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## IMPORTANT PHONE NUMBERS

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<th><strong>EMERGENCY</strong></th>
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<tbody>
<tr>
<td>Police, Fire Brigade or Ambulance</td>
<td>0 000 from your room, or outside of the House dial 000</td>
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<thead>
<tr>
<th><strong>INTERNATIONAL HOUSE</strong></th>
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<tr>
<td>Senior Resident (on duty after hours)</td>
<td>Extension 9807 or from outside of the House dial 9950 9807 or 0421 619 005</td>
</tr>
<tr>
<td>International House Office</td>
<td>Extension 9800 or from outside of the House dial 9950 9800</td>
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<tr>
<th><strong>UNIVERSITY OF SYDNEY SERVICES</strong></th>
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<tr>
<td>Security</td>
<td>Extension 313333 or from outside of the House dial 93513333</td>
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<tr>
<td>Student Centre</td>
<td>Extension 378200 or from outside of the House dial 8627 8200</td>
</tr>
<tr>
<td>Student Services, Information Centre</td>
<td>Extension 313100 or from outside of the House dial 9351 3100</td>
</tr>
<tr>
<td>Counselling Service</td>
<td>Extension 37 8433 or from outside of the House dial 8627 8433</td>
</tr>
<tr>
<td>International Office</td>
<td>Extension 314079 or from outside of the House dial 9351 4079</td>
</tr>
<tr>
<td>International Student Support Unit (I.S.S.U.)</td>
<td>Extension 31 4749 or from outside of the House dial 9351 4749</td>
</tr>
<tr>
<td>Disability Service</td>
<td>Extension 378433 or from outside of the House dial 8627 8433</td>
</tr>
<tr>
<td>University Health Service – Wentworth Building</td>
<td>Extension 313484 or from outside of the House dial 9351 3484</td>
</tr>
<tr>
<td>Koori Centre</td>
<td>Extension 312046 or from outside of the House dial 9351 2046</td>
</tr>
<tr>
<td>Child Care Information Office</td>
<td>Extension 378420 or from outside of the House dial 8627 8420</td>
</tr>
<tr>
<td>Fisher Library</td>
<td>Extension 312993 or from outside of the House dial 9351 2993</td>
</tr>
<tr>
<td>University Card Centre</td>
<td>Extension 312423 or from outside of the House dial 9351 2423</td>
</tr>
<tr>
<td>Learning Centre</td>
<td>Extension 313853 or from outside of the House dial 9351 3853</td>
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SERVICES OUTSIDE OF THE UNIVERSITY

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<tr>
<th>Service</th>
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<tr>
<td>Lifeline</td>
<td>131 114</td>
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<tr>
<td>Mental Health Access Line</td>
<td>1800 636 825</td>
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<tr>
<td>Alcohol and Drug Info Service</td>
<td>9361 8000 or 1800 422 599</td>
</tr>
<tr>
<td>DOCs Helpline</td>
<td>132 111</td>
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<tr>
<td>Domestic Violence and Sexual Assault Helpline</td>
<td>1800 200 526</td>
</tr>
<tr>
<td>NSW Poisons Info Centre</td>
<td>131 126</td>
</tr>
<tr>
<td>NSW Rape Crisis Centre</td>
<td>9819 7357</td>
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<tr>
<td>Relationships Australia</td>
<td>1300 364 277</td>
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</tbody>
</table>

CONTACT DETAILS FOR INTERNATIONAL HOUSE

STREET ADDRESS
International House
96 City Road
Chippendale NSW 2008
Australia

UNIVERSITY ADDRESS
International House – Building G06
The University of Sydney
NSW 2006
Australia

Phone: +61 2 9950 9800
Fax: +61 2 9950 9804
Email: ih.office@sydney.edu.au
Web: www.sydney.edu.au/internationalhouse
INTERNATIONAL HOUSE MISSION STATEMENT

“INTERNATIONAL HOUSE SEEKS TO NURTURE A RESIDENT COMMUNITY OF SCHOLARS WHO COMMIT THEMSELVES TO THE VALUE AND IMPORTANCE OF INTERNATIONAL UNDERSTANDING AND FELLOWSHIP.

WE PROMOTE THIS VISION BY BRINGING TOGETHER INTERNATIONAL AND AUSTRALIAN STUDENTS IN A RICHLY DIVERSE COMMUNITY WITH WIDE OPPORTUNITIES FOR INTERACTION IN A CONGENIAL AND SUPPORTIVE ENVIRONMENT IN COMFORTABLE ACCOMMODATION.”

LIVE THE WORLD...SHARE THE WORLD

THE HANDBOOK

This handbook is a resource designed to give you helpful information about International House. You will notice that this information booklet contains few rules and regulations because this House is a place where residents are generally mature and enjoy a relatively high degree of freedom. This does not, of course, mean that there are no rules and regulations. We expect residents to be responsible in taking note of information in news publications and on notice boards. Responsibility goes with freedom and there are approximately 200 other residents with rights equal to yours living closely together.

THE INTERNATIONAL HOUSE WORLD WIDE

International House, the University of Sydney is part of a worldwide group of International Houses, including houses in Australia, New Zealand, Asia, Europe and North America.

The International House movement was founded by Harry Edmonds who, as a young man working for the New York YMCA in 1909, had a chance meeting with a Chinese student. Edmond’s casual “good morning” on the steps of the Columbia University library provoked the response: “I’ve been in New York three weeks, and you are the first person who has spoken to me.” Inspired by this experience, Edmonds decided to
investigate the situation of foreign students in New York City. With the funding and support of John D. Rockefeller, Jr., the first International House opened in New York in 1924.

While all International Houses are separate, independent institutions, they are united by one mission: to give students of different nationalities and cultures the opportunity to live and learn together in a community of mutual respect, understanding and international friendship. All International Houses offer people from every part of the world the chance to learn more about one another and the world in which they live, while pursuing their own personal goals. In a carefully nurtured environment, boundaries are crossed, cultural gaps are bridged and people of vastly divergent beliefs learn to accept differences in thought and tradition. In the International Houses, future leaders of the worldwide community begin the process of international understanding that they will carry with them for the rest of their lives.

