



WELCOME TO **STAYOVER** **IN BLACKWATER**

GUEST INFORMATION AND RESIDENT CODE OF CONDUCT

WELCOME TO STAYOVER® BY AUSCO

The *Stayover®* by Ausco team is here to ensure you enjoy the comfort of our facilities whilst working away from home.

To ensure you get the most out of your stay, we have supplied the enclosed information and code of conduct which is designed to ensure you and your fellow residents enjoy the relaxing, safe and friendly atmosphere of our villages.

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SO-REF-104

BOOKINGS

For Stayover® bookings and general accommodation enquiries

Phone: 1300 730 630 (Central Reservations)
Head Office hours: 8.00am – 5.00pm Monday to Friday
Website: www.stayover.com.au
Email: reservations@ausco.com.au

We will endeavour to reply to your enquiry within 48hrs.

WALK-IN BOOKINGS

Walk-in bookings can be accommodated provided the village has availability. Any guests who arrive without a booking through Central Reservations will be required to pay for the duration of their stay in full, upfront by credit card.

CHANGES TO BOOKINGS

Any changes to bookings must be placed through Central Reservations department (ph: 1300 730 630) or email reservations.stayover@ausco.com.au with 48hrs notice.



VILLAGE RECEPTION OFFICE HOURS AND SERVICES

Reception is located at the entrance of the village and is open 6.30am – 8.30pm daily.

All incoming residents are required to check in between 2.00pm and 8.30pm. Any incoming resident requiring a late check in must contact the afterhours number on (07) 4982 6604 prior to arriving, so alternative arrangements can be made with onsite management.

MAIL

Personal mail for residents can be sent to our villages. Residents can collect this daily at Reception. Please ensure all mail includes guests name and room number.

Village postal address:

Stayover in Blackwater
74 Littlefield St
Blackwater QLD 4717



1300 730 630 | stayover.com.au

- ASH
- BEECH
- CEDAR
- OAK
- TEAK
- MAPLE
- = PATHWAY
- ⊗ = EMERGENCY ASSEMBLY AREA

DINING HALL TIMES
 Breakfast 4.00am to 8.00am
 Dinner 4.00pm to 8.00pm

CHECK IN 2pm | CHECK OUT 10am
 Please return key to front office
 or key box at front office

DISCOVERY PARKS BLACKWATER PARK MAP

- STANDARD
- POWERED SITES
- COMMON AREAS
- GRASSED LANDSCAPE
- AMENITIES
- STAFF BUILDINGS
- ⊗ = DUMP POINT
- ⊗ = FIRE EXTINGUISHER
- ⊗ = EMERGENCY ASSEMBLY AREA





VILLAGE MANAGEMENT, MAINTENANCE AND FEEDBACK

The village manager is responsible for the operation of all services in the village as well ensuring residents follow the code of conduct of the village for the comfort of others. Each resident is asked to observe and comply with this code of conduct at all times during their stay.

MAINTENANCE REQUESTS

- Please report all maintenance requests to Reception. Regular inspections are carried out, including resident accommodation.
- Maintenance request forms are provided to residents in Room, dining room and at Reception. Please ensure these forms are filled out clearly with as much detail as possible to ensure management is able to address these requests as quickly as possible.
- Management aims to rectify maintenance issues within a 24hr period. Due to parts being required for some areas of maintenance, this can result in delays.
- If you require any further assistance while your maintenance request is being rectified, please contact Reception who will be more than willing to accommodate you.

VILLAGE FEEDBACK

- Resident feedback forms are available in accommodation rooms, the dining room and at Reception.
- We appreciate you taking the time to provide us feedback (both good and constructive). Each piece of feedback received by management will be taken into consideration and actioned where possible.
- Please ensure your name and room number is on the feedback form, so that management is able to respond to your requests and comments directly, by placing a compliments slip in your room. If you are unsatisfied with the response from your feedback form, please do not hesitate to contact the Stayover Village Manager or Central Reservations directly for further discussion.

EMERGENCY CONTACT NUMBERS

The Village Manager is onsite 24hrs in case of an emergency.

