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Welcome from the Head of Residence

It gives me great pleasure to extend to you a warm welcome to Toad Hall at The Australian National University.

We are a community of some 230 mainly postgraduate scholars from all over the world, many of whom will be studying away from country and home for the first time. There will no doubt be mixed feelings of excitement, anticipation and apprehension as you leave supportive family, friends and colleagues. You will, however, have a very special opportunity to form new friendships with fellow residents from a rich and diverse range of cultures, academic disciplines, experiences and backgrounds – friendships that can last a lifetime!

We strive to provide an inclusive environment where students are able to pursue their studies and research as well as be offered opportunities to participate in a wide range of academic, social, sporting, cultural and community activities. I hope you will take advantage of these opportunities that can greatly enrich your experience as a student at Australia’s national university.

As Head of Residence, I am responsible to the University for all aspects of the good governance of the Hall, including your wellbeing and safety and that of the other residents. In order to achieve this, I work with a great team of committed people available to help and support you - the Administration Manager, Community Coordinators, Senior Residential Scholars, Residential Scholars, and the Administrative/Front Office, Housekeeping and Maintenance staff.

I very much look forward to welcoming you to the Toad Hall family, and you are always welcome to come by and see me anytime to share ideas or discuss matters of importance.

With best wishes,

Ian Walker

Dr Ian Walker
Values and Ethos

Unity In Diversity

Colours

**White** - Peace, Sincerity, Equality and Progress
**Purple** - Sovereignty and Justice
**Gold** - Generosity and Elevation of the mind

Icons

**Lion Symbolizes** Dauntless, courage, Bravery, Strength, Valour and Excellence. Able to face any challenges and overcome any obstacles. All used widely around the world, Continents, Countries and States on shields, flags and emblems.

**Feather Symbolizes** Academic or Scholarly achievement.

**Olive Leaf Trophy** Symbolizes Sportsmanship, Victory, High moral values, Harmony and Goodwill.

**Globe** Symbolizes Worldliness, Diversity and Global community that is interwoven and interacting.

The official Toad Hall crest, designed by residents in 2008, embodies the colours and symbols that represent so much of the values and ethos of the Hall. Coming together from all parts of the world, the Hall community embraces the worth of every member and recognises our common humanity and our shared goals of mutual understanding, scholarly achievement, strength in the face of opposition and adversity, and the wellbeing of all people whomever and wherever they are. We promote and celebrate our “unity in diversity”.

Resident responsibilities

In all ANU Halls of Residence, residents are expected to maintain a mature and responsible attitude to life, with informality being the general approach. 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:

Responsibilities of residents

Toad Hall:

- is non-smoking;
- does not tolerate illegal drugs or firearms;
- does not allow any pets;
- requires noise levels to be kept to reasonable levels;
- makes residents responsible for the behaviour of their guests; and
- will terminate a Occupancy Agreement for anti-social behaviour, such as theft, harassment, drunkenness, 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.

Hall responsibilities

In return for meeting their responsibilities, residents can expect:

1. to be treated courteously and politely by staff;
2. to receive adequate prior notice before work is carried out in the Hall that may cause disturbance;
3. the provision and upkeep of a safe, clean and reasonably quiet living and study environment;
4. respect for their right to privacy, although the Hall reserves 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 emanating from unattended rooms, to conduct inspections, or attend to maintenance issues;
5. to receive a Schedule of Fees setting out their financial commitments for the year (please note that charges for laundry, phone and internet usage, and other ancillary services may change throughout the year); and the opportunity to express concerns or ideas for the operation or improvement of the Hall.
Staff of the Hall

Head of Residence
Has overall responsibility for the good management and leadership of the Hall, for discipline of the Hall, and for the wellbeing of its residents and staff and for the maintenance of the building. The Head is also responsible for the enforcement and formulation of Hall policy.

Head of Residence
Dr Ian Walker
X 56061
ian.walker@anu.edu.au

Administration Manager
Plays an important role in assisting the Head of Hall in the many pastoral, financial, and administrative tasks that need to be addressed. The Administration Manager oversees the day-to-day running of the Hall including security, building maintenance, staff and planning.

Administration Manager
Lucinda Watt
X 56856
lucinda.watt@anu.edu.au

Admissions Officer
Provides administrative support to the Administration Manager and oversees the operation of the front office. You should direct all admissions, accounts and room enquiries to the Admissions Officer.

Admissions Officer
Monica Raets
X 56066
monica.raets@anu.edu.au

Reception Staff
Provide a range of services to residents, including phone and account information, co-ordination of cleaning needs that arise, and provision of local information about the ANU and Canberra.

Front Desk Officer
Rhiannon Jakobasch
X 56060
rhiannon.jakobasch@anu.edu.au
**Community Coordinators**

Are residents in the Hall and provide ongoing leadership and pastoral support to the residents individually and to the community. The senior resident team assists and supports the Community Coordinators in their role and act as out-of-hours duty wardens.

**Community Co-Ordinator**

George Carter  
george.carter@anu.edu.au

**Community Co-Ordinator**

Shuai (Jack) Li  
shuai.li@anu.edu.au

**Maintenance Staff & Housekeeping/Cleaning Staff**

The maintenance officers attend to building maintenance matters and the cleaners are responsible for the cleaning of common areas each weekday. Requests for these services are logged via the Accommodation Portal and not made directly to these officers.

