

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

Minutes of **Meeting no 4/2007** of the MRS Operations Committee held on Monday 22nd October at 6pm in the Function Room, Clayton Residential.

October 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	
	Andrew Marks	...	Community Services Representative	
<b>Berwick Residential</b>	Karyn Lemon	...	Site Manager	
	Katie Williams	...	Residential Supervisor	
	Grant Tobias	...	RA Representative	
	Nat Daw	...	Resident Representative	
<b>Caulfield Residential</b>	Kristine Papadopoulos	...	Site Manager	
	Vincent Tan	...	Residential Supervisor, Caulfield	
<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	
	Jacki Soo	...	College Head	
	Den Lim	...	Deputy College Head	
	Monica Mains	...	RA Representative (in lieu)	
<b>Peninsula Residential</b>	Tricia Thorne	...	Site Manager	
	Cass Valentine	...	Residential Supervisor	
	Tim Pethybridge	...	Senior RA Representative	
	Clark You	...	Resident Representative	
<b>In attendance</b>	Stephen Voon	...	Executive Assistant	
<b>Apologies</b>	Mitchell Williams	...	RA Representative, Gippsland	
	Nigel Chen	...	RA Representative, Caulfield	
	Nishta Suntah	...	RA Representative, Caulfield	
	Kay Gardner	...	Equity and Diversity Centre	
<b>Absent</b>	Anh Luong	...	University Crime Prevention Coordinator	
	Zoe Elrick	...	Resident Representative, Clayton	

**1 APOLOGIES**

As above.

**2 MINUTES OF MEETING 2/2007** – Minutes of meeting no 3/2007 held on 20 August 2007 were confirmed and signed as an accurate record.

### 3 MATTERS ARISING FROM MINUTES OF MEETING 3/2007

**3.1 AHAUCHI benchmarking** – Mr Prpich reiterated his earlier proposal to AHAUCHI in June 2007, and despite having agreed to consider the proposal at the September National Executive, this did not happen. Mr Prpich said after further perseverance on his part, AHAUCHI has scheduled a video-conferenced meeting for late October to see if members would be willing to come on board. Should the response be negative, Mr Prpich said he would take the proposal to the accommodation providers of the G08 members seeking their support in setting up appropriate on-campus residential provider benchmarking.

**3.2 Environmental Sustainability: LED Lighting** – Mr Whitaker reported the notable benefits of LED lighting especially as they use only 10% of the normal power usage when compared to regular downlights. Mr Whitaker said LED light globe trials were planned for the Operations Office and if proven effective and successful, applications may be made to the University for funding to further rollout LED lighting across Clayton Residential.

Mr Prpich said whilst only using 10% power, LED globes give off 80% of regular light and whilst the cost of LED globes was high comparatively, they do have a 10,000 hours (10 years) globe-life. Mr Whitaker also displayed a poster which outlined practical behavioural tips on how residents could better conserve energy; this poster having been recently distributed to all MRS sites as well as being placed on the MRS Webpage.

**3.3 ITS computer automated set-up system** – Mr Prpich said ITS had responded positively to him raising this issue with them and invited Mr Abbott to provide further pertinent details. Mr Abbott said ITS would be exploring changing the wireless operation systems in the new year, wherein a new simplified facility / driver called Dot1X would require only one login point which would cover the registration, set up secure access and provide connection through to the Internet. Currently, the trial would be through the wireless network system, and if proven successful, would then possibly be rolled out further in 2009 to the internet connection points in resident bedrooms. Existing wireless network covered areas at different MRS sites was discussed and Mr Prpich said he would welcome further suggestions of residential common areas that would benefit from wireless network connection; Mr Abbott provided further qualification as to the type of areas that could be successfully covered by wireless.

**3.4 Peninsula Fibre Link** – Although the fibre had been laid in the ground, Mr Abbott advised there would no further action on the connection until January 2008. In response to Mr Prpich's question, Mr Abbott said the project delays rested with VERN.

