

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

Minutes of **Meeting no 1/2008** of the MRS Operations Committee held on Monday 17 March at 6pm in the Function Room, Clayton Residential.

17 March 2008			Stephen Voon Executive Officer, Telephone ext 57398
<b>Present:</b>	Vladimir Prpich	...	Chair & Director MRS
<b>Berwick Residential</b>	Karyn Lemon	...	Site Manager
	Katee Williams	...	Residential Supervisor
	Yoon Joo Lee	...	RA Representative
	Arsyah Rasyid	...	Resident Representative
<b>Caulfield Residential</b>	Kristine Papadopoulos	...	Site Manager
	Vincent Tan	...	Residential Supervisor
	Neeroo Suntah	...	RA Representative / RSA
	Jacky Albert	...	Resident Representative
<b>Clayton Residential</b>	Jason Whitaker	...	Operations Manager
	Ingrid Bennett	...	College Head Rep
	William Sidebottom	...	RA Representative
	Samuel Wellman	...	Resident Representative
<b>Gippsland Residential</b>	Den Lim	...	College Head Rep
	Monica Mains	...	RA Representative
	Stacey Stewart	...	Resident Representative / Deputy CH
<b>Peninsula Residential</b>	Tricia Thorne	...	Site Manager
	Kris McCarthy	...	Residential Supervisor
	Clark You	...	RA Representative
	Emily Woodmason	...	Resident Representative
<b>In attendance</b>	Georgina James	...	Administration Officer
<b>Apologies</b>	Stephen Voon	...	Executive Assistant
	Tim Abbott	...	Network Administrator
	Andrew Marks	...	Community Services Representative
	Anh Luong	...	University Crime Prevention Coordinator
	Kay Gardner	...	Equity and Diversity Centre
	Cassianne Martin	...	Administration Manager
	Tracey Mier	...	College Head Rep, Clayton Residential
	Waseem Awan	...	Site Manager, Gippsland Residential
	Offain Gunasekara	...	Resident Repr., Caulfield Residential

**1 APOLOGIES**

As above.

Mr Prpich invited members to introduce themselves.

For the benefit of new members, Mr Prpich gave a brief overview of the original purpose of the MRS Operations Committee, explaining the importance of bringing the sites together to ensure consistent, effective and appropriate policies and procedures. He encouraged members to ask questions and to bring forward suggestions. He advised all members to take ideas and innovations raised at committee meetings back to their respective residential communities for discussion and implementation.

**2 MINUTES OF MEETING 4/2007** – Minutes of meeting no 4/2007 held on 22 October 2007 were confirmed and signed as an accurate record.

### 3 MATTERS ARISING FROM MINUTES OF MEETING 4/2007

- 3.1 Mock Parliamentary Debate Costs** – In Mrs Martin's absence, Mr Whitaker advised the rates charged would be \$70/hour and that the chamber could easily accommodate 100 people. He said the proposed scheduling of the event would be as follows:

5:00pm	Start
5:30 to 7:30pm	Mock Debate
7:30 to 9:00pm	Light refreshments

Mr Whitaker said the total costs for staging this event (minus transportation costs) would be \$280.00. The committee noted this for information.

- 3.2 2008 RA training information would be emailed to all RAs** – The information had been emailed.
- 3.3 More seating made available at the 2008 International Food Festival** – More seating had been arranged for the event.
- 3.4 Deferred - Gippsland Campus management to be advised of resident attendance numbers at RST organised social events** – Mr Awan to report at next meeting.
- 3.5 Mr Abbott to forward computer committee emails to Mr Awan** – The emails have been forwarded to Mr Awan.

### 4 REPORTS

- 4.1 Manager & Residential Supervisor Berwick Residential** – The meeting noted the contents of distributed document **MRSOC 1/2008 – 17.3.2008**.

Ms Lemon advised Berwick Residential had achieved greater than 50% occupancy this year. She said the Orientation Program at Berwick had been highly successful and referred the committee to her report - **MRSOC 1/2008 – 17.3.2008** for more details on the program. She said Berwick residents especially favoured the MRS Luna Park event and the pancake breakfast but there was no interest in the Clean-Up Australia Day event.

