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INTRODUCTION

This Handbook provides postgraduate residents with information about living at University House and Graduate House, and about their responsibilities and rights as a resident. The contents of this Handbook form part of residents’ ‘Occupancy Agreement’, so all residents should be familiar with it. If you are uncertain about any of the information, responsibilities and rights presented in the Handbook, please contact the Residence Manager – Graduate and University Houses for clarification.

UNIVERSITY HOUSE

GRADUATE HOUSE
Welcome to the University and Graduate Houses’ community! Our community is diverse, comprising some 220 resident postgraduate students; staff who work with you in both House; academics from across the ANU who are Fellows of University House; Members of University House; and members of our Residents Advisory Committee.

Our resident postgraduate community is a mirror of that at ANU - from some 40 nations, and across the ANU’s seven Colleges. Around 80% of our residents are PhD scholars, and 20% Masters scholars; and around 85% are international students at ANU. This diversity is one of our defining characteristics and great strengths.

Living in an on-campus residential community is a privilege that has its origins in the great European universities. The relatively high proportion of ANU students who live in halls of residence on or near campus meant that this experience is also one of ANU’s distinctive features. We hope that you will, as generations of residents before you have, come to regard University and Graduate House as your home; and those who live and work here as your friends and ‘family’ while you are resident. It’s common that friendships made during residence last a lifetime – and ANU’s alumni network will help you stay in touch with your fellow residents and ANU peers more generally.

University and Graduate Houses are more than your place of residence; they are also environments in which you can, and should, find friendship and support. The Student Leadership Team – Senior Residents, Duty Residents, Floor Coordinators and IT Assistant – work with me, the General Manager and Residence Manager, and other staff, to provide you with advice and support when you need it.

In this Handbook, you will find a description of the facilities in your room and at University and Graduate Houses. The Handbook also provides information on what you can expect of University and Graduate Houses, and what we and fellow residents expect of you. Living and working in a small, closely-knit community means that all of us have to respect the rights of others to privacy, quiet, and the equal enjoyment of the facilities we offer. We have also to recognise and respect the diversity of cultures and perspectives that comprise our community.

I hope your period of residence is both enjoyable and rewarding, and that you will be able – as generations before you have – to look back on your experiences as a resident as both a happy and memorable period in your life. My colleagues and I wish you every success in your studies, and in capitalising on the opportunities that being a resident of University and Graduate Houses offer you.

Professor Peter Kanowski
Master
RESIDENT & HOUSE RESPONSIBILITIES

In all ANU Halls of Residence, residents are expected to maintain a mature and responsible attitude to life, in a generally informal atmosphere. This responsible attitude allows us to keep the number of rules to a minimum, but the following specific resident responsibilities are brought to your attention.

As a resident of the ACT, residents of the ANU Residence are subject to the applicable laws of the Commonwealth of Australia and the Australian Capital Territory.

The ANU Halls of Residence operate within the legislative and policy framework of the ANU. The ANU Statutes, Rules, Orders, policies and procedures apply to all students of the University, including residents in Graduate and University House and can be found on the University’s website www.anu.edu.au.

HALL-SPECIFIC POLICY AREAS

Residents agree not to cause, contribute to, or engage in unacceptable, unlawful or other behaviour in connection with the Room and the Facility that would be described as misconduct under the Australian National University Discipline Rules 2018 (https://www.legislation.gov.au/Details/F2018L00319).

Residents agree not to engage in unacceptable behaviour that includes, but is not limited to:

- intentionally causing injury or harm to another person;
- acts of real or perceived violence or threats of violence;
- causing damage to, or interfering with, the property of the Houses or the University or any personal property contained within;
- leaving any part of the Houses or Room in an unclean state after use by a resident or their visitors/guests;
- producing excessive or loud noise;
- consuming an excessive amount of alcohol;
- consumption, possession or sale of illegal substances or drugs;
- not respecting the rights, attitudes and beliefs of other persons;
- behaving in an offensive or threatening manner; or
- threatening the safety or wellbeing or harassing another person.
University and Graduate Houses do not permit the following at any time:

- Smoking (other than in a Designated Outdoor Smoking Area.)
- Pets
- Feeding of wild animals (e.g. birds, possums, feral cats, foxes)
- The use or storage of candles, incense or hazardous gases or liquids.
- Portable barbecue units

University and Graduate House will terminate an Occupancy Agreement for anti-social behaviour, such as theft, harassment, drunkenness, use of illegal drugs or firearms, wilful damage, any sort of violence, interfering with fire alarms or safety equipment, disobeying the instructions of a Fire Warden, or a breach of any of the rules in this Handbook or the Occupancy Agreement:


Each resident has an obligation towards community-minded behaviour. The rules set out in this Handbook are designed to maintain a happy, safe, and harmonious living and study environment for all.

In return for meeting their responsibilities, residents can expect:

- To be treated courteously and politely by staff;
- To receive adequate prior notice before work is carried out in the Houses that may cause disturbance;
- The provision and upkeep of a safe, clean and reasonably quiet living and study environment;
- To receive a Schedule of Fees setting out their financial commitments for the year. These charges may change throughout the year, subject to the provisions below; and
- The opportunity to express concerns or ideas for the operation or improvement of the Houses.

Please note that the Houses reserve the right to enter a room where a potential emergency exists (e.g. fire alarm, concern for a resident’s welfare), to deal with noise from unattended rooms, to conduct inspections, or attend to maintenance issues, while respecting residents’ right to privacy.
ACADEMIC EXPECTATIONS

University and Graduate Houses exist to support the academic endeavours and personal development of residents by maintaining appropriate residential community values, and assistance and guidance to individuals. Residents should be aware that the Australian National University has standards regarding academic progress that may affect your enrolment and therefore your eligibility for residency in the Houses. More information can be found in the University’s Academic Progress Rules:


Only full-time students of the ANU are normally eligible to reside in ANU halls of residence, including University and Graduate Houses. It is the responsibility of the resident to advise the Residence Manager if their enrolment status has changed (e.g. they will be taking a leave of absence from their studies, or are reducing their course load to less than full-time status), or that they have completed their studies/have submitted their thesis. The Houses conduct enrolment checks each semester in order to confirm the enrolment status of all residents.
UPDATES TO THIS HANDBOOK

This Handbook may be updated from time to time. Generally, draft updates will be circulated in advance for comment and will be the result of consultation between management and residents. Following consultation, the updated Handbook will be distributed to all resident postgraduates and will become effective 28 days after distribution. University and Graduate Houses value consultation with residents, and being responsive to resident needs and concerns. In the event that a change advised through this Handbook does not suit a resident, that Resident may vacate his/her room at any time during the 28 day period and no penalty will be imposed, notwithstanding that he/she did not give the notice normally required before departure.

ANU POLICY FRAMEWORK

As residents of the ACT, residents of the ANU Halls of Residence are subject to the applicable laws of the Commonwealth of Australia and the Australian Capital Territory. University and Graduate Houses operate within the legislative and policy framework of the ANU. The University’s Statutes, Rules, Orders, policies and procedures apply to all students of the University, including residents in Halls and can be found on the University’s website: http://www.anu.edu.au/about/governance/legislation and https://policies.anu.edu.au/

In addition to specific ANU policies which are mentioned throughout this Handbook, we draw your attention to the following policies which are of particular importance within residential communities:

- Equal opportunity: policies.anu.edu.au/ppl/document/ANUP_001227
- Disability: policies.anu.edu.au/ppl/document/ANUP_000405
- Student complaint resolution: policies.anu.edu.au/ppl/document/ANUP_000468

Further information on relevant policies and procedures is presented in later sections of this Handbook.

PRIVACY

University and Graduate House operate under the ANU Privacy Policy, which can be found at: policies.anu.edu.au/ppl/document/ANUP_010007
The Australian National University was founded in 1946 as a research-intensive university with a commitment to postgraduate research, as a means for advancing knowledge and for preparing the next generation of leaders. In 1960 it took in undergraduate residents for the first time; its undergraduate programs benefit directly from the University's international recognition as Australia's pre-eminent research university.

University House is Building No. 1 on the ANU campus, opening in 1954; at the time of the ANU's establishment, there was nowhere suitable for academics, postgraduate students and academic visitors to live. University House was also established as an environment in which academics and postgraduate from across the ANU could meet, informally as well as more formally; as a place for University’s ceremonies and events, and as a portal between the University and the wider community. There are Fellows and Members of University House associated with these roles, and University House is now also a commercial hotel, events, and hospitality business operated on behalf of the ANU. The 65 resident postgraduates remain central to its character.

Graduate House was originally established in 1971, adjacent to (rather than on) the ANU campus. In 1998, Graduate House was relocated to its present site adjacent to University House, and the Master of University House became responsible also for Graduate House.

University House provides single, and limited double, self-catered accommodation for full-time PhD students and some Masters students, in wings separate from its Hotel rooms. Graduate House provides single, and limited double, self-catered accommodation for full-time graduate students of the ANU. In both Houses, accommodation may also be available for visiting PhD students from other universities who have the opportunity to spend time at the ANU for the purpose of thesis research or fieldwork.

Both Houses have long enjoyed a reputation for providing quiet environments in which postgraduate residents can work and live. Their central location and collegial atmosphere are ideal for postgraduate residents looking for a mature, friendly and supportive residence. The Houses are within easy walking distance of the Faculties, Research Schools, Centres, libraries, sporting and other ANU facilities. It is also within walking distance of the city centre and New Acton precinct.
A CULTURALLY DIVERSE ENVIRONMENT

University House and Graduate House have a long history of fostering diversity, with a student body reflective of the cultural diversity of ANU, and consistent with the international role of the university. Around 40 nationalities are currently represented in our community. An important element of our role to maintain an environment of cultural and national diversity in which international friendships can flourish. To facilitate this environment, the Houses have adopted a guideline that any single national grouping, including Australian students, should not normally exceed 25% of the total student population of both Houses. This guideline is applied when new or transferring students are seeking residency in either University House or Graduate House.

STAFF & GOVERNANCE OF UNIVERSITY & GRADUATE HOUSES

STAFF

Master

The Master has overall responsibility for all aspects of the governance of the Houses, and for resident student wellbeing. The Master is formally advised by a Board of Fellows and the Graduate Residents Advisory Committee, and reports to the Deputy Vice-Chancellor (Academic).

General Manager

The General Manager has oversight of and responsibility for all operations of the Houses.

Residence Manager

The Residence Manager has administrative responsibility for students in both Houses, and for the day-to-day operations of Graduate House.

Senior Front Desk Officer

The Senior Front Desk Officer performs all of the day-to-day reception duties at Graduate House, and provides essential administration and support services to residents.
GOVERNANCE

Board of Fellows

The University House Board of Fellows provides advice to the Master, Deputy Vice-Chancellor (Academic) and Vice-Chancellor about both strategic and operational issues at University and Graduate House. Membership of the Board of Fellows is listed at http://unihouse.anu.edu.au/about/board-of-fellows-history/. A student member of the Graduate Residents Advisory Committee sits as an observer on the Board.

Graduate Residents Advisory Committee

The Graduate Residents Advisory Committee (GRAC) is constituted under the ANU Halls of Residence Rules 2005 to provide advice to the Master. Its membership comprises academics from outside the Houses, the student leadership team, and resident representatives. Dr Margaret Kiley chairs GRAC.

STAFF AND OFFICE HOLDER CONTACT DETAILS:

<table>
<thead>
<tr>
<th>Staff member/ Office Holder</th>
<th>ANU Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Master</td>
<td>55334</td>
<td><a href="mailto:Peter.Kanowski@anu.edu.au">Peter.Kanowski@anu.edu.au</a></td>
</tr>
<tr>
<td>Peter Kanowski</td>
<td></td>
<td></td>
</tr>
<tr>
<td>General Manager</td>
<td>55277</td>
<td><a href="mailto:Matthew.Dowdney@anu.edu.au">Matthew.Dowdney@anu.edu.au</a></td>
</tr>
<tr>
<td>Matt Dowdney</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residence Manager</td>
<td>51777</td>
<td><a href="mailto:Manager.Graduate.House@anu.edu.au">Manager.Graduate.House@anu.edu.au</a></td>
</tr>
<tr>
<td>Robert Freeth</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Senior Front Desk Officer</td>
<td>51999</td>
<td><a href="mailto:Graduate.House@anu.edu.au">Graduate.House@anu.edu.au</a></td>
</tr>
<tr>
<td>Kaori Oikawa-Ruthven</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chair, Graduate Residents Advisory Committee</td>
<td>52690</td>
<td><a href="mailto:Margaret.Kiley@anu.edu.au">Margaret.Kiley@anu.edu.au</a></td>
</tr>
<tr>
<td>Margaret Kiley</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
The Student Leadership Team

The Student Leadership Team comprises the Senior Residents, Duty Residents (Graduate House), Floor Coordinators (University House) and the Information Technology Assistant. Resident students volunteering in these roles receive Residential Scholarships. Applications for Residential Scholarships are called in October each year, and appointees normally fulfil their role for 12 months from February each year.

Senior Residents

The primary responsibilities of Senior Residents are the wellbeing of residents and the life of the University and Graduate House communities. There are seven Senior Residents – one for each of Garden and South Wings at University House, and one for each courtyard at Graduate House. Senior Residents work with each other, with other members of the Student Leadership Team, and with the Master and Managers, to support residents’ wellbeing and foster the life of the University and Graduate Houses community. Each new resident will be advised which Senior Resident is responsible for them, and will be welcomed by that Senior Resident.

Duty Residents – Graduate House

The primary responsibilities of Graduate House Duty Residents are to provide services to residents of Graduate House outside of Graduate House office hours. The six Duty Residents are rostered for after-hours duties as follows:

Monday-Friday: 4.00pm-11.00pm; Saturday, Sunday & Public Holidays: 9.00am-11.00pm

The Duty Residents are responsible for:

- Being on-call for the weekly after hours Duty Roster;
- Providing access to residents who are locked out of the building or their room;
- Welcoming new residents after hours;
- After hours collection of parcels, vacuum cleaners, sports or other equipment supplied by the House;
- Enabling access to resident storage and function areas;
- Acting as Fire Wardens.
- Closing the Graduate House common areas at 11.00pm each night

Duty Residents may be contacted on their room extension (noted on the roster located in the foyer entrance), on ext. 60147, or on 0416 249 463. Upon ringing ext. 60147, you will be greeted with a message informing you that you will be connected to the Duty Resident mobile after a short pause of a few seconds. Do not hang up. If there is no answer on the Duty Resident mobile, you will automatically be transferred to ANU Security for assistance.

