

## **KNX (Kununurra) COMMUNITY HOSTEL RESIDENTS HANDBOOK**



**LOT 302 Victoria Highway**

**Kununurra 6743**

**Western Australia**

**Telephone: +61 427 149 804**

**Email: [knxcommunityhostel@wunan.org.au](mailto:knxcommunityhostel@wunan.org.au)**

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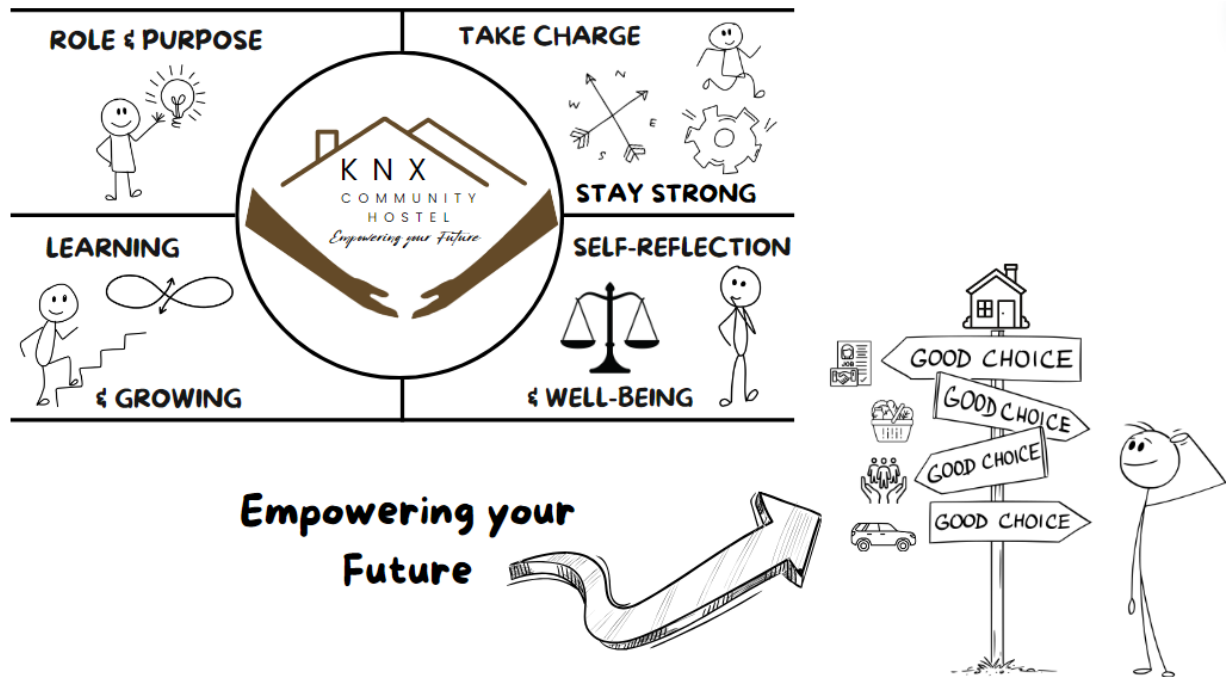
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## 1. OVERVIEW

The purpose of the **KNX (Kununurra) Community Hostel** is to provide a safe and respectful place to live and a haven to help to **Empower your Future**. All residents, visitors, staff, and our community members deserve the right to have a safe place to live and be their best.

**Empowering your Future** is achieved together with the assistance and support of **KNX Community Hostel** staff and community to build your stability, personal independence, skills and experience, and general social and emotional wellbeing. We achieve this through activities related to the following **4 Pillars**:



<p><b>Setting Goals:</b></p> <p>Decide what you want to achieve in different parts of your life, like work, relationships, health, and personal growth. This gives you direction and keeps you motivated.</p>	<p><b>Keep Learning and Growing:</b></p> <p>Stay curious and learn new skills, this commitment to learning will help you grow as a person.</p>	<p><b>Take Charge and Stay Strong:</b></p> <p>Be proactive in going after opportunities and facing challenges. Stay strong when things get tough and see setbacks as chances to learn and grow.</p>	<p><b>Self-Reflection and Well-Being:</b></p> <p>Be kind to yourself, reflect on your progress, celebrate your successes and stay motivated.</p>
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## 1.1 WHO IS IT FOR?