Ms Lemon then spoke to her report on operational matters highlighting several maintenance and OHS issues.

Mr Prpich took time to address the rationale and historical context behind the International Food Festival event. He advised the site managers were of a similar opinion that the event may have 'run its course'. In questioning the current relevance and organizational set-up for this event, he said that it would be more practical and beneficial in future years to hold a smaller scale food event at each site followed by all sites meeting for three hours at Luna Park thereafter. He then opened the topic for discussion.

Den Lim provided various Gippsland residents' feedback regarding the International Food Festival. General consensus was that the event program should be re-evaluated with site-specific dinners planned. Mr Prpich suggested a site-specific meal would foster better community spirit between the new residents and that a longer Luna Park time block would then allow extension of friendships across all sites.

- 4.2 Manager & Residential Supervisor Caulfield Residential** – The meeting noted the contents of distributed document **MRSOC 2/2008 – 17.3.2008**.

Ms Papadopoulos added to her report by advising:

- Alice Peebles would be transferring from Clayton Residential to a part time position at Caulfield Residential in May;
- the OHSE inductions for all new residents was close to completion bar a couple of recent arrivals.

#### 4.2.1 Residential Supervisor Caulfield Residential

Mr Tan advised a limited success in the provision of an online only 2008 Caulfield Residential Handbook as some residents were still unable to access the internet and therefore missed out on important residential information. Mr Prpich provided relevant background information on the International Mews apartments to new members; particularly the internet access differences as compared to other residential sites. Ms Papadopoulos assured that required hard copies of handbooks would be printed and distributed to the affected Caulfield residents.

**Action: Kristine Papadopoulos**

#### 4.3 Administration Manager & Operations Manager Clayton Residential – The meeting noted the contents of distributed document **MRSOC 3a/2008 – 17.3.2008.**

Mr Whitaker spoke to his report, highlighting an 100% occupancy at Clayton Residential.

##### 4.3.1 Storm Damage

Mr Whitaker advised of various building modifications as a result of the downpour damage occurring late last year, namely:

- overflows attached to the gutters of various Clayton Residential buildings which are designed to cope with heavy water volume and plant debris associated with severe sudden downpours / storms
- Normanby House and Farrer Hall (except Lords) have overflow attachments completed;
- Richardson and Roberts already have small external overflow attachments which merely need to be enlarged;
- SEF's sloping roof requires no overflow facilities;
- the recent hot weather had restricted forward movement of project temporarily.

Mr Prpich asked site managers to consider overflow gutters for any residential buildings which may have internal guttering systems to minimise any storm damage to residential rooms and property.

**Action: Site Managers**

##### 4.3.2 Personal Contents Insurance

Mr Prpich stressed the importance of residents taking out private contents insurance as MRS and Monash University do not compensate residents for losses incurred from such room floodings. He advised students have always been informed of the importance of taking out personal contents insurance in their resident handbooks but this information has now also been reproduced as one of the MRS regulations to heighten student awareness. He urged committee members to increase resident awareness of this matter back at their sites.

##### 4.3.1 College Head – Deakin Hall – The meeting noted the contents of distributed document **MRSOC 3b/2008 – 17.3.2008.**

##### 4.3.2 College Head – Farrer Hall – The meeting noted the contents of distributed document **MRSOC 3c/2008 – 17.3.2008.**

##### 4.3.7 College Head – Howitt Hall – The meeting noted the contents of distributed document **MRSOC 3d/2008 – 17.3.2008.**

##### 4.3.3 College Head – Roberts Hall – The meeting noted the contents of distributed document **MRSOC 3e/2008 – 17.3.2008.**

##### 4.3.4 College Head – Richardson Hall – The meeting noted the contents of distributed document **MRSOC 3f/2008 – 17.3.2008.**

##### 4.3.6 College Head – South East Flats – The meeting noted the contents of distributed document **MRSOC 3g/2008 – 17.3.2008.**