**Residents Committee**

**Toad Hall Residents’ Advisory Committee (THRAC)**

The THRAC is a committee responsible for representing the views and interests of Toad Hall residents. There are four floors in Toad Hall and each has elected representatives on the THRAC. Elections take place at the beginning of each semester.

**Senior Residents and Residential Scholar (SRs)**

<table>
<thead>
<tr>
<th>Name</th>
<th>Room</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nicholas Oliffe</td>
<td>B315</td>
</tr>
<tr>
<td>Jo Leen Lim</td>
<td>B017</td>
</tr>
<tr>
<td>Anuparna Mukherjee</td>
<td>E368</td>
</tr>
<tr>
<td>Akeel Feroz</td>
<td>G385</td>
</tr>
<tr>
<td>Wellington Barchue</td>
<td>B215</td>
</tr>
<tr>
<td>Rebecca Buckland</td>
<td>C225</td>
</tr>
</tbody>
</table>
You contact the duty warden by phoning

33 from your room or 0411 255 983 from a mobile.

Toad Hall’s pastoral care team is led by the Head of Hall and Community Co-Ordinators. They are trained in most emergency and first-aid situations, are your first point of contact as well as being a friendly face if you feel like just dropping by for a chat. SRs will hold social gatherings for their residents throughout the year and also have a portfolio to work with during the year.

As part of their contribution to community under their scholarship awards, the SRs are rostered on duty to assist you with issues that arise Mon – Fri between 4.30pm and 9.00am, weekends and public holidays. They can assist you with routine matters until 11pm.

Assistance

Security

ANU Security will escort you to/from anywhere on campus to/from the Hall. Call x52249 to arrange a security escort. Security Officers have many duties to perform; delays may at times be unavoidable and emergencies always take priority. The University also provides a free after-hours bus service with a set route around the main campus and to Fenner Hall. For more information, see: http://facilities.anu.edu.au/unisafe

The security of the Hall and the grounds is best afforded through the vigilance of residents. If you see suspicious behaviour in the Hall or on the grounds, please report it immediately to the Senior Resident on duty, the front office, or ANU Security on x52249. Likewise, please do not let people you do not know into the secure areas of the residence and do not, under any circumstances, divulge details of other residents to visitors to the Hall.
After Hours Assistance

The Senior Resident (SR) On-Call

The Senior Resident team are On-Call every night of the week (5.00 p.m. until 9.00 a.m. the next morning) and through the weekends to assist residents after hours.

The Senior Resident On-Call can assist you with:

- checking-in between 5pm and 11pm;
- lock-outs;
- access to folding beds for guests and to vacuum cleaners;
- noise disturbances within Hall;
- emergency or urgent situations (fire, accidents, intruders, flooding etc.);
- access to locked common areas that you have previously arranged permission to access.

You can contact the Senior Resident On-Call by telephoning 33 from your room phone. After 11pm, the duty warden is “on call” rather than “on duty” and should only be called for emergencies such as fire, accident, extreme illness, or an intruder in the Hall. The SR on-call does not, after 11 pm, undertake routine tasks. If the SR is called after 11pm for non-emergency matters, a late call-out fee of $50 will be imposed and the service declined. This does not apply for noise complaints and room lock outs.

We have community use after-hours duty phones on all upper floor levels in E block (next to each E block staircase) and an after-hours duty phone in the foyer of the ground floor to contact the duty warden or the front desk for lock outs or emergencies.

Emergency Contacts

<table>
<thead>
<tr>
<th>Emergency Contacts</th>
<th>33 or 0411 255 983</th>
</tr>
</thead>
<tbody>
<tr>
<td>Senior Resident On-Call</td>
<td>33 or 0411 255 983</td>
</tr>
<tr>
<td>Emergency - Police/Ambulance/Fire Brigade</td>
<td>0 000</td>
</tr>
<tr>
<td>Calvary Hospital - CNR of Haydon Drive &amp; Belconnen Way, Bruce</td>
<td>(02) 6201 6111</td>
</tr>
<tr>
<td>Canberra Hospital, Yamba Drive, Garran</td>
<td>(02) 6244 2222</td>
</tr>
<tr>
<td>Lifeline</td>
<td>131114</td>
</tr>
<tr>
<td>Canberra Day &amp; Night Chemist</td>
<td>(02) 6248 7050 or (02) 6249 1919</td>
</tr>
<tr>
<td>O’Connor Shops (Opening Hours: 9am–11pm)</td>
<td>(02) 6248 7050 or (02) 6249 1919</td>
</tr>
</tbody>
</table>

ANU Student Services

| ANU Security                                           | 52249 or (02) 6125 2249 |
| Health Services                                        | 53598 or (02) 6125 3598 |
| Counseling Centre                                      | 52442 or (02) 6125 2442 |
| Student Welfare Officer                                | 55663 or (02) 6125 5663 |
| Academic Skills & Learning Centre                     | 52972 or (02) 6125 2972 |
| Dean of Students                                       | 54184 or (02) 6125 4184 |
| Access and Inclusion                                   | 55036 or (02) 6125 5036 |
| Careers Centre                                         | 53593 or (02) 6125 3593 |
Residents are able to dial Lifeline on 131114 and Emergency on 000 regardless of the credit status on their room extension. Residents will need to dial 0 to get an outside line first.

