Checklist for responding to disclosures of sexual assault

1. Take the survivor to an appropriate space to hear their disclosure.
2. Identify any immediate threat to the survivor, or any exceptional circumstances that require you to break confidentiality.
3. Find out if the survivor requires immediate medical attention.
4. Find out when the incident took place.
5. Listen to the survivor and show empathy.
6. Discuss the support options and reporting options available to the survivor.
7. Give the survivor the information they need to self-refer to the sexual assault referral or investigation centre, or for ongoing support.
8. If it's a recent incident, give the survivor information about preserving forensic evidence.
9. Ensure the survivor has the information they need to make a choice, and confirm which options the survivor is choosing.
10. Ensure the survivor is informed about any exclusions to confidentiality, and that they have clear information about your internal recording systems. If you can't record this crime anonymously, you need the survivor's permission to use their name.
11. Make a written record of your meeting with the survivor, focusing on the options discussed and recording the decisions made by the survivor. Store the written record securely.
12. Pass on the information and documentation you have about the disclosure to the designated member of staff within your institution. They will then record it on your institution's internal system.
13. Reflect on how you are feeling and take time out to practise self-care.
I, Professor Brian P. Schmidt, Vice-Chancellor, make the following rule.

Dated 22 December 2020

Professor Brian P. Schmidt AC FAA FRS
Vice-Chancellor
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Part 1—Preliminary

1 Name

This is the Discipline Rule 2020.

2 Commencement

This instrument commences on 1 January 2021.

3 Authority

This instrument is made under the Governance Statute, section 68(1) (General power to make rules and orders).

4 Definitions

In this instrument:

complainant, in relation to conduct: see section 8(3) (Respondent and complainant in relation to conduct).

course means a subject of scholarly study, whether it is taught:
  (a) in a connected series of classes or demonstrations; or
  (b) by means of practical work, including, for example, the production by students of essays, theses or case studies or the attendance and participation by students in seminars or workshops; or
  (c) by clinical or professional practice; or
  (d) in another way or in a combination of ways.

Dean, in relation to a student, means the College Dean of the ANU College responsible for:
  (a) the program or course in which the student is or was enrolled or seeking enrolment; and
  (b) the course the student was given permission to audit.

discrimination includes unfair or inequitable treatment on the basis of a person’s race, colour, sex, sexual preference or orientation, marital status, pregnancy or potential pregnancy, status as carer, age, disability, ethnic or national origin, breastfeeding requirements, religious, political or union affiliation, or any other attributes applied by or set out in any Commonwealth, State, Territory or University legislation that applies in relation to a University activity.

examination includes:
  (a) a task required to be performed or undertaken by a student for the assessment of the student’s performance in a program or course in which the student is admitted or enrolled; and
  (b) a thesis, dissertation, minor thesis, research project, written report, assignment or essay undertaken for the assessment of a student’s performance for an award offered by the University; and
(c) a task required to be performed or undertaken by a person for the purpose of enabling the person to qualify for admission as a student in a program in the University.

harassment: for forms of harassment that are not sexual harassment, see section 5(2) (Sexual harassment and other forms of harassment).

inquiry means an inquiry under Part 4 (Inquiries).

misconduct: see section 6 (Misconduct).

obligation includes:
(a) a non-monetary obligation, a monetary penalty, or compensation, (whether owing or payable to the University or another person) under University legislation (other than the Parking and Traffic Statute); and
(b) a monetary obligation (for example, a fee or charge for accommodation, board or a related service) payable to the University or to a hall of residence or affiliated college under a contract or agreement.

prescribed authority means:
(a) in relation to any student—the Dean, the Registrar or a person nominated for the purpose by the Vice-Chancellor, as the case requires; and
(b) in relation to a student who is a resident in a hall of residence or lodge of the University—the Head of the hall of residence or lodge.

property includes any form of real and personal property.

Example of property

Intellectual property, including intellectual property in any data or information.

reviewable decision: see section 25 (Meaning of reviewable decision).

sexual assault includes any offence of a sexual nature committed on another person without the other person’s consent.

Examples of sexual assault

Conduct that is an offence against the Crimes Act 1900 (ACT), section 54 (Sexual intercourse without consent) or section 60 (Act of indecency without consent).

[Note: Sexual assault includes a range of behaviours, all of which are unacceptable and constitute a crime, whereby a person is forced, coerced or tricked into sexual acts against their will or without their consent, including when they have withdrawn their consent.]

sexual harassment: see section 5(1) (Sexual harassment and other forms of harassment).

student means a person who is or was enrolled in, or seeking enrolment in, a program or course offered by the University, or who is or was given permission by the University to audit a course offered by the University.

University premises means land or premises owned or occupied by the University, and includes, for example, any of the following:
(a) University House or a hall of residence;
(b) an affiliated college;
(c) any other accommodation arranged or provided by the University.
**University-related conduct** means conduct that is connected with the University.

**Examples of University-related conduct**

1. Conduct that relates to the University, its activities, or its staff, or students, in their capacity as members of staff, or students, of the University.

2. Conduct that happens on or in, or in connection with, University premises.

3. Conduct engaged in using, or facilitated by, University information infrastructure or services or any other University resources, equipment or services.

4. Conduct that happens during, or relates to, the exercise of functions for the University.

5. Conduct that happens during, or in connection with, any function or event connected with the University (whether or not organised or approved by the University).

6. Conduct that happens when a person is representing the University in any capacity.

**victimisation** includes any unfavourable treatment, including adverse changes to a person’s work or study environment, denial of access to resources, work opportunities or training, or ostracism of a person as a consequence of the person’s involvement in a grievance under any grievance procedures applying in the University.

[Note: For definitions applying to University legislation generally, see the dictionary in the Legislation Statute. That dictionary defines terms relevant to this instrument, including the following:

- affiliated college
- ANU College
- College Dean
- function
- hall of residence
- student association
- University legislation (see section 6)
- working day.]

### 5 Sexual harassment and other forms of harassment

(1) For this instrument, a person sexually harasses another person (the **person harassed**) if the person:

   (a) makes an unwelcome sexual advance, or an unwelcome request for sexual favours, to the person harassed; or

   (b) engages in other unwelcome conduct of a sexual nature in relation to the person harassed;

in circumstances in which a reasonable person, having regard to all the circumstances, would have anticipated the possibility that the person harassed would be offended, humiliated or intimidated.

[Note: This definition mirrors the definition of sexual harassment in the Sex Discrimination Act 1984 (Cwlth), section 28A(1).]

(2) For this instrument, a person subjects another person (also the **person harassed**) to another form of harassment if the person engages in conduct that:

   (a) is offensive, humiliating or intimidating to the person harassed, but is not sexual harassment; and
(b) is engaged in by the person in circumstances in which a reasonable person, having regard to all the circumstances, would have anticipated the possibility that the person harassed would be offended, humiliated or intimidated.

(3) For subsections (1) and (2), the circumstances to be taken into account include, but are not limited to, the following:

(a) the sex, age, sexual orientation, gender identity, intersex status, marital or relationship status, religious belief, race, colour, or national or ethnic origin, of the person harassed;
(b) the relationship between the person harassed and the person who made the advance or request or who engaged in the conduct;
(c) any disability of the person harassed;
(d) any other relevant circumstance.

(4) In this section:

*conduct of a sexual nature* includes making a statement of a sexual nature to, or in the presence of, a person, whether the statement is made orally or in writing.
Part 2—Misconduct

6 Misconduct

(1) It is misconduct if a student engages in conduct:

(a) that is dishonest, unethical, or otherwise demonstrates a lack of integrity or respect for the safety or wellbeing of other members of the University community; or

(b) that unreasonably hinders other members of the University community in the pursuit of their studies or research in the University or in participation in the life of the University; or

(c) that is otherwise:

(i) a contravention of the values set by the Council for the University; or

(ii) a contravention of the responsibilities (however described) set by the University for students or members of the University community; or

(iii) prejudicial to the good order and government of the University; or

(iv) reprehensible conduct for a member of the University community to engage in.

[Note 1: For the values currently set by the Council for the University, see the Strategic Plan 2020-2023.]

[Note 2: For the responsibilities set by the University for students, see especially the Student Code of Conduct.]

(2) Without limiting subsection (1), it is misconduct if a student:

(a) sexually assaults or sexually harasses another member of the University community; or

(b) engages, or threatens to engage, in any other non-consensual conduct of a sexual nature in relation to another member of the University community if a reasonable member of the University community would, in all the circumstances, consider the conduct to be:

(i) an invasion of privacy; or

(ii) indecent; or

(iii) otherwise unacceptable conduct for a student to engage in in relation to another member of the University community; or

(c) subjects another member of the University community to any other form of harassment, victimisation or discrimination; or

(d) otherwise behaves in an violent, threatening or intimidating way to another member of the University community or otherwise creates a hostile study, research or work environment; or

(e) intentionally, recklessly or negligently causes risk or danger to the health or safety of another member of the University community; or

(f) intentionally or recklessly obstructs or disrupts an activity or proceeding of the University; or

(g) intentionally, recklessly or negligently destroys, damages, defaces, loses, removes or otherwise interferes with, or makes unauthorised use of, property of the University or another person; or

(h) enters a place in the University that the student is not permitted to enter; or
(i) contravenes a reasonable order or direction (however described) of an officer or employee of the University or a person acting with the lawful authority of the University; or

(j) contravenes University legislation or an order or direction (however described) given under University legislation; or

(k) acts dishonestly or unfairly in connection with:

   (i) any assessment for admission to the University; or

   (ii) the preparation or presentation of any assignment or material in support of an application for admission to the University; or

(l) makes a statement to the University, or to an officer or employee of the University, that the student knows to be false (including the provision of a falsified medical certificate or falsified academic transcript); or

(m) engages in, or is party to, conduct intended to deceive the University (including the provision of a falsified medical certificate or falsified academic transcript); or

(n) contravenes the University’s instructions to students at, or in relation to, an examination.

Examples for paragraph (b)

Conduct that is an offence against the Crimes Act 1900 (ACT), section 61B (Intimate observations or capturing visual data etc), section 72C (Non-consensual distribution of intimate images) or section 72E (Threaten to capture or distribute intimate images).

[Note: An example in University legislation is not exhaustive and may extend, but does not limit, the meaning of University legislation (see Legislation Statute, section 11 (Examples in University legislation)).]
Part 3—Consequences of misconduct

7 Reporting misconduct etc.

(1) If any person considers that a student has, or may have, engaged in conduct that is misconduct, the person may report the student’s conduct to the Vice-Chancellor or a prescribed authority.

(2) To remove any doubt, if a prescribed authority considers that a student has, or may have, engaged in conduct that is misconduct, the prescribed authority may report the student’s conduct to the Vice-Chancellor or another prescribed authority.

(3) If the Vice-Chancellor or a prescribed authority (the relevant authority) considers that a student has, or may have, engaged in conduct that is misconduct, the relevant authority may exercise functions under this instrument in relation to the student’s conduct even though the relevant authority has not received a report under this section about the conduct.

8 Respondent and complainant in relation to conduct

(1) This section applies if:

(a) a report is made under section 7 (Reporting misconduct etc.) about the conduct of a student; or

(b) the Vice-Chancellor or a prescribed authority decides under section 7(3) to exercise functions under this instrument in relation to the conduct of a student.

(2) For the purposes of this instrument, the student may be referred to as the respondent.

(3) For the purposes of this instrument, each of the following may be referred to as the complainant in relation to the conduct:

(a) if this section applies because a report is made under section 7—the person who makes the report or, if the report is made on behalf of another person who is a student, the other person;

(b) in any case—any other person if the conduct affects, or may affect, the other person in the other person’s capacity as a student.

9 Keeping complainant informed

(1) This section applies if:

(a) a report is made under section 7 (Reporting misconduct etc.) about the conduct of a student; or

(b) the Vice-Chancellor or a prescribed authority decides under section 7(3) to exercise functions under this instrument in relation to the conduct of a student.

(2) The Vice-Chancellor or a prescribed authority may, from time to time, tell a complainant in relation to the conduct, orally or in writing, about any of the following:

(a) whether any action has been taken under this instrument or otherwise in relation to the conduct;

(b) if action, or particular action, has not been taken in relation the conduct—the reasons for not taking action, or that particular action, in relation to the conduct (including any finding made);
(c) if action has been taken in relation to the conduct—the action taken in relation to the conduct, the reasons for taking that action (including any finding made), and the outcome of that action;
(d) whether any proceedings have been taken under or in relation to the Appeals Rule in relation to the conduct and, if so, the nature of the proceedings, the outcome of those proceedings, and the reasons for that outcome;
(e) anything else that the Vice-Chancellor or prescribed authority considers that the complainant should be told about.

10 Prescribed authority’s role

(1) If a prescribed authority becomes aware that a student (the respondent) has, or may have, engaged in conduct that is misconduct, the prescribed authority must initially decide whether action should be taken in relation to the respondent under this instrument in relation to the conduct.

(2) The prescribed authority may decide that action should not be taken in relation to the respondent under this instrument in relation to the conduct if the prescribed authority considers:
   (a) that there are no adequate grounds for believing that the respondent engaged in the conduct or that the conduct is misconduct (or both); or
   (b) that it is otherwise not appropriate for action to be taken, or taken for the time being, in relation to the respondent under this instrument in relation to the conduct.

Examples for paragraph (b)

1 A criminal investigation or prosecution has begun in relation to the conduct.
2 The conduct is not University-related conduct.

(3) If the prescribed authority makes a decision under subsection (2), the prescribed authority must, within 5 working days after the day the decision is made, tell the respondent in writing about the decision.

(4) To remove any doubt, if the prescribed authority considers that it is not appropriate for action to be taken for the time being in relation to the respondent under this instrument in relation to the conduct, this instrument does not prevent the prescribed authority, another prescribed authority or the Vice-Chancellor from later deciding that it is no longer inappropriate for action to be taken in relation to the respondent under this instrument in relation to the conduct.

(5) If the prescribed authority decides that action should be taken in relation to the respondent under this instrument in relation to the conduct and considers that there are adequate grounds for believing that the respondent engaged in the conduct and the conduct is misconduct, the prescribed authority may:
   (a) decide to hold an inquiry into the conduct; or
   (b) refer the conduct to the Vice-Chancellor, if the prescribed authority considers that the conduct should be dealt with by the Vice-Chancellor and the conduct was not referred to the prescribed authority by the Vice-Chancellor under section 12(5)(a) (Powers of, and action by, Vice-Chancellor).

(6) If the prescribed authority decides to hold an inquiry into the conduct, the prescribed authority must, within 5 working days after the day the decision is made, give the respondent a written notice that:
(a) tells the respondent about the decision, including the name of the prescribed authority; and
(b) includes a description of the conduct to be inquired into; and
(c) includes, or is accompanied by, copies of the material in the possession of the prescribed authority on which the prescribed authority may rely in the inquiry; and
(d) states the date, time and place fixed for the hearing of the inquiry; and
(e) includes, or is accompanied by, a statement to the effect that:
   (i) the purpose of the inquiry is to decide whether there has been misconduct by the respondent and that the powers of the prescribed authority include power to find that there has been misconduct by the respondent; and
   (ii) the inquiry will be conducted in an informal way; and
   (iii) the respondent may appear in person at the inquiry; and
   (iv) if the respondent does not appear at the time and place fixed for the hearing of the inquiry, the inquiry may be held in the absence of the respondent; and
   (v) the respondent may present to the inquiry oral or written statements (whether made by the respondent or another person); and
   (vi) the respondent may, in addition to or instead of appearing in person at the inquiry, give the inquiry a written statement about the conduct being inquired into (whether made by the respondent or another person); and
   (vii) the respondent may be accompanied at the inquiry by another person who may observe the proceedings and, with the express approval of the prescribed authority, act as an advocate; and
   (viii) the prescribed authority is not bound by rules of evidence.

(7) The notice must be given to the respondent at least 5 working days before the date fixed for the hearing, unless the respondent consents to being given the notice later.

[Note: For the service (however described) of notices and other documents, see the Legislation Statute, section 24.]

11 Additional interim powers of prescribed authority

(1) If, in a case to which section 10(1) (Prescribed authority’s role) applies, the prescribed authority is satisfied that the respondent is likely to have engaged in conduct that is misconduct, the prescribed authority may, before holding an inquiry into the conduct:
   (a) deny the respondent access to all or any University facilities, to all University premises, any University premises or any part of University premises, or to all or any activities conducted by or on behalf of the University, for 20 working days (or, if the Vice-Chancellor sets a longer period by written notice given to the respondent, the longer period); or
   (b) if conduct was engaged in during an examination or other assessment—exclude the respondent from attendance at that examination or assessment.

[Note: For certain conduct in relation to information infrastructure or services, action may be taken under the Information Infrastructure and Services Rule.]

(2) However, the prescribed authority may, under subsection (1)(a), deny the respondent access to facilities, premises or activities only if the prescribed authority considers that the conduct is of a nature that causes imminent and serious risk to the health or safety of a person or that the respondent’s continued access to the facilities, premises or activities otherwise presents a serious risk to the University or its students, staff or property.
(3) Also, the prescribed authority may, under subsection (1)(b), exclude the respondent from attendance at examination or other assessment only if the prescribed authority’s considers that the exclusion is necessary to preserve the integrity of the examination or other assessment or order and decorum at the place of the examination or other assessment.

(4) If the prescribed authority takes action under subsection (1) in relation to the respondent, the prescribed authority must, as soon as is possible:
   (a) tell the respondent in writing about the action taken; and
   (b) give the respondent a written statement of the reasons for the decision to take the action; and
   (c) report the action taken, and the circumstances relating to it, to the Vice-Chancellor.

[Note: For the service (however described) of notices and other documents, see the Legislation Statute, section 24.]

(5) If the prescribed authority takes action under subsection (1) in relation to the respondent, the action does not, of itself, terminate the respondent’s enrolment as a student.

12 Powers of, and action by, Vice-Chancellor

(1) If the Vice-Chancellor becomes aware that a student (the respondent) has, or may have, engaged in conduct that is misconduct and that the conduct is not being dealt with by a prescribed authority, the Vice-Chancellor must initially decide whether action should be taken in relation to the respondent under this instrument in relation to the conduct.

(2) The Vice-Chancellor may decide that action should not be taken in relation to the respondent under this instrument in relation to the conduct if the Vice-Chancellor considers:
   (a) that there are not adequate grounds for believing that the respondent engaged in the conduct or that the conduct is misconduct (or both); or
   (b) that it is otherwise not appropriate for action to be taken, or taken for the time being, in relation to the respondent under this instrument in relation to the conduct.

Examples for paragraph (b)

1 A criminal investigation or prosecution has begun in relation to the conduct.

2 The conduct is not University-related conduct.

(3) If the Vice-Chancellor makes a decision under subsection (2), the Vice-Chancellor must, within 5 working days after the day the decision is made, tell the respondent in writing about the decision.

(4) To remove any doubt, if the Vice-Chancellor considers that it is not appropriate for action to be taken for the time being in relation to the respondent under this instrument in relation to the conduct, this instrument does not prevent the Vice-Chancellor or a prescribed authority from later deciding that it is no longer inappropriate for action to be taken in relation to the respondent under this instrument in relation to the conduct.

(5) If the Vice-Chancellor decides that action should be taken in relation to the respondent under this instrument in relation to the conduct and considers that there are adequate grounds for believing that the respondent engaged in the conduct and that the conduct is misconduct, the Vice-Chancellor may:
   (a) refer the conduct to a prescribed authority to be dealt with by the prescribed authority under this Part and Part 4 (Inquiries); or
(b) refer the conduct to a panel of persons appointed by the Vice-Chancellor for inquiry into the conduct on behalf of the Vice-Chancellor; or
(c) decide to hold an inquiry into the conduct.

(6) If the Vice-Chancellor decides to deal with the conduct under subsection (5)(b) or (c), the Vice-Chancellor must, within 5 working days after the day the decision is made, give the respondent a written notice that:

(a) tells the respondent about the decision; and
(b) includes a description of the conduct to be inquired into; and
(c) includes, or is accompanied by, copies of the material in the possession of the Vice-Chancellor on which the panel or the Vice-Chancellor may rely in the inquiry; and
(d) if a panel has been appointed under subsection (5)(b)—tells the respondent the names of the members of the panel; and
(e) states the date, time and place fixed for the hearing of the inquiry; and
(f) includes, or is accompanied by, a statement to the effect that:
   (i) the purpose of the inquiry is to decide whether there has been misconduct by the respondent and that the powers of the Vice-Chancellor include the power to find that there has been misconduct by the respondent; and
   (ii) the inquiry will be conducted in an informal way; and
   (iii) the respondent may appear in person at the inquiry; and
   (iv) if the respondent does not appear at the time and place fixed for the hearing of the inquiry, the inquiry may be held in the absence of the respondent; and
   (v) the respondent may present to the inquiry oral or written statements (whether made by the respondent or another person); and
   (vi) the respondent may, in addition to or instead of appearing in person at the inquiry, give the inquiry a written statement about the conduct being inquired into (whether made by the respondent or another person); and
   (vii) the respondent may be accompanied at the inquiry by another person who may observe the proceedings and, with the express approval of the Chair of the panel or the Vice-Chancellor (as the case requires), act as an advocate; and
   (viii) the panel or the Vice-Chancellor (as the case requires) is not bound by rules of evidence.

[Note: For the service (however described) of notices and other documents, see the Legislation Statute, section 24.]

(7) However, if, at the time that the Vice-Chancellor gives the respondent the notice under subsection (6), not all of the members of the panel under subsection (5)(b) have been appointed, the Vice-Chancellor must, by a subsequent written notice given to the respondent, tell the respondent the names of the members of the panel.

(8) The notice under subsection (6), and any notice required by subsection (7), must be given to the respondent at least 5 working days before the date fixed for the hearing, unless the respondent consents to being given the notice later.

(9) If the Vice-Chancellor appoints a panel under subsection (5)(b), the panel must consist of 2 members of the academic staff of the University (one of whom is to be appointed as the Chair of the panel) and 1 student appointed by the Vice-Chancellor after consultation with the President of the relevant student association.
13 Additional interim powers of Vice-Chancellor

(1) If, in a case to which section 12(1) (Powers of, and action by, Vice-Chancellor) applies, the Vice-Chancellor is satisfied that the respondent is likely to have engaged in conduct that is misconduct, the Vice-Chancellor may, before an inquiry is held into the conduct:

(a) deny the respondent access to all or any University facilities, to all University premises, any University premises or any part of University premises, or to all or any activities conducted by or on behalf of the University, for a specified period or until the inquiry has been completed and its finding dealt with under this instrument, whichever happens first; or

(b) if conduct was engaged in during an examination or other assessment—exclude the respondent from attendance at that examination or assessment.

[Note: For certain conduct in relation to information infrastructure or services, action may be taken under the Information Infrastructure and Services Rule.]

(2) However, the Vice-Chancellor may, under subsection (1)(a) deny the respondent access to facilities, premises or activities only if the Vice-Chancellor considers that the conduct is of a nature that causes imminent and serious risk to the health or safety of a person or that the respondent’s continued access to the facilities, premises or activities otherwise presents a serious risk to the University or its students, staff or property.

(3) Also, the Vice-Chancellor may, under subsection (1)(b), exclude the respondent from attendance at an examination or other assessment only if the Vice-Chancellor considers that the exclusion is necessary to preserve the integrity of the examination or other assessment or order and decorum at the place of the examination or other assessment.

(4) If the Vice-Chancellor takes action under subsection (1) in relation to the respondent, the Vice-Chancellor must, as soon as possible:

(a) tell the respondent in writing about the action taken; and

(b) give the respondent a written statement of reasons for the decision to take the action.

[Note: For the service (however described) of notices and other documents, see the Legislation Statute, section 24.]

(5) If the Vice-Chancellor takes action under subsection (1) in relation to the respondent:

(a) the action does not, of itself, terminate the respondent’s enrolment as a student; and

(b) the respondent may, within 10 working days after the day subsection (4) is complied with in relation to the respondent, make a written submission to the Vice-Chancellor about the action.

(6) If the respondent makes a submission under subsection (5)(b), the Vice-Chancellor must consider the submission and must decide, as soon as possible, whether to vary or end the denial of access or exclusion.

(7) If the Vice-Chancellor makes a decision under subsection (6), the Vice-Chancellor must, as soon as possible:

(a) tell the respondent in writing about the decision; and

(b) if the decision is not to end the denial of access or exclusion and not to vary it as sought by the respondent—give the respondent a written statement of reasons for the decision.
Part 4—Inquiries

14 Inquiries

(1) A prescribed authority, a panel appointed under section 12(5)(b) (Powers of, and action by, Vice-Chancellor), or the Vice-Chancellor, may hold an inquiry into conduct of a student (the respondent).

(2) The Registrar may appoint a person to assist the person or panel holding the inquiry to conduct the inquiry into the conduct.

(3) The person or panel holding the inquiry must consider any oral or written statement presented by the respondent to the inquiry and may consider any other matters that the person or panel considers appropriate.

(4) The respondent must be given the opportunity at the inquiry to comment on the material in the possession of the person or panel holding the inquiry on which the person or panel intends to rely.

(5) The inquiry must, subject to this section, be conducted in the way that the person or panel holding the inquiry decides.

(6) The person or panel holding the inquiry may act in an informal way and is not bound by the rules of evidence, but may inform itself on any matter as the person or panel considers just.

(7) At the inquiry, the respondent may:
   (a) appear in person; and
   (b) present to the inquiry oral or written statements (whether made by the respondent or another person); and
   (c) in addition to or instead of appearing in person, give the inquiry a written statement about the conduct being inquired into (whether made by the respondent or another person).

(8) At the inquiry, the respondent may be accompanied by another person who may:
   (a) observe the proceedings; and
   (b) with the express approval of the person or panel holding the inquiry, act as an advocate.

(9) If the respondent was given notice of the inquiry in accordance with section 10(6) and (7) (Prescribed authority’s role) or section 12(6), (7) and (8) (Powers of, and action by, Vice-Chancellor), the person or panel holding the inquiry may exercise its powers whether or not the respondent is present at the hearing of the inquiry.

15 Finding and action: prescribed authority

(1) This section applies if a prescribed authority holds an inquiry under section 14 (Inquiries) into conduct of a student (the respondent).

(2) The prescribed authority may, after considering the matter, find:
   (a) that the respondent has not engaged in conduct that is misconduct; or
   (b) that the respondent has engaged in conduct that is misconduct.
(3) If the prescribed authority finds that the respondent has not engaged in conduct that is misconduct, the prescribed authority must dismiss any proceeding by the prescribed authority under this instrument in relation to the conduct inquired into.