Residents should generally expect a response time of 5-10 minutes from the time they ring a Duty Resident for assistance. Duty Residents may not necessarily be in Graduate House during their rostered time, though they will be nearby.

Residents of University House should note that the above services are provided in University House by the staff member at the reception desk.

**Floor Coordinators**

The role of Floor Coordinators at University House is to respond to emergencies when required and to provide assistance to the Senior Resident of their wing.

**Information Technology Assistant**

The IT Assistant assists with resolving residents’ IT issues and ensuring compliance with ANU IT policies. They are not permitted to repair IT hardware but can log a job through ANU ITS, and will always provide feedback.
Representative Committees

Graduate Residents Advisory Committee

The Graduate Residents Advisory Committee (GRAC) provides advice to the Master about matters of interest or concern to residents, and acts as a sounding board for the interests and concerns of residents. It advises the Master on policy, management and governance of both Houses. It membership comprises academics from outside the Houses, the student leadership team, and resident representatives.

GRAC normally meets quarterly. You can access membership, minutes, the timing and agenda of meetings for GRAC through the GRAC page on the Residents’ web page.

Graduate Common Room Committee

The objectives of the Graduate Common Room Committee (GCRC) are to:

1) Promote and encourage the academic, cultural, artistic, sporting, and social life of Graduate and University Houses;
2) Establish and maintain good working relations within the Houses (among Residents, Administration, Senior Residents and Duty Residents);
3) Acknowledge the diversity of Residents of the Houses, and help ensure that all Residents have the opportunity to participate in and enjoy every aspect of House life; and
4) Administer the funds of the GCRC in a manner that meets all financial, audit and other requirements of the Australian National University (‘the University’), and subject to the approval of the relevant Delegate and the Master.

The GCRC is formed from members of the Student Leadership Team and residents. You can access membership, the timing and agenda of meetings, and other GCRC news through the GCRC page on the Residents’ web page.
**HOUSE DINNER**

Each Wednesday evening from mid-January until mid-December, resident postgraduates are invited to join members and guests of the University House, academic visitors to the University and others, for the weekly House dinner. The last Wednesday of each month is a guest night for resident postgraduates, who have the opportunity to invite an academic supervisor or other guests at concessional rates. There are also other special dinners to mark a number of University and cultural events.

Pre-drinks for dinner commences at 6pm in the University House Common Room, Hall Foyer or Courtyard, followed by Dinner at 6.30pm sharp in the Hall.

Residents are required to register to attend House Dinner by completing the online House Dinner Invitation via the Graduate and University Houses internal website. Cut off time for RSVP is 10.00am Monday prior to Wednesday’s House Dinner, unless otherwise advised. A personalised House Dinner card will be issued to each resident registered to attend House Dinner, and will be collected by staff at the entrance to the Hall.

Residents inviting guests to the Guest Night or other dinners must also register their guests through the same process. In 2019, resident postgraduates are entitled to bring a member of their supervisory panel (PhD students) or program or course convenor (Masters Students) to one Guest Night Dinner free of charge.

Residents are also entitled to bring guests to normal House Dinners and Guest Night Dinners at a price of $25 per guest.

Only residents who have registered by the deadline may attend that week’s House Dinner. There are penalties for those who register and do not attend a dinner for which they have registered.

In any week in which House Dinner is scheduled but cannot be offered (e.g. because of competing uses of the Hall), the House may provide residents with a meal voucher for Fellows Café for that week.

**Non-attendance House Dinner Fee**

A $25.00 fee is applicable if a resident registers to attend House Dinner and does not attend. If there are exceptional circumstances for non-attendance, a resident can contact the Residence Manager to have the penalty waived. The Residence Manager has the discretion to determine if the non-attendance fee will be charged or waived.
FINANCIAL DIFFICULTIES AND ASSISTANCE

In exceptional cases where a resident is experiencing difficulty in meeting their financial obligations to the Houses, the resident should contact the Residence Manager to arrange an alternative payment schedule. There are also a number of sources of funds for residents who may be experiencing financial difficulties. Please contact the Residence Manager or Master in the first instance.

University Accommodation Emergency Bursaries

Residents who are in genuine need of financial assistance are encouraged to apply for accommodation bursaries that are available from the Residential and Campus Communities website http://www.anu.edu.au/study/accommodation/advice-procedures/accommodation-bursaries

Student Welfare Advice

Residents requiring greater financial assistance are encouraged to seek advice regarding bursaries from Residential and Campus Communities or to speak with the University’s Student Welfare Advisor https://parsa.anu.edu.au/studentsupport/emergencyaccommodation/

The Erica Schmuck Fund

This Fund has been established in the name of Ms Erica Schmuck, a former resident and great contributor to the Graduate House and wider University communities. The aim of the Erica Schmuck Fund is to support residents who are experiencing financial difficulty that may be overcome by a small provision of money from the House towards rent. The maximum amount that can be contributed from the fund is $200. Applications for assistance from the Erica Schmuck Fund are made in writing to the Residence Manager, who will review applications and forward recommendations to the Master for a decision.

ANU Club for Women Fund

This Fund is supported by the ANU Club for Women, which has an association with University House dating back to its establishment. The aim of the Fund is to assist resident postgraduates of University House, including Graduate House, who may be experiencing financial hardship. The Club is particularly concerned for the wellbeing of women students, but applications are not restricted to women. The normal maximum that can be contributed from the fund is $500. Applications for assistance from the Fund are made in writing to the Residence Manager, who will review applications and forward recommendations to the Master for a decision. In the cases of both Funds, contributions are not cash-based. Upon approval from the Master, an electronic transfer of funds from the appropriate Fund account to the resident’s rent account will take place.
SPECIFIC POLICY ISSUES

PRIVACY

The Halls of Residence operate under the ANU Privacy Policy, which can be found here:

ENTERING YOUR ROOM

As outlined in the Occupancy Agreement, we reserve the right to enter your room for reasons such as inspection, repair, cleaning or other reasonable purposes, including welfare checks.

- Room inspections will be conducted on a periodic basis. You will be given sufficient notice prior to any scheduled inspections. If your room is in an unsatisfactory state, you will be given time and instructions on how to remedy the situation and then your room will be reinspected. Should your room continue to be in an unsatisfactory state, the House reserves the right to have the room professionally cleaned and to pass the costs on to you.
- When you record a maintenance issue with the Reception, the act of recording this issue is taken to mean that you have granted the House permission to enter your room for the purpose of resolving the maintenance issue at a time convenient to you and the House. Maintenance will endeavour to adhere to your requested times but this may not be possible due to workload demands.
- Where maintenance is to be done in your room, you are required to give University staff and contractors all reasonable access to the room to effect repairs, including assistance with moving your belongings if necessary.

DISCLOSURE OF INFORMATION

In most day-to-day situations, we need your permission to disclose any personal information to parties external to the University, including parents, caregivers or family members. In cases where the Master or their nominee determines that there is a serious concern for your health or wellbeing, your preferred emergency contact persons (listed on your Accommodation Application, as advised to the Reception Desk, or as advised to the University) will be contacted. Prior to doing so, if possible and deemed appropriate, the Master or their nominee will advise you that this is going to occur.
DISCIPLINE

Authorised Office-bearers for the purposes of discipline in the Hall include the Master, Operations Manager and Residence Manager.

Residents agree that if behaviour is deemed unacceptable by the Master of the House, or another Staff Member, the Master may take such action as he/she deems necessary, including:

- immediate termination of the Occupancy Agreement;
- removal from the Graduate and University House or University campus;
- probation;
- fine;
- community service; or
- apology.

Action via Internal Procedures

By Rule 4.1 of the *Halls of Residence Rules 2005* (‘the Rules’) the University’s Council has vested responsibility in the Head of Residence for discipline in the Hall (in the case of University and Graduate Houses, this is the Master). This responsibility is subject to the direction of the Vice-Chancellor or his or her nominee.

Action under the Discipline Rules

If behaviour of a resident who is also a student of the University is of a level sufficient to constitute misconduct within the meaning of Rule 2 of the Discipline Rule 2018, the Master, as prescribed authority for the purposes of the Discipline Rules, will assess the nature of the behaviour and may take immediate action in accordance with Rule 4. The Master will hold an inquiry and make a finding in accordance with the procedures set out in the Discipline Rules. If the resident wishes, the resident can appeal the decision of the Master to the Appeals Committee as provided in Rule 26 of the Discipline Rules.
**Appeals**

In matters which have not resulted in the exclusion of the resident, and where a resident wishes to present new information for consideration, the resident can request that the Master review their decision. The Master will review the decision, along with any additional new information which may have been presented, and make a finding. If the resident wishes to again appeal, they should direct their appeal to the Registrar Student Life. The resident may also request the involvement of the Dean of Students at any point.

Where the finding by the Master has resulted in exclusion of the resident, the Head of Residence will immediately notify the matter to the Registrar Student Life. The resident will have the right to make any request for review regarding exclusion from the Houses directly to the Registrar Student Life (unless the exclusion is on the basis of non-payment of rent, in which case no internal avenue of review is available). The decision of the Registrar Student Life having reviewed the matter will be final.

**APPLICABLE UNIVERSITY LEGISLATIVE INSTRUMENTS**

WELLBEING AND HEALTH CARE MATTERS

The Halls of Residence recognise the need to promote individual and communal good health and the general well-being in their respective communities.

The ANU Counselling Centre and Health Services, located near the Sports Centre on North Road, provide many services, including general practice medicine, physiotherapy, nursing and counselling. Most services are free to those students who have Health Care Cover. A visit to Health Services for a normal consultation is charged at minimal rate for students of the ANU. Please call the Health Centre for enquiries on ext. 53598 or visit http://health.anu.edu.au/.

FIRST AID

First Aid supplies are located in the Graduate House storeroom and both resident kitchens at University House. Please contact Graduate House reception, your Senior Resident or Duty Resident if you need First Aid assistance.

MENTAL HEALTH AND SEVERE PSYCHOLOGICAL DISTRESS

The Houses seek to support the mental health of residents, and the University provides a range of mental health services support services, including the University Counselling Centre. Where a resident seems to be showing signs of significant psychological distress (such as self-harming behaviour, symptoms of a psychotic episode or suicidal ideation), a staff member will attempt to ensure that appropriate support is made available. This may include consultation with and/or referral to health or counselling services including ACT Mental Health, University Counselling Centre, ANU Health Service or another health service provider. A ‘Safety Plan’ may also be developed in collaboration with the resident. As with a medical emergency, where there is grave concern for the health or well-being of a resident, the Master may contact the emergency contact person(s) nominated by a resident in the contact details of their Accommodation Portal account.

Psychological distress

If you experience psychological distress, or if you feel another resident is showing signs of psychological distress, we ask that you let a member of staff know. A designated staff member will attempt to ensure that appropriate support is made available. This may include consultation with and/or referral to health or counselling services including ACT Mental Health, University Counselling Centre, ANU Health Service or another health service provider. A ‘Safety Plan’ may also be developed in collaboration with the resident affected.
LONG-TERM OR SERIOUS ILLNESS OR DISABILITY

Some residents come to the Houses with a physical or mental illness or disability. Others may develop these conditions during their stay. If you have or develop an illness, mental health condition or disability while in residence that impacts on your success at university, we encourage you to register with the Access and Inclusion Office who can help you achieve academic success through support in a variety of ways. This could include creating an Education Access Plan (EAP) outlining the recommended reasonable adjustments to ensure you are not disadvantaged by your registered condition. Access & Inclusion can assist by advocating on your behalf to your academic College and with course conveners/lecturers on implementing these reasonable adjustments. Recommended adjustments are based on your supporting documentation from a licensed medical practitioner and can include both academic adjustments and accessibility to campus adjustments. Access & Inclusion can put in place accessible parking, make recommendations and advise on modifications to residential halls to accommodate your registered condition and ensure accessibility to lectures and tutorials. Residential staff will do their best to implement the reasonable adjustments recommended by Access & Inclusion within your residence.

Where a resident suffers from a long-term or serious illness or disability that imposes a significant burden upon the House, and it is unreasonable for the House to continue to make further adjustments for this illness or disability, the House reserves the right to terminate a resident’s Occupancy Agreement.

Before considering whether to terminate an Occupancy Agreement, the House will:

- Advise the resident of the impact that their illness has upon the operation of the House and the other residents, and notify the resident of the Master’s intention to discuss the resident’s condition with other areas of the University, including Disability Services Unit, the University Health Service, the University Counselling Service, and their academic area; and
- Hold discussions with the above areas to examine alternative methods and reasonable adjustments that will enable the House to assist in the management of the illness or disability.

See also the Disclosure of Information by Students with a Disability or Illness Policy: https://policies.anu.edu.au/ppl/document/ANUP_001226.

If the above discussions/resultant actions do not produce a reasonable and appropriate management process, the Master may exercise their discretion to terminate the Occupancy Agreement.
COMMUNICABLE/NOTIFIABLE DISEASES & MEDICAL EMERGENCIES

Communicable Disease

In the case of contracting an infectious disease such as measles, a resident should, if possible, leave the House for the infectious period. If this is not possible, the resident is to cooperate with the House to ensure in-house isolation by:

- Restricting himself/herself to his/her own study bedroom and a dedicated bathroom area;
- Avoiding common areas of the House;
- Excluding himself/herself from any House activities during the infectious period;
- Careful hand washing etc. if the infection is contagious by that route; and
- Care with coughing, sneezing in common areas, etc.

The House will provide assistance with the provision of meals and other personal needs, within the capacity of the House. The Master or Residence Manager will advise the resident of the statutory or recommended period of isolation.