Illness or Accident

In the case of illness or an accident that is not an emergency, transport to hospital is a private matter. We recommend the use of a taxi where this is appropriate. If you choose to go in a private vehicle, we recommend that a friend, in addition to the driver, accompany you.

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 you have health cover that includes ambulance travel. In such instances you should contact the Office, the Senior Resident-on-Duty, another Senior Resident, or Community Coordinator to arrange an ambulance.

In cases where the Head of Residence or nominee determines that there is a grave concern for your health or wellbeing, your preferred emergency contact persons (listed on your Accommodation Application or as advised to the Hall Office) will be contacted.

All Senior Residents have First Aid training and are equipped with first-aid kits. There is a medical centre on campus (open Mon–Fri, 9am–5pm), located next to the Sports Union. It is highly recommended that you let your Senior Resident or a member of the administration staff know if you suffer from an illness or sustain an injury during your time in Hall. This will help to ensure that you can receive proper care and attention.

Facilities

Bathrooms

In Toad Hall there are shared showers and toilets near your room. These facilities are unisex and are single lockable cubicles which are cleaned daily.

Bathrooms should be kept clean and tidy after each use so all residents are content. In Australia we only flush toilet paper in the toilet. Hand towels are disposed of in the bathroom bin (near the sink) and all sanitary items are disposed of in the bin next to the toilet. Please flush all toilet paper inside the toilets. Do not place toilet paper in bins.

Please do not use hand towel from the bathrooms for kitchen spills.

Bicycle Storage

Bicycle storage is available on-site for secure bicycle storage. You cannot store your bicycle in your room. All bicycles must be registered with the Hall. This can be done through the Front Office. Any bicycle found attached to trees, traffic signage, stair railings or left in blocks will be removed. Unregistered bicycles risk confiscation. Bicycle theft is a problem on campus. We suggest you invest in a U-Lock. You should also insure your bike against theft.

Confiscated bicycles will be held in a secure storage area and can be collected through the Front Office, once they have been registered. Any bicycle that is unclaimed will be kept for a period of 3 months where after it will be donated to charity.

Bike racks are located at the entrance of Toad Hall for intermittent use by residents and visitors to the hall. Residents are encouraged to utilise the bike sheds overnight or after hours.

Helmets are compulsory in the ACT and must be worn when riding around campus or beyond it.
Common Rooms

Common Areas Adjoining Kitchens
A TV may be brought into these areas, but please do not bring in other furniture or put posters on the wall.

Courtyards
The Courtyards to the east and west of the Hall are for the use of residents and their guests. If you intend to organise a social gathering there, please inform the office as a courtesy and leave the area clean after your gathering.

Common Room Kitchen – Dinner parties and gatherings
Please be considerate of those who share your block when you are organising a function. If it does not suit your block mates to have your guests there at the time you would like, it is possible to book the Rabbit Room (alcohol free) for up to 12 people. The common room kitchen can be booked in advance. Your guests, who are your responsibility, should remain in your company at all times in the Hall. Large gatherings should not be held during exam periods. You should clean up immediately after the function.

The Anton Aalbers Common Room
This is the common room where Hall-wide events are held for residents and guests. There is a big-screen TV, DVD, pool table, table tennis, library, and comfortable sofas. It opens onto the courtyard area by Sullivans Creek. Residents are required leave it clean and tidy and take all your belongings when you leave. This is the only common room alcohol is permitted, as per Toad Hall alcohol policy: http://www.anu.edu.au/study/accommodation/handbooks

Music Room – The Weasel Room
This is the music room which can be booked up to 11pm. A guitar and a keyboard owned by the Hall are kept in this room for the use of residents. To make a booking add your name to the bookings sheet on the door and use your room card to gain access to the room.

Computer Rooms
Computer rooms are provided for the use of Hall residents, with the priority being for academic use. These rooms are equipped with a mix of PCs and Macs, and a laser printer. The computers are connected to the ANU Network, and have identical software configurations to the Information Commons Computer Labs on campus in places such as the Chifley Library. All labs are available 24-hours a day. Be advised that files are regularly deleted from these desktops and hard drives.

It should be remembered that the Computer Rooms are primarily a quiet place for study. To this end, some common sense rules apply to your use of them:
- Eating, drinking or smoking in the computer rooms is not allowed.
- The rooms are for residents’ use only.
- Noise (especially from computer games) and conversations should be kept to a minimum, and music should only be listened to using headphones.
- Machines may not be reserved for more than 5 minutes. If you require a longer break, please vacate the machine.
- Academic work takes priority over recreational use at all times, so game playing is only acceptable if there are other machines free.
- Problems should be recorded on the ITS Service Desk website available from the ANU web page.
Wireless Network 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.

Wireless access is available in all areas of Toad Hall, including your room. You will need to download the Resnet installer by visiting http://wireless.anu.edu.au/ and download the ANU-Secure / Resnet installer.

A LAN access point is located next to your telephone port for your internet usage. You simply need to plug in using a LAN cord. Cords can be purchased from the front office for $10. Unlimited Internet charges are included in your weekly tariff.

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.

To help you protect your 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 you 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 website http://security.anu.edu.au.