The **KNX Community Hostel** is a unique facility and living experience. The opportunity to live at the hostel relies on a “ready for change” principle. It is essential that all residents meet the eligibility criteria and are willing to follow the rules and responsibilities of living at the hostel.

### ***Are you:***

- Currently Employed/Working?
- Currently in Training or Education (TAFE, Traineeship, Apprenticeship, Cadetship)?
- In a combination of employment and training?
- Someone who wants to have your own safe place to live?

If you answered yes to one or more of the above questions, you may be eligible for the **KNX Community Hostel *Empowering your Future*** program.

If accepted into the **KNX Community Hostel**, residents are required to sign an agreement for more than just a room. They are required to meet minimum program participation and eligibility requirements relating to participation in education, training, and/or work.

The **KNX Community Hostel** supports resident to build:

- Personal independence by helping them build the skills and support networks required for social participation and to manage residency obligations independently.
- Financial independence by helping residents engage in training and work and building financial management skills.

Support at the **KNX Community Hostel** encourages planning and progress towards life, work, family, culture, and housing options after time at the hostel.

We have accommodation options for aboriginal people as they build independence and take control over making decisions on their housing options.

At the **KNX Community Hostel** there are 22 rooms available.

- Units 2- 21: Furnished double single rooms.
- Shared communal facilities include: kitchen, dining hall, lounge room/s, laundry facilities, football oval, basketball court, and swimming pool.

## 2. LIVING AT THE HOSTEL

### 2.1 THE RESIDENT'S RIGHT

**ALL** residents of the hostel have the right to a safe, quiet, and comfortable environment.

### 2.2 RESPONSIBILITIES

The **KNX Community Hostel** offers the following special features of your residency based on the stepping stone accommodation model:

- A great place to live that is clean and well furnished.
- Rent that is well below the market.
- The chance to control your own home life and journey.
- A range of opportunities and support through Wunan and other support programs.

The following is expected of you as a resident at the **KNX Community Hostel**:

- For you to take advantage of opportunity to build a future for yourself and your family.
- Taking responsibility for your actions.
- Being proactive in terms of improving your capabilities through using support programs.
- Over the duration of your residency, with the assistance of support staff we move towards alternate housing options, such as private rental or purchase of home.

The following table summarises your responsibilities associated with your residency, and the consequence of not meeting these responsibilities:

Responsibility / Action	Consequences
Lodging fees (rent) to be paid in advance.	<b>FIRST WARNING:</b> You will be given a warning requiring that the matter be put right.  <b>SECOND WARNING:</b> If not rectified, you may be asked to leave the hostel.
Property to be kept clean and tidy always.	Ensure you look after the property to avoid repairs and maintenance.
Repeated poor behaviour.	Repeated poor behaviour may result in a <b>SECOND WARNING</b> , leading to a 7-day notice to move out without a warning period.
Violence, including verbal abuse, will not be tolerated.	Any incidents of violence will be reported to the landlord and/or the police and may result in eviction.
Illegal drug use is not permitted on the premises.	Immediate eviction may occur for illegal drug use.

Drunken and disorderly behaviour will not be tolerated.	Such behaviour will not be tolerated and may lead to eviction.
Illegal activities will not be tolerated.	Engaging in illegal activities will result in eviction.
Sexual harassment of staff or other residents will not be tolerated.	Sexual harassment will result in eviction.
Prior convictions of a sexual nature or serious assaults.	Individuals with prior convictions of a sexual nature or serious assaults will not be permitted to become residents.

### 2.3 DESIGNATED SMOKING AREA

Residents can smoke in the designated smoking area located next to the football oval during the hours of 6am to 10pm daily.

