



ERH Onsite Accommodation Handbook

**Echuca Regional Health
226 Service Street Echuca
(Corner Haverfield & Leichardt Streets)**

**For all enquiries please visit the
Accommodation Team at the ERH Education
Reception Desk, or by contacting us below:**

Hours: 8am to 3.30pm

Phone: (03) 5485 5286

Email: accommodation@erh.org.au

For after-hours issues, please contact the
After Hours Manager on (03) 5485 5281.



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1 Accommodation Eligibility

The ERH Accommodation Centre is primarily for students, staff members and other guests as agreed with Echuca Regional Health (ERH). You may be deemed ineligible to stay onsite if you do not meet any of these criteria, or should you breach any of the rules of the Accommodation Centre.

2 Accounts

Guests will receive an invoice for their stay from our ERH Finance Department prior to their stay. Payment needs to be made prior to arrival. For guests staying for an extended period of time, an invoice will be raised at the start of each month for that month.

Failure to make payment of your accommodation costs will result in you being asked to leave.

3 Bathrooms

Guests must provide their own toiletries and towels unless they have requested linen in their booking. Toilet paper is supplied to all rooms.

All rooms are cleaned fortnightly by our cleaning staff. Please ensure your room is kept in a neat and tidy state and the floor free from personal effects to assist with cleaning. If you do not want cleaning staff to enter your room, please put up the Do Not Disturb sign provided.

4 Bedrooms

All bedrooms in our onsite accommodation are equipped with the following:

- Double bed
- Desk with chair
- Bookcase
- Wardrobe
- Drawers
- Mattress and mattress protector

Linen is not supplied unless it is requested in your booking. If you do require linen there is an additional charge of \$10 per night.

If you are not requesting linen, you will need to bring your own sheets, pillow, pillow case, doona/quilt/blankets and towels.

5 Bicycles

Bicycle storage is provided onsite – please ask at Education Reception if you need help locating this.

Bicycles are stored at the owner's own risk. For safety and cleanliness reasons, bicycles are not permitted to be taken into the Accommodation Centre.

6 Car Parking

Parking is available within the carpark in Leichardt Street. Please do not park close to pathology as this entrance is used daily by a large number of our elderly and disabled patients. Parking is also available in the surrounding streets. Please be aware that some areas are marked as 2-hour zones. Please also be respectful of our neighbours.

ERH takes no responsibility for guest vehicles or vehicle contents.

7 Check In

Check In time is 2.00pm.

Please ensure you have arranged payment of your accommodation prior to your stay.

Your swipe card to access the accommodation building and your room can be collected from the lock box at the front of the ERH Education Centre (on the corner of Haverfield and Leichardt Streets Echuca). The code to the lock box is 2731. Your cards will be labelled with your name and can be collected at any time.

8 Check Out

Check Out time is 10am – guests checking out late may incur an additional charge.

Room keys are to be returned to staff at the Education Reception Desk, or for after hours, the key return box area to the right of the Education Reception desk. You will not be deemed to have checked out until your room key has been returned.

Please ensure that all personal items are taken with you, all food is removed from the fridge/freezers/cupboards, and the room is left in a clean and tidy state.

9 Cleaning of rooms

All rooms are cleaned fortnightly by our cleaning staff.

Please ensure your room is kept in a neat and tidy state and the floor free from personal effects to assist with cleaning. If you do not want cleaning staff to enter your room, please put up the Do Not Disturb sign provided.

10 Computer Facilities

The Computer Lab is accessible to all guests via the foyer of the Education Centre for self-directed learning. Inappropriate use of these facilities will result in denial of access. Please also note that no printing facilities are provided.

11 Contractors

From time to time maintenance contractors will need to be onsite. If they need to access your room, we will endeavour to give you reasonable notice. Contractors need to have authorisation and keys issued from Engineering when carrying out works.

Never give access to buildings to anyone claiming to be a Contractor who does not have keys and an authorised Contractor Permit. If you have made a maintenance request for something to be repaired in your bedroom, it will be taken as approval to enter the room to assess the problem and make repairs.

12 Disabled Access

Facilities appropriate for people with disabilities are provided. Access is provided to a DDA compliant room upon request.

13 Electrical Testing & Tagging

The danger of fire, electrocution and/or electric shock caused by faulty electrical equipment is a major safety issue within shared accommodation. ERH must comply with Australian legal requirements and also follow best practice in its accommodation facilities in order to preserve life.

All personal electrical equipment must be tested including hair dryers, shavers, computers, phone chargers, stereos/radios and personal kitchen equipment etc.

Please see our Accommodation Coordinator to arrange for any of your items to be tagged before use in our facility. These are tested and tagged in accordance with Australian law.

14 Emergency Contacts

Dial **000** for Ambulance, Fire or Police.

15 Emergency Procedures

Please read the Emergency Procedures Summary located in the rooms and around the premises.

16 Evacuation Point

In the event of an evacuation, guests are advised to congregate at the ERH Dining Room.

17 Eviction

Failure to comply with the rules spelt out within this agreement will result in a warning if it is considered a minor infringement, or eviction if the infringement is deemed to be significant.

18 Fire

In the event of a fire dial 000 for the Fire Brigade.

19 Fire Equipment

Do not interfere with fire equipment except in the case of an emergency. Interference with fire equipment is considered a major offence (please refer to the Disciplinary Policy section of this guide for further information).

Please take time to familiarise yourself with the location of fire equipment and emergency exit plans for your accommodation, which are posted in each bedroom and on pinboards throughout the accommodation.

20 Fire Safety

Candles and incense must not be burnt in bedrooms as they are a fire risk and can trigger the fire/smoke detectors.

Heated devices and air conditioners are forbidden for use in rooms.

If smoke detectors are triggered and the Fire Brigade attends, the guest will be liable for all applicable charges.

21 Fire Wardens

ERH staff are trained to act as Fire Wardens in the case of a fire or other emergencies. Upon the fire alarms sounding, guests must evacuate the building immediately, and must obey the instructions of the fire warden.

22 First Aid

First aid kits are located in the main kitchen area and at the Education Reception desk. Please advise the Accommodation Team should any items be used so that they are replaced promptly.

23 Furniture & Fittings

Guests are not to remove furniture and fittings that have been supplied within the rooms.

Please report any damages to furniture or fittings immediately to the Accommodation Team. Charges may apply if items are damaged or lost.

24 Gym Facilities

There is a small gym onsite for guest use.

ERH Staff discounts are also available at a range of local gyms. For more information on these offers, please consult the noticeboards within the Accommodation Kitchen/Lounge areas.

25 Heating & Cooling

Please only use the heating & cooling equipment provided. If you find the heating or cooling to not be working, please report to the Accommodation Team immediately and they will arrange to have it looked at.

Please make sure you turn off your heater or air conditioner before leaving your room each day.

26 Injury or Damage

If you or your visitors damage anyone's property, you will be responsible for the cost. If ERH has to pay any repair or replacement costs, you will have to reimburse them.

If you or your visitors injure someone or in any way cause their death, you will be held responsible. If ERH has to pay any applicable costs, you will have to reimburse them.

It is the responsibility of each guest to provide personal cover for their own property. ERH does not provide insurance cover or assume any liability for any personal items or motor vehicles lost, damaged, or stolen.

27 Keys & Swipe Cards

Security is important and you should ensure that your room is locked when you are asleep or out.

Keys are not to be exchanged and should never be given to anyone else.

Please report loss of keys or swipe cards immediately to the Accommodation Team. A charge of \$10.00 per room card or \$30.00 per Education / Accommodation swipe card will apply for replacement.

28 Kitchens

Guests are responsible for washing, drying and putting away any equipment they use within the communal kitchen. Please be mindful of other guests and clean up the kitchen after each use including the wiping of benches and cooktops.

Please ensure any dirty dishes you use are washed and put away, or placed in the dishwasher. ERH cleaning staff will put the dishwasher on each weekday, but it is the responsibility of guests to empty the dishwasher and put the clean dishes away.

Within the kitchen you will find a tub in the fridge and a shelf for dry goods, both labelled with your room number. Please ensure your food remains in the correct tub/shelf to avoid being thrown out. Food within the freezers must also be individually labelled with your name and date. Please ensure you remove all items that belong to you when you check out.

Dishwashing liquid, dishwasher powder, tea towels and dish cloths are supplied by ERH.

29 Laundry

There are two Laundries within the Accommodation Centre that are equipped with washing machines, dryers, iron and ironing board for guest use.

Guests need to provide their own laundry detergent.

30 Linen

Linen is not supplied unless it is requested in your booking. If you do require linen there is an additional charge of \$10 per night.

If you are not requesting linen, you will need to bring your own bed linen, pillow, pillow case, doona/quilt/blankets and towels.

31 Mail

Mail should be addressed to:

Your Name

C/O Education Regional Health

Accommodation Centre

226 Service Street

Echuca VIC 3564

32 Maintenance Problems

If you notice breakages, breakdowns or experience service faults please immediately notify the Accommodation Team on:

Phone: (03) 5485 5286

Email: accommodation@erh.org.au

For after-hours: After Hours Manager - (03) 5485 5281

33 Noise

Please be mindful of noise within the Accommodation Centre at all times. Undue noise disturbs fellow guests trying to sleep or study and may seriously disrupt the residential community. Please be aware that night shift workers exist within the facility.

Please use headphones to listen to loud music and otherwise ensure that TVs, stereos and radios are inaudible outside rooms when the door is shut. Door slamming, loud conversations and other noisy activities should be avoided in consideration of others.

34 Parties & Functions

Small gatherings of guests is permitted but large functions or those that create noise that affect other guests, are not permitted.

Any additional cleaning required as a result of parties or other group activities will be charged to the group holding the party or group activity.

Alcohol can be consumed in moderation and with due consideration for other guests. Misuse of alcohol or illicit drugs within the Accommodation Centre is likely to result in eviction.

35 Pets

Pets are not permitted within the Accommodation Centre.

36 Phone

A phone for internal hospital use is located in the foyer of the Haverfield Street entrance of the Accommodation Centre and in the foyer of the Education Centre.

37 Printing & Photocopying

No printing or photocopying facilities are provided to guests. Guests are welcome to bring their own printing facilities for their room if they have been tested and tagged.

38 Recycling

Please separate your waste and use the recycling bins provided for appropriate waste.

Please rinse all containers before placing in the recycle bins.

Red and yellow wheelie bins are located in gated areas outside the kitchens. These bins are to be placed on the nature strips each Sunday night for collection.

39 Reporting Incidents & Hazards

Please immediately notify the Accommodation Team should you become aware of any incidents or hazards within the Accommodation Centre.

Phone: (03) 5485 5286

Email: accommodation@erh.org.au

For after-hours: After Hours Manager - (03) 5485 5281

40 Smoking

Smoking is not allowed in any areas of the Echuca Regional Health buildings or grounds. Breaches of this will result in eviction.

41 Visitors & Overnight Guests

Visitors & overnight guests are welcome within the Accommodation Centre but they must adhere to all rules applicable to accommodation guests, and they are the responsibility of the inviting guest.

A \$10 per night fee applies for an additional guest and you must notify the Accommodation Team in writing. Our team will require notification of the name and length of stay for fire and safety reasons.

42 WiFi

Free WiFi is available to all guests. The WiFi password changes every month and is displayed throughout the Accommodation Centre.