(4) If the prescribed authority finds that the respondent has engaged in conduct that is misconduct, the prescribed authority may do 1 or more of the following:

(a) decide to take no action;
(b) reprimand the respondent;
(c) deny the respondent access to all or any University facilities, to all University premises, any University premises or any part of University premises, or to all or any activities conducted by or on behalf of the University, for a specified period of no longer than 12 months;
(d) suspend the candidature or enrolment of the respondent in a program or course in which the respondent is admitted or enrolled, and prohibit the resumption of candidature or enrolment, for a specified period of no longer than 12 months;
(e) determine the conditions under which the respondent may attend classes or lessons, use any facility of the University, or otherwise continue with the respondent’s studies or research program;
(f) refer the matter to the Vice-Chancellor, if the prescribed authority considers that the misconduct should be dealt with by the Vice-Chancellor;
(g) require the respondent to apologise, or take the other action the prescribed authority considers appropriate, with a view to mitigating the effect of the misconduct;
(h) accept an undertaking from the respondent, including, for example, an undertaking to attend University Counselling (or another appropriate counselling provider) to address behavioural issues;
(i) tell any relevant professional, government or other organisation or agency about the finding and any action taken in relation to it.

(5) In deciding what action (if any) should be taken in relation to respondent, the prescribed authority must take all relevant matters into account, including, for example, the following:

(a) the health and safety of students and staff of the University, and the protection of University property;
(b) the objectives of punishment, deterrence and rehabilitation;
(c) the nature and severity of the respondent’s misconduct;
(d) the effect of the misconduct, including any loss, damage or harm caused to the University or its students, staff or property.

(6) Without limiting subsection (5), the prescribed authority may take into account any other finding of misconduct made in relation to the respondent and the action (if any) taken in relation to that finding.

(7) If the prescribed authority exercises powers under this section in relation to the respondent, the prescribed authority must report the action taken, and the circumstances relating to it, to the Vice-Chancellor as soon as possible after the action is taken.

(8) If the prescribed authority suspends the respondent’s candidature or enrolment under this section, the suspension does not take effect until the later of the following:

(a) the end of the time within which the respondent may apply for review under the Appeals Rule of the prescribed authority’s decision;
(b) if the respondent applies for review of the decision under the Appeals Rule—the application for review is finally decided.
[Note: A denial of access under this section to facilities, premises or activities continues to have effect even though an application for review has been made under the Appeals Rule (see Appeals Rule, section 11).]

(9) However, the prescribed authority may, by written notice given to the respondent, direct that the suspension is to take effect immediately.

(10) The prescribed authority may give a direction under subsection (9) only if the prescribed authority considers that there would be an imminent and serious risk to the health or safety of students or staff of the University, or to University property, if the direction were not given.

(11) If the prescribed authority takes action under subsection (4)(c) or (d) in relation to the respondent, the action does not, of itself, terminate or suspend the respondent’s enrolment.

16 Finding and action: Vice-Chancellor

(1) This section applies if a panel appointed under section 12(5)(b) (Powers of, and action by, Vice-Chancellor), or the Vice-Chancellor, holds an inquiry under section 14 (Inquiries) into conduct of a student (the respondent).

(2) The Vice-Chancellor may, after considering the matter (including, if the inquiry was held by the panel, any report or recommendation of the panel), find:
   (a) that the respondent has not engaged in conduct that is misconduct; or
   (b) that the respondent has engaged in conduct that is misconduct.

(3) If the Vice-Chancellor finds that the respondent has not engaged in conduct that is misconduct, the Vice-Chancellor must dismiss any proceeding under this instrument in relation to the conduct inquired into.

(4) If the Vice-Chancellor finds that the respondent has engaged in conduct that is misconduct, the Vice-Chancellor may do 1 or more of the following:
   (a) decide to take no action;
   (b) reprimand the respondent;
   (c) deny the respondent access to all or any University facilities, to all University premises, any University premises or any part of University premises, or to all or any activities conducted by or on behalf of the University, for a specified period;
   (d) impose on the respondent a monetary penalty of not more than $500 for each occurrence of misconduct to which the finding relates;
   (e) if, as a result of the misconduct, property was damaged or a person incurred expense—order the respondent to pay the owner of the property or the person who incurred the expense, as the case requires, compensation determined by the Vice-Chancellor;
   (f) exclude the respondent from the University;
   (g) suspend the candidature or enrolment of the respondent in a program or course in which the respondent is admitted or enrolled, and prohibit the resumption of candidature or enrolment, for a specified period of no longer than 12 months;
   (h) determine the conditions under which the respondent may attend classes or lessons, use any facility of the University, or otherwise continue with the respondent’s studies or research program;
   (i) accept an undertaking from the respondent, including, for example, an undertaking to attend University Counselling (or another appropriate counselling provider) to address behavioural issues;
(j) tell any relevant professional, government or other organisation or agency about the finding and any action taken in relation to it;
(k) determine that the relevant award for the program the student is studying should not be conferred;
(l) recommend to the Council that an award of the University conferred on the respondent be revoked.

(5) In deciding what action (if any) should be taken in relation to the respondent, the Vice-Chancellor must take all relevant matters into account, including, for example, the following:
(a) the health and safety of students and staff of the University, and the protection of University property;
(b) the objectives of punishment, deterrence and rehabilitation;
(c) the nature and severity of the respondent’s misconduct;
(d) the effect of the misconduct, including any loss, damage or harm caused to the University or its students, staff or property.

(6) Without limiting subsection (5), the Vice-Chancellor may take into account any other finding of misconduct made in relation to the respondent and the action (if any) taken in relation to that finding.

(7) If the respondent becomes liable to pay the University or another person a monetary penalty or compensation under a decision under this section, the respondent must pay the University or other person the amount of the penalty or compensation, or enter into an arrangement for its payment satisfactory to the Vice-Chancellor or the other person (as the case requires), not later than 20 working days after:
(a) if an application for review is not made under the Appeals Rule in relation to the decision—the day the respondent is given notice of the decision under section 17 (Notice of decisions); or
(b) if an application for review is made under the Appeals Rule in relation to the decision—the day the application for review is finally decided.

(8) If the Vice-Chancellor suspends the respondent’s candidature or enrolment under this section, the suspension does not take effect until the later of the following:
(a) the end of the time within which the respondent may apply for review under the Appeals Rule of the Vice-Chancellor’s decision;
(b) if the respondent applies for review of the decision under the Appeals Rule—the application for review is finally decided.

[Note: An exclusion under this section from the University, or a denial of access under this section to facilities, premises or activities of the University, continues to have effect even though an application for review has been made under the Appeals Rule (see Appeals Rule, section 11).]

(9) However, the Vice-Chancellor may, by written notice given to the respondent, direct that the suspension is to take effect immediately.

(10) The Vice-Chancellor may give a direction under subsection (9) only if the Vice-Chancellor considers that there would be an imminent and serious risk to the health or safety of students or staff of the University, or to University property, if the direction were not given.

(11) If the Vice-Chancellor takes action under subsection (4)(c) or (g) in relation to the respondent, the action does not, of itself, terminate or suspend the respondent’s enrolment.
17 Notice of decisions

(1) If the prescribed authority or the Vice-Chancellor (the **relevant authority**) makes a decision under section 15 (Finding and action: prescribed authority) or section 16 (Finding and action: Vice-Chancellor), the relevant authority must, within 5 working days after the day the decision is made, give the respondent and the Registrar written notice of the decision.

   [Note: For the service (however described) of notices and other documents, see the Legislation Statute, section 24.]

(2) The notice must include, or be accompanied by, a statement of reasons for the decision.

(3) Without limiting subsection (1), the notice must:
   (a) specify the conduct to which the decision applies; and
   (b) if the decision is that the respondent did not engage in conduct that is misconduct—tell the respondent that no further action is to be taken under this instrument in relation to the conduct; and
   (c) if the decision is that the respondent did engage in conduct that is misconduct—tell the respondent about the action taken by the relevant authority in relation to the conduct, that the respondent may apply for review of the decision under the Appeals Rule, and how and by when an application for review must be made.

18 Undertaking by respondent

(1) If the prescribed authority or the Vice-Chancellor (the **relevant authority**) accepts the respondent’s undertaking under section 15(4) (Finding and action: prescribed authority) or section 16(4) (Finding and action: Vice-Chancellor) in relation to a finding of misconduct:
   (a) the relevant authority must give a written copy of the undertaking to the respondent and the Registrar; and
   (b) if the respondent contravenes the undertaking, the relevant authority may take action under that subsection in relation to the misconduct.

(2) In deciding what action (if any) to take under section 15(4) or 16(4) (as the case requires), the relevant authority may take into account the respondent’s contravention of the undertaking and any explanation provided by the respondent for the contravention.

(3) Subsection (2) does not limit the matters that the relevant authority must or may take into account.

19 Effect of denial of access

If, under this instrument, a student is denied access to facilities, premises or activities, the student must not:
   (a) use any facility to which the student is denied access; or
   (b) enter any premises, or the part of any premises, to which the student is denied access; or
   (c) engage in any activity to which the student is denied access.

20 Exclusion of student from University

If, under this instrument, a person is excluded from the University, the person ceases to be a student and, except with the permission of the Vice-Chancellor:
   (a) must not be enrolled again; and
(b) must not use any University facility, or enter any University premises or any part of University premises, that the Vice-Chancellor determines the person must not use or enter; and

(c) must not engage in any activities conducted by or on behalf of the University at the University or at a place other than the University.
Part 5—Failure to meet obligations

21 Failure to meet obligations by due date

(1) The Vice-Chancellor may terminate the enrolment of a person as a student, deny a person access to all or any University facilities, to all University premises, any University premises or any part of University premises or to all or any activities conducted by or on behalf of the University, or withdraw the rights and privileges to which a person would otherwise have been entitled, if an obligation of the person is not met:

(a) within 10 working days after the due date determined in accordance with a University statute, rule or order or by the Vice-Chancellor, as the case requires; or

(b) within any further period determined by the Vice-Chancellor.

(2) The termination of the enrolment of a person as a student, the denial of access of a person to facilities, premises or activities, or the withdrawal of a person’s rights and privileges, under subsection (1) does not extinguish any undischarged liability of the person to meet an obligation.

(3) If the Vice-Chancellor takes action under subsection (1) in relation to a person, the Vice-Chancellor must tell the person in writing about the action.

22 Re-enrolment following suspension

A person whose enrolment as a student has been suspended may not re-enrol until the person pays any fees owed by the person under the Fees Rule (including late fees) and agrees to comply with any conditions that the Vice-Chancellor may impose in relation to the revived enrolment.

23 Liability of persons financially supported by third parties

(1) The Vice-Chancellor may accept an undertaking by a third party to meet an obligation on behalf of a person.

(2) However, the person remains personally liable for the obligation if it is not discharged by the third party.

24 Sanctions against persons who fail to meet obligations

(1) Without limiting section 21 (Failure to meet obligations by due date), if a person fails to meet an obligation that the person is required to meet, the Vice-Chancellor may direct that, while the obligation remains to be met:

(a) the person may not enrol or re-enrol in a program or course at the University; or

(b) the person may not be given a transcript of the person’s academic record; or

(c) the person may not be given the results of any assessment in a course or program; or

(d) the person may not receive a degree, diploma, certificate or other award of the University.

(2) If the Vice-Chancellor gives a direction under subsection (1) in relation to a person, the Vice-Chancellor must tell the person in writing about the direction.
Part 6—Review and call-in of decisions

25 Meaning of reviewable decision

(1) The following decisions under this instrument are reviewable decisions:

(a) a decision under section 11(1) (Additional interim powers of prescribed authority) to deny a student access to facilities, premises or activities or to exclude a student from attendance at an examination or other assessment;

(b) a finding by a prescribed authority under section 15(2)(b) (Finding and action: prescribed authority) that a student has engaged in conduct that is misconduct;

(c) a decision by a prescribed authority under section 15(4) to take action in relation to a student (including the action taken);

(d) a direction by a prescribed authority under section 15(9) that a suspension is to take effect immediately;

(e) a finding by the Vice-Chancellor under section 16(2)(b) (Finding and action: Vice-Chancellor) that a student has engaged in conduct that is misconduct;

(f) a decision by the Vice-Chancellor under section 16(4) to take action in relation to a student (including the action taken);

(g) a decision by a prescribed authority or the Vice-Chancellor under section 18 (Undertaking by respondent) to take action in relation to a student (including the action taken).

[Note: The decisions specified in this subsection are discipline decisions and reviewable decisions under the Appeals Rule (see Appeals Rule, sections 5 and 6).]

(2) However, if, under section 27 (Vice-Chancellor may call in decision), the Vice-Chancellor calls in a decision mentioned in subsection (1) and makes a decision as if the Vice-Chancellor were the original decision-maker, the decision of the original decision-maker ceases to be a reviewable decision.

[Note: The Vice-Chancellor may not call in a reviewable decision if an application has been made under the Appeals Rule for review of the decision (see section 27(2)).]

(3) To remove any doubt, a decision of the Vice-Chancellor of a kind mentioned in subsection (1) that is made following a decision of the Vice-Chancellor under section 27(1) is a reviewable decision.

(4) To remove any doubt, the following decisions are not reviewable decisions:

(a) a decision of the Vice-Chancellor under section 27(1) to call in a decision for reconsideration;

(b) a decision by an Appeals Committee under the Appeals Rule.

26 Review of reviewable decisions

The Appeals Rule provides for the review of reviewable decisions.

[Note: The Appeals Rule provides that a person may, in accordance with that rule (including required time limits), apply for review of a reviewable decision affecting the person in the person’s capacity as a student (see Appeals Rule, section 9).]
27 Vice-Chancellor may call in decision

(1) If the Vice-Chancellor considers that a reviewable decision made (including any action taken) in relation to a student is inappropriate in the circumstances of the case, the Vice-Chancellor may, by written notice, call in the decision for reconsideration.

(2) However, the Vice-Chancellor may not call in the decision if an application for review of the decision has been made under the Appeals Rule.

(3) The Vice-Chancellor must give a copy of the notice to the student. The notice must contain, or be accompanied by, a statement of reasons for the decision to call in the decision.

(4) The Vice-Chancellor must give the student an opportunity to make submissions in relation to the reasons why the decision has been called in.

(5) After taking into account the submissions (if any) made by the student, the Vice-Chancellor may make a decision as if the Vice-Chancellor were the original decision-maker of the decision.

(6) The decision made by the Vice-Chancellor operates, on and from the day it is made, as if it were the decision made by the original decision-maker.

(7) If the Vice-Chancellor makes a decision under subsection (5), the Vice-Chancellor must, as soon as possible:
   (a) tell the student in writing about the decision; and
   (b) give the student a written statement of reasons for the decision.
Part 7—Miscellaneous

28 Multiple processes

(1) This section applies if it appears that a student has engaged in conduct that:
   (a) may be academic misconduct within the meaning of the Academic Misconduct Rule; and
   (b) may be misconduct within the meaning of this instrument.

(2) To enable the processes under the Academic Misconduct Rule to proceed:
   (a) a prescribed authority conducting an inquiry under this instrument may suspend the inquiry; or
   (b) the Registrar or the Vice-Chancellor may suspend an inquiry or other process under this instrument.

(3) A prescribed authority, the Registrar or the Vice-Chancellor may recommence the inquiry or other process if the processes under the Academic Misconduct Rule are completed or if it appears that, in the circumstances, the suspension is not appropriate.

29 Extension of time

(1) The Registrar may extend a time limit under this instrument.
   [Note: The time limit may be extended even though the relevant time has ended (see Legislation Statute, section 22 (Power to extend time)).]

(2) In deciding whether to extend a time limit, the Registrar must take into account:
   (a) the reason why an extension is sought; and
   (b) the period of extension; and
   (c) the prejudice (if any) that will be caused by granting the extension.

(3) An extension must be for no longer than is reasonably necessary.
Part 8—Repeal and transitional provisions

Division 8.1—Repeal

30 Repeal

The Discipline Rule 2018 is repealed.

Division 8.2—Transitional provisions

31 General application and savings

(1) This instrument (other than this Part) does not apply to an act or omission that happened before the commencement of this instrument.

(2) Despite the repeal of the Discipline Rule 2018, that rule continues to apply, subject to this Part, to an act or omission that happened before the commencement of this instrument if that rule applied to the act or omission immediately before the commencement.

32 Transitional: existing appointments of nominees

(1) This section applies to an appointment that was in force, immediately before the commencement of this section, under the Discipline Rule 2018, section 28 (Nominees for University officials).

(2) The appointment continues in force, and has effect and may be dealt with, as if it were a delegation made under the Governance Statute, section 66 (Delegation and subdelegation of Vice-Chancellor’s functions) or section 67 (Delegation and subdelegation of functions of other University officials), as the case requires.

33 Transitional orders

(1) Orders made under the Governance Statute, section 68(1) (General power to make rules and orders) may prescribe matters of a transitional nature (including prescribing any savings or application provisions) relating to:
   (a) the repeal of the Discipline Rule 2018; or
   (b) the making of this instrument.

(2) This instrument (other than this section) does not limit the matters that may be prescribed by orders made for subsection (1).

(3) Orders made for subsection (1) have effect despite anything in this instrument (other than this section).

34 Application of Legislation Statute, section 26

(1) The Legislation Statute, section 26 (Repeal of University legislation) applies to the repeal of the Discipline Rule 2018.

(2) For the Legislation Statute, section 26 the provisions of this Part are transitional provisions.
35 Transitional provisions additional

This Division is additional to, and does not limit:

(a) the Legislation Statute, section 26 (Repeal of University legislation); or

(b) the Acts Interpretation Act, section 7 (Effect of repeal or amendment of Act), as
applied by the Legislation Act, section 13(1)(a) (Construction of legislative
instruments and notifiable instruments).
UNIVERSITY HOUSE
AND GRADUATE HOUSE

HANDBOOK
FOR POSTGRADUATE RESIDENTS

UNIVERSITY HOUSE
THE AUSTRALIAN NATIONAL UNIVERSITY
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INTRODUCTION

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

UNIVERSITY HOUSE

GRADUATE HOUSE

OUR COMMUNITY VALUES

University and Graduate Houses are an inclusive and accepting residential graduate community. We value our diversity of academic pursuits, beliefs and religions, cultures and nationalities, and personal interests and identities. We treat each other with respect and consideration.
Welcome to the University and Graduate Houses’ community! Our community is diverse, comprising some 200 resident postgraduate students; staff who work with you in both Houses; academics from across the ANU who are Fellows of University House; Members of University House; and members of our Residents’ Advisory Committee.

Our resident postgraduate community is a mirror of that at ANU - from some 40 nations, and across the ANU’s seven Colleges. Around 75% of our residents are PhD scholars, and 25% Masters scholars; and around 85% are international students at ANU. This diversity is one of our defining characteristics and great strengths. We reflect it in our Community Values Statement, which you’ll find on the preceding page.

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

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

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

I hope your residence in 2021 is both enjoyable and rewarding. The University and Graduate Houses team and I wish you every success in your studies, and in capitalising on the opportunities that being a resident of University and Graduate Houses offer you. We’re glad to be sharing 2021 with you, although – sadly – we won’t be able to occupy the University House buildings in 2021, as they will remain closed for repairs after the 2020 hailstorm.

Professor Peter Kanowski
Master
RESIDENT & HOUSE RESPONSIBILITIES

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

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

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

UNIVERSITY AND GRADUATE HOUSES-SPECIFIC POLICIES

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

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

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

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

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

www.anu.edu.au/study/accommodation/advice-procedures/occupancy-agreements

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

In return for meeting their responsibilities, residents can expect:

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

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

University and Graduate Houses exist to support the academic work and personal development of residents by maintaining a residential community that reflects our values (see page 3), and support in response to individual needs. Residents should be aware that the University has standards regarding academic progress that may affect your enrolment and therefore, your eligibility for residency in the Houses. More information can be found in the University’s Academic Progress Rules:


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

UPDATES TO THIS HANDBOOK

This Handbook may be updated from time to time. Generally, any changes will be circulated in advance for comment and will be the result of consultation between management and residents. Following consultation, the updated Handbook will be distributed to all resident postgraduates and will become effective 28 days after distribution. University and Graduate Houses value consultation with residents and being responsive to resident needs and concerns.

ANU POLICY FRAMEWORK

As residents of the ACT, residents of the ANU Halls of Residence are subject to the applicable laws of the Commonwealth of Australia and the Australian Capital Territory. University and Graduate Houses operate within the legislative and policy framework of the ANU. The University’s Statutes, Rules, Orders, policies and procedures apply to all students of the University, including residents in halls, and can be found on the University’s website: www.anu.edu.au/about/governance/legislation and policies.anu.edu.au/
In addition to specific ANU policies which are mentioned throughout this Handbook, we draw your attention to the following policies which are of particular importance within residential communities:

- **Acceptable use of information technology**: policies.anu.edu.au/ppl/document/ANUP_001222
- **Disability**: policies.anu.edu.au/ppl/document/ANUP_000405
- **Equal opportunity**: policies.anu.edu.au/ppl/document/ANUP_001227
- **Privacy**: policies.anu.edu.au/ppl/document/ANUP_010007
- **Prevention of discrimination, harassment and bullying**: policies.anu.edu.au/ppl/document/ANUP_000623
- **Student Code of Conduct**: policies.anu.edu.au/ppl/document/ANUP_6097481
- **Student complaint resolution**: policies.anu.edu.au/ppl/document/ANUP_000468
- **Social media participation**: policies.anu.edu.au/ppl/document/ANUP_000785

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

**UNIVERSITY & GRADUATE HOUSES**

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 accepted undergraduate residents for the first time; its undergraduate programs benefit directly from the University’s international recognition as Australia’s pre-eminent research university.

University House is Building No. 1 on the ANU campus, opening in 1954; at the time of the ANU’s establishment, there was nowhere suitable for academics, postgraduate students and academic visitors to live. University House was established as an environment in which academics and postgraduates from across the ANU could live and meet, informally as well as more formally; as a place for University’s ceremonies and events, and as a portal between the University and the wider community. There are Fellows and Members of University House associated with these roles, and University House is now also a commercial hotel, events, and hospitality business operated on behalf of the ANU. The 63 resident postgraduates privileged to continue its residential academic tradition remain central to the character of University House.

Graduate House was originally established in 1971, adjacent to (rather than on) the ANU campus. In 1998, Graduate House was relocated to its present site adjacent to University House, and the Master of University
House later became responsible for Graduate House. Graduate House residents have since been equally-valued members of the University House community.

University House and Graduate House each provides single, and limited double, self-catered accommodation for full-time graduate students of the ANU. In both Houses, accommodation may also be available for visiting PhD students from other universities who have the opportunity to spend time at the ANU.

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

**A CULTURALLY DIVERSE AND RESPECTFUL ENVIRONMENT**

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

Our commitment to a culturally-diverse and respectful environment is embodied in our Community Values Statement (page 2 of this Handbook).
STAFF & GOVERNANCE OF UNIVERSITY & GRADUATE HOUSES

STAFF

Master

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

General Manager

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

Residence Manager

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

Senior Front Desk Officer

The Senior Front Desk Officer provides administrative support to the Residence Manager by supporting accommodation, community operations and admission processes.

Front Desk Officer

The Front Desk Officer performs all of the day-to-day reception duties at Graduate House and provides essential administration and assistance to residents.

GOVERNANCE

Board of Fellows

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

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

STAFF AND OFFICE HOLDER CONTACT DETAILS:

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

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

Senior Residents

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

Duty Residents – Graduate House

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

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

The Duty Residents are responsible for:

- being on-call for the weekly after-hours Duty Roster;
- providing access to residents who are locked out of the building or their room;
- welcoming new residents after hours;
- after hours collection of parcels, vacuum cleaners, sports or other equipment supplied by the House;
- enabling access to resident storage and function areas;
- acting as Fire Wardens; and
- closing the Graduate House common areas at 11.00 pm each night.
Duty Residents may be contacted on their room extension (noted on the roster located in the foyer entrance), on ext. 60147, or on 0416 249 463. Upon ringing ext. 60147, you will be greeted with a message informing you that you will be connected to the Duty Resident mobile after a short pause. Do not hang up. If there is no answer on the Duty Resident mobile, you will automatically be transferred to ANU Security for assistance.

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

**Floor Coordinators**

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

**Information Technology Assistant**

The IT Assistant assists with resolving residents’ IT issues and ensuring compliance with ANU IT policies. They are not permitted to repair IT hardware but can log a job through ANU ITS, and may provide advice on IT issues.
RESIDENTIAL COMMUNITY COMMITTEES

Graduate Residents Advisory Committee

The Graduate Residents Advisory Committee (GRAC) provides advice to the Master and management about matters of interest or concern to residents and acts as a forum for discussion of those issues and concerns. It advises the Master on policy, management and operations relevant to residents of both Houses. It has an independent Chair (in 2020, Dr Margaret Kiley), and membership includes Early Career Academic Fellows and the Student Leadership Team.

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

Graduate Common Room Committee

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

1) promote and encourage the academic, cultural, artistic, sporting, and social life of Graduate and University Houses;
2) establish and maintain good working relations within the Houses (among Residents, Administration, Senior Residents and Duty Residents);
3) acknowledge the diversity of Residents of the Houses, and help ensure that all Residents have the opportunity to participate in and enjoy every aspect of House life; and
4) administer the funds of the GCRC in a manner that meets all financial, audit and other requirements of the University, subject to the approval of the Master or other relevant authorities.

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

Each Wednesday evening from mid-January until mid-December, resident postgraduates are invited to join members and guests of the University House, academic visitors to the University and others, for the weekly House Dinner. There are also other special dinners to mark a number of University and cultural events.

Residents are required to register to attend House Dinner by completing the online House Dinner Invitation via the Graduate and University Houses internal website. Cut off time for RSVP is 10.00 am Monday prior to Wednesday’s House Dinner unless otherwise advised.

Only residents who have registered by the deadline may attend that week’s House Dinner.

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

**Non-attendance House Dinner Fee**

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

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

University Accommodation Emergency Bursaries

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

Student Welfare Advice

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

The Erica Schmuck Fund

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

ANU Club for Women Fund

This Fund is supported by the ANU Club for Women, which has an association with University House dating back to its establishment. The aim of the Fund is to assist resident postgraduates of University House, including Graduate House, who may be experiencing financial hardship. The Club is particularly concerned for the well-being of women students, but applications are not restricted to women. The normal maximum that can be contributed from the fund is $500. Applications for assistance from the fund are made in writing to the Residence Manager, who will review applications and forward recommendations to the Master for a decision.

In the cases of both funds, contributions are not cash-based. Upon approval from the Master, the residents’ rent account will be credited electronically.
SPECIFIC POLICY ISSUES

PRIVACY

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

policies.anu.edu.au/ppl/document/ANUP_010007

ENTERING YOUR ROOM

As outlined in the Occupancy Agreement, we reserve the right to enter your room for reasons such as inspection, repair, cleaning or other reasonable purposes, including welfare checks. No matter the circumstances, residences will incorporate the “3 knock’ rule prior to entering your room.

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

DISCLOSURE OF INFORMATION

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

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

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

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

Action via Internal Procedures

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

Action under the Discipline Rules

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

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

Where the finding by the Master has resulted in the exclusion of the resident, the Head of Residence will immediately notify the matter to the Director of Residential Experience. The resident will have the right to make any reasonable request for review regarding exclusion from the Houses directly to the Director of Residential Experience (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 Director of Residential Experience having reviewed the matter will be final.

**APPLICABLE UNIVERSITY LEGISLATIVE INSTRUMENTS**

SOCIAL MEDIA PARTICIPATION

All students are encouraged to participate in social media, and everyone who participates in online commentary is expected to understand and to follow these simple but important guidelines.

