

Massey Halls Wellington

Accommodation Handbook 2026



TE KUNENGA | MASSEY
KI PUREHUROA | UNIVERSITY
UNIVERSITY OF NEW ZEALAND



SECTION ONE – WELCOME

Welcome	5
Massey Halls National Structure	6
Wellington Team	7

SECTION TWO – YOUR ARRIVAL AND DEPARTURE

Your Arrival	9
Moving In	12
Your New Home – Kāinga Rua	13
Your New Home – The Cube	16
Moving Out	18

SECTION THREE – LIVING IN OUR HALLS

Your Facilities	19
Sustainability	22
Meal Packages	23

SECTION FOUR – HALLS COMMUNITY

Your Community	24
Living Together	25
Your Safety and Wellbeing	27
Your Responsibilities	30
Our Responsibilities	33
Community Standards	35
Disciplinary	44

SECTION FIVE – RESIDENTIAL LIFE PROGRAMME

Communications	46
Events & Activities	47

SECTION SIX – OUR CAMPUS

Campus Services	48
Emergency Procedures	53

SECTION SEVEN – THE WHĀNAU

Connecting with Parents and Whānau	62
Key Contacts	64
Support Lines	66



WELCOME

Nestled between a stunning harbour and rolling green hills, Wellington is New Zealand's capital city and the heart of government. It's also known for its vibrant arts, culture, and events scene, with something always happening — from international festivals and performances to major sporting events.

Despite being a bustling city, Wellington offers a compact and walkable downtown with a welcoming village feel. You'll find an array of boutique shops, galleries, restaurants, and cafés all within easy reach.

Our student halls are ideally located just a 5-minute walk from campus and close to all the city's attractions, giving you the best of both academic and urban life.

Our Wellington Halls

Choose from two quality accommodation options:


- Kāinga Rua
- The Cube

We pride ourselves on fostering a diverse, inclusive, and supportive community, with plenty of fun and engaging experiences along the way.



MASSEY HALLS NATIONAL STRUCTURE

STUDENT ACCOMMODATION
TE TARI WHAKANOHU

ASSOCIATE DIRECTOR, STUDENT WELLBEING – Leanne Radovanovich						
NATIONAL MANAGER, ACCOMMODATION SERVICES Kelly Manning				NATIONAL FACILITIES MANAGER, ACCOMMODATION Paul Compton		
RESIDENTIAL LIFE		BUSINESS SUPPORT		RESIDENTIAL SERVICES		
AUCKLAND Residential Life Manager Emily Maynard	MANAWATŪ Residential Life Manager Cameron Lock	WELLINGTON Residential Life Manager Jashel Reddy	Wellington, Team Lead and Business Support Manager Cory Anderson WN	Business Services Manager Aroha Tama PN	AUCKLAND Facilities Supervisor Kobus Mans	WELLINGTON Facilities Supervisor Adrian Brown
Assistant Manager Residential Life Vacancy	Assistant Manager Residential Life Adam Searle	Assistant Manager Residential Life Marcus Atherton	NATIONAL Financial Administrator Meiling Shan WN	NATIONAL Customer Services Admin Amelia Bursy AK Michelle Adams AK Hayden Carr PN Olivia Blair PN Rhannon Bennett PN Tara Brocklehill PN Alicia Brown AK Teremwa Kamana WN	Facilities Coordinator Mike Kiroal	
Residential Life Coordinator Jasmine Pua	Residential Life Coordinator Bernhard Auri	Residential Life Coordinator Ela Akon				
Residential Assistants	Residential Assistants	Residential Assistants				
					Housekeeping Supervisor Dianne Murphy	
					Housekeeping / Cleaners	

THE WELLINGTON TEAM

The Massey Halls team is here to provide you with a safe, secure, and supportive environment — a place you can truly call your home away from home.

We are committed to supporting you throughout your university journey and to helping you make the most of your overall experience at Massey. Whether you need guidance, a listening ear, or just someone to point you in the right direction, we're here for you.

Welcome to the Massey Halls community — we're excited to be part of your journey.

BUSINESS SUPPORT MANAGER

Responsible for leading the student accommodation team in Wellington and overseeing key accommodation support functions for Massey University.

Key responsibilities include:

- Managing financial and administrative processes across all campuses
- Ensuring compliance with contractual and legal obligations to residents
- Maintaining strong relationships with property owners and management entities in Wellington

This role plays a crucial part in delivering high-quality, compliant, and student-focused accommodation services.

FINANCE ADMINISTRATOR

Responsible for providing financial support to the accommodation team.

RESIDENTIAL LIFE MANAGER

Responsible for leading the Residential Life Team and overseeing the delivery of the Residential Life Programme across the Halls.

Key responsibilities include:

- Managing resident support, welfare, and safety

- Addressing and responding to resident behaviour and conduct
- Serving as an incident and urgent support responder as part of the on-call duty roster

This role plays a critical part in fostering a safe, inclusive, and supportive living environment for all residents.

ASSISTANT MANAGER RESIDENTIAL LIFE

Responsible for supporting the Residential Life Manager in leading the Residential Life Team and delivering the Residential Life Programme.

Key responsibilities include:

- Assisting with the coordination and supervision of Residential Life initiatives and staff
- Supporting resident wellbeing, support needs, and behaviour management
- Serving as an incident and urgent support responder as part of the on-call duty roster

This role plays a key part in fostering a safe, supportive, and connected residential community.

RESIDENTIAL LIFE COORDINATOR

Responsible for coordinating the Residential Life Programme and leading community development initiatives within the Halls.

Key responsibilities include:

- Supporting the management of resident welfare, safety, support needs, and behaviour
- Responding to incidents and urgent support needs as part of the on-call duty roster
- Actively contributing to a vibrant and inclusive community by living on campus

This role plays a vital part in building a positive residential culture and supporting student success and wellbeing.

CUSTOMER SERVICE ADMINISTRATORS

Our CSA's are your first point of call for anything related to your accommodation, including enquiries, applications, mail delivery, sign-outs, and payments. Our team is here to assist you throughout your stay and ensure everything runs smoothly.

We have dedicated team members to support specific areas:

Accommodation Applications & Bookings:

Responsible for processing accommodation applications and offers, managing room bookings and changes, and responding to general accommodation enquiries.

Accommodation Finance:

Responsible for handling accommodation payments, following up on arrears, and addressing general finance-related enquiries.

If you're ever unsure where to go or who to speak to, simply come see us at Reception/Accommodation Office — we're always happy to help.

FACILITIES SUPERVISOR

The Facilities Supervisor is responsible for ensuring that your living environment is safe, functional, and well-maintained.

Key responsibilities include:

- Coordinating and overseeing day-to-day maintenance
- Managing repairs related to lighting, appliances, and furniture
- Maintaining and monitoring fire safety and security systems

The Facilities Supervisor plays a vital role in keeping your accommodation comfortable and compliant with health and safety standards.

RESIDENTIAL ASSISTANTS

Resident Assistants (RAs) are senior Massey students who live within the Halls to help create a supportive and inclusive residential community.

Their key responsibilities include:

- Fostering a safe and secure living environment
- Providing peer support and advice to promote academic and personal success
- Organising events and activities to encourage engagement and help residents build meaningful connections

RAs are approachable, knowledgeable, and here to help you make the most of your on-campus experience.

YOUR ARRIVAL



YOUR LIVING ENVIRONMENT

Massey Halls is your place to call home, to make your own, to sleep, to study and to socialise. Your bedroom is your personal, secure space. It will be clean, comfortable, functional and will feature the following:

KĀINGA RUA HALL

BEDROOM	BATHROOMS	COMMUNAL KITCHENS	KITCHENETTES	COMMON ROOM
Double Bed		5 stations within each kitchen	Sink	Sofa
Mattress / Protector	Shower & shower curtain	Sink / Bench tops	Instant hot water	TV and remote
Desk	Toilet	Fridge / Freezer	Microwave	Heater
Chair	Toilet roll holder	Microwave	Toaster	Recycle bin
Heater	Towel holder	Instant hot water		Waste bin
Wardrobe	Sink			Pool table
Pinboard	Mirror			Piano
Fridge				Boardgames
Door / Locks				
Carpet				
Window				
Lighting – ceiling				
Electrical outlets				

All rooms have wifi.

THE CUBE

3/5 BEDROOM APARTMENT		STUDIO UNIT	
BEDROOM	Double Bed	Double Bed	
	Mattress / Protector	Mattress / Protector	
	Desk	Desk	
	Chair	Chair	
	Wardrobe/Drawers	Wardrobe/Drawers	
	Pinboard	Pinboard	
	Door / Locks	Door / Locks	
	Carpet	Carpet	
	Blinds	Blinds	
	Lighting – ceiling	Lighting – ceiling	
	Electrical outlets	Electrical outlets	
KITCHEN	Sink	Sink	
	Bench	Bench	
	Cupboards	Cupboards	
	Drawers	Drawers	
	Fridge/Freezer	Fridge/Freezer	
	Oven & Stove Top	Oven & Stove Top	
	Kitchen Utensils	Kitchen Utensils	
	Pots & Pans	Pots & Pans	
	Dining Table & Chairs	Dining Table & Chairs	
	Microwave, Toaster, Kettle	Microwave, Toaster, Kettle	
LOUNGE	Sofa	Sofa	
	Heater	Heater	
	Coffee table		
	Blinds		
BATHROOM	Lockable door	Lockable door	
	Shower	Shower	
	Toilet	Toilet	
	Toilet roll holder	Toilet roll holder	
	Sink	Sink	
	Mirror	Mirror	
	Towel Rail / Hook	Towel Rail / Hook	

All rooms have wifi

PERSONAL ITEMS TO BRING

Residents are advised to bring the following items:

KĀINGA RUA	THE CUBE
Bed linen, including pillows, comforter/duvet (you can order a bedding pack when you accept your offer of place).	Bed linen, including pillows, comforter/duvet (you can order a bedding pack when you accept your offer of place).
Towels	Towels
Coat hangers	Coat hangers
Toiletries and toiletry bag	Toiletries and toiletry bag
Laundry basket	Laundry basket
Laundry powder/liquid	Laundry powder/liquid
Cleaning products	Cleaning products
An electric fan for the summer time	An electric fan for the summer time
Toilet brush	
Cooking utensils	
Pots and pans	
Crockery and cutlery	

DECORATING YOUR ROOM

You're welcome to personalise your room to help make it feel like home — posters, pot plants, and other personal touches are all encouraged. However, please avoid using adhesives such as tape, nails and screws, as these can damage walls and paintwork. Instead, we recommend using 3M hooks or blu tac, which must be removed carefully when you move out. Please note that any damage may be deducted from your bond.

MOVING IN

ARRIVAL DAY

Arrival day is a busy but an exciting day for everyone. We are looking forward to meeting you and your whānau. The notes below are relevant for your first day with us.



CHECK-IN PROCESS:

We'll confirm that your accommodation account is up to date. You'll then receive your arrival pack, including your room key and access fob.



MEET YOUR RA:

A Residential Assistant (RA) will welcome you and take you to your room. They'll complete a quick room induction with you and then leave you to settle in.



ROOM INVENTORY CHECK:

You'll be asked to check the inventory in your room to ensure all items are present and in good condition. Any damages or missing items must be reported within 24 hours to avoid potential charges when you move out.



EVENING ACTIVITIES:

In the evening, the RAs will host a community activity — a great chance to meet new people, make friends, and get to know your new home.

YOUR NEW HOME – KĀINGA RUA

YOUR ROOM NUMBER

These diagrams show the layout of the floors at Kāinga Rua.

0 indicates a ground floor room, 1 indicates first floor and 2 indicates second floor.

