CHRISTINE COURT ASSISTED LIVING

Community Standards

RESIDENT GUIDE

House rules for a safe, respectful home.

These house rules outline the expectations that help keep Christine Court safe, respectful and comfortable for everyone who lives here, visits here or supports our residents.

WHAT THIS COVERS

- Resident conduct and shared living expectations
- Safety controls for prohibited substances and fire risks
- Visitors, quiet hours, approved appliances and room access
- Complaint pathways, acknowledgement and escalation contacts

PREPARED FOR

Resident onboarding, family discussions, office handover packs and website download use.

Reviewed: 11 March 2026
Contact: 07 3816 2533
Email: info@christinecourt.com.au

RULES 1-8

Living well together

The first set of rules focuses on respectful behaviour, room standards, prohibited substances, fire safety and day-to-day shared living.

1 Personal conduct

- Respect the rights, dignity and privacy of others.
- Harassment, discrimination, intimidation or abuse is prohibited.

2 Room maintenance and hygiene

- Rooms must be kept clean, hygienic and safe.
- Inspections may occur to support health and safety compliance.

3 Zero tolerance for drugs and alcohol

ZERO TOLERANCE

- Illegal drugs, alcohol on the premises and drug paraphernalia are prohibited.

Breaches may result in breach action, immediate eviction proceedings and or legal action.

4 Fire safety

IMPORTANT

- Activities likely to trigger alarms, including candles, incense or smoking in rooms, are prohibited.
- Residents may be liable for false alarm costs.

$400 fine if a resident's actions trigger a fire alarm. Appeals may be lodged in writing within 14 days.

5 Room searches for illegal substances

Management may conduct ad hoc room searches where there is reasonable suspicion of illegal substances.

6 Visitors and guest conduct

- Visitors must follow all house rules.
- Non-compliant visitors may be refused future visits.

7 Noise and quiet hours

- Visiting hours are 7:00am to 7:00pm daily.
- Outside these hours are quiet hours and noise should be kept to a minimum.

8 Pets

Pets are only permitted with prior approval from management.

RULES 9-11

Access, safety and support

The final rules cover approved appliances, room access, complaints, acknowledgement and escalation contacts.

9 Electrical appliances

Only approved electrical appliances are permitted in rooms. Extra appliances may incur charges and be added to the rooming agreement and ongoing rent.

10 Security and room access

- Residents are responsible for the security of their rooms.
- Management may require room access for maintenance, inspections or safety reasons.

11 Complaints and feedback

RESIDENT SUPPORT

- Residents are encouraged to raise concerns or complaints promptly.
- Complaints may be made through the complaints box, any staff member, the office form, email or phone.
- Complaints are acknowledged, investigated and handled confidentially.
- Residents will not be disadvantaged for raising concerns in good faith.

External escalation: Queensland Regulatory Services (07) 3013 2666 regulatoryservices@housing.qld.gov.au; Office of the Public Guardian 1300 653 187.

Acknowledgement

By residing at Christine Court Assisted Living, residents agree to abide by these house rules. Non-compliance may result in eviction.

Questions or complaints

- Speak with any staff member or manager
- Use the complaints box in the common area
- Email info@christinecourt.com.au
- Phone 07 3816 2533

Important service context

Christine Court Assisted Living holds Level 3 accreditation under the Queensland Residential Services (Accreditation) Act 2002. Any 24/7 reference relates to emergency response availability only.