More information can be found in the ANU policy library:

• All students are encouraged to participate in social media, and everyone who participates in online commentary is expected to understand and to follow these simple but important guidelines.

• If you are writing about ANU or another university, be transparent and state that you are a student here. Your honesty will be noted in the social media environment. If you have a vested interest in what you are discussing, be the first to say so.

• Be aware that participating in online debates and posting to the Internet is a form of publishing. This means that the usual rules of publishing apply, and you should not post or link to any materials that are defamatory, harassing, or indecent.

• Never represent yourself or ANU in a false or misleading way. All statements must be true and not misleading; all claims must be substantiated. Any use of the University logo must be approved by the ANU Marketing Office.

• Post meaningful, respectful comments. In other words, no spam, and no remarks that are off-topic or offensive.

• Use common sense and common courtesy. For example, it's best to ask permission to publish or report on conversations that are meant to be private. Make sure your efforts are transparent don't violate the relevant University policies including the Discipline Rules 2011 and Acceptable Use of Information Infrastructure. Breaches may be considered misconduct and may lead to disciplinary action.

• When disagreeing with others' opinions, keep it appropriate and polite. If you find yourself in a situation online that looks like it's becoming antagonistic, do not get overly defensive and do not disengage from the conversation abruptly.

• Be conscious of the sensitivities of debates in which you are engaged. Even anonymous comments may be traced back to you and the University.

• Be smart about protecting yourself and your privacy. Remember that what you publish is widely accessible as it can be searched and shared, so consider the impact of the content to your reputation. The internet has along memory and any information you post (including photos, videos, or links) may be found by a current or future employer or others. You are personally responsible for the content of your posts.
WELL-BEING AND HEALTH CARE MATTERS

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

The ANU Counselling Centre and Health Services, located on Level 3 of the Health and Well-being Centre in Kambri, 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 a minimal rate for students of the ANU. Please call the Health Centre for enquiries on ext. 53598 or visit www.health.anu.edu.au/.

FIRST AID

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

MENTAL HEALTH AND PSYCHOLOGICAL DISTRESS

The Houses seek to support the mental health of residents, and the University provides a range of mental health services support services, including the University Counselling Centre. Where a resident seems to be showing signs of significant psychological distress (such as self-harming behaviour, symptoms of a psychotic episode or suicidal ideation), a staff member will attempt to ensure that appropriate support is made available. This may include consultation with and/or referral to health or counselling services including ACT Mental Health, University Counselling Centre, ANU Health Service or another health service provider. A ‘Safety Plan’ may also be developed in collaboration with the resident. As with a medical emergency, where there is a grave concern for the health or well-being of a resident, the Master may contact the emergency contact person(s) nominated by a resident in the contact details of their Accommodation Portal account. The ANU Wellbeing and Support Line is also available 24 hours a day, 7 days a week (1300 050 327 or text 0488 884 170).

Psychological distress

If you experience psychological distress, or if you feel another resident is showing signs of psychological distress, we ask that you let a member of staff know. We strongly recommend you do not attempt to provide support to the student yourself. Instead, you should utilise the services in place to support the affected resident. A designated staff member will seek to ensure that appropriate support is made available. The ANU Wellbeing and Support Line is also available 24 hours a day, seven days a week (1300 050 327 or text 0488 884 170).
LONG-TERM OR SERIOUS ILLNESS OR DISABILITY

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

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

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

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

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

If the above discussions/resultant actions do not produce a reasonable and appropriate management process, the Master may exercise their discretion to terminate the Occupancy Agreement.
ACUTE ILLNESS/INCIDENT

If you are acutely or severely unwell, including a physical or mental health crisis, your safety is of primary concern. Residential staff and student leaders will follow the steps in the Student Critical Incident procedure to ensure your safety and access to specialist professional services, for example calling an ambulance or the mental health crisis team. If you become ill or sustain an injury during your time in residence, please let us know so that we can support you to access appropriate services.

Please also let the Residence Manager or Master of University House know if you decide to take time away from the Residence to recover from an injury or illness.

Please note that Graduate and University Houses are unable to provide ongoing care for students who need intensive support due to being acutely or severely unwell, or if a licensed medical professional deems necessary regular supervision for the student from a carer.

If you are the victim of sexual assault or harassment, your safety is of primary concern. The Residence Manager or Master of University House will follow steps in the University staff protocol for responding to an allegation of sexual violence to ensure your safety and access to specialist services, for example, Canberra Rape Crisis Centre, ACT Police, University Counselling, the Respectful relationships Unit (RRU) and local hospitals. Further information can be found on page 25.

COMMUNICABLE/ NOTIFIABLE DISEASES & MEDICAL EMERGENCIES

Communicable Disease

In the case of contracting an infectious disease such as COVID-19, measles, tuberculosis (TB), meningococcal, chicken pox, bird flu, or swine flu, a resident should, if possible, leave the House for the infectious period. If this is not possible, the resident will be required 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 hygiene (e.g. hand washing) if the infection is contagious by that route; and
- care when coughing and/or sneezing in common areas, etc.
The House will provide assistance with the provision of meals and other personal needs, within the capacity of the House. The Master or Residence Manager will advise the resident of the statutory or recommended period of isolation.

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

**Notifiable Disease**

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

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

If a resident fails to attend a GP examination on request of the Master of the House, they may be excluded from the House until such time as they obtain medical advice demonstrating that they do not pose a disease risk to other residents.

If a resident who does attend a GP examination is required to leave the House because they have a communicable disease, their return to the House is dependent on them obtaining medical advice demonstrating that they are fit to return to House and present minimal or no risk to fellow residents.

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

**Emergency Medical Procedures/ Transport to Hospital**

Non-emergency transport to a hospital is a private matter. Where appropriate, we recommend the use of a taxi. Where a resident chooses to be taken to hospital in a private vehicle, we 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 or Student Leadership Team members accompany a resident to a hospital, there is no requirement for them to remain after medical care has commenced.

**Informing Emergency Contact Person(s)**

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

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

**EMOTIONAL SUPPORT THERAPY AND ASSISTANCE ANIMALS**

The Australian National University is committed to providing an inclusive, safe and healthy environment for all residents. We aim to ensure no student is discriminated against because of their disability. The Australian National University recognizes the importance of assistance animals in supporting persons with a disability in their everyday life and acknowledges that a person with a disability is entitled to be accompanied by a trained assistance animal in places where animals would ordinarily be excluded, including residential accommodation.

An assistance animal refers to a dog that is fully trained to facilitate the participation of a person with a disability in accessing various aspects of personal and public life. We will require evidence that the dog is registered as an assistance animal through Access Canberra. If you have an assistance animal and meet these criteria, please contact the Accommodation Services to discuss suitable accommodation.

An emotional support therapy animal provides comfort but is not trained to alleviate the effect of a disability and are therefore not considered as assistance animals. For this reason, and due to the exclusion of pets in the Occupancy Agreement, emotional therapy animals are not allowed in our residences.
We highly recommend that residents take out insurance to cover their personal belongings (especially for items of high value) and ambulance travel. The insurance policy carried by both Graduate House and University House does not cover residents’ personal belongings, nor does it cover ambulance travel for residents in the event of an emergency.

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

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

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

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


Please also refer to the Violence & Sexual Assault support section in the Appendix of this handbook (page 81).

ALLY SUPPORT

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

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

services.anu.edu.au/human-resources/respect-inclusion/anu-ally-network-and-lgbtiq-inclusion

A list of contact details for Graduate House and University House Ally network members is also provided at Graduate House reception and on the resident website.
WHAT IS THE ANU COMMUNITY WORKING TOWARDS?

The Respectful Relationships Initiative addresses issues of sexual harassment and sexual assault on campus. You can read about it, and access relevant resources, at:


The vision of the Respectful Relationships Initiative and related ANU Sexual Violence Prevention Strategy is to create a university free from violence, where all who are part of the ANU Community:

- experience equality and respect in all their relationships, personal or professional;
- are empowered and respected where they live, learn, work and socialise;
- are supported in their relationships to reach their full potential.

WHAT DOES THAT MEAN FOR YOU?

All members of the ANU community are encouraged to take responsibility for their own actions and ensure they are always acting in a respectful manner which supports the dignity, safety and well-being of others. All members of the community are encouraged to report any incidents of sexual misconduct they have witnessed and to intervene where it is safe to do so (ANU Sexual Misconduct Policy).

WHAT HAPPENS IF SEXUAL MISCONDUCT IS FOUND TO HAVE OCCURRED?

If misconduct is found, penalties ranging from no further action to exclusion from ANU may be applied. Penalties generally fall into three bands (but may be applied in combination):

- Restorative (examples include an apology, mediation, separations, conditions on future enrolment)
- Educative (examples include undertaking a course, counselling or support services)
- Punitive (examples include monetary fine/compensation, suspension, exclusion)

WHAT ARE ANU RESIDENCES DOING IN RESPONSE?

The Graduate and University Houses are working closely with the Respectful Relationships Unit to ensure students are safe and supported in the case of incidents of sexual assault and sexual harassment. When managing incidents related to sexual assault and sexual harassment, residential staff and student leaders will
follow the guidelines set out in the relevant protocol. We will work closely with the Respectful Relationships Unit to provide support, as detailed on the Respectful Relationships Unit website:


CONSENT MATTERS

All students resident on campus are required to complete the Consent Matters online module:

www.anu.edu.au/study/accommodation/advice-procedures/consent-matters-online-module

As part of the ANU response to the Human Rights Commission Report on Sexual Assault and Harassment at Australian Universities, the ANU requires all residents who live in University Halls of Residence to have completed the online Consent Matters: Boundaries, Respect and Positive Intervention module. The version you are required to complete is specifically for postgraduate students.

The university expects all residents to have an understanding of consent, when consent can and can’t be given, healthy relationships and bystander intervention. The module addresses these issues.

If there are legitimate reasons for you not to complete the Consent Matters module (e.g. for religious/cultural reasons, triggering content), you may request an exemption.

You must make this request directly to the Student Manager at least one week before the deadline.

Manager.Graduate.House@anu.edu.au

The Residence Manager will advise the outcome of the request.

Completion of the module is part of your induction to University and Graduate Houses. You are required to complete the module within four weeks of arrival. New residents will be notified by email the steps required to complete module and associated quiz.
WHERE CAN YOU GET SUPPORT OR MORE INFORMATION?

Sexual Violence Support:

1800 RESPECT – 1800 737 732 (Available 24/7)

Canberra Rape Crisis Centre – 02 6247 2525 (Available 7am – 11pm daily)

General Support Services:

Lifeline – 13 11 14 (available 24/7)

QLife – 1800 184 527 (3pm – 12 am every day)

ANU Counselling – 02 6178 0455 (9am – 4:45pm weekdays)

ANU Wellbeing and Support Line – call 1300 050 327 or text 0488 884170 (available 24/7)

Australian Federal Police (000 for emergencies, 131 444 for non-emergencies)

YOUR SAFETY ON CAMPUS

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

These measures may include but are not limited to:

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

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

Personal safety is important for everyone on Campus. By recognising and avoiding potentially risky situations, you can greatly increase your personal safety. For example, we recommended you walk with friends if possible at night, and to use lighted footpaths.

ANU Security offers a range of services to keep students safe on campus. These include:

- Personal safety escorts (provided by ANU Security and UniSafe patrol)
- Assistance with lockouts access
- After-hours assistance
- Incident response
- Parking management

For more information on safety and security on campus, please visit ANU Campus safety and security and Your safety on campus. The ANU security number is ext. 52249.

On Campus On Demand Night Bus

The University operates a free after-hours bus service from Monday to Friday during the academic year. For more information, please visit services.anu.edu.au/campus-environment/safety-security/on-campus-on-demand-night-bus

Public Transport

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

Security Cameras

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

policies.anu.edu.au/ppl/document/ANUP_000463
Security at University and Graduate Houses

The House will maintain an appropriate regime, in conjunction with ANU Security, to provide all residents with an environment that is safe and secure. The Master of the House will ensure that staff and Student Leadership Team members are trained to respond appropriately to security issues, including when issues should be referred to ANU Security or the Police. The ANU security number is ext. 52249.

Theft from rooms can only be avoided if each resident is vigilant about closing/locking all doors and windows in their room, even when absent for a few minutes. Doors in Graduate House are designed to lock when they close, but please ensure security when entering/exiting the building by physically closing these doors rather than letting them close on their own. Please ensure others unknown to you do not enter with you.

All doors into Graduate House have security alarms, all of which directly connected to the ANU security area. The careless or persistent sounding of the alarm by a resident will be treated as an offence, with disciplinary consequences.

Security in both Graduate House and University House is reliant on all residents observing security regulations:

- All lost keys or swipe cards must be reported immediately to Reception;
- All access doors in Graduate House are fitted with silent alarms and are not to be propped open at any time for any purpose; and
- No one may be given access to Graduate House unless they are a resident of Graduate House or in the company of a resident, or a resident of University House accessing the Common Room. Residents must vouch for any visitors they bring to Graduate House and the actions of that visitor at all times.

If a resident sees someone or something suspicious at Graduate House or in the immediate vicinity, including the car park, they should report it to the Residence Manager, Senior Administration Assistant, or a Senior or Duty Resident and ANU Security. Residents at University House are to report any suspicious activity or persons to Reception, or to ANU Security at times Reception is closed.

**ANUOK app**

Residents are encouraged to install and use the ANUOK app for iOS or Android devices.

It is essential that residents be aware of the rules, regulations and conditions that govern the Occupancy Agreement that you entered into when accepting residency at University or Graduate House. This handbook contains much of that information. For further information or assistance, please ask the Residence Manager.

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

**ALCOHOL & DRUGS**

**Alcohol Policy**

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

A Resident who breaches this policy may have his/her Occupancy Agreement terminated immediately. Termination of the Occupancy Agreement is at the reasonable discretion of the Master of the House based on the circumstances.

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

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

**Underage residents**

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

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

**Responsible consumption**

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

**Prohibited activities**

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

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

**Drug Policy**

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

**Legal Highs**

Possession and/or consumption of legal highs such as nitrous oxide (NOS) are prohibited in our residences. Any resident who breaches this prohibition will face disciplinary action. In Australia, the supply of nitrous oxide for recreational purposes is illegal.

**Excessive Consumption of Alcohol**

You can expect follow-up action to be taken by the Residence Manager or Master if your excessive consumption of alcohol results in:
- physical or psychological harm to yourself or others;
- intervention by security, emergency services (police, fire or ambulance) or a staff member;
- damage to property;
- damage to the reputation of the University and of the residences within the University and the wider community; or
- any other behaviour deemed to be in contravention of this handbook or your Occupancy Agreement.

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

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

- does not involve any prohibited activities mentioned above;
- provides an adequate amount and type of food in respect to expected participant numbers and timing of the event;
- provides equal access to non-alcoholic beverages; and
- provides access to drinking water for attendees, free of charge.

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

RESIDENT BEHAVIOUR

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

House residents are expected to behave in a way that is conducive to harmonious community living and is consistent with this Graduate House and University House Handbook, the Occupancy Agreement and the ANU Discipline Rules. At times, and for a range of reasons, the behaviour of some residents may impact their right to remain in the community. It is expected that residents will take personal responsibility for their own well-being. Behaviour that in the opinion of Master is unacceptable may be grounds for termination of residence. If the Master considers it appropriate, in deciding whether to terminate an Occupancy Agreement due to issues with resident behaviour; the Master:
• will meet with the resident to discuss the issue and the impact the behaviour is having on the operation of the House and on other residents. During this meeting, individual extenuating circumstances and options will be discussed;
• will develop a behavioural plan/agreement between the resident and the House;
• where the individual circumstances relate to an immediate or serious risk to the resident or others, may hold discussions with other relevant areas of the University, including but not limited to the Director of Residential Experience, Registrar (Student Administration), the Dean of Students, the Access and Inclusion Office, University Counselling Centre, University Health Service, and/or staff in the student’s academic area to examine alternative methods and reasonable adjustments that will enable the Hall to assist in the management of the student’s behaviour; and
• if the above discussions/resultant actions do not produce a reasonable and appropriate management plan to bring the student’s behaviour in line with the Graduate House and University House Handbook, the Occupancy Agreement and the ANU Discipline Rules, the Master may exercise their discretion to terminate an Occupancy Agreement.

WEAPONS

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

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

VANDALISM

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

FIRE ALARM

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

FIRE SAFETY REMINDER

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

NUISANCE FIRE ALARMS

Activation of the fire alarms in the houses either by accident or malicious acts will result in a fine being applied to the person responsible for setting off the alarm (refer to schedule of fees). This fine covers the costs incurred by the ANU from the ACT fire department and external contractors whenever a fire alarm is activated. Your residence will provide advice at the beginning of your contract on how to avoid triggering the fire alarms.

Fees associated with a Nuisance (False) Fire Alarm Call-out are set out in the Graduate House & University House - Tariff Schedule. The cost of alarms due to system faults will be paid for by the House. All other costs associated with student negligence, such as replacing fire equipment, will be charged to the residents responsible.

BREAK GLASS ALARMS

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

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

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

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


DRILLS

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

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

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

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

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

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

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

**SMOKING**

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

policies.anu.edu.au/ppl/document/ANUP_011807

The ANU Smoke-Free Policy prohibits the use of all smoking products (tobacco product, herbal product, personal vaporiser or personal vaporiser product), anywhere, on all of the University's campuses, including buildings, properties, grounds, and workplaces.

As of July 2020, ANU has started phasing out Designated Outdoor Smoking Areas (DOSAs). This means staff and students will no longer be allowed to smoke within University’s boundary (services.anu.edu.au/human-resources/wellbeing/smoke-free-campus); see also services.anu.edu.au/human-resources/wellbeing/smoke-free-campus/frequently-asked-questions.

Smoking is prohibited in all offices, accommodation areas and rooms of University House and Graduate Houses. A resident who smokes within Graduate House or University House may have their Occupancy Agreement terminated.
Residents are held responsible for their guests’ behaviour in this matter, as others. If a guest does not comply with the ANU policy on smoking, the resident must report the guest’s behaviour immediately to University or Graduate House Administration or ANU Security, who will respond appropriately.

**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 traps odours. Please be sure to allow good air-flow through your room or the kitchen from time to time by opening the window.

To avoid attracting rodents, insects and other pests, please ensure that food is stored in sealed metal or plastic containers – boxes, paper or plastic bags do not deter rodents and insects effectively.
GRADUATE HOUSE AND UNIVERSITY HOUSE GUEST POLICY

GUESTS & VISITORS

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

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

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

VISITORS TO GRADUATE HOUSE AND UNIVERSITY HOUSE

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

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

If you would like your visitor to remain overnight after 12 pm, please record your guest in the Graduate House Guestbook or University House Guestbook located on:

unihouse.anu.edu.au/students-area/ or via the tablet located in the reception area.

OVERNIGHT GUESTS AT GRADUATE HOUSE AND UNIVERSITY HOUSE

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

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

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

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

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

DEPARTURES

Residents of Graduate House and University House may only be relieved of their obligations as stated in their Occupancy Agreement with the agreement of the Residence Manager. Please refer to the Period of Stay section on page 51 for additional information.

Residents may vacate their room if they have submitted their thesis or they are at the end of their studies provided they submit a Termination of Occupancy Agreement form (available Graduate House Reception) to the Residence Manager, four weeks prior to their departure. If less than four weeks written notice is given to end the Agreement before the scheduled termination date, the resident will remain liable to pay rent until the House locates another occupant that is acceptable to occupy their room. All residents may be required to pay the tariff as per the Occupancy Agreement until the room is filled and any credit balance will only be refunded after the agreed contract termination date.

Residents are to ensure that no furniture is missing from their room when they leave the house. Resident rooms will be checked on the morning of departure. If your room is left in an unsatisfactory state or there are any missing or damaged items, charges will be placed against your Refundable Deposit as per the House Schedule of Fees or as deemed appropriate by Management.

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

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

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

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

Any resident whose Occupancy Agreement is terminated because of a finding of a breach of House rules will forfeit their Refundable Deposit.
REQUEST FOR EARLY TERMINATION OF OCCUPANCY AGREEMENT

The Occupancy Agreement is a legal agreement and, in signing it, you are agreeing to rent for the full duration of the Agreement. We understand circumstances arise that may result in you wishing or needing to terminate your Occupancy Agreement prior to its end date. Should extenuating circumstances that lead you to wish to terminate your Occupancy Agreement arise, please discuss those with the Residence Manager as soon as possible. In such circumstances, the Master may approve an early release with no financial liability. However, you cannot assume that you will be relieved of your obligations under the Occupancy Agreement in anything but truly extenuating circumstances.

You will need to complete a Termination of Occupancy Agreement form and submit this to Graduate House reception. Fees may be associated with an early departure as set out in the Graduate House & University House - Tariff Schedule.

SHORT ABSENCES AND SUBLETTING

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

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

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

The application must include:

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

Absence from the House for any purpose other than fieldwork is normally regarded as a private matter, and not eligible for this concession. Special circumstances may be raised with the Master through the Residence Manager.

**ROOM CHANGES**

Room changes are subject to availability and will be at the discretion of the Master of University House or Residence Manager. Room changes during the year are only granted in special circumstances, and fees may apply. You cannot move rooms without express written permission from the Master of University House or Residence Manager.

Occasionally, a resident may be required to move rooms by the Master of University House or Residence Manager. A resident will generally only have to move rooms during the academic year for well-being or safety issues. If you are required to move rooms, the Residence will endeavour to assist you in the process where practical and will provide a reasonable timeframe for completion of the move.

**STORAGE FACILITIES**

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

As a resident, you are offered an Occupancy Agreement and a place to live for up to one year (52 weeks). This offers a sense of stability. It also helps to preserve the culture and maintain a balanced and diverse community.

‘Returners’ are defined as residents who wish to continue to reside at either house for another 52 weeks.

A questionnaire is provided to residents in October to determine accommodation requirements for the subsequent year. If a resident meets the conditions of re-admission and community expectations, an accommodation offer will then be provided in November.

INTER-RESIDENCE TRANSFERS

Residents are offered the opportunity on an annual basis to apply to transfer to another approved Residence.

It is important to note that there are a limited number of transfer applications that are offered, that the transfer is not guaranteed, and that the transfer will only take effect in the following semester.

All relevant details regarding the process and timelines will be communicated to you by the Residence Manager. Additional information about the transfer process is also available on the University Accommodation website:

www.anu.edu.au/study/accommodation/advice-procedures/inter-residence-transfer

When completing your transfer application, please provide as much relevant information as possible.
FACILITIES AT GRADUATE HOUSE

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

COMMON ROOM

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

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

BRINDABELLA ROOM

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

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

PC & PRINTER ROOM

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

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

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

NOTICEBOARDS

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

UNIVERSITY RESOURCES

The resources of the University are for you; please use them. If you have a problem, irrespective of whatever it is, it is likely that someone has dealt with it before, and the answer may be out there somewhere. Graduate student-oriented Resources include the Academic Skills and Learning Centre, the Postgraduate and Research Students Association (PARSA), the Access and Inclusion Unit, and the Dean of Students.
INTRODUCTION

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

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

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

ACCOMMODATION

Criteria for Admission

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

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

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

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

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

**Waiting List**

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

**Allocation of Rooms**

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

**Period of Stay**

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

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

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

**Accommodation Fees & Other Payments**

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

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

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

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

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

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

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

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

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

**FEE PAYMENT**

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

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

Laundry

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

Whiteboards and markers are available for residents to note if they are using a machine and when they will return to collect their belongings. This being said, residents should not leave their clothes unattended, as the House takes no responsibility for clothes left in unattended machines or on clotheslines. Unclaimed laundry left in the laundry rooms or on the clotheslines for 24 hours or more will be removed and collected for the Smith Family Foundation.

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

KITCHEN (COMMON ROOM)

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

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

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

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

- Never leave anything cooking without supervision. With regard to this, you will find a timer switch attached to the wall above the oven/stove top. The safety mechanism timer minimizes the risk of a fire starting through misuse of the oven/stove top.
- Protruding pots and pans have the potential to be hazardous; someone could inadvertently bump a pot, spilling its contents, so always turn handles inwards.
- Do not pour fat or oil down the sink. This is an environmental hazard and may block the drains with solidifying fat. The preferred method of disposal is to pour the fat or oil into a sealable container, which can be thrown into the bin once it cools.
- 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.

Footwear must 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 periodically and to not keep waste outside of their room as these items attract insects, birds and pests such as rodents.

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

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

Graduate House provides a bicycle registration service to ensure there is plenty of space available for residents’ bicycles and to help protect bicycles against theft. All bicycles stored at Graduate House must be registered with Reception and stored in the 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 safety hazard. Bicycles found locked to poles, downpipes, stairwell railing or without registration stickers will have their locks cut by our maintenance staff, and removed.

As space is limited and it is sometimes difficult for residents to find a place for their bicycle in the sheds, the Graduate House Residential Scholars will be assisting House management at the start of each semester by placing warning tags on bicycles that appear to be abandoned or do not have a registration sticker on them. Residents will have four (4) weeks from a date specified by House management to register their bicycles if they have not already done so or if they receive a warning tag on their bicycle. Bicycles not registered after that four week period will be considered abandoned and/or unwanted and in accordance with the Uncollected Goods Act (ACT), 1996 will be removed from the premises and disposed of by our maintenance staff on a date specified by House management.

SERVICES

Mail

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

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

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

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

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

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

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

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

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

**Making calls from your room**

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

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

University House Reception:
Dial ext. 55211

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

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

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

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

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

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

Access

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

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

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

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

Support

Resident access to the Internet is provided through the University and residents are subject to all relevant University Statutes, Rules, Orders, policies and procedures governing the 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 services.anu.edu.au/information-technology/software-systems/sophos-anti-virus
As noted, the Resident IT Assistant is available to check resident machines and will be able to advise residents on how to get it ready for connection to the network. After residents have connected, they will need to continually monitor their computer and ensure that it is kept up to date.

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

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

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

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

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

**Internet access**

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

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

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

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

Acceptable use of Information Technology: policies.anu.edu.au/ppl/document/ANUP_001222
Information Technology account management and access: policies.anu.edu.au/ppl/document/ANUP_000709

IT PROVISION AND ADVICE

Graduate and University Houses provide a WiFi network primarily for study, but we also recognise the use of this network for personal use in your homes. This WiFi is ‘ANU Resnet’, which is separate from the wider ANU secure WiFi network. Graduate and University House also provide a hardwired network facility in your rooms (Ethernet), but this is not present in all residences. Use of either of the ANU WiFi networks needs to meet the acceptable use set out in the Acceptable Use of Information Technology policy. Any breach of this policy will result in your access to the network being revoked and potential disciplinary action.

With a community of residents accessing these networks, the connection may be problematic. There are a number of steps every resident can do to help ensure the connection remains stable for you and for all residents;

• Avoid connecting non-acceptable items to the Wi-Fi or Ethernet ports. These additional connections interfere with the Wi-Fi signal across the residence. This includes, but is not limited to 4G dongles, home Wi-Fi routers and ad-hoc networks.
• Minimise the number of Wi-Fi speakers as these can interfere with the Wi-Fi signal.
• Do not use an alternative device as a personal hotspot. A hotspot uses the same frequency as our WiFi routers and can reduce the number of available channels for other users.
• Check your device on which Wi-Fi network it is connecting to. Some devices will remain connected to ANU secure once you re-enter a residence. Turn off your Wi-Fi connection and reconnect to ANU Resnet.

