

1. Introduction

The Country Universities Centre Bass Coast (hereafter referred to as the CUC) provides access to the Centre and its available resources, including but not limited to:

- Premises of the Centre, including the building and surrounding area,
- All internal facilities including kitchens, bathrooms, study areas, social spaces, audio-visual rooms, and meeting rooms,
- Equipment and services related to information technology, including computer hardware, printers and scanners, software, and internet access, and
- Services related to academic support and student wellbeing

The Centre is open to registered students who are enrolled at a university or other educational institution and wish to complete their studies there.

2. Registration

To register for access to and use of the CUC students must:

- Be enrolled in a course of study at a university, vocational registered training organisation, other approved education institution or a course approved by the CUC,
- Complete the Registration Form for each registration term, and
- Abide by all requirements in this agreement.

Once approved, student registration will be active until the end of the registration term in line with the CUC semesters: January to June and July to December. Continuing students may renew their registration for terms of six months. Students may access available Resources during the term of their registration, subject to this agreement.

The student may withdraw their registration at any time by informing the CUC staff in writing of their decision.

3. Student Obligations

Students using the CUC Centre and resources must:



- Take reasonable care for their health and safety,
- Ensure that they do not adversely affect other people's health and safety,
- Comply, so far as they are reasonably able, with any reasonable instruction of the CUC, and
- Report any known safety hazards to the CUC.

When using CUC resources and interacting with CUC staff and other users, students must observe the following behaviour standards:

- Comply with all lawful and reasonable CUC directions, policies, and procedures.
- Refrain from any conduct that may cause any reasonable person unwanted offence, annoyance, or embarrassment.
- Ensure that the CUC resources are protected and used responsibly.
- Do not engage in any antisocial behaviour.

Students are not permitted to engage in the following activities within the Centre:

- Smoking, drugs, or alcohol,
- Allowing unregistered users access without prior written consent from the Centre Manager,
- Bringing pets onto the premises, or
- Allowing access to persons under the age of 18, unless they are approved registered students, or visiting the Centre as part of an approved program activity or event.

At the end of the student's final registration term, they must return any CUC property, including any Centre access token, to the CUC. If property is not returned, replacement fees may be applied.

4. Termination

If the CUC considers that a student is in breach of this agreement, they may give the student a written warning requiring a response or terminate their registration immediately. Students will be notified in writing.

If the student does not respond to the written warning within the set timeframe, the CUC may terminate this agreement by giving them written notice.

The CUC will consider the student's response to the written warning and will either:

- Withdraw the written warning,
- Allow the student to continue to use the CUC Resources subject to conditions, or
- Terminate this agreement by giving them notice in writing.



Students who have been issued a written warning in the past and who have committed another breach of this agreement may be terminated by the CUC in writing.

5. Privacy

The CUC is committed to respecting student privacy and complying with all privacy obligations under the Privacy Act 1988 (Privacy Act), including the Australian Privacy Principles.

The CUC collects personal information from students during registration to assess eligibility for access to the Centre and its resources. The information collected includes, but is not limited to:

- Full name
- Address
- Phone number
- Email address
- Emergency contact
- Gender
- Date of birth
- Student enrolment information:
 - Education institution
 - Course
 - Subjects
 - Mode of study
 - Institution ID
 - Unique Student Identifier (USI)

The CUC may also collect sensitive information about a student with their consent or to comply with our obligations under Australian law, including but not limited to:

- Language or cultural background,
- Citizenship status,
- Status as an Indigenous Australian,
- Disability status, and
- Health and medical information.

The purpose of collecting the above information allows the CUC to facilitate appropriate assistance in the event of an emergency, for quality assurance and planning purposes, to align strategy and resourcing needs, to promote the CUC in the media and with stakeholders, and to comply with legislative reporting requirements.

The CUC will only collect sensitive information with consent or if required by law. In the absence of this information, students may not have access to certain resources. All reasonable options will be provided to students so that they can directly provide their information. The CUC may occasionally collect personal information about students from third parties. As a result, the CUC will take reasonable steps to ensure that students are aware of the information provided and the privacy statement.



All personal information collected, stored, used, and disclosed by CUC will be handled according to the Privacy Act. Students who have concerns or questions about the protection of their private information or how privacy is protected should contact the Centre Manager.

6. Student Contact and Communications

The CUC may contact students for the purpose of providing information directly related to their registration, learning activities, support services, and relevant educational events or opportunities. Communications may include updates about centre operations, academic requirements, wellbeing initiatives, community events, or other matters that support the student experience. There may also be cases, where student contact is necessary, such as in the event of an emergency.

The organisation will not use student contact details for advertising, commercial promotion, or solicitation of goods or services. No third party will have access or use student information for marketing purposes.

7. Centre Access

To access CUC, students will receive a swipe card, access fob, or other unique token. This access token must not be shared or used by anyone but the student. A lost or stolen token must be reported to the CUC staff as soon as possible. In some cases, replacement costs may be incurred.

Students must return any physical access tokens to the CUC at the end of their final term of registration.

