



# WELCOME TO **STAYOVER** IN **DYSART**

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GUEST INFORMATION AND RESIDENT CODE OF CONDUCT

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# WELCOME TO STAYOVER® BY AUSCO

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

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

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# BOOKINGS

For Stayover® bookings and general accommodation enquiries

Phone: 1300 730 630 (Central Reservations)  
Head Office hours: 8.00am - 4.30pm AEST Monday to Friday  
Website: [www.stayover.com.au](http://www.stayover.com.au)  
Email: [reservations@ausco.com.au](mailto:reservations@ausco.com.au)

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

## WALK-IN BOOKINGS

Walk-in bookings can be accommodated provided the village has availability and the walk-in resident meets the applicable entry criteria. Any guest who arrives not associated with approved account holders and without a previously confirmed booking through Central Reservations will be required to pay for the duration of their stay in full, upfront by credit card.

## CHANGES TO BOOKINGS

Any amendments or cancellations to confirmed reservations must be sent through to our central reservation team on a booking form via email to [reservations@ausco.com.au](mailto:reservations@ausco.com.au) with a minimum of 24hrs notice before the arrival date to avoid charges.



# VILLAGE RECEPTION OFFICE HOURS AND SERVICES

Reception is located at the entrance of the village and is open 4.00am - 9.00pm, daily.

All arriving residents are asked to check in before 8.30pm. In the event of an after hours arrival by a resident they are to contact the onsite reception team on 0487 460 473 or the onsite management team on 0487 457 002 to advise of their late arrival and to receive instruction on how to collect their room key.

Any resident who departs after this time will incur an addition night charge.

## MAIL

Personal mail for residents can be sent to our villages. Residents can collect this daily at Reception.

Village postal addresses:

Stayover® in Dysart  
PO Box 242  
Lot 2 Fisher St  
Dysart QLD 4745

# DYSART STAYOVER VILLAGE



## LEGEND

### Central Services

- Driveways & Roads
- Carparks
- Walkways
- Laundry
- Dining Hall
- Reception
- Corner Store
- Cafe
- Public Toilets
- Bus Stop
- Entertainment, Conference Room
- Crib Room
- Fitness Centre
- BBQ Area
- Fitness Trail (945m)

### Accommodation Areas

- St Andrews SA
- Hope Island HI
- Pine Valley PV
- Kingston Beach KB
- Pebble Beach PB
- PWD Room
- Fisher Island FI



# VILLAGE MANAGEMENT, MAINTENANCE AND FEEDBACK

The village management is responsible for the operation of all services in the village which includes ensuring all residents follow the code of conduct. The code of conduct is in place to ensure safe and positive experiences for all residents and we ask all visitors to observe and comply with this code of conduct during their stay with us.

## MAINTENANCE REQUESTS

- › Report any faults or required repairs to Stayover Reception Team.
- › Please do not attempt to repair any fixtures or electrical items. If any equipment is found to have been tampered with, your accommodation privileges will be revoked.
- › Maintenance request forms are available for residents in the dining room, their room and in Reception. Please ensure these forms are completed clearly and with as much detail as possible to ensure management are able to address these concerns as quickly as possible.
- › Management does aim to rectify maintenance issues within a 24-hour period. Delays may result if specialised parts are required.
- › If you require any further assistance while your maintenance request is being addressed, please contact our reception team.

## VILLAGE FEEDBACK

- › Residents can provide feedback at any point via verbal communication with the team, submitting their view via our QR feedback system or completing a feedback form. Forms and QR stickers are located in accommodation rooms, the dining room and at Reception.
- › We appreciate you taking the time to provide all forms of constructive feedback and our Management team may be in direct contact where needed to address areas of concern.
- › If you are unsatisfied with the response from your feedback submission, please do not hesitate to contact the Stayover® Village Manager or central reservations directly for further discussion.
- › Quick Tap Survey iPads are located at Reception if needed.
- › General feedback responses will be placed on the notice board for acknowledgement of management action.

# EMERGENCY CONTACT NUMBERS

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

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

Police - Fire - Ambulance	000
Crisis Care	1800 177 135
Parents help line	1300 301 300
Lifeline	131 114
Village Manager (sodexo)	0487 457 002

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

Ambulance (non-emergency)	131 233
Dysart Medical Centre	(07) 4958 2288
Fire Service	(07) 4965 6621
Hospital	(07) 4941 1911
Police	(07) 4950 0199
State Emergency Service (SES)	13 74 68
Queensland Poisons Information Centre	13 11 26

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

## EMERGENCY EVACUATION PLANS

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

## PLEASE NOTE

The village is under video surveillance, including body-worn cameras worn by our security personnel, for your safety and security. You have the right to access footage of yourself captured by either video surveillance or body-worn cameras. For information, please contact [privacy@ausco.com.au](mailto:privacy@ausco.com.au).





# CODE OF CONDUCT

## ARRIVALS

- › Check-in time is from 2.00pm onwards.
- › On arrival, all incoming residents are to present to the Reception team to check in.
- › At this time you will receive your designated room key, an overview of the Village Rules, check that your village induction has been completed and your check-in acknowledgment.
- › Any early arrivals are subject to our discretion for early entry and are not guaranteed before 2.00pm.
- › All residents are to conform to this code of conduct during their stay.

