



# GRADUATE HOUSE

## HANDBOOK FOR POSTGRADUATE RESIDENTS



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## ***INTRODUCTION***

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This Handbook has been designed to provide residents with information both useful to their settling in, and necessary to an understanding of their rights and responsibilities while residents of Graduate House. As the contents of the House Handbook forms part of the 'Room Agreement' (see section 3.1 of the Agreement), it is advisable to read it carefully. If you are uncertain about any aspects of information included in the Handbook, please contact the Administration Manager, General Manager or Master of Graduate House for clarification.

## **Resident and House 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.

Graduate House:

- 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 Room 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 Room 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 House that may cause disturbance;
- the provision and upkeep of a safe, clean and reasonably quiet living and study environment;
- the House 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 while respecting the right to privacy;
- to receive a Schedule of Fees setting out their financial commitments for the year. These charges may change throughout the year; and
- the opportunity to express concerns or ideas for the operation or improvement of the House.

## ***WELCOME FROM THE MASTER***

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It is my very great pleasure to welcome you to the Graduate House community. We have 150 residents here from many different countries; they form a thriving and supportive community of scholars pursuing postgraduate coursework or research qualifications.

Graduate House is also part of the University House community. University House has a further 60 PhD residents so that together we are a group of more than 200 with the common goal of postgraduate study at the Australian National University.

We hope that you will regard Graduate House as your home and the people who live and work here, along with those at University House, as your friends and family while you are with us. We also hope, of course, that when you leave here you will remain a part of the alumni network of this House which has been in the Australian National University for over 30 years.

While Graduate House is principally your place of residence, I do hope it will also be an environment in which you can find social, physical and emotional support. The House provides an environment where each of its residents can live and work without disturbing or being disturbed by those with whom they live and where they can enjoy the benefits of a fulfilling social life.

In this Handbook you will find a description of the facilities in your room, those at Graduate House generally and those available to you at University House. The Handbook also provides information on what you can expect at Graduate House 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.

I hope your stay is an enjoyable one and that you will look back on your experience with us as a very happy and memorable period in your life. I wish you every success in your studies and I am delighted that you have chosen to be a member of Graduate House during your time at the University.

## ***UPDATES TO THIS DOCUMENT***

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This document 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 the Master, General Manager, Administration Manager, Student Representatives and Student Residents. Following consultation, the updated document will be distributed to all Student Residents and will become effective 28 days after receipt. Graduate House places an emphasis on consultation with residents and being responsive to resident needs and concerns. In the event that a change does not suit a resident, even after the consultation period, 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.

## ***GRADUATE HOUSE***

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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 program benefits directly from the University's international recognition as Australia's pre-eminent research university.



The House has long enjoyed a reputation for providing a quiet and undisturbed environment in which postgraduate residents can work and live. Its central location and collegial atmosphere is ideal for postgraduate residents looking for a mature, friendly and supportive residence. The House is 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.

Graduate House provides single, and limited double, self-catered accommodation for full time graduate residents of the ANU. Accommodation may also be available for visiting graduate residents from other universities who have the opportunity to spend time at the ANU for the purpose of study, thesis research or fieldwork. The residents represent a truly international community, with residents from many countries studying in a wide variety of academic disciplines.

Graduate House is part of the University House postgraduate community with residents entitled and encouraged to participate in almost all academic activities arranged by the Houses as part of their residency. We do hope you will take advantage of those activities and of all the amenities the two Houses have to offer you.

## ***LIVING IN CANBERRA***

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For those of you unfamiliar with Australia and/or the Australian capital, Canberra is a very clean and quiet city surrounded by bushland and parks. Canberra is a 3-hour drive from Sydney; it is 7 hours from Melbourne and about 2 hours from the coast.

The population of the City is about 300,000, although it feels much smaller. It is the centre of federal government in Australia, and houses the National Parliament, the National Library of Australia, the Australian National Museum, the High Court of Australia, and many other monuments and buildings of national and cultural importance. Many of these are set around Lake Burley Griffin, which is the geographical centre of Canberra.



Canberra is a decentralized city and many people have their own home and garden in the suburbs. The centre of the city – known as Civic – is approximately a 20-minute walk from Graduate House. In Civic you'll find cinemas, shopping facilities, nightclubs, restaurants and a great deal more. However, most residents find the facilities at ANU meet their needs such that they need to visit Civic only occasionally; there are restaurants, cafes, bars, libraries, sporting and medical facilities all on campus.

Canberra is warm and dry in summer, going down to about 15 °C (60 °F) at night and up to about 32 °C (90 °F) – sometimes hotter – during the day. Winter is cold and dry, often freezing at night,

and about 10 °C (50 °F) during the day. Canberra is on Australian Eastern Standard Time but moves to Daylight Savings Time from October to March.



Canberra's public transport system (buses only) meets the needs of most residents. The airport is 15 minutes by car from the ANU and taxis to the University cost approximately \$15. Canberra is a great place for riding a bicycle; Australian law requires cyclists to wear helmets.

Canberra enjoys a wide range of cultures and has the culinary requirements to satisfy them all; you'll find the ingredients for most international cuisines within easy reach.

## ***STAFF OF GRADUATE HOUSE***

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### **Master**

The Master has overall responsibility for all aspects of the governance of the House. With advice and assistance from the Advisory Committee, the Master is responsible for House policy. To make an appointment with the Master, please call ext. 55334.

### **General Manager**

The General Manager is responsible for the overall running of the House, which includes assisting the Master with the formulation and implementation of House policies. To make an appointment with the General Manager, please call ext. 55259.

### **Administration Manager**

The Administration Manager has responsibility for the day-to-day running of Graduate House. To make an appointment with the Administration Manager, please call ext. 51999.

### **Reception Staff**

Reception staff perform all the day-to-day reception duties. They provide services to our residents, from accepting and processing accommodation requests, processing charges, and performing check-in and check-outs through to all other reception-related duties. Other services offered by Reception include mail distribution and sending and/or receiving faxes.

### **Maintenance Staff**

There are three Maintenance staff members at University House who attend to minor maintenance at Graduate House. Residents with any maintenance issues requiring attention are to report them to Reception staff who in turn will advise Maintenance staff.

# ***LIVING AT GRADUATE HOUSE***

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## **Introduction**

Single accommodation is offered for graduate students in 141 of the 150 student rooms (five of which are designated disabled rooms). The remaining 9 student rooms are double rooms (double bed) and are for graduate students and their spouse/partner. A furnished Common Room is located opposite Reception with separate Music and TV Rooms located towards the front of the House off Mac Boot Walk.

Because of the limited space available and the importance of maintaining an agreeable environment for academic work, entry to student accommodation is generally restricted to graduate students of the University.

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. 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 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 (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 24 hours 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 Admin Assistant. Please do not remove any item from the room without permission. The Reception staff will arrange for the removal of the item from your room.