##### 4.3.5 College Head – Normanby House – The meeting noted the contents of distributed document **MRSOC 3h/2008 – 17.3.2008.**

**4.4 Manager & College Head, Gippsland Residential** – The meeting noted the contents of distributed document **MRSOC 4/2008 – 17.3.2008.**

In Mr Awan's absence, Ms Lim spoke to his manager's report highlighting:

- a current 67% occupancy at Gippsland Residential;
- the newly renovated North Units were now operational and occupied by medical students
- a recent OHS incident where a resident slipped on wet bathroom floor and in response, floor mats have been provided to remedy the situation;
- Gippsland RAs have provided positive feedback regarding their weekend away with RAs from other sites;
- RAs have been equipped further by having completed their First Aid and Mental Health First Aid training with further training for RSA and food safety courses proposed for later in the semester;
- Stacey Stewart had been appointed Deputy College Head for 2008;
- an online maintenance request form was now available for Gippsland residents.

Ms Lim then spoke to her report on residential programs and activities, highlighting the Orientation program had been a great success with word of mouth advertising of events proving fruitful, e.g. 250 attendees (majority were residents) to the Glow Party event at the recently re-opened Saloon Bar, this amazing number far and beyond the usual regular turnout. She added there had been no alcohol-related incidents from that event.

Mr Prpich said Mental Health First Aid training was now mandatory for all Residential Support Team members as well as general MRS staff.

**4.5 Manager & Residential Supervisor, Peninsula Residential** – The meeting noted the contents of distributed document **MRSOC 5/2008 – 17.3.2008.**

Ms Thorne spoke to her report, highlighting:

- there had been a recent increase in car break-ins, resulting in her meeting with Campus Security to combat further such incidents occurring at the hockey field car park;
- the Peninsula RAs positive experience of the combined RA away weekend;
- the successful collaborative work between Campus Management, Campus Security and MONSU in allowing Peninsula residents to utilise the student lounge area / facilities, resulting in Peninsula residents being able to have casual access to a 'residential communal facility via proximity card access.

**4.5.1 Resident Focus Group**

Ms Thorne detailed the formation of a new forum-type group for Peninsula residents, RST and staff to informally discuss residential issues. Ms Thorne said an item of feedback raised at the first meeting (17 March 08) concerned residents experiencing difficulties going to the MRS web page for information etc. and as such – was not fully utilising the on-line maintenance request facility. Discussion ensued on the pros and cons of using Facebook as a means of promoting key MRS information / news. Due to University ITS compliance issues, Mr Prpich suggested residents be made further aware of the importance of accessing the MRS web page as a source of information and help. Mr Prpich added Facebook was not a recognised medium for the University and from a compliance point of view MRS had to comply with legal obligations to show information was readily accessible by all users. He also said that owing to the various versions of Adobe, some web documents had to be changed from pdf to html format.

**4.5.2 Orientation Week Program - Peninsula**

Ms Thorne spoke to her report, advising of an extremely successful orientation week with activities very well attended and invited further comment from other committee members from Peninsula Residential. Further contribution and feedback on the various O-week events was provided by Mr You and Ms Woodmason. Ms Thorne also mentioned Mr You's involvement in organising the Peninsula residential involvement in the Clean-Up Australia program.

Mr Prpich confirmed with managers that ample opportunity was provided during O-Week for first year residents to socialise and settle into residential life without higher year residents present. Regarding the 2008 O-Week survey form, Mr Prpich highlighted the background to the confusion arising from the wording of a particular question, saying this would be rectified for the 2009 survey.

**5 COMPUTER COMMITTEE** – The meeting noted the contents of distributed documents **MRSOC 6/2008 – 17.3.2008** and **MRSOC 7/2008 – 17.3.2008**.

