

Better Leaders, Better Collegiate Life

UCA Forum 2021

Defining Our Future: Innovation, Growth and Change in an Uncertain World

Online via Zoom Tuesday 23 and Wednesday 24 November, 2021

Working as one collective body, UCA continues to draw strength from its vast pool of experience, expertise and resources to empower Members with the skills to provide an enriched university experience in a safe and inclusive environment. Whilst ongoing COVID lockdowns and border closures preclude meeting in person for UCA's annual Forum, we are excited to present our Forum online.

Over the space of two days, sessions are designed to allow Members to gather together in their own States/Chapters to share keynote addresses on innovations in youth mental health, the changing landscape of graduate employment and changing cultures and attitudes to prevent sexual violence. Keynote addresses will be augmented by Member presentations and are designed to allow time for discussion.

Sess	ion	tim	es
5055			

NSW, Vic, ACT, Tas	WA - 3	Queensland -1	Adelaide – 30 mins	Auckland +2
11:00am	8:00am	10:00am	10:30am	1:00pm
to	to	to	to	То
1:00pm	10:00am	12:00pm	12:30pm	3:00pm
Break	Break	Break	Break	Break
2:00pm	11:00am	1:00pm	1:30pm	4:00pm
to	to	to	to	to
4:00pm	1:00pm	3:00pm	3:30pm	6:00pm
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We thank our Forum Sponsors:



Day 1: Tuesday 23 November

Facilitator: Adjunct Professor Bill Peirson, Master, New College Communities, UNSW Sydney

11:00am	Official Welcome and Introduction to the Forum: The pathway ahead for university colleges in Australia – Mr Wayne Erickson, President UCA
	Guest Speaker: Professor John Dewar AO, President, Universities Australia – The challenges for Australian universities as we emerge from the COVID world
	Post Graduate & Graduate Student Residences Network Report – Dr Ian Walker, Head, Toad Hall, The Australian National University
11:40am	Launch of the Deans & Deputies Network – James Hardiman, Dean of Students, St Hilda's College, The University of Melbourne
	Parallel Sessions for new Heads of Colleges/ new Deans and Deputies Both of these sessions will be facilitated by experienced leaders with a focus on the specific job pressures of each role. We will discuss Decision Making where multiple stakeholders are involved, working with Boards & University Executive, Crisis Management and Mental Health in the Heads session. We will discuss mental health, pastoral care, academic success, managing the long hours and self-care in the Deans and Deputies session.
	Facilitators for the new Heads session: Wayne Erickson, Principal, St Andrew's College and Joanna Rosewell, UCA Vice-President & Principal, Jane Franklin Hall, University of Tasmania Facilitator for the Deans & Deputies session: James Hardiman, Dean of Students, St Hilda's College, The University of Melbourne
1pm	Lunch/Tea with local Chapter colleagues
2:45pm	Keynote 1: with introduction by Dr Brenda Holt Professor Dan Woodman, TR Ashworth Professor of Sociology, School of Social and Political Sciences, The University of Melbourne The changing landscape of employment: education, work and wellbeing in young adulthood
2:45pm	Keynote to be followed by 15mins question time – convened by the Facilitator
3pm – 3:45pm	 Innovations we have made to ensure academic success and employable graduates Mark Sampson – Developing Employability Skills in our residents for successful career transition Dr Gayle Allan - Employability: The 'New Careers Program'? Or something different? Samitha Ramanayake – Modelling a research paradigm into a residential setting
3:45pm – 4pm	Workshop Papers to be followed by 15mins question time – convened by the Facilitator

Day 2: Wednesday 24 November

Facilitator: Adjunct Professor Bill Peirson, Master, New College Communities, UNSW Sydney