**COUNCIL AND FINANCE COMMITTEE**

The International House Council monitors overall aspects of the management and policy decisions of the House and advises the Director on governance issues and long term planning. Council exercises delegated authority from the Senate on behalf of the University, subject to its constitution. It has been successfully operating under the constitution since it opened on 16th June 1967. The Finance Committee monitors and advises on the day-to-day operation of the House, particularly in respect to finance and building development or renovation.

**SUIHAA**

Sydney University International House Alumni Association (SUIHAA) was formed in 1968 by the first group of departing residents as a means of keeping in contact with each other and the House. SUIHAA - the Alumni Association of International House - exists to maintain and foster the understanding and friendships shared by those residents.

A life membership subscription fee is payable on admission to the House by all new residents. SUIHAA publishes two newsletters each year and organises a series of social activities. In addition SUIHAA administers two scholarships which provide financial assistance for residents to attend
conferences. Further details and application forms are available from the IH office or from SUIHAA.

You can contact SUIHAA by emailing info@suihaa.org.au or by visiting the Alumni section on International House website.

SENIOR RESIDENTS

Senior Resident Team

The Senior Residents Team consists of the Assistant Director and nine Senior Residents who are appointed by a selection committee to take on leadership roles within the House. Senior Resident’s report to the Assistant Director, together they carry the responsibility of maintaining the house after office hours. All the members of the team live in the House.

The Senior Residents appointed each year take on a leadership position within the House. Their responsibilities are varied and include, but are not limited to; caring for residents, showing leadership within the Community, dealing with difficult situations such as loud noise, handling emergencies such as fire alarms, and dealing with students who are injured, ill or distressed. Without the SR team the House would not operate smoothly and the community would not be a safe, secure and enjoyable place to live.

The Senior Resident team are an essential part of the House administration and are available after office hours for general help and guidance as required. The team also attends to lockouts and check-ins after office hours, borrowing items from the IH Office such as the audiovisual key, maintenance issues and, of course, all emergencies.

The SRs are trained in conflict resolution, Harassment and Discrimination policies and procedures, first aid, and managing office and House procedures. The SRs are here to provide each resident with support and assistance where needed. The team also assists in developing policy and provides advice and assistance to the management of the House. The House wishes to develop and maintain a community characterized by a high level of safety, security and respect for each other yet implements few rules or guidelines because we are a community of adults where every resident, not just SRs, are expected to take responsibility for themselves.

Senior Resident team on-call hours:

**Weekdays:** 5pm to 9am

**Weekends and Public holidays:** 24 hours

A poster of the current team and the Resident on Duty can be seen in the Reception area.

Emergencies are attended to at all times.

Lock Outs attended to at all hours except between midnight and 8am.

Calls between midnight and 8am:

Calls to the Senior Resident between midnight and 8am that are ‘non-emergencies’ will not be attended to and will incur a fine of $25 per call, with the exception of when a problem is reported that is disturbing the
community’s needs (e.g., complaint about noise or disruptive behaviour).

**Contacting the Senior Resident on Duty:**

You can contact the Senior Resident on duty after office hours by dialling extension 9807 from your room phone or from the phone in the main foyer. The Senior Residents report any problems or emergencies to the Assistant Director (who resides in the house) or to the Director.

**INTERNATIONAL HOUSE MEMBERS’ ASSOCIATION (IHMA)**

IHMA is the Association for all resident members of International House. All residents are required to become members of IHMA and a fee is charged annually. The role of IHMA is to improve the quality of life in International House through:

- Providing services to the residents, such as the shop, sporting equipment, etc.
- Liaising with the administration of International House on matters that are of concern to residents.
- Organising social and cultural activities and encouraging individual residents to pursue their ideas for House activities.

The effectiveness with which IHMA carries out all these tasks depends upon individual residents. An effective IHMA ensures great enrichment for all residents. All position on the IHMA Committee are honorary positions.

For further information related to IHMA please watch the notice board and frequently visit International House website.
1. When you hear the “whoop-whoop” Fire/Evacuation alarm:
   1.1. Close your room windows
   1.2. Leave all personal belongings behind
   1.3. Leave your room immediately taking only your House keys; the door will close by itself
   1.4. Follow any instructions given by floor reps or Senior residents
   1.5. Notify neighbouring residents on your way to the nearest exit
   1.6. Do not use the lift. It will not be working if there is a fire

1.7. All residents assemble at the Seymour Theatre Courtyard near the back of International House

**Note**
- There is a ‘Rules for Emergency Evacuation’ sheet located on the inside of your room door. Your emergency exit route is marked with arrows and your room is marked with a red dot.
- Residents assemble in groups in the Seymour Theatre courtyard according to the floor/area they live in (Floor Reps will give directions)
- You must give full cooperation to the Staff, Senior Residents, the Assistant
EMERGENCY, SAFETY AND SECURITY

Director, Floor Representatives and all rescue personnel at the scene.

• Do not wait around in the IH courtyard or entrances as this may interfere with rescue efforts.
• Be careful of traffic especially on City Road as you exit the building.
• Go out quickly but do not run, especially in the stairwell.
• You must wait for the “ALL CLEAR” signal from a Uniformed Rescue Personnel or Staff Member to be given before re-entering the building.

Please note: Emergency procedures may vary as they are updated, and you should familiarise yourself with the procedures on a regular basis. A fire/evacuation drill will occur at least once per academic year.

To contact the AMBULANCE, FIRE and POLICE the number is 000

To call from your room press 0, then press 000 (Police, Ambulance, Fire) or residents can dial 313333 for University Security. University Security may also be reached by using the House phone in the foyer by dialling 313333 (this is a free call).

DESCRIBE CAREFULLY:

If you want Police, Ambulance or Fire Brigade give details of:

1. Location of emergency (Building, Floor, Room number).
2. Type of emergency.
3. Your name and phone number.

Please note: International House’s fire alarm system is automatically linked to the fire station.

FIRE DOORS AND FITTINGS

Special fire doors have been fitted to residents’ rooms. You must not put posters or pictures on the room door, or pierce the door with hooks, tacks, pins, etc. You must not disable the door closure, such actions are in breach of the NSW fire regulations and you will be asked to leave the House. Tampering with the firefighting equipment is illegal and will result in a heavy fine by the NSW Fire Services. A charge of approximately $500 will be debited to the resident if also found tampering or removing smoke detectors in rooms or other areas of the House.