If there is a breakout of an infectious disease involving a significant number of residents, the Master will seek medical advice from University Health Service about how best to contain it.

Notifiable Disease

Where a person has a reasonable suspicion that a resident has a notifiable disease, they will refer the matter to the Master of the House. Where the Master reasonably believes the resident has a notifiable disease, the Master will refer the resident to the University's Health Service or the resident's own GP for a medical assessment of whether the resident has a notifiable disease.

If the resident does have a notifiable disease the Health Service or GP is required to report the disease in accordance with the Public Health Act 1997. They (or the Chief Health Officer of the ACT) may direct the University (and the House) on how any public health aspect of the disease is to be managed within the University or House, where applicable.

If a resident fails to attend a GP examination on request of the Master of the House, they may be excluded from the House until such time as they obtain medical advice demonstrating that they do not pose a disease risk to other residents.
If a resident who does attend a GP examination is required to leave the House because they have a communicable disease, their return to the House is dependent on them obtaining medical advice demonstrating that they are fit to return to House and present minimal or no risk to fellow residents.

Where a resident is required to leave House because they have a communicable disease, the House will provide reasonable assistance to enable the resident to locate suitable alternative accommodation. Financial hardship for relocation will be assessed on a case-by-case basis.

**Emergency Medical Procedures/Transport to Hospital**

Non-emergency transport to hospital is a private matter. Where appropriate, the House will recommend the use of a taxi. Where a resident chooses to be taken to hospital in a private vehicle, the House will recommend that a friend, in addition to the driver, also travel with the person seeking medical care. The only appropriate transport in an emergency is an ambulance. Ambulance costs are the responsibility of the person seeking medical care. It is highly recommended that Residents have health cover that includes ambulance travel.

If staff/Residential Scholars accompany a resident to a hospital, there is no requirement for them to remain after medical care has commenced.

**Informing Emergency Contact Person(s)**

By nominating an emergency contact person(s) in the Accommodation Portal (Graduate House) or on the Room Agreement (University House) residents consent to their respective House contacting these persons in cases where the University, Master of the House or Director of Residential and Campus Communities or nominee determines that there is a serious or reasonable concern for the health or wellbeing of the resident or others.

Residents are responsible for advising Graduate House and University House via the Accommodation Portal of any changes to the names or details of their nominated emergency contacts. The University is not accountable or liable if they are unable to contact an emergency contact because a resident has failed to change or revise their details.
INSURANCE

We highly recommend that residents take out insurance to cover their personal belongings and ambulance travel. The insurance policy carried by both Graduate House and University House does not cover residents’ personal belongings, nor does it cover ambulance travel for residents in the event of an emergency.

Graduate House and University House do not take responsibility for the loss of, and/or damage to, personal property through theft or fire and/or sprinkler damage. It is important to remember that theft can only be avoided if each resident is vigilant about closing/locking all doors and windows in their room, even when absent for a few minutes (main, screen and sliding doors – on the ground floor – all have locks or deadbolts fitted). It is also common sense to ensure that your room door is closed and locked while sleeping.

TRANSPORT AND SAFETY

Residents are encouraged to download and install the ANUOK app for IoS or Android devices.


Public Transport

Bus routes and timetables are available at http://www.action.act.gov.au/timetables_and_maps. A bus route runs along Liversidge St, adjacent to University House. The bus takes about 10 minutes to travel to the city centre and 30 minutes to the Belconnen Shopping Centre. University students’ pay about half the full fare but a student identification card must be shown to receive the reduced rate. Bus tickets are even cheaper if pre-purchased at a newsagency.

On Campus On Demand Night Bus

The University operates a free after-hours bus service from Monday to Friday during the academic year. For more information, please visit

Security

The House will maintain an appropriate regime, in conjunction with ANU Security, to assist in providing all residents with an environment that is safe and secure. The Master of the House will ensure that staff and resident scholars are trained to respond appropriately to security issues, including when issues should be referred to ANU Security or the Police.

Personal safety is an issue affecting everyone on Campus. By recognising and avoiding potentially risky situations, you can greatly increase your personal safety. For more information and advice, please visit https://services.anu.edu.au/campus-environment/safety-security

Theft from rooms can only be avoided if each resident is vigilant about closing/locking all doors and windows in their room, even when absent for a few minutes. Doors in Graduate House are designed to lock when they close but it is always best to ensure security doors close behind you when entering/exiting the building by physically closing these doors rather than letting them close on their own.

All doors into Graduate House have security alarms, with some being silent, all of which directly connected to the ANU security area. Other doors have loud alarms that go off after a door has been left open for more than 1 minute. Careless or persistent sounding of the alarm by a resident will be treated as an offence with any resident responsible possibly having their Occupancy Agreement terminated.

Doors at University House are not alarmed and residents are requested to close doors behind them and maintain a security around the House.

The ANU emergency security number is ext. 52249. Security in both Graduate House and University House is reliant on all residents observing security regulations.

These regulations are:

- All lost keys or swipe cards must be reported immediately to Reception;
- All access doors in Graduate House are fitted with alarms and are not to be propped open at any time for any purpose;
- No one may be given access to Graduate House unless they are a resident of Graduate House or in the company of a resident, or a resident of University House accessing the Common Room. Residents must vouch for any visitors they bring to Graduate House and the actions of that visitor at all times.
If a resident sees a person acting suspiciously at Graduate House or in the immediate vicinity, including the car park, they should report it to the Residence Manager, Senior Administration Assistant, or a Senior or Duty Resident and ANU Security. Residents at University House are to report any suspicious activity or persons to reception, or to ANU Security at times reception is closed.

**Security Cameras**

Security cameras are located in various public spaces at Graduate and University Houses. They have been installed for the purpose of deterrence and detection (after an event), to protect residents, staff, visitors and property. They are not usually monitored in real time. For further information, please refer to the ANU Security – Buildings and site policy:

ANU – A SAFE, SUPPORTIVE AND CARING ENVIRONMENT

The University strives to provide a safe, supportive and caring environment, including one that is free of violence and sexual assault. The university’s commitments are that:

1. All students have a right to feel safe and secure at all times. We believe that students should be able to fully participate in all aspects of life on campus.
2. We have an obligation to provide a safe environment for all students and staff.
3. We believe that unwanted sexual attention including harassment, stalking and assault can prevent a student from taking part in activities and involvement in the life of the University.
4. We will support students who report sexual harassment or sexual assault including facilitating access to relevant counselling, medical, police or legal services.
5. We will do everything we can to ensure the safety of any student who reports sexual harassment or sexual assault.

The university has extensive online resources that provide information and links to emergency and support services. You can access them at:


Please also refer to the Violence & Sexual Assault support section in the Appendix of this handbook (page 76).

YOUR SAFETY ON CAMPUS

Making the campus a safe environment for students is the highest priority of the University. When incidents do occur, the university is committed to take measures to support you.

These measures may include but are not limited to:

- assisting you to obtain advocacy, academic support, counselling, disability, health or mental health services, and legal assistance both on and off campus;
- ensuring that you and the accused party remain apart on campus and where necessary do not contact witnesses;
- assisting you to temporarily (or permanently) move accommodation;
- where necessary, for your safety and well-being, suspend the accused person from accessing parts of, or the entire campus; and
• assisting you to obtain a Protection Order from the ACT Magistrates Court where other measures are not successful or appropriate, especially if the accused person is not a student or staff member and extra protection is required on campus.

You can read more about safety on campus at: https://services.anu.edu.au/campus-environment/safety-security


**RESPECTFUL RELATIONSHIPS**

In 2017, the Australian Human Rights Commission reported on sexual assault and harassment at Australian universities. The ANU responded with a statement from the Vice-Chancellor and a series of initiatives. You can read the Vice-Chancellor’s statement and access relevant resources at:


In this context, all students resident on campus are required to complete the *Consent Matters* online module:


Completion of the module is part of your induction to University and Graduate Houses.

**ALLY SUPPORT**

The ANU ALLY Network is a visible network of staff and students across the University who support the University’s commitment to providing an inclusive and respectful university environment for people who identify as being lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ*). ANU Allies are not experts about matters of sexuality and gender identity - they are people who strongly support making ANU an environment where all staff and students can safely work and study free of harassment or discrimination.

A number of Graduate and University House staff and Senior and Duty Residents are members of the ALLY Network. You can contact them and other members of the Network, and access other information, through the weblinks at:


A list of contact details for Graduate House and University House Ally network members is also provided at Graduate House reception and on the resident website.
It is essential that residents be aware of the rules, regulations and conditions that govern the Agreement that you entered into when accepting residency at University or Graduate House. This handbook contains much of that information. For further information or assistance, please ask the Residence Manager.

If you are 18 and over, the House makes an agreement with you, not your parents or guardians. All financial transactions and correspondence will be conducted with you only.

**ALCOHOL & DRUGS**

**Alcohol Policy**

The Houses encourage a responsible attitude towards the use of alcohol as outlined in the ANU Liquor Statute 2015 [https://www.comlaw.gov.au/Details/F2015L00498](https://www.comlaw.gov.au/Details/F2015L00498). This policy is intended to allow residents and guests at either House to live and socialise happily in-house, respecting the rights of other residents. The objective of this policy is to enable those residents (and guests) who so wish, the opportunity of enjoying alcohol responsibly and in moderation, while respecting those residents who choose not to have alcohol as part of their lifestyle.

A Resident who breaches this policy may have his/her Occupancy Agreement terminated immediately. Whether the Occupancy Agreement is terminated is at the discretion of the Master of the House, acting reasonably in the circumstances.

Residents who have a recognised problem with the consumption of alcohol will be encouraged by House management to seek professional counselling and advice. The House will be responsive to the needs of residents with substance related problems through appropriate support and referral mechanisms. The House will treat such residents with empathy and support, however inappropriate behaviour caused by the over-consumption of alcohol or any other drug in the House will be dealt with in accordance with the disciplinary provisions contained in the Occupancy Agreement and the House Handbook.

Should any resident self-refer, seeking assistance to overcome addiction to an illegal substance or if a resident is having problems with dependence to prescribed drugs (sleeping tablets etc.), the House will take all reasonable action within the law to provide support during this process.
Each resident (and guest) has a duty of care that extends to his or her fellow House residents and guests in all situations including events and functions where alcohol is made available. There is an expectation that when residents and guests consume alcohol, they do so sensibly and with consideration for others.

**Underage residents**

The ANU Liquor Statute 2015 prohibits any person under 18 years from selling, supplying, purchasing, possessing or consuming alcohol in their residence or anywhere on University premises.

Within the University, the sale, supply, consumption and advertising of liquor is regulated by the ANU Liquor Statute 2015. Residents should be aware that liquor may only be sold or supplied at the House to a resident or guest who is 18 years or over. A person under 18 years of age must not purchase, be served or supplied with, or consume liquor in either House.

**Responsible consumption**

Liquor purchased outside either House may be consumed in a resident's room or with a meal in the Kitchen/Common Room, Brindabella Room or Barbeque Area. It cannot be consumed in any of the University House Function or common room areas without prior approval sought by the Residence Manager. The areas listed previously must be clear of alcohol by 12 midnight in order to minimise disturbance to residents in nearby rooms. Liquor must not be consumed in any public area of the House between 12 midnight and 12 Midday, unless the Residence Manager gives prior written approval.

**Prohibited activities**

Residents and their guests are prohibited from engaging in the following activities within University or Graduate Houses, on the grounds of the Houses, or at events sponsored by the Houses:

- Putting pressure on another resident to drink alcohol or drink more alcohol than they judge to be reasonable;
- Supplying alcohol to anyone under the age of 18;
- Using drinking equipment such as kegs, hoses, funnels, punchbowls, etc. in the consumption/mixing of alcohol. Such items can lead to irresponsible and dangerous drinking behaviours, and may be confiscated and discarded by staff without notice;
- Manufacturing alcohol;
• Participating in, organising or supporting any activity that encourages the rapid consumption of alcohol e.g. competitive drinking, drinking games using alcohol, etc.;
• Excessive consumption of alcohol;
• Prizes or incentives in the form of alcohol for any event or competition;
• Marketing for events identifying access to free or cheap alcohol as a primary incentive for attendance; and
• Accepting sponsorship on behalf of the Hall or entities established under the auspices of the Hall from companies associated with alcohol.

Drug Policy

The consumption, use, possession or selling of drugs that are prohibited by Australian Capital Territory or Commonwealth law are not permitted.

Legal Highs

For the avoidance of doubt, possession and/or consumption of legal highs such as nitrous oxide (NOS) are prohibited in our residences. Any resident who breaches this prohibition will face disciplinary action.

Excessive Consumption of Alcohol

You can expect follow-up action to be taken by the Residence Manager or Master if your excessive consumption of alcohol results in:

• Physical or psychological harm to yourself or others;
• Intervention by security, emergency services (police, fire or ambulance) or a staff member;
• Damage to property;
• Damage to the reputation of the University and of the residences within the University and the wider community; or
• Any other behaviour deemed to be in contravention of this handbook or your occupancy agreement.

In our response to such incidents, and in any decision making that follows, you can expect us to prioritise the wellbeing and safety of all residents and look for solutions that facilitate learning and personal development for the residents involved.
Events where alcohol is served

All events organised for residents, held in or outside the Graduate House or University House, where alcohol is served, must receive prior approval from the Residence Manager or their delegate through a formal approval process. In doing so, event organisers will be guided to ensure that their event:

- Does not involve any prohibited activities mentioned above;
- Complies with the ANU University’s Liquor Statute 2015 [https://www.comlaw.gov.au/Details/F2015L00498];
- Provides an adequate amount and type of food in respect to expected participant numbers and timing of the event;
- Provides equal access to non-alcoholic beverages; and
- Provides access to drinking water for attendees free of charge.

The Graduate House and University House Event Management forms must also be completed and approved before an event takes place. The GCRC event planning guidelines can be used to assist residents in the event planning process. The guidelines can be found on the resident website.