### 2.4 FOOD

Residents provide their own food, cook and store in their designated storage hub located in the dining hall fridge.

### 2.5 ALCOHOL

**KNX Community Hostel** is an **Alcohol Free Zone** for all residents, visitors, staff and volunteers. Resident with alcohol present in their room/unit or motor vehicle will be **evicted immediately**.

### 2.6 ILLEGAL DRUGS

**KNX Community Hostel** is an **Illegal Drug free Zone** for all residents, visitors, staff and volunteers. Resident with alcohol present in their room/unit or motor vehicle will be **evicted immediately**.

## 3. APPLYING FOR ACCOMMODATION

### 3.1 ELIGIBILITY CRITERIA

To be eligible for the **KNX Community Hostel *Empowering your Future*** program with you must meet the following criteria.

- Be of Aboriginal or Torres Strait Islander origin.
- Live in Western Australia and receive your income here.
- Be able to prove your identity.
- Be 18 years of age or above.
- Want to make a go of life and build your own capacity.
- Currently Employed/Working.

- Currently in Training or Education (TAFE, Traineeship, Apprenticeship, Cadetship).
- In a combination of employment and training.
- Someone who wants to have your own safe place to live.
- Understand and prepared to work towards meeting the expectations of you as a resident *(listed under section 2.2)*.

### 3.2 INCOME

To be eligible for **KNX Community Hostel Empowering your Future** program, the gross weekly income of applicants must not exceed the following limits:

Maximum Weekly income limits	
No. of people in household	Single Income
1 person	\$610

- Staff at Wunan Foundation will be happy to provide further information.

### 3.3 APPLYING

If you believe you meet all eligibility criteria, you can lodge an application for the **KNX Community Hostel Empowering your Future** program at the Wunan office (76 Coolibah Drive, Kununurra WA 6743) or via email [knxcommunityhostel@wunan.org.au](mailto:knxcommunityhostel@wunan.org.au).

Give Wunan a call on (08) 9168 3881 or make a time to talk with the Hostel Manager who will work with you to fill out the application form.

You will be asked to provide documents and they need to be attached to your application:

- Proof of income / employment / training and/or education
- National Police Clearance (no older than 6 months)

### 3.4 CHOOSING YOUR HOUSING TYPE

The **KNX Community Hostel** team will always aim to allocate accommodation to meet your needs and needs of other residents.

- SINGLE – you may be allocated to single unit.

### 3.5 PROOF OF INCOME

All resident applicants must provide proof of income for themselves to confirm eligibility for assistance and a place at the hostel. This will need to be provided in the form of wages slips for the past two months or in a signed letter from your employer.

You also need to supply evidence of any other sources of income, such as interest from deposits in financial institutions, child maintenance payment and shares.



In the case that you are currently studying and/or training w may request evidence of your enrolment and the course duration / completion schedule.

## 4. LODGING PAYMENTS (RENT)

### 4.1 WEEKLY RENT AMOUNTS

UNIT TYPE	WEEKLY RENTAL AMOUNT (\$)
Units 2- 21 – Single units	\$150.00 (Includes \$15.00 per week for utilities - Electricity, Water and WI-FI)

### 4.2 BOND

- Total of four (4) weeks \$600.00 bond is required for the KNX Community Hostel.
- Bond Payment breakdown:
  - \$150.00 bond paid before moving in.
  - \$300.00 for two weeks' rent in advance, paid before moving in.
  - Total of \$450.00 due before moving in.
- Remaining \$450.00 bond (3 weeks) paid in instalments over the next six weeks (every two weeks)
- If you have any concerns or need alternative payment options, please speak with the Hostel Manager.

### 4.3 REPAYMENT OF BOND

If you have met the conditions of your residents agreement, the **KNX Community Hostel** will refund the bond to you when vacate the hostel. However if repairs, gardening, cleaning and/or rubbish removal are required, you will have to pay for these costs and they will be deducted from your bond payment.