Emergency contact numbers are located outside Reception. All emergencies must be reported to Reception or Village Manager (if after hours) immediately. If this is not possible, due to a medical concern, the emergency must be reported within 24hrs.

Police - Fire - Ambulance	000
Crisis Care	1800 177 135
Parents help line	1300 301 300
Lifeline	131 114
Village Manager	(07) 4982 6604

THE VILLAGE MANAGERS AFTER HOURS NUMBER MUST ONLY BE USED IN CASE OF AN EMERGENCY.

Please make yourself aware of the following local phone numbers below:

Ambulance (non-emergency)	13 12 33
Doctor	(07) 4982 7462
Fire Service	(07) 4983 7590
Hospital	(07) 4980 1800
Police	(07) 4982 5933
State Emergency Service (S.E.S)	132 500
Queensland Poisons Information Centre	13 11 26

EMERGENCY EVACUATION PLANS

An emergency evacuation plan is located on the inside of each room door, this shows a 'you are here' arrow, evacuation pathway from your location, muster points and all locations of fire extinguishers and fire hoses.



CODE OF CONDUCT

ARRIVALS

- › On arrival, all incoming residents are required to check in at reception

Residents are required to show ID, sign in and will receive a key to their room. All residents are to conform to the village code of conduct.

DEPARTURES

- › Residents are required to sign out on departure and return their room key in the key drop at Reception. Failure to sign out and return the key will result in the booking remaining occupied until the key is returned.
- › Residents are required to remove all belongings from their room on departure.
- › If any items are left in the room, Stayover by Ausco and village management accepts no responsibility for loss or damage of any items left in room.

CARE OF FACILITIES

- › Residents are responsible for keeping and maintaining all furniture, fittings and linen in good condition.
- › Residents occupying rooms are not permitted to remove any fittings or furniture.

VISITORS

- All visitors to Stayover® by Ausco villages must report to Reception to sign the visitor register and receive an onsite induction and resident code of conduct.
- This includes any contractors, contracted to perform works onsite by Ausco or the caterer.
- Unauthorised persons are not permitted to stay in the village. Sharing a room with an unauthorised person may result in accommodation privileges being revoked.

VEHICLE ACCESS

- Vehicles are to be parked in designated areas only. All drivers are required to strictly observe the speed limits in place onsite.
- Vehicles that are unroadworthy or derelict are not permitted to remain onsite.
- Stayover in Blackwater is private property and entry into the car park is at our discretion. Car parking is for Stayover residents and staff and their invited guests only.
- No trucks or vehicles with trailers are permitted to park in the Stayover carpark. No vehicle exceeding six and a half metres in length, or has a gross vehicle weight that exceeds four thousand five hundred kilograms.
- Each time that you bring your vehicle into the car park, you do so subject to these Conditions of Use.
- When you park and leave your vehicle in the car park, you do so at your own risk and you remain responsible for your vehicle and any property in or on it.
- You must park your vehicle within the limits as defined by lines painted on the surface of the parking area, and comply with all signs erected in the car park. You must comply with any directions or instructions we give you.
- You must not park your vehicle:
 - (a) in the car park if you are not a Stayover resident or staff member or their invited guest; or
 - (b) if you do so as to obstruct or permit the obstruction of the free passage to, or the use of, this car park, andWe reserve the right to remove any unauthorised or obstructing vehicle. We will not be liable for any damage to your vehicle, persons or property by such removal. You will immediately pay to us any costs we incur in connection with such removal.
- Residents are only entitled to park their vehicle in the car park whilst in residency at Stayover in Blackwater. Residents must remove their vehicle from the car park upon checking out, whether temporarily checking out for R&R or associated leave or permanently checking out at the end of their stay.
- Except to the extent required by law, we will not be liable for: (a) the safe custody of any vehicle in this car park; or (b) the delivery of your vehicle to any person, whether that person has authority to take it or not; or (c) any theft loss or damage whatsoever to any vehicle or its accessories or contents; or (d) any damage to your property, injury to you or your death while you, your vehicle or your property person is in this car park or while you are entering or leaving this car park.