If you continue to experience Wi-Fi connection issues after taking all of these steps, notify the IT assistant and log a ticket with the ANU IT service desk.
SECURITY PROTOCOL

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

1. In any after-hours emergency involving the health or well-being of a resident of Graduate House, the Security Officer should be called immediately. In cases of serious illness, death, fire or other life threatening situations, emergency services should always be contacted on 000 (dial 0 for an outside line first) or on 112 from a mobile phone prior to contacting a Security Officer.
2. In situations where a resident feels at risk, danger or intimidated, the Security Officer should be called.
3. In situations where there is a suspected intruder in Graduate House or an attempt to enter Graduate House illegally, the Security Officer should be called.
4. If there is a serious malfunction of any piece of equipment or facility of Graduate House, the Security Officer should be called.
5. If a resident is locked out of their room after hours (after 11.00 pm), the Security Officer should be called.
6. If a resident has witnessed an act of vandalism and/or theft, the Security Officer should be called.

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

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

VEHICLE PARKING AT GRADUATE HOUSE

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

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

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

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

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

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

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

**Vehicle Security**

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

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

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

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

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

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

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

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

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

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

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

**Bathroom Facilities**

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

**Changing Rooms**

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

**Decorating Your Room**

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

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

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

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

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

The use of travel adaptors and multi-plug devices in your room or anywhere in the houses, including the shared kitchen, is permitted only when the adaptor or device is made to Australian standards and bought in Australia. It is prohibited to use either of these items that does not meet these standards or is purchased outside of Australia.

An item not meeting these standards increase the chance of causing a fire alarm which will trigger an automatic fire alarm fine (refer to schedule of fees) and/or causing damage which will incur additional costs for any maintenance fees associated with this.

Office staff will inspect your room at times to check cleaning and any maintenance. If a resident is found to be using an adaptor or power board that does not meet these requirements it will be confiscated and returned when you vacate and you may incur a fine.

We do recommend you undertake electrical testing and tagging of your item to give yourself assurance on the safety of your electrical items.

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

- Air-conditioning units
- Double adaptors (only power-boards with overload protection may be used)
- Cooking equipment, including toasters and rice cookers (Graduate House excepted)
- Personal heaters
- Washing machines or dryers (these are provided for residents in the House laundry rooms)
- Electric blankets
- Irons (these are provided for residents in the House laundry rooms)
- Travel power adapters
- Camping style cookers with gas cylinders
- Any electrical item not listed above but which could reasonably be expected to pose a fire hazard. If in doubt, you should check with the administration staff

When using electrical equipment:

- Check the safety tag; ensure that the next test/retest date recorded has not been passed.
- Make sure main cords are well-connected and in good condition.
- Make sure extension cords are uncoiled and protected from undue wear, tear and exposure.
- Use equipment only for its intended purpose.
- Ensure electrical equipment is in good condition.
- Use power-boards only with overload protection; double adaptors may not be used.
- Do not position equipment where it will pose a hazard.
- Unplug equipment before cleaning it.
- Turn items OFF when not required. It is a safer practice to do so and the impact on the environment can be reduced considerable if power consumption is cut.

**Urgent Access to a Resident’s Room without notice**

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

All residents pay a deposit as part of their acceptance fee when offered accommodation. This deposit is held against any unpaid fees and charges or any damage. When you move into the Graduate or University House, you will be given an inventory form for your room, which you need to read carefully, sign to agree with the condition of your room at the beginning of your occupancy making any amendments, if you find issues not listed on the form, and returning this form to the office. If you do not return the form to the office, we will take this as your acceptance of the condition of your room. At the end of your occupancy another check of your room is done and if there are additional issues in your room not noted on the inventory form and these are deemed to be attributed to damage caused by you, you will be charged for the repair of these issues.

Occasionally, damage occurs to items or facilities outside of your room. If you notice any maintenance that requires attention, please notify the front desk. If you cause damage in a common area, notify the office immediately, and they will discuss this with you to decide if a damage charge should be applied.

**SCHEDULED MAINTENANCE**

**Preventative Maintenance**

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

**Programmed Pest Control**

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

**Fire Blanket Inspection**

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

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

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

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

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

### GRADUATE HOUSE

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

### ANU SUPPORT SERVICES

<table>
<thead>
<tr>
<th>Support service</th>
<th>Hours</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Skills &amp; Learning Centre</td>
<td>9am - 5pm weekdays (Closed on public holidays and weekends)</td>
<td>+61 2 6125 2972 <a href="mailto:academicskills@anu.edu.au">academicskills@anu.edu.au</a></td>
</tr>
<tr>
<td>Access &amp; Inclusion</td>
<td>9am-5pm weekdays. Closed on public holidays.</td>
<td>+61 2 6125 5036 <a href="mailto:access.inclusion@anu.edu.au">access.inclusion@anu.edu.au</a></td>
</tr>
<tr>
<td>Chaplaincy</td>
<td>The Chaplaincy is open from 10am-4pm during term periods.</td>
<td>+61 2 6125 4246 <a href="mailto:chaplaincy@anu.edu.au">chaplaincy@anu.edu.au</a></td>
</tr>
<tr>
<td>Counselling Centre</td>
<td>Open each day of the year excluding weekends, public holidays and the University shutdown period. We are open from 0855 until 1645 (4.45pm) and close for lunch between 1300 -</td>
<td>+61 2 6178 0455 <a href="mailto:counselling.centre@anu.edu.au">counselling.centre@anu.edu.au</a></td>
</tr>
<tr>
<td>Service</td>
<td>Hours/Availability</td>
<td>Contact Information</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>------------------------------------------------------------------------------------</td>
<td>--------------------------------------</td>
</tr>
<tr>
<td>1400 (1:00pm - 2:00pm). To make an appointment, please phone on +61 2 6125 2442 or come in to the Centre in person.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dean Higher Degree Research</td>
<td>+61 2 6125 8487</td>
<td><a href="mailto:dean.hdr@anu.edu.au">dean.hdr@anu.edu.au</a></td>
</tr>
<tr>
<td>Dean of Students</td>
<td>Appointments with the Dean and Deputy Dean are available between 10am-12noon and 1.30-3.30pm Monday to Friday. Please contact us to arrange a convenient time.</td>
<td>+61 2 6125 4184</td>
</tr>
<tr>
<td>Health Service</td>
<td>9am – 5pm</td>
<td>+61 2 6178 0400</td>
</tr>
<tr>
<td>Student Central</td>
<td>Monday to Thursday, 9am–5pm Friday, 10am–5pm</td>
<td>135 ANU (135 268)</td>
</tr>
<tr>
<td>Student Central</td>
<td>Student Central is one email, one phone number, and one location for all current international and domestic student enquiries.</td>
<td></td>
</tr>
<tr>
<td>Student Experience and Career Development</td>
<td>Weekly drop-in Drop-in for career related questions, feedback on job applications, questions about interviews.</td>
<td>+61 2 6125 3593</td>
</tr>
</tbody>
</table>
**FOR MEDICAL AND CRISIS COUNSELLING SUPPORT:**

**Violence & sexual assault**

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

<table>
<thead>
<tr>
<th>Support service</th>
<th>Hours</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Canberra Rape Crisis Centre (CRCC)</strong></td>
<td>7am - 11pm</td>
<td>6247 2525</td>
</tr>
<tr>
<td>CRCC provides free and confidential crisis and ongoing counselling, support, advocacy and information about medical and legal options. Support for men, women and children who experience sexual assault.</td>
<td>After hours</td>
<td>131 444</td>
</tr>
<tr>
<td><strong>ANU Counselling Centre</strong></td>
<td>8am - 6pm (Mon-Tue) 9am -5pm (Wed-Fri)</td>
<td>6125 2442</td>
</tr>
<tr>
<td>The ANU Counselling Centre provides free and confidential crisis and ongoing counselling for ANU students. The Counselling Centre are open each day of the year excluding weekends, public holidays and the University shutdown period. Same day appointments are available.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Forensic &amp; Medical Sexual Assault Care (FAMSAC)</strong></td>
<td>24 hours</td>
<td>6244 2185</td>
</tr>
<tr>
<td>Based at Canberra Hospital FAMSAC provides forensic and medical sexual assault care to people who have experienced sexual assault.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>1800RESPECT</strong></td>
<td>24 hours</td>
<td>1800 737 732</td>
</tr>
<tr>
<td>National sexual assault, domestic and family violence telephone counselling service.</td>
<td></td>
<td><a href="http://www.1800resp.org.au">www.1800resp</a></td>
</tr>
<tr>
<td><strong>Service Assisting Male Survivors of Sexual Assault</strong> (SAMSSA) - part of CRCC</td>
<td>7am - 11pm</td>
<td>6247 2525</td>
</tr>
<tr>
<td><strong>Counselling for Aboriginal and Torres Strait Islander Survivors (Nguru)</strong></td>
<td>7am - 11pm</td>
<td>6247 2525</td>
</tr>
<tr>
<td><strong>Qlife Counselling and Referral Service</strong> for people who are lesbian, gay, bisexual, trans, and/or intersex</td>
<td>3pm - midnight</td>
<td>1800 184 527</td>
</tr>
<tr>
<td><strong>Domestic Violence Crisis Service</strong></td>
<td>24 hours, 7 days</td>
<td>6280 0900</td>
</tr>
</tbody>
</table>
Guidelines for Senior Residents and Community Coordinators to Respond to a Disclosure of Sexual Assault and/or Sexual Harassment (SASH)

<table>
<thead>
<tr>
<th>Steps to Responding to a Disclosure</th>
<th>Action Taken</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Respond to the person disclosing using the training provided:</strong></td>
<td></td>
</tr>
<tr>
<td>- Believe the person</td>
<td></td>
</tr>
<tr>
<td>- Listen</td>
<td></td>
</tr>
<tr>
<td>- Check safety (are you safe right now)</td>
<td></td>
</tr>
<tr>
<td>- Provide immediate support options (see list at the end of this document)</td>
<td></td>
</tr>
<tr>
<td>- If you call the Police or the Ambulance you also need to advise the CC and ANU Security so they can support access to campus by these services</td>
<td></td>
</tr>
<tr>
<td>- Explain your role (see next box)</td>
<td></td>
</tr>
<tr>
<td>- Document the conversation (this can occur after the conclusion of the conversation):</td>
<td></td>
</tr>
<tr>
<td></td>
<td>o What time you spoke together</td>
</tr>
<tr>
<td></td>
<td>o What the person said to you in brief terms</td>
</tr>
<tr>
<td></td>
<td>o Arrangements made for immediate safety</td>
</tr>
<tr>
<td></td>
<td>o What information you provided</td>
</tr>
<tr>
<td></td>
<td>o What next steps were agreed</td>
</tr>
<tr>
<td></td>
<td>o When you will be contacting a staff member to complete the online disclosure form (note that contact is required to be made with Residential or after-hours staff within 2 hours of receiving a disclosure)</td>
</tr>
<tr>
<td><strong>When explaining your role, tell the person disclosing that:</strong></td>
<td></td>
</tr>
<tr>
<td>- You are required to talk to a either the Head of Hall or the Residential Wellbeing Co-ordinator, or equivalent roles in Lodges and Affiliate Colleges, following within two hours of hearing this disclosure</td>
<td></td>
</tr>
<tr>
<td>- You can do this by providing the staff member with their name or not, according to the choice of the person making the disclosure. Please share the FAQs that provides information about the impact of a named or anonymous disclosure</td>
<td></td>
</tr>
<tr>
<td>- Note that if the survivor does provide their name then staff at the residence can work with them on safe-making eg reducing interactions with the person who has caused harm, restricting access to facilities at the residence or on campus</td>
<td></td>
</tr>
</tbody>
</table>
### Steps to Responding to a Disclosure

<table>
<thead>
<tr>
<th>Action Taken</th>
</tr>
</thead>
</table>
| **ALERT** – If the person making the disclosure is under 18 years old you should tell them this additional information  
- If the person disclosing shares their name, the Head of Hall is obliged, under ACT Child Protection legislation, to make a report.  
- The person making the disclosure can state for the Police that they want the report to start an investigation or that they only want the report to be used for information purposes. | |

<table>
<thead>
<tr>
<th>Access debriefing support</th>
</tr>
</thead>
</table>
| - If you would like to talk with someone immediately after receiving a disclosure you are encouraged to contact the ANU Student Wellbeing Support line 24 hours a day 7 days a week (text: **0488 884 170** Phone: **1300 050 327** )  
- You can also talk with the staff that are on-site at the time of the disclosure.  
- Your Residential Staff can support you to access other debriefing support. This could be through the Respectful Relationships Unit, Residence Staff or other services that are appropriate to your needs. | |

<table>
<thead>
<tr>
<th>Contact the Residential Staff to provide information regarding the disclosure.</th>
</tr>
</thead>
</table>
| - If this is after-hours contact the on-duty person or the critical incident phone for ANU  
- Contact is required to be made with Residential or after-hours staff within 2 hours of receiving a disclosure | |

<table>
<thead>
<tr>
<th>Provide assistance to Residential Staff as requested:</th>
</tr>
</thead>
</table>
| - This will be clearly communicated and may in the circumstances on an anonymous disclosure mean passing support information to the survivor  
- Keeping an eye out to see if the survivor is still engaging in social activities and is able to access community events including meal time and letting staff know if someone is not accessing these activities. | |

There are lots of resources to support students regarding disclosures available here: [https://www.flickr.com/photos/anurespect](https://www.flickr.com/photos/anurespect)
<table>
<thead>
<tr>
<th>Issues rising after the disclosure</th>
<th>Action Taken</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Over-hearing gossip or commentary about a SASH matter:</strong></td>
<td></td>
</tr>
<tr>
<td>- Your role is to ensure the wellbeing of the community and intervening in this behaviour is</td>
<td></td>
</tr>
<tr>
<td>important. Using your Bystander information to ensure you are:</td>
<td></td>
</tr>
<tr>
<td>1) Stopping people gossiping or commenting on someone lived experience</td>
<td></td>
</tr>
<tr>
<td>2) Referring people if they have complaint to the appropriate areas</td>
<td></td>
</tr>
<tr>
<td><strong>Encouraging people to seek help even if their first attempt is not satisfactory:</strong></td>
<td></td>
</tr>
<tr>
<td>- Knowing what the escalation points are, who do you refer someone to if the SR response is not</td>
<td></td>
</tr>
<tr>
<td>satisfactory or CC response or staff response.</td>
<td></td>
</tr>
<tr>
<td><strong>Cultural change leadership</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Making sure if there is feedback or suggestions about current responses to SASH this information is shared with the people who are responsible for making improvements:</strong></td>
<td></td>
</tr>
<tr>
<td>- Eg if people are talking about poor responses to SASH matters ask them what changes they want to</td>
<td></td>
</tr>
<tr>
<td>see and then offer to share that advice with the Director, Residential Experience</td>
<td></td>
</tr>
<tr>
<td>- Goal is to ensure improvements happen rather than people feeling unheard</td>
<td></td>
</tr>
<tr>
<td><strong>Lead student review of progress in implementing Cultural Change Action Plans:</strong></td>
<td></td>
</tr>
<tr>
<td>- Share feedback from students about improvements in or barriers to improving the culture of residences around prevention of sexual violence</td>
<td></td>
</tr>
<tr>
<td>- Contribute to staff work to update reports on progress against recommendations in the Cultural Action Plans and emerging issues</td>
<td></td>
</tr>
</tbody>
</table>
Difference between disclosure and reporting

Disclose Sexual Misconduct

If you or someone you know has been sexually assaulted or sexually harassed, you can choose to disclose what has happened or report it.

What is disclosure?

**Disclosure** means telling someone about what has happened so together you can make sure you've got the care and support you need to understand and cope with what has happened.

A disclosure is made to someone you trust; this might be a friend, family member, residence staff member, teacher, tutor or the Respectful Relationships Unit.

When you disclose, you just tell the details that you feel comfortable telling. It is important to know that a disclosure won't result in holding a perpetrator to account, but you can seek other outcomes like arranging your timetable to avoid seeing someone.

Find out more on [How to disclose sexual misconduct](#) page.

What is reporting?

**Reporting** means making an official complaint in a documented process. Reporting to ANU means that ANU will review the allegation and decide whether to proceed with an enquiry. Reporting to police means giving as much information as possible to begin a police investigation. You can meet with the police to talk about the reporting process before you decide whether you want to make an official report. There is no time limit on reporting: you can make a report no matter how long ago the incident took place. Find out more on the established ANU [reporting procedures](#) page.

Get support

The Respectful Relationships Unit can help you to understand the available disclosure and reporting options, and provide support throughout the reporting process if desired. Content the Unit at [respect@anu.edu.au](mailto:respect@anu.edu.au).
ACT Support services

Disclose Sexual Misconduct

If you or someone else is in immediate danger call 000 for Police
If you or someone else needs immediate medical attention call 000 for Ambulance

These support services are free to access. Contacting a support service or seeking help will NOT be shown on your academic record and will NOT affect your visa status.

ACT Police

T: 000 (Emergency)
T: 131 444 (non-urgent)

Availability: Round the clock - 24 hours a day, 7 days a week

ACT Police services are available for emergency response, to report a crime and investigation of criminal matters. If you contact ACT Police directly for a non-urgent matter, you can ask to speak to a specialised sexual assault response team called SACAT (Sexual Assault and Child Abuse Team).

1800 RESPECT - 24 Hour Phone Support

T: 1800 737 732
W: 1800respect.org.au

Availability: Round the clock - 24 hours a day, 7 days a week

1800 RESPECT is the national sexual assault, domestic and family violence counselling service. 1800 RESPECT provides phone or online support for people experiencing, or at risk of experiencing, sexual assault, domestic or family violence. 1800 RESPECT also provides support for friends and family of people experiencing violence, as well as workers and professionals supporting someone experiencing violence.

Canberra Rape Crisis Centre (CRCC)

T: 02 6247 2525
W: crcc.org.au

Availability: 7am to 11pm, 7 days a week.

CRCC support women, children and men who have experienced sexual assault, or people who are supporting others who have experienced sexual assault. They provide free and confidential crisis and ongoing counselling, support, advocacy and information about medical and legal options.
Domestic Violence Crisis Service (DVCS)

T: 02 6280 0900  
W: dvcs.org.au  
Availability: Round the clock - 24 hours a day, 7 days a week

The Domestic Violence Crisis Service is an inclusive service working with children, young people and adults who have been impacted by family, domestic and intimate partner violence. DVCS provides 24/7 crisis intervention, legal advocacy, support to young people and their families, support groups to women and children, safety planning, access to security upgrades and emergency accommodation, awareness, education and training and a specialist program for men who want to stop their use of violence within their relationships.

Service Assisting Male Survivors of Sexual Assault (SAMSSA)

T: 02 6247 2525  
W: samssa.org.au  
Availability: 7am to 11pm, 7 days a week

SAMSSA support men over the age of 16 who have experienced sexual assault, or people who are supporting others who have experienced sexual assault. They provide free and confidential crisis and ongoing counselling, support, advocacy and information about medical and legal options. SAMSSA is part of Canberra Rape Crisis Centre (CRCC).

Nguru

T: 02 6247 2525  
Availability: 7am to 11pm, 7 days a week.

Nguru supports members of the Aboriginal and Torres Strait Islander community, who have experienced sexual assault, and their families. They provide free, confidential and culturally appropriate crisis and ongoing counselling, support, advocacy and information about medical and legal options. Nguru is part of Canberra Rape Crisis Centre (CRCC).

Sexual Assault and Child Abuse Team (SACAT)

T: 131 444  
Availability: Round the clock - 24 hours a day, 7 days a week

SACAT is a specialised police team that works in the area of sexual assault and child abuse. This team is specially trained to take statements from survivors of sexual assault, as well as to investigate these matters. If you choose to you can ask to be referred by the ACT Police.
Forensic and Medical Sexual Assault Care (FAMSAC)

T: 02 6244 2185 (9am-5pm) or 02 6244 222 (after hours)
Availability: Round the clock - 24 hours a day, 7 days a week

FAMSAC provides forensic and medical sexual assault care to people who have experienced sexual assault. FAMSAC is located at The Canberra Hospital.
Specialist Advice and Support for Residents

A guide for staff to assist Residents to access the right support at the right time
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- When a Resident Has a Mental Health Related Issue
- When a Resident has an Eating Disorder
- When a Resident Has a Disability or a Long-Term Medical Condition
- When a Resident is Considering a Change in Enrolment
- When a Resident has an Enquiry About Their Visa
- When a Resident has a Query Related to Faith, Belief or Religion
- When a Resident is a Victim of a Crime
- When a Resident is Queer Identifying and Seeks Support
- When a Resident has Passed Away
- When a Resident has a Medical Illness
- When a Resident is Reported to be Missing
- When a Resident Reports an Unwanted Sexual Experience

- Appendix 1 – List of Services
- Appendix 2 – Sexual Assault: Assisting Student Survivors
- Appendix 3 – Sexual Assault: Support for Resident Survivors
- Appendix 4 – ANU: Student Critical Incident Procedure
- Appendix 5 – Wamburun Hall Afterhours Management Flowchart
When a Resident Needs Financial Support

What to look out for
Residents experiencing financial concerns could have difficulties in concentrating on their day-to-day activities and making the most of their time at University. They may come to you because they do not know who to talk in relation to their rent, student loans, fees or their entitlement to this support.

What you should do
If a student is seeking general information about financial support services:

1. Accommodation Bursaries:
     
     There are 2 types:
     - Undergraduate Accommodation Bursary (applied for at the start of the year)
     - Emergency Undergraduate Accommodation Bursary (can be applied for at any time)

2. Student Grant:
   - a. ANUSA (for Undergraduate Students):
     ii. Email: sa.assistance@anu.edu.au.
     iii. Phone: (02) 6125 4093
   - b. PARSA (for Postgraduate Students):
     i. Website: [https://parsa.anu.edu.au/studentsupport/studentassistance/](https://parsa.anu.edu.au/studentsupport/studentassistance/)
     ii. Email: parsa.assistance@anu.edu.au
     iii. Phone: (02) 6125 6301

If a student is struggling to pay rent:
It is recommended that the Resident contact their Hall Manager at their earliest convenience to arrange a suitable payment plan and to be taken off Direct Debit. This will ensure that the Resident will not receive a declined direct debit charge of $30, or will receive an arrears reminder email. If the Resident wishes to move to a cheaper room, they will be required to email the Wamburun Reservations Team on: reservations.wamburun@anu.edu.au.

What happens next
The University/ANUSA will review individual circumstances and if the Resident meets the eligibility criteria they will be provided with financial support. If the Resident is showing signs of stress and anxiety please refer onto the Pastoral Care team and/or the Residential Life Manager for additional support.
When a Resident Has a Mental Health Related Issue

What to look out for
Wamburun Hall is committed to providing support for Residents experiencing mental health related issues. Many symptoms such as anxiety, low-mood or feelings of not fitting in, may affect us all from time to time. However, if these become overwhelming or start to have a negative impact on a Resident's studies and day-to-day life, the Resident is likely to benefit from contacting relevant support services.

What you should do
1. When a Resident requires support but is not at immediate risk
   a. Assist the Resident in reaching out to a Senior Resident, Residential Advisor, Community Coordinator or the Residential Life Manager.
   b. Connect the resident with local organisations eg. ANU Lunchtime Sport
   c. Refer to appropriate support services. See below:

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>ANU Counselling</td>
<td>Phone: (02) 6125 2795</td>
</tr>
<tr>
<td>Access and Inclusion</td>
<td>Phone: (02) 6125 5036</td>
</tr>
<tr>
<td>Beyond Blue</td>
<td>Phone: 1300 22 4636</td>
</tr>
<tr>
<td>Beyond Blue</td>
<td>Web: <a href="https://headspace.org.au/">https://headspace.org.au/</a></td>
</tr>
<tr>
<td>Lifeline</td>
<td>Phone: 13 11 14</td>
</tr>
<tr>
<td>Mood Gym</td>
<td>Web: <a href="https://moodgym.com.au">https://moodgym.com.au</a></td>
</tr>
</tbody>
</table>

2. If you become aware of a student who is at immediate risk of harming themselves or others (24/7)
   a. Call emergency services on 000
   b. ANU Security on 6125 2249
   c. Call Crisis and Assessment Team (CATT) on 1800 629 354
   d. Inform the RLM as soon as you have done this so it can be logged and reported in line with ANU Policies and Procedures
      i. RLM:
      ii. If the RLM is unavailable contact the PMO or AGM

What happens next
As recovery from a mental health issue can be a long term process, further follow-up from the pastoral care team is required. If at any stage staff are aware of immediate concern for a Resident, they are required to follow the steps outlined in section 2. Mental Health conditions are very personal to all involved and should not be discussed with anyone outside the immediate support team.

*Please note often times the Residential Life Team are not able to provide progress updates due to the confidential nature of the incident.*
When a Resident has an Eating Disorder

What to look out for
An eating disorder is a serious mental illness. A person who has an eating disorder may report a range of symptoms; physical, psychological and behavioural. These can include rapid weight loss, feeling tired/dizzy, signs of damage as a result of vomiting (bad teeth etc), preoccupation with eating, dieting behaviour excessive exercise and many others.

What you should do
1. Approach the Resident
2. Be prepared; they may be experiencing a wide range of emotions including high level of anxiety, stress, shame and anger.
3. Choose a caring environment
4. Use the right language; Focus on I statements (I care about you) and avoid talking about food/calories.
5. Refer to services
   - Wamburun Hall Pastoral Care Team (SR/CC/RLM)
   - ACT Eating Disorder Program: (02) 6205 1519
   - ANU Health: (02) 6125 3598
   - ANU Counselling: (02) 6125 2242
   - Access and Inclusion: (02) 6125 5036

What happens next
The first priority is to address and stabilize any serious health issues that may be present. If the Resident is dangerously malnourished, suffering from medical complications, severely depressed or suicidal you are required to immediately activate the Residential Life Manager or PMO who will activate the ANU Critical Incident Procedure. For minor cases, continue to monitor the Resident and refer onto in-house services.
When a Resident Has a Disability or a Long-Term Medical Condition

What to look out for
Wamburun is home to a diverse range of Residents, some of which may have a disability. These disabilities can include physical or sensory impairments, learning difficulties (such as dyslexia or dyspraxia), autism spectrum conditions (for example, Asperger's Syndrome), psychological conditions and a range of medical conditions that require particular support.

What you should do
1. Assist the Resident to contact Access and Inclusion
   a. Email: access.inclusion@anu.edu.au
   b. Phone: (02) 6125 5036
2. Inform the RLM and the PMO
   - RLM:
     o Phone: s47F
     o Email: rlm.wamburun@anu.edu.au
   - PMO:
     o Phone: s47F
     o Email: pmo.wamburun@anu.edu.au

We recommend Residents contact Access and Inclusion as soon as possible, rather than waiting until they encounter difficulties. We respect a Residents wish not to come forward for support if they prefer not to; however, it is important that they understand the implications of this choice. It is important to remember that staff are not qualified counsellors should a Resident not wish to contact Access and Inclusion.