For example the Room number W.1.12 indicates the following:

w: Whare Block, 1: 1st Floor, 12: Room 12



Kāinga Rua

Floor Plan – First Floor

- Room Type:**
- Access Rooms
 - Twin/Large Rooms
 - Single Rooms
 - Balcony Rooms



Kāinga Rua

Floor Plan – Second Floor

Room Type:

- Access Rooms
- Twin/Large Rooms
- Single Rooms
- Balcony Rooms



YOUR NEW HOME – THE CUBE

YOUR ROOM NUMBER

These diagrams show the layout of the floors in The Cube. Your room number allows you to find your bedroom within the floor. For example, the room number 5D2 represents the following:

- 5 Floor number
- D Apartment letter
- 2 Bedroom number





Please note that all floors are identical, except for the 1st floor which has no 5 bedroom apartments.

LEGEND

-  Studio Apartment
-  3 Bedroom Apartment
-  5 Bedroom Apartment

MOVING OUT

END OF CONTRACT

As your contract end date approaches, you will receive an email with important information about your departure. This will outline everything you need to do to ensure a smooth and stress-free move-out, including key return, room checks, and any final steps required.

RELEASE OF CONTRACT

You have signed a fixed-term Residential Agreement, which is a legally binding document. In exceptional circumstances, a Release of Contract (ROC) process is available.

If you are considering applying for a Release of Contract, your first step is to schedule a meeting with the Assistant Manager – Residential Life to discuss your situation. Following this conversation, a support plan may be developed, or you may be invited to submit a Release of Contract application.

If an application is offered:

You must complete the form in full, providing detailed information and supporting evidence.

Submit your completed application to:
accommodation.wellington@massey.ac.nz.

Once received, your application will be reviewed and a decision will be provided within seven working days.

Please do not make any departure plans until you have received a formal decision, as applications may be declined.

If your application is approved:

You will be required to provide two weeks' written notice, and pay the applicable penalty fees, as outlined in the Release of Contract application form.

Important: No applications will be accepted after 1 October 2026.



YOUR FACILITIES

SOCIAL SPACES

Cube

The Cube lobby features a ping pong table—perfect while waiting for laundry—a smart TV, and cozy couches to unwind. Just off the lobby, the Cube Burrow offers a dining table, smart TV, PS4, and VR set, ideal for shared dinners, study sessions, or epic gaming nights with friends.

Whare

Whare boasts a vibrant, multi-purpose common room with bar-height tables, a smart TV with Nintendo Switch, piano, ping pong, foosball, and a connected art room. It's the perfect space for everything from relaxing and studying to creative projects and social hangouts.

Nui

Nui's common room opens onto sunny grass areas, great for warm days. Inside, you'll find dining tables, a ping pong and pool table, a smart TV with Switch, and a movie room with a projector and speakers—perfect for study, games, or movie nights with friends.

BICYCLES & SCOOTERS

Bikes and Scooters (including Electronic ones) are not permitted within the accommodation buildings, if you choose to bring these with you, they must be stored in the appropriate areas at each of the Halls:

Kāinga Rua

Bikes must go into the bike rack located at the end of the carpark behind Nui.

The Cube

We have a designated bike shed. To purchase a key to use the bike shed, please contact the Customer Services Administrator. Key cost is \$25 for your contract period.

Please ensure you bring along a lock to keep them secured. Massey University is not responsible or liable for any theft or damage that occurs to your bicycle or scooter while it is stored within accommodation. Due to health and safety, if these items are electric, you must use charging stations as we cannot permit these to be charged within accommodation.

CAR PARKING & MOTORCYCLES

Due to being a city campus, we have very limited car parking available within our Halls (approximately 20 spaces) and these are only available at our Kāinga Rua Hall.

You can request a car park when you accept your offer of place, however, priority will be given to those students who require a car for placement purposes. We will notify residents at the end of December to confirm whether you have been allocated a car park or not.

The cost for the car park is \$30 per week.

Vehicles parked on Campus are at the vehicle owner's risk. Massey University is not responsible or liable for any theft or damage that occurs to your vehicle while it is parked in a Halls car park. Residents are encouraged to insure and alarm their vehicles and not to leave any valuables inside.

We strongly recommend that you consider all options before a vehicle, as Wellington offers a comprehensive network of buses.

INTERNET

Internet access is through our service provider, "Liverton Networks" and is accessible throughout the Halls.

You will receive your login details via email as part of your pre-arrival information, allowing you to connect as soon as you arrive. Simply join the "Massey Halls" Wi-Fi network and log in with the provided credentials.

For assistance:

Telephone: 0800 847 824

Email: help@liverton.com

User Terms and Conditions

By using this service you agree to the standard terms and conditions. Full terms and conditions available here <https://liverton.com/terms-and-conditions>

Fair Use Policy

It is important to Liverton that all customers are able to access the service and get the best possible experience. For this reason, and to ensure a quality service, a Fair Use Policy applies to our plans where your usage can affect that of other customers.

Your use of the Services is subject to this policy, your use must be reasonable and not excessive, as reasonably determined by us by reference to average and/or estimated typical customer usage of the Service.

Liverton may take action if they become aware that you have breached this Fair Use Policy by engaging in Improper Use or Excessive Use of Services. Full terms are defined here <https://liverton.com/fair-use>.

LAUNDRY

We have laundry services at each of our Halls:

Accessible 24/7.

Kāinga Rua

Washing machines and dryers are available in Whare and Nui on the ground and on the first floor.

Washing machines - \$3 per wash

Dryers - select your own cycle:

\$1 - 20 mins

\$2 - 40 mins

\$3 - 60 mins

Payments are made via App. You will need to bring your own washing powder/liquid for front loader machines.

Please take note of sign instructions in the laundry to learn how to use the machines or ask the team for assistance.

The Cube

Washing machines and dryers are available on the ground floor.

Washing machines - \$3 per wash

Dryers - select your own cycle:

\$1 - 20 mins

\$2 - 40 mins

\$3 - 60 mins

Payments are made via App. You will need to bring your own washing powder/liquid for front loader machines.

Please take note of sign instructions in the laundry to learn how to use the machines or ask the team for assistance.

LOCK OUT ASSISTANCE AND CHARGES

Office Hours Call 04 979 3355
(Mon-Fri 9am - 4pm)

Out of Office Hours
Kāinga Rua Hall 0800 574 255
Cube Hall 0800 722 823

Lock Out Charges

Monday - Friday 9am - 4pm	\$10.00
Monday - Friday 4pm - 9am	\$25.00
Saturday & Sunday	\$25.00

MAIL

All mail and parcels are delivered to The Cube Reception. General mail is sorted alphabetically by last name and placed in the mailboxes.

You will receive an email notification when a parcel arrives for you.

Parcels can be collected from Reception during opening hours, and you must show your student ID when collecting your parcel.

For details on how to correctly address your mail, [please refer to page 59](#)

MASSEY GYM

As part of your accommodation package, you have full membership at our Massey Gym for the term of your contract. See [here](#) for further information on our campus fitness facilities.

SMOKING AND VAPING

Massey University campuses are 100% smoke-free, which means smoking and vaping are not permitted anywhere on campus grounds, including within and around accommodation buildings.

We appreciate your cooperation in maintaining a healthy and respectful environment for all residents.

VACUUM CLEANERS

Each Hall has vacuums for residents to use. To borrow a vacuum, please see the accommodation office/reception, you will be asked to sign it out and in via Vistab.



SUSTAINABILITY

We're committed to reducing our environmental impact and supporting a more sustainable future. We've been working hard to introduce a range of sustainability initiatives — and now, we need your help. By making small everyday choices, you can contribute to creating a more environmentally conscious and caring community.



LIGHTS OUT

Switch It Off – Every Bit Helps!

Please do your part by turning off lights (and other appliances) when you're finished using them.

Small actions = big impact!



RUBBISH AND RECYCLING

Rubbish and recycling facilities are available:

Kāinga Rua

In the carpark area.

The Cube

On the ground floor

All rubbish and recycling must be disposed of appropriately in each of the bins provided. Please leave the rubbish and recycling room clean and tidy.



SWAP SHOP

Take what you need, give what you don't.

The Thrift Rack in each of the Common Areas is a great way to reduce waste by giving pre-loved items a second life.

If you have something in good condition that you no longer need, feel free to place it on the rack for someone else to use.

Likewise, if you spot something useful, you're welcome to take it!

Please do not donate damaged or unusable items. Let's keep the space helpful, tidy, and respectful for everyone.



WATER USAGE

Be Water Wise – Every Drop Counts

It's important that we're all mindful of our water usage — not only to protect the environment but also to help reduce the risk of drought in the Wellington region.

Here are some simple ways you can help conserve water:

- Keep your showers to 4 minutes or less
- Turn off the tap while brushing your teeth
- Use the half flush on toilets where available
- When rinsing or washing dishes in the sink, fill the sink instead of running the tap
- Use the ECO setting on the washing machines

Small habits make a big difference — thank you for doing your part to support a more sustainable community!

MEAL PACKAGES

Our Wellington halls are all self-catered, however, we do have a meal package that you can purchase via Tussock Café on the Massey campus if you wish.

Yearly and semester packages are available for pre-purchase.

These packages are not supposed to offer catering, but a chance for residents to use their weekly credit for breakfast or lunch sometimes.

For information and to purchase these packages, visit [this page](#):



YOUR COMMUNITY

YOUR NEW HOME

They say that your time at University is the best years of your life, and living in student accommodation will enhance this experience.

Our community consists of Massey University students from a diverse range of cultures from around the world, so it gives you a great opportunity to meet new people and make lifelong friends.

We offer a safe and secure environment.

You will play an important role in your community through:

RESPECT

Our actions and attitudes have a tremendous effect on others – so keep it positive!

TOLERANCE

We recognise that your community is naturally diverse and tolerance is important to ensure a thriving community.

We encourage a tolerant community where differences are valued.

SUPPORT

We have a support network to assist you in your journey. We highly recommend that you utilise this service and seek support from the Massey Halls team.

INVOLVEMENT

There will be lots of opportunities for you to become involved, so get out there and join the community.

TEAMWORK

In our communal areas, you will be sharing these spaces with others. This requires you to be considerate of each other, share the facilities and tidy up after yourselves.



LIVING TOGETHER

● LEARNING TO LIVE TOGETHER WILL BE A BIG PART OF YOUR EXPERIENCE, SO HERE ARE SOME TIPS:



Learn people's names,
it makes them feel special



Respect people's personal space,
they will do the same for you.



Clean up after yourself in common areas,
a clean environment goes a long way.



Be mindful when cooking and preparing food,
we all have different tastes.



Think of others before making a lot of noise, whilst you
may have a day off, someone may have an assignment
to complete.