RESIDENT BEHAVIOUR

Maintaining a pleasant and mature living environment at University House and Graduate House is dependent upon all residents showing respect, common sense and consideration for others. All residents are expected to keep noise levels to a minimum at all times. Those creating any disturbance at any time in any way will be cautioned. If repeated in any way, the House reserves the right to ask them to vacate and leave the premises.

House residents are expected to behave in a way that is conducive to harmonious community living and is consistent with this Graduate House and University House Handbook, the Occupancy Agreement and the ANU Discipline Rules. At times, and for a range of reasons, the behaviour of some residents may impact their right to remain in the community. It is expected that residents will take personal responsibility for their own wellbeing. Behaviour that in the opinion of Master is unacceptable may be grounds for termination of residence. If the Master considers it appropriate, in deciding whether to terminate an Occupancy Agreement due to issues with resident behaviour; the Master:
Will meet with the resident to discuss the issue and the impact the behaviour is having on the operation of the House and on other residents. During this meeting, individual extenuating circumstances and options will be discussed:

- Will develop a behavioural plan/agreement between the resident and the House.
- Where the individual circumstances relate to an immediate or serious risk to the resident or others, may hold discussions with other relevant areas of the University, including but not limited to the Registrar Student Life, Registrar (Student Administration), the Dean of Students, the Access and Inclusion Office, University Counselling Centre, University Health Service, and/or staff in the student’s academic area to examine alternative methods and reasonable adjustments that will enable the Hall to assist in the management of the student’s behaviour.
- If the above discussions/resultant actions do not produce a reasonable and appropriate management plan to bring the student’s behaviour in line with the Graduate House and University House Handbook, the Occupancy Agreement and the ANU Discipline Rules, the Master may exercise their discretion to terminate an Occupancy Agreement.

**WEAPONS**

You are not permitted to bring into the Graduate House or University House buildings or grounds any item which is listed as a prohibited item under the ACT Prohibited Weapons Act 1996, even if you have a license to possess the item. This includes (but is not limited to): firearms, crossbows, spear guns, certain kinds of knives such as switch blades, knuckle dusters, stun guns, pepper spray, and explosive devices.

You also cannot bring into the houses any home-made projectile equipment (e.g. potato cannons, slingshots), axes, machetes and swords.

**VANDALISM**

Residents and staff at University and Graduate Houses are proud of their living and working environment. Should vandalism occur to the building or any of its property, offenders may be subject to University House, Graduate House and University rules and statues and ACT law.
FIRE SAFETY

FIRE ALARM

During a fire alarm, a loud signal will sound in the Graduate House or University House. If this happens, you must follow the directions posted on the back of your room door and/or common area noticeboards. Please also follow directions given by staff, including the Duty and Senior Residents.

FIRE SAFETY REMINDER

Smoking is not allowed inside any University building, including Graduate House and University House. Smoke from cigarettes, incense, candles, rice cookers, toasters and steam from boiling kettles will trigger the detectors. Any activation of a smoke alarm can trigger a full evacuation of the House and could initiate a visit from the Fire Brigade. This means you cannot smoke, burn candles or incense in your bedroom and you must use heaters and electrical equipment responsibly. Cooking should only be carried out in the kitchen areas, and you should attend to your cooking at all times.

NUISANCE FIRE ALARMS

Activation of the fire alarms in halls either by accident or malicious acts will result in a fine being applied to the person responsible for setting of the alarm. The level of fine is specified within the Schedule of Fees. This fine covers the costs incurred by the ANU from the ACT fire department and external contractors whenever a fire alarm is activated. Your residence will provide advice at the beginning of your contract on how to avoid triggering the fire alarms.

Fees associated with an Nuisance (False) Fire Alarm Call-out are set out in the Graduate House & University House - Tariff Schedule.

System faults will be paid for by the House. All other costs associated with student negligence, such as replacing fire equipment, will be charged to the residents responsible.

BREAK GLASS ALARMS

Careless or irresponsible triggering of break glass alarms may result in a fine or disciplinary action.
FIRE SAFETY EQUIPMENT

Your room is a sole occupancy fire rated compartment, and the door is classed as a fire egress door. This means it is a serious offence under the Emergencies ACT 2004 Section 96 (3) to tamper with the door closer in your room to prevent your door from closing properly.

Likewise, it is a serious offence to tamper with any other fire safety equipment within the Hall, such as fire hoses, extinguishers, and fire blankets. Detectors for heat and smoke are located throughout the building, and it is an offence to tamper with them or cover them in any way. Any such action may result in the cancellation of your Occupancy Agreement.

Residents will be held liable for any cost associated with inspecting, resetting, or recalibrating any equipment which has been tampered with.


DRILLS

Residents are required to practice emergency evacuation procedures of the House at fire drills, held twice yearly. An Emergency Evacuation/Inventory plaque is displayed on the back of the room door reminding residents that they should:

- Leave their rooms immediately if there is a fire;
- Knock on their neighbours doors as they leave;
- Use the nearest exit to evacuate the building – avoiding the lift;
- Gather on the lawn on the University House side of the building; and
- Follow the instructions given to them by fire wardens (those wearing red safety helmets).

Residents should ensure they are familiar with emergency evacuation procedures: it may help save your life if you know what to do when the siren sounds.

The fire safety design of Graduate House is such that does not allow for false alarms. Screen doors in resident rooms are designed to prevent the spread of smoke and must remain closed at all times. Should a fire alarm
sound in Graduate House, it is either a fire drill or a real fire. A fine of $50.00 will be imposed by the House on residents that choose not to evacuate their room or the building after being instructed to do so.

It is a criminal offence to interfere with any of the fire equipment in the House. This includes the smoke detector and fire blanket in your room. Interfering with the fire equipment can result in substantial fines and legal penalties. Residents may be held liable for any cost associated with the negligent triggering of the fire alarms.

The use of candles and incense in all areas of Graduate House & University House is strictly prohibited.

Please refer to the fire evacuation notice on the back of your room door for instructions on how to correctly evacuate from the building. Please also speak to your Senior Resident or Graduate House reception if you have any questions.

SMOKING

The Australian National University maintains a smoke-free environment, in accordance with the University’s policy on smoking, which can be found at

https://services.anu.edu.au/human-resources/health-wellbeing/smoke-free-campus

Residents and guests are not permitted to smoke on the grounds of the ANU unless using a Designated Outdoor Smoking Area (DOSA). A DOSA is located adjacent to the University House loading bay, near Fellows Cafe. Please note, however, that the ANU encourages persons to quit smoking and offers assistance and guidance through

http://hr.anu.edu.au/smoke-free or email smokefree@anu.edu.au

Smoking is prohibited in all offices, accommodation areas and rooms of University House and Graduate Houses. A resident who smokes within Graduate House or University House (excluding the DOSA) may have their Occupancy Agreement terminated.

Residents are held responsible for their guests’ behaviour in this matter, as others. If a guest does not comply with the ANU policy on smoking, the resident must report the guest’s behaviour immediately to University or Graduate House Administration or ANU Security, who will respond appropriately.
Fire generated from cooking has the potential to set off House fire alarms, which cause the arrival of the fire brigade. Residents are liable for any costs associated with the accidental or negligent triggering of the fire alarms.

Cooking in a confined space traps smells. Please be sure to allow air-flow through your room or the kitchen from time to time by opening the window.

To avoid attracting rodents, insects and other pests, please ensure that food is stored in sealed metal or plastic containers – boxes, paper or plastic bags do not deter rodents and insects effectively.
GUESTS & VISITORS

Student accommodation provided at University House and Graduate House is for single occupancy only, with the exception of the double rooms.

A **visitor** is someone who is meeting with a resident for a short period of time, while a **guest** is someone who is staying overnight with a resident. After 12pm a visitor of a resident at University or Graduate House is deemed to be an overnight guest.

At all times, the Master and Residence Manager have discretion over a resident’s ability to host visitors and guests at Graduate House. The Master and Residence Manager may refuse permission for a resident to host visitors and guests if, in his or her view, such hosting would compromise the quality of residential life.

VISITORS TO GRADUATE HOUSE AND UNIVERSITY HOUSE

Residents are welcome to invite visitors to Graduate House and University House. For the safety and wellbeing of all residents, residents must ensure that they accompany all visitors they invite the whole time they are in the premises. **Residents are responsible for the behaviour of their visitors** and should ensure their visitors understand the Graduate House and University House rules and practices.

Visitors may stay at the premises until **12pm**. After 12pm your visitors are deemed to be overnight guests and their presence in the building will need to be recorded in the overnight guest register.

If you would like your visitor to remain overnight after 12pm, please record your guest in the Graduate House Guestbook or University House Guestbook located on [http://unihouse.anu.edu.au/students-area/](http://unihouse.anu.edu.au/students-area/) or via the tablet located in the reception area.

OVERNIGHT GUESTS AT GRADUATE HOUSE AND UNIVERSITY HOUSE

The Guest Policy in relation to overnight guests tries to balance two, potentially competing, goals. The Houses want you to be able to welcome your family and close friends as overnight guests if you wish to do so. On the other hand, it is important that common facilities and services are not placed under strain and that fellow residents are not adversely impacted by the presence of guests. The guest policy is designed to help achieve this balance. Please note that you must be occupying your room in order to host guests – guests are not permitted to stay overnight when you will not be present.
<table>
<thead>
<tr>
<th>Guests</th>
<th>Length of Stay</th>
<th>Costs per night</th>
</tr>
</thead>
<tbody>
<tr>
<td>Canberra-based guests</td>
<td>Canberra-based guests may stay up to two nights per week</td>
<td>$10.00</td>
</tr>
<tr>
<td>Interstate guests</td>
<td>Interstate guests may stay up to 2 weeks</td>
<td>$10.00</td>
</tr>
<tr>
<td>Overseas Guest</td>
<td>Overseas guests may stay up to 6 weeks</td>
<td>$10.00</td>
</tr>
<tr>
<td>Alternative guest arrangements can be made by emailing <a href="mailto:Graduate.House@anu.edu.au">Graduate.House@anu.edu.au</a> for approval</td>
<td>As requested</td>
<td>$10.00</td>
</tr>
</tbody>
</table>

All guests must be recorded in the guest book; a link to the guest book is located on the internal Graduate and University House website: [http://unihouse.anu.edu.au/students-area/](http://unihouse.anu.edu.au/students-area/)

A $10.00 fee per night will be charged for all guests staying at Graduate House and University House. A rollaway/stretcher bed is available at Graduate House and University House please make a request a rollaway/stretcher bed when you are registering your guest stay at least 48 hours before guest arrives. Information about booking the rollaway/stretcher bed is provided when guests are registered on the website.

Residents found not supervising their guests or failing to advise of any overnight guest's stay will be asked to explain to management the reasons why the guest policy was not followed. Disciplinary measures may be instituted, depending on the explanation received.

Guests or visitors residing in the House without resident supervision are considered to be trespassing. If a guest or visitor refuses to leave Graduate or University House ANU Security will be contacted to provide assistance. Please note that children under the age of 18 years are not permitted to stay at Graduate House or in the University House student resident areas.
LEAVING THE HOUSE

DEPARTURES

Residents of Graduate House and University House may only be relieved of their obligations as stated in their Occupancy Agreement with the agreement of the Student Administration.

Residents may vacate their room if they have submitted their thesis or they are at the end of their studies provided they submit a Termination of Occupancy Agreement form (available at both University and Graduate House Reception) to the Residence Manager, four weeks prior to their departure. If less than four weeks written notice is given to end the Agreement before the scheduled termination date, the resident will remain liable to pay rent until the House locates another occupant that is acceptable to occupy their room.

Residents are to ensure that all furniture is in their room when they leave the House. Resident rooms will be checked on the morning of departure. If your room is left in an unsatisfactory state or there are any missing or damaged items, charges will be placed against your Refundable Deposit as per the House Schedule of Fees or as deemed appropriate by Management.

All keys and temporary swipe cards distributed upon arrival must be returned to Reception upon departure. Charges apply for lost keys and cards. Any outstanding amounts on your account are to be settled prior to check out and at the time of returning keys to reception.

Graduate House endeavours to refund the deposit to the resident upon departure, consistent with the terms of the Occupancy Agreement.

It is your responsibility to make arrangements for redirection of your mail when you leave. The House will redirect mail for up to a period of one month within Australia addresses only.

Should a couple occupying a double room separate during the period of their Occupancy Agreement, they will no longer be entitled to double room occupancy. In this instance, double room residents must notify Management of any change in their relationship status. The student resident(s) may apply to be transferred to a single room.
TERMINATION OF OCCUPANCY AGREEMENT

Vacating your room prior to the end date of your occupancy agreement is permitted, but the occupancy agreement remains in force and you are expected to pay your rent for the remainder of the agreement period. You need to complete an Early Termination form and submit this to Graduate House reception. Fees may be associated with an early departure as set out in the Graduate House & University House - Tariff Schedule.

Any resident whose Occupancy Agreement is terminated because of a finding of a breach of House rules will forfeit their Refundable Deposit.

SHORT ABSENCES AND SUBLETTING

Residents planning to be away from the House for more than seven days are asked to notify Reception in the event of an emergency.

Resident postgraduates required to leave the House to conduct fieldwork may keep their rooms for the duration of their absence. If the period of absence is longer than 28 nights and less than 6 months, residents can choose to leave their belongings in their room and be charged rent for the duration of their absence or to remove their belongings, sublet their room with the permission of the Residence Manager and not be charged rent for the duration. The terms on which this concession is available are:

- The application must be made in writing by the resident no less than four weeks before the resident departs for fieldwork. Rent may be charged in lieu of notice;
- Management is not obliged to grant this concession or to provide a proposed occupant to sublet;
- Any person proposed to sublet by the current resident must be a full-time Postgraduate or Research student at the ANU;
- In the event that a proposed person is not found for the sublet, the current resident must continue payment of rent or vacate the room with the understanding that they may be placed on the House waiting list for placement at a later stage.
- Please do not advertise the availability of your room on public websites or social media, students on the waiting list will be offered the room space in the first instance.