What happens next
After contacting Access and Inclusion, the Resident will be asked to obtain supporting documents and attend an initial registration with a service officer. The Service Officer will work with the Resident to determine the support they need to meet their academic requirements and minimise the impact of their disability on their university experience. This will be in the form of an Education Access Plan (EAP).

From an administrative perspective, details of a disability are to be stored in the Residents note section on StarRez. The PMO is also to update the priority rooms list in the fire panel.

In the event of an emergency that requires the building to be evacuated it is important that this Resident is checked on first and escorted to a safe location.
When a Resident is Considering a Change in Enrolment

What to look out for

Residents may approach you to discuss the possibility of transferring to another degree or course, suspending their studies or leaving the University before completing their studies. Residents who are considering such a change need to initiate their request online. Remember that Residents need to be enrolled as a full-time** ANU Student to stay at Wamburun Hall unless otherwise stipulated by the Residential Life Manager or Dean of Students.

What you should do

1. Advise Residents to access their Interactive Student Information System (ISIS) which can be found here: https://isis.anu.edu.au Here they are able to use the swap function to replace one course with another or the drop function to remove a course. Note that the Resident will be academically and financially liable for any course dropped after the census date.

2. If the Resident is unable to swap/drop a course, they will need to apply for an Application for Enrolment Change. This form is located here: http://www.anu.edu.au/students/program-administration/enrolment/swapping-or-dropping-a-course

3. In the instance that the Resident is an International Student and is wishing to reduce their study load, they will need to arrange an appointment with their ANU Academic College. Once this meeting takes place, they will be required to submit a formal application through the Manage My Degree eForm on ISIS.

What happens next

If the Resident encounters any difficulty or is still seeking further information, they are able to call the ANU Support Team on 135 268. The Resident is also able to contact the Residential Life Manager via email on rlm.wamburun@anu.edu.au

**

- A full-time undergraduate load for DOMESTIC STUDENTS is 18 units or the equivalent of three subjects per semester.
- A full-time undergraduate load for INTERNATIONAL STUDENTS is 24 units or the equivalent of four subjects per semester.
- Postgraduate and HDR student loads differ depending on the course taken.
When a Resident has an Enquiry About Their Visa

What to look for
Student Visa holders will often have queries relating to their visas, particularly when they are approaching the end of their course or wish to seek a renewal or extension. Be prepared to offer support to Student Visa Holders and be aware that they may become anxious or need help particularly towards the end of their degrees, or if they are experiencing difficulty with academic progression. As visa rules and immigration laws are complicated, and as visa and immigration advice can only be provided to Residents by qualified, regulated specialists, you need to refer all Residents who seek advice.

What you should do
1. If the Resident has a question regarding their electronic Confirmation of Enrolment (eCoE)
   a. Refer Resident to ANU Student Central
   i. Phone: (02) 6125 3339
   ii. Email: student@anu.edu.au
   iii. Address: 121 Marcus Clarke Street, Canberra, ACT, 2601
   b. If the matter is unable to be resolved, Student Central will refer the Resident to the Academic Standards & Quality Office (ASQO)

2. If the Resident has a question regarding their Visa
   a. Refer Resident to Department of Home Affairs
   i. Web: https://www.homeaffairs.gov.au/about/contact/make-enquiry
   ii. Phone: 131 881

What happens next
A specialist will support the Resident with enrolment related queries.

A Resident who needs to extend their visa will need to request an extension of their Electronic Confirmation of Enrolment (eCoE). This can be accesses here: http://www.anu.edu.au/students/program-administration/program-management/ecoe-extension.

An extension eCoe should ideally be requested online about two months prior to a student visa expiring. An eCoE is not a student visa but a requirement for education providers to confirm a student’s enrolment in study.
When a Resident has a Query Related to Faith, Belief or Religion

What to look out for
Coming to university and living on campus is an exciting time for Residents and brings with it greater freedom to question the world around them and their place in it. For many this may mean exploring issues of faith, perhaps questioning their beliefs or exploring new ideas and possibilities. Residents may come to you with a variety of questions about faith, as such it is important to be aware of the range of services available to them.

What should you do
Refer Residents to ANU Spiritual Support:
- http://www.anu.edu.au/students/health-wellbeing/spiritual-support

There are a wide range of services here including:
- Places for prayer and comfort
- Access to ANU Chaplaincy Services
  - Phone: (02) 6125 4246
  - Email: chaplaincy@anu.edu.au

The list of available Chaplains can be seen below:

<table>
<thead>
<tr>
<th>Name</th>
<th>Religious Affiliation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kevin Connor</td>
<td>Catholic</td>
</tr>
<tr>
<td>Arto Avakian</td>
<td>Uniting Church</td>
</tr>
<tr>
<td>Geoff Ballard</td>
<td>Society of Friends</td>
</tr>
<tr>
<td>Laurie Foote OP</td>
<td>Catholic</td>
</tr>
<tr>
<td>David Griffin</td>
<td>Baptist</td>
</tr>
<tr>
<td>Isaac Liu</td>
<td>Baptist</td>
</tr>
<tr>
<td>Denis Martin</td>
<td>Uniting Church</td>
</tr>
<tr>
<td>Sneha Sridharan</td>
<td>Hindu/Hare Krishna</td>
</tr>
<tr>
<td>Linda Anchell</td>
<td>Anglican</td>
</tr>
<tr>
<td>Alex Bruce</td>
<td>Buddhist</td>
</tr>
<tr>
<td>Michael Curtotti</td>
<td>Baha’i</td>
</tr>
<tr>
<td>Rabbi Alon Meltzer</td>
<td>Jewish</td>
</tr>
<tr>
<td>Mustapha Omari</td>
<td>Muslim</td>
</tr>
</tbody>
</table>

What happens next
Continue to provide the Resident with ongoing support if required. If you become concerned with the Residents state of health, escalate to the RLM or refer to ANU Counselling on (02) 6125 2442.
When a Resident is a Victim of a Crime

What to look out for
It is possible that a Resident will approach you looking for support as the victim of crime. This could mean that they were a victim of a recent crime and have not yet reported this to anyone, or they might find it difficult to cope with the impact of a crime that happened some time ago. It is important to note that even crimes experienced some time in the past can have a detrimental effect on a Resident’s day-to-day life and studies.

What you should do
1. Assess the situation in a supportive manner
2. Establish immediate safety
   - Immediate risk to the Resident’s safety might include an imminent danger from the alleged perpetrator or an immediate medical or physical emergency.
     - Call 000 and report the incident to emergency services
     - Call ANU Security: (02) 6125 2249
     - Call the Residential Life Manager:
3. Provide support and guidance
   - If no immediate risk is present, identify whether the Resident has reported the crime and, if not, help them decide whether to do so. If a Resident tells you about a crime they have experienced but not reported, seek to ensure the student has the support they need to think through their next steps.
     - We suggest that you:
       - Give the student the phone number for ANU security: (02) 6125 2249
       - Suggest the student talk to ANU Counselling: (02) 6125 2442
       - Suggest the student contact the Police Assistance Line on 131 444. This number is for victims of a crime (other than life-threatening or time-critical situations).
       - Inform the RLM

What happens next
After the Resident has been referred to the appropriate services, Wamburun will follow the required protocols to ensure ongoing support for the Resident. If the situation escalates to where you feel immediate concern for the health and wellbeing of the Resident, please follow the steps outlined in step one and two.

If a staff member (including Residential Advisors and Community Coordinators) requires assistance, the Employee Assistance Program (EAP) is available 1800 808 374. Senior Residents are able to contact the Residential Life Manager to arrange a priority appointment at the ANU Counselling Centre.
When a Resident is Queer Identifying and Seeks Support

What to be aware of
Wamburun is committed to providing a safe and welcoming environment for people of all gender identities and sexual orientations. We understand that everyone is different. A student may come to you seeking advice either because they are questioning their gender identity or have decided to transition to their preferred gender. You need to respect their confidentiality and always seek agreement from the student before sharing any information with anyone else.

What you should do
It is important to respect the wishes of the individual and how they want to be known on campus. Supportive steps include:
- Check with the resident if they identify with a particular pronoun or name and if they would like you to refer to them by this name/pronoun. This type of discussion and questioning shows that you want to support and learn more. Ensure this name appears on any documents, list or group work tasks.
- Be curious about their identity development, in a similar way to how you would be curious about any other aspects of their identity. Encourage and engage in discussions about their thoughts, feelings and ideas about their identified gender. Chances are they’ve thought long and hard about this before telling you.

Refer the student to available resources:

<table>
<thead>
<tr>
<th>Organisation:</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Gender Agenda</td>
<td>Phone: (02) 6162 1924</td>
</tr>
<tr>
<td>Aids Action Council</td>
<td>Phone: (02) 6257 2855</td>
</tr>
<tr>
<td>ANU Counselling</td>
<td>Phone: (02) 6125 2442</td>
</tr>
<tr>
<td>ANU Queer Department</td>
<td>Email: <a href="mailto:sa.queer@anu.edu.au">sa.queer@anu.edu.au</a></td>
</tr>
<tr>
<td>ANU Ally Network</td>
<td>Email: <a href="mailto:ally@anu.edu.au">ally@anu.edu.au</a></td>
</tr>
<tr>
<td>Bit Bent: LGTBIQ+ Social Group</td>
<td>Phone: (02) 6264 0200 Email: <a href="mailto:bcs@bcsact.com.au">bcs@bcsact.com.au</a></td>
</tr>
<tr>
<td>Diversity Act</td>
<td>Phone: (02) 6231 3126</td>
</tr>
<tr>
<td>Police Gay &amp; Lesbian Liaison Officers</td>
<td>Phone: (02) 6256 7777</td>
</tr>
<tr>
<td>Reach out</td>
<td>Phone: (02) 8029 7777</td>
</tr>
</tbody>
</table>

What happens next
Express that you would like to loop in the Residential Life Manager to provide further support if they are comfortable to do so.
When a Resident has Passed Away

The death of a Resident, though rare, represents a sad loss not only to their family and friends, but also to the whole Wamburun community. In the rare event that you discover, or are the first notified that a student has died, there are some actions you will need to take.

Please note that at any given point a Senior Manager may take over control of the incident.

What you should do
1. Critical incident escalation
   - Telephone emergency services (000) immediately
   - Call the Residential Life Manager: \texttt{s47F}
   - Call ANU Security on (02) 6125 2249

You should also:
   - Section off the area to ensure that the scene is not disturbed
   - Arrange for any witnesses or friends of the deceased to be accompanied to a quiet area where you should wait with them for Emergency Services and Security to arrive

When Emergency Services arrive on site:
   - Have information ready
     o Name
     o University ID Number
     o Room Number
     o Emergency Contact
     o International/Domestic
   - Distribute master keys (if required)
   - Conduct a room activity check via black box (if required)
   - Provide a statement to Police

What happens next
Following any emergency services involvement, senior staff will initiate a formal response by notifying the Registrar, Student Life Office. This will lead to: ensuring support is offered to the next-of-kin; our communication with students, staff and others are coordinated; support is offered to friends and fellow students; ensuring practical actions required in the case of a student death are carried out. Out of respect to the friends and family of the deceased, information is to be kept in the strictest confidence until further advised by the Residential Life Manager.

If a staff member requires assistance, the Employee Assistance Program (EAP) is available:
   - Assureprograms.com.au
   - 1800 808 374 (24/7)

Note that the Residential Life Manager or other Senior Manager will debrief with respective staff as required.
When a Resident has a Medical Illness - Part 1

What to look out for
A medical illness or injury may have considerable impact on a Residents ability to study and may affect performance in an assignment or examination. The ANU Medical Centre is the on-campus general practice that can assist Residents with acute illness and long term medical problems.

What you should do
1. If a Resident requires medical advice for a known long-term illness
   - Assist the Resident to make an appointment to see one of the doctors at the ANU Health Centre. Appointments can be made online at: health.reception@anu.edu.au, by phone on (02) 6125 3598 or in person at the Sports Union Building, North Road, Acton ACT 2601.

2. If a Resident has an acute illness or injury and needs to see a doctor immediately
   - The University Medical Centre aims to have a doctor available between 9:00am and 5:00pm Monday through the Thursday and 9:00am to 4:00pm on Friday. Daily appointments are available for urgent conditions. The Resident will need to call the reception to arrange an urgent appointment.

3. If a Resident required medical advice after hours
   - Assist the Resident to contact the after-hours medical hotline on 1800 022 222
   - Call 13 SICK for the Bulk-Billed home doctor visiting service

4. In a medical emergency, call an ambulance
   - Call the ambulance service on 000 before contacting the Residential Life Manager
   - If an ambulance is not required, the two closest hospitals are:
     - Canberra Hospital is located on Yamba Drive, Garran, ACT 2605
     - Calvary Hospital is located on 4 Mary Potter Circuit, Bruce, ACT 2617

What happens next
- Residents assessed as having long-term medical problems that require special arrangements to be made may be referred to Access and Inclusion.
- Residents with short-term illness or injury may be issued with a doctor’s certificate for submission with a special consideration application.
- For privacy and confidentiality reasons, the ANU Medical Centre is unable to disclose medical information to a third party without Resident’s consent, and will not routinely contact staff members who may have referred the Resident.
In the instance of a highly contagious disease
Where residents are showing signs of having contracted a highly contagious disease but are not sick enough to warrant admittance to hospital, they will need to be isolated from the broader population. The Residential Life Manager, in conjunction with the General Manager and Area General Manager will need to identify a suitable location such as their room or a dedicated common room to quarantine resident/s and establish a team (in consultation with the ACT Health authorities) to provide support, such as cleaning, catering, laundering and first aid.

In the event of a pandemic, Wamburun Hall will:

- Cease all people including trade, customers, suppliers, education and others from entering our property, and
- Instruct all non-management staff to stay at home; and
- Cease all in-house community and social activities, and
- Have minimal management support in-house as per our duty of care; and
- Instruct all students to remain in-house.

In addition, Wamburun will continue to comply with the conditions of the ACT Health Department, Cooperating as appropriate to assist the local emergency authorities in implementing an effective response.
When a Resident is Reported to be Missing

Each year, Wamburun will receive a number of calls from concerned friends/family reporting a missing Resident. In most cases, the Resident is found safe and well with reasons for their absence from class or lack of contact.

What you should do
- Assess if the Resident is Underage or of Age, International or Domestic and Male or Female.
  - If you have received a call from a distressed person do not ask for details other than the residents name over the phone, please utilise StarRez and SmartSheet.
  - Ensure that you record a contact phone number of the caller.
- Try contacting the Resident
- Check if reception/Reservations have received any recent correspondence
- Contact any known friends of the Resident
- Check social media activity

1. Escalate the situation
   - Call the Residential Life Manager and they will initiate the appropriate procedure
   - Inform the Residential Life manager if the Resident is underage and they will contact the appropriate reporting channels from there.

If the Resident is considered to be in immediate danger call 000

When speaking on the phone, ensure the following information is available:
- All steps taken leading up to the phone call
- Residents details (name, room number, international/domestic, Uni Id)

After information has been passed on, wait for further advice from authorities. Assist where necessary.
2. Reassure the informer that steps will be taken
   - Thank them for raising the matter with Wamburun and assure them that Wamburun will take all steps possible to assist. Do not guarantee that the student will be found.

What happens next
ANU Security will take steps to determine the current state of the Resident and if necessary will liaise with the police, Counselling and Psychological Services, Accommodation Services and the Division of Student Life to find the student and provide aid if necessary.

Occasionally we may need to contact the referrer for more information to assist in locating the Resident. This will be done by the RLM/AGM or GM.

In the majority of cases Residents are found and many re-establish contact with the family member or friend who had raised the alarm. If required, please refer them to The ANU Medical Centre or ANU Counselling
When a Resident Reports an Unwanted Sexual Experience - Part 1

Wamburun strives to provide a safe, supportive and caring environment free from all forms of unwanted sexual attention. When it becomes aware of an allegation that a student has been sexually assaulted, Wamburun Staff will be active in its support of the student by providing the support and information, including facilitating access to relevant counselling, medical, police or legal services. Initially the primary concern is to ensure the safety of the student making the allegations. Wamburun respects the rights of the survivors of sexual assault to be in control of the decisions affecting them, especially the resident’s right to decide whether to seek counselling or medical services or police intervention.

Please note that at any given point a Senior Manager may take over control of the incident.

What you should do

1. Establish immediate safety

   Immediate risk to the Residents safety might include an imminent danger from the alleged perpetrator or an immediate medical or physical emergency.

   Call 000 and report the incident to emergency services

   - Call ANU Security: (02) 6125 2249
   - Call the Residential Life Manager:

2. If a Resident tells you they have been sexually assaulted

   Be calm and provide an empathetic response. If you are in a public space where privacy may be compromised, secure a private area to discuss the matter further. Ask the Resident if they feel comfortable having another staff member join you. In asking questions about the incident focus on ensuring that the student is physically and medically safe and on collecting what is needed to facilitate access to medical counselling or legal support. Speaking clearly, calmly and compassionately can assist the student to begin to feel safe which will help them to begin the process of working out what they want to have happen next. Remember that supporting a student who discloses a sexual assault can have a major influence on their recovery, their willingness to proceed with legal action and to seek medical and counselling services.

3. Provide information and facilitate access to counselling, medical, academic and legal support

   - ANU Counselling: (02) 6125 2442
   - Canberra Rape Crisis Centre (CRCC): (02) 6247 2525
   - Canberra Sexual Health Centre (CSHC): (02) 6244 2184
   - ANU Medical Centre: (02) 6125 3598
   - Canberra Hospital: (02) 6244 2222
   - Dean of Students: (02) 6125 4184
4. Proceed to ANU CRITICAL INCIDENT PROTOCOL

Inform the student that you are required to report the incident to ANU Security and the Residential Life Manager (RLM).

Request permission from the student to release their name and contact details to the RLM. The RLM will ensure the University follows up with the Resident regarding their support needs.

If the Resident does not give permission you must not release their name and contact details unless there is a serious threat to life, health or safety of the individual or others. No judgement should be made were a student does not give permission to release their details.

If there are no serious health or safety issues and you do not have permission to release their personal contact and identifying details, then inform the student you are required to report the incident to the RLM with no contact or personal identification details. The report will be used for statistical purposes and contains only the nature of the incident and the location and date of occurrence.

If there is a threat to safety of the individual or others, dial 000, call ANU Security and RLM.

Note: As Wamburun has a duty of care to all Residents, the same level of respect and support is to be provided to the accused until proven guilty.

- Communicate to outline options
- Respect authorities
- Ensuring safety
- Ensuring needs are met
- Changing of accommodation
- Assistance speaking to the Dean of Students Office regarding their studies

What happens next

After the Resident has been referred to the appropriate services, Wamburun Staff will follow the required protocols to ensure ongoing support for the Resident. Debriefing for any staff member responding to an allegation of sexual assault is available through the Employee Assistance Program (EAP) This includes Residential Advisors and Community Coordinators. They can be phoned (24/7) on 1800 808 374. Debriefing for Students/Senior Residents can be arranged by the RLM through ANU Counselling as priority.
- Appendices
# Appendix 1 – List of Services (Part 1)

## WAMBURUN HALL

<table>
<thead>
<tr>
<th>Role</th>
<th>Email/Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Manager</td>
<td><a href="mailto:james.jefress@unilodge.com.au">james.jefress@unilodge.com.au</a></td>
</tr>
<tr>
<td>Residential Life Manager (RLM)</td>
<td>Mobile: 547F</td>
</tr>
<tr>
<td></td>
<td>Phone: (02) 6184 5053</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:rlm.wamburun@anu.edu.au">rlm.wamburun@anu.edu.au</a></td>
</tr>
<tr>
<td>Assistant General Manager</td>
<td>Email: <a href="mailto:agm.anu@unilodge.com.au">agm.anu@unilodge.com.au</a></td>
</tr>
<tr>
<td>Property Manager - Operations</td>
<td>Mobile: 547F</td>
</tr>
<tr>
<td>Community Co-ordinator</td>
<td>Phone: 547F</td>
</tr>
<tr>
<td>Residential Advisor</td>
<td>Phone:</td>
</tr>
<tr>
<td>Employee Assistance Program (EAP)</td>
<td>Phone: 1800 808 374</td>
</tr>
</tbody>
</table>
## Appendix 1 – List of Services (Part Two)

<table>
<thead>
<tr>
<th><strong>ANU &amp; CANBERRA</strong></th>
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</thead>
</table>
| **Access and Inclusion** | Phone: 6125 5036  
Email: access.inclusion@anu.edu.au  |
| **Accommodation Services** | Phone: (02) 6125 1100  
Email: uni.accom@anu.edu.au  |
| **ANU Careers Centre** | Phone: (02) 6125 3593  
Email: careers@anu.edu.au  |
| **ANU Chaplaincy** | Phone: (02) 6125 4246  
Email: chaplaincy@anu.edu.au  |
| **ANU Counselling** | Phone: (02) 6125 2442  
Email: counselling.centre@anu.edu.au  |
| **ANU Medical Centre** | Phone: (02) 6125 3598  
Email: health.reception@anu.edu.au  |
| **ANU Queer Department** | Email: sa.queer@anu.edu.au  |
| **ANUSA** | Phone: (02) 6125 2444  
Email: sa.admin@anu.edu.au  |
| **ANU Security** | Phone: (02) 6125 2249  |
| **Canberra City Police Station** | Phone: (02) 6256 7777  |
| **Canberra Rape Crisis Centre (CRCC)** | Phone: (02) 6247 2525  
Email: crcc@crcc.org.au  |
| **Canberra Sexual Health Centre (CSHC)** | Phone: (02) 6244 2184  |
| **Calvary Hospital** | Phone: (02) 6201 6111  |
| **Canberra Hospital** | Phone: (02) 6244 2222  |
| **Dean of Students** | Phone: (02) 6125 4184  
Email: dean.students@anu.edu.au  |
| **Diversity ACT** | Phone: (02) 6231 3126  |
| **Emergency Services** | Phone: 000  |
| **PARSA** | Phone: (02) 6125 4187  
Email: pars@anu.edu.au  |
| **Lifeline** | Phone: 13 11 14  |
| **Medical Hotline** | Phone: 1800 022 222  |
Appendix 2 – Sexual Assault: Assisting Resident Survivors (Part One)

A resource for staff responding to students who disclose that they have been allegedly sexually assaulted.

What is sexual assault?
- Sexual assault is any unwanted sexual behaviour to which a person does not consent
- Sexual assault is a crime. It can happen to anyone and is never the fault of the victim
- Sexual assault can happen to anyone, of any age, sexual orientation, gender, cultural, ethnicity, or religious belief.

What to expect when someone discloses an alleged sexual assault
- The experience and impact of sexual assault is different for everyone but whatever the reaction, it is normal response to an extreme emotional and physical violation.

Your role
- Responding to and supporting someone who has been sexually assaulted can be complex, but chances are they have come to you because they trust you. By recognising, responding and referring survivors, you are letting them know that you care about them and want to help. Be compassionate, respectful and supportive but remember that you are not expected to be the expert and there is professional help available.

Assistance – for the student
1: Attend to Safety
- Determine if the Resident is in immediate danger and assure their safety. If someone is in immediate danger or needs urgent medical attention escalate to the following:
  o Emergency Services: 000
  o ANU Security: (02) 6125 2249
  o Residential Life Manager (RLM):
- If the Resident is not in immediate danger, and should they wish to, assist the Resident to seek medical care and provide ongoing support.

2: Listen and show your support
While a Resident may disclose an alleged sexual assault to you, do not assume this means they wish to make a formal report. Support can still be provided either way.
- Listen without interrupting. Encourage the survivor to take their time if necessary.
- Do not encourage the survivor to provide you with specific details of the event. Direct them instead to the appropriate referral option.
- Respect the words they use in reference to the assault.
- Validate the survivors experience by acknowledging their distress.
- Encourage the survivor to seek support and allow them to make their own decisions.
- Ask what you can do to be supportive. Ease any concerns the Resident might have in relation to accommodation and/or their studies.

3: Refer the Resident to the appropriate support services available to them
- Be sure the Resident is aware of the support services available by linking them with a Consent Matters – Services and Support card.
- You don’t need to know or recommend which service the Resident might want to follow up with. Simply providing the options is support for the Resident.
- Offer to assist the student in connecting with one/some of the relevant support services to make an appointment.

Inform the Residential Life Manager of all actions taken and assist in logging an incident report.
Appendix 2 – Sexual Assault: Assisting Resident Survivors (Part Two)

Note: It is important to note that Wamburun Hall has contractual obligations to report all alleged sexual assaults to the University within 4 hours.

4: Assistance – For you
   - Taking care of your own wellbeing is important. You can get support through the Employee Assistance Program (staff only) on 1800 808 374. Senior Residents are able to contact the Residential Life Manager to arrange a priority appointment at the ANU Counselling Centre.
Appendix 3 – Sexual Assault: Support for Resident Survivors (Part One)

A resource for Residents who have been sexually assaulted.

If you have been sexually assaulted, you know that it is not your fault and that support is available. One of the first steps to take is to think about your safety. This could mean going to a space that feels safe for you, seeking medical attention and accessing ongoing professional help. You may consider reporting an incident of sexual violence to a member of the Residential Life Team, ANU Security or police, either in person or online. This resource provides information to help you access immediate support both on and off campus.

Counselling and Medical Attention
Receiving medical attention can often be important, even if it has been a while since the assault. You may choose which services, if any, you might like to use:
- ANU Counselling: (02) 6125 2442
- Canberra Rape Crisis Centre (CRCC): (02) 6247 2525
- Canberra Sexual Health Centre (CSHC): (02) 6244 2184
- ANU Medical Centre: (02) 6125 3598
- Canberra Hospital: (02) 6244 2222

Assistance with reporting
The ANU does not require you to report an assault if you do not wish to, and will help you access support services as needed. It is your choice if you wish to report an assault to the police and/or Wamburun or neither.

ACT Police
Whether the assault took place on or off campus, you can make a report to your local police station and make a formal complaint. Reporting does not guarantee court proceedings will occur.

The reporting process:
Under an agreement with the Canberra Rape Crisis Centre (CRCC), police will, with your permission ask one of their workers to support you while you are making your statement. An initial report is usually taken by the police officer you speak to. For sexual offences, officers from a specialist unit with ACT Policing will be called in to help. This unit is called the Sexual Assault and Child Abuse Team (SACAT). Officers from SACAT will obtain a full version of events from you. Telling your story can be distressing. It becomes too hard, ask for a break or to come back to finish the interview another day. However if the offender needs to be found quickly, it is important to speak to the police as soon as possible. The police officer will offer you a referral to the Wraparound program. Agencies involved in this program ensure that you are given access to counselling and support that you receive information about the justice process, your rights and entitlements.

Within ACT Policing, the Case Officer is your main contact point for information. An AFP Victim Liaison Officer (VLO) can also assist victims with information and support as a secondary contact point. They work with investigating officers to ensure that you are kept up to date with the status of your investigation and to assist you through the criminal justice system.

