



JCU
CENTRAL QUEENSLAND
CENTRE FOR RURAL
& REMOTE HEALTH

Welcome to Emerald

Enjoy your stay at 31 Scenic Drive, Emerald



Student Handbook
PLEASE READ

Do not remove

31 Scenic Drive, Emerald, Qld, 4720

Check In / Out

Accommodation

Bedroom 1, 2, 3, & 4 Scenic Drive, Emerald, Qld 4720

Check In / Out Times

Check in is available anytime after Midday on Sunday.

Check out anytime before Midday on Saturday.

If you require an earlier check in or later check out, please notify us and we will do our best to accommodate your request.

Key & Access

Your key is located inside the key lock box at 31 Scenic Drive. The key safe is located on the external wall near the front door. It is a little back square box.

The access code is 1970.

Once you put the code in, you push down the top black button and it should flip open.

Who to contact

Multidisciplinary Training Facilitator

This is your main point of contact for you during your stay. They will assist with your accommodation, and any concerns or issues you may have.

Call: 07 4781 3300 or 0400 230 383

Email: students.cqcrh@jcu.edu.au

Operations Team

This is another point of contact for you during your stay. They can also assist with your accommodation and any issues you have.

Call: 07 4781 3300 or 0436 279 297

Email: operations.cqcrh@jcu.edu.au

House Basics

MAINTENANCE

All requests for repairs or replacements in your room or house should be requested via email and will be attended to Monday to Friday. If something urgent comes up during business hours, you are also encouraged to call the office. If the request is something more specialised, we may need to engage a contractor, which means the solution can take a little longer. For maintenance issues that arise at night or over the weekend, **please email your Student Coordinator** and they will authorise a repair if they believe it is urgent.

Please do not try to fix anything yourself. We encourage residents to report any maintenance issues as soon as possible so that we can attend to them promptly.

GARBAGE COLLECTION

Garbage collection day is **Wednesday**. Please put bin out the evening before. It is the responsibility of the occupants to place the wheelie bin on the footpath to be emptied. The bin is to be placed with the lid opening to the street

Recycling is every fortnight.

GAS CYLINDERS & LIGHT BULBS

Some of our houses have gas which can be found round the side of the property. If the gas runs out simply switch over to the second cylinder. Please make sure you notify the office so we can arrange a replacement of the empty cylinder.

Spare light bulbs can be found in the cupboard. We encourage you to change bulbs if it is safe to do so and can be easily reached from the floor.

PEST CONTROL

Our location means pests such as ants, spiders and other insects can become a problem from time to time. Each year, the houses undergo pest control treatments, however, you are welcome to report any concerns about pests to us. You can help minimise pests through high standards of personal hygiene and cleanliness in your living areas, including your bedrooms. Easy ways to do this are by storing food properly, throwing away scraps immediately, wiping down kitchen benches and taking rubbish to the outside bins.

House Basics

CLEANING

You are encouraged to keep your room and the communal areas clean and tidy. This includes washing towels and bedding weekly, cleaning the bath, shower and kitchen with appropriate cleaning products, and vacuum & mop the floors. You will find the necessary equipment in the cupboards (please replace cleaning product as necessary). A professional cleaner will do an additional clean every couple of months.

AIR-CONDITIONING

Please DO NOT use the timer on the air-conditioners. They are to remain on 24 degrees or above. Please turn them off when you leave the house.

YOUR BEDROOM

Welcome to your personal space. On arrival you will find clean bed linen and towels inside the hall cupboard. The linen is allocated per room, and we ask that at the end of your stay you wash and dry the linen and towels and return them to the cupboard shelf for the next resident to use. Stained linen will need to be replaced by student at own cost.

Please use the 'Student Communication' board on your bedroom door to assist your housemates with communication.

Take good care of your keys. If you lock your keys in your room during office hours call the office. If you lock your keys in your room after hours or lose a key, please contact Ruswin Locksmiths to organise a replacement, which will be at the students own cost. After hours call out Ruswin Locksmiths.

While we allow the occasional day visitor, we do not allow overnight visitors. This includes family, friends, and partners. Pets are not allowed at the property, and smoking, vaping, or drugs are not permitted anywhere on the property.