The application must include:

- The proposed date the current resident wishes to vacate the room for fieldwork;
• The date the current resident will return from fieldwork; and,
• A letter from the current resident’s Supervisor, Dean or Director authorizing the resident’s absence (confirming the fieldwork status).

Absence from the House for any purpose other than fieldwork is normally regarded as a private matter. Special circumstances may be raised with the Master through the Residence Manager.

STORAGE FACILITIES

Graduate House and University House have limited storage facilities. If a resident is away on approved fieldwork, items may be stored for the duration. For prolonged absences, other alternatives will need to be arranged.

FACILITIES AT GRADUATE HOUSE

Graduate and University House residents have access to the following Graduate House common areas.

COMMON ROOM

The House provides a resident Common Room that has a piano, table tennis table, pool table, a microwave as well as local and Foxtel. All residents are asked to keep this room tidy and in order. Newspapers, magazines, books, games equipment and other items supplied for general use are not to be removed from the Common Room.

Access to the common room is permitted by University student card Cardex system. For information about the common room kitchen, please refer to the Living at Graduate House facilities section. The normal shutdown time for the common room is 11pm unless prior arrangement have been made.

BRINDABELLA ROOM

The Brindabella rooms is a quiet place for shared study, meals and tutorials. A whiteboard is provided in the room to facilitate study.

The Brindabella room is available to all Graduate House and University House residents and may also be used, along with the kitchen adjoining the Common Room, for private parties and functions. A small amount of crockery and silverware are available and must be thoroughly cleaned by residents using the room after use.
Bookings for this room must be made in advance by noting the date and time in the Graduate House common room diary located in the reception area.

**PC & PRINTER ROOM**

Graduate House Residents have access to this room at any given time for their printing requirements.

Paper is provided by the House and residents are asked to be mindful of paper wastage. Residents are also required to advise the Administration office for any toner requirements or IT issue.

**MUSIC ROOM**

The Music room is available for use by residents of both Graduate House and University House between the hours of 9.00am and 10.00pm daily. Bookings for this room must be made in advance by noting the date and time in the Graduate House common room diary located in the reception area. There is an upright piano in the music room and residents are asked to close the piano after use. Access to the Music Room is restricted during the examination period. Conducting paid music lessons in the Music Room is not permitted.

**NOTICEBOARDS**

With the exception of material posted by the House’s administrative staff, all notices must be approved by the Residence Manager. Notices must only be placed on the notice boards provided. No notices are to be placed on any glass doors of the House and no commercial or electoral material whatsoever is to be distributed in the House (apart from biographies etc. associated with the Student Representative elections).

**UNIVERSITY RESOURCES**

The resources of the University are for you; please use them. If you have a problem, irrespective of whatever it is, someone will have had it before, and the answer will be out there somewhere. Graduate student-oriented Resources include the Academic Skills and Learning Centre, the Postgraduate and Research Students Association (PARSA), the Access and Inclusion Unit, and the Dean of Students.
FACILITIES AT UNIVERSITY HOUSE

All residents have access to a number of University House facilities.

LIBRARY

The Library (situated on the ground floor between the administration area and the Torrance and Common Rooms) has an extensive range of books, magazines and newspapers, for use by residents. The system is a honesty system and residents are required to record any books taken in the register available and return them once they have been read.

FUNCTION ROOMS

University House has a number of Function and Seminar Rooms. These are used for a variety of activities including guest lectures, symposia, seminars, performances and House Dinners. To book a function room, please contact the Events & Catering Office on 6125 5270 or ext. 55270.

FELLOWS BAR & CAFE

The Fellows Bar & Cafe is open for use by guests, members, staff of the ANU and Residents during the advertised operating hours. Members’ discounts apply.

BOFFINS RESTAURANT

Our a la carte restaurant is also open to all guests, members, staff of ANU. Residents are welcome to dine during operating hours. Normal restaurant prices and members’ discounts apply.
LIVING AT GRADUATE HOUSE

INTRODUCTION

Single accommodation is offered for postgraduate students in 141 of the 150 student rooms. The remaining nine student rooms are double rooms (double bed) and are for postgraduate students and their spouse/partner. A furnished Common Room is located opposite Reception with separate Music and IT Rooms located towards the front of the House off Mac Boot Walk.

Five of these single rooms are designated disabled rooms and are assigned to residents with the understanding that should a disabled applicant require a room, one of these residents will be re-located to another room.

Each resident’s single or double study bedroom at Graduate House is furnished and carpeted. Please note that you are responsible for your room and its contents.

ACCOMMODATION

Criteria for Admission

Because of the limited space available and the importance of maintaining an agreeable environment for academic work, students seeking long-term accommodation at Graduate House should be full-time postgraduate/research students of The Australian National University.

As the accommodation rates at the House are lower than the private sector residential market, the student rooms are generally for those postgraduates being supported financially by scholarship income rather than by full time wages or salaries.

All applicants must be postgraduate/research students studying full-time (or part-time over multiple semesters). Letters of Offer or ECoE (Electronic Confirmation of Enrolment) for International students are sufficient evidence of enrolment. No offers for accommodation will be made until enrolment has been confirmed.
Although we are able to accept an electronic Confirmation of Enrolment (eCoE) as proof of enrolment, we ask that you notify our office once you have arrived on campus and have enrolled formally, as our resident enrolment status is regularly audited by Accommodation Services.

Visiting Scholars/Fellows and Occupational Trainees who are not currently studying at the ANU are asked to submit a letter (via fax or email) to the Graduate House Administration Manager from their ANU College that confirms they are studying at a postgraduate or research level at an overseas institution. This information will assist in determining their eligibility for Graduate House.

Visiting Fellows and Occupational Trainees may obtain short-term accommodation at Graduate House for a minimum of four weeks to a maximum of six months. However, this is only possible when one of our current residents sublets their room while they are away on fieldwork. Please be aware that Graduate House gives priority to placing full-time Postgraduate and Research students of the ANU. Staff members from other universities are not eligible for accommodation at Graduate House.

**Waiting List**

All students hoping to live at Graduate House are placed on the waiting list. Students who are new to the University or are currently living off-campus and are seeking accommodation at the House must complete an on-line application. The new applicant’s application is available at [https://portal.rcc.anu.edu.au](https://portal.rcc.anu.edu.au) Applications are filed in the date order received with appropriate allowance for the date accommodation is actually required. Frequently Asked Questions regarding the University House and Graduate House waiting list may be requested from Graduate House Reception [graduate.house@anu.edu.au](mailto:graduate.house@anu.edu.au).

**Allocation of Rooms**

All students are allocated the standard size single room (4.58 meters x 5.88 meters), with the exception of those seeking accommodation in one of the nine double rooms.

**Period of Stay**

Residents may stay at Graduate House provided they are abiding by the terms and conditions set out in their Occupancy Agreement and are enrolled on a full-time basis for their program of studies/research, up to the time they complete studies their studies or graduate (coursework students) or submit their thesis (research
students). Other than in exceptional circumstances, residents are allowed to stay no more than 6 weeks beyond the completion of their examinations (coursework students) or thesis submission (research students) to give them time to finalise their affairs with the University. In exceptional circumstances, residents may apply through the Residence Manager to the Master to stay in residence longer after completion or submission, if their status changes from full- to part-time, or if their studies are suspended.

An Occupancy Agreement between a new resident and Graduate House will be signed for the time from the date of arrival to the end of the calendar year (31 December). A new Occupancy Agreement will be signed by continuing/returning residents prior to the expiration of the previous one in force and will cover the period from 1 January of the following year for the period of stay required or to the end of that year (31 December), whichever is applicable.

Exceptions to this Period of Stay are residents who are subletting their rooms on a short-term basis. The minimum period of stay is 28 days.

**Accommodation Fees & Other Payments**

As Graduate House does not accept cash, all payments must be made by EFTPOS (bank/debit card) or Credit Card. Graduate House does not accept cash, American Express, Diners Club or cheques.

Accommodation tariffs and fees are set by the University every year. Tariffs and fees for each year are listed in a separate schedule, which is also posted on the internal Graduate and University House website. Residents pay a small contribution towards the cost of the weekly House Dinner, and to the Common Room Committee Fund.

Residents must pay 14 nights’ accommodation charges in advance upon acceptance of an offer. The accommodation account is to be kept in credit at all times. Residents are notified if their account falls into arrears.

A Refundable Deposit must also be paid at Reception upon acceptance of an offer in accordance with the Graduate House Schedule of Fees. The purpose of the deposit is to cover any unpaid items on a resident’s account at the end of their stay and to cover any damages to their room. Upon departure, the resident’s room will be inspected and the deposit refunded, subject to any charges for damage or unpaid accounts.
All charges posted to your account as per usage must be paid directly at Reception with the exception of the Room (tariff) and associated charges (noted in the Tariff Schedule) which are processed via Direct Debit each fortnight.

In exceptional circumstances, Graduate House may accept payment by Credit Card instead of Direct Debit. Please see Reception for details. Please note, however, that Graduate House is not obliged to accept any requests made to vary the payment terms of the Occupancy Agreement.

In the case of double room residents, Graduate House is prepared to accept payment for rent from either the student resident or their partner. Double room residents acknowledge that nomination of a partner’s account does not alleviate the student resident from any responsibility for paying fees and charges associated with the use of the Room.

Reception may provide residents with a Tax Receipt upon request. These statements break down a resident’s account balances and indicate any outstanding amounts owing to Graduate House. Residents are expected to make regular payments on their accounts, with the House terms for payment being 30 days.

Graduate House Management encourages residents to take the opportunity to conserve energy where and when possible by, for example, turning appliances (such as the wall heater) off at the power point when they are not in use. Utilities costs are reflected in the tariff, so higher usage implies higher costs.

The cost of replacing lost or damaged items such as keys may be found in the Graduate House Schedule of Fees (please note that not all items may be listed in this Schedule).

**FEE PAYMENT**

You may pay your rent either a semester or year in advance, or by regular fortnightly Direct Debit payments throughout the Occupancy Agreement period according to the Schedule of Fees. If you are unable to make a payment, you must discuss the matter with the Residence Manager and state your case in writing at least three days before the rent due date i.e. the Tuesday before the Direct Debit date. Only in exceptional circumstances will a late payment be approved.

If you have a debt to the House and you have not negotiated a suitable financial agreement with your residence, you may be refused permission to put credit on your phone account or to place any other optional charges on your account until the debt is settled.
FACILITIES

Laundry

Washing machines and dryers are available between the hours of 7.00am-10.00pm. Laundry usage is included in the tariff though residents should be considerate of the need for the fellow residents to make use of the washing machines. Please make the most of your wash loads in order to minimize the length of time the machines are occupied.

Whiteboards and markers are available for residents to note if they are using a machine and when they will return to collect their belongings. This being said, residents should not leave their clothes unattended, as the House takes no responsibility for clothes left in unattended machines or on clotheslines. Unclaimed laundry left in the laundry rooms or on the clotheslines will be removed and collected for the Smith Family Foundation.

Residents who hand wash their laundry are asked to ensure that all surfaces are wiped clean/dry and that wet items are kept clear of power sources. Wet surfaces will cause the power to short out in these appliances and will create an electric shock to users who are not careful of where they are placing their laundry. Please remember to review the Graduate House Laundry rules and instructions provided in the welcome pack.

KITCHEN (COMMON ROOM)

Residents holding private functions or defrosting their freezer may use the Common Room kitchen refrigerator and freezer for temporary storage of perishable goods.

Residents who use the kitchen are responsible for maintaining its cleanliness, including sinks, floor, benches, cupboards and refrigerator/freezer. Essentially, this means removing any food that could or has deteriorated so that other food is not contaminated, wiping down benches and cleaning up after yourself in general.

It is important to note that all food items being temporarily stored in the refrigerator and freezer in the Common Room kitchen must have a name, room number and collection date clearly written on each item. The Graduate House cleaner will regularly check on and dispose of items that do not have this information or are left beyond the noted collection date.
**Kitchen Safety**

Residents must take every precaution when cooking to prevent injury to themselves and others:

- Never leave anything cooking without supervision. With regard to this, you will find a timer switch attached to the wall above the oven/stove top. The safety mechanism timer minimizes the risk of a fire starting through misuse of the oven/stove top.

- Protruding pots and pans have the potential to be hazardous; someone could inadvertently bump a pot, spilling its contents, so always turn handles inwards.

- Do not pour fat or oil down the sink. This is an environmental hazard and may block the drains with solidifying fat. The preferred method of disposal is to pour the fat or oil into a sealable container, which can be thrown into the bin.

- There is a fire extinguisher and fire blanket provided in the Common Room kitchen. Should a fire involve fat or cooking oil, use this equipment and NOT water, as water does not extinguish these fires.

- Only use plastic containers in the microwave ovens. Never place anything metallic in the microwave ovens, as this will cause damage.

- Cover all containers being heated in the microwave as food splatters cause rapid rusting and deterioration of the microwave.

It is absolutely essential that footwear be worn at all times in the Kitchen, and in all areas of Graduate House. This is a Health and Safety Regulation.

**RUBBISH AND RECYCLING**

Residents are asked to dispose regularly of their rubbish and recycling by placing them in the appropriate bins provided at the House. Residents are asked to clean and disinfect their rubbish bins regularly and to not keep waste outside of their room as these items attract insects, birds and pests such as rodents.

There is no housekeeping facility at Graduate House that will look after residents’ personal space or belongings; residents are responsible for the upkeep of their immediate room and for common areas that they use. Should any resident be found disposing of waste/recyclable material in any area of the building or in the rubbish and recycling area and not using the appropriate bins provided, they will receive a warning and could be fined the amount required to make good the area. Residents should be aware that part of their Occupancy Agreement is dependent on responsibly caring for their environment and that Management is under no obligation to extend agreements for those who are not able to fulfil the conditions of their agreement.
BICYCLE RACKS

Bicycle Racks are available at Graduate House. We strongly recommend residents purchase a sturdy locking device such as a U-lock to secure their bike; regardless of advertising, “coil” locks are routinely and quickly cut.