Emergency Department
As the forensic evidence of an assault will dissipate over time, it is best to attend a hospital or medical centre as soon as possible after an assault to collect evidence and test for STI’s. The Forensic and Medical Sexual Assault Care Team (FAMSAC) is available 365 days a year, 24 hours a day and provide examinations and medical care following a sexual assault. FAMSAC is located at the Canberra Hospital and can be contacted on (02) 6244 2222
Appendix 3 – Sexual Assault: Support for Resident Survivors (Part Two)

Wamburun Hall Residential Life Team
The Residential Life team is located on site and are available to you 24 hours a day, 7 days a week. The team is able to provide support and advice on the best course of action.

Contact details can be found below:

<table>
<thead>
<tr>
<th>Residential Life Manager</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Co-ordinator</td>
<td></td>
</tr>
<tr>
<td>Residential Advisor on Duty</td>
<td></td>
</tr>
</tbody>
</table>

ANU Campus Security
If an assault has taken place on Campus, Campus Security are able to take a report and provide advice on the course of action. They can be contacted on (02) 6125 2249

Additional Contacts

<table>
<thead>
<tr>
<th>Emergency Services</th>
<th>Phone: 000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Canberra Rape Crisis Centre (CRCC)</td>
<td>Phone: (02) 6247 2525</td>
</tr>
<tr>
<td>Sexual Assault and Child Abuse Team (SACAT)</td>
<td>Phone: (02) 6244 2185</td>
</tr>
<tr>
<td>Service Assisting Male Survivors of Sexual Assault (SAMSSA)</td>
<td>Phone: (02) 6287 3935</td>
</tr>
<tr>
<td>National Sexual Assault, Domestic Family Violence Counselling Service</td>
<td>Phone: 1800 737 732</td>
</tr>
</tbody>
</table>
Procedure: Student critical incident

Purpose
These procedures provide clear processes for decision-making and managing critical incidents involving students of the University in an effective, consistent, compassionate, and timely manner.

Definitions
Primary Contact is the person nominated by the student on the Interactive Student Information System (ISIS) as their Primary Contact and/or Emergency Contact, or where that person is unavailable, next-of-kin, family, or other person if appropriate.

Personal representative is the legal personal representative of a deceased student who may be the Primary Contact or an Executor or Administrator of the student’s estate. Contact the Legal Office where there is need for confirmation of the identity of the appropriate personal representative.

Procedure

Initial response, follow-up actions, and reporting
1. Where someone on campus is aware of a death, an immediate threat to the life of a person or a serious threat to property (such as a fire), call 000 and report the incident to Australian Federal Police or one of the emergency services. Following that, report the incident to ANU Security [(02) 6125 2249].

2. Where a critical incident involving a student of the Australian National University is identified by an internal party (i.e., student, staff or visitor) or an external party (e.g., the Australian Federal Police), contact ANU Security [(02) 6125 2249].

3. ANU Security notifies the Registrar (Student Life) or nominee of the student critical incident.

4. On notification of a student critical incident, the Registrar (Student Life) or nominee:
   a. Requests that the appropriate delegate complete the critical incident report
template and submit other relevant documentation.

b. Reviews background details of the critical incident to create a clear understanding of the known facts.

c. Assesses the severity of the situation. Separate procedures are followed for a missing student or a deceased student.

d. Accesses student record to verify student details, and gathers relevant information, including address, email, phone numbers, nationality, primary contact, sponsor or agent, religion, etc. Students are responsible for providing current and correct contact details.

e. Plans and coordinates the ongoing management of the critical incident.

f. Delegates, if required, a nominee to manage and report on the critical incident.

g. Contacts relevant internal and external stakeholders and allocates to them roles and responsibilities, including the provision of counselling support to those directly affected by the incident. If deemed necessary, convenes a meeting of relevant stakeholders to discuss the actions taken or to be taken.

5. Depending on the severity of the incident, the Registrar (Student Life) or nominee:

a. Informs the Office of the Vice-Chancellor of the nature of the critical incident and of the initial response.

b. Informs the Director, Strategic Communication and Public Affairs, in case the circumstances of the critical incident result in media attention and to assist with the development of internal communications.

c. Informs the primary contact. However, if the incident involves the death of a student, Australian Federal Police is responsible for informing the family or next of kin.

d. Briefs the Dean and General Manager of relevant College(s) and the Head of Residential Hall, College or Lodge to carry out the necessary internal communications.

e. Liaises with external agencies, which may include including Crisis Assessment and Treatment Team, doctors, hospital, government departments, and Embassy.

f. Notifies sponsoring agent if student sponsored.

g. Where a student reports an incident of sexual assault and makes it known that the alleged perpetrator is a staff member, the Registrar will inform the
delegate of the area in which the staff member works. The delegate will then refer the serious misconduct allegation to the Director, Human Resources, who may appoint an investigation officer to investigate the allegations at any point during the review of allegations.

6. Where the critical incident involves an international student, where the Primary Contact has already been informed, the Registrar (Student Life) or nominee, where appropriate:
   a. Liaises with the Embassy or Consulate to request appropriate support be provided to family overseas;
   b. Hires independent interpreters;
   c. Liaises with Academic Standards and Quality Office to advise Department of Immigration and Border Protection if studies interrupted and to enter information into PRISMS. The Registrar (Student Life) or nominee briefs relevant stakeholders throughout the management of the critical incident.

7. The Registrar (Student Life) or nominee manages the student critical incident to its conclusion.

8. There can be costs associated with a student critical incident. Where the student’s personal insurance does not cover costs associated with the incident, the student and/or family will need to meet those costs. In exceptional circumstances, the Vice-Chancellor may approve financial assistance to assist direct family with travel, accommodation, and other arrangements.

**Missing Student**

9. When a student is reported to an academic College or to a Hall of Residence, the appropriate staff member will gather information, make an initial assessment, and report on that to the Registrar (Student Life).

10. In assessing whether a student is missing, University staff cannot disclose the student’s personal information to any third party, including family or friends.

11. If the person reporting a student as missing has serious concerns about the student’s personal and mental welfare, encourage the person to contact the Australian Federal Police.

12. To make an initial assessment where the academic College or Residence suspects a student is missing, the appropriate staff member:
   a. Accesses the student record to verify details and to gather information, including address, email and phone numbers.
   b. Establishes whether the student has been attending classes, submitted
assignments, used WATTLE, engaged with supervisor, or had recent contact with classmates, staff, and/or administrators.

c. Confirms that the student has not applied for leave of absence or cancelled their enrolment.

d. Confirms with ANU Security the student’s building access activity around campus.

e. For residential students, confirms if the student has been seen in or around the residence.

f. For international students, determines whether they are sponsored or on exchange.

g. For an international student, requests Academic Standards and Quality Office check immigration records to see whether they have left the country.

h. Ascertains whether the student has recently accessed services from the Counselling Centre and/or the Dean of Students.

i. Contacts the student (University and other email address, telephone/SMS) to advise that concerns have been expressed about their personal welfare and that if they do not respond within 2 working days, the Registrar (Student Life) will be notified, as will, under the provisions of the student critical incident procedure, their Primary Contact.

j. Summarises information, including the contact details of the person who reported the student as missing, and reports on actions to Registrar (Student Life).

13. If the student reported missing replies within 2 days of the initial contact from the Student Administration Manager, the student will be requested to make an appointment with the College(s) to determine whether further support is required.

14. If the student does not reply to the initial email and phone call within 2 days, the Registrar (Student Life) or nominee:

   a. Informs the Primary Contact and/or Emergency Contact.

   b. Requests the Australian Federal Police to do a welfare check.

15. In the event that the Australian Federal Police confirm that the student is missing, the Registrar (Student Life) or nominee notifies:

   a. The Office of the Vice-Chancellor.

   b. College Dean.
c. The Legal Office.
d. Head of Hall, if appropriate.
e. Registrar (Student Administration).
f. And other stakeholders, including government departments and the Embassy or Consulate.

Death of a Student

16. Where a student dies on campus, call 000 immediately and notify the Australian Federal Police and emergency services. Following that, call ANU Security (02) 6125 2249).

17. Where the Australian Federal Police or one of the emergency services identifies a student death, they should contact ANU Security. ANU Security notifies the Registrar (Student Life) or nominee.

18. The Registrar (Student Life) or nominee assists the Australian Federal Police to confirm the identity of the student and, once confirmed, assist them and/or the Embassy with the notification of the death to the family, next of kin or Primary Contact.

19. When notified of a student death on or off campus, The Registrar (Student Life) notifies:

   a. Work Environment Group, Human Resources, within 4 hours of being informed, for mandatory Comcare reporting.
   b. Office of the Vice-Chancellor. They send a letter of condolence, to be translated if required.
   c. Director, Strategic Communications and Public Affairs. They coordinate all external communications in the event of a student death and are consulted on internal communications going to large groups.
   d. The Legal Office. They are responsible for liaising with external agencies (e.g., AFP, Coroner), assessing external agency requests for information, acting as conduit for preparing documents for external agencies, and providing advice on privacy.
   e. The College Dean(s) and College General Manager(s). They remove the student’s name from class lists, inform relevant staff and students, coordinate all internal communications, send a letter of condolence, and determine whether it is appropriate for the student to receive a posthumous award.
f. Relevant Head of Hall.

g. Head, Counselling Centre. They coordinate counselling support for affected students and staff.

h. Director, Human Resources. They provide support for staff identified as being impacted by the fatality.

i. Registrar (Student Administration). They update the student record accordingly to prevent any automatic correspondence, update the record as ‘Deceased, student withdrawn from all courses’, set course status to ‘discontinued’.

j. Finance and Business Services to ensure that automatic debtor notices are not sent.

k. University Librarian to ensure that automatic requests for return of library materials are not sent.

l. Information Technology Services to request that all electronic access is withdrawn.

m. Other stakeholders in student-facing roles (e.g., Chaplaincy, student associations) who may engage with students impacted by the fatality.

20. Where the deceased student is a residential student, the Head of Hall:

   a. Locks down the student’s room and liaises with Australian Federal Police and/or ambulance services.

   b. Ensures all belongings are returned to the student’s personal representative.

   c. Where required and after consultation with the police, ensures that an appropriate member of staff is available to escort the personal representative to the room if they choose to collect the belongings in person.

   d. Following official confirmation from the Australian Federal Police and/or Embassy that next of kin has been informed, notifies students within the Hall of the student’s death in a sensitive manner.

   e. Identifies the students in the deceased student’s residence and friendship groups to whom the offer of support from the Counselling Centre should be made.

   f. Consults with Head of Counselling regarding the management of information to the student residential community and measures, including psychological interventions that may assist with the expression of a
community acknowledgement and possible resolution of grief.

g. Plans a memorial service, in consultation with Chaplains and consistent with the student’s religious and cultural background.

h. Requests the Administration Manager to ensure no further accommodation related correspondence is addressed to the student, to cease immediately all automated financial processes, and process all possible refunds after receiving instructions from the personal representative as to the correct account details.

21. Where the deceased is an international student, the Registrar (Student Life) or nominee notifies:

   a. Registrar (Student Administration) to inform Department of Immigration and Border Protection before reporting in PRISMS.

   b. Embassy or Consulate.

   c. Where the death is of an exchange student, the Registrar (or equivalent) of the home institution to determine the appropriate way to contact next of kin.

   d. The family or personal representative to assist with funeral/repatriation arrangements, the return of personal effects, insurance, travel and accommodation, meet them on arrival, and arrange for them to meet with relevant staff and/or students.

   e. ANU Chaplains or other religious clergy/representatives for funeral/memorial services in accordance with the wishes of family or their personal representative.

22. The Office of the Vice-Chancellor has the authority to approve financial assistance to the family with travel, accommodation, and other arrangements.

Conclusion and review

23. At the conclusion of a student critical incident, the Registrar (Student Life), or nominee:

   a. Arranges access to appropriate counselling support for the staff involved in the management of a student critical incident.

   b. Reviews with relevant staff involved the management and responses to the student critical incident, with a view to identifying improvements to the procedure and to the future management of student critical incidents.

   c. Updates the critical incident report, documenting actions taken and outcomes.
24. Annually, the Registrar (Student Life) reports to Academic Quality Assurance Committee on the management of student critical incidents.
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2021 Residential Handbook

ANU Halls of Residence

Toad Hall
Fenner Hall
Burton & Garran Hall
Ursula Hall (including Laurus Wing)
Bruce Hall (including Packard Wing)
Wright Hall
Gowrie Hall
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On behalf of the Australian National University and the Residential Experience team, it is our great pleasure to welcome you to your new home away from home. This is indeed an exciting time for you as you commence with your studies, embrace a new diverse and vibrant campus community with the opportunity to make life-long friends from all walks of life.

ANU provides a strong pastoral network within your residence and across the campus to ensure you are supported in successful living and study during your time at the ANU. We encourage you to access this support in your residence by familiarising yourself with your student leaders including the Senior Resident (SR) assigned to your floor and introducing yourself to the staff in the residence. Your success is dependent on the effort you put into participating in the life of your community, the connections you make with peers and staff and the amount of work you put into your studies.

If you are living away from home or living on campus for the first time, it’s important that you understand both the expectations and guidelines for living in our Residences. This Handbook aims to provide you with a guide to living on campus as well as a reference about the key policies, procedures, administration and facilities at the University’s Residences.

This handbook forms part of the terms and conditions of your Occupancy Agreement so please read it carefully as your safety, care and well-being is important to us.

The handbook may be amended from time to time to align with changes to University policy and to respond to recommendations from external reviews. Residents will be informed that changes have been made and advised to review the updated handbook which will be hosted on the Accommodation Services website.

We hope the handbook helps you to think about how you live in a community of scholars and to settle in to your new home. We wish you a happy and successful journey at the ANU.
Foundations of a living learning community

Life in an ANU Residence of Residence complements your studies at the ANU by providing a safe, supportive and inclusive home away from home, enabling you to make the most of your university experience.

While each ANU Residence has its own history, distinct culture and traditions, all are living learning communities where:

- diversity is valued and sought;
- academic endeavour is supported and achievements are celebrated;
- you are supported to live independently and will be referred to appropriate support services when needed
- you can learn about yourself and the world through informal peer interactions and through programmed events and activities; and
- you are given the chance to be a leader within the community, and are encouraged to engage in leadership opportunities across the University.

This handbook aims to outline the expectations we have of you as you as a resident in your Residence, and what you can expect of your peers, student leaders and residential staff. By making these expectations clear, we hope to ease your transition into residence and help you to thrive in your community.

As a student of the Australian National University and as a resident, we expect you to:

- Be independent in your thinking and take responsibility for your actions;
- Understand and fulfil your responsibilities and obligations as a member of the ANU community and as a member of your residential community;
- Treat the physical spaces of the Residence, your fellow residents and the staff with respect;
- Consider your life in residence as an opportunity for learning and personal growth; and
- Take advantage of the range of programs and services offered within residences and across the University.

You can expect us to:

- Make sensible, considered and consultative decisions and give residents affected by those decisions an opportunity to discuss and question;
- In our response to incidents, and in our decision making, prioritise the wellbeing and safety of all residents and look for solutions that facilitate learning and personal development for the residents involved;
- Treat you with respect and courtesy;
- Be guided but not bound by precedents; and
- Be able to explain the reason for rules and decisions made.

The handbook that follows is founded on the above expectations, and is considered essential reading for new and returning residents of ANU Residence.

Once you have taken the time to read this handbook, if you have any questions at all, please do not hesitate to seek assistance from the staff and student leaders in your residence.
Policy framework

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

The ANU Hall of Residence operate within the legislative and policy framework of the ANU. The University’s Statutes, Rules, Orders, policies and procedures apply to all students of the University, including residents in Residences.

There are University legislative instruments applicable to the Halls of Residence:

- Hall of Residence Statute 2005
- Hall of Residence Rules 2005
- Discipline Statute 2005
- Discipline Rule 2018

In addition to specific ANU policies which are mentioned throughout this Handbook, we would like to draw your attention to the following policies which we consider to be of particular importance within the Residences:

<table>
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<tr>
<th>Policy and Description</th>
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<tbody>
<tr>
<td><strong>Prevention of discrimination, harassment and bullying</strong></td>
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<tr>
<td>Outlines the University strategies and responsibilities of staff and students for preventing discrimination, harassment and bullying at the University.</td>
</tr>
<tr>
<td><strong>Equity and Diversity</strong></td>
</tr>
<tr>
<td>The University has policies, procedures and guidelines to promote an inclusive work and study environment for staff and students.</td>
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<tr>
<td><strong>Equal Opportunity</strong></td>
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<td>This policy informs staff and students of the University’s approach to advancing equal opportunity in employment and education within the University community.</td>
</tr>
<tr>
<td><strong>Acceptable Use of Information Technology</strong></td>
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<tr>
<td>This Policy informs staff and students of the standards of acceptable use of the University’s Information Technology (IT) and information infrastructure.</td>
</tr>
<tr>
<td><strong>Student complaint resolution</strong></td>
</tr>
<tr>
<td>Provides a set of principles for the resolution of student concerns about their experience at the University.</td>
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<tr>
<td><strong>Privacy</strong></td>
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<tr>
<td>The Hall of Residence operate under the ANU Privacy Policy which outlines the personal information handling practices of The Australian National University.</td>
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</tbody>
</table>
Residence-specific policy areas

Each ANU Hall of Residence has its own history, distinct culture and traditions, as well as differing in terms of community demographics and the physical buildings (e.g., proximity of communal areas to bedrooms). Thus, the Residences will make some residence-specific guidelines, policies and rules, and will advise their residents of these. These policies may be changed throughout the academic year to reflect the needs of the Residence community. Some of the areas where local policies will be formulated include:

- Specific restrictions on noise (noting that all Residences, as per the Occupancy Agreement, require you to refrain from producing excessive or loud noise);
- Appropriate use of common areas and shared facilities (e.g. computer labs, kitchens), including restrictions relating to alcohol consumption within these spaces;
- Event approval procedures;
- Lockout policies;
- Restrictions on the use of balconies and outdoor rooftop areas;
- The scope and limitations of the tasks which can be carried out by the Senior Resident On-call (Duty SR);
- Storage of residents’ possessions (e.g. in baggage rooms); and
- Lending of fold-out beds for guests.

Entering your room

As is outlined in the Occupancy Agreement, we reserve the right to enter your room for reasons such as inspection, repair, cleaning or other reasonable purposes, including welfare checks. No matter the circumstances, residences will incorporate the “3 knock’ rule prior to entering your room.

- Room inspections will be conducted on a periodic basis. You will be given sufficient notice prior to any scheduled inspections. If your room is in an unsatisfactory state, you will be given time and advice on how to remedy the situation and then your room will be reinspected. Should your room continue to be in an unsatisfactory state, the Residence reserves the right to have the room professionally cleaned and/or repairs made and to pass the costs on to you.
- When you record a maintenance issue with the Residence, the act of recording this issue is taken to mean that you have granted the Residence permission to enter your room, sometimes without notice, for the purpose of resolving the maintenance issue.
- Where maintenance is to be done in your room, you are required to give University staff and contractors all reasonable access to the room to effect repairs, including assistance with moving your belongings if necessary.

Disclosure of information

In most day-to-day situations, we need your permission to disclose any personal information to parties external to the University, including parents/caregivers/family members.

In cases where the Head of Residence or nominee (including senior manager on call for a critical incident) determines that there is a serious concern for your health or wellbeing, your preferred
emergency contact person/s (listed on your student record,) will be contacted. Prior to doing so, if possible and deemed appropriate, the Head of Residence or senior manager on call will advise you that this is going to occur. Contact with your emergency contact will be at the discretion of the Head of Residence or nominee and will always be decided in the best interests of the student, which may not include discussion or consultation with the student.

Academic expectations

The Australian National University has stringent standards regarding academic progress that may affect your enrolment and therefore your eligibility for residency in the Residence. Please refer to the Student assessment (coursework) policy.

The Residence exists to support the academic endeavours and personal development of its residents by maintaining suitable community values and assistance and guidance to individuals. The Residence expects that having been offered a place at The Australian National University, you have the skills and ability required to achieve academic success. We know also that conditions change and events happen that make study difficult and in some cases impossible at certain times.

In the event that you are experiencing academic difficulties, it is our expectation that you will actively engage with the support networks available to you both within the Residence and in the wider ANU. If asked to attend meetings within the Residence to discuss your academic progress, you must attend those meetings.

Safe Reporting Environment: Feedback & Complaints

ANU Residences of Residence are committed to providing a safe reporting environment for all residents in relation to feedback, concerns and complaints.

As part of this commitment, you can expect staff to:

- Maintain high standards of confidentiality;
- Welcome complaints as an opportunity to receive valuable feedback on policy, procedures, facilities and all other aspects of the day-to-day life of the Residence;
- Respond to complaints in a sensitive and timely fashion with due regard to procedural fairness;
- Involve you in the decision making process around actions to be taken in response to your complaint where appropriate;
- Provide clear reasoning for any decision;
- Provide an avenue for you to escalate your concern if you feel the matter has not reached a satisfactory conclusion; and
- Actively support and train student leaders within the Residence to enable and support them to respond appropriately to complaints.

As a resident of the Residence, you are expected to contribute to a safe reporting environment by:

- Showing respect for the diversity of perspectives which exists within the Residence community and actively seeking to understand views which differ from yours;
- Responding respectfully and constructively to any resident who makes a complaint; and
- If you have a complaint, addressing it in a way which is constructive, and does not include behaviour which constitutes bullying or harassment.
Behaviour

Residence residents are expected to behave in a way that is conducive to harmonious community living and is in line with this Residences of Residence Handbook, the Occupancy Agreement and the ANU Discipline Rules. At times, and for a range of reasons, the behaviour of some residents may impact their right to remain in the Residence community. It is expected that residents will take personal responsibility for their own wellbeing.

Behaviour that in the opinion of the Head of Residence is unacceptable may be grounds for termination of residence.

In determining whether to recommend termination of an Occupancy Agreement due to issues with resident behaviour, the Head of Residence may:

- Meet with the resident to discuss the issue and the impact the behaviour is having on the operation of the Residence and on other residents. During this meeting, individual extenuating circumstances and options will be discussed.
- Consider if development of a behavioural plan/agreement between the resident and the Residence can be established
- If a behavioural plan/agreement is not suitable, make a recommendation to the Director of Residential Experience regarding the continuation of the student’s Occupancy Agreement

Where the individual circumstances relate to an immediate or serious risk to the resident or others, the Head of Residence may hold discussions with other relevant areas of the University, including but not limited to the Director of Residential Experience, Registrar, Student Administration, Dean of Students, the Access and Inclusion Office, University Counselling and/or staff in the student’s academic area to examine alternative methods and reasonable adjustments that will enable the Residence to assist in the management of the student’s behaviour.

If the above discussions and resultant actions do not produce a reasonable and appropriate management plan to bring the student’s behaviour in line with the Hall of Residence Handbook, the Occupancy Agreement and the ANU Discipline Rules, the University may exercise its discretion to terminate an Occupancy Agreement.

Discipline

Authorised Office-bearers for the purposes of discipline in the Residence include the Head of Residence, Residential Wellbeing Coordinator (or equivalent), Residential Administration Manager (or equivalent), Community Coordinators and Senior Residents.

Action via internal procedures

By Rule 4 of the *Halls of Residence Rules 2005* (‘the Rules’) the University’s Council has vested responsibility in the Head of Residence for discipline in the Residence. 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 Rule 2018* (i.e. the behaviour is minor and is limited to the living environment within the Residence), or the resident is not a student of the University, then
the disciplinary matter will be considered and a finding made by the Head of Residence. The Occupancy Agreement outlines the actions which may be taken in these circumstances.

**Appeals**

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

Where the finding by the Head of Residence has resulted in exclusion of the resident, the Head of Residence will immediately notify the matter to the Director of Residential Experience. The resident will have the right to make any request for review regarding exclusion from the Residence directly to the Director of Residential Experience (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 Director of Residential Experience having reviewed the matter will be final.

**Action under the Discipline Rules**

If behaviour of a resident who is also a student of the University is of a level sufficient to constitute misconduct within the meaning of Rule 2 of the *Discipline Rule 2018*, the Head of Residence, as prescribed authority for the purposes of the Discipline Rules, will assess the nature of the behaviour and may take immediate action in accordance with Rule 4. The Head of Residence may 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 Head of Residence to the Appeals Committee as provided in Rule 26 of the Discipline Rules.

**Underage residents**

The University’s *Liquor Statute 2015* prohibits any person under 18 years from selling, supplying, purchasing, possessing or consuming alcohol in their residence or anywhere on University premises. This includes in your bedroom. This will not prevent you from being able to participate fully in the life of the Residence, as most of the sporting, cultural and social activities which take place within our communities do not include the consumption of alcohol.

As an underage resident, we will apply to you the same approach to privacy and the disclosure of information as for those who are aged over 18 (as is described elsewhere in this Handbook). However, should we have concerns that you have been consuming alcohol, we do reserve the right to contact your listed emergency contact person/s.

When you first arrive in Residence, the Head or Deputy Head of Residence will meet with you to discuss the specific matters which apply to you as an underage resident. The Head or Deputy Head of Residence is required to hold fortnightly meetings with all international students aged under-18 and submit a report to the central accommodation office in accordance with the University procedure Admission of under-18 international students.
Guests

A guest is any person visiting the Residence at the expressed or implied invitation of a resident. It is your responsibility to ensure your guests are aware of appropriate behaviours, and you are accountable for the actions and behaviour of your guest(s). You will be held financially responsible for any costs related to damages caused by your guests.

If you wish to invite a guest to stay for more than two nights, you need to register this person as a guest with the Front Office of the Residence. In general, each semester you should not exceed a cumulative total of seven nights where you have had any guests stay with you.

If you wish to have a guest stay four or more nights consecutively, you need to submit a request to the Head of Residence.

If you wish to have a guest aged 16 or under stay with you for any length of time (even just one night), you must first seek the permission of the Head of Residence (or their nominee).

Guests are not encouraged to stay in the Residence during examination period without the agreement of the Head of Residence (or their nominee).

You are not permitted to give/loan your keys or swipe cards to non-residents for any reason. A guest cannot use your bedroom when you are away from the Residence.

Residence staff may refuse entry to any guest or evict a guest from the residence, for example (but not limited to), if they breach Residence policies or if their presence is distressing to another resident.

Fee payment

You may pay your rent either a semester or year in advance, or by regular fortnightly Direct Debit payments throughout the Occupancy Agreement period according to the Schedule of Fees.

If you are unable to make a payment, you must discuss the matter with a Head of Residence in your residence and state your case in writing at least three days before the rent due date i.e. the Tuesday before the Direct Debit date. Only in exceptional circumstances will a late payment be approved.

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

Readmissions policy (Returners)

As a resident you are offered an Occupancy Agreement and a place to live for up to one year (45 weeks, 48 weeks or 52 weeks). This provides you with a sense of stability, it also helps to preserve the culture of the Residence and maintain a balanced and diverse community.

We acknowledge that in most instances, residents will look to return to on-campus accommodation as they continue on with their academic journey. The governing principle for re-admission to the Residences is to ensure that the culture and balance of the Residence is maintained whilst acting with due regard for the University’s strategic plans and initiatives, and as such, re-admission is not automatic and is subject to an application process.
As a general guiding principle, your contribution to and involvement in the Residence, your conduct as measured against the points outlined at the beginning of this Handbook (refer to the section “Foundations of a living learning community”) and your rental payment track record serve as a guideline when reviewing your re-admission application.