**IF YOU HAVE ANY ISSUES OR CONCERNS PLEASE CONTACT
A MEMBER OF THE RESIDENTIAL LIFE TEAM.**

LIVING AGREEMENTS

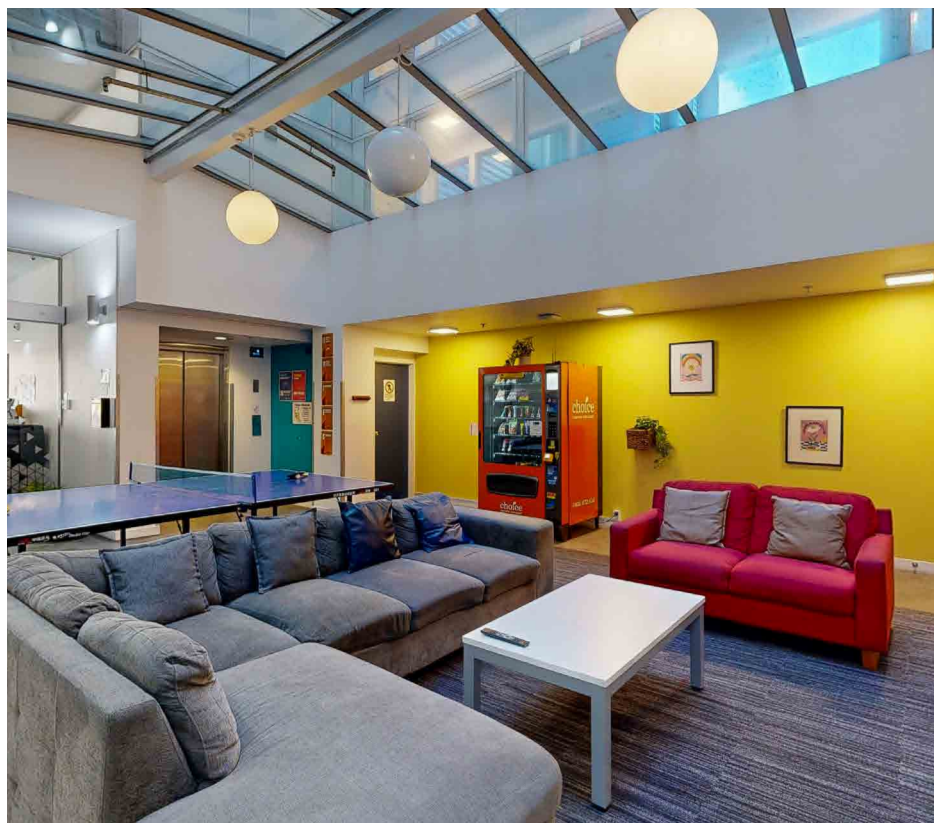
A Living Agreement is designed to help you and your fellow residents create a shared set of expectations for your community living experience.

Once you move in, a member of the Residential Life Team will facilitate this conversation. However, it is your responsibility to uphold and implement the agreed expectations throughout your stay.

Topics typically covered in your Living Agreement include:

- Sharing of kitchen and bathroom spaces
- Food storage and sharing
- Cleaning standards and shared responsibilities
- Rubbish and recycling practices
- Respect, boundaries, and personal safety
- Reporting maintenance issues promptly

This agreement plays an important role in creating a respectful, supportive, and enjoyable living environment for everyone.



YOUR SAFETY AND WELLBEING

Being a successful student isn't just about academic achievement — it's also about taking care of your health and wellbeing. At Massey Halls, your wellbeing is important to us, and we are here to support you.

If you become ill, have an accident, experience a medical issue, or are struggling with your mental health or wellbeing, please let us know. Our team is trained to listen, support, and connect you with the right services based on your needs. Whether it's something new or a pre-existing condition that's been triggered, we're here to help.

We approach all concerns with respect and confidentiality, and we aim to work with you — not for you — as we explore solutions together.

Balancing Individual and Community Needs

As a communal living environment, we also have a responsibility to the broader Halls community. There may be times when we need to have open and honest conversations about how individual needs or behaviours impact others in the hall. These discussions are always handled with care, and our goal is to work collaboratively with you and, where appropriate, other supports.

Your cooperation, openness, and understanding are vital in maintaining a safe and respectful living environment for everyone.

Additional Safety and Wellbeing Considerations

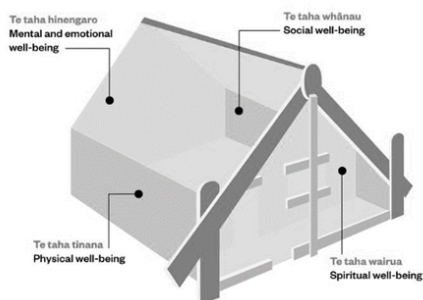
Before moving into the Halls, we encourage you to reflect on the following:

- **Guests:** Be mindful of who you bring into the Hall, considering their impact on your safety and the wellbeing of others.
- **Social Safety:** Look out for yourself and others when socialising off campus or in town.
- **Respect for Shared Spaces:** This is everyone's home — help keep it clean, safe, and inclusive.
- **Communication:** Be open with flatmates about shared living responsibilities (e.g., cleaning, rosters, boundaries).
- **Speak Up:** If you notice something concerning — in yourself or others — let Halls staff know. This could include:
 - Not seeing a hall mate in several days
 - Changes in mood or behaviour
 - Substance use concerns
 - Sickness or injury
 - Mental health struggles
 - Damage to property

Together, we can create a safe, supportive, and inclusive environment for all residents.

STUDENT WELLBEING AND SAFETY FRAMEWORK

Guiding and supporting you through every stage of your learning journey



TE WHARE TAPA WHĀ

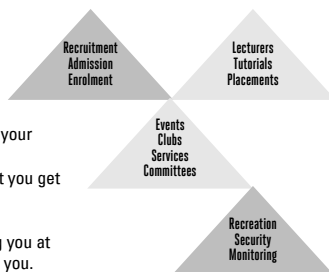
The four dimensions of the Māori model for wellbeing, Te Whare Tapa Whā, developed by Massey University researcher Professor Emeritus Sir Mason Durie (Rangitāne, Ngāti Kauwhata, Ngāti Raukawa) forms the basis for the student wellbeing and safety framework.

The model describes wellness as a house (whare) with all four walls being equally strong. The stronger your whare, the more likely you are to succeed and have a good time doing it.

SUPPORTING YOU THROUGH YOUR STUDY JOURNEY

The application of Te Whare Tapa Whā ensures a holistic approach through your study journey. We aim to achieve this by:

- Understanding and delivering to your unique needs and ambitions so that you get the most out of your time at Massey
- Providing equity of access to study, services and platforms
- Ensuring our services and systems are connected and cohesive, keeping you at the centre of our efforts by working in partnership on decisions affecting you.



3 tiers supporting and advising your wellbeing to improve your study success

We take a tiered approach to supporting and advising student wellbeing, in line with the New Zealand Government's pastoral care code of practice. We want you to succeed academically and can help develop wellbeing plans with your unique needs and strengths in mind.

TIER 1

Colleges, departments and services provide support based on identified or requested need. They check-in as agreed with you based on the need.

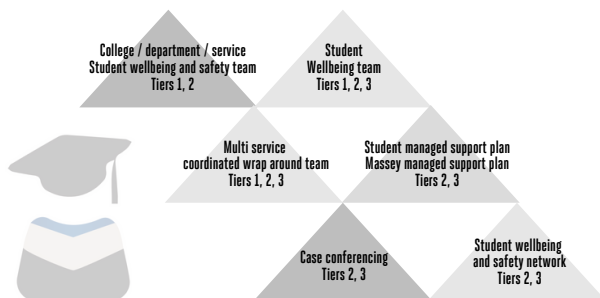
TIER 2

Colleges, departments and services support you to navigate multiple Massey support with an agreed action plan. They support your resilience and mana with a considered self-management plan.

TIER 3

Specialist staff within the Student Wellbeing team support you with acute wellbeing needs alongside other staff, whānau and, at times, external services.

Coordinated wrap around wellbeing support



Student Wellbeing team

Coordinated wrap around wellbeing support is available. Our team offers wellbeing related expertise, student centric practice, cultural competence and a strengths-based holistic approach, supporting your study journey. For more information email studentcare@massey.ac.nz.



TE KUNENGA | MASSEY
KI PUREHUROA | UNIVERSITY
UNIVERSITY OF NEW ZEALAND

HOW WE HANDLE WELLBEING CONCERNS AND DISCLOSURES

It is our experience that the best outcomes for supporting residents going through something are achieved when the individual concerned is willing to work with us and we are able to connect them in with the most appropriate services and supports available on and sometimes off campus.

In the case that the individual chooses not to engage, where this puts their own wellbeing and safety or the wellbeing and safety of others at risk we may need to follow other avenues of escalation. In a small number of cases, it may be deemed that the Halls environment is not conducive to a persons circumstances. This is a conversation that we broach with sensitivity and consideration of a range of factors, and where possible in consultation with the individual and their whānau.

YOUR RESPONSIBILITIES

Successful communal living is built on mutual respect — for both people and property.

Living in a shared environment means recognising that others may have different backgrounds, routines, preferences, and ways of expressing themselves. You may encounter a wide range of personalities, habits, and tolerance levels.

To maintain a positive and inclusive community, it's important to show respect, tolerance, and consideration for others — and to expect the same in return.

By embracing these values, we can all contribute to a harmonious and supportive living environment.

ACCOMMODATION FEES

You are required to pay your accommodation fees for the full duration of your Residential Agreement.

If your account falls into arrears, our Customer Service Administrator will contact you to discuss your payment options and support you in getting back on track.

AWAY FROM HALLS

If you plan to be away from Massey Halls for more than 24 hours, you are required to sign out using the tablet at the entrance of your hall, and sign back in when you return.

This helps us ensure your safety and account for all residents in the event of an emergency.

COMMUNAL SPACES

It is important that our communal spaces are kept clean and tidy. You should consider the impact on others health, hygiene and safety when using these areas.

COMPLAINTS

If you wish to make a complaint, please submit it in writing to:

accommodation.wellington@massey.ac.nz

Your complaint will be reviewed and forwarded to the appropriate staff member for follow-up. We are committed to addressing concerns respectfully and in a timely manner.

DAMAGE AND MAINTENANCE

If you notice any damage or that something needs repairing, please report immediately through the accommodation portal and click on "fix it request." This also enables you to track the progress of your request until it has been resolved and closed. If your fix it request relates to something outside of your bedroom, please add a description in the comments of the location.



DOORS & ACCESSWAYS

To maintain the safety and security of our community:

- Do not allow unknown or unauthorised individuals into the buildings.
- Ensure that all doors and accessways remain closed and free from obstruction at all times.
- Tampering with, propping open, or obstructing any door or accessway is strictly prohibited and may result in disciplinary action.
- Residents are not permitted to store personal items in hallways or shared access areas.

Your cooperation is essential in keeping our halls safe for everyone.

ELECTRICAL SAFETY - RESIDENT APPLIANCES

For everyone's safety, all resident electrical appliances brought into the Halls must meet New Zealand standards (NZS or AS/NZS 3820).

Under the Electricity Act 1992, all electrical products must be safe and of high quality.

Electrical items in New Zealand are rated and marked for standard use at 230v–50Hz.

All plugs must have insulation on the live and neutral pins.

Electrical cords must be in good condition – no exposed wires or temporary repairs using insulation tape.

Extension leads and multi-plugs must not be overloaded.

EVENTS

If you are attending events, please ensure you RSVP via Instagram. This ensures we have enough food, resources and transport. Our events are for you to enjoy, so make sure you let us know what your suggestions are.

FRIDGES AND FREEZERS

Fridges and freezers are provided for communal use, so we strongly recommend that you label all your food items with your name and date.

It is your responsibility to:

- Remove any unused or expired food items regularly
- Keep the shared spaces clean and hygienic

Please note that Massey Halls is not responsible for any missing, lost, or damaged items stored in communal fridges or freezers.

HAZARDS

If you see a hazard please inform us via the Massey App, click on Emergency & MasseySAFE then click on report a hazard or incident and enter the details.

ISSUES

While our team works hard to support everyone, we can't be everywhere at once — that's where you come in.

If you:

- Are experiencing a personal issue
- Are worried about someone else

- Witness or are aware of a behavioural concern or breach

Please let us know. Reporting concerns allows us to provide the right support, guidance, and intervention when needed.

Remember: We can't help if we don't know. If something doesn't seem right, speak to a staff member — we're here to help.

KEYS AND ACCESS FOBs

You'll find a lanyard in your welcome pack — it's a handy way to keep your keys and access fob safe and easily accessible.