- You release and indemnify us from any claim against us or expense incurred by us arising from your use of the car park or from us removing your vehicle from it.
- You must ensure that your parked vehicle is securely locked and the ignition key removed.
- You must not litter the car park, or allow your vehicle to spill or leak oil in it.
- These Conditions of Use will only exclude us from liability to the extent that they are able to do so under any law which restricts or forbids that exclusion of liability, including the Trade Practices Act and similar State legislation.
- If any part of these Conditions of Use is illegal or unenforceable, that part is to be disregarded, and its removal will not affect the rest of the conditions.
- In these Conditions of Use, references to: (a) "we", "us" and "our" means Ausco Modular Pty Ltd ACN 010 654 994 t/as Stayover, its employees, agents and independent contractors; (b) "you" means the person using, or intending to use this car park; and (c) "your vehicle" includes a vehicle and/or trailer driven, or intended to be driven, by you into this car park.

ROOM KEYS (SAFETY & SECURITY)

- Room keys are for the sole use of the resident issued the key.
- Room keys are non transferable and any misuse of the key may result in accommodation privileges being revoked.
- Lost or misplaced keys are to be reported to Reception immediately. If you require temporary access to your room, please contact Reception or the Village Manager (if after-hours).
- Any doors found forced open and damaged can result in accommodation privileges being revoked. In the event of damages, repair costs will be charged directly to the resident through their employer.
- Replacement keys will be charged at \$30 per key. Replacement costs will be charged directly to the resident through their employer.
- Residents are required to keep their key on their person at all times. From time to time you may be asked to present your room key, this will be used as a means of identity and confirm your right to access village facilities.

SMOKING

- Smoking is not permitted in any buildings. Smoking is not permitted on the door step of your room with the door open.
- Ashtrays have been provided for your use. If you require an ashtray for the outside of your room, please contact Reception .
- Cigarette butts are not to be thrown on the ground. Any resident seen doing so will be requested to clean them up and place in ashtrays or bins provided.
- Any resident seen compiling a pile of butts outside their room, will be required, to clean the area.

ROOM SERVICING

- › Rooms are serviced weekly. The service schedule of your room is available on the village notice board and at Reception. Bed linen and towels will be serviced at this time.
- › Each resident is responsible for keeping their allocated room clean, hygienic and tidy at all times. Cleaning equipment is available upon request at Reception for this purpose.
- › Authorised personell will regularly inspect rooms to ensure personal hygiene is being maintained. Village service personell will not attend to any dirty or unhygienic rooms. Any persons found not to be keeping their room in a manner considered hygienic will be requested by management to rectify this within 24hrs. If this does not occur, the resident's employer will be notified and may lead to accommodation privileges being revoked.
- › Cooking is not permitted in accommodation rooms.
- › Night Shift workers are able to request 'DO NOT DISTURB' signs from reception. These signs should be used to avoid being disturbed.

CONDUCT OF RESIDENTS

- › Residents are advised that all State and Commonwealth laws apply in the Village.
- › Political or Union meetings shall not be conducted in the village.
- › Excess noise and partying is not permitted after 10pm. Communal areas are provided for the social interaction and relaxation of all residents. Residents should not gather outside accommodation rooms after 8pm.
- › Village residents are expected to maintain a high level of personal hygiene and are required to use sanitary facilities provided.
- › Instances of possible infectious diseases are to be reported directly to Reception or Village Manager (if after-hours), whether confirmed or suspected.
- › Each resident is responsible for behaving in a manner that is appropriate, respectful and mindful of the potential impact that anti-social or unreasonable behaviour may have on their employer, fellow employees, other residents and the local community.
- › Residents visiting local towns and other communities must act with respect, courtesy, honesty and fairness.
- › Anti-social behaviour and misconduct of any kind will not be tolerated. This includes vandalism, discrimination, verbal or physical abuse and excessive noise or illegal activities will not be tolerated. Disciplinary measures will be taken. Fighting is not tolerated in the village and all persons involved will have there accommodation privileges revoked.