In Mr Abbott's absence, Mr Prpich advised the committee of:

- the new wireless service – Monash Connect was now live across the University but further work regarding billing would be required to rollout this service across MRS residential areas;
- the new internet service has had the default timeout bracket raised from 30 minutes to 6 hrs;
- the new projected timeline for the fibre link cable to Peninsula Residential would be mid to late March;
- various VOIP developments and issues; and
- of various statistics, including there has been a notable increase in the use / accessing of data points over the past years at most residential sites and that the most popular channels accessed through Monash TV streaming are CH9 and CH10.

**6 RESIDENTS' COMMITTEE** – The meeting noted the contents of distributed document **MRSOC 8/2008 – 17.3.2008**.

**7 OCCUPATIONAL HEALTH SAFETY AND ENVIRONMENT**

**7.1 Water Tanks**

Mr Whitaker updated the committee on various water saving initiatives undertaken at MRS e.g. dual flush toilet systems, flow reduction shower heads, restriction valves. He advised the next step would be to focus on water harvesting e.g. installing 4000 litre water tanks around Clayton Residential which would be used to supply the existing dripping systems for the Halls residential gardens and grounds; if proven successful – tanks would then be rolled out to other residential sites. Ms Lemon added that the Berwick gardens have drip systems in place; water coming from the storm water dam / lake which is fed by roof water run-off.

**7.2 LED lighting vs compact fluoro lighting**

Mr Whitaker demonstrated both forms of lighting and advised of the costs of each type of globe. He said whilst LED was the better option for power conservation, the light generated was inferior to that provided by the compact fluores; consequently, the compact fluoro option would be a better choice in the short to medium term. He said the University had provided funding to convert the old fluorescent tube lighting in bedrooms and communal areas across the Clayton residences and that this lighting upgrade would be occurring whilst students were in residence.

Mr Prpich advised residential building passageways, which lack of external light and are therefore lighted 24/7, would be upgraded to compact fluoro or LED lighting in a bid for further energy reduction / savings.

**7.3 Metrics – electricity, water & gas** - The meeting noted the contents of distributed document **MRSOC 10/2008 – 17.3.2008**.

Mr Prpich spoke to the document and advised it referred only to Clayton Residential savings. He reported a 19% reduction in electricity consumption since 2002, 11% reduction in water consumption and 14% reduction in gas usage. He advised the aim was for further savings and reductions with annual budget allocations for new environmental initiatives and programs at MRS. He said not all initiatives would have an immediate pay-off or be easily quantified with a cost-benefit analysis e.g. solar lighting – but worthwhile taking on purely because it would be environmentally friendly. He further advised of a proposal put forward to the University to consider installing vertical axis turbine generators at Clayton Residential. He spoke further to the document, mentioning water tanks, biodegradable rubbish bags and biodegradable dining room disposables and the aim in streamlining such practises across all the sites.

**8. ANY OTHER BUSINESS**

**8.1 2007 CPI rental increases vs MRS** – The meeting noted the contents of distributed document **MRSOC 11/2008 – 17.3.2008**.

Mr Prpich made mention of a resident petition from late 2007 regarding increases in residential fees, costs and charges and said the concerns raised in the petition were addressed by this document i.e. where exactly the fee/charge increases went and how they are determined. He said since late 2007, this information could be accessed from the MRS webpage.

Mr Prpich also pointed out MRS fees increased less than the outside rental market figures for the same time period (CPI). He provided further details as to the telephone and datapoint charges.