The removal of room items at any time is not allowed. All items in the rooms are the property of Graduate 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 Graduate House.

Your room will be checked on the morning of your departure. Any missing or damaged items will be charged against your room deposit at a rate determined by the General Manager. If your room is left in an unsatisfactory state, you will be charged a minimum rate as per the Graduate House Schedule of Fees as a contribution to cleaning costs.

All keys issued to you upon arrival (as noted in Residency Regulations, Keys) must be surrendered at the Reception upon departure.

### **Reception**

All normal payments and procedures are carried out by the Reception staff under the authority of the Administration Manager. The coordination of student bookings, the admission process and the maintenance of student accommodation files for those residents residing at Graduate House are the sole responsibility of the Administration Manager. Depending on circumstances, you may take up particular problems with the General Manager or the Master, but in most cases they can be best dealt with by discussion with the Administration Manager and Student Representatives.

### **Residential Volunteer (Janitor)**

There is one paid Residential Volunteer (Janitor) who is available for assistance with minor room maintenance (changing light bulbs or smoke detector batteries), organising rollaway beds for resident visitors and the like. The Residential Volunteer is appointed annually at the beginning of the year from among the residents of Graduate House as the result of an application process. The selection is made by a committee consisting of the General Manager and Administration Manager. A Resident Volunteer who has been appointed in previous years may be reappointed to the position provided both Graduate House management and the Residential Volunteer are happy for the reappointment to take place.

Please bear in mind that this position is held by a fellow resident and as such time frames for assistance will apply. Please see Reception for details.

### **Residential Volunteer (IT Assistant)**

There is one paid Residential Volunteer (IT Assistant) who is available to check resident machines and is able to advise residents how to get them ready for connection to the network. Though the IT Assistant cannot undertake hardware repairs on behalf of residents, he/she can refer residents to professionals for hardware repairs. The Residential Volunteer is appointed annually at the beginning of the year from among the residents of Graduate House as the result of an application process. The selection is made by a committee consisting of the General Manager and Administration Manager. A Resident Volunteer who has been appointed in previous years may be reappointed to the position provided both Graduate House management and the Residential Volunteer are happy for the reappointment to take place.

Please bear in mind that this position is held by a fellow resident and as such time frames for assistance will apply. Please see Reception for details.

### **Residential Scholars (Duty Residents)**

There are six paid Residential Scholars appointed annually at the beginning of the year from among the residents of Graduate House as the result of an application process. The selection is made by a committee consisting of the General Manager and Administration Manager. Resident Scholars who have been appointed in previous years may be reappointed to their position provided both Graduate House management and the Residential Scholar are happy for the reappointment to take place. In such cases, only vacant positions will be filled to make the full compliment of Residential Scholars.

Resident Scholars are responsible to the Administration Manager in the discharge of their duties and will be provided with appropriate training (including fire/emergency safety and first aid).

The Residential Scholar positions are responsible for:

- The weekly after hours Duty Roster;
- Welcome new residents;
- After hours collection of parcels, vacuum cleaners, sports, electronic or other equipment supplied by the House (while on Duty Roster);
- Enabling access to resident storage and function areas;
- Fire Warden duties.

### **Social Committee**

The Social Committee is formed from volunteer residents nominated and elected by and from the residents. Nominations and elections to the Committee take place annually at the beginning of the year. The role of the Committee is to organise social and sporting activities for residents of Graduate House, in conjunction with University House. Committee members are responsible for expenditures from the Social Committee fund (refer to the Graduate House Schedule of Fees).

The Committee may elect a Chair from among their number. Each member will accept the responsibilities of Fire Warden and will be given fire warden and first aid training.

### **Student Representatives**

The main objective the Graduate Resident Advisory Committee for University House & Graduate House is to advise the Master on policy related matters, management and governance of both Houses and on matters pertaining to the well-being of residents in both Houses. The Advisory Committee consists of the Master of the House, the General Manager, the Graduate House Administration Manager, the University House Rooms Division Manager, a Chair, four non-residents and four Graduate House & University House residents (two from each House) who act as the Student Representatives of the Houses.

Elections to these two voluntary positions take place annually at the beginning of the year. Representatives are elected by and from the residents of Graduate House. Representatives who have been appointed in previous years may be reappointed to their position provided both the Advisory Committee and the Representatives are happy for the reappointment to take place. In such cases, only vacant positions will be filled to make the full compliment of Representatives.

The Graduate Resident Advisory Committee meets at least four times a year and Tenure for Student Representatives is from March to February. It is therefore preferable that nominees be a permanent resident of the House for the entire period (not subletting and not planning to depart for fieldwork or vacate the House).

The principal roles of the members are to act as a sounding board for the interests and concerns of residents, and to bring forward issues and ideas to the Advisory Committee. The Master and Management regard the Student Representatives as the representatives for the resident body as a whole, and consult the Student Representatives on any matters affecting the residents. Similarly, though residents will normally deal with the Administration Manager, the Student Representatives have direct access to the Master and the General Manager. Please note, though, that any resident with a particular personal problem may contact the Master at any time.

### **Criteria for Admission**

Students seeking long-term accommodation at Graduate House should be full-time postgraduate candidates of The Australian National University or postgraduate students visiting from other universities. Because the accommodation rates at the House are significantly lower than the private sector residential market, the student rooms are for those postgraduates generally being supported financially by scholarship income rather than by full time wages or salaries.

### **Waiting List**

All students hoping to live at Graduate House must be 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 application for residence form. This form is available on the Student Accommodation page of the University Accommodation Services (UAS) website at <http://accom.anu.edu.au>.

Students who are currently living in on-campus accommodation and are seeking accommodation at the House must complete a Hall Transfer form. This form is available from Graduate House. Application time frames and deadlines apply for both forms.

## **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. Applications are filed in the date order received with appropriate allowance for the date accommodation is actually required. Frequently Asked Questions regarding the Graduate House waiting list may be found at <http://accom.anu.edu.au/UAS/234.html>

## **Period of Stay**

Residents may stay at Graduate House as resident postgraduates while soever they are enrolled on a full-time basis for their program of studies/research, up to the time they complete studies or submit their thesis. Generally, residents are allowed to stay 3 or 4 weeks beyond completion of studies or thesis submission to give them time to finalise their affairs with the University. In exceptional circumstances, residents may apply to the Master to stay in residence longer or on a part-time basis.

A Room Agreement between the student and Graduate House will be signed for the time ranging from the date of arrival to the end of the calendar year. A new Room Agreement 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.

## **Academic Expectations**

The House exists to support the academic endeavours and personal development of its residents by maintaining suitable community values and assistance and guidance to individuals. Residents should be aware that the Australian National University has stringent standards regarding academic progress that may affect your enrolment and therefore your eligibility for residency in the House. More information can be found at:

[http://policies.anu.edu.au/procedures/academic\\_progress/procedure](http://policies.anu.edu.au/procedures/academic_progress/procedure).