Returning to your current residence, or even your current room, is not guaranteed. The returner application process does allow residents to return to different residences in the following year. Depending on the number of new applications received each year, the number of returner spaces may be limited and current residents may be offered accommodation in an alternative residence for the following semester.

The University Accommodation website will provide you with a full description of the re-admissions policy and process. Noting that the policy and process is subject to an annual review. Please do familiarise yourself with these policies.

The number of spaces available for returning students will be set each year taking into account expected spaces required for new students and the number of students expected to graduate at the end of the year.

Inter-Residence Transfers

It is understandable that living in a preferred and/or non-preferred Residence and/or living in shared accommodation is not always easy, and whilst this does present you with an opportunity to grow, learn and develop, residents are offered the opportunity on a bi-annual basis to apply to transfer to another approved Residence.

It is important to note that there are a limited number of transfer applications that are offered, that the transfer is not guaranteed and that the transfer will only take effect in the following semester.

When the time comes, all the relevant details regarding the process and timelines will be communicated to you by the Head of the Residence. Additional information about the process is also available on the University Accommodation website.

In motivating your transfer application, please provide as much information as possible, including your contribution to the University and the activities that you have participated in.

Departures

At the end of an Occupancy Agreement, residents are required to vacate their room by 10.00am on the date of departure.

The following must be completed upon departure:

- Your room must be left neat, clean, dusted and vacuumed. All 3M hooks, posters, stickers etc. must be removed from all surfaces and fittings. If you believe removal will cause damage please talk to your residential staff for assistance.
- If you have been allocated space in communal areas (e.g. fridges, kitchen cupboards), these must be emptied and cleaned.
- If requested by the Residence, you must complete a Check-Out Form/Inventory Check.
- Failure to adequately clean your room or allocated space will result in a cleaning fee being deducted from your refundable deposit.
• After checking out, residents of the Residence may not stay with a friend in Residence unless they have received permission from a member of Residence staff to do so.

Request for Early Termination of your Occupancy Agreement (Early Leaver Request)

We understand circumstances occur that result in your leaving your residence prior to the end date of your occupancy agreement. It is important to understand you are signing a legal agreement and you are agreeing to pay the rent for the full duration of your agreement, however we will consider extenuating circumstances to approve an early release with no financial liability. Please ensure you discuss your plans with your residence staff and seek advice prior to making a decision as they may be able to provide support or advice for you to overcome any difficulties. It is best to discuss problems early before they become a major problem. If you still want to leave the residence early then you need to complete an Early Leaver Form and submit this to your residence. The Head of Hall will meet with you to discuss your request. It is important you provide any evidence to support your request. The Director of Residential Experience will then consider the request and make a decision on whether to release you or not. If you have not sought advice or discussed your plan with the residence staff prior to leaving the hall, your early leaver request will be rejected. Please read your Occupancy Agreement for further information on vacating the residence and the schedule of fees for associated fees with this departure.

Room changes

Room changes are subject to availability and will be at the discretion of the Head or Deputy Head of Residence. Room changes during the academic year are only granted in special circumstances, and fees may apply. You cannot move rooms without the permission of the Head or Deputy Head. Occasionally, a resident may be required to move rooms by the Head or Deputy Head. A resident will generally only have to move rooms during the academic year for well-being or safety issues. If you are required to move rooms, the Residence will endeavour to assist you in the process where practical, and will provide a reasonable timeframe for completion of the move.

IT provision and advice

Our residences all provide a WiFi network primarily for study but we also recognise the use of this network for personal use in your homes. This WiFi is ANU Resnet, which is separate from the wider ANU secure WiFi network. Some residences also provide a hardwired network facility in your rooms (Ethernet), but this is not present in all residences. Use of either of the ANU WiFi networks needs to meet the acceptable use set out in the Acceptable Use of Information Technology policy. Any breach of this policy will result in your access to the network being revoked and potential disciplinary action.

With a community of residents accessing these networks, the connection may be problematic for individual residences. There are a number of steps every resident can do to help ensure the connection remains stable for you and for all residents;

• Avoid connecting non-acceptable items to the WiFi or Ethernet ports. These additional connections interfere with the WiFi signal across the residence. This includes, but is not limited to 4G dongles, home WiFi routers and ad-hoc networks.
• Minimise the number of WiFi speakers as these can interfere with the WiFi signal.
• Do not use an alternative device as a personal hotspot. A hotspot uses the same frequency as our WiFi routers and can reduce the number of available channels for other users.
• Check your device on which WiFi network it is connecting to. Some devices will remain connected to ANU secure once you re-enter a residence. Turn off your WiFi connection and reconnect to ANU Resnet.

If you continue to experience WiFi connection issues after taking all of these steps, notify your residence of the issue and log a ticket with the ANU IT service desk.

Student Damage

All residents pay a deposit as part of their acceptance fee when offered accommodation. This deposit is held against any unpaid fees and charges or any damage. When you move into the residence you will be given an inventory form for your room, which you need to read carefully, sign to agree the condition of your room at the beginning of your occupancy making any amendments if you find issues not listed on the form, and returning this form to the office. If you do not return the form to the office we will take this as your acceptance of the condition of your room. At the end of the year another check of your room is done and if there are additional issues in your room not noted on the inventory form and these are deemed to be attributed to damage caused by you, you will be charged for the repair of these issues.

Occasionally damage occurs to items or facilities outside of your room. If you notice any maintenance that requires attention please notify the front desk. If you cause damage in a common area, notify the office immediately and they will discuss this with you to decide if a damage charge should be applied.

Wellbeing

The Australian National University aims to provide a safe, inclusive and respectful community that fosters health and wellbeing. Wellbeing is a vital component in achieving success at university. When your wellbeing is compromised it can affect your social, cognitive and emotional functioning. This includes your capacity to work productively, cope with the normal stresses of life and make a contribution to your community.

Wellbeing and health at ANU Residences is promoted through campaigns and activities that aim to increase mental and physical health awareness and early help seeking behavior for physical or mental health concerns, for example, programs such as Inward bound, “Mind Your Head” and “Batyr”. The Residences also encourage a harm-minimisation approach to drugs and alcohol, education on healthy food choices, sleep and exercise and offer a diverse range of social opportunities to promote wellbeing.

The ANU Residences support your health by training our staff and student leaders in First Aid for physical and mental health conditions and effective helping skills. This training helps us to provide you with support, information and referral to appropriate medical and mental health support services if you become unwell.
Acute Illness/Incident

If you are acutely or severely unwell, including a physical or mental health crisis your safety is of primary concern. Residential staff and student leaders will follow the steps in the Student Critical Incident procedure to ensure your safety and access to specialist professional services, for example calling an ambulance or the mental health crisis team. If you become ill or sustain an injury during your time in residence please let us know so that we can support you to access appropriate services.

Please also let your Head of Residence know if you decide to take time away from the Residence to recover from an injury or illness.

Please note that ANU Residences are unable to provide ongoing care for students who need intensive support due to being acutely or severely unwell, or if a licensed medical professional deems necessary regular supervision for the student from a carer.

If you are the victim of sexual assault or harassment, your safety is of primary concern. Hall of Residence staff will follow steps in the University staff protocol for responding to an allegation of sexual violence to ensure your safety and access to specialist services, for example Canberra Rape Crisis Centre, ACT Police, University Counselling, the Respectful relationships Unit (RRU) and local hospitals. Further information can be found on page 15.

Non-emergency transport to hospital

If you require non-emergency transport to hospital, we recommend you use a taxi and have a friend travel with you. If you choose to be taken to hospital in a private vehicle, we recommend a friend, in addition to the driver, travel with you. Please note, for safety reasons a student leader or residential staff will not transport you or accompany you to a hospital.

Emergency transport to hospital

The only appropriate transport in an emergency is an ambulance. Ambulance costs are the responsibility of the person receiving medical care and are not covered under Medicare. It is highly recommended that students ensure they have private health cover that includes ambulance travel or obtain separate ambulance only cover.

Informing emergency contact person(s)

In cases where the Head of Residence or nominee determines that there is a serious concern for your health or wellbeing, your listed emergency contact may be contacted. Prior to doing so, if possible, and if deemed appropriate, the Head of Residence will advise you that this is going to occur.

Long-term or serious illness/disability

Some students come to the Residence with a physical or mental illness or disability. Others may develop these conditions during their stay.

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

Residential staff will do their best to implement the reasonable adjustments recommended by Access & Inclusion within your residence.

If you develop a long-term or serious illness or disability while in residence and it is unreasonable or impractical for the Residence to continue to make further adjustments for this illness or disability, the Residence reserves the right to terminate your Occupancy Agreement.

In deciding whether to terminate your Occupancy Agreement, the Head of Residence will:

- Advise you of the impact of your illness on the operation of the Residence and on other residents; and
- Hold discussions with other relevant areas of the University, including but not limited to the Director of Residential Experience, Registrar (Student Administration), Dean of Students, the Access and Inclusion Office, University Counselling Centre, and/or staff in your academic area to examine alternative methods and reasonable adjustments that will enable the Residence to assist in the management of your illness/disability.
- If a suitable, reasonable and appropriate management plan cannot be put in place, make a recommendation to the Registrar, Student Life regarding the continuation of the student’s Occupancy Agreement.

Only if the above discussions[resultant actions do not produce a reasonable and appropriate management plan will the University exercise its discretion to terminate your Occupancy Agreement.

**Emotional support therapy and assistance animals**

The Australian National University is committed to providing an inclusive, safe and healthy environment for all residents. We aim to ensure no student is discriminated against because of their disability. The Australian National University recognizes the importance of assistance animals in supporting persons with a disability in their everyday life and acknowledges that a person with a disability is entitled to be accompanied by a trained assistance animal in places where animals would ordinarily be excluded, including residential accommodation. An assistance animal refers to a dog that is fully trained to facilitate the participation of a person with a disability in accessing various aspects of personal and public life. We will require evidence that the dog is registered as an assistance animal through Access Canberra. If you have an assistance animal and meet these criteria, please contact the accommodation office to discuss suitable accommodation.

An emotional support therapy animal provides comfort but is not trained to alleviate the effect of a disability and are therefore not considered as assistance animals. For this reason, and due to the
exclusion of pets in the Occupancy Agreement, emotional therapy animals are not allowed in our residences.

**Psychological distress**

If you experience psychological distress, or if you feel another resident is showing signs of psychological distress, we ask that you let a member of staff know. We strongly recommend you do not attempt to provide support to the student yourself and you utilise the support in place to support the affected resident. A designated staff member will attempt to ensure that appropriate support is made available. This may include consultation with and/or referral to health or counselling services including ACT Mental Health, University Counselling Centre, ANU Health Service or another health service provider. A ‘Safety Plan’ may also be developed in collaboration with the resident affected. The ANU wellbeing and support line is also available 24 hours a day, 7 days a week.

**Infectious disease in residence**

**Notifying relevant authorities**

If you become ill, in the interests of your own health and the health of those around you, you should consult a doctor as soon as possible.

If you are diagnosed with an infectious disease, you must inform your Head of Residence.

Where the Head of Residence becomes aware that you may have an infectious disease, they will refer you to the University Health Service or your own GP for a medical assessment. If they do refer you, it is expected that you visit a GP within a reasonable timeframe and provide evidence of attendance.

If you have a notifiable disease (a disease that is required by law to be reported to government authorities), your consulting doctor 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 Residence) on how any public health aspect of the disease is to be managed within the University or Residence.

**Exclusion from residence during infectious period**

If you contract an infectious disease such as COVID-19, measles, tuberculosis (TB), meningococcal, chicken pox, bird flu, or swine flu, you may be asked to leave the Residence for the period the disease is infectious.

If you are unable to find alternative accommodation, the Residence will take reasonable steps to assist. Costs associated with alternative accommodation will remain your responsibility, however in cases where financial hardship can be demonstrated, some financial assistance may be offered at the discretion of the Director of Residential Experience.

If you are required to leave the Residence because you have an infectious disease, your return to the Residence is dependent on obtaining medical advice demonstrating that you are fit to return to Residence and present minimal or no risk to fellow residents.
In-house isolation during infectious period

In some cases, if you have contracted an infectious disease, you will be required to cooperate with staff of the Residence to ensure in-house isolation for the statutory or recommended period of isolation of the disease by:

- Restricting yourself to your own study bedroom and a dedicated bathroom area;
- Avoiding common areas of the Residence;
- Excluding yourself from any Residence activities during the infectious period;
- Careful hand washing etc. if the infection is contagious by that route; and
- Care with coughing, sneezing etc. in common areas.
Respectful Relationships Unit – Sexual Assault and Sexual Harassment at ANU

What is the ANU community working towards?

The ultimate vision of the ANU Sexual Violence Prevention Strategy (to be released end of Oct 2019) is to create an ANU free from violence, where all who are part of the ANU Community:

- Experience equality and respect in all their relationships; personal or professional
- Are empowered and respected where they live, learn, work and socialize
- Are supported in their relationships to reach their full potential

What does that mean for you?

All members of the ANU Community are encouraged to take responsibility for their own actions and ensure they are always acting in a respectful manner which supports the dignity, safety and wellbeing of others. They are encouraged to report any incidents of sexual misconduct they have witnessed, and to intervene where it is safe to do so (ANU Sexual Misconduct Policy; to be released end of October 2019).

What happens if sexual misconduct is found to have occurred?

If misconduct is found, penalties ranging from no further action to exclusion from ANU may be applied. Penalties generally fall into three bands (but may be applied in combination):

- Restorative (examples include apology, mediation, separations, conditions on future enrolment)
- Educative (examples include undertaking a course, counselling or support services)
- Punitive (examples include monetary fine/compensation, suspension, exclusion)

What are ANU Residences doing?

The ANU residences are working closely with the Respectful Relationships Unit to ensure students are safe and supported for incidents of sexual assault and sexual harassment. When managing incidents related to sexual assault and sexual harassment, residential staff and student leaders will follow the guidelines set out in the relevant protocol. Residences will not manage incidents in isolation, working closely with the RRU to provide support as detailed on the Respectful Relationships Unit website.

Where can you get support or more information?

Sexual Violence Support:
1800 RESPECT – 1800 737 732 (Available 24/7)
Canberra Rape Crisis Centre – 02 6247 2525 (Available 7am – 11pm daily)
General Support Services:

Lifeline – 13 11 14 (available 24/7)
QLife – 1800 184 527 (3pm – 12 am every day)
ANU Counselling – 02 6178 0455 (9am – 4:45pm weekdays)
ANU Wellbeing and Support Line – call 1300 050 327 or text 0488 884170 (available 24/7)
Australian Federal Police (000 for emergencies, 131 444 for non-urgent police assistance)
ANU Security 02 6125 2249 (available 24/7)
Drugs, alcohol and smoking

Smoking

In line with the University Smoke-free policy, smoking is not permitted on University grounds. In some areas a designated outdoor smoking area (DOSA) is available. The Residence will inform you as to the location of the relevant DOSA.

Breaching the University's smoking policy by smoking in any area other than the DOSA will be considered a serious matter by the Residence. Electronic cigarettes (vaping) and all tobacco related products fall under the smoking policy.

Drugs

As noted elsewhere in this Handbook, as a resident of the ACT you are subject to the applicable laws of the Commonwealth of Australia and the Australian Capital Territory. These laws include the prohibition of the possession, supply and consumption of restricted or illicit drugs. In particular, you need to be aware of the following:

- The possession of any quantity of cannabis is illegal in the Commonwealth; and
- Only an authorised health care professional may supply prescription medication, meaning you cannot give/sell your prescription medication to other residents.

You are also not permitted to bring into the Residence any drug equipment, for example hash pipes or bongs.

Breaches of the ACT/Commonwealth law in regards to drugs will be considered a serious matter by the Hall and may lead to police intervention.

The Residence will be responsive to the needs of residents with drug related problems through appropriate support and referral mechanisms.

Legal Highs

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

Alcohol

While there is a general social and legal tolerance of controlled drinking in Australia, alcohol is responsible for a considerable burden of death, disease and injury in Australia, and the consumption of alcohol is often a contributing factor in serious incidents that occur within residences.

Policies on alcohol within ANU Residences are informed by the ANU Liquor Statute 2015 and Australian Guidelines to Reduce Risk from Drinking Alcohol.

The decision to consume, or not consume alcohol is a personal one, however, ANU Residences operate on the premise that individuals accept responsibility for their behaviour and actions at all times, including when under the influence of alcohol.
If you choose to consume alcohol you are expected to do so in a responsible manner that does not cause stress, intimidation or discomfort to others. If you choose not to consume alcohol, you should have the opportunity to live in an environment where alcohol consumption does not cause you to feel stressed, intimidated or discomforted.

**Prohibited activities**

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

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

**Underage residents**

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

**Excessive Consumption of Alcohol**

Follow-up action will be taken by a Head of Residence, Deputy Head of Residence, Community Coordinator or delegate of a Head or Deputy Head of Residence if your excessive consumption of alcohol results in:

- Physical or psychological harm to yourself or others;
- Intervention by security, emergency services (police, fire or ambulance) or a staff member;
- Damage to property;
- Damage to the reputation of the University and of the residences within the University and the wider community; or
- Any other behaviour deemed to be in contravention of this handbook or your occupancy agreement.
In our response to such incidents, and in any decision making that follows, you can expect us to prioritise the wellbeing and safety of all residents and look for solutions that facilitate learning and personal development for the residents involved.

**Events where alcohol is served**

All events organised for residents, held in or outside the Residence, where alcohol is served, must receive prior approval from the Head of Residence and/or the Facilities and Services Division through a formal approval process.

In doing so, event organisers will be guided to ensure that their event:

- Does not involve any prohibited activities mentioned above;
- Complies with the University [Liquor Statute 2015](#);
- Provides an adequate number of Sober Representatives;
- Provides staff who have successfully completed Responsible Service of Alcohol (RSA) Training/abide by RSA guidelines;
- Provides an adequate amount and type of food in respect to expected participant numbers and timing of the event;
- Provides equal access to non-alcoholic beverages; and
- Provides access to drinking water for attendees free of charge.

**Alcohol related problems**

The Residence will be responsive to the needs of residents with alcohol related problems through appropriate support and referral mechanisms.
Safety

The ANU Residences are communities of active bystanders, meaning that every resident is expected to take responsibility for maintaining the safety and security of the Residential environment. One of the simplest ways to be an active bystander is to make sure that you report immediately any issue of concern which you observe within our community, be it maintenance, security or resident wellbeing. Other ways you can contribute to the safety of your Residence community is to get to know your neighbours, keep your room locked and possessions secured, and make sure that you don’t let any non-residents into the Residence.

Personal Safety

Personal safety is important for everyone on Campus. By recognising and avoiding potentially risky situations, you can greatly increase your personal safety. When walking around campus please be mindful of vehicles and cyclists and please use pedestrian crossings when appropriate.

All students are encouraged to download and install the official safety and wellbeing app - [ANU OK](#). The app features quick access to ANU Security, a personal safety toolbox, campus map, transport, parking options and many other personal services and is available for both iOS or Android devices.

It is recommended to walk with friends if possible at night and to use lighted footpaths. The University also operates the Campus Traveler Bus for travelling around the campus at night. ANU Security and UniSafe Patrol can escort you from University buildings to car parks and Residences at night. Phone ANU Security on (02) 6125 2249 or email security@anu.edu.au.

ANU Security offer a range of services to keep students safe on campus. These include:

- Personal safety escorts (provided by ANU Security and UniSafe patrol)
- Assistance with lockouts access
- Afterhours assistance
- Incident response
- Parking management

Making the campus a safe environment for students is the highest priority of the University. When incidents do occur, the University is committed to take measures to support you. These measures may include but are not limited to:

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

Weapons

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

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

Electrical

The use of travel adaptors and multi-plug devices in your room or anywhere in the residence, including the shared kitchen, is permitted only when the adaptor or device is made to Australian standards and bought in Australia. It is prohibited to use either of these items that does not meet these standards or is purchased outside of Australia.

An item not meeting these standards increase the chance of causing a fire alarm which will trigger an automatic fire alarm fine (refer to schedule of fees) and/or causing damage which will incur additional costs for any maintenance fees associated with this.

The residence will inspect the room at times to check cleaning and any maintenance. If a resident is found to be using an adaptor or power board that does not meet these requirements it will be confiscated and returned when you vacate and you may incur a fine.

We do recommend you undertake electrical testing and tagging of your item to give yourself assurance on the safety of your electrical items.

Electrical items not permitted in your room

Except where it is provided by the Residence, for reasons of fire safety and electrical loading limitations you are not permitted to have in your room:

- Heaters of any description;
- Cooking equipment, including toasters and rice cookers *(Laurus and Packard Wing occupants excepted)*;
- Air-conditioning units;
- Washing machines or dryers;
- Electric blankets;
- Irons;
- Double adaptors (only power-boards with overload protection may be used); and
- Any electrical item not listed above but which could reasonably be expected to pose a fire hazard. If in doubt, you should check with the Residence.
Fire safety

Fire safety equipment

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

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

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

Fire alarm

During a fire alarm, a loud signal will sound in the Residence. If this happens, you must follow the directions posted on the back of your room door and/or common area noticeboards.

There will be fire drills during the year. For your own safety, please treat them seriously.

False fire alarms caused by neglect and/or mischief will attract a fine. Intentional false alarms, or disobeying the instructions of a Fire Warden can result in the termination of your Occupancy Agreement.

Fire alarms: nuisance and damage

Activation of the fire alarms in residences either by accident or malicious acts will result in a fine being applied to the person responsible for setting of the alarm (refer to schedule of fees). This fine covers the costs incurred by the ANU from the ACT fire department and external contractors whenever a fire alarm is activated. Your residence will provide advice and training at the beginning of your contract on how to avoid triggering the fire alarms.

Similarly, careless or irresponsible triggering of break glass alarms may result in a fine or disciplinary action.

Fire safety: prohibited activity

The use of candles and incense in rooms is strictly prohibited.

Cooking in rooms is strictly prohibited (Packard and Laurus Wings excepted).

Items in the corridors

No items of any kind, including shoes, bicycles, shopping trolleys, baggage, boxes etc., are to be left in the corridors or foyers of the floors or any public area of Residence. These constitute a safety issue in the event of an evacuation.
These guidelines are important for you to live in a community that is safe and respectful to you and all other residents. Each resident carries an individual responsibility to contribute to their community by following these guidelines. By following these guidelines we are confident you will enjoy a successful and rewarding year at ANU. Welcome to our community and best of luck for the year.
2022 Residential Handbook

ANU Halls of Residence

Toad Hall
Fenner Hall
Burton & Garran Hall
Ursula Hall (including Laurus Wing)
Bruce Hall (including Packard Wing)
Wright Hall
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On behalf of the Australian National University and the Residential Experience team, it is our great pleasure to welcome you to your new home away from home. This is indeed an exciting time for you as you commence with your studies, embrace a new diverse and vibrant campus community with the opportunity to make life-long friends from all walks of life.

ANU provides a strong pastoral network within your residence and across the campus to ensure you are supported in successful living and study during your time at the ANU. We encourage you to access this support in your residence by familiarising yourself with your student leaders including the Senior Resident (SR) assigned to your floor and introducing yourself to the staff in the residence. Your success is dependent on the effort you put into participating in the life of your community, the connections you make with peers and staff and the amount of work you put into your studies.

If you are living away from home or living on campus for the first time, it’s important that you understand both the expectations and guidelines for living in our Residences. This Handbook aims to provide you with a guide to living on campus as well as a reference about the key policies, procedures, administration and facilities at the University’s Residences.

This handbook forms part of the terms and conditions of your Occupancy Agreement so please read it carefully as your safety, care and well-being is important to us.

We hope the handbook helps you to think about how you live in a community of scholars and to settle in to your new home. We wish you a happy and successful journey at the ANU.
Foundations of a living learning community

Life in an ANU Residence complements your studies at the ANU by providing a safe, supportive and inclusive home away from home, enabling you to make the most of your university experience.

While each ANU Residence has its own history, distinct culture and traditions, all are living learning communities where:

- diversity is valued and sought;
- academic endeavour is supported and achievements are celebrated;
- you are supported to live independently and will be referred to appropriate support services when needed;
- you can learn about yourself and the world through informal peer interactions and through programmed events and activities; and
- you are given the chance to be a leader within the community, and are encouraged to engage in leadership opportunities across the University.

This handbook aims to outline the expectations we have of you as you as a resident in your Residence, and what you can expect of your peers, student leaders and residential staff. By making these expectations clear, we hope to ease your transition into residence and help you to thrive in your community.

As a student of the Australian National University and as a resident, we expect you to:

- Be independent in your thinking and take responsibility for your actions;
- Understand and fulfil your responsibilities and obligations as a member of the ANU community and as a member of your residential community;
- Treat the physical spaces of the Residence, your fellow residents and the staff with respect;
- Consider your life in residence as an opportunity for learning and personal growth; and
- Take advantage of the range of programs and services offered within residences and across the University.

You can expect us to:

- Make sensible, considered and consultative decisions and give residents affected by those decisions an opportunity to discuss and question;
- In our response to incidents, and in our decision making, prioritise the wellbeing and safety of all residents and look for solutions that facilitate learning and personal development for the residents involved;
- Treat you with respect and courtesy;
- Be guided but not bound by precedents; and
- Be able to explain the reason for rules and decisions made.

The handbook that follows is founded on the above expectations, and is considered essential reading for new and returning residents of ANU Residence.

Once you have taken the time to read this handbook, if you have any questions at all, please do not hesitate to seek assistance from the staff and student leaders in your residence.
Policy framework

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

The ANU Hall of Residence operate within the legislative and policy framework of the ANU. The University’s Statutes, Rules, Orders, policies and procedures apply to all students of the University, including residents in Residences.

There are University legislative instruments applicable to the Halls of Residence including the Discipline Rule.

In addition to specific ANU policies which are mentioned throughout this Handbook, we would like to draw your attention to the following policies which we consider to be of particular importance within the Residences:

<table>
<thead>
<tr>
<th>Prevention of discrimination, harassment and bullying</th>
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<tbody>
<tr>
<td>Outlines the University strategies and responsibilities of staff and students for preventing discrimination, harassment and bullying at the University.</td>
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<table>
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<tr>
<th>Equity and Diversity</th>
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<tbody>
<tr>
<td>The University has policies, procedures and guidelines to promote an inclusive work and study environment for staff and students.</td>
</tr>
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</table>

<table>
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<tr>
<th>Equal Opportunity</th>
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<tbody>
<tr>
<td>This policy informs staff and students of the University’s approach to advancing equal opportunity in employment and education within the University community.</td>
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<thead>
<tr>
<th>Acceptable Use of Information Technology</th>
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<tbody>
<tr>
<td>This Policy informs staff and students of the standards of acceptable use of the University’s Information Technology (IT) and information infrastructure.</td>
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<tr>
<th>Student complaint resolution</th>
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<tbody>
<tr>
<td>Provides a set of principles for the resolution of student concerns about their experience at the University.</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Privacy</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Hall of Residence operate under the ANU Privacy Policy which outlines the personal information handling practices of The Australian National University.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Student Code of Conduct</th>
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<tbody>
<tr>
<td>ANU expects all of our residents to live by the Student Code of Conduct. These expectations are reflected in your Occupancy Agreement and within this handbook.</td>
</tr>
</tbody>
</table>

Residence-specific policy areas

Each ANU Hall of Residence has its own history, distinct culture, traditions and demographic mix, as well as differences in the physical buildings (e.g., proximity of communal areas to bedrooms). Thus, the Residences will make some residence-specific guidelines, policies and rules, and will
advise their residents of these. In the eventuality of a public health situation such as COVID, residents must comply with ANU and ACT Health directives to maximise the safety of the Residence community. Some of the areas where local policies will be formulated include:

- Specific restrictions on noise (noting that all Residences, as per the Occupancy Agreement, require you to refrain from producing excessive or loud noise);
- Appropriate use of common areas and shared facilities (e.g. computer labs, kitchens), including restrictions relating to alcohol consumption within these spaces;
- Event approval procedures;
- Lockout policies;
- Restrictions on the use of balconies and outdoor rooftop areas;
- The scope and limitations of the tasks which can be carried out by the Senior Resident On-call (Duty SR);
- Storage of residents’ possessions (e.g. in baggage rooms); and
- Lending of fold-out beds for guests.

