

TOWNSVILLE CITY CAMPUS

JAMES COOK UNIVERSITY, TOWNSVILLE



Important information for use of facilities at the Townsville City Campus

Location: City Arcade, 373 - 385 Flinders Street, Townsville

Ground Floor	Welcome Lounge – Opening hours 9.00 am to 5.00pm Monday to Friday (Except Public Holidays) A shop front located in the City Arcade where staff provide advice to current, prospective students and visitors to the Townsville City Campus (City Campus).
Level 1	Carpark – Limited spaces available for JCU staff and visitors. <i>Townsville City Council free parking available at the Dean Street Carpark, a 10 minute walk from the City Campus.</i>
Level 2	Private Workspace – No access provided.
Level 3	Collaborative Learning Area (TO010-306), kitchen facilities (TO010-307), student lounge and study spaces, JCU staff office and disabled/unisex toilet.
Level 4	Board room (TO010-407), moot court (TO010-406), interview room (TO010- 405), observation room (TO010-404), meeting rooms (TO010-402 and TO010-403), kitchen facilities (TO010-408).

INDUCTION

It is the responsibility of the meeting convenor to familiarise themselves *and their guests* with the following:

- The campus (excluding the Welcome Lounge) is accessible via a secure lift located near the Flinders Street entrance of the City Arcade, or if using the carpark; via the lift on level 1. Please note level 1 lift after the arcade has closed will require swipe access to enter the campus.
- **Arcade opening hours:** Mon Tues Wed Fri 8am-7pm, Thurs 8am-8.30pm, Saturday 8am -4pm, Sunday 8am – 3pm.
- **Outside of the City Arcade opening hours above, access is only available from the Level 1 carpark via Sturt Street or City Lane.**
(For more information on access please refer to **Access to Building** below).
- Toilets are located on Level 3 (disabled and unisex), the carpark (public and disabled) and in the stairwells. Stairwell toilets are accessed via the fire exit door located next to the lift. The doors in the stairwells require security card access to re-enter the campus on levels 3 and 4.
- Meeting convenors must ensure that everyone in attendance is familiar with the [Emergency Evacuation Procedures](#). Evacuation Diagrams are located next to each lift.

ACCESS TO BUILDING

ACCESS FOR NON JCU (PUBLIC AND COMMUNITY) BOOKINGS

- Access to the building, for non JCU bookings can be arranged by contacting the City Campus Welcome Lounge on 4781 4040. The convenor should ensure that access is arranged no later than 3 business days prior to the booking to ensure security cards are available.
- A limited number of security cards can be supplied to the convenor and guests. After arrangements have been made, the cards will be ready for collection at the Welcome Lounge during business hours either on the day of the booking or the day prior.
- It is important that all event participants are provided with contact details and can contact the convenor directly if they are running late or have difficulty accessing the building on the day of the event.
- At the conclusion of the event, security cards need to be returned to the Welcome Lounge within business hours. If the event is scheduled outside of business hours, please ensure that access cards are placed in the Access Card Return Boxes located to the left of the lift doors on Levels 3 and 4. (Access cards are not required to be swiped in the lift to leave the premises)

JCU STAFF ACCESS

- All JCU staff ID cards have been activated to access the Collaborative Learning Area (CLA) on Level 3 at the Townsville City Campus. If you require access to any other level, please contact securityaccess@jcu.edu.au. Security will require at least 1 weeks notice to affect the change.
- All JCU student ID cards have been activated to access the CLA on level 3. Staff are responsible to arrange access for their students when access to level 4 is required. A full student list, including student ID numbers and the subject code is required by Security. They will require at least 1 week notice to affect the change. Student Access will only remain current for the timetabling of the subject.
- Staff should carry their JCU staff ID card with them at all times when in the City Campus.

JCU STUDENT ACCESS

- All JCU student ID cards are activated to access the CLA on Level 3.
- If student access is required for any other levels of the City Campus, staff will need to contact securityaccess@jcu.edu.au to arrange the access (see JCU Staff Access above).
- Students should carry their JCU student ID card with them at all times when in the City Campus.
- Student ID cards are available at the Student Centre, Douglas Campus. The City Campus staff cannot issue student ID cards.

