the faster broadband download speeds and the possible future changes to download charges. Mr Abbott confirmed for Ms Mier that information / instruction sheets would be provided to computer coordinators. Mr Abbott said internet usage details would be updated and available at a significantly faster rate (i.e. within 30 minutes as compared to the current two day delay) as from 2008.

5.2 MRS Computer Coordinators

Mr Prpich generated significant discussion on how to minimise resident requests to MRS computer coordinators for services outside of their job role. Ms Mier advised all Howitt Hall RAs would be trained in basic computer set-up / trouble shooting skills to avoid the scenario of one specialist person having to field all computer related demands and requests. Ms Valentine expressed concern for Peninsula residents since Mr Pethybridge and herself were the only Peninsula RST members with IT training. The committee then discussed whether MRS could do without having computer coordinators. Mr Prpich said it would be worthwhile to explore options and possibilities with some form of automated computer set-up assistance program whereby residents can logon using their authcate details and receive the necessary PC system configurations etc to operate within the Monash network. Mr Prpich said any further suggestions would be welcome.

Action: Vladimir Prpich

5.3 Peninsula fibre-link update

Mr Abbott advised the fibre link to Peninsula had still not yet happened. In response to Mr Pethybridge's question, Mr Abbott said there would be a meeting on the next day with the vendors to ascertain when the project would be completed. Mr Abbott said he would update Mr Pethybridge accordingly.

Action: Tim Abbott

5.4 Monash TV : Satellite Streaming

Mr Abbott advised Monash TV could now access all terrestrial channels. Mr Prpich noted that Monash TV started as an MRS initiative and that it had since been taken up the University and the running costs thereof was now funded by ITS. Mr Abbott advised the possibility of a further 14 channels (e.g. Indian TV, China TV, including others from USA and Malaysia) over the next few weeks with the necessary satellite dishes being housed on top of Normanby House.

In response to Ms Papadopoulos' question, Mr Prpich regretted that Caulfield residents were unable to access the satellite streaming as their residences were not connected to the Monash Network. Mr Prpich advised Gippsland Residential access was partly dependent on where the new residences would be physically located on the Gippsland site. In response to Ms Sun's question, Mr Prpich advised there were no charges for accessing Monash TV (i.e. any channel on the SAP list). Mr Abbott cautioned that accessing any TV channel not from the SAP list would incur charges.

6 RESIDENTS' COMMITTEE – The meeting noted the contents of distributed documents **MRSOC 23/2007 – 20.08.2007**.and **MRSOC 24/2007 – 20.08.2007**.

Ms Elrick reported resident attendance / participation in the 2007 MRS Ball was the best to date with five hundred residents filling up the venue and the venue organisers were keen to host the Ball again for 2008. Ms Elrick commended the behaviour and decorum of Ball attendees and said some of the Ball profits had been spent on putting on a successful residents' BBQ (which Mr Prpich noted was attended by approximately 300 residents). Mr Prpich commended the Residents' Committee for their efforts (particularly the funding of the BBQ through Ball profits) and advised the Clayton College Heads had recently met to discuss how MRS could better assist the Residents' Committee in organising future MRS-wide social functions and events (of the calibre of the MRS Ball or the residents' BBQ). Ms Elrick advised planning for the 2008 MRS Ball had commenced.

In response to Ms Barri's question, Ms Elrick advised due to logistical and coordination difficulties involved, the Talent Night would no longer be held in Semester 2.

7 ANY OTHER BUSINESS

7.1 Exit Survey

Mr Prpich advised MRS exit surveys would be conducted in October across all sites and called for all site managers to prepare for this accordingly. He stressed the importance of the survey as the data collected assists with evaluation and future planning of activities and service delivery for the MRS administration and the RSTs in the following year.

7.2 NAAUC Report

Mr You tabled his report - **MRSOC 25/2007 – 20.08.2007** summarising his experiences at the recent NAAUC Conference and expressed his appreciation for being given the opportunity to attend the conference and to meet with representatives from other States. Mr Prpich thanked Mr You his report. In response to Ms Thorne's comment, Mr You elaborated on his participation in a mock debate held in the Victorian Parliament building; him being one of 14 participants to speak in front of the rest of the 200 delegates / audience. The merits of MRS having a mock debate in Parliament were discussed and Mr Prpich said he would ask Ms Loke to explore the costs and logistics involved in organising such an event.

Action: Charmaine Loke

Ms Thorne drew the committee's attention to the 'One Free Bike' program as highlighted in Mr Clark's report. Mr You outlined the benefits offered by this program which donates bicycles to Universities, explaining the organisation's support for the reduction of greenhouse gases whilst promoting various causes e.g. public health. Mr Prpich said he would ask Ms Loke to follow up on the email and website links for the organisation and whether it would be worth promoting in the next 24/7 newsletter.

Action: Charmaine Loke

7.3 Residential Advisors for 2008 – Mr Prpich advised of changes to the RA role outline for 2008, highlighting that all RAs who are nineteen years of age or will be turning nineteen in 2008 – must obtain a Working With Children check; application costs for this check would be covered by MRS. He said further information on this can be obtained at the Department of Justice website. In response to Ms Mier's question, Mr Prpich advised the evidence for this check must accompany submitted RA applications.

7.4 Updates to MRS website – MR Prpich advised further links e.g. 'Nurse On Call', 'Beyond Blue' and 'Better Health' had been added to the bottom right of the MRS frontpage and called for further link suggestions to be forwarded to himself or Mr Voon.

8 NEXT MEETING – Monday, 22 October 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 Coordinator Community Services Representative	Vladimir Prpich Charmaine Loke Tim Abbott Anh Luong Andrew Marks
Berwick Residential	Site Manager Residential Supervisor RA Representative Resident Representative	Karyn Lemon Kate Williams Grant Tobias Nat Daw
Caulfield Residential	Site Manager Residential Supervisor RA Representative Resident Representative Resident Representative	Kristine Papadopoulos Vincent Tan Nishta Suntah -- --
Clayton Residential	Administration Manager Operations Manager College Head Rep RA Representative Resident Representative	Cassianne Martin Jason Whitaker Tracey Mier Ashleigh Barri Zoe Elrick
Gippsland Residential	Site Manager College Head Rep Residential Programs Coordinator RA Representative Resident Representative	Waseem Awan Jackie Soo / Den Lim -- Mitchell Williams TBA
Peninsula Residential	Site Manager Residential Supervisor RA Representative Resident Representative	Tricia Thorne Cass Valentine Tim Pethybridge Clark You
In attendance	Stephen Voon	Executive Assistant
For Information	Ridwan Tandijono	Food Service Supervisor