It is the responsibility of the resident to advise the Administration Manager that they have completed their studies, submitted their thesis or if their enrolment status has changed. The Administration Manager will also conduct enrolment checks once per semester in order to confirm the enrolment status of all residents.

## **Laundry**

Washing machines and dryers are available between the hours of 7.00am-10.00pm with tokens available for purchase from Reception. Residents must purchase and supply their own washing powders and detergents. Residents should not leave their clothes unattended, as the House takes no responsibility for clothes left in unattended machines or on clotheslines.

## **Kitchen (Common Room)**

The use of the Common Room kitchen has been set-aside for the Social Committee and their functions, however, residents having private functions or defrosting their freezer may use the 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 Main 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.

Regular inspections are conducted by office staff.

Graduate House management strongly encourages its residents to be environmentally committed, and supports any realistic environmental initiative proposed by the residents.

### **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 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 the 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 Room 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. 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 red 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 red 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.

## **University House Wednesday Dinners**

University House runs a semi-formal dinner each Wednesday evening at 6.00pm for 6.30pm, for members of the House, academic visitors to the University and for long-term residents. The inclusion of House Dinner has been implemented as part of the amalgamation of University and Graduate House and adds additional value to residency at Graduate House, as it has done for residents of University House for many years. Often there is a lecture or other key event associated with the dinner. There are also special Wednesday evening dinners for the University’s postgraduates, to mark graduation in July and December, and to celebrate the commencement of the academic year.

The room rate for resident postgraduates includes the cost of House Dinner, to which all residents are invited, and expected to attend.

University House will cater for vegetarians, vegans and other special diets at House Dinners. Graduate House residents wishing to attend House Dinner are asked to book at Graduate House Reception during normal office hours. If notice is not given, the House cannot guarantee that special meals will be available on the night. Graduate and University House staff ask residents to be mindful of the time and effort that goes in to organising meals for such large numbers. Please bear in mind that a great deal of food goes to waste if those who have been catered for do not show for dinner.

## **Accommodation Fees and Other Payments**

Accommodation fees are set by the University every year. The room rate, which is exempt of GST (Goods & Services Tax), includes water consumption (excluding the usage of coin operated washing machines).

Residents must pay 14 nights accommodation charges in advance upon arrival. The accommodation account is to be kept in credit at all times. Residents are notified by mail 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 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 where possible.

All charges posted to your account as per usage must be paid directly at Reception with the exception of the Room (tariff) and Phone/Data Line Connection Fee charges which are processed via Direct Debit each fortnight (run separate to each other but at the same time).

As Graduate House is a cashless hall, all payments must be made by EFTPOS (bank card) or Credit Card (American Express (Amex), Diners Club, cash and cheques are not accepted).

Residents are provided with a Tax Statement at the end of each month. These statements break down a resident's account balances such as sundry (electricity), telephone, Internet; indicating 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. A copy of your account is available from Reception at any time during normal office hours.

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. Average electricity costs will vary greatly throughout the year with the summer months being \$7.00 and winter months being \$21.00.

The cost of replacing lost or damaged items such as keys may be found in the Graduate House Schedule of Fees.

### **Financial Assistance**

In exceptional cases where a resident is experiencing difficulty in meeting their financial obligations to the House that resident should contact the Administration Manager to arrange an alternative payment schedule.

### **University Accommodation Emergency Bursaries**

Residents who are in genuine need of financial assistance are encouraged to apply for accommodation bursaries that are available from University Accommodation Services (UAS) website <http://accom.anu.edu.au/UAS/182.html>.

### **The Erica Schmuck Fund**

A fund for residents in need 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 fund is to support residents who are experiencing financial difficulty that may be overcome by a small provision of money from the House, enabling them to continue as both a House resident and University student. The Schmuck family made the Erica Schmuck Fund possible through a generous contribution.

Residents who are experiencing a particular financial hardship and find themselves unable to meet their financial obligations to the House are encouraged to apply in writing to the Administration Manager for a provision of money which would assist them in making payment on their account with regard, for example, to rent, telephone or electricity charges. The Administration Manager and General Manager will consider applications in the strictest of confidence forwarding recommendations to the Master of the House for a final decision.

Please note provisions from the fund are made at once and do not continue on a regular basis; the maximum amount considered per application is \$200.00. Successful applicants will be advised by the Administration Manager that they will receive an electronic transfer of funds to their Graduate House resident account (monies from this fund are not cash based and are generally used to reduce the amount of rent owing to the House).

### **Mail**

Incoming mail is placed in your mailbox, located in the foyer of Graduate House. Residents should note that parcels and letters marked “Personal and Confidential” are held at Reception for collection by the resident. 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  
The Australian National University  
Canberra ACT 0200  
AUSTRALIA

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.

### **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 rate discounted below full commercial rates, with charges starting 10 seconds after commencement of a call. Telephone calls made to 1800 numbers are at no charge though calls to 1300 numbers are charged at normal rates. Residents can request a detailed list of domestic and international telephone charges from Reception.

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 000.

Graduate House telephones 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 lobbying or for otherwise annoying 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.

##### *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.

##### *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.

Burton & Garran Hall: 71 + last 4 digits in actual telephone number

Bruce Hall: 4 + last 4 digits in actual telephone number

Burgmann College: 4 + last 4 digits in actual telephone number

Fenner Hall: (numbers ranging from) 440-445 + last 3 digits in actual telephone number

Toad Hall: 4 + last 4 digits in actual telephone number

Ursula Hall: 0 + 6279 4300 (Ursula Reception)

John XXIII College: 0 + 6279 4999 (John XXIII Reception)

##### *Graduate House Reception:*

Dial ext. 51999. There is a short pause before you hear the ringing.

##### *Graduate House after hours Residential Scholar:*

Dial 0416 249 463 or ext. 60147.

##### *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.

## **Facsimile**

Faxes may be sent and received from the Office. Charges apply for fax transmissions based on duration of the transmission and destination. Faxes received for residents are placed in their mailbox at a cost as per the Graduate House Schedule of Fees. Charges for faxes sent vary and residents are asked to see Reception for charge details. Please ensure the sender uses your full name, in English, on incoming faxes.

## **Email**

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.

## **Telephone/Data Line Connection Fee**

This fee is charged and processed on a fortnightly basis as per the Graduate House Schedule of Fees in a Direct Debit run separate to but at the same time as the Room charge (tariff) Direct Debit run.

## **Internet**

### **Access**

Residents needing Internet access from their room are asked to contact Reception to for more details. Charges are applied as per the Graduate House Schedule of Fees.

Wireless access is provided at Graduate House to all residents in addition to LAN access. The wireless network at Graduate House is provided at a cost as per the Graduate House Schedule of Fees (the same cost as the LAN connection in rooms) to access off-campus websites. It is important to note that ANU sites are free of charge and that use of the wireless network does not pertain to the fortnightly Direct Debit charges for the Phone and Data Connection Fee which is a fixed cost for those connections which have been installed in each resident room.

