

## Split Spaces Frequently Asked Questions (FAQ)

### Using Split Spaces (SS)

**Please save our contact details:**

- Tegan: Community Manager - [manager@splitspaces.com.au](mailto:manager@splitspaces.com.au) 0402853903
- Kirra: Programs and events  
Coordinator- [events@splitspaces.com.au](mailto:events@splitspaces.com.au) 0417604511
- Wi-Fi: Access is available to Split Spaces WIFI, the password is on the wall in every room Spl#tSpac3s
- Printing: Please be mindful that black and white double-sided prints are proffered. Please be mindful of the expense of printing in colour which is roughly 10x the cost of black and white printing. We also ask you to be mindful of the environment when deciding whether to print.
- Phone calls: Split Spaces is a shared working environment. If you are coworking at a day desk, please be mindful of those surrounding you while speaking on the phone.
- **Handy hints**: If you are on a lengthy, loud phone or video call try hiring out a conference room or popping to an empty space or utilising the breakout room for your call.
- If you are hiring a split spaces room, there is a picture located on the wall with how the room needs to be returned to once you have concluded your meeting or event. A **\$55** cleaning fee may apply if the cleanliness and tidiness of the room is not upheld.
- Smoking: CQUni is a non-smoking campus. Smoking should occur outside the grounds of the University.

### Access and hours of operation

- Split Spaces is open to members primarily between 8am and 5pm. Members will be issued with an **access card**. Please make sure you bring your access card. SS staff are not available 24/7 so this will be your responsibility if you need to access the space. If you have guests or catering arriving for an event, please be available to open the door or arrange with staff an alternative.
- Use of the office outside these times is permitted with prior arrangement. Please contact the Community Manager on [manager@splitspaces.com.au](mailto:manager@splitspaces.com.au) or alternatively Programs and Events Coordinator [events@splitspaces.com.au](mailto:events@splitspaces.com.au).
- Split Spaces is not accessible on an overnight basis.
- Split Spaces is located on Level 2 and is accessible by stairs and a lift. Most areas of the building are wheelchair accessible.
- Guest users: one off visitors and non-members are requested to contact the Community Manager if booking less than 24 hours in advance to ensure you have access and that your booking has been secured.
- Complaints: Any complaints can be discussed with the split spaces team directly.

## Breakout space

- The breakout / meeting room in the main coworking day desk area is available to everybody with a fair use policy. If the door is open and the room is not in use, you are able to use this.
- Please do not disturb other co-workers when they are wearing headphones, this is the signal for do not disturb.

## Kitchen

- SS shared use facility centrally located and provides co-workers and visitors with tea, coffee, water, cutlery, crockery, fridge, microwave etc facilities. All users are responsible for cleaning, washing, drying, and putting away any items used and leaving it as it was found for the next person.
- We are a shared lunch space so please be aware that others may be eating nuts, fruit, and other items that you may be allergic to.
- Fridge: Please keep your **items labelled** and note any unlabelled food will be thrown out, including containers. The fridge is usually cleaned out on a Tuesday afternoon approx. 2pm. Anything unlabelled or has been noticed to have been there for over a week will be binned.
- Rubbish: Please ensure desk bins are cleared into the main rubbish bins provided.
- Recycling: SS is a part of the containers for change program. Applicable 10c bottles are to be placed in the labelled bin to be sent for \$ exchange. A regular recycling bin is also available and SS members are encouraged to play their part for the environment, washing where appropriate and placing in the recycling bins provided.
- Water: chilled bottled office water is available for all users of Split Spaces.
- Milk: Eungelladale milk is provided for users of split spaces for tea and coffee. Please remind the SS team if you notice the supply getting low.
- **A \$55 cleaning fee may apply if the cleanliness of the kitchen or desk bins is not upheld.**

## Parking

On street parking is available for 2 hours at a time from 8am - 5pm. If parking in these areas, please use the [Mackay Regional Council Paystay app](#). The Mackay Regional Council strictly enforce this with parking fines. Alternatively, there is some free all-day parking available in surrounding streets, check the signage carefully.

## Security

Security for CQUni are available on 0418 792982. Members are encouraged to report any suspicious activity to this number along with the [Community Manager](#).