8. Access Hours

The CUC will be accessible to registered students with a valid access token from 5.00am – 11.59pm Monday to Sunday or otherwise specified. If the Centre closes on a public holiday or other event, the students will be notified in writing.

The CUC will be alarmed with back-to-base security at 11.59pm every night or otherwise specified. If a student remains inside the centre once the alarms are set, they will be responsible for any associated emergency services call out costs and may have their registration terminated. The CUC will be alarmed until 5.00am every morning unless otherwise specified by the CUC.

When accessing the Centre outside of office hours students must apply caution and ensure that it is safe to enter and exit the facility. If it is not, the appropriate security or emergency service should be contacted. If a student feels unsafe at any time, they should immediately call 000.



Students should park close to the Centre entrance and ensure that it is safe to exit their vehicle before they enter the building. Students are encouraged not to linger around the centre during darkness and to go directly to and from their vehicle and the building without diverting to other areas when entering and exiting.

9. Emergency Procedures

The safety and wellbeing of students and staff are paramount at CUC. To ensure preparedness and appropriate responses during emergencies, the following general guidelines and procedures apply:

- Students are encouraged to familiarise themselves with emergency exits, evacuation routes, and assembly points within the Centre. This information is displayed on emergency signage throughout the premises.
- In any emergency situation, students must remain calm and follow instructions provided by the CUC staff or emergency personnel.
- Any safety concerns, suspicious activity, or hazards should be reported to a staff member promptly.
- In the event of an emergency requiring evacuation, students must proceed to the nearest safe exit and make their way to the designated assembly point.
- Students should not use lifts during an evacuation and must prioritise their own safety while assisting others if possible.
- The CUC conducts regular emergency drills to ensure students and staff are familiar with safety protocols and procedures, and all are expected to participate in drills and adhere to all safety instructions during these exercises.

10. CCTV and Security

The CUC is constantly monitored by CCTV and each access by a student is recorded. In the event of an incident in the centre, these records will be accessed by staff. If a student is identified as using the centre, that student may be deemed responsible for any damages or disruption caused.

On some occasions, a security team may patrol the premises during non-accessible hours.

11. Network Access

Students may connect their own devices, such as personal computers, notebooks, smartphones, and tablets to the network or use available devices provided by the CUC. Any other connection, (re)patching, (re)cabling, reconfiguration of network hardware, or deployment of software constitutes a modification and must be approved.



The CUC provides students with access to the CUC network for study-related purposes. Personal use within reasonable limits is also permitted, although unauthorised software cannot be downloaded, transmitted, or stored.

The speed and continuity of internet access depend on a wide range of factors, many of which are beyond the control of the CUC. As a result, the CUC accepts no liability for any disruption of internet access.

12. Network Security

The following activities, intentionally created, transmitted, or stored, are prohibited on the CUC network:

- Information that is designed or is likely to:
 - Damage the CUC reputation,
 - Be misleading or deceptive,
 - Result in victimisation or harassment,
 - Lead to criminal penalty or civil liability,
 - Be reasonably found to be offensive, obscene, indecent, threatening, abusive or defamatory, or
 - Cause annoyance, inconvenience, or needless anxiety.
- Offensive, obscene, or indecent images.
- Junk or chain mail.
- A computer virus or worm.
- Interfering with another CUC network user or violating their privacy.
- Disrupting or illegally accessing computer systems, including the CUC network and those external to it. This includes deliberately bypassing network filtering and anti-virus systems.
- Transmitting or receiving material in breach of copyright laws.
- Using the network for unapproved commercial purposes (e.g., the transmission of unsolicited commercial or advertising material).
- Port scanning (the scanning of another machine to determine which services are running).
- Masquerading as another real or fictitious user (for example, forgery of the source of mail messages or news articles).
- Using password capturing or network sniffer programs.
- Installing misappropriated, or unlicensed software.
- Running of peer-to-peer file sharing systems.

Students must report breaches or suspected breaches of this agreement to the CUC staff.

**13.****Monitoring**

The CUC collects statistical data regarding the operations of its electronic communications systems to ensure the ongoing availability, reliability, and security of these systems, including to detect unauthorised usage and other problems. This includes, but is not limited to network usage, data transmitted, movements through access tokens, user logins and device details, as well as data regarding system usage and performance.

The CUC will only access or review an individual user's digital activity where there is a reasonable suspicion that this agreement has been breached, and only to the extent necessary to investigate the suspected breach.

14.**Data Security**

Students are responsible for saving work and data using their own storage devices. There is no liability on the part of the CUC for any loss of data or corruption of data. Any damage to or loss of data, hardware or software resulting directly or indirectly from use of the CUC or for any consequential loss or damage is not the responsibility or liability of the CUC. The CUC makes no warranty, express or implied, regarding the CUC or its suitability for any particular purpose.

The CUC uses automated tools and digital systems to help deliver our services efficiently and consistently. These tools may analyse information you provide to support tasks such as eligibility checks, risk assessment, or service allocation. Automated systems do not replace human judgment. All significant decisions that affect individuals are reviewed or confirmed by a trained staff member.

While the CUC seeks to ensure privacy when connected, it cannot guarantee the confidentiality of any information stored on or transmitted through the CUC Network.