Most areas, including gardens and common areas, have very strong signal strength, though a small number of areas (resident rooms located within internal style corridors that are surrounded by brick/concrete/metal building materials) have weaker signal strength that may require an antenna to be placed outside the room to improve connectivity. Please note that Graduate House will not reimburse residents who choose to use wireless in the House and may require an antenna.

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 <http://security.anu.edu.au>.

A Local IT assistant (Residential Scholar/IT Assistant) is available to check resident machines and will be able to advise residents 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 these sites for more information on relevant University IT policies:

[http://policies/policies/acceptable\\_use\\_of\\_communication\\_and\\_information\\_systems/policy](http://policies/policies/acceptable_use_of_communication_and_information_systems/policy)

[http://policies/policies/information\\_infrastructure\\_security/policy](http://policies/policies/information_infrastructure_security/policy)

[http://policies.anu.edu.au/policies/network\\_access/policy](http://policies.anu.edu.au/policies/network_access/policy)

[http://policies.anu.edu.au/policies/network\\_operations/policy](http://policies.anu.edu.au/policies/network_operations/policy)

[http://policies.anu.edu.au/policies/internet\\_domain\\_naming\\_and\\_ip\\_addressing/policy](http://policies.anu.edu.au/policies/internet_domain_naming_and_ip_addressing/policy)

### **Health Care Matters**

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

The ANU Counselling Centre and Health Services are 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/>.

### **Severe Psychological Distress**

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 of the House may contact the emergency contact person(s) nominated by a resident in their Room Agreement.

### **Long-term Illness/Disability**

In addition to communicable diseases, which may have a direct impact on the operation of the House, residents occasionally suffer from long-term illnesses or disabilities. Where a resident suffers from a long-term 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 Room Agreement.

Before considering whether to terminate a Room 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 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.

See also the Disclosure of Information by Students with a Disability or Illness Policy: [http://policies.anu.edu.au/policies/disclosure\\_of\\_information\\_by\\_students\\_with\\_a\\_disability\\_or\\_illness/policy](http://policies.anu.edu.au/policies/disclosure_of_information_by_students_with_a_disability_or_illness/policy).

Only if the above discussions/resultant actions do not produce a reasonable and appropriate management process will the Master exercise their discretion to terminate the Room Agreement.

### **Disease in House**

#### **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 of the House or Dean of Residents 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**

The 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)**

As a general rule, informing the nominated emergency contact person(s) is at the option of the resident. However, in cases where there is grave concern for the health or well being of a resident, the Master of the House may contact the emergency contact person(s) nominated by a resident in their Room Agreement.

### **Insurance**

We highly recommend that residents take out insurance to cover their personal belongings. The insurance policy carried by Graduate House does not cover residents' personal belongings.

Graduate House does not take responsibility for the loss of, and/or damage to, personal property through theft or fire and/or sprinkler damage.

### **Public Transport**

Bus routes and timetables are available at <http://www.action.act.gov.au/default.html>. The House is located on a bus route. The bus takes about 10 minutes to travel to the city centre and 20 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.

### **After Hours UniSafe Bus Service**

The University operates a free after-hours bus service from Monday to Friday during the academic year. The bus stops at Union Court, major libraries and all student residences with the closest collection point to Graduate House located on Garran Road between the Phenomics Building and Graduate House. The current timetable and map is available at <http://facilities.anu.edu.au/unisafe/index.php?pid=9>.

### **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 functionaries are appropriately trained to deal with 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. ANU Security will escort you to/from anywhere on campus to/from the House. Ring ext. 52249 to arrange a security escort. Security Officers have many duties to perform; delays may at times be unavoidable and emergencies always take priority.

Theft can only be avoided if each resident is vigilant about closing the door of their room, even when absent for a few minutes. It is also commonsense to ensure that your room door is closed while sleeping.

All doors in Graduate House are designed to lock when they close. Residents must not prop doors open. All doors into Graduate House have security alarms, with some being silent, which are all directly connected to the ANU security area. Other doors have alarms that go off after a door has been left open for more than 1 minute. These alarms are very loud. Careless or persistent sounding of the alarm by a resident will be treated as an offence with any resident responsible possibly having their Room Agreement terminated.

The ANU emergency security number is ext. 52249 (to dial this number from Graduate House, dial 52249). Security in Graduate House is reliant on all residents observing security regulations.

These regulations are:

- all lost keys or swipe cards must be reported immediately to the Administration Manager;
- all access doors in the building 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. 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 in the House or in the immediate vicinity, including the car park, they should report it to the Administration Manager, Reception or a Residential Scholar and ANU Security.

Residents must not allow anyone into Graduate House if that person does not have a key, unless the resident is certain that the person is a Graduate House resident or is in the company of another resident.

## Security Protocol

Residential Scholars are rostered for after hours duties as follows (excluding public holidays):

Monday-Friday: 6.00pm-11.00pm

Saturday and Sunday: 9.00am-11.00pm

Residential Scholars may be contacted on their room extension (noted on the roster located in the foyer entrance), on 0416 249 463 or on ext. 60147. Upon ringing ext. 60147, you will be greeted with a message informing you that you will be connected to the Residential Scholar mobile after a short pause of a few seconds. Do not hang up. If there is no answer on the Residential Scholar 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 Residential Scholar for assistance. Residential Scholars may not necessarily be in Graduate House during their rostered time though they will be nearby.

Residential Scholars are available after 11.00pm for emergencies only. 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 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.

Please note:

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.

Resident-only parking is available at the House. These spaces are limited, not reserved or guaranteed. Spaces are allocated on a first-come first-served 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 may also request a temporary parking permit for themselves or a guest from House Reception a maximum period of 10 days. These permits may only be issued once per year per resident and allow the permit holder to park in the Resident-only parking area at Graduate House as stated on the card, dependent on availability.

All permits must be prominently displayed on the inner side of your car windscreen.

For more information on obtaining an ANU parking permit please see:

<http://transport.anu.edu.au/index.php?pid=102>. Residents may also make contact with Parking Administration at the John Yencken building or by dialling 6125 3649 or ext. 53649.

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.

## **Vehicle Security**

The House advises all residents with vehicles that theft in university car parks is a reality. The University community encourages all car owners to protect themselves against theft by having an electronic security system installed and 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.

## **Programmed Painting Maintenance**

Graduate House conducts painting maintenance services on an annual basis for common areas and resident rooms as deemed necessary by Graduate House management. The Administration Manager will provide a schedule of rooms to be painted to residents two weeks in advance by mail or email.

## **Programmed Pest Control**

Pest control services are carried out every six months over a one day period in all resident rooms and common areas. The Administration Manager will provide a schedule to residents of when rooms are to be serviced two weeks in advance by mail or email.