In Hall IT assistants are available to help you if you have any trouble with your internet. To log a job simply send an email with your name, room number and query to:

toadhallit@gmail.com

Kitchen

Shared Kitchen

Each kitchen has a microwave, toaster, and oven, refrigerator with freezer section, kettle/jug, dustpan and broom and fire blanket. It has motion sensors that turn the stove and lights off when you leave. You will need to bring tea towels, dishwashing detergent, cooking utensils, crockery and cutlery.

Kitchens have space and facilities only for the residents designated to use them. You should only infrequently bring a guest to the kitchen to cook with you.

Each resident is allocated 3 lockable cupboards to store food stuffs and cooking equipment and a section in the refrigerator. The room number will be displayed on the allocated areas.

Housekeeping staff will clean kitchens, bathrooms and common areas daily, but are not responsible for cleaning up after residents. It is expected that each resident leaves the kitchen in a clean state for the next person. To enable housekeeping staff to perform their duties in the kitchens, you are required to store your belongings in your allocated kitchen cupboard space and not on the bench tops. Items left on bench tops will be removed.

Food Storage

Cooked food must be sealed / covered for storage in refrigerators. Space is limited, so do not store food in pots and pans. Any items kept in the freezer should be sealed and have the owner’s name and room number written on them. To avoid health risks, rotting food in the refrigerator or unlabeled or out-of-date food in the freezer will be thrown out. A fridge and freezer clear out is conducted at the start of each semester. If you are concerned about theft of food you should always keep the kitchen door closed.
Laundry
Laundries are located at the bottom of A/B, C, E, F & G stairwells. They contain washing machines, dryers, irons and ironing boards. They also contain large sinks for washing your clothes by hand – the only place in the Hall where it is acceptable to hand wash clothes. Drying lines are provided outside E, F & G ground floor blocks and where possible should be used instead of high electricity consumption dryers.

Parking
Resident parking is not available on site. Resident-only parking is available for Toad Hall residents at a nearby location. These spaces are limited and only available to those with a valid permit issued by the ANU parking office.

For further information and permit applications, please visit:

Study Rooms
The Otter Room
This room can be booked (sheet on room door) for a maximum of 4 hours for 6 people. If the room is not booked, you are welcome to use it. No alcohol can be consumed in this room, as per the Toad Hall alcohol policy: http://www.anu.edu.au/study/accommodation/handbooks

The Rabbit Room
This room can be booked for up to 2 hours between 7am and 11pm. There is a sign-up sheet on the door. If there is no booking after yours, you may stay longer. It is suitable for larger study groups and dinner parties may also be held there. A small kitchenette enables you to reheat food but it is not suitable for full food preparation. However, the common room kitchen can be booked if you plan to cook for a group. No alcohol is to be consumed in the Rabbit Room (http://www.anu.edu.au/study/accommodation/handbooks) which must be left clean and tidy and be vacated by 11pm.

Meeting Rooms
The Badger Room
This room is set apart for formal meetings and interviews. The Badger Room hosts Toad’s Table, a formal dinner with special guest speakers and a limited number of attendees, at least once per semester. This room cannot be booked for resident social functions.

Finances
Bursaries
Accommodation bursaries are available to assist eligible students who are experiencing financial difficulty. Further information, details of eligibility and application forms can be found on the Accommodation Services web site.
Tariffs
Please see the ANU Halls and Colleges Fee Summary on the Accommodation Services website.

Fee Payment
A Schedule of Fees, including payment dates, was included in your offer pack.

No statements are issued when rent is due, although you may request one at any time from the Front Office.

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.

For those who choose to pay fortnightly, Direct Debit is the only method by which you may do so. The amounts shown on the Schedule of Fees will be direct debited from your account except in cases where your outstanding balance is different to these amounts, in which case the balance will be taken.

A direct debit form was included in your offer pack, and additional forms are available from the Front Office.

Direct Debit is an easy means of making regular and automatic payments directly from your Australian bank or credit union account. You only need to hand the completed form to the Front Office and payments will commence at the next rent due date. Be sure that sufficient funds are in your account to accommodate this transaction otherwise you may incur a fee from your financial institution.

If you are unable to make a payment, you must discuss the matter with the Administration 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.

Late Payment
A resident who has a debt to the Hall, and not negotiated a suitable financial agreement with the Administration Manager, may be refused permission to put credit on their phone, or to place any other optional charges on their account until the debt is settled.

Room Deposits

Refunds
You will need to fill in a form to have your deposit refunded at the conclusion of your residency. The refund will be reconciled against your final account, and include any unused credit on your phone account, less any outstanding rent.

The refund will not be processed until your room has been vacated and inspected. Any costs associated with cleaning, tampering, or damage will be deducted from the refund as per the Occupancy Agreement.

Please ensure you provide an accurate forwarding address that will remain current for at least eight weeks. The refund will be made by a direct credit transaction to your Australian bank or Credit Union account. Cheques or foreign bank drafts may also be used if other payment arrangements are not possible. Such instances may include international students who have closed their Australian bank account. At peak times during the year it may take up to six weeks for your refund to be processed. Overseas bank drafts can take considerably longer.

If you are departing with the intention of returning in the following academic year, the deposit will be retained and carried forward.
Safety

Electrical
The Australian National University requires all ‘high risk’ electrical appliances in Hall, 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 Hall. The office is able to arrange to have your appliances tested at your request. You must make your appliances available for this purpose. Personal computers and some other electronic items are not included in the testing regime.