Please take care not to lose them, as replacement costs can be significant:

Replacement lock and keys may cost up to \$800. Lost or damaged access fobs will also incur a replacement fee

If you do lose your keys or fob, you must submit a Fix It Request through the Accommodation Portal so the team can assist you.

Keep your keys and fob with you at all times and store them securely when not in use.



MEDICAL / WELLBEING

If you or another resident is experiencing a medical or wellbeing emergency, it is essential that you notify a staff member immediately.

For serious emergencies, call 111 to request an ambulance without delay.

If you're unsure what to do, contact a staff member right away so the situation can be assessed, and the appropriate action can be taken.

Your safety and wellbeing — and that of your fellow residents — is our top priority.

OFFSITE TRIPS

All offsite trips are booked and paid for via Eventbrite.

If you wish to cancel your booking, please do so before the cancellation deadline.

Please check the trip details for specific cancellation dates and terms.

SOCIAL GATHERINGS

For the safety and comfort of all residents, private parties are not permitted in the Halls or communal areas at any time.

Massey Halls staff and/or Massey Security will monitor noise levels and the number of people in rooms. If a room becomes overcrowded or disruptive, you may be asked to vacate the space, especially if it is not your assigned room.

We appreciate your cooperation in maintaining a respectful and safe living environment for everyone.

OUR RESPONSIBILITIES

THE PASTORAL CARE CODE OF PRACTICE

All tertiary accommodation providers in Aotearoa New Zealand are required to abide by Code of Practice for Domestic and International Students. These Codes are in place to ensure that providers consider the various factors that are important to ensuring student accommodation is safe, comfortable, and conducive to your studies and ongoing development.

Key outcomes outlined within the Codes relate to the following areas:

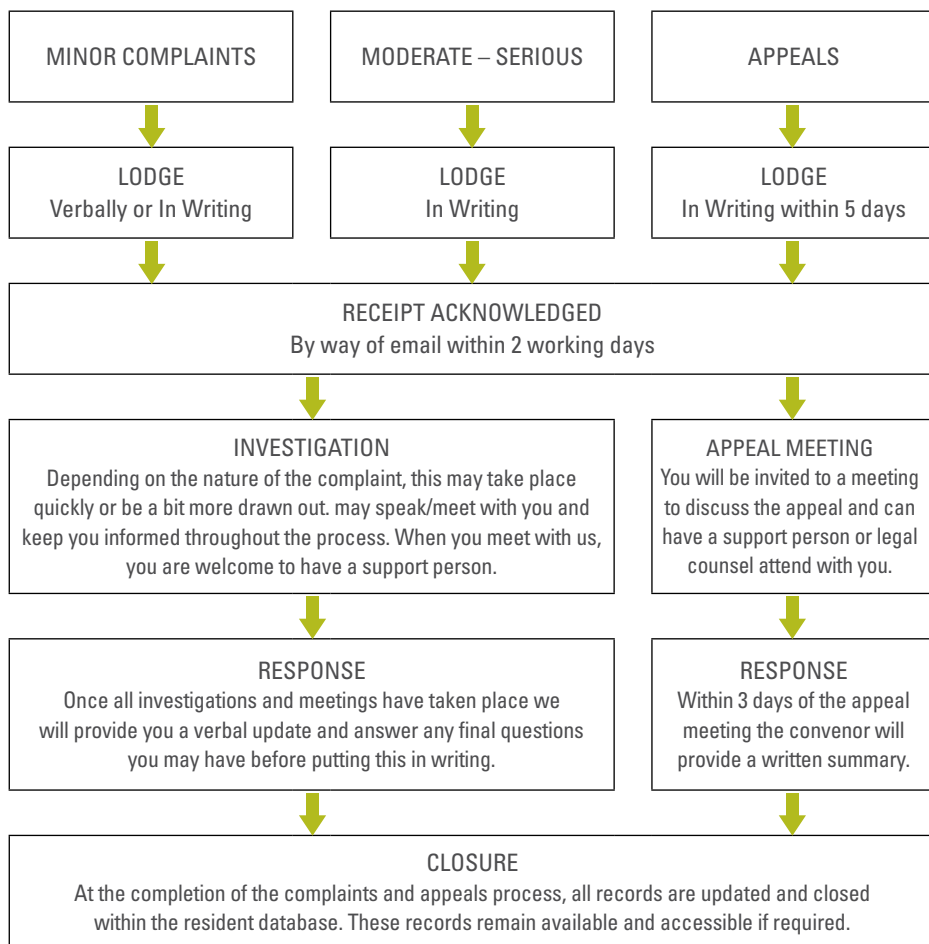
- Communications and marketing
- Resident contracts, accounting, and administration
- Orientation
- The residential community
- Student voice
- Safety, security, and wellbeing
- Operational planning
- Buildings and facilities
- Grievances and appeals

Massey Halls are committed to upholding the Codes and regularly measure our practices against these. It is important to us to have your input also. For this reason, we ask you to join our committees and provide feedback by way of surveys and other forums.

If there is any standard that you do not feel we are meeting, or you have a specific concern that you feel needs addressing, we want to know about it. You can raise these things in person by making an appointment to meet with the National Manager Accommodation Services or put in writing to k.t.manning@massey.ac.nz. We will do all we can to work with you to find a solution.



Below is the process we follow when a Resident raises a complaint or appeals a decision we have made:



BREACHES OF THE CODE

If a resident has made a complaint and/or appeal and does not feel satisfied with the outcome, this needs to be raised through the formal complaints process of Massey University. This can be done by visiting <https://www.massey.ac.nz/student-life/services-and-support-for-students/support-with-making-a-complaint/>

If the resident is not satisfied with the outcome of Massey University's complaints process, they may then make a complaint to Universities New Zealand, as the authorised Code Administrator.

COMMUNITY STANDARDS

Massey University Student Accommodation maintains community standards that centre on the Massey University Student Code of Conduct, consideration for others, safety, resident welfare, and the protection of property. These standards reflect Te Tiriti o Waitangi and Te Whare Tapa Whā. By accepting your offer of place and signing the Residential Agreement, you are agreeing to adhere to these standards.

Massey Halls is not only your home, but also the home of many other residents. We intend it to be a happy, healthy and fun place to live, however, the key to achieving this, sits with our residents.

1. Community Standards

1.1 Abusive or Threatening Behaviour

Massey Halls is committed to providing a safe, respectful, and inclusive living and working environment for all residents and staff. Any behaviour that is abusive, threatening, disruptive, or causes harm, whether physical, verbal, or psychological will not be tolerated. This includes yelling, arguing, or engaging in similar conduct in a manner that negatively impacts others, particularly in shared or public spaces.

1.2 Alcohol Consumption

Massey University promotes a responsible and respectful approach to alcohol. While excessive or irresponsible drinking is not tolerated, moderate alcohol consumption is permitted within Massey Halls under the following conditions:

Designated Areas for Alcohol Consumption on the Wellington Campus:

- Nui Lounge, Whare Lounge and the Cube Apartment Lounges

Open vessels (e.g. glasses, bottles, cans) are not permitted outside designated areas, including bedrooms, bathrooms, hallways, and outdoor spaces.

Permitted Alcohol Consumption Hours

Alcohol may only be consumed on the Wellington Campus during the following hours: Wednesday, Friday & Saturday – 7:00 PM to 11:00 PM.

Permitted Alcohol Types

The following types of alcohol are allowed:

- Beer, cider, wine, and RTDs (ready-to-drink beverages)
- These must remain in their original containers, unless decanting supports safe drinking (e.g. pouring wine into a glass)
- The following activities/items are not permitted:
 - Spirits (e.g. vodka, gin, whisky)
 - Large quantities of alcohol (e.g. kegs, casks, crates, mini tankers)
 - Drinking games and associated equipment (e.g. funnels, homebrew kits)

Staff Oversight and Safety

Massey Halls staff reserve the right to:

- Confiscate, request the disposal of, limit or restrict the consumption of

alcohol if there are concerns about a resident's safety, wellbeing, or the impact of drinking on the wider community.

- Confiscate and dispose of alcohol or related items that are not permitted, or that are being consumed outside of approved hours or designated areas.
- Residents are expected to be mindful of others and ensure that their behaviour does not negatively affect the comfort, safety, or rights of fellow residents.
- Massey Halls staff reserve the right to refer any resident displaying a pattern of excessive alcohol consumption to the Massey Health and Counselling Centre. Where there are serious concerns about a resident's safety or wellbeing, their parent(s) or guardian(s) may also be contacted.
- Intoxicated guests or visitors are not permitted within Massey Halls and will be required to leave immediately.
- Residents under the age of 18 are not permitted to consume alcohol under any circumstances while living in Massey Halls.
- Alcohol consumption is not permitted during study break and exam periods. These dates will be communicated to residents each semester in advance.

1.3 Appliances - Electrical

For everyone's safety, all resident electrical appliances brought into the Halls must meet New Zealand standards (NZS or AS/NZS 3820).

- Under the Electricity Act 1992, all electrical products must be safe and of high quality.

- Electrical items in New Zealand are rated and marked for standard use at 230v–50Hz.
- All plugs must have insulation on the live and neutral pins.
- Electrical cords must be in good condition – no exposed wires or temporary repairs using insulation tape.
- Extension leads and multi-plugs must not be overloaded.

Unsafe or non-compliant appliances may be confiscated for health and safety reasons.

1.4 Cleaning & Cleanliness

All residents are expected to maintain a reasonable standard of cleanliness in both their individual rooms and shared communal areas. Should any area be left in a condition deemed unreasonably unclean, and additional cleaning is required outside of the normal cleaning schedule, the costs to rectify this will be charged to the resident(s) responsible.

Maintaining a clean-living environment shows respect for your fellow residents and contributes to a healthy and enjoyable community for all.

1.5 Community Expectations

Successful communal living is built on mutual respect, understanding, and cooperation. Within Massey Halls, this means acknowledging and appreciating the diverse backgrounds, perspectives, and lifestyles of others. Residents are expected to demonstrate **respect, tolerance, and consideration** at all times, recognising that others may have different values, communication styles, habits, and levels of comfort. By fostering a respectful and inclusive environment,

everyone can enjoy a safe, supportive, and enriching community experience. These standards reflect our commitment to Te Whare Tapa Whā, PARTH, and Tōu Ake Mana frameworks, guiding our relational and strengths-based approach to pastoral care

1.6 Damage and Vandalism

Residents are expected to take care of all Massey Halls property and facilities. Any damage, whether accidental or deliberate will be assessed, and the cost of repair or replacement will be charged to those responsible. Where damage is found to be intentional or the result of reckless behaviour, disciplinary action may also be taken. Respecting shared spaces helps ensure a safe, pleasant, and well-maintained living environment for all.

1.7 Dangerous Items and Hazardous Substances

For the safety and wellbeing of all residents and staff, the possession, use, or storage of **firearms, weapons, or hazardous substances** is strictly prohibited within Massey Halls. This applies to both residents and their guests. Prohibited items include, but are not limited to:

- Firearms (including airguns, pistols, and BB guns)
- Knives (other than standard kitchen utensils)
- Swords
- Bows and arrows
- Explosive or flammable substances (e.g. fireworks, fuel, chemicals)

The police may be informed if an offensive and/or dangerous weapon is found within halls or areas surrounding them.

1.8 Discrimination, Harassment and Bullying

Massey Halls is committed to fostering a respectful, inclusive, and welcoming community for all. Discrimination, harassment, bullying, or any form of intolerance, whether based on race, gender, sexual orientation, religion, disability, or any other identity is not accepted under any circumstances.

We take all concerns seriously. Residents who experience or witness inappropriate behaviour are encouraged to speak up. The person making the complaint has the right to choose how their concern is addressed, and complaints can be managed in a range of ways, formally or informally, based on what feels most appropriate to them. Support is available, and residents will be treated with dignity, sensitivity, and respect throughout the process.