Graduate House provides a bicycle registration service to ensure there is plenty of space available for residents’ bicycles and to help protect bicycles against theft. All bicycles stored at Graduate House must be registered with Reception and stored in bicycle sheds. As a matter of courtesy and safety, please do not park your bicycles in stairwells or block access along pathways as they can pose a serious hazard. Bicycles found locked to poles, down pipes, stairwell railing or without registration stickers will have their locks cut by our maintenance staff.

As space is limited and it is sometimes difficult for residents to find a place for their bicycle in the sheds, the Graduate House Residential Scholars will be assisting House management at the start of each semester by placing warning tags on bicycles that appear to be abandoned or do not have a registration sticker on them.

Residents will have four weeks from a date specified by House management to register their bicycles if they have not already done so or if they receive a warning tag on their bicycle. Bicycles not registered after that four week period will be considered abandoned and/or unwanted and in accordance with the Uncollected Goods Act (ACT) 1996 will be removed from the premises and disposed of by our maintenance staff on a date specified by House management.

SERVICES

Mail

Incoming mail is placed in your mailbox, located in the foyer of Graduate House. Residents are reminded that cash should not be sent in the mail under any circumstances.

Residents should arrange for their mail to be addressed as follows:

Name  
Room Number, Graduate House  
118 Garran Road  
The Australian National University  
Canberra ACT 2601  
AUSTRALIA
Telephones

A telephone handset is available in each room. These handsets are designed specifically to be used with the University’s PABX system and cannot be replaced with personal handsets.

Residents are provided with free calls within Graduate House, the University, to Emergency Services on 000 and Lifeline (crisis support and suicide prevention) on 131114. All other calls made from your room are charged 10 seconds after commencement of a call. Telephone calls made to 1800 numbers are at no charge; calls to 1300 numbers are charged at normal rates.

Residents should be aware that calls are not cut-off mid phone call when the credit on their account runs out. The account will continue to go into debit until the call is complete. An account in debit will not allow a resident to make their next outgoing phone call until a payment has been made to bring the account back into credit. The only exception to this is for calls made to Emergency Services on 000 and Lifeline on 131114.

The telephone handsets provide voicemail services. There is a maximum of 20 messages able to be stored in each mailbox. Once this limit has been reached any further callers diverted to the voice mail will not be able to leave a message. Calls to an extension will be diverted to voice mail after six rings. It is up to residents to manage their mailboxes. Residents may check their voice mail by dialling ext. 53333 and entering their password.

Residents may check their phone credit balance by dialling ext. 58000 and entering their extension number followed by #.

Room phones are not to be used for causing nuisance or annoyance to other residents, staff or students of the University, or other people. Any resident who receives nuisance or offensive phone calls should advise the Administration Assistant or Administration Manager. The abuse of a person’s privacy in this way cannot be tolerated and offenders may face disciplinary action.

Making calls from your room

Graduate House Reception:
Dial ext. 51999. There is a short pause before you hear the ringing.

Graduate House after hours Duty Resident:
Dial 0416 249 463 or ext. 60147.
In House:
For room-to-room calls, use 41600 as the base number.
The room number is then added to 41600 to create the extension:
i.e.: 41600 + 101 (for Room 101) = ext. 41701
or 41600 + 338 (for Room 338) = ext. 41938.

University House Reception:
Dial ext. 55211

Internal to ANU:
Dial 5 followed by the last 4 digits of the actual telephone number:
i.e.: 5 5211 when the telephone number is 6125 5211

Calls to ANU Halls & Colleges:
Not all Halls and Colleges are supported by the University telephone system resulting in various prefixes needing to be dialled depending on the Hall or College you wish to contact.

Calls outside the ANU:
External Dial 0, to gain access
Local Dial 0 followed by the local Canberra number.
Long Distance Dial 0 followed by the area code then the number you are calling.
International Dial 0 followed by 0011 + country code + area code + number.

Emergency Services (for Police, Fire or Ambulance): Dial 0 000
NB: Residents can also access emergency services by installing the Emergency+ App available through the App Store or Google Play.

Lifeline (for Crisis Support and Suicide Prevention): Dial 0 131114
Police (non-emergency):
Dial: 0 13 14 44 (for Police attendance)
Dial: 0 6256 7777 (for general enquiries)

Email
Wireless access is provided at Graduate House to all residents in addition to LAN access. Graduate House management has one main email distribution list used for the purpose of conveying information to residents. Membership of the distribution list used by Graduate House management is compulsory. Email addresses provided by residents are maintained in the University’s accommodation database for this purpose, and it is recommended that residents use their ANU address as their primary contact.
INTERNET

Access

Residents wishing to connect to the wireless network may do so through the following website:
http://wireless.anu.edu.au; using ANU-Secure / Resnet Although we do not have install guides for all
Operating Systems below is a list of the basic settings required.

Note that Operating Systems vary in what they name each setting:

- WPA2 - Enterprise not Personal if given a choice
- PEAP - usually called outer method, version 0 if given a choice
- MSCHAPv2 or EAP-GTC or EAP-TTLS - usually called inner method
- Outer Identity: University ID - do not use anonymous
- Inner Identity: University ID

Most areas, including gardens and common areas, have very strong signal strength including in residents
rooms. As a general rule, the wireless connection will not be as fast as the LAN connection provided in your
room. This is true for all resident rooms at Graduate House and throughout the ANU campus.

Support

Resident access to the Internet is provided through the University and residents are subject to all relevant
University Statutes, Rules, Orders, policies and procedures governing use of information technology resources
as well as other applicable laws.

Please note that the ANU requires all residents connecting to the Internet to have installed:

- An up-to-date virus scanner; and
- All current security patches for your operating system.

To help residents protect their machine, the University provides a free virus scanner to all staff and students
as well as providing local copies of security patches for operating systems. It is also recommended that
residents turn on, or install, a personal firewall blocking as much network traffic as possible. For more
information on how to secure your machine and to download your free virus scanner please visit the web site
https://services.anu.edu.au/information-technology/software-systems/sophos-anti-virus
As noted, the Resident IT Assistant is available to check resident machines and will be able to advise residents on how to get it ready for connection to the network. After residents have connected, they will need to continually monitor their computer and ensure that it is kept up to date.

Modems cannot be used in the House, as the phones operate on the ANU’s PABX system. The PABX is incompatible with modems and may damage your equipment due to its high voltage.

Residents must not extend their local network with hubs, switches or wireless LAN access points, according to the ANU’s Networks Operation Policy.

The security of resident machines is not the responsibility of the House. It is each resident’s responsibility to ensure that their virus scanner is up to date and that their computer has the latest operating system updates. Failure to do so may result in internet access being revoked by the University without notice.

University IT networks may not be used to copy or distribute copyright material without the permission of the copyright holder. Breaches can lead to immediate sanctions and suspension from the network and action by the University under the University’s IT policies and Discipline Rules.

Please see http://itservices.anu.edu.au/overview-and-structure/governance/policies/ for more information on relevant University IT policies.

**Internet access**

Your access to the Internet is provided through the University and you are subject to all relevant University Statutes, Rules, Orders, policies and procedures governing use of information technology resources as well as other applicable laws.

Please note that the ANU requires all residents wanting connection to the Internet to have installed an up-to-date virus scanner and all current security patches for your operating system.

In line with the ANU’s Networks Operation Policy, residents must not install their own hubs, switches or wireless LAN access points.

University IT networks may not be used to copy or distribute copyright material without the permission of the copyright holder. Breaches can lead to suspension from the network and action by the University under the University’s IT policies and Discipline Rules.
Please see these sites for more information on relevant University IT policies:


Information Technology account management and access:
SECURITY PROTOCOL

Duty Residents are available between 4.00pm and 11.00pm daily (with additional daytime hours on the weekends and Public Holidays) and should only be contacted after 11.00pm for emergencies. In the case of an emergency, ANU Security Officers are available to attend to acute problems. The following is the protocol to be followed by residents and ANU Security Officers when handling requests after 11.00pm. A Security Officer should be called immediately on 6125 2249 or ext. 52249 in the following circumstances:

1. In any after-hours emergency involving the health or well-being of a resident of Graduate House, the Security Officer should be called immediately. In cases of serious illness, death, fire or other life threatening situations, emergency services should always be contacted on 000 (dial 0 for an outside line first) or on 112 from a mobile phone prior to contacting a Security Officer.

2. In situations where a resident feels at risk, danger or intimidated, the Security Officer should be called.

3. In situations where there is a suspected intruder in Graduate House or an attempt to enter Graduate House illegally, the Security Officer should be called.

4. If there is a serious malfunction of any piece of equipment or facility of Graduate House, the Security Officer should be called.

5. If a resident is locked out of their room after hours (after 11.00pm), the Security Officer should be called.

6. If a resident has witnessed an act of vandalism and/or theft, the Security Officer should be called.

Security officers should not enter residents’ rooms unless invited to by the person occupying that room, or that person’s legal agent, unless the occupant is in need of immediate attention.

Security officers should not be asked to disturb a resident of Graduate House after hours unless there is a suspected emergency situation involving that person or their room and/or its facilities.

VEHICLE PARKING AT GRADUATE HOUSE

Pay parking is available on-campus and Resident-only designated parking is available in two locations for Graduate House. These spaces are limited, not reserved or guaranteed. Spaces are allocated on a first-come first-serve basis to enrolled students who have applied for and received a valid permit issued by the ANU parking Office. Residents are strongly encouraged to apply as soon as possible for a permit as the parking
office maintains a waiting list of applicants. As permits sell quickly, residents need to consider their personal arrangements if they arrive at the House with a car and are unsuccessful with their application or are placed on a waiting list for a campus parking permit.

Residents who require temporary parking must use the CellOPark Pay as you Go (PAYG) parking service.

For Information about ANU CellOPark casual car parking please see:
https://services.anu.edu.au/campus-environment/transport-parking/casual-parking

Graduate House residents can, subject to availability, purchase a resident surface parking permit for the parking area located next to Graduate House and the first row of parking behind the Menzies Library. There are currently 31 spaces in this designated residential parking area. Graduate House residents are not eligible to park in the Dickson or Kingsley parking stations.

Residents must notify the parking office upon departure from the University. Residents who are found lending, selling or giving their parking permit to anyone may incur a fine.

For more information on obtaining an ANU parking permit please see:
https://services.anu.edu.au/campus-environment/transport-parking/permit-parking-surface-and-parking-station#resident. Residents may also make contact with Parking Administration at the Innovations Building or by dialling 6125 0179 or ext. 50179 or via email parking@anu.edu.au

Roads within the University are classified as public roads for the purpose of the ACT Motor Traffic Act and the University Parking and Traffic Statute. Traffic and parking regulations are enforced by the University’s Traffic Officers and the Australian Federal Police. Along these lines, Australian law requires cyclists to wear helmets.

**Vehicle Security**

The House advises all residents with vehicles that theft in the University car parks is a reality. The University community encourages all car owners to protect themselves against theft by having a security system installed and/or by using a steering wheel lock at all times when the vehicle is unattended. Residents are also encouraged to remove all articles of value from their cars when parked. The onus is on vehicle owners to ensure that their cars are not easy targets.
RESIDENT ROOMS

On arrival at Graduate House each new resident will be provided with a Room Inventory/Condition Report. Residents are asked to confirm that all of the items listed are in the room and the condition of the room (existing damage or marks, floor coverings, walls, window fixtures etc.) and that each item (table, chair, fridge etc.) provided by Graduate House matches that noted on the report. Residents will be required to return the report to Reception. If anything listed is not in your room, or you are concerned about the condition of any item, please notify Reception on ext. 51999 within one business day of your arrival as this inventory will be placed on file and used as a basis for future room inspections and when you leave.

If you do not require a room item, it is important that you notify the Residence Manager or Administration Assistant (Graduate House). They will arrange for the removal of the item from your room. Please do not remove any item from the room without permission. The removal of room items at any time is not allowed as all items in the rooms are the property of Graduate House and are not to be taken away for any reason.

The House is to be maintained at an appropriate level of cleanliness, including common areas and the rooms of residents. This is required for a number of reasons, including health issues, fire safety and to assist all residents and staff in the general enjoyment of the facilities provided.

Residents are responsible for ensuring that their rooms and shared common areas (such as kitchens) are left in an appropriate condition at all times. The House is responsible for routine cleaning of all common areas of the House.

Residents are provided with a Schedule of Cleaning and are responsible for keeping their rooms clean and tidy. Room inspections will be carried out periodically (every 6 months) to ensure the condition and cleanliness of the room is maintained, fair wear and tear excepted. The Residence Manager will provide a schedule of inspections one week in advance by mail and/or email. Residents who receive a notice requiring them to again clean their room (or specific areas of the room) after an inspection but fail to do so to a standard reasonably expected of Graduate House within the timeframe specified in the notice, will be responsible for the payment of any fees and charges incurred by the House for having the room cleaned by a third party.

The Room Inventory provided to all residents on arrival at the House and returned for placement on file will be used as a basis for room inspections.
In case of spillages and/or broken glass (window) please contact the Accommodation Manager or Administration Assistant or the Administration Manager as soon as possible.

Graduate House provides cleaning products for use within resident rooms. Multiklean is provided in all resident rooms; the replacement cost is $3.00 per bottle.

Vacuum cleaners are available at Reception and after hours with the assistance of a Duty Resident. Residents will need to provide their Student ID card in order to checkout a vacuum cleaner.

**Fridges & Cook top/Oven (Graduate House)**

A small fridge and cook top/oven is located in each resident room. It is the responsibility of each resident to ensure that they are kept clean at all times along with kitchen sinks and workbenches which must be wiped clean and dry after each use. Freezers must be defrosted on a regular basis in accordance with the Schedule of Cleaning.

**Bathroom Facilities**

Each resident room contains a bathroom with shower, sink, cupboard and toilet. It is the responsibility of each resident to ensure that they are kept clean at all times with the bathroom shower recess and screens, walls, tiles, ceiling, windowsill and basin wiped dry and free of all soap residue or mould.

**Changing Rooms**

For billing and emergency evacuation purposes, residents cannot change rooms without permission of the Administration Manager.

**Decorating Your Room**

Many residents like to personalise their room. Please note that the use of staples, pins, hooks or nails etc. on the walls or furniture of Graduate House property is not permitted. Sticky adhesive materials are also not to be used. Blue Tac unfortunately is not permitted as it leaves an oily residue and peels the paintwork. Only UHU Yellow Tac or White Tac should be used to affix posters, notices, and photographs and is available for purchase at stationery stores and post offices. Special hooks are provided at Reception free of charge for residents wishing to hang items in their rooms.

Residents should be aware that they may be charged for any damage over and above reasonable wear and tear. Please ensure all damage is reported to Reception staff at the earliest opportunity.
**Electrical Items**

The Australian National University requires all ‘high risk’ electrical appliances in House, including those owned by residents, to be tested for safety and tagged. Where appliances do not meet safety requirements they must be removed from the House.

All electrical appliances in Australia are 240 volts. The House may arrange to have your appliances tested. You must make your appliances available for this purpose. Personal computers and some other electronic items are not included in the testing regime.

Residents are provided with heaters in their rooms. Residents are not permitted to use bar heaters in their rooms due to the extreme fire hazard they pose. If necessary, residents may use fan heaters which have built-in devices that prevent the heater from overheating.

For reasons of fire safety and electrical loading limitations you are not permitted to have in your room:

- Air-conditioning units
- Personal heaters
- Washing machines or dryers (these are provided for residents in the House laundry rooms)
- Electric blankets
- Irons (these are provided for residents in the House laundry rooms)
- Travel power adapters
- Camping style cookers with gas cylinders

When using electrical equipment:

- Check the safety tag; ensure that the next test/retest date recorded has not been passed.
- Make sure main cords are well-connected and in good condition.
- Make sure extension cords are uncoiled and protected from undue wear, tear and exposure.
- Use equipment only for its intended purpose.
- Ensure electrical equipment is in good condition.
- Use power-boards only with overload protection; double adaptors may not be used.
- Do not position equipment where it will pose a hazard.
- Unplug equipment before cleaning it.
- Turn items OFF when not required. It is a safer practice to do so and the impact on the environment can be reduced considerable if power consumption is cut.
Urgent Access to a Resident’s Room without notice

Various emergencies may arise such as fire, flooding etc. where access to a resident’s room by a staff member will be required without notification. On entering a resident’s room, in the absence of the resident, the staff member accessing the room will leave a card noting the date, time, person/s and reason why the room was entered.

SCHEDULED MAINTENANCE

Preventative Maintenance

Graduate House conducts preventative maintenance services on an annual basis for common areas and resident rooms as deemed necessary by Graduate House management. The Residence Manager will notice to be serviced to residents one week in advance by mail and/or email.

Programmed Pest Control

Pest control services are carried out every six months over a half day period in all resident rooms and common areas. The Residence Manager will notice to residents of when rooms are to be serviced one week in advance by mail and/or email.

Fire Blanket Inspection

Spotless Services and/or their contractors conduct checks on the fire blankets that are installed in all resident kitchens. This routine check is conducted on a bi-annual basis and takes no more than 5-10 minutes to complete. The Residence Manager will provide notice to residents of when rooms are to be serviced by email.
Keys

Upon taking up residency at Graduate House, residents are issued with the following keys (two of each in the case of double rooms):

1 x mailbox key, 1 x room key, 1 x sliding door key (for ground level rooms) and 1 x temporary access swipe card (where necessary).

Due to fire safety hazards we are unfortunately unable to provide keys to the deadbolts locks on the sliding doors on the ground floor. However, these deadbolts can be easily locked and unlocked manually from the inside.

Residents must return their keys when vacating at the expiry of the residential period. Temporary access swipe cards must be returned when Student ID cards become activated for access to Graduate House (shortly after arrival) or upon departure (for partners in double rooms).
INTRODUCTION

Single accommodation is offered for research students in 58 of the 61 student rooms located on the first and second floors of the South and Garden Wings of University House. The remaining 3 student rooms in the Garden Wing are double rooms (double bed and separate study area) and are available for postgraduate students and their spouse/partner. There are shared bathrooms on each floor of both wings and a kitchen on the second floor of both wings. A furnished Common Room is located on the first floor of the South Wing and the second floor of the Garden Wing.

Each resident’s single or double study bedroom at University House is furnished and carpeted. Please note that you are responsible for your room and its contents. An inventory of your room’s contents, noting the condition (existing damage or marks) of the contents, walls and fittings, is provided on your arrival.

On arrival please check to see that all of the items listed are in the room and that they are in sound condition, as noted on the “Room Inventory/Condition Report” provided to you on arrival. If anything listed is not in your room, or you are concerned about the condition of any item, please notify the Office on ext. 55259 within 48 hours of your arrival as this inventory will be used to check the room when you leave.

If you do not require a room item, it is important that you notify the Residence Manager. Please do not remove any item from the room without permission. The Maintenance staff or Room Attendants will be instructed to remove the item from your room.

The removal of room items at any time is not permitted. All items in the rooms are the property of University House and are not to be taken away for camping trips or any other events.

Please also ensure that all furniture is in the room when you leave University House.

Your room will be checked on the day of your departure. Any missing or damaged items will be charged against your room deposit at a rate determined by the Residence Manager. If your room is left in an unsatisfactory state, you will be charged a minimum of $50 plus administration fees as a contribution to cleaning costs.

All keys issued to you upon arrival must be surrendered at the Reception upon departure, including tags. Residents will incur a charge for loss of keys (refer to page 21 for details on charges).
ACCOMODATION

Criteria for Admission

Students seeking long term accommodation at University House should be full time doctoral candidates of the Australian National University or doctoral students visiting from other universities. On occasions, and with the approval of the Master, part-time research students may be granted residency. A small number of Masters students may be accepted.

Reservations and Waiting List

Students seeking accommodation at the House must complete the Application for Residence via the ANU Accommodation portal https://portal.rcc.anu.edu.au/. An email inquiry will not be accepted as an application.

All students hoping to live at University House are placed on the waiting list. Students who are new to the University or are currently living off-campus and are seeking accommodation at the House must complete an on-line application. The new applicant’s application is available at https://portal.rcc.anu.edu.au Applications are filed in the date order received with appropriate allowance for the date accommodation is actually required. Frequently Asked Questions regarding the University House and Graduate House waiting list may be requested from Graduate House Reception graduate.house@anu.edu.au.

Period of Stay

Students may stay at University House as resident postgraduate’s while they are enrolled for their program of research, up to the time they submit their thesis. Other than in exceptional circumstances, residents are allowed to stay no more than 6 weeks beyond the completion of their examinations (coursework students) or thesis submission (research students) to give them time to finalise their affairs with the University. In exceptional circumstances, residents may apply through the Residence Manager to the Master to stay in residence longer after completion or submission, if their status changes from full- to part-time, or if their studies are suspended.

A Room Occupancy Agreement between the student and University House will be signed for the time ranging from the date of arrival to the end of the calendar year. A new contract will be signed prior to the expiration of the previous one in force and will cover the period from 1 January of the following year for the period of stay required (in such case where a PhD resident has submitted their thesis) or to the end of the year, whichever is applicable, and so forth.
The minimum period of stay is 28 days. In some circumstances a shorter period will be approved and is a decision made by the Residence Manager, depending on room availability and the status of the existing waitlist.

Please note: it is the responsibility of the student to advise the Residence Manager that they have submitted their thesis or if their enrolment status has changed.

**Subletting**

Resident Students are not permitted to sublet their room to another student at any time without prior authorisation granted by the Residence Manager following the submission of the relevant application form. Those students who have been granted permission to stay at University House on a sublet contract for less than four weeks must pay their account in full for the duration of their proposed stay in advance plus the $500.00 refundable deposit and an administrative fee.

**ACCOMMODATION FEES AND OTHER PAYMENTS**

Accommodation fees are set by the University every year, and listed in the Tariff Schedule. The room rate which is exempt of GST (Goods & Services Tax), includes the cost of electricity and water consumption (excluding the usage of coin operated washing machines and dryers), the vacuuming of your room and public corridors in the student wings, and parking if applicable. Residents pay a small contribution towards the cost of the weekly House Dinner, and to the Common Room Committee Fund.

Student Residents must pay 14 nights’ accommodation charges in advance upon arrival. The accommodation account is to be kept in credit at all times. Students are notified by email if their account falls into arrears. The House reserves the right to charge the going casual commercial room rate if payment is not received within 48 hours of notice being given and until the account is placed in credit again.

Payments for both accommodation and deposit are the responsibility of each resident student.

Direct Debit is the preferred method to cover your accommodation costs. This can be set up upon arrival with the Residence Manager. In exceptional circumstances, credit cards, EFTPOS, money orders and bank cheques are also acceptable methods of payment. Personal cheques or cash payments are not accepted.
A refundable deposit of $500.00 must also be paid prior or upon your arrival at University House. This deposit is kept on a separate account with all other Student Resident deposits paid. The purpose of the deposit is to cover any unpaid items on a student’s account at the end of their stay and to cover any damages to their room. If at the time of permanent departure from the House everything is in order, the deposit is refunded to the student by the same method of payment as it was originally received. A registration fee of $300.00 for new resident students accepted into the House is also applicable prior to your arrival.

Should a resident lose their Fire Door Key the resident will be responsible for part of the cost of replacing the door locks and Fire Door keys in the student wing. In this case, the deposit of $500.00 will not be refunded to the resident student upon check out unless the key has been returned. The cost of replacing lost or damaged items such as keys may be found in the Graduate House & University House - Tariff Schedule (please note that not all items may be listed in this Schedule).

FRONT OFFICE RECEPTION

Graduate House reception is the main contact point for University House residents. Graduate House reception is responsible for the coordination of resident payments, student bookings, the admission process and the maintenance of student accommodation files for those students residing at University House.

The administration team at Graduate House is here to help with any administrative questions or assistance you may need during your time at University House. The office is open between 8:00am and 4pm, Monday to Friday.

Your Account

Accommodation charges are applied to your account fortnightly in advance and are recorded separately to all other charges, which are posted per usage as extras. A copy of your account is available from Graduate House reception.
RESIDENT ROOMS

Servicing Rooms

Residents are responsible for cleaning their own room and maintaining the room in a clean and tidy state. Room inspection will take place on a periodic basis. If your room is in an unsatisfactory state, you will be given time and instructions on how to remedy the situation, and then your room will be reinspected. Should your room continue to be in an unsatisfactory state, the House reserves the right to have the room professionally cleaned and to pass the costs on to you.

All bed linen, as well as a bedspread, one blanket, a mattress protector, one pillow and towels, are provided by the House. Clean linen will be provided to each student on a fortnightly basis by request.

It is the residents’ responsibility to change their own bed linen. Soiled linen is to be returned to the housekeeping store room and exchanged with clean linen.

Allocation of Rooms

Choice of a specific room is not available with all students allocated the standard size single room, based on the room offered being that just vacated by a previous resident, with the exception of the three double rooms in the Garden Wing. The names of all students are placed on a waitlist in arrival date order to determine allocation of a larger room once one becomes available. The Residence Manager will offer the large room to the next student on the waitlist, in writing. The student has the option to decline the offer, however, their name remains on the top of the list for another offer in the future. If the same student declines a second offer, their name will drop to the bottom of the waitlist.

A request to move from the allocated room, after check-in, to another for any reason other than for a maintenance issue will attract a cleaning fee; please refer to the schedule of fees.

Bathrooms

There are two toilet and shower blocks, which are shared by both male and female residents, on each floor of the South Wing and one on each floor of the Garden Wing. Residents are expected to ensure these are clean after use. Strict rules apply.

Fridges

A small fridge is located in each student room. It is the responsibility of each resident to ensure that it is kept clean at all times. Upon departure, all perishable items must be removed and the fridge to be cleaned.
Central Heating

Each room in University House South Wing is centrally heated. Individual heaters are available in the Garden Wing rooms. The heating is operational from April, when it starts to get cold, until the weather gets warmer, usually during November. The radiators in those rooms that have them can be adjusted (or turned off) by the occupant. Owing to fire regulations, and to protect against power overloads, residents are NOT permitted to use any other type of heater, unless provided by the House. Infringement of this rule may result in disciplinary action.

FACILITIES

Laundry

Washing machines and dryers are available in each of the resident wings at University House. The South Wing laundry room is located opposite the kitchen on the top floor, and the Garden Wing laundry machines are located in the bathrooms.

Laundry usage is included in the tariff though residents should be considerate of the need for the fellow residents to make use of the washing machines. Please make the most of your wash loads in order to minimize the length of time the machines are occupied.

Residents should not leave their clothes unattended as the House takes no responsibility for unattended machines.

Kitchen (South & Garden Wing)

The kitchen is a popular meeting place, ideal for catching up with other resident students of the House. It also offers the opportunity to develop your culinary skills by sharing cooking tips and new recipes. A storage cupboard is provided for each resident, as well as refrigerators and freezers, which are shared. University House supplies most eating and cooking utensils.

Resident students are responsible for maintaining a clean kitchen, cupboards and refrigerators. Essentially, this means removing any food that has deteriorated so that other food is not contaminated, wiping down benches and cleaning up after yourself in general. Every student is responsible for cleaning their individual storage unit prior to departure and removing all goods. Regular inspections are conducted by the Residence Manager and Administration staff.
University House strongly encourages its residents to be environmentally committed, and supports any realistic environmental initiative proposed by the residents. Residents are responsible for their own recycling.