ROOM SET UP & RETURN



- Room setup is the responsibility of the convenor. JCU does not supply stationary. All requirements, including whiteboard markers and erasers, will need to be self-supplied by the convenor.
- Air Conditioning in the Collaborative Learning Area works on a timer system afterhours. Please press the afterhours air conditioning service buttons located on the pillars in the Collaborative Learning Area for continued air conditioning supply.
- Set up and return of tables is a two person task, furniture should be arranged neatly, chairs pushed under table.
- Moot court room/observation room and interview room furniture is to be returned to its original position.
- Affixing notices to walls and City Arcade Entrances is not permitted without prior approval. Snap-in frames to display (A4) notices will be available to advertise an event/class. Please contact the staff at the Welcome Lounge before displaying any notices.
- Leave writing walls and whiteboards clean. A damp chux cloth is the best way to clean the white boards.
- Do not remove any equipment from rooms or kitchens.

CATERING & KITCHEN FACILITIES

- Coffee/Tea/Milk/Sugar is not supplied or stocked as part of the room booking. These items and any other catering requirements must be self-supplied or otherwise arranged by the convenor.
- Level 3 kitchen is equipped with 2 small bar fridges, 1 microwave, a dishwasher and hot water dispenser for tea and coffee and a chilled water dispenser.
- Level 4 kitchen is catering equipped with 1 large fridge, 2 small bar fridges, 3 microwave ovens, a fan forced oven, cooktop and dishwasher, hot water dispenser for tea and coffee and a chilled water dispenser.
- In addition, level 4 kitchen contains cutlery and crockery available for use. Used items should be placed in the dishwasher at the end of the event and dishwasher turned on. Dishwashing tablets are available under the sink.
- It is the convenors responsibility to ensure that caterers engaged for events/class have access and are familiar with the facilities.
- Please Note: the consumption of alcohol at events must comply with the [Alcohol Consumption on University Property Policy and Procedure](#).

CLEAN UP

- Kitchen and meeting spaces must be left clean and tidy. The convenor will be responsible for the condition of the space at the conclusion of the event/class and will be required to cover costs if cleaners are engaged.
- Rubbish needs to be collected and placed in rubbish bins provided – yellow lid bin - recyclable products, red lid bin - general waste. These bins are located outside the kitchen and additional rubbish bins are located under the sinks on each level.
- Ensure catering is removed after an event/class and odorous leftover food (example seafood) must be placed directly in the outside industrial bin, located at the entrance to the carpark on Level 1.

TECHNICAL

- Arrangements for video conferencing and teleconferencing in the Moot Court and Boardroom need to be arranged in advance. When requesting a room booking indicate to JCU Room Bookings if these services are required.
- Self-help audio and visual instructions are available on levels 3 and 4. For any AV difficulties, contact JCU AV Support on Ext. 14643 (internal phones) or 478 14643 (External/Mobile Phones).
- The following links provide virtual rooms, video conferencing and audio-visual guides. Please note: video conferencing is only available in the Boardroom and Moot Court.

[Townsville City Campus Boardroom \(TO010-407\)](#)

[Townsville City Campus Moot Court \(TO010 – 406\)](#)

[Townsville City Campus Interview Room \(TO010-405\)](#)

[Townsville City Campus Observation Room \(TO010-404\)](#)

[Collaborative Learning Area \(TO010 – 306\) Equipment List and Room User Guides](#)

Other City Campus virtual rooms can be found in the [VAVS – JCU Room Finder](#).

- Video conferencing equipment should be turned off when finished.
- Printing facilities are available on level 3 for staff and students.

CONTACT SUMMARY

Contact	Service provided	Phone/Email
Emergency Services	Police/Fire /Ambulance	Mobile or External Phone 000 Internal Phone, dial 0 for an outside line, then 000
Townsville City Campus Manager	Report any non-technical issues including general maintenance.	4781 5388
Welcome Lounge	Access (on the day, or day prior) – business hours only.	4781 4040 (Internal Ext 14040) tsvcitycampus@jcu.edu.au
Room Bookings	Request/Check/Confirm bookings and request AV services if required	JCU Staff – Book online at Web Room Booker Non JCU Bookings – Request a booking by emailing timetable@jcu.edu.au
JCU Security	Any security issues or concerns For security cards, email	Emergencies 4781 5555 (Internal Ext 15555) General 4781 6000 (Internal Ext 16000) security@jcu.edu.au securityaccess@jcu.edu.au
AV Support	AV Technical support	4781 4643 (Internal Ext 14643)
Cleaning	Cleaning related issues	paula.rodger@jcu.edu.au
Facilities Management Office	Information on alcohol consumption policy and procedures.	alcoholconsumptiontownsville@jcu.edu.au