All debts must be cleared with the **KNX Community Hostel** before a bond repayment will be approved.

If you are in a shared accommodation arrangement, the costs associated with any repairs and maintenance on the house, preventing a resident from receiving their bond payment, will be shared equally amongst the residents, unless the residents in the unit agree to another arrangement. That is, residents must agree with each other as to who is responsible and owes money, or else all residents will have to pay the same amount of money.

### 4.4 PAYING LODGING PAYMENTS (RENT)

Rent must be paid either by having your employer or support services agency deduct it from your pay or support payments and send it directly to the KNX Community Hostel, or by setting up a regular direct debit from your bank account. Evidence of payment set-up must be emailed to [knxcommunityhostel@wunan.org.au](mailto:knxcommunityhostel@wunan.org.au)

Wunan will provide a monthly rental statement to your nominated email address within the first 7 days of each month. This rental statement will show your payments made and identify any outstanding rental payments owing.

## 5. UTILITY PAYMENTS

### 5.1 ELECTRICITY, WATER USAGE AND WI-FI

The cost of utilities, including Electricity, Water and WI-FI is included in the total weekly rental amount. It is requested all residents are careful in their water, electricity and WI-FI use. In the case of unreasonable water, electricity, or WI-FI usage - the cost may be passed onto the residents.

## 6. LIVING AT THE HOSTEL

### 6.1 MOVING IN

When you move in a **KNX Community Hostel** staff member will give you a property condition report of your room. This describes the condition of each room in the house as well as the exterior and nearby grounds.

If you find any fault with the property or disagree with the condition of the property as outlined in the report, it is important that you communicate this to the **KNX Community Hostel**. This prevents you from being charged for any repairs to anything that was damaged before you moved in. If you don't let us know, we will assume you are happy with the condition of the property.

### 6.2 LENGTH OF RESIDENCY

Residency agreements will generally be for no longer than a period of two (2) years, with a view to assisting residents in alternate independent housing options beyond this time, including home ownership.

As the **KNX Community Hostel** is a lodging facility, it does not fall under the residential Tenancies, however, Wunan follows the WA guideline relating to residential lodging, which can be found at <http://www.commerce.wa.gov.au/ConsumerProtection/Content/RealEstate/Residingandresidency/Tenants/Boardersandlodgers.html>

Whilst this means that the **KNX Community Hostel** is able to at any time, end your residency and ask you to leave for no specific reason, giving you adequate notice, the **KNX Community Hostel** will only end residency where there are breaches under the stipulated Hostel Rules and Regulations (*see section 2.2*)

### 6.3 INSURANCE

The **KNX Community Hostel** does not cover you against theft or damage to your personal furniture or personal items, so it is advisable to consider getting your household contents insured. Ask the Hostel Manager how you can go about organising this.

### 6.4 GOOD NEIGHBOURS

We recognise that being good neighbours is a 'two-way street'. It is always in your interest to ensure things don't get out of hand. Anti-social behaviour is regarded as a breach of residency and treated very seriously by the Hostel staff. Examples including fights and unruly behaviour, parties

that get out of hand, playing very loud music, abusive language, entering properties without permission and interfering with other people's possessions.

## 6.5 INCOME CHANGES

Where your income increases above the department of housing maximum weekly income limit, it is important that you advise us.

If your employment is terminated and you are not receiving any income, you will have a period of twenty-one (21) days to find alternative employment. Please see the Hostel Manager as soon as your employment is terminated. If this situation occurs more than once in a 12-month period then it is at the discretion of the Hostel Manager as to how the situation is handled.

## 6.6 CAN'T PAY

- Rent is due in advance every fortnight (two weeks).
- Email EFT transaction or screen shot to [knxcommunityhostel@wunan.org.au](mailto:knxcommunityhostel@wunan.org.au)
- If no prior written arrangement is made with KNX Community Hostel regarding alternative rent payments:
  - Failure to pay rent on time will result in a "first notice" warning, requiring payment.
  - If rent is not paid within 14 days, a "second notice" will be issued, ending the residency after an additional 7 days.