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

- Heaters of any description
- Cooking equipment, including kettles, toasters and rice cookers
- Air-conditioning units
- Washing machines or dryers
- Electric blankets
- Irons

Remember all electrical appliances in Australia are 240 volts.

When using electrical equipment:

- Check the safety tag; ensure that the next test/retest date recorded has not been passed.
- Make sure mains 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 considerably if power consumption is cut.

Fire and Safety Alarms

Break Glass Alarms
Near most building exit doors and near lift foyers there are “break glass” alarms. If a resident of the Hall encounters difficulties and needs immediate support, the break glass alarm can be used to call for help. It will set off the fire alarm and the Duty Warden and/or Deputy Head of Residence or Residents/Community Coordinator can be there within minutes. There are also break glass panels attached to building exit doors which do not set off the fire alarm, but should also only be used in an emergency. Careless or irresponsible triggering of alarms may result in a fine or disciplinary action.

Room Fire Doors
It is a serious offence if students remove or tamper with the screw to prevent the closer working or making it jam against the door so that it doesn’t close fully. The type of screw used in these closers is not a standard screw. If a student tampers with the door closer and the screw has to be replaced the charge for the replacement screw will be passed on to the resident concerned.
Under the Emergencies ACT 2004 Section 96 (3): “A person commits an offence if the person fixes a fire door, smoke door or exit door in an open or closed position in a way that is not approved by the chief officer (fire brigade).” This offence holds a max penalty 6 months prison, 50 penalty units or both. Each room is a sole occupancy fire rated compartment, and the door is classed as a fire egress door. The Emergencies Act 2004 can be found at http://www.legislation.act.gov.au/a/2004-28/20040701-14674/pdf/2004-28.pdf. This offence is a “strict liability offence” which means the penalty must be enforced and cannot be appealed.

Fire Response Equipment
Fire hoses, fire extinguishers and fire blankets are in place to protect people and property. Please do not touch the equipment unless you need to use it for a fire. Please report any use or abuse of the equipment to the Front Office.

Smoke and Heat Detectors and Sprinkler Heads
Detectors for heat and smoke are located throughout the building. The detectors are an important part of our safety system and it is an offence to tamper with them or cover them in any way. Sprinkler heads are fixed to the ceiling of all rooms, please do not hang clothes or items from the heads or pipes. Any such action may result in the cancellation of your Occupancy Agreement.

Fire Alarm
During a fire alarm a loud signal will sound in the Hall. If this happens, please follow the directions posted on the back of your room door and/or common area noticeboard. Please ensure you are familiar with these procedures.
Should the alarm indicate that an evacuation must take place, please do so in an orderly and calm manner. Congregate at the designated meeting point until the all clear is given.

There will be fire drills during the year. For your own safety, please treat them seriously.
False fire alarms caused by neglect and/or mischief will attract a fine. Intentional false alarms, tampering with fire equipment (including the closing mechanism on your room door), or disobeying the instructions of a Fire Warden can result in the termination of your Occupancy Agreement, and residents will be held liable for any cost associated with inspecting, re-setting, or re-calibrating any equipment which has been tampered with.

No items of any kind, including shoes, bicycles, shopping trolleys, baggage, boxes etc., are to be left in the corridors or foyers of the floors, or any public area of Hall, as these constitute a safety issue in the event of an evacuation.

Candles and incense
The use of candles and incense in all areas / rooms is strictly prohibited.

Security Cameras
Cameras exist in the hall for the protection and security of staff and residents of Toad Hall.

Hall Security
The Hall is not open for public entry and no residents should ever allow a stranger in. Anyone found in the Hall not accompanied by a host resident will be asked to leave. For safety, the Hall is locked between 5pm and 9am on weekdays and all day on the weekend. Entry to the Hall is restricted to the main front door after 11pm. You may enter the main door during these hours by using your student access card.

It is wise to keep your room locked at all times to minimise the possibility of theft. You must never lend your keys to others. Please report lost keys to the office as soon as possible.
Security is everyone's concern, and residents are expected to play their part in this by:

- behaving appropriately, and ensuring that their guests/visitors do the same;
• notifying appropriate people of suspicious or dangerous incidents; and
• following appropriate instructions from ANU Security and authorised ANU personnel.

The Halls 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 Heads of Residences will ensure that their staff and functionaries are appropriately trained to deal with security issues, including when issues should be referred to ANU Security or the Police.

Residents are responsible for the security of their personal property within the Hall.

Services

Mail
Mail is delivered on weekdays to the Hall in the morning. It will then be placed in the alphabetical slots opposite the office. Parcels will be held at the office and can be collected during office hours. Upon delivery of a parcel, an email will be sent notifying you that there is mail awaiting your collection.

If you are to be away for a short time or are expecting an important item in the mail, you can ask the office staff to hold it for you.

Incoming mail should be addressed to:
Mr/Mrs YOUR NAME
Toad Hall - The Australian National University
30 Kingsley Street
ACTON ACT 2601

Front Office Hours
To assist you, office hours are Mon – Fri 9.00 am - 5.00 pm.

Improving the Environment
Rubbish Disposal
Recycling – Toad Green

The bin in your room is for your personal rubbish and you should empty it into one of the four big green bins behind Toad Hall.