1.9 Fire Safety

To ensure the safety of all residents, staff, and facilities, the following rules and expectations around fire safety must be strictly followed within Massey Halls:

Prohibited Items and Activities

The following are **not permitted** due to fire risk:

- Candles, incense, open-flame oil/wax burners
- Portable heaters not provided by Massey Halls
- Fireworks and firecrackers on university grounds or within Halls
- Open pan cooking (including hot plates, electric frying pans) within **catered halls**



- Bug bombs or aerosol-based insect treatments, as they interfere with fire detection systems

Fire Equipment Tampering

Tampering with or discharging fire safety equipment, including fire extinguishers, fire hoses, smoke detectors, or alarms is **strictly prohibited**. These actions may endanger lives and will result in **disciplinary action and/or cost recovery**. This applies to both residents and their guests.

Fire Safety Expectations

All residents are expected to support fire prevention by:

- Using cooking appliances correctly and safely
- Never leaving cooking unattended
- Only cooking in designated kitchen areas – **cooking is not permitted in bedrooms**
- Keeping heaters clear and uncovered at all times

Fire safety is a shared responsibility. Any behaviour that puts the community at risk will be taken seriously.

Massey Halls staff reserve the right to **confiscate any non-permitted or non-compliant items** that pose a safety risk, breach community standards, or violate Massey University policy. Confiscated items may be returned at the end of the resident's contract period or disposed of, depending on the nature of the item and associated risk.

1.10 Graffiti, Tagging, Posters & Flyers

Graffiti, tagging, or any form of intentional damage or defacement of property is

strictly prohibited and may result in disciplinary action and/or cost recovery. Residents must not display posters, flyers, or other promotional materials in communal areas without prior approval from the Residential Life Manager. This ensures shared spaces remain respectful, inclusive, and free from unauthorised or inappropriate content.

1.11 Guests and Visitors

Residents are responsible for the behaviour and conduct of any guests or visitors they invite into Massey Halls. Guests must be made aware of, and are expected to abide by, the Massey Halls Community Standards at all times. Residents may host a maximum of two visitors at any one time and one overnight guest for a maximum of two nights per week, provided this does not disrupt the rights or wellbeing of others in the community. A guest must leave the residence if requested to do so by Massey Halls staff or Security.

Failure to follow guest procedures or repeated issues with guest behaviour may result in restrictions on hosting privileges or further disciplinary action.

Guest/Visitor Sign-In Requirements:

- Wellington Campus: Guests must be signed in and out using the tablet located at the entrance of your hall.

1.12 Health & Safety

To support a safe living environment for all, residents are required to comply with the following health and safety standards related to space usage, access, and storage.

Prohibited Activities and Access

Residents must not:

- Sit, stand, or climb on any **roofs, ledges, or balustrades**
- Use windows to enter or exit the accommodation
- Enter **plant rooms, electrical cupboards, or cleaning/storage areas**
- Store personal items in **hallways, corridors**, or any area that may obstruct access or evacuation routes

These rules are in place to minimise risk and ensure compliance with building safety regulations.

Bikes and Scooters

- **Bicycles and scooters (including electric ones)** are not permitted inside any Massey Halls buildings.
- These items must be stored in the designated **outdoor storage areas** provided on campus.
- For fire safety reasons, **electric bikes and scooters must not be charged** within accommodation buildings

1.13 Illegal Substances

The **possession, use, distribution, or manufacture of illegal substances** is strictly prohibited within Massey Halls by both residents and their guests. Any breach of this standard may result in disciplinary action by Massey Halls and/or referral to the **New Zealand Police**.

Massey Halls is committed to maintaining a safe, lawful, and healthy environment for all members of the residential community.

1.14 Initiation Ceremonies, Hazing and Pranks

Initiation ceremonies, hazing, or pranks, particularly those that are **coercive, intimidating, harmful, or potentially dangerous**, are **not permitted** within Massey Halls. These activities are not a recognised or accepted part of university culture in New Zealand. Such behaviour may result in immediate referral to the Massey Halls Disciplinary Process and/or wider University misconduct procedures.

1.15 Noise

While Massey Halls is a vibrant community that supports both **academic success** and social engagement. While some noise is expected in a communal setting, residents must always be mindful of how their activities affect others.

General Expectations

- Show consideration for fellow residents, especially during social activities such as watching movies, gaming, hosting friends, or returning late at night.
- Keep shared spaces respectful and avoid disrupting those who may be studying, resting, or working.

Restricted Equipment

Residents must store but not use, unless **approved** by Residential Life Manager:

- DJ decks
- Large speakers (e.g. amplifiers, subwoofers, PA systems)

Quiet Hours

- **Noise must be kept to a minimum between 11:00 PM and 7:00 AM.**
- Excessive noise at **any time of day** may result in disciplinary action.

Noise Management

Massey Halls staff and Security, reserve the right to confiscate equipment that causes repeated or excessive noise disturbances.

1.16 Operating a Business

Residents are **not permitted to operate or conduct any business activities** from within Massey Halls. This includes, but is not limited to, using rooms or common areas for commercial purposes, selling goods or services, or using Massey Halls facilities as an in-person business operation. Massey Halls facilities are intended solely for residential and academic purposes.

1.17 Pest Control

Residents are expected to maintain a high standard of cleanliness in both their **private living areas** and **shared communal spaces** to help prevent pest issues. This includes ensuring that food is properly stored and not left out, dishes are cleaned, and rubbish is disposed of promptly. If pest control measures are required due to a resident's **negligence or poor hygiene practices**, the cost of additional treatment and remediation may be **charged to the resident(s) responsible**.

1.18 Pets

Pets are **not permitted** to live at Massey Halls under any circumstances. This includes animals kept temporarily or visited by guests. Exceptions may be made for approved **assistance animals**, in accordance with Massey University policy and relevant legislation.

1.19 Pornography

Pornographic material is **not permitted in any shared or communal areas** within Massey Halls. This includes, but is not limited to, posters, printed media, video content, and online material accessed or displayed in public spaces. All residents have the right to live in an environment that is respectful and free from offensive, explicit, or inappropriate content. Sharing or displaying such material in communal areas undermines the inclusive and supportive culture of Massey Halls. Respect for others' comfort and dignity is a core expectation of our community.

1.20 Right of Entry

Massey Halls staff, Massey University Security, and authorised contractors have the right to enter a resident's room, apartment, or studio unit under specific circumstances to ensure the safety, wellbeing, and proper functioning of the residential environment.

Entry may occur at any time for the following reasons:

- In the event of an **emergency**
- If there is reason to believe that someone is in **clear or imminent danger**
- To conduct a **welfare check**
- Where there is a **suspected breach of Community Standards** by a resident or their guest/visitor
- To complete required **maintenance or repairs**
- To carry out **routine room inspections** (advance notice will be provided for these)

All entries will be conducted respectfully and, wherever possible, residents will be

informed in advance unless the situation is urgent or safety related.

1.21 Sexual Harm

Sexual harm is not tolerated within Massey Halls. We are committed to fostering a safe and respectful living environment, and all reports of sexual harm will be managed in a **survivor-centred** and **confidential** manner. The complainant will always have the right to decide what course of action they wish to pursue. This may include making a disclosure, seeking support only, or initiating a formal investigation—either through Massey University or the New Zealand Police. Massey Halls staff can support you in understanding your options and connecting you to appropriate services.

Please note: In line with university policy, Massey Halls staff are required to record disclosures of sexual harm where relevant to the safety of the Massey community. This information is held securely and is only accessible to a **small number of trained, confidential staff**. Support is available at any time, and you are encouraged to speak with a trusted staff member. Further information about making a disclosure or complaint is available on the Massey University website.

1.22 Smoking and Vaping

Massey University campuses are smoke-free environments. As such, smoking and vaping are not permitted anywhere on campus grounds, including within all Massey Halls buildings and outdoor areas. Designated temporary smoking and vaping shelters are available within short walking distance of the accommodation:

Residents are expected to respect this policy and help maintain a healthy and smoke-free environment for all members of the community.

1.23 Social Gatherings

To ensure the safety, comfort, and wellbeing of all residents, **private parties are not permitted** within Massey Halls or in any communal areas at any time. Massey Halls staff and/or Massey University Security will monitor **noise levels** and the **number of people in rooms**. If a gathering becomes overcrowded, disruptive, or takes place in a room that is not your own, you may be asked to leave the space.

1.24 Solicitation

Solicitation is defined as any **uninvited or unwanted attempt to engage with a resident** for the purpose of promoting religious beliefs, political views, selling goods or services, or encouraging membership in a group or organisation.

Solicitation is strictly prohibited within Massey Halls, including by other residents, university-affiliated groups, or external organisations. This policy is in place to protect residents' privacy, ensure a peaceful living environment, and prevent unwanted disruption within the residential community.

1.25 Theft

Living in a residential community requires a foundation of respect, **honesty, and trust**—particularly when it comes to others' personal property, including food and items stored in shared spaces. While staff take theft reports seriously, Massey Halls cannot accept responsibility for lost or stolen items, particularly those left in

shared or unsecured areas, and does not guarantee that every report will result in a formal investigation.

Residents are encouraged to secure their personal belongings at all times and report any concerns promptly to Halls staff.

1.26 The Law

Massey Halls expects all residents to comply with **New Zealand law**. Any behaviour that may constitute a **criminal offence** may be referred to the **New Zealand Police**.

If you are the **victim of a crime**, please reach out to the **Residential Life Team**. We take all incidents seriously and will do everything we can to ensure your safety and provide appropriate support.

If you have been **convicted of an offence** or have **pending charges**, we ask that you inform the **Residential Life Manager** as soon as possible. While we aim to take a fair and non-discriminatory approach, the **safety and wellbeing of our residents and the wider community** will always be our primary consideration.

2. Collective Responsibility

In a communal living environment, all residents share a responsibility for the care and upkeep of shared spaces.

Collective responsibility applies when:

- Damage occurs beyond normal wear and tear, or
- Excessive cleaning is required, and
- No individual(s) come forward or are identified after an investigation.

In these cases, the **full cost of repair, replacement, or cleaning** will be distributed **pro-rata** among all residents of the affected hall, floor, or apartment.

This approach ensures fairness and encourages all residents to take pride in and care for their shared living environment.



DISCIPLINARY

DISCIPLINARY PROCEDURES

When an incident occurs within Massey Halls, staff will complete an **incident report**, and any residents involved may be contacted for a meeting as part of the investigation process.

If it is determined that the **Community Standards** have been breached, or if the incident involves suspected criminal activity, **disciplinary action** may be taken.

The Massey Halls disciplinary process is guided by the **principles of natural justice**, which include:

- The respondent will be **notified** of the behaviour or incident of concern and the process that will be used to address it.
- The respondent will have the **opportunity to respond**, provide their perspective, and present any relevant information.
- All decisions will be made **impartially, honestly, and without bias**.

DISCIPLINARY PATHWAYS

Most breaches of Community Standards are managed internally through the Massey Halls disciplinary process. However, depending on the **nature and severity of the incident**, other disciplinary or investigative processes may be followed, including:

- Massey Halls disciplinary process
- University harassment or complaints process
- University-wide disciplinary process

- Security or traffic-related disciplinary process
- Referral to the **New Zealand Police**

The goal of all disciplinary processes is to uphold a safe, respectful, and inclusive residential community.

SANCTIONS

Sanctions are applied in accordance with the **Massey Halls disciplinary process** and are intended to be fair, proportionate, and aligned with the principles of natural justice.

The type and severity of a sanction will depend on the **nature of the breach**, its impact on others, and whether it is a **repeated or first-time offence**.