## DEPARTURES

- › Departing residents are required to return their key to the Reception team or the designated drop boxes if the reception area is unattended.
- › Failure to have the key returned will result in additional charges for the resident for replacement costs and potential additional nights charged to the company if we do not receive payment from the resident.

## CARE OF FACILITIES

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

## VISITORS

- › All visitors and scheduled contractors there to carry out works in the village must report to Reception to complete the sign in process and receive onsite instruction and code of conduct information.
- › Unauthorised persons are not permitted to stay in the village.
- › Sharing a room with an unauthorised person may result in accommodation privileges being revoked.

## VEHICLE ACCESS

- › Vehicles are to be parked in designated areas only as identified on the site map. All drivers are required to strictly observe the speed limits in place onsite. Failure to do so will result in your vehicle and registration number being reported to your employer.
- › Repeat offenders will have their accommodation privileges revoked.
- › Vehicles that are unroadworthy or derelict are not permitted to remain onsite.
- › Except to the extent required by law, we will not be liable for: (a) the safe custody of any vehicle in this car park; or (b) the delivery of your vehicle to any person, whether that person has authority to take it or not; or (c) any theft loss or damage whatsoever to any vehicle or its accessories or contents; or (d) any damage to your property, injury to you or your death while you, your vehicle or your property person is in this car park or while you are entering or leaving this car park.

## ROOM KEYS (SAFETY & SECURITY)

- › Room keys are for the sole use of the resident issued the key.
- › Room keys are non transferable and any misuse of the key may result in accommodation privileges being revoked.
- › Lost or misplaced keys are to be reported to Reception immediately. If you require temporary access to your room, please contact Reception or the Village Manager (if after-hours). A key replacement fee may apply if the key cannot be located within 24hours. Replacement keys will be charged at \$15.00 per key. Replacement costs will be charged directly to the resident.
- › Any doors found forced open and damaged can result in accommodation privileges being revoked. In the event of damages, repair costs will be charged directly to the resident through their employer.
- › Residents are required to keep their key on their person at all times. From time to time you may be asked to present your room key, this will be used as a means of identity and confirm your right to access village facilities. From time to time, you may be asked to present your room key to village personnel.

## SMOKING

- › Smoking is not permitted in any buildings. Smoking is not permitted on the door step of your room with the door open.
- › Ashtrays have been provided for your use.
- › Cigarette butts are not to be thrown on the ground. Any resident seen doing so requested to clean up and dispose of all visible cigarette butts and place them in the bins provided.
- › Any resident seen compiling a pile of butts outside their room, will be required, to clean the area.
- › Smoke alarms and energy saving switches are fitted to all bedrooms, these must not be tampered with.
- › Any breach will result in immediate revoking of accommodation privileges.

## ROOM SERVICING

- › Rooms are serviced weekly. Bed linen and towels will be replaced at this time.
- › Each resident is responsible for keeping their allocated room clean, hygienic and tidy at all times. Cleaning equipment is available upon request at Reception for this purpose.
- › Authorised personnel will regularly inspect rooms to ensure personal hygiene is being maintained. Village service personal will not attend to any dirty or unhygienic rooms. Any persons found not to be keeping their room in a manner considered hygienic will be requested by management to rectify this within 24hrs. If this does not occur, the resident's employer will be notified and may lead to accommodation privileges being revoked.
- › Cooking is not permitted in accommodation rooms.
- › Night Shift workers are able to request 'DO NOT DISTURB' ribbons from reception. These ribbons should be placed on the front entrance door knob to avoid being disturbed.
- › If a resident declines a scheduled service, one other attempt will be made within 24hours before the service is forfeited for another 7days.

## CONDUCT OF RESIDENTS

- › Residents are advised that all State and Commonwealth laws apply in the Village.
- › Political or Union meetings shall not be conducted in the village.
- › After 9.00pm noise must be kept to an absolute minimum throughout the village.
- › Residents are not permitted to gather outside accommodation rooms after 9.00pm. Communal areas are provided for the social interaction and relaxation of all residents.
- › Village residents are expected to maintain a high level of personal hygiene and are required to use sanitary facilities provided.
- › Instances of possible infectious diseases are to be reported directly to Reception or Village Manager (if after-hours), whether confirmed or suspected.
- › Each resident is responsible for behaving in a manner that is appropriate, respectful and mindful of the potential impact that anti-social or unreasonable behaviour may have on their employer, fellow employees, other residents and the local community.
- › Residents visiting local towns and other communities must act with respect, courtesy, honesty and fairness.
- › Anti-social behaviour and misconduct of any kind will not be tolerated. This includes vandalism, discrimination, verbal or physical abuse of any nature, and excessive noise or illegal activities will not be tolerated. Disciplinary measures will be taken. Fighting is not tolerated in the village and all persons involved will have there accommodation privileges revoked.