**Kitchen Safety**

Residents must take every precaution when cooking to prevent injury to themselves and others:

- Never leave anything cooking without supervision.
- Protruding pots and pans have the potential to be hazardous; someone could inadvertently bump a pot, spilling its contents, so always turn handles inwards.
- Do not pour fat or oil down the sink. This is an environmental hazard and may block the drains with solidifying fat. The preferred method of disposal is to pour the fat or oil into a sealable container, which can be thrown into the bin.
- There are fire extinguishers and fire blankets provided in each kitchen. Should a fire involve fat or cooking oil, use this equipment because water does not extinguish these fires.
- Only use plastic containers in the microwave ovens. Never place anything metallic in the microwave ovens, including metal rimmed plates, as this will cause damage.
- Cover all containers being heated in the microwave as food splatters cause rapid rusting and deterioration of the microwave.
- The oven stovetops use induction technology, **induction cookware must be used**, induction cookware is made of a magnetic-based material, such as cast iron or magnetic stainless steel. Please only use induction compatible cookware on the stovetops.
- The House will not tolerate residents not respecting the rules of the kitchens as set out in the Handbook issued by the Senior Residents and presented upon arrival to the House.

It is absolutely essential that footwear be worn at all times in the Kitchen, and in all areas of University House. This is a Health and Safety Regulation.

**Bicycle Enclosures**

Bicycle Enclosures are available and we strongly recommend residents purchase a sturdy locking device such as a U-lock to secure their bike in these enclosures; regardless of advertising, “coil” locks are routinely and quickly cut. The main entry door key permits access to the bicycle enclosure in the main car park for residents of the South Wing while residents of the Garden Wing have access to the enclosure beside the cellar Café entrance at the rear of the building.
University House provides a bicycle registration service to ensure there is plenty of space available for residents’ bicycles and to help protect bicycles against theft. All bicycles stored at University House must be registered with the Residence Manager and stored in bicycle sheds provided. As a matter of courtesy and safety, please do not park your bicycles in stairwells or block access along pathways as they can pose a serious hazard and such any bicycles found locked to poles, down pipes, stairwell railing or without registration stickers will have their locks cut by our maintenance staff.

As space is limited and it is sometimes difficult for residents to find a place for their bicycle in the sheds House management at the start of each semester will place red warning tags on bicycles that appear to be abandoned or do not have a registration sticker on them.

Residents will have two weeks from a date specified by House management to register their bicycles if they have not already done so or if they receive a red tag on their bicycle. Bicycles not registered after that two week period will be considered abandoned and/or unwanted and in accordance with the Uncollected Goods Act (ACT) 1996 will be removed from the premises and disposed of by our maintenance staff on a date specified by House management.

MAIL

Incoming mail is placed by room number in the mail slots available in the South Wing and Garden Wing. Residents receiving parcels or Post Office Parcel pick up Notices are issued with an “Item to Collect” slip which is delivered to your mailbox. Residents are responsible to collect the items from reception. It is your responsibility to make arrangements for redirection of your mail when you leave. The House will redirect mail for up to a period of one month at a cost comparable to Australia Post.

Residents should arrange for their mail to be addressed as follows:

Name
Room Number, University House
1 Balmain Crescent
Australian National University
ACTON ACT 2601
AUSTRALIA

TELEPHONES

A telephone handset is available in each room, which provides each resident with free calls within the University. All other calls made from your room are charged at a standard call rates.
Voicemail is available on all resident phones with set-up instructions provided upon check in. A flashing light on your phone indicates when a message has been left.

Room phones are not to be used for causing nuisance or annoyance to other residents, staff or students of the University, or other people. Any resident who receives nuisance or offensive phone calls should advise Office staff. The abuse of a person’s privacy in this way cannot be tolerated and offenders may face disciplinary action.

Making calls from your room

All internal to the ANU and in house calls are free of charge.

Internal to ANU:
Dial 5 followed by the last 4 digits of the actual telephone number:
i.e.: 5 5211 when the telephone number is 6125 5211

In House:
For room to room calls to or within the South Wing, dial 71 and the room number:
i.e.: 71 209 when the room number you are calling is 209
For room to room calls to or within the Garden Wing, dial 71 and the room number:
i.e.: 71 409 when the room number you are calling is 409

Reception: Dial 8. There is a short pause before you hear the ringing.

Calls outside the ANU:

External Dial 0, to gain access

Local Dial 0 followed by the local Canberra number.
Long Distance Dial 0 followed by the area code then the number you are calling.
International Dial 0 followed by 0011 + country code + area code + number.

Calls into University House:

The prefix for calling accommodation and student rooms at University House is 61971 i.e. Room 209 would be 61971209.

Emergency Services (for Police, Fire or Ambulance): Dial 0 000

Lifeline (for Crisis Support and Suicide Prevention): Dial 0 131114
Police (non-emergency):
Dial: 0 13 14 44 (for Police attendance)
Dial: 0 6256 7777 (for general enquiries)
INTERNET ACCESS

Internet and wireless access is available in all student rooms. A telephone/data connection and support fee allowing unlimited download capacity is included in your weekly accommodation charges regardless of whether the service is used or not. If access is not achieved, please advise the Residence Manager who will have the matter rectified.

Wireless access is provided at University House via the ANU network and requires a Login and Password provided by your department; University House does not manage or supply Logins and Passwords to student residents for wireless access.

Please bear in mind that the wireless connection will not be as fast as the LAN connection provided in your room. This is true for all resident rooms at University House and throughout the ANU campus.

A Resident IT Assistant is available to assist with any IT issues. The Assistant may need to log a job with ANU IT Services depending on the issue at hand.

SECURITY PROTOCOL

Any security issues should be reported immediately to University House Reception, by dialling 8 from your room. In cases of serious illness, death, fire or other life threatening situations, emergency services should always be contacted on 000 (dial 0 for an outside line first) or on 112 from a mobile phone prior to contacting Reception.

University House reception will contact ANU Security as necessary.
VEHICLE PARKING AT UNIVERSITY HOUSE

Pay parking is available on-campus and Resident-only designated parking is available at University House. These spaces are limited, not reserved or guaranteed. Spaces are allocated on a first-come first-serve basis to enrolled students who have applied for and received a valid permit issued by the ANU parking Office. Residents are strongly encouraged to apply as soon as possible for a permit as the parking office maintains a waiting list of applicants. As permits sell quickly, residents need to consider their personal arrangements if they arrive at the House with a car and are unsuccessful with their application or are placed on a waiting list for a campus parking permit.

Residents who require temporary parking must use the CellOPark Pay as you Go (PAYG) parking service. For Information about ANU CellOPark casual car parking please see:

https://services.anu.edu.au/campus-environment/transport-parking/casual-parking

University House residents can, subject to availability, purchase a resident surface parking permit for a designated parking area at University House. There are currently 10 spaces in this designated residential parking area. University House residents are not eligible to park in the Dickson or Kingsley parking stations.

Residents must notify the parking office upon departure from the University. Residents who are found lending, selling or giving their parking permit to anyone may incur a fine.

For more information on obtaining an ANU parking permit please see:
https://services.anu.edu.au/campus-environment/transport-parking/permit-parking-surface-and-parking-station#resident. Residents may also make contact with Parking Administration at the Innovations Building or by dialling 6125 0179 or ext. 50179 or via email parking@anu.edu.au

Roads within the University are classified as public roads for the purpose of the ACT Motor Traffic Act and the University Parking and Traffic Statute. Traffic and parking regulations are enforced by the University’s Traffic Officers and the Australian Federal Police. Please note that ACT law requires cyclists to wear helmets.
# APPENDIX – KEY CONTACTS

## GRADUATE HOUSE

<table>
<thead>
<tr>
<th>Support service</th>
<th>Hours</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Graduate House reception</td>
<td>8am – 4pm Monday to Friday</td>
<td>+61 2 612 51999</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="mailto:Graduate.House@anu.edu.au">Graduate.House@anu.edu.au</a></td>
</tr>
<tr>
<td>Graduate House Duty Residents</td>
<td>4pm – 11pm Monday to Friday and 9am – 11pm Saturday and Sunday</td>
<td>ext.612 60147, or on 0416 249 463</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="mailto:SLT.Graduate.House@anu.edu.au">SLT.Graduate.House@anu.edu.au</a></td>
</tr>
<tr>
<td>Security</td>
<td>ANU Security provides security services to ANU and works with emergency services to respond to emergencies on campus.</td>
<td>+61 2 612 52249</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="mailto:security@anu.edu.au">security@anu.edu.au</a></td>
</tr>
<tr>
<td>Emergency Services</td>
<td>Ambulance, Fire brigade, and Police</td>
<td>0-000</td>
</tr>
</tbody>
</table>

## ANU SUPPORT SERVICES

<table>
<thead>
<tr>
<th>Support service</th>
<th>Hours</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Skills &amp; Learning Centre</td>
<td>9am - 5pm weekdays (Closed on public holidays and weekends)</td>
<td>+61 2 6125 2972</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="mailto:academicskills@anu.edu.au">academicskills@anu.edu.au</a></td>
</tr>
<tr>
<td>Access &amp; Inclusion</td>
<td>9am-5pm weekdays. Closed on public holidays.</td>
<td>+61 2 6125 5036</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="mailto:access.inclusion@anu.edu.au">access.inclusion@anu.edu.au</a></td>
</tr>
<tr>
<td>Service</td>
<td>Description</td>
<td>Contact Information</td>
</tr>
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<td>-------------------------------</td>
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<td>---------------------------------------------------------------</td>
</tr>
<tr>
<td>Chaplaincy</td>
<td>The Chaplaincy is open from 10am-4pm during term periods.</td>
<td>+61 2 6125 4246</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="mailto:chaplaincy@anu.edu.au">chaplaincy@anu.edu.au</a></td>
</tr>
<tr>
<td>Counselling Centre</td>
<td>Open each day of the year excluding weekends, public holidays and the University shutdown period. We are open from 0855 until 1645 (4.45pm) and close for lunch between 1300 - 1400 (1:00pm - 2:00pm). To make an appointment, please phone on +61 2 6125 2442 or come in to the Centre in person.</td>
<td>+61 2 6125 2442</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="mailto:counselling.centre@anu.edu.au">counselling.centre@anu.edu.au</a></td>
</tr>
<tr>
<td>Dean Higher Degree Research</td>
<td></td>
<td>+61 2 6125 8487</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="mailto:dean.hdr@anu.edu.au">dean.hdr@anu.edu.au</a></td>
</tr>
<tr>
<td>Dean of Students</td>
<td>Appointments with the Dean and Deputy Dean are available between 10am-12noon and 1.30-3.30pm Monday to Friday. Please contact us to arrange a convenient time.</td>
<td>+61 2 6125 4184</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="mailto:dean.students@anu.edu.au">dean.students@anu.edu.au</a></td>
</tr>
<tr>
<td>Health Service</td>
<td>9am – 5pm</td>
<td>+61 2 6125 3598</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="mailto:health.reception@anu.edu.au">health.reception@anu.edu.au</a></td>
</tr>
<tr>
<td>Student Central</td>
<td>Monday to Thursday, 9am–5pm Friday, 10am–5pm</td>
<td>135 ANU (135 268)</td>
</tr>
<tr>
<td></td>
<td>Student Central is one email, one phone number, and one location for all current international and domestic student enquiries.</td>
<td><a href="mailto:student@anu.edu.au">student@anu.edu.au</a></td>
</tr>
<tr>
<td>Student Experience and Career</td>
<td>Weekly drop-in Drop-in for career related questions, feedback on job applications, questions about interviews.</td>
<td>+61 2 6125 3593</td>
</tr>
<tr>
<td>Development</td>
<td></td>
<td><a href="mailto:careers@anu.edu.au">careers@anu.edu.au</a></td>
</tr>
</tbody>
</table>
For immediate assistance

If you, or a student you know, has just been the subject of a sexual assault and the student is in immediate fear for their own safety, or the safety of others, then call 000 and seek immediate police assistance. The police can provide security and gather evidence in relation to the assault beyond what the University can provide.

<table>
<thead>
<tr>
<th>Support service</th>
<th>Hours</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Canberra Rape Crisis Centre (CRCC)</td>
<td>7am - 11pm</td>
<td>6247 2525</td>
</tr>
<tr>
<td>CRCC provides free and confidential crisis and ongoing counselling, support, advocacy and information about medical and legal options. Support for men, women and children who experience sexual assault. CRCC have counsellors on campus 5 days a week.</td>
<td>After hours</td>
<td>131 444</td>
</tr>
<tr>
<td>ANU Counselling Centre</td>
<td>9am - 4.45pm (Mon-Fri, closed 1 - 2pm)</td>
<td>6125 2442</td>
</tr>
<tr>
<td>The ANU Counselling Centre provides free and confidential crisis and ongoing counselling for ANU students. The Counselling Centre are open each day of the year excluding weekends, public holidays and the University shutdown period. Same day appointments are available.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Forensic &amp; Medical Sexual Assault Care (FAMSAC)</td>
<td>9am - 5pm</td>
<td>6244 2185</td>
</tr>
<tr>
<td>Based at Canberra Hospital FAMSAC provides forensic and medical sexual assault care to people who have experienced sexual assault.</td>
<td>After hours</td>
<td>6244 2222</td>
</tr>
<tr>
<td>1800RESPECT</td>
<td>24 hours</td>
<td>1800 737 732</td>
</tr>
<tr>
<td>National sexual assault, domestic and family violence telephone counselling service.</td>
<td><a href="http://www.1800respect.org.au">www.1800respect.org.au</a></td>
<td></td>
</tr>
<tr>
<td>Service Assisting Male Survivors of Sexual Assault (SAMSSA) - part of CRCC</td>
<td>7am - 11pm</td>
<td>6247 2525</td>
</tr>
<tr>
<td></td>
<td>After hours</td>
<td>131 444</td>
</tr>
<tr>
<td>Service</td>
<td>Hours</td>
<td>Phone Number</td>
</tr>
<tr>
<td>--------------------------------------------------</td>
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<td>---------------</td>
</tr>
<tr>
<td>Counselling for Aboriginal and Torres Strait Islander Survivors (Nguru)</td>
<td>7am - 11pm</td>
<td>6247 2525</td>
</tr>
<tr>
<td>Qlife Counselling and Referral Service for people who are lesbian, gay, bisexual, trans, and/or intersex</td>
<td>3pm - midnight</td>
<td>1800 184 527</td>
</tr>
<tr>
<td>Domestic Violence Crisis Service</td>
<td>24 hours, 7 days</td>
<td>6280 0900</td>
</tr>
</tbody>
</table>