

2020 Key Contacts

DEAKIN RESIDENTIAL SERVICES



Easily navigate your way to who can assist you in the DRS team.



CENTRALISED FUNCTIONS

The DRS Centralised function provides guidance, support and cross campus strategic direction for on and off campus accommodation.

WHO WE ARE

VINCENT WILSON

Chief Executive Officer - Deakin Residential Services
v.wilson@deakin.edu.au • +61 3 924 45621

BUSINESS SUPPORT

Richard Grey - Business Manager
richard.grey@deakin.edu.au • +61 3 522 72535

FINANCE

Gunilla Andersson - Finance Manager
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MARKETING AND COMMUNICATIONS

Angela Fragiaco - Marketing + Communications Manager
angela.fragiaco@deakin.edu.au • +61 3 924 68053

STUDENT EXPERIENCE

Laura Burge - Student Experience Manager
laura.burge@deakin.edu.au • +61 3 522 73089

HOW WE CAN HELP

- Strategic planning
- Major capital projects
- Overall operational planning
- For diary appointments, please contact:
cindy.biscan@deakin.edu.au
+61 3 5227 8143

- Business processes and efficiencies
- Business systems, compliance and continuity
- Quality control and Facilities

- Financial matters
- Financial forecasting and compliance
- Budget analysis and compliance

- Domestic + International Student Recruitment
- Communications (student, staff, external)
- Traditional + digital content development

- Student experience matters
- Student experience data tracking and analysis
- Student leadership training



MELBOURNE BURWOOD TEAM

The DRS Melbourne Burwood Team carry out all aspects of business at the Elgar Road accommodation precinct, based in Building MB.

Led by the General Manager, a team of 24 people (including casuals) staff a 24/7 year round operation, accommodating 1175 students, short stay business and groups.

WHO WE ARE

YONNA COWAN

General Manager - DRS Melbourne Burwood Campus
y.cowan@deakin.edu.au • +61 3 924 68701 • 0409 117 972

CAMPUS LIFE

Krystle Pricop - Campus Life Coordinator
campuslifeburwood@deakin.edu.au • +61 3 924 68672

RECEPTION + ADMINISTRATION

Sophie Lambropoulos - Reception Coordinator
bsradmin@deakin.edu.au • +61 3 925 17671

MAINTENANCE

Leigh Curwood - Maintenance and Cleaning Coordinator
leigh.curwood@deakin.edu.au • +61 3 924 45626

GENERAL ENQUIRY

bsradmin@deakin.edu.au • +61 3 925 17671

HOW WE CAN HELP

- Strategic and operational planning
- Major Incidents
- Overseeing all business in Burwood

- Student Experience matters
- Welfare and Pastoral Care
- Student Programs
- Student body + Student leaders

- Reception matters (Student + Short Stay)
- Student applications + short stay bookings
- Administrative matters

- Cyclical maintenance
- Maintenance requests
- Facilities and building matters



GEELONG TEAM

DRS Geelong has operational teams at both the Waterfront and Wauran Ponds campuses who carry out all aspects of the business.

Led by the General Manager, a team of 27 people (including casuals) staff 24/7 year round operations at both campuses accommodating over 1200 students.

WHO WE ARE

MARION BAYLEY

General Manager - DRS Geelong
marion.bayley@deakin.edu.au • +61 3 522 73453

GEELONG WAURN PONDS

OPERATIONS

Jodie Hazell - Operations Manager
j.hazell@deakin.edu.au • +61 3 522 71028

CAMPUS LIFE

Angelica Klein-Boonschate - Campus Life Coordinator
campuslife-wp@deakin.edu.au • +61 3 522 78058

RECEPTION + ADMINISTRATION

Lisa Brozina - Reception Coordinator
l.brozina@deakin.edu.au • +61 3 524 79175

MAINTENANCE

Travis Randall - Maintenance Coordinator
drsmaint-wp@deakin.edu.au • +61 3 522 71006

GENERAL ENQUIRY WAURN PONDS

gsradmin@deakin.edu.au • +61 3 522 71158

GEELONG WATERFRONT

OPERATIONS

Jonathon Sadler - Operations Manager
j.sadler@deakin.edu.au • +61 3 924 45623
For campus life queries email is
campuslife-wf@deakin.edu.au

RECEPTION + ADMINISTRATION

Jasmin Rolleston - Reception Coordinator
j.rolleston@deakin.edu.au • +61 3 522 78650

MAINTENANCE

Stephen Rittmeyer - Maintenance Coordinator
s.rittmeyer@deakin.edu.au • +61 439 381 544

GENERAL ENQUIRY WATERFRONT

wfadmin@deakin.edu.au • +61 3 522 78631

HOW WE CAN HELP

- Strategic and planning
- Operational direction
- Major Incidents
- Overseeing all business in Geelong

- Management of short stay
- Contracts management
- Daily operations

- Student Experience matters
- Welfare and Pastoral Care
- Student Programs
- Student body + Student leaders

- Reception matters (Student + Short Stay)
- Student applications
- Administrative matters

- Cyclical maintenance
- Maintenance requests
- Facilities and building matters

- Overseeing operations at Waterfront
- Managing Student Welfare & Student Programs

- Reception matters (Student + Short Stay)
- Student applications
- Administrative matters

- Cyclical maintenance
- Maintenance requests
- Facilities and building matters



WARRNAMBOOL TEAM

The DRS Warrnambool Team carry out all aspects of business at the Warrnambool campus, based in Building P.

Led by the General Manager, a team of 5 people (including casuals) staff a 365 day operation, accommodating students and a high number of short stay guests year round.

WHO WE ARE

GABRIELLE TOBIN

General Manager - DRS Warrnambool Campus
gabrielle.tobin@deakin.edu.au • +61 3 556 33380

MAINTENANCE

Mick Farley - Maintenance Coordinator
mick.farley@deakin.edu.au • +613 556 33018

RECEPTION AND GENERAL ENQUIRIES

wsradmin@deakin.edu.au • +61 3 556 33111

HOW WE CAN HELP

- Strategic and planning
- Operational direction
- Major Incidents
- Overseeing all business in Warrnambool
- Student Experience matters
- Welfare and Pastoral Care

- Cyclical maintenance
- Maintenance requests
- Facilities and building matters

- Reception matters (Student + Short Stay)
- Student programs and applications
- Administrative matters



ON CAMPUS ACCOMMODATION
deakin.edu.au/live

OFF CAMPUS ACCOMMODATION
deakin.edu.au/houseme

SHORT STAY ACCOMMODATION
deakin.edu.au/stay