- 8.2 2007 Resident Exit Survey Results** – The meeting noted the contents of distributed document **MRSOC 12/2008 – 17.3.2008**.  
Mr Prpich advised the exit survey results were taken very seriously and managers, College Heads and staff use these results each year to address resident concerns and to improve the residential environment, programs, administrative procedures and processes so as to ensure an excellent residential living experience across all the sites. Mr Prpich said he was pleased with the results of the 2007 exit survey.
- 8.3 2004 – 2007 % Broadly Satisfied Results** – The meeting noted the contents of distributed document **MRSOC 13/2008 – 17.3.2008**.  
Mr Prpich referred the committee to the progressive improvement in residents being broadly satisfied across all 24 exit survey categories from 2004 to 2007; indicating the effective use of the quality cycle at MRS. He said these results are also available from the MRS webpage.
- 8.4 2007 Off-Campus Housing Survey** – The meeting noted the contents of distributed document **MRSOC 14/2008 – 17.3.2008**.  
Mr Prpich provided the historical details behind MRS assuming responsibility for the provision of off-campus housing advice for the University. He said users of the service were surveyed for the very first time in 2007 in order to determine the quality of the service provided and added that he was very pleased with the results of the survey. From survey data collected, Mr Prpich hoped to be able to target the off-campus advisory service based on faculty needs and being able to recoup the costs of service provision from the faculties with the largest number of users.
- 8.5 MRS website additions / updates** – Mr Prpich refer the committee to <http://mrs.monash.edu/on-campus/> - under heading '*Information regarding operational matters (Monash only)*' and outlined the new and recent information provided there which would be of note to residents.
- 8.6 Community Based Practice Program 2008** – The meeting noted the contents of distributed document **MRSOC 15/2008 – 17.3.2008**.  
Mr Prpich explained this program was the latest initiative / instalment in his vision to improve the overall health and well-being of the residential community, started a few years ago with the introduction of the Mental Health First Aid program at MRS.

He explained MRS had partnered with the Medical Faculty to place seven 2<sup>nd</sup> year medical students at Clayton Residential as part of their coursework, spending 85 contact hours developing a health promotional program / project aimed at fostering better transitional outcomes for MRS residents. He referred the committee to the list of suggested project topics these students could be working on during their time at Clayton Residential.

Being a 2<sup>nd</sup> year medical student himself, Mr Wellman was invited to provide further details of the program to the committee.

Mr Prpich advised the medical students could assist with the development of an educational DVD covering transitional issues such as loneliness, coping with stress, cooking and balanced diet, the pressures of studies etc. He said transitional issues vox pops drawn from current residents would provide invaluable personal experience and assistance to new residents staying on-campus. Mr Prpich said the program could be extended to other MRS sites (Berwick, Caulfield & Peninsula) if it proved successful / beneficial for all involved this year.

Mr Prpich advised significantly more information and data would be provided to the committee this year (as compared to previous years) as a direct response to one of the 2007 MRS Review recommendations that greater transparency and feedback need be provided to residents on various operational matters. Mr Prpich encouraged resident representatives to raise matters of concern / interest with their site managers, in the first instance, and that he would address / respond to such at future committee forums.

Mr Prpich thanked members for their participation and contribution to the committee.

**9 NEXT MEETING** – Monday, 12 May 2008 at 6pm – in the Function Room, Clayton Residential.

**CONFIRMED AS AN ACCURATE RECORD:**

**Chair**..... **Date** .....

<b>MEMBERSHIP:</b>	Chair & Director MRS Network Administrator University Crime Prevention Coordinator Community Services Representative Equity and Diversity Representative	Vladimir Prpich Tim Abbott Anh Luong Andrew Marks Kay Gardner
<b>Berwick Residential</b>	Site Manager Residential Supervisor RA Representative Resident Representative	Karyn Lemon Katee Williams Kenny Tan / Yoon Joo Lee TBA
<b>Caulfield Residential</b>	Site Manager Residential Supervisor RA Representative Resident Representative	Kristine Papadopoulos Vincent Tan Nishta Suntah / Neeroo Suntah Offain Gunasekara
<b>Clayton Residential</b>	Administration Manager Operations Manager College Head Rep RA Representative Resident Representative	Cassianne Martin Jason Whitaker Tracey Mier William Sidebottom Samuel Wellman
<b>Gippsland Residential</b>	Site Manager College Head Rep RA Representative Resident Representative	Waseem Awan Jackie Soo / Den Lim Monica Mains TBA
<b>Peninsula Residential</b>	Site Manager Residential Supervisor RA Representative Resident Representative	Tricia Thorne Kris McCarthy Clark You Emily Woodmason
<b>In attendance</b>	Executive Officer	Stephen Voon
<b>For Information</b>	Food Service Supervisor	Ridwan Tandijono