Please do not interfere with or remove any of the fittings in your room, eg: light fittings, flyscreens. If there is any item that needs repair or replacement please report it to the IH office. The Building Manager will attend to the problem as soon as possible.

DANGEROUS SUBSTANCES AND PETS

Firearms, explosives, weapons, fireworks or any hazardous or dangerous substances of any kind are not permitted in the House. Violation of this policy will result in immediate cancellation of the resident’s
residential agreement. Pets of any kind are not permitted in the House.

SECURITY

Security is everyone’s business. The building and your room will only be as secure as you make them. You should close your room door at all times and certainly when you are not in the room. It is not permitted to fit extra locks or bolts to your door.

In order to assist with security out of office hours, there is a telephone link from the front and back doors to the main House system. Visitors should be made aware that to gain entry they will need to dial your extension number. It is then up to you to admit them. If you are entering or leaving the House DO NOT ADMIT ANYONE TO THE HOUSE. Residents should come to the front or back door to let their visitors in. If the resident is not in his/her room, do not admit their visitor. Visitors or guests who have made a reservation will have been given the number of the Senior Resident on duty by the Business Manager to gain access.

Due to University privacy policies the House does not provide telephone numbers nor publish the contact or personal details of residents in the House. People seeking information related to residents in the House are asked to leave their details with the office or Senior Resident on duty to be delivered to the resident. It is up to the resident to seek contact with the enquirer.

Note: In case of security problems call a staff member, the Senior Resident on duty (ext. 9807), the Police 0000 or University Security 313333 from your room phone or from the House phone in the foyer on level 2. (freecall), 24 hour service.

You are advised NEVER to leave your room door open, even when you are in the room, especially at night.

GUESTS

If you are expecting guests outside of office hours, PLEASE REMEMBER TO MEET THEM AT THE FRONT OR BACK DOOR. Outside doors must never be left propped open.

You must not admit other residents’ guests. Guests should call a resident’s room direct and the resident should come to meet them at the door.

Residents are responsible for the behaviour of their guests in the House and should accompany them at all times.

Reservations for resident’s guests are subject to availability and must be made and paid in advance at the office during office hours. The cost is the visiting student rate and includes meals during their stay. If there are no student rooms available, a folding bed may be requested in your room for up to 3 nights maximum per calendar month at a cost of $40.00 per night including meals. The booking must be paid at the time of the reservation and refunds are
not made. Folding beds in rooms are available during contracted term time only, not during recess. Please contact the office for further details.

It is the responsibility of the resident to inform the IH office if they have a guest in the House for safety and security reasons only. Should there be an emergency we will need to be able to account for all residents and guests.

NOISE

In this community where people live in close proximity, noise is a constant concern. Residents should always refrain from behaviour that will disturb others. Between the hours of 11pm and 8am and especially during exam weeks, noise must be reduced to a minimum.

SHOPPING TROLLEYS

Shopping trolleys are not permitted on any part of the property of International House.

INSURANCE

Your personal belongings (including your clothing, computer, bicycle, car, etc.) are NOT insured by the House. You may decide therefore, to take out your own insurance cover. There are many companies offering contents insurance.

Keep your bedroom door closed at all times to protect your belongings. The National Australia Bank in the Wentworth Building operates a safe deposit system for jewellery, passports, etc.

SICKNESS

If a resident is ill or in bed for more than one day, the Director would like to be advised. If your neighbour is sick please arrange with the office to collect a meal, take it to the room, and return the tray afterwards. If you or one of your friends needs medical attention please contact the numbers below:

**Weekdays:** The Student Health Service is located in the Wentworth Building. It is open from 9am - 5pm, Monday to Friday. Telephone: 313484 from the House phone in the foyer or from your room phone (free call) or 9351 3484 on other phones.

**AFTER OFFICE HOURS AND ON WEEKENDS and in CASES OF EMERGENCY CALL THE SENIOR RESIDENT ON DUTY** or take the patient to the Casualty Department of the Royal Prince Alfred Hospital, Missenden Road, Camperdown as quickly as possible (only 5 minutes drive away).

If it is an emergency call an ambulance - Dial 000 (To call from your room press 0, then press 000)

The Abercrombie Medical Centre is located at 306 Abercrombie St, Chippendale, Ph: 9319 3900.

There is also an after hours emergency Doctor service available for house calls, Ph: 9399 3344 (if available the doctors will make house calls). You should be aware that doctors are unwilling to come to visit a patient if that patient
EMERGENCY, SAFETY AND SECURITY

does not have private health insurance or is not prepared to pay cash.

ABSENCE FROM UNIVERSITY OR INTERNATIONAL HOUSE

The House will provide the Resident with a full rebate of fees for any period the Resident is hospitalised provided the period of hospitalisation is for seven or more consecutive days and a medical certificate is provided.

UNIVERSITY RECESS

You may stay in residence during University recess if you wish. Please note however, that YOU MUST BOOK ANY SUCH PERIOD with the office. You will be notified in time for this. At the time of booking, a deposit will be required. Payments should always be made in advance. It is not always possible (especially in twin rooms or if only a part of the vacation is required) for residents to remain in their own rooms.

At the end of the academic year, residents staying in twin rooms by themselves may be asked to share with another resident, otherwise a single rate may be charged if not sharing.

We will usually have conferences of outside people and visitors in the House during vacation periods. We hope that you will play your part in making them welcome. Revenue raised from visitors’ conferences directly benefits residents facilities, maintenance of the House and assists in keeping fees at a reasonable level.

IF YOU ARE NOT STAYING IN THE HOUSE DURING VACATIONS then you must:

- Complete the necessary forms distributed about three weeks before the end of semester and return to the office.
- Check out (handing in all your keys) on the appointed morning by 9.00am. You will be charged at the daily rate for any day or part of a day that you remain in your room after 9.00am.
- Remove all your belongings and rubbish from your room so it can be used by someone else. Failure to do so may incur a cleaning fee.
- Change your address so your mail will be redirected.
- Check in for the next semester after 2pm on the appointed day.
- You may, if you wish (and if you are returning for the following semester), leave personal belongings in the baggage room. Note that the House does not have your stored possessions insured and we take no responsibility for them.
POLICIES

International House is a unique on-campus international residential community, owned and operated by the University, and part of a global International House tradition. IH is proud of its highly regarded reputation for student diversity, with students and visiting academics coming from all over the world. It is a mature and secure environment where residents are supported academically and personally.