Possible sanctions include, but are not limited to:

- **Verbal warning**
- **Written warning**
- **Community service** within the Halls community
- **Fines** or cost recovery
- **Confiscation/Temporary Confiscation of prohibited or non-compliant items**
- **Retraction of privileges** (e.g. guest access, event participation)
- **Behaviour contract** outlining future expectations and conditions
- **Temporary suspension** from Massey Halls
- **Eviction** from Massey Halls

Sanctions are designed not only to address breaches, but also to support learning, personal responsibility, and a safe living environment for all residents.

EVICITION

Eviction occurs in rare circumstances, and as a last resort. Residents are normally given 24 hours to vacate the premises; however, in extreme circumstances removal from the Massey Halls may be immediate.

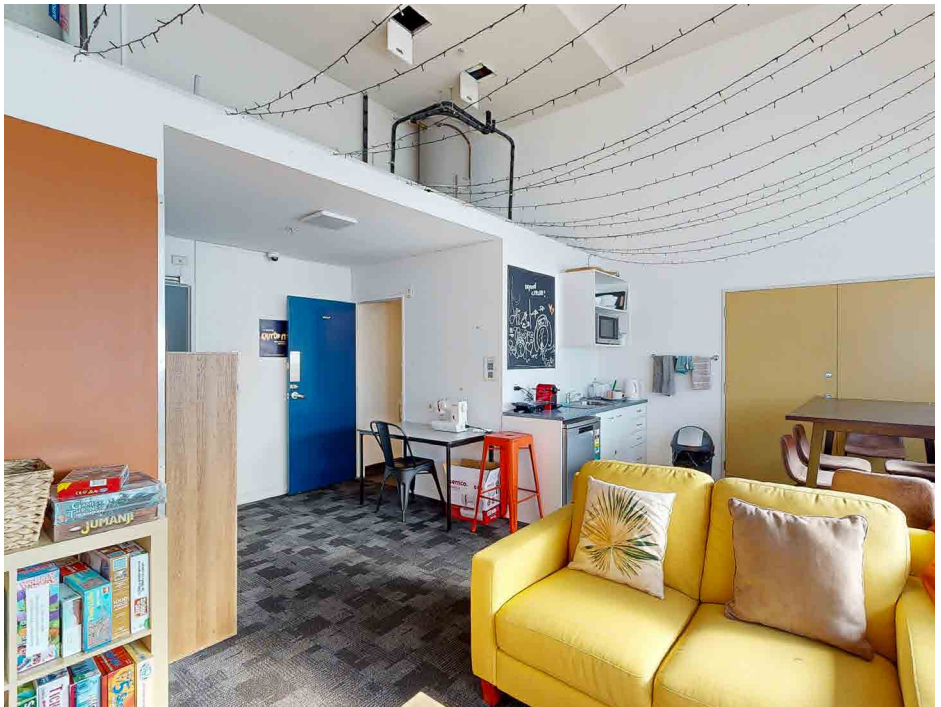
Evicted residents must return their keys to staff and they may be trespassed, depending on the circumstances. Evicted residents remain liable for their accommodation fees up to the termination date, to a maximum of 10 weeks.

URGENCY PROVISIONS

If a student is deemed to pose a risk to themselves, others, and/or the property, the University may require the resident's contract to be terminated and will assist in ensuring an alternative plan is in place. In these circumstances the next of kin/guarantor may be expected to assist.

APPEALS

If you want to appeal a sanction, you can do so within 5 working days in writing to the National Manager Accommodation Services k.t.manning@massey.ac.nz.



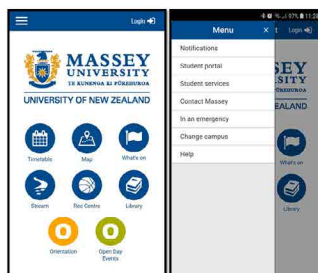
COMMUNICATIONS

EMAIL

We use your email to communicate directly with you. Each Monday we send out weekly communications to ensure you are kept up to date with everything you need to know, so it's worth checking regularly.

TELEPHONE

You will also receive calls from us now and again, so make sure we have your current New Zealand mobile number. You can update your number anytime by contacting the Customer Service Administrators.



MASSEY APP

Download the Massey App for access to things like

- Your timetable
- How to find your classes
- Events on campus
- Massey Shuttle Bus Timetable
- Emergency alerts
- Report health and safety concerns and incidents

Free on the App Store and Google Play Store

FOLLOW US

@kaingaRuaCube2026



EVENTS AND ACTIVITIES

Living at Massey Halls is about more than just a place to stay — it's about being part of a vibrant, welcoming community. We offer a wide range of events and activities throughout the year, both on and off campus, to help you make the most of your time here.

WHY GET INVOLVED?

Getting involved is one of the best ways to meet people, make friends, and feel at home. Whether you're outgoing or more reserved, there's something for everyone — from large social events to relaxed hangouts and smaller group activities.

Your participation helps build our sense of community, and we'd love to see you there.

These require pre-booking and payment at Reception, so get in early to secure your spot!

YOUR VOICE MATTERS

We're always open to new ideas. If there's an event or activity you'd like to see, talk to your Resident Assistant (RA) or Resident Representative — we're here to create the best experience with you, not just for you.

STAY IN THE LOOP

You can find information about upcoming events on:

- TV screens
- Event boards
- Instagram
- Off-Campus Trips

ACTIVITY FEE

All residents pay an Activity Fee, which helps subsidise events and activities throughout the year — so make the most of it and get involved!



CAMPUS SERVICES

ACADEMIC SUPPORT

ACADEMIC ADVICE

Academic Advisors are here to support you in making the most of your study. They can help you:

- Choose and plan your qualification and courses.
- Create a balanced workload to stay on track with your study.
- Explore options if you're thinking about changing programmes.

Appointments with an Academic Advisor can be booked online.

Make an [appointment](#) with an advisor.

STUDY AND ASSIGNMENT SUPPORT

We provide a range of free services to help you strengthen your study skills and academic writing. Our consultants are available for one-on-one or small-group sessions, and can support you with:

- Written assignments – including structure, focus, flow, style, presentation, use of sources, and referencing.
- Understanding assignment questions.
- Note-taking strategies.
- Reading techniques.
- And more.

Appointments can be booked online or in person.

Make an [appointment](#) with a consultant.

ACADEMIC INTEGRITY, AI, AND PLAGIARISM

At Massey, we expect all students to uphold the highest standards of honest, ethical, and responsible academic work. This includes:

- Acknowledging the sources you use.
- Avoiding plagiarism and academic misconduct.
- Using Artificial Intelligence (AI) tools responsibly and in line with Massey's academic integrity guidelines.

Understanding and following these expectations is essential for your success and for maintaining the integrity of your qualification.

STUDENT ACHIEVEMENT SUPPORT

We know that navigating tertiary study can sometimes feel overwhelming, especially in a new country. That's why we are committed to supporting you in building confidence and achieving your goals.

Our Student Achievement Coaches are professionals experienced in working with international students and can help you:

- Check that you are on the right path with your studies.
- Explore practical steps to improve your performance.
- Build skills to balance study, life, and wellbeing.

During coaching sessions, we use the **GROW model**:

- **Goal** – clarify what you want to achieve.
- **Reality** – understand your current situation.
- **Options** – explore possible strategies and supports.
- **Way forward** – plan concrete next steps.

You don't have to figure things out on your own, support is here when you need it.

NEED ACADEMIC HELP?

I'm not sure what courses I should choose. Who can I ask?

You can book an appointment with an **Academic Advisor**. They will help you create a yearly study plan, including:

- Which courses you must take (**core courses**)
- Which courses you can choose (**electives**)

I don't understand my assignment instructions. What should I do?

Your **lecturer** is the first person to ask for clarification.

If you are still unsure, you can book an **individual support consultation with the Centre for Learner Success**.

I'm not sure if my writing makes sense. Who can I ask to check it?

Start by asking your lecturer. You can also:

- Book an appointment with a writing consultant or learning advisor to discuss your assignment.
- Submit a draft to the Assignment Pre-Reading Service (along with your assignment question). You'll receive written feedback within three working days.

STUDENT LIFE SUPPORT

CAMPUS INFORMATION SERVICES – MŌHIOHIO

We're here to help you with a wide range of enquiries, including:

- Confirming your enrolment status
- Verifying documents
- Checking you are set up on Massey systems
- Viewing your timetable
- Applying for a Student ID Card
- Providing letters to set up a New Zealand bank account
- Showing you where to register with your campus health centre

Opening hours:

Monday to Friday, 8.30am – 4.30pm

STUDENTS ASSOCIATION – TE TIRA AHU PAE

Your Students' Association, **Te Tira Ahu Pae**, is here to support you and ensure your student voice is heard. They provide a wide range of services, including:

- **Advocacy** – Student Advocates can help with:
 - Class disputes and course-related problems
 - Landlord or tenancy issues
 - General advice and wellbeing support
 - Accessing financial support for emergencies that affect your wellbeing
 - Coordinating the Class Representative system to address course delivery issues on behalf of your class

- **Clubs and Groups** – Supporting academic, social, cultural, and sports clubs by:
 - Providing administrative assistance
 - Facilitating club activity grant funding
 - Helping you join an existing club or start a new one to suit your interests
- **Student-to-Student Communication** – Sharing news and opportunities through:
 - The student magazine Massive (online and print)
 - Posters, social media, and the association website
 - Radio Control 99.4FM and other student-led media production

MEDICAL SERVICES IN OUR STUDENT HEALTH CENTRES

Our campus Student Health Centres provide a wide range of affordable medical services, including:

- **General health support** – consultations for all health concerns, wellness and health checks, repeat prescriptions, and health information and advice
- **Preventative care** – vaccinations, blood pressure checks, diet and exercise advice, and laboratory tests (including blood tests)
- **Specialist services** – contraceptive advice and emergency contraception, sexual health care, hearing, eye, and skin testing, and minor surgery (including treatment with liquid nitrogen)

Why enrol?

- Clinics are open Monday to Friday during working hours
- Costs are lower than most other

health centres

- By enrolling, the Student Health Centre becomes your **primary healthcare provider**, making it easier for you to access ongoing care. [Enrol](#) now.

COUNSELLING SERVICES

Sometimes it helps to talk things through. Our free counselling services are available on all three campuses to support you in working through challenges and finding a way forward.

- Appointments are **confidential** and with a qualified professional counsellor.
- Counselling can help you better understand your situation, explore options, and build strategies for wellbeing.

To book [counselling support](#) simply contact your campus Student Health and Counselling Centre.

DISABILITY SERVICES

We are committed to supporting students with disabilities, impairments, and health conditions to achieve success in their studies.

Support and resources may be available if you experience:

- ADHD
- Autism Spectrum Disorder (including Asperger Syndrome)
- Blindness or low vision
- Chronic medical conditions
- Deafness or hearing loss
- Head injuries
- Mental health conditions
- Physical or mobility impairments

- Specific learning disabilities (such as dyslexia)

Our Disability Services team can work with you to explore adjustments, resources, and supports that will help you to fully participate in university life.

Support services and resources for students with disability, impairments and health issues may be available to help you succeed in your studies.

STUDENT CARE

The Student Care team is here to support your overall wellbeing while you study.

Wellbeing can be understood as feeling that you:

- Are generally satisfied and comfortable with yourself, including your mental and physical health
- Have a sense of control over what happens in your life
- Enjoy positive and supportive relationships with others
- Can cope with challenges, setbacks, and tough times

If you would like support, you can contact the Student Care team at studentcare@massey.ac.nz

CHAPLAINCY SERVICES

Massey's Chaplaincy Service offers opportunities for learning, dialogue, celebration, and connection with faith and cultural communities.