11:00 -	Keypote 2: with introduction by Adjunct Professor Bill Deirson				
11.45.000	Keynote 2: with introduction by Adjunct Professor Bill Peirson Dr Bianca Fileborn, Senior Lecturer in Criminology and ARC DECRA Research Fellow, School of Social				
	and Political Sciences, The University of Melbourne				
	Sexual violence on campus: sites of harm and opportunity				
11:45am	Keynote to be followed by 15mins question time – convened by the Facilitator				
	Recent developments in nurturing better mental health outcomes				
12:45pm	 Rev. Dr Peter Davis & Meredith Wagstaff – Employing a professional in-house counsellor in the College community: strengths, weaknesses and observable trends 				
	 Dr Hester Wilson – 'We do not enact power'. The imbedded student as mental health first responder 				
	• Dr Tim Corney & Brett Woods - International Student Health and Wellbeing and the relationship to accommodation				
12:45pm	Workshop Papers to be followed by 15mins question time – convened by the Facilitator				
1:00pm	Lunch/Tea with local Chapter colleagues				
2:00 – 2:45pm	Keynote 3: with introduction by Dr Brenda Holt				
	Professor Patrick McGorry AO, Chair, Youth Mental Health and Director of Orygen Youth Health and Orygen Youth Health Centre.				
	Innovations and early interventions for youth mental health, advocacy and reform				
2:45pm	Keynote to be followed by 15mins question time – convened by the Facilitator				
	Written Papers: Performance of recent innovations for respectful relationships/creating positive cultures				
	• Sally Northcroft & Alice Draffin – Leveraging COVID for Positive Change: A reflection 18 months on from The Women's College within The University of Queensland				
	Georgia Hayward, NAAUC – Empowering students for positive culture change				
3:30pm	Workshop Papers to be followed by 15mins question time – convened by the Facilitator				
3:45 – 4:00pm	UCA Annual General Meeting				

Guest Speaker Biographies



Professor John Dewar AO, Chair of Universities Australia and Vice-Chancellor and President of La Trobe University

Professor John Dewar AO is the Vice-Chancellor and President of La Trobe University, a position he has held since January 2012, and Chair of Universities Australia. Professor Dewar is a member of the AHEIA Executive Committee and holds a number of other Directorships including The Olivia Newton-John Cancer Research Institute, The Committee for Melbourne, and the Foundation for Australian Studies in China. He is also a member of the University Foreign Interference Taskforce (UFIT), the University of Lincoln's 21st Century Lab Higher Education Reference Group, and the Champions of Change Coalition.

Professor Dewar is a graduate of the University of Oxford, where he was also a Fellow of Hertford College from 1990-1995. Professor Dewar came to Australia in 1995, and held senior leadership positions at Griffith University and the University of Melbourne, where he was Provost, before taking up the position of Vice-Chancellor of La Trobe. He is an Honorary Fellow of Hertford College, Oxford, an Adjunct Professor in the Melbourne Law School and the La Trobe Law School, and a Visiting Professor at the Helena Kennedy Centre for International Justice at Sheffield Hallam University. Professor Dewar was made an Officer of the Order of Australian in the 2020 Australia Day Honours List in recognition of his distinguished service to education through leadership roles in the universities sector, and to professional organisations.

Dr Bianca Fileborn, Senior Lecturer in Criminology and ARC DECRA Research Fellow, School of Social and Political Sciences, The University of Melbourne

Dr Bianca Fileborn (she/they) is a Senior Lecturer in Criminology and ARC DECRA Research Fellow in the School of Social and Political Sciences, University of Melbourne.

Bianca's current research includes a focus on victim-centred justice responses to street-based harassment, sexual violence and LGBTQ+ communities, harassment in rideshare and taxi services, and gender-based violence in the music industry, live music spaces and the night-time economy. Dr Fileborn is also currently leading the evaluation of the Melbourne City Council's *Project Night Justice*, which aims to improve the safety of women and gender-diverse people in the city at night. She regularly provides commentary across news, television, and radio media, and publishes for outlets such as *The Conversation*. They are the author of *Reclaiming the Night-Time Economy: Unwanted Sexual Attention in Pubs and Clubs*, and co-editor of *#MeToo and the Politics of Social Change*, and the forthcoming *Geographies of Gender-Based Violence*.

Professor Patrick McGorry AO, Chair, Youth Mental Health and Director of Orygen Youth Health and Orygen Youth Health Centre

Professor McGorry is known world-wide for his development and scaling up of early intervention and youth mental health services and for mental health innovation, advocacy and reform. He is Professor of Youth Mental Health at the University of Melbourne, and founding editor of the journal Early Intervention in Psychiatry. He led the advocacy which resulted in the establishment by the Australian Government in 2005 of the National Youth Mental Health Foundation, which in 2006 became Headspace and he remains a founding board member of that organisation.

Playing a key advocacy and advisory role to government and health system reform in Australia and in many parts of the world, Professor McGorry chaired the Expert Advisory Committee of the Royal Commission into Victoria's Mental Health System. He is President of the International Association for Youth Mental Health, Past-President of the Schizophrenia International Research Society, Past-President of the Society for Mental Health Research, and was Founding President and is now Treasurer of the IEPA: Early Intervention in Mental Health. In 2010 Professor McGorry was selected as Australian of the Year and became an Officer of the Order of Australia.