# ***RESIDENCY REGULATIONS***

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It is essential that residents be aware of the rules, regulations and conditions that govern the agreement that is entered into by you when accepting residency at Graduate House. This handbook contains much of that information. For further assistance, please ask the Administration 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.

## **Graduate House Alcohol Policy**

The House encourages a responsible attitude towards the use of alcohol as outlined in the Liquor in ANU Halls of Residence policy <http://accom.anu.edu.au/UAS/1598>. This policy is intended to allow residents and guests at the 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.

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.

The Social Committee and other groups wishing to serve alcohol at Graduate House during a function must fill in and return to Facilities & Services "Application to hold a function on the ANU Campus" form which can be found at: <http://facilities.anu.edu.au/index.php?pid=360>. This Policy incorporates the Orders, if any, to be made by the Master under the Liquor (*Halls of Residence and University Union*) [Statute](#).

**It is illegal for those under 18 years of age to purchase or consume alcohol in Graduate House and its gardens.**

Within the University, the sale, supply, consumption and advertising of liquor is regulated by the Liquor Statute 2007, as amended. 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 the House.
- If there are reasonable grounds for believing that a resident or guest is intoxicated, liquor must not be sold or served to that resident or guest. Reasonable grounds for believing (regardless of the actual belief of the bar assistant) that an individual is intoxicated are if the person's speech, balance, coordination or behaviour is seriously affected by the consumption of liquor.
- Liquor purchased outside the House may be consumed in a resident's room or with a meal in the Kitchen/Common Room or Barbeque Area. Those areas 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 Administration Manager gives prior written approval.

- Functions and events where liquor is consumed must not be advertised without the written approval of the Administration Manager (where the advertising occurs within House premises) and the Director, Facilities and Services (where the advertising occurs in other parts of the University), and must not promote or encourage consumption of liquor as the primary purpose of a function or an event.
- Non-alcoholic drinks must be available at all functions and events where liquor is served.
- No resident may use a home brewing kit or make any form of alcoholic beverage on House property.

Binge and excessive alcohol consumption is not allowed in an ANU Hall of Residence. Examples include consumption of slabs or casks of wine, and hard spirits.

### **Drugs**

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

### **Alcohol and Other Substance Abuse**

Residents are required to be aware of, and abide by, the legislation regulating liquor on the University's campus.

The Halls of Residence do not tolerate the possession or consumption of illegal drugs within the House, its grounds, or the grounds of the University. A Resident who breaches this policy may have his/her Room Agreement terminated immediately. Whether the Room 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 Room 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.

### **Vandalism**

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

### **Behaviour**

Successful living at 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.

## **Equal Opportunity for Students**

The Australian National University has an express commitment to equal opportunity in education for students and prospective students. The ANU Equal Opportunity Policy is accessible on the ANU Equity policy web site:

[http://info.anu.edu.au/Policies/\\_DSTU/Policies/Equal\\_Opportunity\\_Policy.asp](http://info.anu.edu.au/Policies/_DSTU/Policies/Equal_Opportunity_Policy.asp) and includes the commitment of ANU to promote inclusive study environments that value the diversity of backgrounds and perspectives of the University community for the purposes of:

1. improving access and participation of students from equity groups; and
2. eliminating discrimination on the grounds of sex; pregnancy; marital status; family responsibility; race, colour, ethnic or ethno-religious background, descent or national identity; sexuality; age; Tran sexuality; disability; union affiliation, political conviction or religious belief.

## **Equity Policies**

There are several equity policies located on the ANU Equity policy web site at <http://www.anu.edu.au/equity/policies.html> to assist students with their specific needs or responsibilities. These policies are:

- Breastfeeding
- Disability
- Prevention of Discrimination and harassment and bullying
- Assessment Arrangements for Students from Language Backgrounds Other Than English
- Disclosure of Information by Students with a Disability or Illness
- Work, Study and Carer Responsibilities
- Children on Campus

Residents may contact the staff of the University's Equity and Diversity Unit for any information or assistance regarding a problem or complaint relating to discrimination or harassment issues on 6125 3352 or ext. 53352.

## **Prevention of Discrimination, Harassment and Bullying**

Every resident has the right to a safe, quiet and harassment free-living environment. It is expected that residents and staff will display reasonable and respectful behaviour to others at all times. Abusive behaviour includes physical, aggressive, psychological, sexual and racial harassment, intimidation or bullying of any kind and will not be tolerated.

The ANU, including its Halls of Residence, will not tolerate discrimination, harassment and bullying behaviour under any circumstances and will take action against any staff member or student who is found to have breached this policy. The University's Procedure for Prevention of discrimination, harassment and bullying may be found at

[http://policies.anu.edu.au/procedures/prevention\\_of\\_discrimination\\_harassment\\_and\\_bullying\\_p/rocedure/procedure](http://policies.anu.edu.au/procedures/prevention_of_discrimination_harassment_and_bullying_p/rocedure/procedure) and explains that:

*Bullying* is repeated unreasonable and inappropriate behaviour in the workplace or education environment which comprises behaviour that intimidates, offends, degrades, insults or humiliates an employee or student. This can be physical or psychological behaviour.

*Discrimination* can occur when someone, or a group of people, is treated less favourably than another person or group because of a specified attribute such as their race, colour, national or ethnic origin; sex, pregnancy, breastfeeding; relationship status; carer status; age; Tran sexuality;

disability; sexuality; union affiliation; religious or political conviction or any other characteristic specified.

*Harassment* can occur when someone is made to feel intimidated, insulted or humiliated because of their race, colour, national or ethnic origin; sex including sexual harassment; disability; sexuality; or any characteristic specified under human rights legislation. It can also happen if someone is working in a 'hostile' - or intimidating - environment. The behaviours can be overt or subtle, verbal, non-verbal or physical.

Further information and explanations on discrimination, harassment, including sexual harassment, and bullying is available at the ANU Equity policy web site. In addition, training programs can be provided on equity policies including the prevention of discrimination and harassment. Refer to the ANU Student Equity web site for more details at:

[http://www.anu.edu.au/equity/resources/student\\_equity.html](http://www.anu.edu.au/equity/resources/student_equity.html).

### **Complaints**

Complaints of discrimination, harassment and bullying can be made using the Student Complaint Resolution policy and procedures at:

[http://policies.anu.edu.au/policies/student\\_complaint\\_resolution/policy](http://policies.anu.edu.au/policies/student_complaint_resolution/policy).

The University has established Student Complaint Resolution policy and procedures at [http://policies.anu.edu.au/policies/student\\_complaint\\_resolution/policy](http://policies.anu.edu.au/policies/student_complaint_resolution/policy) for the resolution of complaints.