Chaplains are available on each of our three campuses to help you:

- **Connect** – Being away from home and studying can be challenging. Chaplains

are here to connect with you and help you build connections with others.

- **Reflect** – Student life can feel full with deadlines, exams, and projects. Sometimes it helps to pause, take a breath, and reflect.
- **Support** – Life doesn't always go to plan. Chaplains are here to listen and walk alongside you through difficult times.

INTERNATIONAL STUDENT VISA AND INSURANCE

Our **Student Registry team** supports international students with key administrative needs:

- **Student visas** – For advice or support, email visa@massey.ac.nz
- **Medical and travel insurance** – For help with insurance or general enquiries, email international@massey.ac.nz

Availability:

Monday to Friday, 8.30am – 4.30pm

MYHUB

MyHub is your digital platform for student life resources: myhub.massey.ac.nz

- **Careers | Ngā Umanga** – Search for jobs and build the skills, experience, and evidence you'll need for your career.
- **Development | He Whakawhanaketanga** – Access workshops, programmes, and resources to grow your skills and mindsets for success.
- **Wellbeing | He Oranga** – Explore tips, videos, and activities to support your wellbeing.

- **Student Voice | Te Reo Taurira** – Share your feedback and have a say in decisions that shape your Massey experience.
- **Need Help | He Āwhina** – Find support services to assist with study planning, course selection, and more.
- **Technology | Hangarau** – Learn about available software, computer labs, and printing on campus.
- **Events | Ngā Kaupapa** – Discover upcoming events, workshops, and activities to connect, learn, and grow.

MENTAL HEALTH SUPPORT

If you ever need someone to talk to, support is always available:

- **TalkCampus app** – A global peer-to-peer mental health support service available 24/7. Students from all over the world use it, so you can connect with someone who speaks your language and understands the challenges of studying in a different country.
- **Counselling at Massey** – You can book a confidential appointment with a professional counsellor through Massey's **Student Health and Counselling Centre**. Some counsellors speak other languages, so you may be able to talk with someone in your own language.
- **1737 – Need to talk?** – Call or text **1737** any time, day or night. This is a **free New Zealand service**, staffed by trained counsellors from many different cultural backgrounds.

If you feel shy about reaching out in person, starting with the **TalkCampus app** can be a good first step.

Scan to sign up for TalkCampus



<https://www.talkcampus.com/sign-up>

Discover [lots more](#) support services available to you.

CONTACT US | WHAKAPĀ MAI

We're here to help with your enquiry and can connect you with other areas of the University.

Hours

Monday – Friday, 8.30am – 4.30pm

Phone

- Free phone (within New Zealand):
0800 627 739
- Outside New Zealand: **+64 6 350 5701**

Text

- 5222

Email

- contact@massey.ac.nz

When emailing, please include your ID number, full name, date of birth, and address so we can verify your identity.

Emergency Contacts

- On-campus security (after hours):
0800 627 750
- Police, ambulance, fire service:
Dial 111

EMERGENCY PROCEDURES

KNOW WHAT TO DO BEFORE AN EMERGENCY HAPPENS

Dial 📞 111 for Emergency Services
(Fire, Ambulance, Police) if required

IF YOU HAVE SECURITY CONCERNS ON CAMPUS:

Dial 📞 your Massey Security Team helpdesk
0800 MASS 50 (0800 6277 50) – 24Hrs / 7 Days a week

- Act on evacuation alarm or instruction from Massey Wardens.
- FLUORESCENT VESTS identify Massey Wardens.
- For more information on emergency management at Massey refer to: www.massey.ac.nz/emergency
- To keep updated following an emergency refer to the Massey University Homepage, and Massey on:

<https://www.massey.ac.nz>



[masseyuniversity](https://www.massey.ac.nz)



[@MasseyUni](https://twitter.com/MasseyUni)

- To receive emergency alerts direct on your smart phone from Massey down load the Massey App:
Scan the QR Code below or search "Massey Uni App" on www.massey.ac.nz

SCAN QR CODE TO GO TO MASSEY APP WEB PAGE



EXIT**BUILDING EVACUATION****EXIT****UPON HEARING THE EVACUATION ALARM OR ON INSTRUCTION:**

- Evacuate the building **IMMEDIATELY** via the nearest safe fire exit.
- Take your keys, cellphones, bag and wallets only if they are in reach.
DO NOT go back to get personal items.
- Follow the instructions of the Massey Wardens at all times – assist people with disabilities if asked.
- If you need help to get out, wait in the smoke stop lobby or stair landing until help arrives.
- Guide your visitors out of the building.
- Move quickly and calmly – keep noise to a minimum.
- DO NOT use lifts. DO NOT carry food or drink.
- Merge (like a zip) in the stairwells with occupants from other floors.
- Assemble at the designated assembly point.
- Advise a Massey Warden if anyone you know is unaccounted for.
- DO NOT re-enter the building until the Massey Warden has given the **ALL CLEAR**.
Re-entry may take some time.

AFTER HOURS ALL BUILDING OCCUPANTS MUST:

- Be prepared to act as Warden.
- Know the location of the nearest fire alarm call point, emergency exit, fire alarm panel and assembly areas.
- Make a 📞 **111** (Fire) call.
- Check their floor is clear and report to the fire alarm panel to await the arrival of the Emergency Services.

ALL CLEAR

- Remain at the Assembly Area until the Massey Warden announces the **ALL CLEAR**.
- If the Fire Alarm stops, it does not mean the emergency is over.
- Normal routine may resume once the **ALL CLEAR** is received from a Massey Warden.

EVACUATION PROCEDURE

EXIT

FIRE

EXIT

IF YOU SEE, SMELL SMOKE OR SUSPECT A FIRE

If safe rescue/
remove persons
in immediate
danger.

1. Activate alarm
2. Shout FIRE! FIRE! FIRE!
to warn others.
3. **Call ☎ 111 (Fire).**

- If safe, confine/contain the fire.
- Use fire fighting equipment only if **trained and competent** to do so.
- If safe to do so, turn off power to machinery or gas supplies
- Close doors after exiting the area.

- Walk, do not run, to the nearest safe exit.
- Do not push or crowd.
- Merge like a zip with occupants from other floors.
- Do not use lifts.
- Do not carry food or drinks.
- If you have to open a door and cannot see if the other side is safe, use the back of your hand to check for heat from the bottom to the top of the door. If hot, do not open the door. If not hot, open the door slowly standing behind and to one side.
- Proceed to designated Assembly Area.

DURING A FIRE

- If there is smoke: get on your hands and knees and crawl low and fast to escape smoke. The smoke will be hot and poisonous, and if you breathe it in, it can kill you.
- Remember: Get Down, Get Low, Get out.
- If you can, close doors behind you to stop the fire spreading.
- If you cannot get out of the building: close the door of the room you are in and put a towel or other material under it to stop the smoke coming in. Go to the window and yell 'FIRE! FIRE! FIRE!'. Wait for help.
- If you cannot open a window: (if it has security stays, for example), consider using a chair or other furniture to break the glass. Use something to cover any remaining sharp pieces of glass to escape unharmed.
- As soon as it is safe, **call ☎ 111 (Fire)** immediately from a mobile phone or other Massey phone.
- Once you are out of the building, stay out.
- Proceed to the designated Assembly Area.
- Remember to let the Massey Wardens know if there is anyone missing. They will alert the arriving Firefighters and Emergency Services.

FIRE



EARTHQUAKE



DURING AN EARTHQUAKE

DROP where you are, onto your hands and knees. This position protects you from being knocked down and allows you to stay low and crawl to shelter if nearby.

Take **COVER** under a sturdy desk, table or other furniture. Protect your head and neck with one arm and hand.

- If a sturdy table or desk is nearby, crawl underneath it for shelter
- If no shelter is nearby, crawl next to an interior wall (away from windows)
- Stay on your knees; bend over to protect vital organs

HOLD on until shaking stops

- **UNDER SHELTER:** hold on to it with one hand; be ready to move with your shelter if it shifts.
- **NO SHELTER:** hold on to your head and neck with both arms and hands.

Do not run outdoors. Do not use elevators. Follow any directions from Massey Wardens

DURING AN EARTHQUAKE IF YOU:

ARE OUTSIDE: Drop, Cover and Hold. Protect your head and neck. Move to an open clear area if safe to do so. Avoid falling hazards.

IN A VEHICLE: Pull over and stop in clear area. Avoid overpasses, power lines and structural hazards. Stay in your vehicle.

Do **NOT** run outside during an earthquake.

It is frightening to stay in a building immediately after an earthquake but it is much safer than immediately going outside.

An earthquake is not like a fire. You do not have to evacuate a building straight away unless it is showing obvious signs of distress.

When you eventually evacuate, do take your wallet, coat, bag, etc. You are more vulnerable if you leave those things behind.

An evacuation assembly area in case of fire might not be appropriate after an earthquake. Glass and masonry falling into streets cause casualties. Large open areas with no tall buildings, power lines or other hazards immediately adjacent are best. It is often better to remain in your building until a safe route out has been found.

EARTHQUAKE



SEVERE STORM / TORNADO / FLOOD

Stay informed on local weather updates. Listen to your local radio stations, as Civil Defence and Emergency Management authorities will be broadcasting the most appropriate advice for your community and situation.

WHEN A STORM WARNING IS ISSUED AND DURING A STORM

- Secure, or move indoors, all items that could be blown about and cause harm in strong winds.
- Close windows, external and internal doors. Pull curtains and drapes over unprotected glass areas to prevent injury from shattered or flying glass.
- If the wind becomes destructive, stay away from doors and windows and shelter further inside the house.
- Do not walk around outside and avoid driving in a storm.
- Power cuts are possible in severe weather. Unplug small appliances that may be affected by electrical power surges. If power is lost, unplug major appliances to reduce the power surge and possible damage when power is restored.

TORNADOES

- Tornadoes sometimes occur during thunderstorms in some parts of New Zealand.
- Alert others if you can.
- Take shelter immediately. A basement offers the greatest safety. If underground shelter is not available, move to an interior room without windows on the lowest floor. Get under sturdy furniture and cover yourself with a mattress or blanket.
- If caught outside, get away from trees if you can. Lie down flat in a nearby gully, ditch or low spot and protect your head.
- If in a car, get out immediately and look for a safe place to shelter. Do not try to outrun a tornado or get under the vehicle for shelter.

DURING A FLOOD OR IF A FLOOD IS IMMINENT

- Stay out of flood water – it will conceal underwater hazards and can be contaminated with sewage and/or chemicals.
- If you have a disability or need support, make contact with your support network.
- If at home, put your household emergency plan into action and check your getaway kit. Be prepared to evacuate quickly if it becomes necessary.
- Where possible, move pets inside or to a safe place, and move stock to higher ground.
- Do not attempt to drive or walk through flood waters. Consider your route home and if it will be flooded.

SEVERE STORM / TORNADO / FLOOD



TSUNAMI

NOTE: None of the Massey campus locations (Auckland, Manawatū or Wellington) are located in a Tsunami Evacuation Zone.

This information applies when away from the main Massey campus locations and near to the coastline anywhere in New Zealand.



A tsunami consists of a series of waves; the danger may last several hours.

Know where the highest ground is and how to get there. Once you get to a place of safety, be prepared to wait it out.