**3.5 Mock Parliamentary Debate Costs** – Ms Loke advised NAAUC secured the event at a discounted price of \$1,500. However, Ms Loke was informed costs would depend on numbers attending as well as the time, date and duration of the event and she was having some difficulty in getting a response from the Victorian Parliament contact. Mr Prpich said this would be an excellent MRS event for 2008 if costs were not too prohibitive and invited Mr You to share his parliamentary debating experience from his attendance at the recent NAAUC conference.

**Action: Charmaine Loke**

**3.6 One Free Bike Program** – Ms Loke said all phone and email attempts to contact this program's contact person had yielded no response and as of 22 October, the website was not even loading up. Mr Prpich suggested deferring this item pending further development / advice.

### 4 REPORTS

**4.1 Manager & Residential Supervisor Berwick Residential** – The meeting noted the contents of distributed document **MRSOC 26/2007 – 22.10.2007**.

Ms Lemon added to her report by expressing her sincere gratitude and thanks to her residential support team for their efforts and hard work throughout the year in raising the profile of the RST.

Mr Prpich also expressed his thanks to everyone present. Mr Prpich provided the financial, administrative and logistical reasons to the relocation of the Berwick administration offices to the Pavilion, and in response to his question, the Berwick representatives agreed that the shift had facilitated easier access for the residents and that it was much appreciated.

**4.2 Manager & Residential Supervisor Caulfield Residential** – The meeting noted the contents of distributed document **MRSOC 27/2007 – 22.10.2007.**

Ms Papadopoulos expressed her appreciation for the increased awareness of mental health issues and the success and usefulness of the MHFA training provided by MRS, especially given the number of student referrals made to HWD throughout the year related to stress and anxiety etc. Mr Prpich outlined the 2007 rollout of MHFA training to staff and RST and gained consensus from Committee members for a pilot MHFA program to be trialled in 2008 for residents.

Mr Marks explained a shortage of MHFA trainers had reduced the number of training places in 2007 but added three new MHFA trainers would be available to increase the number of courses offered in 2008. Mr Prpich confirmed he would be relying on HWD staff to assist with the provision of MHFA to residents. Mr Prpich said, under a proposed MRS-Medical Faculty joint venture, there was a possibility for 2<sup>nd</sup> year Monash medical students providing MHFA training as part of their community based training component whilst doing their 14 week placement module at MRS sites, but this was yet to be confirmed / finalised.

Ms Papadopoulos added to her report by advising her increasing awareness of students reporting increased anxiety about returning home - for some, it was almost as stressful as final exams. She endorsed the 'Farewell program' offered by ISS and HWD which address various issues facing International students anticipating graduation and returning home. In response to Mr Prpich's question, both Ms Papadopoulos and Mr Marks advised this program was available at all campuses.

Mr Tan advised residential events would be organised for December-January as a lot of residents would be staying over that period. Ms Papadopoulos added there were still 15 applications on the current residential waiting list for the remainder period of 2007. In response to Mr Prpich's question, it was confirmed that there would be RST (e.g. Nishta Suntah) available to residents over the summer period. Mr Prpich then explained why there would be year-round occupancy at Caulfield Residential due to the type of courses being offered at Caulfield Campus e.g. Monash College, ELICOS etc.

**4.3 Administration Manager & Operations Manager Clayton Residential** – The meeting noted the contents of distributed document **MRSOC 28a/2007 – 22.10.2007.**

Ms Martin updated her report by advising:

- the two current vacancies at Halls would be filled shortly by Monash College intake students
- the newly commissioned rooms on the ground floor of Normanby House have been occupied
- she herself had completed an OHSE course as well as red card training, Kelly Dods had been successfully cross-trained in the domestic office and was now back in the admissions office, and another staff member had attended a Goal Setting course.
- 75 final year high school students from all round Australia attending the National Youth Science Forum on 8 February 2008 will be visiting the Clayton Residential Halls for an informative tour, mini-presentation and lunch session.
- 53 conference delegates from the National Hockey Group (Canberra) had been booked in for five days in December 2007. Similarly, there were three school group conference bookings scheduled for the end of January to start of February 2008.
- 497 applications for 2008 residency had been received to date.

Mr Whitaker updated his report by advising:

- the situation with the Normanby House hot water system had been resolved by increasing the flow rate and that the Rinnai final report indicating the problem was due to a system design flaw had been received. He added there had been no further complaints from residents.