Professor Dan Woodman, TR Ashworth Professor in Sociology, School of Social and Political Sciences, The University of Melbourne

Professor Dan Woodman is TR Ashworth Professor in Sociology at the University of Melbourne. He is President of Council for the Humanities, Arts and Social Sciences in Australia and the Immediate-Past President of The Australian Sociological Association. Dan is co-Chief Investigator on the Life Patterns project, one of the largest and longest studies of young lives, tracking three generations of young Australians and co-Editor-in-Chief of the Journal of Youth Studies. He is turned to as an expert commentator on generations by journalists around the world. Dan has written on generational change and the future work for the Australian, Sydney Morning Herald and the Guardian and has featured in articles in the Atlantic, New Scientist, The Times and El Pais among others.

Speaker Biographies

Dr Gayle Allan, Director Academic & Career Advancement, St Johns College, within the University of Queensland

Dr Gayle Allan is the Director of Academic and Career Advancement at St John's College, University of Queensland. She was previously the Deputy Dean at Trinity College, University of Melbourne (2015-2020), a member of the Trinity College Council (2017-2020) and was involved at the College in various roles from 2008, including working in the College's eLearning Incubator. She was also a member of the Faculty of Arts Board at University of Melbourne (2016-2020). Prior to working in Colleges, Gayle was an IT consultant, then an academic at La Trobe University and the University of Melbourne. She still gives guest lectures, conference papers, writes papers and articles, and has remained active in her field of research – Shakespeare.

Read Gayle's presentation abstract on 'Employability Programs – The new "Careers" Program? Or something different?' - <u>here</u>

Associate Professor Tim Corney, College of the Arts & Education, Victoria University

Dr Tim Corney is Associate Professor in the College of Arts and Education at Victoria University and Principal Research Fellow in the Institute for Sustainable Industries & Liveable Cities, and a former Dean of Queen's College at the University of Melbourne. Tim's co-presenter, **Ms Brett Woods** is a Lawyer and Lecturer in the College of Law at Victoria University and a Researcher in the Institute for Sustainable Industries & Liveable Cities.

Read their abstract on **'Internatonal Student Health and Wellbeing and the relationship to accommodation'**– <u>here</u> and their Project Report **'International Student Housing & Mental Wellbeing'** - <u>here</u>

Reverend Dr Peter Davis, Master & CEO, Robert Menzies College, Macquarie University

Reverend Dr Peter Davis is the sixth Master of the College, with a wealth of experience in ministry and tertiary education. He was previously Academic Director and Head of Theology at Excelsia College and also an Adjunct Lecturer at Charles Sturt University. Prior to this he spent 18 years in ministry with the Uniting Church. He has a real passion for ministry and education, and is committed to the social significance of the higher education sector and the importance of lifelong learning. Peter holds a Doctor of Theology from Sydney College of Divinity, after achieving a bachelor's degree at Moore Theological College. In addition, he holds Masters Degrees in Tertiary Education Management, and in Professional Education and Training.

Read Peter and Meredith Wagstaff's abstract 'Employing a professional in-house counsellor in the College community: strengths, weaknesses and observable trends' – <u>here</u>

Alice Draffin, Coordinator of Student Life, The Women's College within The University of Queensland

Alice is the Coordinator of Student Life at The Women's College and supports the Deputy Head of College and Dean of Students with a focus on the pastoral care, academic support and leadership development of students. Alice has considerable experience in the education sector, having previously worked as a secondary school teacher in addition to her role as the President of the National Association of Australian University Colleges. More recently, Alice has worked within Residential Life departments in the USA at both Brown University and The University of Rochester where she attained her Master's in higher Education. Read Alice and Sally Northcroft's abstract on 'Leveraging COVID for Positive Change: A reflection 12 months (18 months) on from The Women's College within The University of Queensland' - here

Mr Wayne Erickson, President, University Colleges Australia and Principal, St Andrew's College within the University of Sydney

Wayne is the 12th Principal of St Andrew's College within the University of Sydney. He was appointed in March 2008, having served the College as Secretary to the Council and Manager since 2004. In a former life he was a teacher, housemaster, sports master and College Executive member at The Scots College, Sydney, during the 1980's. He left teaching to pursue a long-held interest in the business of sport, and was the General Manager of Operations at Australian Rugby until 1995, when he became world rugby's first full time professional referee. He is a member of Rugby Australia, SANZAAR and World Rugby's referee selection committees, coaxing talent and aspiration towards excellence – much like his role in St Andrew's, where he delights in the joys of working with our best and brightest emerging adults.