International House has a number of policies and procedures in place to ensure that proper standards of conduct are maintained at all times within the House. At International House a high standard of conduct is maintained by utilising the University’s policies and procedures to deal with issues such as harassment and discrimination, student grievances and alcohol and resident behaviour.

Residents can call the SR on duty if other residents are disturbing them but the expectation is that the residents will have first tried to resolve the issues themselves with the people who are making the disturbance. Although SRs are on-call when the office is closed, the SRs are only required to attend to lockouts up until midnight. SRs are resident students too. They have classes to attend and exams to sit. A resident who is locked out of their room or the House after midnight simply because they forgot or lost their keys is not an emergency. After this time residents will need to contact a friend in the House to gain entry to the House or to find a bed for the night.

Summary

On-call hours:

Weekdays: 5pm to 9am

Weekends and Public Holidays: 24 hours.

Emergencies: Are attended to at all times.

Lock Outs: All hours except between midnight and 8am.

General calls after midnight:

Calls to the SR between midnight and 8am that are ‘non-emergencies’ will not be attended to and will incur a fine of $25 per call, with the exception of when a problem is reported that is disturbing the community’s needs (e.g., complaint about noise or disruptive behaviour). Fines will be
deducted from the resident’s bond and transferred to IH Scholarship funds.

HARASSMENT AND DISCRIMINATION POLICY

Although International House does not intrude into the personal relationships freely entered into by Residents, it does have responsibility to ensure that proper standards of conduct are maintained at all times within the House. Harassment & discrimination has no place in International House and staff and residents have a proper concern where the behaviour of Residents to other Residents may constitute harassment.

Harassment:

• Creates an ongoing intimidating, hostile, offensive or distressing environment;
• Adversely affects the academic work performance of individuals or groups of residents;
• Undermines Residents’ morale or causes distress;
• Leads to physical or emotional distress, which may force a Resident to take leave to cope with behaviour or to seek transfer or leave the House; and
• Reflects adversely on the integrity and standing of the House as seen by members of the public or staff.

Such behaviour may take the form of (but is not limited to):

• Coercive behaviour;
• Offensive jokes, suggestions or derogatory comments about another person;
• Derogatory or offensive material sent through the mail including electronic mail systems;
• Expressing stereotyping (assumptions about an individual’s group behaviour, values or culture);
• Physical contact; intimidation, abuse or assault.

Harassment and discrimination cannot be tolerated or condoned because it is a denial of equality. According to the standards of the Human Rights and Equal Opportunity Commission, the Anti-Discrimination Board and Civil Law, in such matters confidentiality is essential.

The principle of “need to know” operates. To name a person in accusation is not appropriate and creates a risk of defamation. Defamation arises when a complainant speaks to anyone other than the alleged harasser or those with a duty to receive. Complaints made in good faith to those who, given duty to receive, need to know, do not constitute defamation. “Good faith” for this purpose means that the complainant is not motivated by ill-will or malice towards the person against whom the complaint is made.
POLICIES

What you should do if you believe you are being harassed or discriminated within International House:
• Do not do nothing
• Seek advice immediately

International House provides internally the following channels:
Director, Assistant Director, Senior Residents

All these people are available to assist you, have a duty to receive complaints, are equipped to advise and have a duty to maintain confidentiality.

As a member of the University you also have access to a range of services offered by the University. These include:

| International Student Services Unit (ISSU) | Ph: 9351 4749 |
| Manager, Harassment & Discrimination Resolution | Ph: 9351 8713 |
| University Counselling Service | Ph: 9351 2228 |
| Staff and Student Equal Opportunity Unit | Ph: 9351 2212 |

INTERNATIONAL HOUSE GUIDELINES FOR HARASSMENT OR DISCRIMINATION AND FOR RESOLUTION OF GRIEVANCES

The University has established procedures for resolution of grievances.

1. Harassment or discrimination

Harassment & discrimination have no place in International House.

The University’s Harassment and Discrimination policy and procedures are applied to International House, which is available online at www.usyd.edu.au/eeo/harass_discrim/index.shtml (Policy under review)

Issues of harassment or discrimination are dealt with under the University’s Harassment and Discrimination Resolution Procedure, which is available online at www.usyd.edu.au/eeo/docs/Harassment_and_Discrimination_Resolution_Procedure.pdf

Complaints or concerns in this area may be directed in the first instance to the Director, Assistant Director or a Senior Resident.

2. Student grievances

The procedure for resolving student grievances not involving harassment or discrimination are set out at www.usyd.edu.au/ab/policies/HESA_Grievance_Procedures.pdf

For the purposes of applying this procedure, “The relevant University officer” means the Director (or in the
Policies

absence of the Director, the Assistant Director) “the Principal Officer” means the Chairperson of the Council of International House (or in the absence of the Chairperson, the Deputy Chairperson).

International House Policy on Alcohol and Appropriate Behaviour

The University’s Policy and Guidelines on Consumption of Alcohol apply to International House. This policy is available online at www.usyd.edu.au/senate/policies/Alcohol.pdf

In addition, International House requires all residents to conduct themselves within the House in a manner which

- is not threatening or abusive to other people or property;
- does not interfere with the ability of other residents to study, sleep or enjoy the amenity of the House; and
- does not in any way diminish or threaten the physical safety of the House or of any person in the House.

Consumption of Alcohol is not permitted in the common areas of International House first floor.

Smoking Policy

The University of Sydney and International House Policy on Smoking is that smoking is NOT permitted in any room or public areas nor on the front or back entrances to International House.

Remember that the fire detection device in rooms is smoke sensitive and any smoke in the room could cause the alarm to go off, costing you a heavy fine from the NSW Fire Services. Residents found smoking in the House will result in the immediate termination of their residential agreement and they will be charged a minimum cleaning fee of $100. Smoking is not permitted at entrances to the buildings or close to residential areas.

All residents and visitors are responsible for the removal and disposal of their cigarette butts outside the premises.

For the full University Smoking Policy please refer to the following website www.usyd.edu.au/ohs/policies/ohs/SmokingPolicy.shtml

IT Policy

All residents must comply with the University Policy on the Use of University Information and Communication Technology Resources (ICT Resources) www.usyd.edu.au/hr/policydev/ict_resources_policy.pdf
MEALS

We cater for a diverse community of residents and meals are designed to be as international as possible. The service is cafeteria style with some staff employed by IH and others from catering agencies.