## 6.7 REPAIRS AND MAINTENANCE (R&M)

- The **KNX Community Hostel** carries out regular maintenance on the hostel.
- When faults occur due to normal wear and tear, we provide maintenance and repairs at no charge. Faults caused by neglect, misuse or wilful damage are charged to residents.
- The resident is responsible for any property damage done by their visitors.
- Residents should contact the Hostel Manager to provide details of any problems promptly, but it is inevitable that some jobs will require a little patience.
- Other everyday problems, with the exception of those jobs as determined by **KNX Community Hostel**, are to be completed within 15 calendar.

## 6.8 IMPROVEMENTS

You cannot make improvements or additions to your room/unit. We appreciate your effort to make your room/unit comfortable. However, minor improvements such as picture hooks need to be discussed and installed by the Hostel Manager, maintenance team, or an approved tradesperson.

## 6.9 GROUNDS, GARDEN & GATES

The grounds including the football oval, basketball court, swimming pool and gardens are for your enjoyment. These are communal spaces and are shared by all residents, visitors, staff, and approved volunteers. Any repairs needed, discuss with Hostel Manager.

- Front Gates open daily at 6:00am
- Front Gates closed and locked Monday to Friday and Sunday at 10:00pm (includes Public Holidays)
- Front Gates closed and locked Saturday night at 11:00pm

- Any repairs needed, discuss with Hostel Manager.

#### 6.10 COMMUNAL KITCHENETTE and LOUNGE ROOM AREA

The communal kitchenette is located in the dining hall (main building) and communal lounge area are located at the end of each main block is available for residents use only;

- Open Daily from 6:00am to 10:00pm
- Residents to provide own food to cook
- Residents to wash, dry and put away any dishes, utensils, pots or pans used
- Residents to put their rubbish in the bins provided
- Any repairs needed, discuss with Hostel Manager.

#### 6.11 COMMUNAL DINING HALL

The communal dining hall is available for residents and visitors use only;

- Open Daily from 6:00am to 9:45pm (Monday to Friday and Sunday)
- Open Daily from 6:00am to 10:45pm (Saturday Night only)
- Residents to wash, dry and put away any dishes, utensils, pots or pans used
- Residents to put their rubbish in the bins provided
- Any repairs needed, discuss with Hostel Manager.

#### 6.12 COMMUNAL LOUNGE

The communal lounge room is available for residents and visitors use only;

- Open Daily from 6:00am to 9:45pm (Monday to Friday and Sunday)
- Open Daily from 6:00am to 10:45pm (Saturday Night only)
- No parties to be held or alcohol consumed

#### 6.13 COMMUNAL LAUNDRY

The communal laundry is located at the end of each main block and is available for residents use only;

- Open Daily from 6:00am to 8:00pm (last wash or dry to start at 6:45pm)
- 2 washing machines and 2 tumble dryers are provided.
- Clothes lines are located next to the laundry.
- Residents to weekly wash their own bed linen and towels.
- Washing powder to be provided by residents.
- New bed linen or towels needed or repairs, discuss with Hostel Manager.

#### 6.14 TRAINING ROOM (Computer Lab)

The Training Room (Computer Lab) is available for residents use only;

- Whilst undertaking training courses or school work
- See Hostel Manager for access

## 6.15 INTERNET USAGE

Internet usage is included and see the Hostel Manager for access and details. The internet provided at **KNX Community Hostel** is a privilege provided to support your connection with community, training and education.

All residents at all times must use the internet appropriately and not use the internet for;

- **All devices including residents and visitors' mobile phones, tablets and or other devices must be set up with ACTIVATE ME App to use any internet service either KNX Community Hostel or your own internet service.**
- **Inappropriate Content:** Accessing, downloading, or distributing inappropriate content, including but not limited to material that is culturally inappropriate, obscene, pornographic, or otherwise offensive, is strictly prohibited and **will result in immediate eviction.**
- **Cyberbullying and Harassment:** Engaging in cyberbullying, harassment, or other forms of online misconduct is prohibited and will **result in immediate eviction.**

## 6.16 ADVICE FOR RESIDENTS

The Department of Energy, Mines, Industry Regulation and Safety manages the services for Tenancy advice and education services.