- › Alcohol is not permitted to be consumed in the dining facility or crib areas onsite.
- › For the comfort of night shift workers, please reverse park into carparks to avoid reversing signals on departure of the village.
- › Please consider other residents when closing room doors. Doors must not be slammed.
- › In addition to the above, employees must also adhere to the Code of Conduct of their employer.
- › Any breaches of the code of conduct may result in the immediate withdrawal of accommodation privileges at all Stayover villages.

COMMON FACILITIES AND RECREATIONAL EQUIPMENT

- › Excess noise is strictly prohibited in these areas or around accommodation rooms.
- › The gym facility is available to residents 24hrs a day

PATHWAYS

Concrete pathways throughout the village lead to all central facilities and parking areas. For resident safety please only use concrete pathways to access these areas.

DINING ROOM AND MEALS

- › Meal times are designated and available at Reception and on entry to the dining room. No meals will be served outside these designated times unless authorised by village management.
- › No persons other than residents and other authorised persons are permitted in the dining room.
- › Under no circumstances are meals, cutlery/crockery or condiments to be taken from the dining room unless prior approval has been provided by village management.
- › Crib lunches are available to residents to take from the allocated crib buffet. **These meals are to be taken as daily portions for village residents.** Excessive removal of crib items is not permitted. Maximum three crib containers (500ml) per person.
- › No hot food is to be removed from the dining room.
- › Residents using the dining room must be respectably dressed at all times. Clothing and footwear must be worn at all times.
- › No dirty work clothes or boots are to be worn in the dining room. Residents are requested to change out of their work clothes before entering the dining room for dinner.
- › The minimum standard of dress is t-shirts, shorts and thongs.
- › To assist with hygiene and to avoid food contamination, please ensure you wash your hands before handling food and use the designated utensils provided.
- › Intoxicated persons are not permitted to enter the dining room.
- › Under no circumstances is alcohol to be consumed in the dining room.



HEALTH AND WELLBEING

We strive to provide you with excellent service and quality facilities; promoting a healthy lifestyle for all our residents whilst working and living away from home.

ENVIRONMENT

The village has a number of basic rules for protecting the environment and in general terms, residents are requested to respect the local flora, fauna and landscape.

Under no circumstances are dogs, cats or pets of any kind, domestic or native allowed on site.

WASTE DISPOSAL

- › All litter to be disposed in the bins provided.
- › All food to be left in the dining facility or disposed of in the bins provided
- › Please replace lids on the bins after use.
- › All liquid disposals to be disposed of in the proper facilities.

MENU PLANNING

- › Our menus are on a 4 to 6 week cycle, and changed quarterly to provide you a selection of fresh foods and meats, cooked by our dedicated chefs.
- › All menus are designed and approved by nutritionists and monitored daily by our village managers.

RESIDENT COURTESY & CONSIDERATION

- › The design and operation of our villages is undertaken with all residents in mind, providing you with a safe and peaceful village, where you can be free to enjoy your R&R with your colleagues and other guests is paramount.
- › We appreciate your co-operation in ensuring that no excess noise is made onsite.
- › After 10pm please ensure noise is kept to an absolute minimum. Groups gathered around sleeping areas in the village are also discouraged after this time.



FACILITIES AND SERVICES

LAUNDRY FACILITIES

- › Laundry facilities are available for residents only. Please ensure these are used with all necessary care and attention. Laundry equipment should be left in a clean and tidy condition and switched off upon completion of use.

RECREATION CENTRE

- › A recreation centre is available for residents only. As courtesy to other guests, we request that you ensure that the centre is kept clean and tidy at all times. All equipment for use on the pool table is available in the recreation centre.

FOXTEL

- › Foxtel is available in all rooms.

BBQ FACILITIES

- › A BBQ area is located in the village for resident's use. No personal BBQ's are to be used. At no times are the BBQ's to be moved from the entertainment and leisure areas.