Georgia Hayward, President, National Association of Australian University Colleges (NAAUC)

Georgia is the current serving President of the National Association of Australian University Colleges (NAAUC). During her time as resident at The Women's College within the University of Queensland she was appointed to the role Senior Resident Assistant. Georgia possesses a double degree in Fine Arts (visual arts) and Business (management), from the Queensland University of Technology. She has been recognised as a finalist for the Aspiring Young Business Women's Award in the Women in Business Awards for the Greater Brisbane Region and was the recipient of the Long Tan Leadership and Teamwork Award. Georgia is passionate about fostering welcoming and accessible residential communities for all students.

James Hardiman, Dean of Students, St Hilda's College, The University of Melbourne

James Hardiman joined St Hilda's as the Dean of Students in January of 2020. James joined St Hilda's after nearly 15 years at the Kensington Colleges at UNSW where he also held roles as a Resident Tutor, Deputy Dean and Dean across a number of the colleges on campus. James holds a Bachelor of Engineering (Industrial Chemistry) from UNSW. James enjoyed an 8 year career as an engineer before realising his real passion was in residential colleges and supporting young adults. James is currently studying an *MBA*, specialising in Social Impact and has a strong passion for improving the lives and experiences of the students at St Hilda's. His team of Resident Tutors and Senior Resident Advisors are responsible for the pastoral care, professional development and academic support of all residents at St Hilda's.

Dr Brenda Holt, Principal, St Hilda's College, The University of Melbourne

Dr Brenda Holt commenced as the Principal of St Hilda's College in January 2018, her 20th year in Residential Colleges. Originally from a small town in Central Texas, Brenda has been a happy migrant to Australia since 1989. Brenda has been an English teacher, a counsellor, an academic advisor, a senior administrator, and a Head of College. Her favourite part of her work is being a part of students' lives and experiencing their transformation while they are at College. An educator for 30 years, Brenda is a believer in young people, in the transforming power of a healthy community and in the future she knows will be ably led by her students and those like them.

Sally Northcroft, Deputy Head of College/Dean of Students, The Women's College within The University of Queensland

Sally Northcroft is Deputy Head of Collage & Dean of Students at The Women's College within The University of Queensland. Prior to taking up this role in 2019, she was the Dean of Students at The Women's College within The University of Sydney. She brings with her a background in leadership, pastoral care, education, and residential college experience.

Prior to working in Colleges, Sally has worked in various secondary education institutions, teaching Physical Education and taking on the leadership roles of Director of Sport and Head of House. Sally grew up in Zimbabwe, attended University in the USA completing a Bachelor of Science and Master of Science prior to moving to Australia.

Read Sally and Alice Draffin's abstract on **'Leveraging COVID for Positive Change: A reflection 12 months (18 months) on from The Women's College within The University of Queensland'** - <u>here</u>

Adjunct Professor Bill Peirson, Master, New College, University of New South Wales and UCA Committee Member

Bill is the Master & Chief Executive Officer of New College. His role is the pastoral, commercial and academic leadership of New College and New College Postgraduate Village. He is also the Director of the Centre for Christian Apologetics, Scholarship and Education (CASE), which is a Ministry of New College. Bill was formerly the Director of UNSW's Water Research Laboratory at the Manly Campus and he continues to supervise and conduct research.

Samitha Ramanayake (Sami), Head of Residence, Wright Hall, The Australian National University

In his career of over ten years at The Australian National University (ANU), Sami has had the privilege of "starting up" two initiatives that are Australian firsts. In 2010, he served as the inaugural coordinator of Griffin Hall, the first non-residential 'Hall' community in Australia for the benefit of Canberra commuter students, which now in its 11th year of operations. Then in 2019 he became the first Head of Wright Hall, a new hall of residence which is now in its 3rd year of operation as a catered residential community of 428 undergraduate students.

Arriving as an overseas student in Australia from Sri Lanka in 2006, and after completing a bachelor's degree in Biotechnology at ANU, Sami has since contributed in a range of ways to residential life, including as Deputy Head of Fenner Hall at the ANU and in participation at conferences and forums. He is a passionate learner, and is about to complete his Masters in Tertiary Education (Management) with the LH Martin Institute of the University of Melbourne.