There website is; [Tenancy advice and education service | Department of Energy, Mines, Industry Regulation and Safety \(commerce.wa.gov.au\)](https://www.commerce.wa.gov.au/tenancy-advice-and-education-service)

Help is available for residential tenants who need further advice, require assistance in negotiating with their landlord or property manager, or have a tenancy-related legal issue through the Tenancy Advice and Education Service (TAES).

TAES is delivered by community legal centres across Western Australia. Community legal centres are independent, community-based organisations that provide free, or low cost, legal help. They can provide residential tenants with information, assistance and support.

TAES State-wide provider

Circle Green Community Legal  
Ground Floor, 445 Hay Street Perth WA 6000  
Phone: (08) 6148 3636

TAES Kimberley provider

Kimberley Community Legal Services (KCLS) is an independent, not-for-profit community legal and social work service based in the Kimberley Region of Western Australia with offices in both Kununurra and Broome, delivering free legal and support services to clients in major towns and outreach locations.

4 Papuana Street Kununurra WA 6743  
PO Box 622 Kununurra WA 6743  
Phone: (08) 9169 3100  
Freecall: 1800 686 020  
Email: [office@kcls.org.au](mailto:office@kcls.org.au)

Office hours: 8.30am – 4.30pm, Monday to Friday

### 6.17 LEAVE OF ABSENCE

**KNX Community Hostel** supports residents and understands their connection with community and family is at the core of their cultural, health and wellbeing. **KNX Community Hostel** understands from time to time you may need to/choose to stay away from **KNX Community Hostel** overnight and potentially for a number of nights when community and family needs you and/or you need their support.

**KNX Community Hostel** please asks you to let the Hostel Manager know by 6pm each night if you are not returning for the night and staying away. The reason being, is if we have an emergency evacuation in the middle of night, **KNX Community Hostel** must know which residents are home and which residents are away.

**KNX Community Hostel** can only hold your room/unit for 14 days if you are on leave of absence. We encourage you to discuss with the Hostel Manager, your leave of absence and any support services you may need and email request to [knxcommunityhostel@wunan.org.au](mailto:knxcommunityhostel@wunan.org.au)

Leave of absences can not be retrospective, that is seeking a leave of absence after you have been away for 14 days.

### 6.18 MOVING OUT

You need to give seven (7) days' notice in writing to advise when you intend to vacate your residence at the hostel.

It is very important that you get your room/unit checked before you depart, so you are not billed for any problems that may occur after you leave.

This will ensure you have the chance to fix the problem yourself, rather than being billed for a contractor to carry out the work. (Allow at least five (5) working days' notice to arrange an inspection.)

The room/unit must be left clean and tidy. If repairs, cleaning, or rubbish removals are required, you will be charged for them. This can be very expensive.

We will stop charging you rent soon as you return your keys.

### 6.19 LOCKS & KEYS

Residents are not permitted to copy the hostel keys. No resident is permitted to change or add locks to any door or gate at the hostel.

### 6.20 EMERGENCY EVACUATION POINT

The **KNX Community Hostel** Emergency Evacuation Point (Muster Point) details;

- Emergency evacuation point is the football oval.
- Listen and follow the emergency warnings.
- Listen to the instructions from the Fire Wardens, and or other Emergency Services.
- Grab your keys, mobile phone and wallet only.
- **Do not lock** your room/unit.

- **Do not** get in your motor vehicle and drive off unless instructed to do so.
- Walk slowly (don't run) to the evacuation point.
- See the Fire Wardens to have your name ticked off.