FIRST AID FACILITIES

First aid facility is located in Reception. Please contact Reception for access.

ONLY RESIDENTS & OVERNIGHT GUEST ARE PERMITTED TO USE THE GYM FACILITY AFTER COMPLETING THE ONSITE INDUCTION ON TRAINING.

GYM

The gym is available for residents use only.

There are risks assumed by individuals who use Stayover Gyms. The gym acceptance of risk form must be signed before use.

In order to use the gym facility you must ensure you follow the guidelines below:

- Consult your doctor before starting an exercise program.
- Do not begin any exercise program without proper instruction.
- If you are doing weight training, including bench presses, it is recommended that you have a spotter present and work out with a training partner.
- Perform your exercises at a smooth moderate pace, do not jerk or yank on weights or any pieces of equipment.
- Inspect equipment prior to use. Check cables for wear and tear; pop pins are placed in and secure; nuts, bolts and screws are all in place and secure.
- Never use any pieces of equipment if any parts are missing or damaged. Ensure a maintenance request is filled out and submitted for repair, to allow village management to tag out the piece of equipment.
- Always make sure all 'Snap Links' are closed before using any pullies or cables.
- Keep clear of cables and moving equipment when in use.
- Always use a clean towel and ensure dirty towels are placed in basket after use.
- Take regular breaks and drink additional water to allow for moisture loss and muscle conditioning.
- Always replace weights after use.
- If you feel light headed or dizzy, stop exercising immediately and ask for assistance. We recommend you see a doctor before continuing any further training.



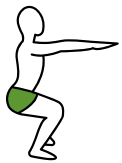
ACCEPTANCE OF RISK

Each resident expressly accepts that the Resident's residency and use of the Facilities is at their own risk and no responsibility or liability for any, loss, damaged or injury suffered by a Resident, whether to the Resident's person or property as a result of any breakage, leakage, theft or other event on Site, shall be accepted by Stayover® by Ausco.

No responsibility shall be accepted by Stayover® by Ausco, its employees, subcontractors or agents for loss of or damage to personal belongings and it is strongly suggested that valuables and money should not be left in rooms. Always lock your room.



IN ROOM EXERCISES



IN ROOM WIDE STANCE SQUAT

Where	Any space that will allow a two shoulder width stance
Muscles	Thighs and Buttocks
Breathing	In on the way down and out on the way up
Important	Make sure your back stays straight, make sure your eyes are looking just above horizontal, never lock or straighten your knees at the start or finished positions, feet at 45-degree angle, buttocks out - like you are going to sit down



IN ROOM LUNGE

Where	Any space that will allow a one shoulder width stance
Muscles	Thighs and Buttocks
Breathing	In on the way down and out on the way up
Important	Make sure your back stays straight, make sure your eyes are looking just above horizontal, never lock or straighten your knees at the start or finished positions, feet pointing straight ahead, back leg/bent leg should point straight to the floor.



IN ROOM SPIDERMAN PUSH UP

Where	Any space that will allow a two shoulder width stance
Muscles	Chest, triceps and core
Breathing	In on the way down and out on the way up
Important	Make sure there is a straight line between your shoulders, hips and ankles, never lock or straighten your elbows at the start or finished positions, alternate touching your knee to your elbow as you lower yourself to the floor and retract the knee to starting position as you push up.



IN ROOM BACK STRETCH

Where	Any space that will allow a one shoulder width stance
Muscles	Back
Breathing	In on the way down and out on the way up
Important	Make sure you have a good grip on the door jam. Push your buttocks back, knees slightly bent, allow the head to relax between your arms, stretch the muscles in your back at the side of your body.



IN ROOM CHEST STRETCH

Where	Any space that will allow a one shoulder width stance
Muscles	Chest
Breathing	In on the way down and out on the way up
Important	On a door frame, put your arm and hand up like making a stop sign, place the forearm on the door frame and take half a step through the door.



IN ROOM WALL PUSH UP

Where	Any space that will allow you to push on a door while just over arm's length away
Muscles	Chest and shoulders
Breathing	In on the way down and out on the way up
Important	Lock your core, maintain a straight line from your shoulders, through your hips to your ankles.