Residents are encouraged to come forward with a complaint in the knowledge that a *responsible officer* will take prompt and effective action to resolve it. The *responsible officers* at Graduate House are the Master of the House, General Manager of University House & Graduate House and the Administration Manager. Complaints are treated seriously, expeditiously and sensitively, with due regard to procedural fairness and confidentiality.

Residents may also seek advice from:

- The ANU Students Association (ANUSA)
- The Postgraduate and Research Students Association (PARSA)
- The Dean of Students who can assist with a problem or complaint relating to discrimination or harassment issues. Phone extension, 54184 or visit their website: <http://www.anu.edu.au/dos/index.html>.

### **Applicable University Legislative Instruments (as amended)**

Halls of Residence Statute 2005 <http://www.anu.edu.au/cabs/statutes/hallsresidencestatute.pdf>

Halls of Residence Rules 2005 <http://www.anu.edu.au/cabs/rules/hallsresidrules.pdf>

Discipline Statute 2005 <http://www.anu.edu.au/cabs/statutes/disciplinestatute.pdf>

Discipline Rules 2007 <http://www.anu.edu.au/cabs/rules/DisciplineRules.pdf>

## **Disciplinary Matters**

### **Overview**

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

The provisions contained in the Room Agreement and House Handbook apply to all House residents.

Authorised Office-bearers for the purposes of discipline in the House (as referred to in Clause 4.2 of the Room Agreement) include the Master of the House, General Manager and the Administration Manager.

Discipline matters that might arise in the House may be of two kinds: those that invoke the misconduct provisions under the University's Discipline Rules and those that are of a more minor nature and affect the living environment within the House. Behaviour requiring disciplinary action (including breach of a term or condition of the Room Agreement, or a breach of a [Statute](#), [Rule](#), [Order](#), policy or procedure of the University) will be dealt with by the Master under one of two processes, depending on the nature of the behaviour:

### **Action via internal procedures**

By Rule 4.1 of the [Halls of Residence Rules \(No. 2\) 2005](#) ('the Rules') the University's Council has vested responsibility in the Master of the House for the good management and leadership of the House, for discipline in the House and for the well being of its residents. This is subject only to the direction of the Vice-Chancellor or his or her nominee.

If behaviour of a resident who is also a student of the University is not of a level sufficient to constitute misconduct under the Discipline Rules (i.e. the behaviour is minor and is limited to the living environment within the House) or the resident is not a student of the University, then the disciplinary matter will be considered and a finding made by the Master of the House. By virtue of these discipline procedures and in accordance with provisions in the Room Agreement, the Master of the House may take any action considered necessary in the circumstances, and it may include immediate termination of residency, removal from the House, probation, fine up to \$100, demand for repayment of costs incurred through damage, imposition of community service or request for apology. The Master of the House will endeavour to provide the resident with a decision in writing within three (3) working days of the behaviour being advised to the Master of the House.

Except in cases where the decision of the Master of the House has resulted in exclusion of a resident, a resident may, if he/she is not willing to accept the decision of the Master, within seven (7) days of receiving the written decision from the Master, seek a review of the decision. A review must be sought in writing. An intra-House panel comprising of nominated persons and a resident of the House (or equivalent roles where applicable), will be convened within three (3) working days to conduct a review.

The panel will consider the facts of the matter that led to disciplinary consideration and the resident penalised may present submissions to the panel. The panel can interview witnesses but cannot compel their attendance to do so. Having considered the material before it, the panel will make a written report to the Master of the House giving its view on the appropriateness of the

findings of the Master. This report will set out the material considered, the reasoning given and comment upon the appropriateness of the penalty that was imposed by the Master of the House. The Master will consider the report of the panel and determine whether to uphold his/her original decision or to vary it.

Consistent with the Halls of Residence Rules making the responsibility of the Master of the House subject to the direction of the Vice-Chancellor or his or her nominee, in cases where a resident has sought a review of the decision of the Master, the final decision of the Master along with the written report from the panel will be provided by the Master to the Vice-Chancellor or his or her nominee as soon as practicable after any final decision is made by the Master. Having considered the decision and the report of the panel, the Vice-Chancellor or his or her nominee may direct the Master to make a different decision if the Vice-Chancellor or nominee does not consider the penalty imposed is appropriate in all the circumstances. The decision of the Vice-Chancellor or nominee will be final and will be communicated in writing to the resident.

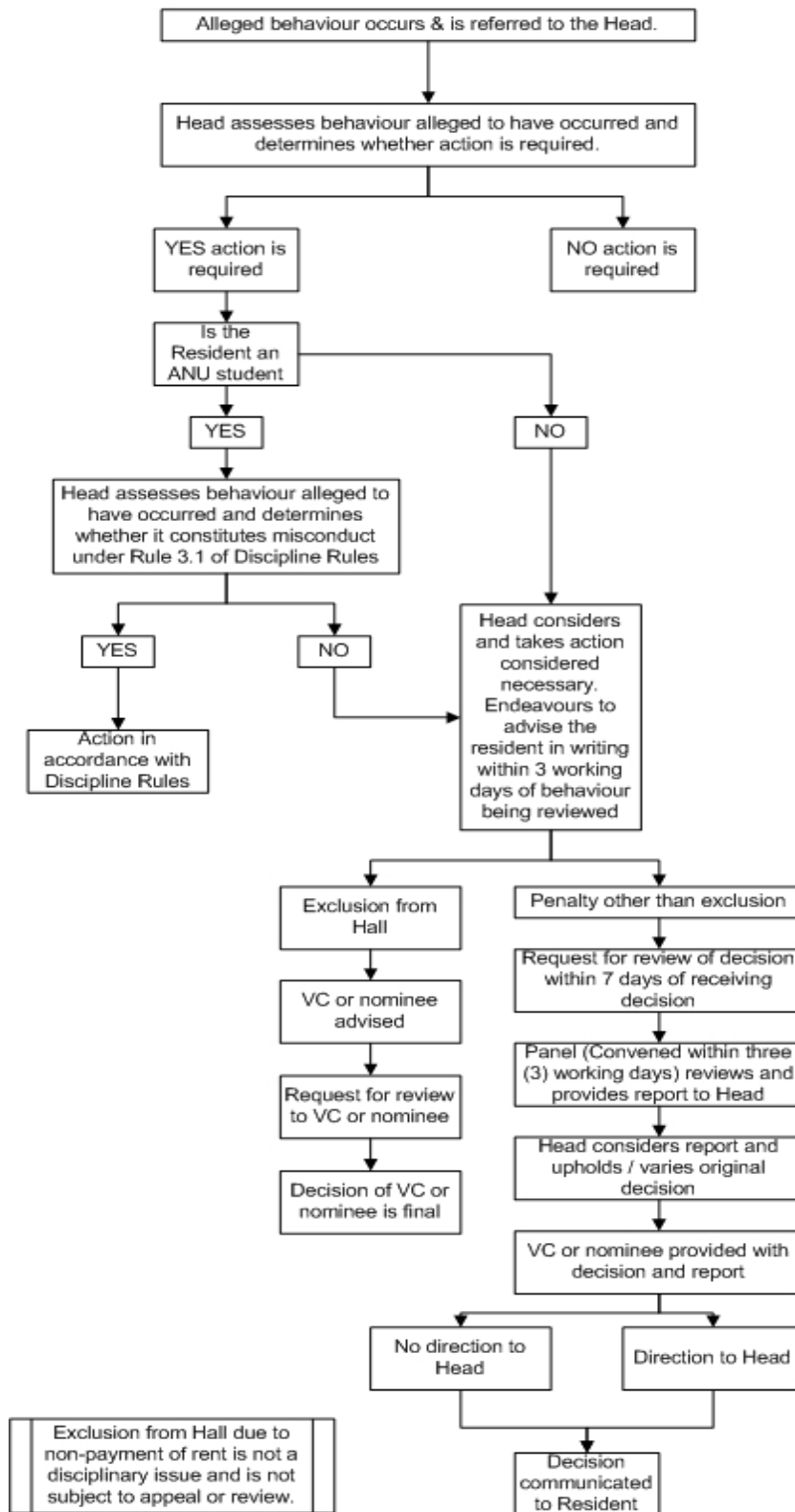
Where the original decision or reconsidered decision of the Master of the House has resulted in exclusion of the resident, the Master will immediately notify the matter to the Vice-Chancellor or nominee. The resident will have the right to make any request for review regarding exclusion from the House directly to the Vice-Chancellor or his or her nominee (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 Vice-Chancellor or nominee having reviewed the matter will be final and will be communicated to the resident in writing.