## 6.21 FIRST AID

If you require immediate First Aid;

- Call Triple 000 and ask for an Ambulance
- Give address as AHL Hostel, Lot 302 Victoria Highway, Kununurra WA
- An AED Defibrillator (defib) is located next the office in a cabinet
  
- Kununurra Hospital
  - **Open 24 Hours**  
Coolibah Drive, Kununurra  
Telephone 08 9166 4222

If you require non-emergency first aid or visit to a Doctor (General Practitioner- GP);

- Visit Wunan Health
  - Monday to Friday 8am to 4:30pm  
57 Bandicoot Drive, Kununurra
  - Telephone: 08 9168 1001

First Aid is available by contacting Hostel Manager on **0427 149 804** when on site and available

## 6.22 THEFT

Any suspected theft or loss of your belongings;

- Report to the Hostel Manager in the first instance.
- Report to Kununurra Police, if you deem appropriate to do so.
- Do not take matters into your own hands.
- Do not confront or discuss with the alleged person.
- No resident is permitted to change or add locks to any door or gate at the hostel.

## 6.23 HOSTEL ACTIVITIES

The KNX Community Hostel may from time to time have activities. These activities are optional, varied and may include health and wellbeing, life skills, personal growth, and community-based activities.

## 6.24 MOTOR VEHICLES

All motor vehicles are to be;

- Parked in of the allocated car spaces out the front of the main entrance only
- Residents must notify Hostel Manager of their vehicle details within first 3 days of moving in (if applicable)
- All vehicles are be locked at all times
- Vehicles to travel at walking speed only whilst on site

- Vehicles are parked at owners own risk and Wunan and all associated organisations takes no responsibility for loss or damage to the vehicle or the contents of the vehicle.

## 6.25 SWIMMING POOL

- **Available for use** from 7:00am to 7:00pm daily including Public Holidays
- Swimming Pool may be closed during the above times for maintenance or if deemed unsafe to swim due to rain, storms and or thunderstorms.
- **Shower Before Entering:** All swimmers must shower before entering the pool to remove dirt, oils, and other contaminants.
- **No Running:** Running or rough play in the pool area is prohibited to prevent accidents and injuries.
- **No Diving in Shallow Areas:** Diving is only allowed in designated deep areas of the pool. No diving is permitted in shallow areas or where signs indicate shallow water.
- **No Glass Containers:** Glass containers are not allowed in the pool area to prevent broken glass incidents.
- **No Food or Drink in the Pool:** Eating or drinking while in the pool is not permitted to maintain water cleanliness and prevent choking hazards.
- **No Alcohol or Drugs:** The consumption of alcohol or drugs before or during pool use is strictly prohibited.
- **No Smoking:** Smoking is not allowed in the pool area or within a certain distance from the pool to maintain a healthy environment for all patrons.
- **Supervise Children:** Children under a certain age (usually 14 years old) must be accompanied and supervised by a responsible adult at all times.
- **Proper Attire:** Proper swimwear is required for entry into the pool. Street clothes, including cutoff jeans, are not allowed.
- **No Inflatable Toys:** Inflatable toys or floatation devices not approved by the pool management are not allowed in the pool.
- **No Pets:** Pets are not allowed in the pool area, except for service animals.
- **Keep Pool Area Clean:** Dispose of trash in designated receptacles and keep the pool area clean.
- **No Horseplay:** Any rough play, dunking, or other disruptive behavior that could endanger oneself or others is strictly prohibited.
- **Emergency Procedures:** Familiarize yourself with the pool's emergency procedures and evacuation plan.

## 6.26 CHILDREN

Children are permitted as visitors with an accompanying parent, family member or guardian and must be supervised at all times.

## 6.27 TELEPHONE

Telstra Payphone is located in the main building, next to the communal dining room.



## 6.28 HUMMBUGGING

Lending, borrowing or sharing of money, vouchers, food or any other items including household items is NOT permitted between residents or staff or contractors of KNX Community Hostel. Reported humbugging may result in a written warning. All residents are entitled to reside in the KNX Community Hostel without fear of humbugging either implied, subtle or otherwise.