IN ROOM WALL PUSH UP ELBOWS UP

Where	Any space that will allow you to push on a door while just over arm's length away
Muscles	Chest and triceps
Breathing	In on the way down and out on the way up
Important	Lock your core, maintain a straight line from your shoulders, through your hips to your ankles.



IN ROOM WINDSCREEN WIPER HIP STRETCH

Where	Laying in the middle of the bed
Muscles	Hips and lower back
Breathing	In on the way down and out on the way up
Important	Keep your arms flat against your body, knees together and at right angles to your torso, ankles together, slow and steady. When the right knee is on the bed, ensure your left shoulder is also on the bed. Rotate from side to side as required.



IN ROOM BACK EXERCISE

Where	Laying across the bed
Muscles	Hips, lower back and core
Breathing	In on the way down and out on the way up
Important	Fully outstretched across the bed, lift your chest and thighs off the bed but do not swing up suddenly, slow and steady increase of pressure. Look up to aid in maximal stretch.



IN ROOM CALF STRETCH

Where	Doorstep
Muscles	Calves
Breathing	In on the way down and out on the way up
Important	Maintain balance and grip on the door jam. Maintain a straight line with your shoulders, hips and ankles, look forward not down. Toes on edge of the top step, lower yourself down as low as you can go and then move in the opposite direction as high as you can go.



IN ROOM DIP

Where	End of bed or chair
Muscles	Triceps and shoulders
Breathing	In on the way down and out on the way up
Important	Starting position should be 90 degrees at the hips and knees, hands on the bed/ seat at hip with apart. Lower your body toward the floor and then push back up while flexing the muscles in the back of your upper arm.



IN ROOM ROMAN TWIST

Where	In the middle of the bed
Muscles	Core
Breathing	Continuously throughout the movement
Important	Lean back at 45 degrees, bend knees at 45 degrees, lift feet off the bed and while keeping your hips and legs in line, twist your upper body left and right.



IN ROOM CRUNCH

Where	In the middle of the bed
Muscles	Core
Breathing	Continuously throughout the movement
Important	Lay back in the middle of the bed, fold your arms across your chest, knees and ankles together and then roll your upper body into a ball with your shoulders coming off the bed and then unwind back to starting position.



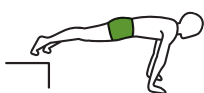
IN ROOM CRUNCH WITH ELEVATED LEGS	
Where	On the floor using either the bed or the chair for leg support
Muscles	Core
Breathing	Continuously throughout the movement
Important	Lay back on the floor with legs elevated, fold your arms across your chest, knees and ankles together and then roll your upper body into a ball with your shoulders coming off the floor and then unwind back to starting position.



IN ROOM SKYROCKETS	
Where	On the floor using either the bed or the chair for leg support
Muscles	Bum and core
Breathing	In on the way down and out on the way up
Important	Lay back on the floor with legs elevated, fold your arms across your chest, knees and ankles together and then raise your hips coming off the floor as high as you can and then relax back to starting position.



IN ROOM PLANKS	
Where	On the floor
Muscles	Core
Breathing	In on the way down and out on the way up
Important	Lock your body into position with a straight line between your shoulders, hips and ankles. Hold for as long as you can. Try alternate shoulder taps.



IN ROOM ELEVATED PUSH UPS	
Where	On the floor with the chair
Muscles	Chest, Shoulders and core
Breathing	In on the way down and out on the way up
Important	Lock your body into position with a straight line between your shoulders, hips and ankles. Up and down slowly with hands just wider than the shoulders.



IN ROOM SQUAT	
Where	On the floor with the bed or seat
Muscles	Thighs and buttocks
Breathing	In on the way down and out on the way up
Important	Ensure knees are always slightly bent, look just above the horizon, feet shoulder with apart, stick your butt out like you want to sit on the bed/seat but stop just short.

ENJOY YOUR STAY



ENHANCING WORKFORCE LIFESTYLES