Disciplinary findings under these procedures and the University's *Discipline Rules 2007* (as amended) will be taken into account when considering re-admission of the resident to the House or to another Hall administered by the University.

### **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 3.1 of the Discipline Rules 2007 (as amended), the Master of the House, 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 6. 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 of the House to the Appeals Committee as provided in Rule 19.1 of the Discipline Rules.

# Hall Disciplinary Enquiry



## **Cleaning**

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 by Graduate House 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 Administration Manager will provide a schedule of inspections one week in advance by mail or email.

The Room Inventory/Condition Report provided to all residents on arrival at Graduate 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 Reception staff or the Administration Manager as soon as possible.

Graduate House provides cleaning products for use within resident rooms. These are colour coded and labelled for easy use and supplied to all residents at a minimal cost.

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

## **Fridges & Cook top/Oven**

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. Upon departure, all perishable items must be removed from the fridges with freezers having been defrosted.

## **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, 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 also 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 over heating.

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

- Air-conditioning units
- Washing machines or dryers (these are provide for residents in the House laundry rooms)
- Electric blankets
- Irons (these are provided for residents in the House laundry rooms)

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 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.

### **Fire 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 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 bedrooms is prohibited.

### **Smoking**

Smoking is prohibited in all offices, accommodation areas and rooms of Graduate House.

The Australian National University maintains a smoke-free environment. Smoking is prohibited in all University buildings and vehicles in addition to those locations where smoking is legally prohibited or otherwise restricted by the Smoke-free Areas (Enclosed Public Places) Act 1994 (ACT). This includes your room and applies to all residents, guests, and staff.

- Management asks that all smokers please be mindful of other residents who may have adverse side affects to smoke - such as allergies, asthma and the like; noting that smoking outside of your room allows smoke to travel into other areas of the building;
- As per the University's policy regarding smoking which can be found at [http://info.anu.edu.au/policies/Procedures/Human\\_Resources/OHS/Smoking\\_Procedures.asp](http://info.anu.edu.au/policies/Procedures/Human_Resources/OHS/Smoking_Procedures.asp) residents must remain at least 10 metres away from any entranceway, doorway, window or ventilation intake of the building;
- Please dispose of your cigarette butts responsibly. Ashtrays have been provided at all entrances to the House.

### **Food**

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 such as your room traps smells. Please be sure to allow air-flow through your room from time to time by opening your 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**

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

With respect to the resident rooms, the House recognizes that there may be occasional overnight guests sharing the student's room. For reasons of safety (fire, illness etc) residents are requested to advise Reception in advance of any guest and to sign in their guest in the Guest Book located at Reception. For last minute overnight stays, the Reception desk staff must be informed prior to 4.00 pm that evening (Monday – Friday), of the guest's name. After 4.00pm and during weekends, residents should advise the Residential Scholar on duty. Local guests (including students of The ANU) may stay overnight while interstate guests may stay up to 2 weeks and overseas guests may stay up to 6 weeks. Residents are charged for guests as per the Graduate House Schedule of Fees.

Access to guests to Graduate House is strictly by resident invitation only. Under no circumstances are residents to allow access for a non-resident for unannounced visits. Guests are to contact residents via the intercom telephones located at the main entrance at the front of the building or in the foyer. Residents must personally collect their guests from this entrance.

Residents found allowing access to non-residents, not supervising their guests or failing to advise of any overnight guest's stay will be asked to show cause to the General Manager and Master of the House as to why they should not be given notice to vacate Graduate House.

Non-residents residing in the House without resident supervision are considered to be trespassing. ANU Security will be called in to assist with those who refuse to leave the premises or to return keys and swipe cards when asked to do so by a member of management.

Children under the age of 18 years are not permitted to stay at Graduate House.

## **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).

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).

## **Pets**

ANU Health Regulations do not allow residents to keep pets in the House.

## ***LEAVING THE HOUSE***

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### **Departures**

Residents may only be relieved of their obligations as stated in their Room Agreement with the permission of the Administration Manager.

Residents may leave at the end of their studies if the duration of their course is less than the Room Agreement, provided they have given four weeks written notice to the Administration Manager. A Termination of Room Agreement form obtainable from Reception needs to be submitted outside the four-week period. If less than four weeks written notice is given, the resident will be charged rent for each day in lieu of adequate notice. Upon departure, the room will be inspected and the deposit returned, subject to any charges for damage or unpaid accounts. All keys handed out upon arrival must be handed back to Reception. Charges apply for lost keys as noted earlier. All bedding supplied by Graduate House must be freshly laundered and ready for use by the next resident.

Residents must see Reception where the refund of the room deposit will be arranged. Please make sure that the furniture in your room complies with the room inventory. Residents will be charged for any missing furniture.

Residents who suspend (or defer) their studies during the year will need to give written notice to the Administration Manager four weeks prior to the cessation of their studies.

Please note that residents who break their Room Agreement will forfeit their refundable deposit.

### **Expulsion from the House**

Any resident whose Room Agreement is terminated because of a finding of a breach of a House rule will forfeit their room deposit.