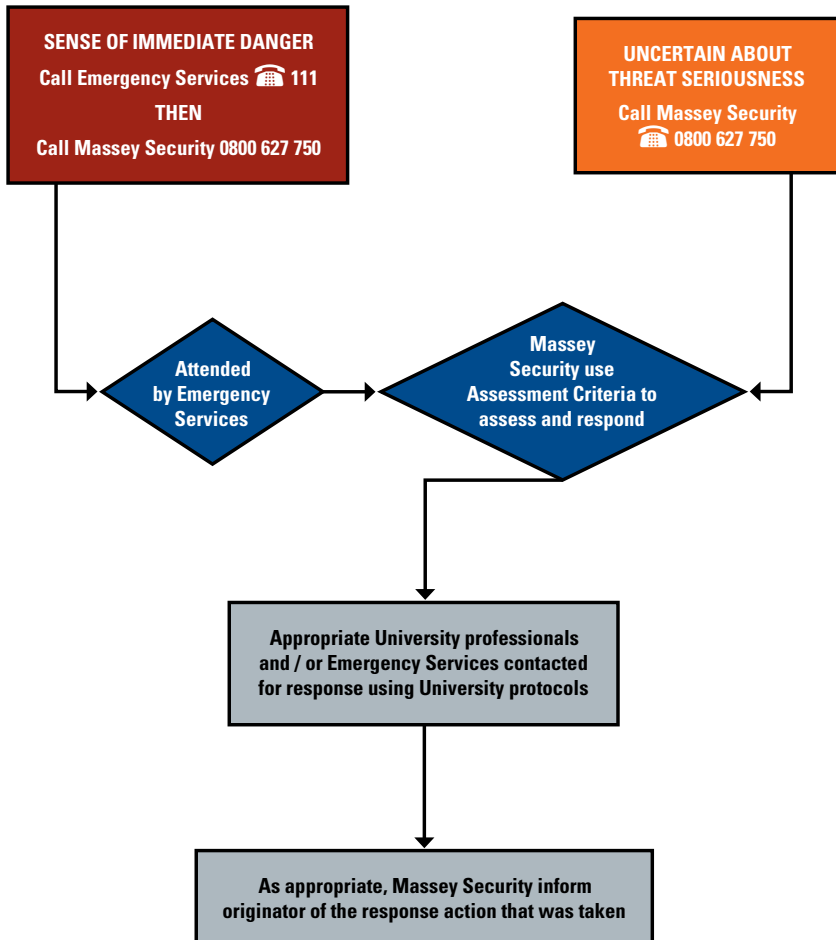
- Move immediately to the nearest high ground or as far inland as possible (Go at least 2km inland, or 35 meters above sea level). Do not wait for an official tsunami warning.
- Our entire coastline is at risk of tsunami. Knowing the right immediate action to take can prevent injury and save lives.
- If you are near the coast and feel an earthquake that is LONG or STRONG: GET GONE
- An earthquake that lasts more than a minute OR makes it hard to stand up is a natural tsunami warning.
- If you are near the coast, do not wait for an official warning. Move immediately to the nearest high ground or as far inland as you can. Walk or bike if you can. Stay there until you get the all clear.

TSUNAMI



POTENTIAL THREATS OF HARM

RESPONSE TO POTENTIAL THREATS OF HARM



THREATS OF HARM / ACTIVE ARMED OFFENDER

ACTIVE ARMED OFFENDER

New Zealand has a low risk of Active Armed Offender attack. However if attacks involving firearms and other weapons occur it is important to react quickly.



RUN!

Your priority should be to remove yourself and others from close proximity to the offender/s, or areas that they might reasonably access. The following actions may influence the decisions you make in safely assessing your available options:

- Under immediate attack – Take cover initially, but attempt to leave the area as soon as it is safe to do so.
- Leave most of your belongings behind (except for mobile phone).
- Do not congregate in open areas or wait at evacuation points.
- Provide guidance to people that might be unfamiliar with the area.
- Make good use of available cover and concealment opportunities.
- Consider (only as a last resort) options for arming yourself with improvised weapons to defend yourself in the event that you are located by the offender.
- Nearby attack – Leave the area immediately and move quickly away from where the attack is located, but only if it is safe to do so.



HIDE

If you do not believe you can safely evacuate, then you may need to consider sheltering in place. Constantly re-assess the situation and your options based on the best available information.

- Avoid congregating in open areas, such as corridors and foyers;
- Consider locking or barricading yourself and others in a room or secure area;
- Secure your immediate environment and other vulnerable areas;
- Move away from the door and remain quiet;
- Silence mobile phones and other devices that may identify your presence;
- Try to contact police (111) or others to advise of your location and situation;
- Assess and re-assess options for sheltering in place either at your current location or at an alternative location;
- Consider (only as a last resort) options for arming yourself with improvised weapons to defend yourself in the event that you are located by the offender.



TELL

The more information you can pass on to the Police the better, but NEVER at the risk of your own safety or the safety of others.

If it is safe to do so, think about obtaining the following information:

- Exact location of the incident;
- Description of the offender/s and whether they are moving in any particular direction;
- Details of any weapons being used;
- Number of people in the area and any that have been injured; and
- The motive or intent of the offender/s (if known or apparent).


Provide this information immediately to the Police via 111 if this can be achieved safely.

Consider providing information and advice to others that may be in your area that may be unsure of the current location of the threat and what they should do. Whether you are able to safely do this, and the communication methods available to you, will be determined by the circumstances and your own assessment of the situation.

ACTIVE ARMED OFFENDER

BOMB THREAT OR SUSPICIOUS PACKAGE

IF YOU DISCOVER A SUSPICIOUS PACKAGE

1. Do not handle or open the item.
2. Take steps to isolate the area and prevent others being near or touching the item.
3. Phone the Massey Security Team on  **0800 6277 50** and describe the item and your suspicions.
4. The Security Team will make an assessment and will coordinate directly with NZ Police as required.


IF YOU RECEIVE A BOMB THREAT BY PHONE, EMAIL OR ANOTHER MEANS

- Listen carefully and get information (Record information using the checklist over page). DO NOT interrupt the caller.
- Report the threat immediately to the Police  **111** and then Massey Security  **0800 MASS 50 (0800 6277 50)**

Note EXACT wording of the threat from the caller.

Keep the person talking and note answers to the following questions:

- WHEN will the bomb explode?
- WHERE did you put the bomb?
- WHAT does it look like?
- WHAT kind of bomb is it?
- WHAT will make it explode?
- HOW long has the bomb been in position? Once evacuated, disperse as far away from the building as possible

Call  **111** (Police) State that you have received a bomb threat:

- State your name and location including city, Massey Campus location, building name, floor and room number.
- State location of bomb and time set to explode, if known.
- Answer any questions as best you can, and follow the instructions given by Police.
- Notify and evacuate staff verbally if necessary.
- Do not activate fire alarm (unless directed to do so by Police).
- Do not use cell phones or radio transmitters (RTs).
- Do not touch or move any suspicious object.

THERE IS BOMB THREAT CHECKLIST ON BACK OF THIS PAGE

BOMB THREAT / SUSPICIOUS PACKAGE

CONNECTING WITH PARENTS AND WHĀNAU

We encourage all our residents to connect with their whānau or other support people to have conversations about moving to Halls well in advance of move-in day. Conversations might include:

- self-care
- cooking, cleaning and laundry,
- healthy choices relating to alcohol, relationships and sex
- how you intend to stay in touch

While most students are super excited to move out on their own for the first time, it's our experience that in many cases whānau and friends are still the first point of call when something's not going right. For this reason, we have made up a quick guide for when support people get that call so that they can support from afar.

IF	THEN
They are feeling down or struggling emotionally	We encourage them to reach out to a member of the Residential Life Team. Our team is trained to listen, support, and connect residents with the appropriate resources to help them manage their wellbeing. We're here to ensure no one goes through challenges alone.
They have decided to go home due to sickness or for a break	They should inform the Customer Services Team so a note can be added to their file. They also need to sign out using the tablet at the entrance of their hall when they leave and sign back in when they return. This helps us ensure their safety and keep accurate records of who is on site.
They are struggling to get on with a fellow hall-mate	They should speak with the Residential Life Manager or the On-Call Duty Staff Member as soon as possible. Our team is trained to respond to wellbeing concerns with care and confidentiality, and will ensure the appropriate support is provided.
They have concerns for the wellbeing of another Halls resident	They should speak with the Residential Life Manager or the On-Call Duty Staff Member as soon as possible. Our team is trained to respond to wellbeing concerns with care and confidentiality, and will ensure the appropriate support is provided.

IF

THEN

They have a cleaning or maintenance concern

All cleaning and maintenance issues should be reported through the Accommodation Portal by submitting a "Fix It Request". This allows the student to track the progress of their request.

If the issue is urgent, they should contact Reception directly for immediate assistance.

You have not heard from your child and are concerned about them

Sometimes students get caught up in university life and simply lose track of time. A quick message encouraging them to check in is often all that's needed.

If you still don't hear back, you're welcome to contact us directly, and we will follow up with the student to check on their wellbeing. While we are limited in what information we can share due to privacy regulations, we will encourage your child to get in touch with you.

There is an emergency involving your child

In the event of an emergency related to your child's behaviour or welfare, we will contact their nominated next of kin as outlined in their Residential Agreement.

Our priority is always the safety and wellbeing of our residents, and we will act promptly and appropriately in any emergency situation.

They feel that they have been dealt with unfairly regarding an incident in the halls

They should email the Residential Life Manager, outlining their concerns in writing. If the matter is not resolved to their satisfaction, it can be escalated to the National Manager – Accommodation Services for further review.

We are committed to handling all concerns fairly, respectfully, and in line with Massey's values and procedures.

They want a change of room

They should email accommodation.wellington@massey.ac.nz to request a Change of Room Request Form. Once received, the form must be completed and returned via email.

They will receive an outcome within 7 working days confirming whether the request has been approved or declined.

They want to leave Massey Halls permanently

They must arrange a meeting with the Residential Life Manager, who will explain the process and discuss their individual circumstances.

This conversation is an important first step before any formal request can be submitted.

For more information, please refer to the Release of Contract section in the handbook or the form on our webpage.

KEY CONTACTS

USEFUL TELEPHONE NUMBERS/ KEY INFORMATION AND CONTACTS

OFFICE HOURS

Customer Services/Reception +64 4 979 3355
Residential Life Manager +64 4 979 3042
Business Support Manager +64 4 979 3408
Resident Services Manager +64 6 951 6292
National Manager
Accommodation Services +64 9 213 6450
National Facilities Manager +64 6 9516293

OUT OF OFFICE HOURS

Residential Assistants
Kāinga Rua Hall 0800 574 255
Cube Hall 0800 722 823

SECURITY

0800 627 750

MAIL ADDRESS

Your Name
Hall
Room Number
242 Taranaki Street
Mount Cook
Wellington 6011

SUPPORT LINES

LIFE LINE

0800 543 354 (24 hours a day)

www.lifeline.org.nz

SUICIDE CRISIS HELPLINE

0508 828 865 (24 hours a day)

www.lifeline.org.nz

YOUTHLINE

0800 376 633

www.youthline.co.nz

WHATSUP

0800 942 87 87

www.whatsup.co.nz

DEPRESSION HELP LINE

0800 111 757 (24 hours a day)

www.depression.org.nz

RAINBOW YOUTH

09 376 4155

<https://ry.org.nz>

Student life can be challenging. We're here to help.



Brightside is a new free mental health research initiative to provide counselling support to students. Massey has partnered with the Brightside project which offers free online programmes to increase the accessibility and availability of counselling support to students.



SCAN TO SIGN UP



If you have any questions, please get in touch with the Brightside team or contact studentcare@massey.ac.nz. This is in addition to the normal assistance through Student Counselling and other resources such as TalkCampus and those on MyHub.



TE KUNENGA | MASSEY
KI PUREHUROA | UNIVERSITY
UNIVERSITY OF NEW ZEALAND

massey.ac.nz

*This handbook was correct at time of publication September 2025, however, could be subject to change.