Read Sami's abstract on 'Modelling a research paradigm into a residential setting' - here

Joanna Rosewell, Vice-President, University Colleges Australia and Principal, Jane Franklin Hall, The University of Tasmania

Joanna is the Principal of Jane Franklin Hall, University of Tasmania. After a career teaching, managing and teacher training in the international student and adult learning sectors, she returned to study to complete a Masters in Journalism, Media and Communications with a focus on public relations. These studies led to her second career working in marketing, business development and communications with disability organisations. A former Jane resident herself, Joanna re-engaged with the College in 2012, co-organising a reunion for over 200 former Jane residents. From there, she was elected a member of the College Council, a role which morphed into her third career of Principal. Joanna absolutely loves her job, believing that Colleges are communities which genuinely support young adults at a critical – and often confusing – life stage.

Mr Mark Sampson, Principal, University Hall, University of Western Australia and Treasurer, University Colleges Australia

Mark became Principal of University Hall in 2017 having taught for over 30 years in secondary education at schools across Australia including Canberra, Toowoomba and the Barossa Valley in roles including Subject Master of Physical Education, Head of Sport and Housemaster. Most recently moving to Perth in 2002 he worked in senior leadership roles including Deputy Head at Aquinas College and Head of Senior School at Wesley College.

Read Mark's abstract on 'Developing Employability Skills in our residents for successful career transition'- <u>here</u>

Meredith Wagstaff, Counsellor, Robert Menzies College, Macquarie University

Meredith Wagstaff holds Masters degrees in Law and Counselling and is a clinical member of PACFAA and CCAA. She supports positive mental health and wellbeing in the College's residents through one-to-one counselling and running educational and skill building workshops. Meredith previously held senior positions as a solicitor in private practice and as General Counsel in the corporate sector. Meredith also counsels in private practice and is an adjunct lecturer in Counselling. Meredith has held senior governance roles in community organisations and is an experienced mentor with a commitment to social justice and volunteering.

Read Meredith and Peter Davis abstract 'Employing a professional in-house counsellor in the College community: strengths, weaknesses and observable trends' – <u>here</u>

Dr Ian Walker, Head of Toad Hall, Australian National University and a former UCA President

Ian has been Head of Toad Hall, a mainly postgraduate and international residence at the Australian National University, since 2010. From 2011 to 2014 he was also Head of Ursula Hall. He was previously Principal of The Kensington Colleges and Dean of New College at UNSW, where he completed a PhD in the history of Australian universities and the establishment of residences, especially denominational colleges. Before moving to the university sector in 1994, Ian worked in both state and independent secondary schools, including in Special Education and as Counsellor and Careers Master at Sydney Grammar School. He is also a graduate of Sydney and Macquarie universities.

Ian is a Visitor in the School of History at ANU and has been an Honorary Research Fellow in the Faculty of Education and Social Work at the University of Sydney. He is a member of the Council of St Mark's National Theological Centre in Canberra, and previously chaired the Council of St Catherine's School, Sydney. He is a past President of the Teachers Guild of NSW and of the UNSW Alumni Association, and is currently an elected professional staff member of the ANU Academic Board. Ian was President of UCA 2014-2016 and convened the second Collegiate Way International Conference held at ANU in 2016. Ian is Convenor of the UCA Graduate Residences Network established in 2019. He has also actively mentored many new members of UCA.

Read Ian's update report for the UCA Graduate Residences Network - here

Dr Hester Wilson, Vice Principal, St Andrew's College within The University of Sydney

Apart from her position as Vice Principal, Hester is a medical practitioner with training and an interest in the management of drugs and alcohol, mental health issues and physical health with a particular focus on primary care. A Fellow of the Chapter of Addiction Medicine within the Royal Australian College of Physicians (RACP) and a Fellow of the Royal Australian College of General Practitioners (RACGP), with a Masters in Mental Health, she is Chair of the National Faculty of Specific Interest in Addiction within the RACGP and is keen to work on creating policy and training to support GPs and patients to achieve better health outcomes and change their lives for the better. Hester is currently a PhD Candidate at the Centre for Primary Health Care and Equity and a Conjoint Lecturer at the School of Population Health, both at UNSW Sydney. She also works in general practice and as a staff specialist in addiction in the NSW public health system.

Read Hester's report 'We do not enact power' The imbedded student as mental health first responder - here

UCA thanks our Forum Sponsors



UCA gratefully acknowledges the important contribution of our sponsors which significantly contributes to the professional development and personal interaction of members. In 2021 we are pleased to continue the relationship with our longstanding sponsors ABC Bedding, StarRez and Superloop WiFi and we are delighted to welcome on board our three new sponsors ADES, DDSN Interactive and Griffiths GAMSAT Review.