The white kitchen bin inside the kitchen is for food waste and kitchen rubbish.

The recycling box inside the kitchen cupboard is for kitchen rubbish that can be recycled. On the front of the bin is a sheet that explains what can be put inside this bin.

The green compost bin on the bench top is strictly for food scraps

The paper recycling box in front of the kitchen is for one-sided A4 paper recycling only.

The cardboard recycling skip at the back of Toad Hall is for cardboard recycling only. Please flatten your cardboard boxes before you put them into this bin.

The blue bins outside E and C laundries are for clean paper recycling only.
The green bin with a yellow lid at the back of Toad Hall is for recyclable materials only. The cleaners empty the kitchen recyclable materials waste into this bin. Personal rubbish should not be put into this bin.

The four big green bins at the back of Toad Hall are for general rubbish and waste.

Photocopying
Photocopying is available at all libraries on campus. It is not available in Toad Hall.

Newsletters
The Toad Hall newsletter “Croak” is published by the SR team on a fortnightly basis. Croak has notices relevant to activities in the Hall and around ANU that will be of interest to residents and the front office and management staff also use it to put out notices and messages. Residents are also invited to contribute stories, jokes, photos and articles that may be of interest to the Toad Hall community. The SR editors will advertise for these contributions throughout the year.

Cleaning
The team of housekeepers at Toad Hall are contracted to provide a daily cleaning service to all common areas and block kitchens. Bathroom facilities are cleaned daily during the week and if required on the weekends. The housekeepers are not personal cleaners and do not dispose of your room rubbish nor clean resident’s rooms. Vacuum cleaners are located in each kitchen on the first, second and third floors of Toad Hall and in both A/B & G laundries for ground floor residents.

Official Communication
The preferred method of communication is through your university email account; however the Hall may also communicate with you through the SR team, phone, notice boards, notice under your door, via your Student ID mailbox. It is your responsibility to keep your contact information correct and up to date.

Maintenance
You can lodge a maintenance request online using the ANU Accommodation Portal.

Once you have logged on, you will need to click on the ‘MAINTENANCE’ tab toward the top of the page and then select whether the request is for your room in Toad Hall, or a Toad Hall common area.

Complete the maintenance request by selecting a ‘category’, ‘item’ and completing the ‘description’ section with as much information as possible. Please do not forget to click ‘save and continue’, your maintenance request will not be processed if you do not save.

You will be able to view the progress and completion of your maintenance request at any time by clicking on the ‘MAINTENANCE’ tab and selecting the maintenance job you wish to view.

Storage
There is limited room to store your luggage away. Due to work, health and safety requirements, luggage can only be stored during office hours. Residents will be limited to either one large suitcase with the following approximate dimensions:

1. Maximum width: 600mm (60cm)
2. Maximum depth: 300mm (30cm)
3. Maximum height: 700mm (70cm)

Or a maximum of 2 items per resident with the following maximum dimensions per item:
1. Maximum width: 500mm (50cm)
2. Maximum depth: 500mm (50cm)
3. Maximum height: 400mm (40cm)
4. Maximum weight: 30 kg

Only current and returning residents may store luggage.

**Telephones**

**Making internal calls** (free of charge)

- Toad Hall residents – simply dial the last five digits. For privacy reasons there is no directory of Toad Hall extensions published.
  - Duty Warden – dial ‘33’ (there is a connection delay, please be patient).
  - ANU extension or other residential Halls/Colleges – dial the last five digits (except for John XXIII where they do not have internal lines – you will need to dial ‘0’ then the full external number.

**Making external calls** (calls outside Toad Hall and outside the ANU)

First, you need to add credit onto your phone account – this can be done at the front office or online via the accommodation portal. When all the credit on your phone has been used, you will be allowed to complete the call you are on. Once you hang up, you will not be able to make any more calls until you place more money on your phone account.

- To make an external call you need to dial ‘0’ for an outside line. Then dial the number you wish to call.
- To make a call within Australia you need to dial ‘0’ for an outside line, then the area code and the number you wish to call.
- To make a call outside Australia, dial ‘0’ for an outside line, then ‘0011’ for international, then the country code, area code and the number you wish to dial.

**Obtaining and adding credit to your phone balance**

You can obtain the balance and/or add credit to your telephone account by logging onto the accommodation portal [http://accom.anu.edu.au/UAS/186.html](http://accom.anu.edu.au/UAS/186.html) and selecting the ‘account’ tab. Payment to your telephone account can also be made at the front office with a debit or credit card. You can also check your account balance by dialling ‘58000’ and following the prompts.

**Receiving Calls** (calls to you from family and friends)

- From within the ANU and other residential halls and colleges – the caller needs to dial the last five digits of your phone number.
  - Anyone calling you from outside the University will need to dial your full eight digit number.
  - From another country your caller will need to dial ‘61’, ‘2’ ‘618’ and then the last five digits of your room phone number (ie: 61-2-618-xxxxx)
Setting Up Your Voice Mail (Answering Machine)

Your phone will show a red light if you have any messages. Please check your messages regularly as your mailbox will only hold 20 messages. No one can leave you a message if your mailbox is full!