INSPECTIONS

Our operational team & contractors visit the property regularly. This is to fix issues and make sure the house is fit for purpose and being well maintained. CQCRRH Staff will conduct random accommodation inspections any day or at any time. This includes checking bedrooms. We are always mindful of privacy during our visits.

House Basics

BBQ USAGE

The BBQ is supplied with the understanding that it is respected and left CLEAN for the next guests. Please replace the cover when cooled. FOR SAFETY: Please ensure that the grease tray is emptied and do not leave the BBQ unattended whilst in use. Please switch Gas bottle off whilst not in use. Please notify staff when gas bottle is low.

SEVERE WEATHER EMERGENCY

It is encouraged to monitor any weather emergencies that may be in your area. In each house there is an emergency box located - this included a checklist, battery operated torch, a battery radio and water.

It is encouraged that you have drinking water, non-perishable food, chargers, blankets ready if a weather emergency takes arises.



KNOW YOUR RISK

Knowing what weather happens where you live is key to preparing your property.



BUSHFIRE

Fires can happen anytime, with peak season from July – February. Your Rural Fire Service and council will have your local fire information.



FLOODING

Floods happen everywhere in Queensland. Think about the creeks, rivers, dams and low-lying areas on your property and on the roads you regularly use.



STORMS

Storms can happen anywhere, anytime. Know what can be impacted by strong winds and hail and be prepared to secure property from damage.



HEATWAVE

Heatwaves can be deadly to people and stock. Track your dam levels and/or other water sources, and make sure stock have access to water and shade.



CYCLONE

Cyclones mainly impact northern and coastal areas, but all of Queensland can have wind and rain from cyclones. Secure equipment

Wifi Connection

Connection name:

Wifi Password:

Emergency Contacts

Immediate Emergency	000
Police	07 4983 8100
Ambulance	07 4982 1333
Fire	074982 3333
Emerald Hospital	07 4987 9400
RFDS Rockhampton	07 4921 2221

At times during your placement you may experience isolation, loneliness and frustration with the unpredictability of working and travelling in rural and remote areas. The Bush Crisis Line is a national 24 hour telephone support and debriefing service for multidisciplinary rural and remote health practitioners and their families and is answered by qualified psychologists with rural, remote and cross- cultural experience.

Useful Contacts

Bush Crisis Line	Freecall 1800 805 391
Lifeline	131 144
Telstra	132 200
Ergon Energy	131 046
Emerald Taxi's	131 008
JCU CQCRRH Office	07 4781 3300
Ruswin Locksmiths Emerald	07 4987 5735

EMERALD

THINGS TO DO

- Botanic Gardens. There is a cemented path right around the park which is an easy walk or jog, passing the river, the rose gardens and this is where PARK RUN is held every Saturday at 7am.
- Central Queensland Highlands Visitor Information Centre.
- Fairbairn Dam
- Sunflower Painting. Tucked away in the park behind the information centre.
- Emerald Train Station. It is an imposing building right in the main street of this wonderful Aussie town.
- Emerald Aquatic Centre
- The Plaza @ Emerald
- Vicki Peters Park
- Emerald Art Gallery
- Sunrise Rotary BMX Park
- The Village at Emerald
- Emerald Library - although it is small there is still a lot of books to look at.
- Central Highlands Marketplace
- Emerald Tennis Court
- Court Action - Squash, golf driving range, archery range
- Centenary Park
- Emerald Golf Club
- Emerald Bowls Club
- The Outback Exploratorium.
- Explore surrounding areas - Gemfields, Blackdown Tablelands, Theresa Creek, Virgin Rock at Springsure etc.

Cleaning Checklist



Departing Check - list

Kitchen:

- Empty the dishwasher/sink
- Clean all the surfaces
- Take out the rubbish
- Clean & Empty the fridge
- Clean the oven
- Vacuum and mop the floor

Living Room:

- Vacuum the couch
- Vacuum the floor
- Wipe surfaces
- Arrange the couch pillow
- Clean the TV
- Turn off Appliances

Bathroom:

- Clean the Shower/Tub
- Clean the toilet
- Change & wash towels
- Replenish toiletries
- Clean Mirrors
- Mop the floor

Bedroom:

- Wash Bed Linen & return
- Vacuum the floor
- Clean all the surfaces
- Check cupboards
- Dust pillows
- Turn appliances off





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Thank you for
staying with us!