Please pass your IH round plastic key by the reader as you pass through the servery allowing you to receive one standard meal. This allows the House to keep track of meal numbers.

Maze Unit residents are provided with a limited number of complimentary meal tickets to be used for either lunch or dinner only. Please present your ticket to the catering staff. Meal tickets must be used within the calendar year and are not transferable to the following year if not used. Maze unit residents cannot use meal tickets for packed lunches or late dinners as it is a service only available for catered accommodation.

MEAL TIME DURING SEMESTER

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**Breakfast:** Continental/buffet breakfast consisting of cereals, milk, low fat/full milk, yoghurt, fresh fruit, variety of breads, spreads, 100% fruit juice, tea and coffee. On alternate days a hot breakfast is served. The menu is displayed and varies daily. A hot breakfast may include bacon, eggs, hash browns and pancakes.

**Lunch:** Choice of two (2) meal options of which one (1) is vegetarian, soup (seasonal), a selection of salads, variety of breads/rolls, spreads and fresh fruit

or

Pre-arranged packed lunch (not available weekends or public holidays) as per the menu displayed including fresh fruit and beverage.

**Dinner:** Choice of three (3) hot meal options of which one (1) is vegetarian, soup (seasonal), selection of vegetables, salads, dessert, fresh fruit and tea and coffee.

or

Pre-arranged late dinner (two course meal including a choice of three (3) meal options of which one (1) is vegetarian and dessert)

**Note:** Weekly menus are displayed on the menu board outside the servery door. Menus may change depending on product availability.

Meal times and meal options may vary outside semester contract
MEALS

periods. Please assist by observing dining room rules and discouraging waste. An additional (second) serving of food maybe available 15 minutes before the end of meal times.

**Food, cutlery and crockery must not be taken out of the dining room into any other part of the House at any time.**

**Guest’s meals:** Guests are welcome to join you for meals. Please purchase a ticket in advance from the IH Office for $10.

**Pre-Ordered Packed Lunches and Late Dinners**

Pre-ordered packed lunches and late dinners are available for residents in catered accommodation who are unable to return to the House for set meal times.

Pre-ordered packed lunches are available everyday except for Saturdays, Sundays and public holidays. Orders must be placed at the servery on the day before. If you need to collect your packed lunch before 7.30am (e.g. 8am lectures, early departure for field trip) you may request a packed lunch to be available at 7.20am, but this will have been prepared the night before and kept in the kitchen refrigerator overnight.

Pre-ordered late dinners are available every evening. Orders must be placed on the form provided as advertised outside the servery. The meals are then left in the food warmer in the Coffee Room after dinner service.

Like every meal, you are asked to return dirty plates and cups to the return area.

Please avoid wasting food, if you order a packed lunch or late dinner please collect it. If a resident fails to collect their pre-ordered packed lunch or late dinner on more than one occasion it may not be possible for that person to obtain packed lunches/late dinners because of food wastage.

**DINING ROOM RULES**

Government hygiene regulations and University OH&S policy govern the use of the dining area. The following practices should be adhered to:

- Footwear must be worn at all times while in the dining area for hygiene reasons
- Proper dress attire must be worn while in the dining area
- Please do not touch food with your hands at the servery
- Please do not take food off your plate and put it back in the servery
- Please restrain from coughing or sneezing at the servery
- Please do not take plates, bowls, cups, glasses or cutlery from the dining area.
MEALS

• All IH prepared food must be eaten in the dining room
• All dirty plates, bowls, cups, glasses and cutlery must be taken to the return area
• All food scraps and rubbish must be placed in bins provided at the return area
• Please do not fill water bottles from the chilled water outlet
• Residents may not enter the kitchen at any time or borrow any kitchen equipment

Please assist by keeping the dining room clean and tidy and observe the signs put up from time to time.

Catering staff will approach you if these practices are not followed. This can be awkward for both you and the staff member, nevertheless it is our job to ensure that proper hygiene and food regulations are followed.

Dining Room Protocol
• Get to know and talk to the residents and staff
• Friends are not entitled a free meal. They must buy a meal ticket from reception

FACTS ABOUT NUTRITION AT IH

1. We only use vegetable oil or olive oil, both approved by the heart foundation of Australia.
2. All meat served from the hot servery is 95% lean.
3. The only processed meat served is sandwich meat in the salad bar.
4. Vegetables are served raw (salad bar), steamed or stir-fried.
5. We only add salt if the recipe requires it. It is up to you to add more salt to suit your particular taste.
6. We purchase the highest quality of fresh fruit, fresh vegetables, frozen vegetables, canned fruit, meat, dairy and breads available in Sydney.
7. Every day you have access to the five food groups needed for healthy eating
   • Breads, cereals, rice, pasta or noodles
   • Vegetables and legumes
   • Fruit
   • Milk yoghurt and cheese
   • Meat, fish, poultry, eggs
ROOMS

OCCUPATION OF YOUR ROOM

Your room is let to you under a residential agreement. You may not permit anyone else to use it during times you are away. If you give your keys to someone else to use your room and the facilities and privileges, you break the terms of your agreement and will be asked to leave the House. Only the Director or his/her delegate can let rooms.

You must live only in the Room allocated to you and may not move to another Room within the House without approval from the Director. The House may require you to move to another Room of the same type during the vacation periods or at any other time if the House considers it necessary or desirable for maintenance or any other reason.

You are entitled to occupy the Room allocated to you by IH from the commencement of your Residential Agreement until the end date of the Agreement. Outside of the Agreement is by further arrangement with the House. Occupancy of your Room confers no priority right to future accommodation in the House.

CHECKING IN AND CHECKING OUT OF INTERNATIONAL HOUSE

Check-in time for residents and guests is 2pm. Check out time is 9am. All keys must be returned to the office prior to departure. During office hours the office staff will attend to all check-ins and check-outs and after office hours the Senior Resident on duty will carry out this task. All residents should complete the departure forms prior to leaving the House so that the House can finalise your Bond Deposit and forward mail (in Australia only).

All personal belongings should be taken with you upon final departure from the House. If you are leaving for only a short duration or during vacation or recess periods you may store your belongings in the Baggage Room (see details under Baggage Room) or as directed by the IH office.

The office has a luggage trolley that you can borrow to move your belongings. If you need to order a taxi or bus to the airport for your departure please ask for the details at the IH office.

KEYS

Residents are issued with two keys. The silver key is for your bedroom door. This key also opens the door within the foyer and the door into the recreation areas upstairs in the rotunda. The other (round key) electronic fob key is programmed to open the front and back door, the front gate into the Maze Building from City Road, the doors into the laundry, the East and Elkin wings and the Servery.

Only those residents who have paid separately for parking will have their...
ROOMS

electronic key programmed to open the car park roller door. You must not give your keys to anyone else to use. For security reasons you must not exchange fob keys with anyone else.

Always keep your keys with you. You do not need a key to open any of the doors from the inside to go out but you will need a key to get back inside. In the event of locking yourself out of your room contact the IH Office during office hours or the Senior Resident on duty (after hours, up to midnight, ring Ext. 9807)*.

Please note loss of keys will incur a replacement cost of $100. Please report lost keys immediately to the office or Senior Resident on duty.

* Please refer to the Policy Section of the Handbook for more information on Lock-outs.

CONSERVATION OF ELECTRICITY AND WATER

We expect everyone to minimise energy and water usage whenever possible. Room and House lights and other electrical equipment should be turned off when not needed except for emergency lighting and in residential corridors.

Showers and other water usage should be of a reasonable duration.

See main notice board on level 2 for any water restrictions or special conservation notices.

GARBAGE REMOVAL

All residents are requested to remove garbage from their rooms and place it in the large garbage bin at the rear of the House near the driveway. Cardboard boxes should be put in the recycling area at the rear of the House.

The cleaning staff will remove only items found in room bins (not Maze Units) on the day your room is cleaned. No garbage or boxes are to be left in doorways or in corridors.

No food scraps are to be left in bins in common areas as these may not be removed on a daily basis.

Residents in the Maze units are required to remove all garbage from their units and place it in the large garbage bin at the rear of the House.

We encourage all residents to recycle waste if possible.

PICTURE HANGING AND ATTACHMENTS TO WALLS AND DOORS

When you leave your room you will forfeit part or all of your Bond Deposit if you do not remove (without damage) everything stuck on walls, desks, ceilings and wardrobe doors.

If you wish to hang pictures, only bluetak may be used and must be removed by you before departure.
ROOMS

Please do not hang personal posters and pictures in corridors, on your room door (front and back) or in the lift due to fire regulations and for safety reasons. For notices please use the small notice board provided in your room. Please do not stick notices to the doors as it damages the fire resistance of the doors.

PRIVATE BUSINESS

International House is owned and operated by the University of Sydney and therefore you are not permitted to operate a private business on any part of the property of International House. Residents found to be operating a private business on the premises could be prosecuted under the NSW law.

RECYCLING

Paper –
the House provides residents with recycling bags and boxes for paper. Please enquire at the IH office.

Plastic, Aluminum and Glass –
the House provides recycling bins at the rear of the House. Red bins are for glass, and the green bins are for paper and cardboard.

REPAIRS

Please leave a note of anything needing repair at the IH reception. (For URGENT matters when the office is closed contact the Senior Resident on duty or extension 9807 or the Assistant Director). Repairs beyond normal wear and tear will be charged to the resident. Damage to common facilities or special cleaning will result in a charge to the resident responsible.

ROOM FURNISHINGS AND EQUIPMENT

Your Study-Bedroom is equipped with:

- 1 Bed
- 1 Mattress
- 1 Mattress cover
- 1 doona/quilt and cover
- Two (2) sheets
- Desk, Lamp and Chair
- Fan
- Heater
- Two (2) pillowcases
- 2 Pillows
- Telephone
- Curtains
- Waste Paper Bin

Please check immediately on receiving the key to your room (and again if you change rooms) that all these items are present and in good order. Report any missing or damaged items at once to the reception. Your Bond Deposit may not be refunded unless all these items are in the room when you check out.

PLEASE DO NOT REMOVE QUILT/DOONA or any other furnishings or House property from International
ROOMS

House. Missing room items will be debited against your Bond Deposit on departure. The laundering of the doona/quilt covers are the responsibility of the resident.

ROOM NUMBERS

We do not supply residents with a list of resident room and extension numbers for privacy reasons, however contact numbers of residents who have given permission to release their contact details is posted on the main notice board for residents use only.

ROOM SERVICE AND CLEANING

Your bedroom will be cleaned and clean bed linen provided every second week (fortnightly). However residents may change their sheets on the alternate week by bringing their soiled linen to the Cleaning Services office for exchange. You will be advised of the day on which this will occur and we do ask that, whatever your own views and customs are about tidiness, you make special effort to put your room into a reasonable order, ready for cleaning on that day. If your room is unreasonably untidy or dirty it will be given a special service for which you will be charged an extra fee. If, when you leave, special service is ‘needed’, the cost will be deducted from your Bond Deposit.

All food items should be kept in pantry cupboards in airtight containers. Please wrap unwanted perishables and place in rubbish bins. Food kept in your room must not be left in an unsealed container as it may attract insects.
SERVICES AND FACILITIES

BAGGAGE ROOM

Storage is limited to a maximum of 3 boxes or bags or suitcases per person weighing less than or equal to 15 kilos per item. For deposit and collection times see the notice posted on the 2nd floor main notice board and on the baggage room door.

When residents leave the House permanently they are not permitted to leave anything in the Baggage Room.

BICYCLES

Bicycles should be kept in the specified areas provided in the car park under the Elkin wing. Care should be taken to ensure that they are firmly locked and personal insurance cover is recommended. Bicycles are not to be kept inside the House at any time. Bicycles found in cupboards, study bedrooms, or anywhere in the House, will be removed immediately. A bicycle rack is available in the courtyard for use by residents and their visitors.

COMPUTER ACCESS LABORATORY (RESIDENTS ONLY)

The International House computer access centre has 10 HP computers and 1 laser printer for the use of residents only. The computer access centre is located on the 3rd level of the Rotunda and is managed by the University Information and Communications Technology (ICT) staff. Residents must have a University of Sydney email address and computer account to be able to use the computer access lab. Students can set up their account at the computer access centre at Fisher Library. Accounts are not activated without payment of the required fee. A phone hotline is connected to the Helpdesk for assistance.

Food and drinks are not permitted in the computer access lab.

INTERNET

All rooms have a data outlet for access to the University network. To access the network an account with the University is needed and your own computer. A connecting cable is available from the IH office. Alternatively, the internet may be accessed from the computer access lab with a University of Sydney account, which a resident can arrange at Fisher Library on the main campus. Internet Service Providers may be accessed through a modem via your room telephone, local phone calls from room telephones cost approximately 55 cents. There is wireless access in the Wool Room, Foyer and Dining Room areas.

The House has a resident IT/AV assistant available to assist students with personal computers (see notice board for contact details).

FAX MACHINE

The office has a fax machine to receive faxes on residents’ behalf during office hours. The House’s fax number is (+61 2) 9950 9804.
SERVICES AND FACILITIES

HOUSE LOG CABIN

The International House Log Cabin in the Belanglo State Forest, 1 hour and 30 minutes southwest of Sydney, is for residents and alumni’s use subject to availability. Residents and Alumni will need to provide their own meals for the trip. Basic food and drink within budget may be provided for residents. Residents need only bring their own sleeping bags or doonas/quilts, pillow and towel. Warm clothes are recommended during the colder months. The Log Cabin must be left clean and tidy after use. Instructions and bookings for the use of the Cabin are available from the IH Office.

HOUSE EQUIPMENT

The House has audio visual equipment in the Wool Room, a digital video camera, a tripod that can be hired out to residents. Please contact the IH office for further information. This equipment, especially the Audio Visual equipment, must be booked in advance through the IH office.

HOUSE LIBRARY/STUDY ROOM

The House Library/study room is on the 3rd level of the Rotunda. The House Library has a number of books mainly for general reading. The House has a collection/donation policy. For details please contact the IH office.

LAUNDRY

Bed linen, except for doona/quilt covers, is professionally laundered by the House. Laundry for personal items and doona/quilt covers is self-service. Coin operated washing and tumble drying machines and ironing facilities are available in the laundry (Room 112A on the ground floor). $2 coins are necessary for the washing machines and $1 coins for the dryers as they are coin operated (Prices may change subject to notice). Ironing facilities are free. Please hang very wet clothes on the rails in the laundry and shower rooms not in bedrooms. There are clothes lines on the rooftop. Strong pegs are recommended.

Please note: Laundry items should not be left unattended. The House does not accepted responsibility for missing laundry items.

If you lose any coins in the washing or drying machines, there are forms available at reception to request a refund. Refunds are not made by International House but by the owners of the machines.
MAIL
The correct postal address for your mail is:

External
Name of resident
International House
The University of Sydney
96 City Road
Chippendale NSW 2008
AUSTRALIA

Internal
Name of resident
International House
The University of Sydney
Building G06

Students staying for the academic year (March to November) and leave the House during the mid-year vacation period (mid-July) can arrange for their mail to be kept in the office. The same applies for students returning for the following year. Residents that reside in Australia and are leaving the house permanently are asked to leave a forwarding address. Mail will be forwarded to you within Australia for a maximum of 4 weeks only. After that time it will be returned to sender.

For residents residing overseas unfortunately we are not able to forward mail overseas after you return home so you should change your address well in advance of departure.

MAZE UNIT BBQ
There is a barbecue in the courtyard area next to the maze units for maze residents to use. For information on bookings please contact the IH office.

NEWSPAPERS AND MAGAZINES
Newspapers are provided by IHMA for residents and guests in the coffee room and should remain there for everyone to access. IHMA and the House also subscribe to a number of magazines and journals which should also remain in the coffee room for residents reading pleasure.

PARKING
The driveway at the main entrance on City Road is used only for the setting down or picking up of passengers. Vehicles must not be left unattended or parked at this point as this is also a point of access for ambulances and other emergency vehicles.

The rear service driveway (at the back of the main residence) is not available for parking residents or their guests’ cars. This area is for service and emergency vehicles only. There are 2 guest parking bays outside the carpark next to the roller door for 1 hour temporary guest parking. Vehicles left in this area for more than 1 hour may receive a parking fine from the University parking office.
SERVICES AND FACILITIES

The IH Car Park is available only to residents who hold IH permanent parking stickers and have had their keys programmed for access.

Apart from four reserved places for IH staff, there are no set parking places. Please note that there is a space to the left of the roller door for parking motor-bikes. Casual visitor parking may be available at the visitor rate and enquiries regarding daily cost and availability should be made to the office. Visitors must remove their cars by 9 am the next day.

ROOFTOP GARDEN

The Rooftop Garden is a recreation area located on the roof of the House (use Exit door nearest the lift on the 8th floor). Facilities include seating, barbecue and washing up area. To use the rooftop garden for a BBQ or function please contact the IH Office to make a booking.

To keep the Rooftop Garden clean and pleasant for everyone please:

• Place any rubbish in the bins provided. There are special containers for cigarette butts.
• Feel free to move the furniture (lift it—do not drag it), but place it back in its original position before you leave.
• Check that you have turned lights, gas and water taps off before leaving.
• Functions may only be held until no later than 11.00 pm.
• Residents (and their visitors) should use toilet facilities on their floor.
• Noise travels easily on the rooftop, please be respectful to others when using this area.

VENDING MACHINES

There are two vending machines for soft drinks and snacks located on the ground floor next to the entrance of the dining hall. If you lose any coins in the vending machine, please contact the number on the vending machine. Refunds are not made by International House but by the owners of the vending machines.
TELEPHONE GUIDE

Every room is fitted with a telephone. Outgoing calls can be made on an extension once it has been activated. For an extension to be made active, a resident must have paid the office an advance on calls of at least $20 (there is no upper limit). On so doing, each resident will receive a confidential six digit PIN number.

If you do not wish to pay for your extension to be activated, you will still be able to receive incoming internal and external calls.

Reverse charge/transfer charge calls:
Reverse charge/transfer charge calls must not be accepted at any of the telephones in the House under any circumstances. Offenders will be required to leave the house.

University of Sydney free calls:
DIAL 3 then the last five digits of the University extension number. Example: 9351 2222 will be 312222.

All International House telephone numbers have the prefix 9950 and are followed by the extension number. Each unit and study bedroom has its own extension number.

International House’s service provider is OPTUS.