To access Voicemail - dial ‘53333’, then the default security password ‘12121’. The system will then take you through password and mailbox identification setup and you will need to delete the previous resident’s messages. Please follow the prompts. (If ‘12121’ is incorrect please see the front office to have the password reset.) Please change your password at the first opportunity so that others cannot access your messages.

- To change your security password - dial ‘53333’ (your password) # 4 then 2 then 1 then (enter new password) #.
- To listen to a message – dial ‘53333’ (your password) # then 1 1.
- To record a greeting – dial ‘53333’ (your password) # then 4, then 3, then 1 1 (record your greeting) #.
Room policy (your room)
Each room contains a bed with a mattress, desk, chair and bookshelf. You will need to provide or purchase your own bedding (duvet + cover, pair of sheets, pillow and pillowcase), towel, coat hangers, washing detergent etc. Residents must always use a sheet on the Hall’s mattress. Your sheets, pillow cases and towels should be washed regularly; the normal practice in an Australian household would be to wash these weekly.

On the back of your door you will find information about prohibited electrical equipment and instructions in case of a fire alarm. Please read them carefully.

Accommodation during Vacations
Hall accommodation is often required for external guests, conference/sporting groups during summer vacation periods. However, if the nature of your program work or personal circumstances requires that you stay at Hall, accommodation may be provided for you depending on availability. You must apply on the form provided by the date advertised as accommodation is limited.

Re-Admissions Policy
The governing principle for readmission of residents within ANU Halls of Residence is to ensure that the Halls maintain a culture of mutual respect among resident members, a positive educational and social ethos, and due regard for ANU strategic plans. The Halls of Residence are also committed to the preservation of a balanced and diverse community.

Residents sign a contract for a maximum of up to one year. Readmission is not automatic and is subject to a reapplication process, which is outlined below.

Considerations
Readmission of a resident to an ANU Hall of Residence is subject to the resident’s previous:

observation of ANU policies and procedures (including the Discipline Rules) and the relevant Hall of Residence’s conduct requirements that are listed in the Occupancy Agreement and Handbook, including but not limited to clauses pertaining to misconduct, noise, cleanliness, community safety, alcohol and tobacco; satisfactory academic performance, as defined under the Academic Progress Rules (for undergraduate and graduate coursework students) and the Research Award Rules (for postgraduate research students); fulfillment of the resident’s financial and other obligations, as outlined in the Occupancy Agreement; full-time enrolment and a commitment to full-time enrolment for the following academic year.

The readmission process may also take into account a positive attitude to community living, leadership and leadership potential, and the record of participation in such things as student government, sports, learning communities and other purposeful activities.

Readmission is to be decided on an individual resident basis according to the above considerations. When a resident is not readmitted, the Hall of Residence must provide the resident with the reasons for its decisions, including reference to the considerations taken into account when making the decision.

Where a resident has been offered readmission to a Hall of Residence, the resident’s readmission will be subject to:

continued observation of ANU Statutes, Rules, Orders, policies and procedures (including the Discipline Rules) and the relevant Hall of Residence’s conduct requirements that are listed in the Occupancy Agreement and this Handbook; satisfactory academic performance (as defined in paragraph 1.1(b) above), which will be monitored at the end of each semester; and the resident maintaining a full-time enrolment.

Please refer to the University Accommodation website for a full description of the Re-Admissions policy.
Use of Room

Terms and Conditions of Residence have been provided to you separately as part of the offer documentation. In addition to those Terms and Conditions, the following simple, common sense rules apply to use of your room:

- Fire regulations prohibit cooking, burning of candles or incense, or the use of electric radiators, electric blankets, or any other heating device in rooms.
- Please do not use sticky tape, or put stickers on any surface (as they are very hard to remove). Use a removable adhesive, such as Yellow-Tack, if you want to put a poster up in your room.
- You cannot bring your own furniture to the Hall; this includes a mattress, without express permission from the Head of Residence.
- You must not enter the ledge outside your room, nor place any items on the ledge.
- Noise must be kept to a reasonable level at all times but particularly after 11pm. Be aware of the time if you are talking with friends in your room, playing music, or on the phone. Nobody likes having to wake the Senior Resident on Call at 2am to ask someone to keep things quiet – least of all the Senior Resident on Call! The Head of Residence will follow through on every complaint.
- Do not leave any items, particularly shoes, outside your room. These constitute a major hazard in case of evacuation, and will be confiscated on sight.
- To discourage pests, any foodstuffs kept in your room must be stored in sealed containers and your room bin must be emptied regularly and before you leave the Hall for any extended period.
- It is your responsibility to keep your room in a clean and tidy manner. Vacuums are stored in the cupboard above the fridge in each kitchen.
- Mops are available on each floor for cleaning up spills. Please contact your SR to collect this from the store room if needed.

There are a few other policies worthy of note:

- The Hall reserves the right to conduct periodic room inspections. These will be advertised with at least 24 hours’ notice. A resident whose room fails inspection will be given the opportunity to bring it to standard. If it is still in an unacceptable state after re-inspection, the Hall will clean the room and charge the resident a fee. Residents must give access to their rooms for inspection and maintenance purposes.
- The Hall reserves the right to move a resident to another room, at the Head of Residence’s discretion. You cannot change room without the permission of the Head of Residence.