- of a Richardson Hall heating failure incident during August when a critical pump broke down on a Friday afternoon but which was not resolved until Monday afternoon as the pump could not be sourced over the weekend. Extra blankets had been offered as a temporary solution which surprisingly had not been taken up by any Richardson residents at the time.
- Roberts Hall laundry had been experiencing significant operational difficulties with power surges and a switchboard catching on fire, white goods breaking down etc. He advised the power circuitry to the Roberts Hall laundry had since been replaced as well as all faulty white goods / machinery. Mr Prpich added that this scenario brought to light the need for MRS management to implement / increase the redundancy provision for white goods – meaning there would be spare equipment such as microwave, washing machine, dryer, fridge, toaster on hand at each site to replace faulty / broken machinery so to avoid undue inconvenience / disruption to residents. He said he hoped this would go a long way towards improving the on-campus residential living experience at MRS.
- average turnaround time for the resolution of maintenance issues at Clayton have been reduced to 2 to 3 days.
- various procedure manuals were currently under revision (not Domestic Operations manual which is awaiting the results of the RMS update module).

**4.3.1 College Head – Deakin Hall** - The meeting noted the contents of distributed document **MRSOC 28b/2007 – 22.10.2007.**

**4.3.2 College Head – Farrer Hall** - The meeting noted the contents of distributed document **MRSOC 28c/2007 – 22.10.2007.**

**4.3.7 College Head – Howitt Hall** - The meeting noted the contents of distributed document **MRSOC 28d/2007 – 22.10.2007.**

**4.3.3 College Head – Roberts Hall** - The meeting noted the contents of distributed document **MRSOC 28e/2007 – 22.10.2007.**

**4.3.4 College Head – Richardson Hall** - The meeting noted the contents of distributed document **MRSOC 28f/2007 – 22.10.2007.**

**4.3.6 College Head – South East Flats** - The meeting noted the contents of distributed document **MRSOC 28g/2007 – 22.10.2007.**

**4.3.5 College Head –Normanby House** - The meeting noted the contents of distributed document **MRSOC 28h/2007 – 22.10.2007.**

Speaking on behalf of the Clayton Residential College Heads, Ms Mier advised Residential Support Teams were being finalised with interviews currently being conducted.

**4.4 RST Project Coordinator** - The meeting noted the contents of distributed document **MRSOC 29/2007 – 22.10.2007.**

Ms Loke referred to her document and asked for committee feedback on whether to include the Gippsland RAs with those from all other sites for the 2008 full week RA training program held at Clayton Residential. She advised 2008 RA training information would be emailed to all RAs once the residential support teams had been finalised across all the sites and asked managers to provide her with all necessary contact details as soon as possible. She said she hoped to provide such information before the end of the year so that all RAs could organise their holiday programs / schedules and flights better.

**Action: Site Managers and Charmaine Loke**

Committee discussions ensued on which aspects of the RA training programs should be done collectively and which sites had attended which program in previous years. It was agreed that the Gippsland RAs would be coming across to Clayton Residential to participate in the training as organised.

Ms Loke asked to be notified as to which were the preferred dates for the RSA, mid-semester RA in-service and Emergency Asthma training for all sites so she could finalise the calendars for the residential sites. In response to Ms Mier's question, Ms Loke clarified that Hall Society members from certain Clayton Halls would also be attending the RSA training and that staff would also be

welcome to attend the training. Further issues regarding the proposed RSA training dates and hours of training were also discussed.

**Action: Site Managers and Charmaine Loke**

Ms Loke advised she would shortly be distributing to all site managers the templates for the 2008 calendars and the order forms for the 2008 O-Week merchandise.

**Action: Charmaine Loke**

She further advised the 2008 Clayton O-Week calico showbags would be sourced from the Royal Children's Hospital, which offered a cheaper bag as well as being an organisation worthy of support. Ms Loke offered to take orders on behalf of other residential sites interested in these calico showbags.

Ms Loke said Luna Park had confirmed the MRS booking for 21:00 to 23:00 pm, Thursday 21 February 2008 at the same pricing as that charged for 2007. In response to Mr Prpich's question, Ms Loke clarified residential sites were responsible for organising their own bus transportation and the International Food Festival dinner would be a staggered event with all non-Clayton residents to arrive at the MRS Function Room at 19:30pm. In response to Ms Valentine's concerns regarding the shortage of available seating, Mr Prpich agreed to have more chairs put out for the 2008 International Food Festival dinner event.

**Action: Jason Whitaker**

Ms Loke confirmed the MRS Residents' Ball would be held on 8 May 2008 at Lincoln's of Toorak and she would provide further updates in the new year once the Ball Committee had met.

#### **4.4 Manager, Gippsland Residential - The meeting noted the contents of distributed document MRSOC 30/2007 – 22.10.2007.**

Mr Awan updated his report by advising the 2008 Gippsland Residential Support Team had been finalised in the previous week.

##### **4.4.1 Deputy College Head, Gippsland Residential -**

Ms Lim spoke to the report by advising:

- 8 RAs had been selected from a very strong pool (over 20) of applicants;
- her appreciation of all RST members for all their efforts and work involved in the promotion and running of the residential program events – particularly in light of Mr Quinn's departure earlier in the year;
- details, resident attendances and outcomes of various events organised and held recently at Gippsland Residential e.g. Churchill Idol, the Gippsland Annual Ball, Horror Night at the 'Saloon', Laser Wars, Lunar Eclipse BBQ, end of year BBQ with 'Logies';
- the importance of liaising with student leaders or persons of influence with the international resident cohort as this would have direct bearing on the international attendance / turnout numbers to organised events;
- of the 30 minute RA information session provided for all prospective applicants (including pancakes for dinner) with over 20 interested residents attending. This session had been held 2 to 3 weeks prior to the RA application deadline and Ms Lim believed an even larger applicant number would result from holding this event a full month earlier in 2008. She said current RAs had been on hand to answer prospective applicants' questions and to share their RA experiences.

Mr Prpich said an RA information session was an excellent idea and planned to discuss the possibility of adopting this idea with other College Heads and site managers. He also mooted the idea of having returning RAs voluntarily attend some part of the 2008 RA training week to provide input into and share their experiences with the new RAs.

**Action: Vladimir Prpich**

Mr Prpich also confirmed with Ms Soo that she had settled into her RST duties well. Mr Prpich asked Mr Awan and the Gippsland RST to advise the Gippsland Campus management of the resident attendance numbers at RST organised social events.

**Action: Waseem Awan**

**4.5 Manager, Peninsula Residential** - The meeting noted the contents of distributed document **MRSOC 31a/2007 – 22.10.2007.**

Ms Thorne updated her report by advising:

- members to note the 2007 highlights for Peninsula Residential as listed on the second page of the report;
- Ms Valentine would be concluding a two year Residential Supervisor term and Mr Pethybridge would be finishing his role as Residential Support Assistant at the end of the year; both of whom had been residents at Peninsula Residential for several years. Ms Thorne expressed her appreciation and gratitude to both for their demonstrated leadership to the residential body as well as their commitment, support and significant contribution as RST members.

**4.5.1 Residential Supervisor, Peninsula Residential** - The meeting noted the contents of distributed document **MRSOC 31b/2007 – 22.10.2007.**

**5 COMPUTER COMMITTEE** – The meeting noted the contents of distributed documents **MRSOC 32/2007 – 22.10.2007.**

Mr Awan requested that computer committee emails formerly sent to Alistair Quinn to now be directed to himself. Mr Abbott agreed and asked for Mr Awan's email details.

**Action: Waseem Awan and Tim Abbott**

**6 RESIDENTS' COMMITTEE** – The meeting noted the contents of distributed documents **MRSOC 33/2007 – 22.10.2007.**

On behalf of Monash Residential Services, Mr Prpich thanked and farewelled Ms Valentine, Mr Pethybridge and Mr Joey Chua – Deputy College Head of Deakin Hall, Clayton Residential. In particular, Mr Prpich commended the senior members of the Peninsula RST on their past exit survey results and their residential program achievements.