## CONDUCT OF RESIDENTS CONTINUED

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

## COMMON FACILITIES AND RECREATIONAL EQUIPMENT

- › Excess noise is strictly prohibited in these areas or around accommodation rooms.
- › The gym facility is available to residents between 4am - 10am and 4pm - 10pm
- › Entertainment/recreation centres are open 24hrs day

## PATHWAYS

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

## DINING ROOM AND MEALS

- › Meal times are designated and times are available to view at Reception and on entry to the dining room.  
No meals will be served outside these designated times unless authorised by village management.
- › No persons other than residents and other authorised persons are permitted in the dining room.
- › Under no circumstances are meals, cutlery/crockery or condiments to be taken from the dining room unless prior approval has been provided by village management.
- › Crib lunches are available to residents to take from the allocated crib buffet. These meals are to be taken as daily portions for village residents. Excessive removal of crib items is not permitted.
- › No hot food is to be removed from the dining room.
- › Residents using the dining room must be respectably dressed at all times.
- › No dirty work clothes or boots are to be worn in the dining room. Residents are requested to change out of their work clothes before entering the dining room for dinner.
- › The minimum standard of dress is t-shirts, shorts and thongs. Singlets and dirty gym clothing are not permitted.
- › Please make use of the hand sanitiser when entering the Dining Room.
- › To assist with hygiene and to avoid food contamination, residents must use designated serving utensils when handling food.
- › Intoxicated persons are not permitted to enter the dining room.
- › Under no circumstances is alcohol to be consumed in the dining room.



# HEALTH AND WELLBEING

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

## ENVIRONMENT

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

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

## WASTE DISPOSAL

- All general litter and liquid waste to be disposed in the appropriate bins provided.
- Please replace lids on the bins after use.

## MENU PLANNING

- Our menus are changed every 4 - 6 weeks to provide you a selection of fresh foods, meats and vegetarian options cooked by our dedicated chefs.
- All menus are designed and approved by nutritionists and monitored daily by our village managers.

## RESIDENT COURTESY & CONSIDERATION

- The design and operation of our villages is undertaken with all residents in mind, providing you with a safe and peaceful village, where you can be free to enjoy your down time with your colleagues and other guests is paramount.
- We appreciate your co-operation in ensuring that no excess noise is made onsite.
- After 9:00pm please ensure noise is kept to an absolute minimum. Groups gathered around sleeping areas in the village are not permitted after this time.





# FACILITIES AND SERVICES

## LAUNDRY FACILITIES

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

## RECREATION CENTRE

- › A recreation centre is available for all residents to use 24hrs a day. As courtesy to other guests, we request that you ensure that the centre is kept clean and tidy at all times.

## FOXTEL

- › Foxtel is available in all rooms.

## BBQ FACILITIES

- › BBQs are available throughout the village for resident's use. At no times are the BBQs to be moved from the BBQ areas
- › BBQ request forms are available from the office. Utensils and food are able to be provided upon request.
- › After use, all utensils and cutlery are to be returned to the dining room and signed back in. The BBQ is to be left clean and free of scraps.

# FIRST AID FACILITIES

A first aid kit is located in Reception. Please contact Reception for access.

**ONLY RESIDENTS & OVERNIGHT GUEST ARE PERMITTED TO USE THE GYM FACILITY. ANY PERSON UTILISING THIS FACILITY MUST FIRST COMPLETE THE GYM WAIVER FORM AND ONSITE INDUCTION FOR THE TRAINING EQUIPMENT.**

## GYM

The gym facility is open 24hrs.

There are risks assumed by individuals who use Stayover® gyms.

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

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



# ACCEPTANCE OF RISK

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

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

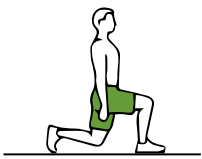


# IN ROOM EXERCISES



## IN ROOM WIDE STANCE SQUAT

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



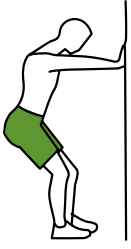
## IN ROOM LUNGE

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



## IN ROOM SPIDERMAN PUSH UP

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



### IN ROOM BACK STRETCH

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



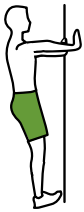
### IN ROOM CHEST STRETCH

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



### IN ROOM WALL PUSH UP

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



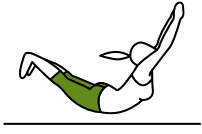
### IN ROOM WALL PUSH UP ELBOWS UP

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



### IN ROOM WINDSCREEN WIPER HIP STRETCH

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



### IN ROOM BACK EXERCISE

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



### IN ROOM CALF STRETCH

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



### IN ROOM DIP

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



### IN ROOM ROMAN TWIST

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



### IN ROOM CRUNCH

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



### IN ROOM CRUNCH WITH ELEVATED LEGS

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



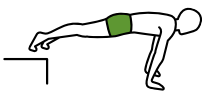
### IN ROOM SKYROCKETS

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



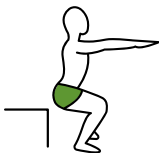
### IN ROOM PLANKS

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



### IN ROOM ELEVATED PUSH UPS

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



### IN ROOM SQUAT

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

**ENJOY YOUR STAY**



**ENHANCING WORKFORCE LIFESTYLES**