Introducing our Sponsors

One of our most staunch supporters is the **Australian Bedding Company** with Mark Dennison, Managing Director, sponsoring UCA for over 20 years and apart from our one year COVID break, he states that his company looks forward to being involved with the association for another 20 years.

ABC expertise in accommodation has seen the Company successfully win the tender for accommodation furniture and electrical appliances for The Australian Defence Force Australia wide.

Contact Mark to discuss the latest in student furniture, outdoor furniture, mattresses, bedding, electrical appliances options and much more at P: (02) 6262 3260, M: 0412 442 579 or E: <u>mark@ausbedco.com.au</u>

ADES (Alcohol & Drug Education Specialists) provide training and cultural wellbeing services to further enhance the residential experience for students. They currently work with over 270 university residential sites across Australia and New Zealand, providing services to approximately 100,000 university students each year. ADES have developed their own online eLearning platform, ideal for pre arrival induction, which can be customised to reflect your college culture, values and expectations. ADES customise each in person training program for residential leaders and staff, as well as customising cultural wellbeing programs that are relevant to the each respective college.

ADES are also certified to deliver the accredited Mental Health First Aid courses, which can be delivered in person, blended (eLearning and in person) or virtually. All ADES facilitators have a wealth of knowledge and experience in the university residential sector, enabling the training to be reflective of what residential leaders and staff may encounter in their respective roles.

Contact Ashley Gurney directly on M: 0488 551 543 or E: <u>ashley@alcocups.com</u> for any further information or to make a booking.

DDSN Interactive is an award winning, established Australian digital agency that has developed a highly functional digital platform customised for residential colleges, Acora College <u>www.ddsn.com/college</u>

The difference between what DDSN and other overseas providers have to offer is that the product is modular and will be tailored to the custom needs of your Australian College.

The platform includes standard options for a custom website design, a student mobile app, meals management, alumni portal, admissions portal with customised workflow, email marketing with lead nurturing and a shop for college products connected to your chosen payment gateway.

Acora College can include integrations to a CRM tailored for residential college management or O365 for document storage, for example. The Acora College platform can also include functions for running your college including staff intranet, helpdesk, student association microsites or jobs portals. All in one system, hosted securely within Australian jurisdiction to government level standards, and locally supported, DDSN customers include Trinity College UoM, New College UNSW and St Johns College UQ with New and St John's using the Acora platform.

Contact Danielle Kennedy, Portfolio & Innovation Manager at E: <u>daniellek@ddsn.com</u> P: 1300 656 412 or M: 0419 650 417.

Dr Peter Griffiths at **Griffiths Gamsat Review** has helped thousands of people with Gamsat since 2005. As part of his UCA sponsorship, Peter is offering free enrolment into Griffiths Gamsat Review Home Study Course for one student who is preparing for the GAMSAT from each member college. See everything you need to know about GAMSAT by Dr Peter Griffiths at <u>https://www.gamsatreviewblog.com/</u>

Please contact <u>peter@gamsatreview.com</u> if you are interested in offering this to your students. If multiple students are interested, consideration of a student from an underprivileged or under-represented group is preferred.

StarRez provides world leading student accommodation software for universities, colleges and private property managers. Their cloud software provides quality innovative solutions to effectively manage the complete student experience including enquiries, viewings, applications, bookings, accounts, communications, contracts, reporting and much more. Their solution suite features comprehensive functionality and automation capabilities that save your staff time, optimise business operations, and provide powerful and easy integrations so you can deliver exceptional residential experiences.

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Speak to David Thomas, Community Relations & Team Lead, about your student accommodation software needs at M: 0402 133 070 or E: <u>DThomas@starrez.com</u>

And finally, we are delighted to continue our long standing relationship with Jean Morel, Business Development Manager at Superloop WiFi. **Superloop WiFi** is the leading supplier of managed internet and WiFi services to the purpose built student accommodation and tertiary residential housing sectors in Australia, with approximately 230 sites and more than 40,000 residents using their WiFi internet services each year. As a leading supplier of both connectivity and managed services, Superloop provides students with unrivalled internet speed coupled with outstanding support and reliability that they expect in today's highly connected world.

Contact Jean on M: 0422 127 366 or E: <u>jean.morel@superloop.com</u> to discuss your internet network needs.