### **Short Absences and Subletting**

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

Resident postgraduates required to leave Canberra for a period of 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 for the duration of their absence or to remove their belongings, sublet their room with the permission of the Administration Manager and not be charged Room (tariff) or Phone/Data Connection Fees for the duration. The terms on which this concession is available are:

- The application must be made in writing by the current resident no less than four weeks before the resident departs for fieldwork. Room (tariff) and Phone/Data Connection Fees will be charged in lieu of notice;
- Graduate House 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 Room (tariff) and Phone/Data Connection Fees or vacate the room with the understanding that they may be placed on the House waiting list for placement at a later stage.

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 Administration Manager.

### **Storage Facilities**

Graduate House has limited storage facilities. If a resident student 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***

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### **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. Resources include the [Academic Skills and Learning Centre](#), the [Postgraduate and Research Students Association](#) (PARSA), the [Equity and Diversity Unit](#), the Dean of Students and the Dean of the Graduate School.

### **Common Room**

The House provides a student Common Room that has a TV (local channels), FOXTEL service, VCR and a microwave. 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.



Private parties and functions may be held in the Common Room; the kitchen is available for Social Committee and private (resident) functions only. Bookings for the Common Room must be made in advance by noting the date and time in the diary available at Reception.



### **Brindabella Room**

This meeting room is available to all Graduate House residents and may also be used, along with the kitchen adjoining the Common Room, for private parties and functions. 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 diary available at Reception.



### **TV Room**

Cable TV in the TV room is available to all Graduate House residents. Residents and their guests are asked to keep the area neat and tidy and to ensure, for the comfort of residents using adjacent areas that the volume of the TV is kept at a reasonable level. In the interests of hygiene and the general amenity of the TV room it must not be used as sleeping quarters.

### **Music Room**

The Music room is available for use by residents of both Graduate and University Houses 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 diary available at Reception. There is an upright piano in the music room and residents are asked to close the piano after use.

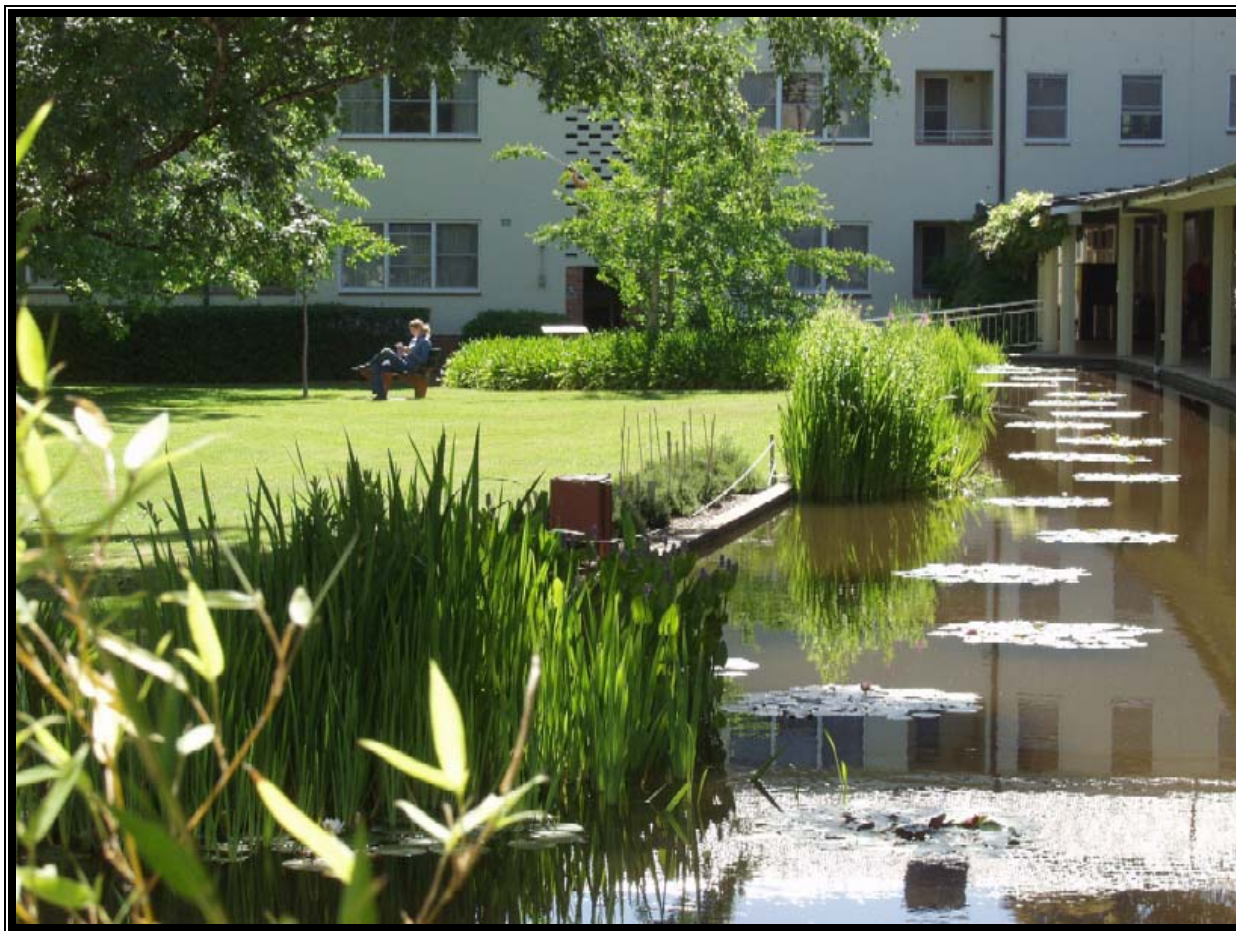
### **Noticeboards**

With the exception of material posted by the House's administrative staff, all notices must be approved by the Administration 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 Social Committee and Student Representative elections).

## ***FACILITIES AT UNIVERSITY HOUSE***

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Through the integration of University House and Graduate House, Graduate House residents have access to a number of University House facilities.



### **Library**

The Library (situated on the ground floor between the administration area and the Terrace and Common Rooms) has an extensive range of books, magazines and newspapers, for use by residents. There is also a computer with Internet access and a printer for general use.

The library is open from 7:00am to 11:00pm seven days a week.

### **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 Functions Office on 6125 5270 or ext 55270.



### **Molly Huxley Room**

Groups frequently use the Molly Huxley Room, including Graduate House residents, for dance lessons and social events. The Molly Huxley Room is situated at the entrance to the University House eastern car park (off Garran Road).

The Molly Huxley Room is available for use after 5.30pm every day; however, the room is not accessible on a 24-hour basis. Upon collection of the key to this room, a Student ID card is to be left at University House Reception. The Student ID card may be collected when the key is returned before 12.00am midnight to Reception.

To book the Molly Huxley Room please contact the Functions Office on 6125 5270 or ext 55270.

### **University House Resident Accommodation**

Please note that use and access to designated University House student areas (Garden and South Wings), such as the kitchens or common rooms, is strictly at the invitation of a University House student resident.

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