To make a call press # # and your personal PIN number, followed by 0 and then the phone number including area codes if required.

Difficulties and Faults:
These should be reported to the International House main office or the Senior Resident on duty.

How to use your Voicemail:
If the light on your handset is on, it means that your Voicemail contains a message.

The Voicemail is user friendly, leads you through a set of codes (1, 2, 3, 4, 5, 6, etc.) to allow you to access messages, set your own greetings and personal security code (not to be confused with your given PIN number), replay messages, save or cancel messages.

Essentially it is an answering machine which allows you to access any messages left for you from your extension. It also allows you to access messages from telephone outside International House. Please clear messages on a regular basis. Voicemail messages will be wiped automatically after 5 days.

To set up your Voicemail:
The machine has a pre-set greeting message and a default number 0000 for security. If the security number is not 0000 ask IH office to reset it. You are also strongly advised to set your own personal security number (a four digit number of your own choice to replace 0000). This number is not to be
confused with your six digit PIN used to make telephone calls.

To set your own security number and greeting message, follow this procedure.

Personal security number-press 9999, listen to the operator and then press the # key.

The operator will ask you for your mail box number, enter your extension number.

Then personal security number (0000 initially). If the security number does not work, please contact the office so that your mailbox may be manually reset.

The operator will advise you on whether you have messages stored in your voice mail and will give you a set of prompts to follow.

By pressing 3 the operator will give you the personal options prompt for which you can set your own greeting message, change your security code, record your own name, etc.

You may change this security number whenever you wish. However, if you forget the number access to your Voicemail you will need to visit the office to get it reset to 0000 for you to then reset to another code.

Your Voicemail will automatically switch to Voicemail if the phone has not been answered after five rings if you set it by following this procedure:

• Lift the receiver press * 2 and then 9999 and hang up.

• To cancel, lift receiver and press # 2 and hang up.

To receive a message from your Voicemail:

From within the House:

• Lift receiver and press 9999 listen to the operator and then press the # key.

• Enter your mail box number which is your extension number.

• Enter your security code and follow the prompts.

• From outside the House:

• Press 9950 9999 and follow same procedure as above.

• Each room has its own extension number which cannot be changed or moved. (i.e. a resident who moves rooms cannot transfer the extension number).

A resident is responsible for the handset provided in each room, whether the extension number is active or not. Should the set be lost or damaged the resident will be charged in full for a replacement.

During vacations, when a visitor occupies a room, the telephone will not be activated.

Residents can check their telephone credit balance by pressing 9827.
If your credit runs out, your telephone extension is automatically disconnected and the PIN deactivated. No external calls may be made without further credit being paid.

Residents may credit their phone account with the office staff during normal office hours. No payments are possible on weekends or in the evenings.

Unused credit will be refunded when a resident leaves the House. A resident may ask the office for a print-out of telephone calls made and credit available. Information on latest call charges are displayed on the Administrative Notice Board located in the foyer.

INTERNET CONNECTION

For information regarding internet connection please see office for separate hand-out on using computers at International House.

If you have any problems with your University of Sydney internet connection at home, you can contact Helpdesk directly on 9351 6000 from 8:30am until 5:30pm Monday to Friday (excluding public holidays).
SUPPORT AND ACTIVITIES

BURSARIES AND SCHOLARSHIPS

International House has scholarships and bursaries which are available to assist residents who may be in considerable financial need. Applicants need to show by their participation in the affairs and activities of the House that they appreciate the aims and objectives of International Houses in general and of The University of Sydney International House in particular. Residents who are eligible and wish to apply for scholarships/bursaries should do so by the closing dates on the website. Applicants will be advised of the outcome of their application as soon as possible after the closing dates.

Please check IH website for more information.

SPORTS

IHMA has two sports coordinators who will be elected at the beginning of semester one. The sports coordinators run social sports program all year, including soccer at Victoria Park, fitness lunch time, table tennis competition and much more.

In addition to IHMA sport programs, International House in partnership with the Sydney University Sport & Fitness provide you a special deal for Sydney Uni Sport membership. Sydney University Sport & Fitness provides a wide range of sport and recreation programs for students of Sydney University. Sydney University Sport manages and administers 49 sport and recreation clubs, organizes sporting and recreation events, and offers student and non-student members a comprehensive range of sporting facilities. All Sydney Uni Students have the opportunity to become members of Sydney Uni Sport and can utilise the following services:

On campus gyms include the University Sports and Aquatic Centre, The Arena Sports Centre and HK Ward Gym. These facilities include a 50m heated indoor swimming pool, multi sports halls, a variety of weight training facilities, group fitness classes, 11 squash courts, 17 tennis courts, martial arts room and an indoor climbing centre. Playing field access is also available.

For general enquiries call 9351 4960 or check out the website at www.susf.com.au

ACCESS CARD

When you become a resident at International House, you will receive an Access card and with it the full range of benefits – both on and off campus.

Just a sample of these benefits include:

• Clubs and Societies
• Catering discounts
• Discount tickets
• Retail discounts
• Entertainment and music discounts
• Internships and student positions
SUPPORT AND ACTIVITIES

• Volunteering opportunities
• Free or discounted entry to gigs at our campus bars, Manning and Hermann’s

Also as a student at the University of Sydney you have the opportunity to become a member of the University of Sydney Union (USU), the oldest and largest student organisation in the country.

For more information please go to the website: www.accessbenefits.com.au

IH ACTIVITIES

International House, assisted by IHMA, sponsors a wide variety of activities to promote intercultural exchange, professional development and social interaction. Each of the programs and activities, along with the daily interaction that is a natural part of community life, contribute to the International House goal of fostering better understanding through person-to-person contact. Residents are warmly welcomed to participate in these events and very encouraged to plan their own.

Check the notice board, the Director’s newsletter and the website for updates regarding events.
LIVE SHARE THE WORLD
CONTACTS

For more detailed information visit our website, email or call us:

Website:  www.sydney.edu.au/internationalhouse
Email:    ih.office@sydney.edu.au
Phone:    +61 2 9950 9800
Fax:      +61 2 9950 9804

International House
The University of Sydney
Building G06, 96 City Road
Chippendale NSW 2008
Australia

LOCATION

IH is conveniently located on the main campus of the University of Sydney, close to Sydney CBD, shops, restaurants and bars.