**7 ANY OTHER BUSINESS**

**7.1 Student Network Usage at MRS**

Mr Prpich advised the numbers of residents utilising IT facilities within their rooms are as follows:

Clayton Halls	918
South East Flats & Normanby House	211
Berwick	72
Gippsland	252
Peninsula	103

He said the data seemed to indicate that nearly all residents across the sites were making use of the network points within their rooms and that it might be correct to assume that a corresponding number of students would own / be using a personal computer or laptop. In response to Mr Prpich's question, Mr Abbott advised that the data provided could be seen as 90% accurate as students may have friends / visitors who may access the internet through a resident room port and that these would be counted as well. In response to Mrs Martin's question, Mr Abbott indicated that the data was reflective of usage over the whole of second semester 2007. Ms Thorne said Peninsula Residential also had a PC which could be loaned to residents not owning their own but requiring the use of one.

**7.2 AARNet and proxy replacement update**

Mr Prpich advised Mr Abbott had sent an email indicating all downloads from AARNet sites were free. Mr Abbott also advised the proxy replacement project was now up and running and students could go to select AARNet sites where the traffic was free and could download much material without being charged for it.

### 7.3 2008 Fees and Charges

Mr Prpich advised a new webpage link would be posted in the MRS website in response to a recent resident / student petition regarding current MRS fees and charges. He said information available at this new link would include:

- MRS Operation Committee minutes
- Residents' Committee minutes
- past issues of 24/7 magazine
- further detailed information on MRS costs and charges
- any other information which the committee believed would be helpful to enlighten residents on residential services' operational procedures and background matters.

Mr Prpich then read from and spoke at length and in detail to a document entitled 'Costs and Charges' which had been prepared to provide background information as to why MRS charges an annual telephone and data point rental levy and an annual building and amenities fee.

(see <http://www.mrs.monash.edu.au/on-campus/int-docs/mrscharges.pdf> ) He further explained why these fees and levies had been increased above CPI over the past couple of years and said he hoped this would serve to allay any current residents' misapprehensions.

Mr Prpich advised for 2008, in addition to weekly rental fees, residents would have to pay \$250 per annum for their telephone and data point rental levy as well as a \$300 per annum building and amenities fee. He also advised the rental fees would be increasing in 2008 by less than 5 percent. Mr Prpich said the 2007 version of this 'Costs and Charges' document was currently accessible from the MRS webpage and that the 2008 version would be uploaded on the next day for further resident / student perusal.

Mr Prpich said he would welcome additional suggestions on ways and means for further resident feedback and thanked members for their commitment and contribution to the Operations Committee throughout 2007.

**8 NEXT MEETING** – Monday, 17<sup>th</sup> March 2008 at 6pm – in the Function Room, Clayton Residential.

#### CONFIRMED AS AN ACCURATE RECORD:

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

#### MEMBERSHIP:

	Chair & Director MRS	Vladimir Prpich
	RST Project Coordinator	Charmaine Loke
	Network Administrator	Tim Abbott
	University Crime Prevention Coordinator	Anh Luong
	Community Services Representative	Andrew Marks
<b>Berwick Residential</b>	Site Manager	Karyn Lemon
	Residential Supervisor	Kate Williams
	RA Representative	Grant Tobias
	Resident Representative	Nat Daw
<b>Caulfield Residential</b>	Site Manager	Kristine Papadopoulos
	Residential Supervisor	Vincent Tan
	RA Representative	Nishta Suntah
	Resident Representative	Nigel Chen

<b>Clayton Residential</b>	Administration Manager Operations Manager College Head Rep RA Representative Resident Representative	Cassianne Martin Jason Whitaker Tracey Mier Ashleigh Barri Zoe Elrick
<b>Gippsland Residential</b>	Site Manager College Head Rep Residential Programs Coordinator RA Representative Resident Representative	Waseem Awan Jackie Soo / Den Lim TBA Mitchell Williams TBA
<b>Peninsula Residential</b>	Site Manager Residential Supervisor RA Representative Resident Representative	Tricia Thorne Cass Valentine Tim Pethybridge Clark You
<b>In attendance</b>	Stephen Voon	Executive Assistant
<b>For Information</b>	Ridwan Tandijono	Food Service Supervisor