Cooking in your Room

Is prohibited due to fire regulations

Decorating your Room

- Posters may be put on your walls with a removable adhesive such as Yellow-Tac. Do not use sticky tape nor put stickers on any surface.
- Your essential furniture is provided. You may not bring other furniture into the Hall.
Guests & Visitors

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.

At all times, the Head of Residence has discretion over a resident’s ‘right’ to have visitors and guests in the Hall and may revoke that ‘right’ if, in the view of the Head, having such visitors or guests compromises the quality of residents’ life.

Visitors to the Hall

Residents are welcome to invite visitors to the Hall. For the safety and well-being of all residents who call Toad Hall home, residents must ensure that any visitors they invite stay with them the whole time they are in the Hall. You must therefore greet your visitors at the Reception Desk during office hours or allow them in the front door yourself after hours. **Residents are responsible for their visitor’s behaviour** and should ensure they make their visitors aware of the Hall rules and practices. Please do not invite more than two (2) visitors at any one time.

Visitors are welcome to stay with you **in the common areas until 11pm**. This is the normal time for visitors to leave the Hall, but your **visitors may stay longer with you in your room** provided that there is no disturbance to other residents. If you then wish a visitor to be an overnight guest, you must inform the office the next morning or on the first day following a weekend or public holiday.

Overnight Guests in the Hall

The Hall tries to assist you in welcoming your family and close friends overnight in the Hall, while not overtaxing facilities and services and not impacting adversely on the day-to-day life and study of your fellow residents. The Hall and its residents need to be protected against non-resident fellow students who press you to provide them with on-going ‘free’ accommodation. To ensure this balance, the following will apply:

You may invite one guest to share your room for **up to five (5) nights in a Semester**. This should be arranged with the Front Office as early as possible and you will be charged a fee per night. The Hall will provide you with a folding bed and a linen pack to be collected from the Office, or after hours from the SR on duty.

Please note that children under the age of 18 years are not permitted to stay at Toad Hall.

Arrivals and Departures

Residents are asked to contact the Admissions Officer at least 48 hours (work-days) prior to arrival to confirm their reservation. Residents are also required to participate in either a group or individual orientation session with a Senior Resident (SR) within the first 5 days of moving in to Toad Hall.

At the end of an Occupancy Agreement, residents are required to vacate their room by 10.00am on the date of departure. If leaving prior to the end of the Occupancy Agreement (remember termination penalties apply) please confirm your departure with the front office a minimum of 4 weeks prior to leaving.

The following must be completed upon departure:

- Your room must be left neat, clean, dusted and vacuumed.
- All yellow-tack, posters, stickers must be removed from all surfaces and fittings.
- Your kitchen cupboard, allocated fridge space and freezer must be emptied and cleaned.
- Failure to adequately clean your room or kitchen cupboard and/or basket will result in a cleaning fee being deducted from your refundable deposit.
• It is your responsibility to arrange for your mail to be re-directed to your new address. You must ensure that we have your correct forwarding address. Forms are available from the front office.

Your room and kitchen cupboard and fridge space will be checked after your departure by Hall Staff. Your refundable deposit will be processed after your departure. Departing residents must complete a ‘refund request form’. This process usually takes between 4-6 weeks.

After checking out, residents of Hall may not for any period of time – move into a friend’s room at Hall or live in central block areas. This is considered to be trespassing and offenders will be asked to leave.

**Keys**

**Room lock-outs**

Residents should take care not to lock themselves out of their bedrooms. A fine will apply for the third and consecutive lock out(s) per semester. A period of 2 weeks grace at the beginning of each semester will allow you time to get used to taking your keys with you at all times. Lock outs will NOT be recorded during office hours. If you need to get your room unlocked, you should contact the office (during the hours of 9am to 5pm Monday to Friday). If it is outside office hours you should contact the SR on duty.

**Room Inventory**

To assist with maintaining a high standard, a form listing the contents of your room will be provided for you to complete upon checking into your room. Any items that are noted to require repair or replacement will be actioned by the Hall.

**Field Work**

If your field work requires you to be absent for a period of 2 months or longer, you should discuss this with the Head of Residence providing relevant documentation from your academic supervisor. You may then vacate your room and store your belongings in a ground floor luggage room. The Hall will retain your deposit and allocate you a room on your return.

**Short Absences from the Hall**

If you are going to be absent from your room for several days, please advise the office so that we are not concerned for your safety and so we can advise family or friends who may need to contact you urgently during that time. Under no circumstances can you allow a non-resident stay in your room while you are away for the Hall.

**Room Changes**

If you have a serious reason to change rooms you may apply to the Head of Hall. Room transfers are only granted in special circumstances during the academic year. If you wish to change rooms during the summer period you should apply to the Admissions Officer and an administration fee may be required to facilitate it.

**Room Checks**

The Hall will give you 24 hours’ notice of periodic room inspections. If your room is below standard, you will be asked to clean it. If it is not up to standard then, the Hall will clean it and charge you a fee.
Combined Halls Handbook

For University wide policies & procedures regarding:

- Academic Expectations
- Discipline
- Readmissions Policy
- Wellbeing
- Drugs, alcohol and smoking
- Safety
- Facilities

please see the combined Hall handbook:
http://www.anu.edu.au/study/accommodation/handbooks

Occupancy Agreement

For further reading, please see the 2016 occupancy agreement, a document that all residents accept along with the offer of accommodation: