



## CSNSW Academy Accommodation Residential Regulations

**The following regulations apply to guests occupying accommodation at Corrective Services NSW Academy (CSA)**

- 1) **Accommodation** – is provided subject to approval based on an eligibility criteria, availability and operational requirements as determined by the Director. Guests may be required to vacate rooms at short notice. A compendium with important information is located in each room, occupants are requested to review the contents.
- 2) **Room Availability** – Rooms are available from 2pm on arrival day and are to be vacated by 9am on exiting day.
- 3) **Room Access** – Rooms are only to be occupied by the assigned guest at all times. Friends, family, staff (unless in the course of their duties) and other guests are not permitted to enter rooms. Rooms may be accessed by authorised staff at any time for maintenance/service matters. For after-hours lockout assistance, please refer to the Keywatcher or check the common room notice board.
- 4) **Room Changing** – is not permitted without the approval of the CSA Finance & Administration Manager.
- 5) **Alcohol** – is not permitted on-site without written permission from the Director.
- 6) **Smoking** – is not permitted on site, except in the designated smoking area between Wentworth and Lawson buildings from 1800 hrs – 0600 hrs only;
- 7) **Behaviour** – Guests should be courteous and considerate to others. Disorderly or drunken/intoxicated behaviour may result in eviction, and for CSNSW staff, any unprofessional behaviour will be considered under the misconduct guidelines.
- 8) **Noise Levels** – are to be kept to a lawful and reasonable level for the comfort of other guests.
- 9) **Keys** – Guests are emailed a code to obtain their key/fob from the Keywatcher. The code and key/fob are to be kept secure and are only provided to the assigned guest. The key/fob must be returned to the Keywatcher on exiting. A charge will be incurred for lost, damaged or unreturned keys/fobs.
- 10) **Doors** – Guests must ensure that all accommodation doors are locked when exiting. Doors must not be propped open. Some doors are self-closing, guests are to keep keys/fob with them at all times when exiting the room
- 11) **Emergency Evacuation Procedures** – are posted in all rooms, common room notice boards and in the accommodation compendium located in each room. Guests are to familiarise themselves with these procedures and the emergency exits/exit lights.
- 12) **Housekeeping** – Rooms and common areas are to be maintained to a high standard of cleanliness. Inspections of rooms may be undertaken at any time without notice.
- 13) **Cleaning** – cleaning staff only perform general cleaning in common areas. They do not provide individual cleaning services or wash dishes. See the accommodation compendium for laundry information.
- 14) **Damage to Rooms** – A charge may be incurred for loss or damage to rooms, furniture or equipment. Furniture is not to be moved to other areas.
- 15) **Maintenance Issues** – are to be reported as soon as possible to 9804 5444 during business hours or via email to [accommodation-bfcsa@correctiveservices.nsw.gov.au](mailto:accommodation-bfcsa@correctiveservices.nsw.gov.au)
- 16) **Pets** – are not permitted on the premises.
- 17) **Gymnasium** – Access to the gymnasium is available on completion of the Gym Membership Form available at Induction or from Reception. An email will be sent when the fob is available for collection.
- 18) **Personal Possessions** – There are no facilities for safe-keeping of valuables/money in any accommodation. Guests are responsible for the safe keeping of their personal possessions. When vacating, all food and personal belongings are to be removed.
- 19) **Lost Property** – is held at Reception in the Administration Building.
- 20) **Feedback Forms** – are available on the CSA internet site and located with the feedback boxes in the Bistro, Education Block and Reception.

**Abiding by these regulations ensures the safety and wellbeing of all guests at the Academy.**

**Warning! – Uncontrolled when printed! The current version of this document is held in EDRMS.**