**Entering your room**

As is outlined in the Occupancy Agreement, we reserve the right to enter your room for reasons such as inspection, repair, cleaning or other reasonable purposes, including welfare checks. No matter the circumstances, residences will incorporate the ‘3 knock’ rule prior to entering your room.

- Room inspections will be conducted on a periodic basis. You will be given sufficient notice prior to any scheduled inspections. If your room is in an unsatisfactory state, you will be given time and advice on how to remedy the situation and then your room will be reinspected. Should your room continue to be in an unsatisfactory state, the Residence reserves the right to have the room professionally cleaned and/or repairs made and to pass the costs on to you.
- When you record a maintenance issue with the Residence, the act of recording this issue is taken to mean that you have granted the Residence permission to enter your room, sometimes without notice (except for the ‘3 knock’ rule), for the purpose of resolving the maintenance issue.
- Where maintenance is to be done in your room, you are required to give University staff and contractors all reasonable access to the room to effect repairs, including assistance with moving your belongings if necessary.

**Disclosure of information**

In most day-to-day situations, we need your permission to disclose any personal information to parties external to the University, including parents/caregivers/family members (subject to legal exceptions). If you do not want your personal information shared with a specific person, you must notify Residence staff (even if you have stated this on your university academic application).

In cases where the Head of Residence or nominee (including senior manager on call for a critical incident) determines that there is a serious concern for your health or wellbeing, your preferred emergency contact person/s (listed on your student record,) will be contacted. Prior to doing so, if possible and deemed appropriate, the Head of Residence or senior manager on call will advise you that this is going to occur, but some circumstances may permit this to be done without prior
permission or advice. Contact with your emergency contact will be at the discretion of the Head of Residence or nominee and will always be decided in the best interests of the student, which may not include discussion or consultation with the student.

**Academic expectations**

The Australian National University has stringent standards regarding academic progress that may affect your enrolment and therefore your eligibility for residency in the Residence. Please refer to the [Student assessment (coursework) policy](#).

The Residence exists to support the academic endeavours and personal development of its residents by maintaining suitable community values and assistance and guidance to individuals. The Residence expects that having been offered a place at The Australian National University, you have the skills and ability required to achieve academic success. We know also that conditions change and events happen that make study difficult at certain times.

In the event that you are experiencing academic difficulties, it is our expectation that you will actively engage with the support networks available to you both within the Residence and in the wider ANU. If asked to attend meetings within the Residence to discuss your academic progress, you must attend those meetings.

**Safe Reporting Environment: Feedback & Complaints**

ANU Residences are committed to providing a safe reporting environment for all residents in relation to feedback, concerns and complaints.

As part of this commitment, you can expect staff to:

- Maintain high standards of confidentiality;
- Welcome complaints as an opportunity to receive valuable feedback on policy, procedures, facilities and all other aspects of the day-to-day life of the Residence;
- Respond to complaints in a sensitive and timely fashion with due regard to procedural fairness;
- Involve you in the decision making process around actions to be taken in response to your complaint where appropriate;
- Provide clear reasoning for any decision;
- Provide an avenue for you to escalate your concern if you feel the matter has not reached a satisfactory conclusion; and
- Actively support and train student leaders within the Residence to enable and support them to respond appropriately to complaints.

As a resident of the Residence, you are expected to contribute to a safe reporting environment by:

- Showing respect for the diversity of perspectives which exists within the Residence community and actively seeking to understand views which differ from yours;
- Responding respectfully and constructively to any resident who makes a complaint; and
- If you have a complaint, addressing it in a way which is constructive, and does not include behaviour which constitutes bullying or harassment;
- You may seek independent advice from the ACT Human Rights Commission at any stage. Their contact details are below.
Other external agencies are also available for independent advice and advocacy. Their contact details are below.

Once you have exhausted all internal steps as detailed above, if you remain dissatisfied with the outcome you may raise a grievance with ACT Civil and Administrative Tribunal (ACAT). Their details are at the end of this section.

Tenancy Advice Services (Division of Legal Aid ACT)
Ph: 1300 402 512  Email: TAS@legalaidact.org.au  Website: www.legalaidact.org.au/tsact

Legal advice bureau (open 12:30 to 2 pm every weekday)

Canberra Community Law
Ph: 6218 7900  Email: info@canberracommunitylaw.org.au
Website: https://www.canberracommunitylaw.org.au

Conflict Resolution Services
Ph: 6189 0590  Website: https://crs.org.au

ACT Human Rights Commission
Ph: 6205 2222  Email: human.rights@act.gov.au  Website: https://hrc.act.gov.au/

ACT Civil and Administrative Tribunal (ACAT)
Ph: 6207 1740  Email: tribunal@act.gov.au  Website: www.acat.act.gov.au

Behaviour

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 Rule (i.e. the behaviour is minor and is limited to the living environment within the Residence), or the resident is not a student of the University, then the matter will be considered and a finding made by the Head of Residence. The Occupancy Agreement outlines the actions which may be taken in these circumstances.

Residents are expected to behave in a way that is conducive to harmonious community living and is in line with this Residence Handbook and the Occupancy Agreement. All Residents are expected to comply with the Student Code of Conduct. At times, and for a range of reasons, the behaviour of some residents may impact their right to remain in the Residence community. It is expected that Residents will take personal responsibility for their own wellbeing.

Behaviour that in the opinion of the Head of Residence is unacceptable may be grounds for termination of residence.

In determining whether to recommend termination of an Occupancy Agreement due to issues with resident behaviour, the Head of Residence may:
• Meet with the resident to discuss the issue and the impact the behaviour is having on the operation of the Residence and on other residents. During this meeting, individual extenuating circumstances and options will be discussed;
• Consider if development of a behavioural plan/agreement between the resident and the Residence can be established;
• If a behavioural plan/agreement is not suitable, make a recommendation to the Director of Residential Experience regarding the continuation of the student’s Occupancy Agreement.

Where the individual circumstances relate to an immediate or serious risk to the resident or others, the Head of Residence may hold discussions with other relevant areas of the University, including but not limited to the Director of Residential Experience, Director of University Experience, Registrar, Student Administration, Dean of Students, the Access and Inclusion Office, University Counselling and/or staff in the student’s academic area to examine alternative methods and reasonable adjustments that will enable the Residence to assist in the management of the student’s behaviour.

If the above discussions and resultant actions do not produce a reasonable and appropriate management plan to bring the student’s behaviour in line with the Hall of Residence Handbook, the Occupancy Agreement and the ANU Discipline Rules, the University may exercise its discretion to terminate an Occupancy Agreement.

Appeals

Appeals may be made in accordance with the dispute resolution provisions set out in the Occupancy Agreement.

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 under the Discipline Rule, the matter will be dealt with in accordance with the Rule.

Underage residents

The University’s Liquor Statute 2015 prohibits any person under 18 years from selling, supplying, purchasing, possessing or consuming alcohol in their residence or anywhere on University premises. This includes in your bedroom. This will not prevent you from being able to participate fully in the life of the Residence, as most of the sporting, cultural and social activities which take place within our communities do not include the consumption of alcohol.

As an underage resident, we will apply to you the same approach to privacy and the disclosure of information as for those who are aged over 18 (as is described elsewhere in this Handbook). However, should we have concerns that you have been consuming alcohol, we do reserve the right to contact your listed emergency contact person/s.

When you first arrive in Residence, the Head or Deputy Head of Residence will meet with you to discuss the specific matters which apply to you as an underage resident. The Head or Deputy Head of Residence is required to hold fortnightly meetings with all international students aged under-18 and submit a report to the central accommodation office in accordance with the University procedure Admission of under-18 international students.
Guests

A guest is any person visiting the Residence at the express or implied invitation of a resident. It is your responsibility to ensure your guests are aware of appropriate behaviour. You are accountable for the actions and behaviour of your guest(s). You will be held financially responsible for any costs related to damages caused by your guests.

If you wish to invite a guest to stay for more than two nights, you need to register this person as a guest with the Front Office of the Residence. In general, each semester you should not exceed a cumulative total of seven nights where you have had any guests stay with you.

If you wish to have a guest stay four or more nights consecutively, you need to submit a request to the Head of Residence.

Overnight guests under the age of 16 are not permitted in any Residence.

Guests are not encouraged to stay in the Residence during examination period without the agreement of the Head of Residence (or their nominee).

You are not permitted to give/loan your keys or swipe cards to non-residents for any reason. A guest cannot use your bedroom when you are away from the Residence.

Residence staff may refuse entry to any guest or evict a guest from the Residence, for example (but not limited to), if they breach Residence policies or if their presence is distressing to another resident.

Fee payment

You may pay your rent either a semester or year in advance, or by regular fortnightly Direct Debit payments throughout the Occupancy Agreement period according to the Schedule of Fees.

If you are unable to make a payment, you must discuss the matter with a Head of Residence in your residence and state your case in writing at least three days before the rent due date i.e. the Tuesday before the Direct Debit date. Only in exceptional circumstances will a late payment be approved.

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

Where a resident leaves the residence with a debt larger than their refundable deposit, the debt will be managed in line with the ANU Student Fee Collection and Debt Management Policy.

Readmissions policy (Returners)

As a resident you are offered an Occupancy Agreement and a place to live for up to one year. This provides you with a sense of stability, it also helps to preserve the culture of the Residence and maintain a balanced and diverse community.

We acknowledge that in most instances, residents will look to return to on-campus accommodation as they continue on with their academic journey. Re-admission is not automatic and is subject to an application process.
As a general guiding principle, your contribution to and involvement in the Residence, your conduct as measured against the points outlined at the beginning of this Handbook (refer to the section “Foundations of a living learning community”) and your rental payment track record serve as a guideline when reviewing your re-admission application.

Returning to your current residence, or even your current room, is not guaranteed. The returner application process does allow residents to return to different residences in the following year. Depending on the number of new applications received each year, the number of returner spaces may be limited and current residents may be offered accommodation in an alternative residence for the following semester.

The University Accommodation website will provide you with a full description of the re-admissions policy and process. Noting that the policy and process is subject to an annual review. Please do familiarise yourself with these policies.

The number of spaces available for returning students will be set each year taking into account expected spaces required for new students and the number of students expected to graduate at the end of the year.

**Inter-Residence Transfers**

It is understandable that living in a preferred and/or non-preferred Residence and/or living in shared accommodation is not always easy, and whilst this does present you with an opportunity to grow, learn and develop, residents are offered the opportunity on a bi-annual basis to apply to transfer to another approved Residence.

It is important to note that there are a limited number of transfer applications that are offered, that the transfer is not guaranteed and that the transfer will only take effect in the following semester.

When the time comes, all the relevant details regarding the process and timelines will be communicated to you by the Head of the Residence. Additional information about the process is also available on the University Accommodation website.

In drafting your transfer application, please provide as much information as possible, including your contribution to the University and the activities that you have participated in.

**Departures**

At the end of an Occupancy Agreement, residents are required to vacate their room by 10.00am on the date of departure.

The following must be completed upon departure:

- Your room must be left neat, clean, dusted and vacuumed. All 3M hooks, posters, stickers etc. must be removed from all surfaces and fittings. If you believe removal will cause damage please talk to your residential staff for assistance.
- If you have been allocated space in communal areas (e.g. fridges, kitchen cupboards), these must be emptied and cleaned.
- If requested by the Residence, you must complete a Check-Out Form/Inventory Check.
- Failure to adequately clean your room or allocated space will result in a cleaning fee being deducted from your refundable deposit.
• After checking out, residents of the Residence may not stay with a friend in Residence unless they have received permission from a member of Residence staff to do so.

Room changes
Room changes are subject to availability and will be at the discretion of the Head or Deputy Head of Residence. Room changes during the academic year are only granted in special circumstances, and fees may apply. You cannot move rooms without the permission of the Head or Deputy Head.

Occasionally, a resident may be required to move rooms by the Head or Deputy Head. A resident will generally only have to move rooms during the academic year for well-being or safety issues. If you are required to move rooms, the Residence will endeavour to assist you in the process where practical, and will provide a reasonable timeframe for completion of the move.

IT provision and advice
Our residences all provide a WiFi network primarily for study but we also recognise the use of this network for personal use in your homes. This WiFi is ANU Resnet, which is separate from the wider ANU secure WiFi network. Some residences also provide a hardwired network facility in your rooms (Ethernet), but this is not present in all residences. Use of either of the ANU WiFi networks needs to meet the acceptable use set out in the Acceptable Use of Information Technology policy. Any breach of this policy will result in your access to the network being revoked and potential disciplinary action.

With a community of residents accessing these networks, the connection may be problematic for individual residences. There are a number of steps every resident can do to help ensure the connection remains stable for you and for all residents;

• Avoid connecting non-acceptable items to the WiFi or Ethernet ports. These additional connections interfere with the WiFi signal across the residence. This includes, but is not limited to 4G dongles, home WiFi routers and ad-hoc networks.
• Minimise the number of WiFi speakers as these can interfere with the WiFi signal.
• Do not use an alternative device as a personal hotspot. A hotpot uses the same frequency as our WiFi routers and can reduce the number of available channels for other users.
• Check your device on which WiFi network it is connecting to. Some devices will remain connected to ANU secure once you re-enter a residence. Turn off your WiFi connection and reconnect to ANU Resnet.

If you continue to experience WiFi connection issues after taking all of these steps, notify your residence of the issue and log a ticket with the ANU IT service desk.

Student Damage
All residents pay a deposit as part of their acceptance fee when offered accommodation. This deposit is held against any unpaid fees and charges or any damage. When you move into the residence you will be given a Condition Report for your room, which you need to read carefully. At the start of your occupancy, if you find any damage or loss of inventory not specified in the Condition Report please notify the Residence immediately. At the end of the year another check of your room is done. Any damage or loss of inventory in your room not noted on the Condition
Report will be attributed to you, and you will be charged for the repair of that damage and/or replacement of missing or broken inventory.

Occasionally damage occurs to items or facilities outside of your room. If you notice any maintenance that requires attention please notify the front desk. If you cause damage in a common area, notify the office immediately and they will discuss this with you to decide if a damage charge should be applied.

Wellbeing

The Australian National University aims to provide a safe, inclusive and respectful community that fosters health and wellbeing. Wellbeing is a vital component in achieving success at university. When your wellbeing is compromised it can affect your social, cognitive and emotional functioning. This includes your capacity to work productively, cope with the normal stresses of life and make a contribution to your community.

Wellbeing and health at ANU Residences is promoted through campaigns and activities that aim to increase mental and physical health awareness and early help seeking behavior for physical or mental health concerns, for example, programs such as Inward bound, “Mind Your Head” and “Batyrr”. The Residences also encourage a harm-minimisation approach to drugs and alcohol, education on healthy food choices, sleep and exercise and offer a diverse range of social opportunities to promote wellbeing.

The ANU Residences support your health by training our staff and student leaders in First Aid for physical and mental health conditions and effective helping skills. This training helps us to provide you with support, information and referral to appropriate medical and mental health support services if you become unwell.

Acute Illness/Incident

If you are acutely or severely unwell, including a physical or mental health crisis your and the ANU community’s safety is of primary concern. Residential staff and student leaders will follow the steps in the Student Critical Incident procedure to ensure your safety and access to specialist professional services, for example calling an ambulance or the mental health crisis team. If you become ill or sustain an injury during your time in residence please let us know so that we can support you to access appropriate services.

Please also let your Head of Residence know if you decide to take time away from the Residence to recover from an injury or illness.

Please note that ANU Residences are unable to provide ongoing care for students who need intensive support due to being acutely or severely unwell, or if a licensed medical professional deems necessary regular supervision for the student from a carer.

If you are the victim of sexual assault or harassment, your safety is of primary concern. Hall of Residence staff will follow steps in the University staff protocol for responding to an allegation of sexual violence to ensure your safety and access to specialist services, for example Canberra Rape Crisis Centre, ACT Police, University Counselling, the Respectful relationships Unit (RRU) and local hospitals.
Non-emergency transport to hospital

If you require non-emergency transport to hospital, we recommend you use a taxi and have a friend travel with you. If you choose to be taken to hospital in a private vehicle, we recommend a friend, in addition to the driver, travel with you. Please note, for safety reasons a student leader or residential staff will not transport you or accompany you to a hospital.

Emergency transport to hospital

The only appropriate transport in an emergency is an ambulance. Ambulance costs are the responsibility of the person receiving medical care and are not covered under Medicare. It is highly recommended that students ensure they have private health cover that includes ambulance travel or obtain separate ambulance only cover.

Informing emergency contact person(s)

In cases where the Head of Residence or nominee determines that there is a serious concern for your health or wellbeing, your listed emergency contact may be contacted. Prior to doing so, if possible, and if deemed appropriate, the Head of Residence will advise you that this is going to occur.

Long-term or serious illness/disability

Some students come to the Residence with a physical or mental illness or disability. Others may develop these conditions during their stay.

If you have or develop an illness, mental health condition or disability while in residence that impacts or may impact on your success at university we encourage you to register with the University Access and Inclusion Office who can provide support in a variety of ways. This could include creating an Education Access Plan (EAP) outlining the recommended reasonable adjustments to ensure you are not disadvantaged by your registered condition. Access & Inclusion can assist by advocating on your behalf to your academic College and with course conveners/lecturers on implementing these reasonable adjustments. Recommended adjustments are based on your supporting documentation from a licensed medical practitioner and can include both academic adjustments and accessibility to campus adjustments. Access & Inclusion can put in place accessible parking, make recommendations and advise on modifications to residential residences to accommodate your registered condition and ensure accessibility to lectures and tutorials.

Residential staff will do their best to implement the reasonable adjustments recommended by Access & Inclusion within your Residence.

If a serious illness or disability affects you while in Residence and the University is unable to make the adjustments necessary to accommodate your needs in the Residence, the University may terminate your Occupancy Agreement.

In deciding whether to terminate your Occupancy Agreement, the Head of Residence will:

- Advise you of the impact of your condition on the operation of the Residence and on other residents; and
- Hold discussions with other relevant areas of the University, including but not limited to the Director of Residential Experience, Director of University Experience, Registrar (Student
Administration), Dean of Students, the Access and Inclusion Office, University Counselling Centre, and/or staff in your academic area to examine alternative methods and reasonable adjustments that will enable the University to assist in the management of your condition.

- If a suitable, reasonable and appropriate management plan cannot be put in place, make a recommendation to the Director of Residential Experience about your Occupancy Agreement.

Only if the above discussions/resultant actions do not produce a reasonable and appropriate management plan will the University exercise its discretion to terminate your Occupancy Agreement.

**Assistance animals**

The Australian National University is committed to providing an inclusive, safe and healthy environment for all residents. We aim to ensure no student is discriminated against because of their disability. The Australian National University will consider whether to permit assistance animals in Residence in consultation the University Access and Inclusion Office and in accordance with any applicable University policies in relation to assistance animals.

In accordance with the *Disability Discrimination Act 1992 (Cth)* assistance animals must be:

- accredited by a State or Territory; or
- accredited by an animal training organisation; or
- trained to:
  - assist a person with a disability to alleviate the effect of the disability; and
  - meet standards of hygiene and behaviour that are appropriate for an animal in a public place.

ANU will request the person with the disability to produce evidence that:

- the animal is an assistance animal (meets one of the criteria above); and
- the animal is trained to meet standards of hygiene and behaviour that are appropriate for an animal in a public place.

**Psychological distress**

If you experience psychological distress, or if you feel another resident is showing signs of psychological distress, we ask that you let a member of staff know. Where it does not appear safe, we strongly recommend you do not attempt to provide support to the student yourself and you utilise the support in place to support the affected resident. A designated staff member will attempt to ensure that appropriate support is made available. This may include consultation with and/or referral to health or counselling services including ACT Mental Health, University Counselling Centre, ANU Health Service or another health service provider. A ‘Safety Plan’ may also be developed in collaboration with the resident affected. The ANU wellbeing and support line is also available 24 hours a day, 7 days a week: 1300 050 327 or SMS to 0488 884 170.

**Infectious and notifiable disease in residence**

If you become ill, in the interests of your own health and the health of those around you, you should consult a doctor as soon as possible.
If you are diagnosed with an infectious disease, you must inform your Head of Residence.

Where the Head of Residence becomes aware that you may have an infectious disease, they will refer you to the University Health Service or your own GP for a medical assessment. If they do refer you, it is expected that you visit a GP within a reasonable timeframe and provide evidence of attendance.

If you have a notifiable disease (a disease that is required by law to be reported to government authorities), your consulting doctor 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 Residence) on how any public health aspect of the disease is to be managed within the University or Residence.

**Exclusion from residence during infectious period**

If you contract an infectious disease (for example, but not limited to COVID-19, measles, tuberculosis (TB), meningococcal, chicken pox, bird flu, or swine flu), you may be asked to leave the Residence for the period the disease is infectious.

If you are unable to find alternative accommodation, the Residence will take reasonable steps to assist. Costs associated with alternative accommodation will remain your responsibility, however in cases where financial hardship can be demonstrated, some financial assistance may be offered at the discretion of the Director of Residential Experience.

If you are required to leave the Residence because you have an infectious disease, your return to the Residence is dependent on obtaining medical advice demonstrating that you are fit to return to Residence and present minimal or no risk to fellow residents.

**In-house isolation during infectious period**

In some cases, if you have contracted an infectious disease, you will be required to cooperate with staff of the Residence to ensure in-house isolation for the statutory or recommended period of isolation of the disease by:

- Restricting yourself to your own study bedroom and a dedicated bathroom area;
- Avoiding common areas of the Residence;
- Excluding yourself from any Residence activities during the infectious period;
- Careful hand washing etc. if the infection is contagious by that route; and
- Care with coughing, sneezing etc. in common areas.
Respectful Relationships Unit – Preventing and Responding to Sexual Assault and Sexual Harassment at ANU

What is the ANU community working towards?

In 2019 ANU launched its first Sexual Violence Prevention Strategy. The ultimate vision of this seven year strategy is to create an ANU free from sexual violence, where all who are part of the ANU Community:

- Experience equality and respect in all their relationships; personal or professional
- Are empowered and respected where they live, learn, work and socialize
- Are supported in their relationships to reach their full potential

What does that mean for you?

All members of the ANU Community are encouraged to take responsibility for their own actions and ensure they are always acting in a respectful manner which supports the dignity, safety and wellbeing of others.

In line with ANU’s Sexual Misconduct Policy, residents are encouraged to disclose any incidents of sexual misconduct they have witnessed to staff or senior residents, and to intervene where it is safe to do so. Residential staff will then make a formal disclosure through the online disclosure form.

This is a confidential process, where the name of the person who has experienced harm or the person responsible for the harm will not be shared without the survivor/victims consent. This process allows residences to access appropriate supports across the university to keep people safe and prevent further harm from occurring.

What is the Respectful Relationships Unit?

The Respectful Relationships Unit (RRU) was established in 2019 as part of the University's ongoing work to build safe and respectful communities and prevent sexual assault and sexual harassment. The RRU is a team of specialist practitioners who provide professional services - including education, community engagement, capacity building, consultation and planning facilitation - that support ANU communities to change culture and effectively address the drivers of sexual violence. The RRU works closely with residences to tailor long-term education initiatives and community projects aimed at building safe, inclusive and respectful communities.
What happens if sexual misconduct is found to have occurred?

If misconduct is found, penalties ranging from no further action to exclusion from ANU may be applied. Penalties generally fall into three bands (but may be applied in combination):

- Restorative (examples include apology, mediation, separations, conditions on future enrolment)
- Educative (examples include undertaking a course, counselling or support services)
- Punitive (examples include monetary fine/compensation, suspension, exclusion)

What are ANU Residences doing?

The ANU residences are working closely with sexual misconduct case managers to ensure students are safe and supported for incidents of sexual assault and sexual harassment. When managing incidents related to sexual assault and sexual harassment, residential staff and student leaders will follow the guidelines set out in the relevant protocol. Residences will not manage incidents in isolation, working closely with specialist staff to provide timely and appropriate support and referrals, based on the needs of the person who has experienced harm, as detailed on the Respectful Relationships Unit website.

The residences are also committed to long term change to reduce the prevalence of sexual harm in partnership with the RRU and other colleagues, as outlined above.

Where can you get support or more information?

Sexual Violence Support:

1800 RESPECT – 1800 737 732 (Available 24/7)
Canberra Rape Crisis Centre – 02 6247 2525 (Available 7am – 11pm daily)

General Support Services:

Lifeline – 13 11 14 (available 24/7)
QLife – 1800 184 527 (3pm – 12 am every day)
ANU Counselling – 02 6178 0455 (9am – 4:45pm weekdays)
ANU Wellbeing and Support Line – call 1300 050 327 or text 0488 884170 (available 24/7)
Australian Federal Police (000 for emergencies, 131 444 for non-urgent police assistance)
ANU Security 02 6125 2249 (available 24/7)
Drugs, alcohol and smoking

Smoking

In line with the University Smoke-free policy, smoking is not permitted on University grounds. Electronic cigarettes (vaping) and all tobacco related products fall under the smoking policy.

Drugs

As noted elsewhere in this Handbook, as a resident of the ACT you are subject to the applicable laws of the Commonwealth of Australia and the Australian Capital Territory. These laws include the prohibition of the possession, supply and consumption of restricted or illicit drugs. In particular, you need to be aware of the following:

- The possession of any quantity of cannabis is illegal in the Commonwealth; and
- Only an authorised health care professional may supply prescription medication, meaning you cannot give/sell your prescription medication to other residents.

You are also not permitted to bring into the Residence any drug equipment, for example hash pipes or bongs.

Breach of the ACT/Commonwealth law in regards to drugs will be considered a serious matter by the Residence and may lead to police intervention.

The Residence will be responsive to the needs of residents with drug related problems through appropriate support and referral mechanisms.

Legal Highs

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

Alcohol

While there is a general social and legal tolerance of controlled drinking in Australia, alcohol is responsible for a considerable burden of death, disease and injury in Australia, and the consumption of alcohol is often a contributing factor in serious incidents that occur within residences.

Policies on alcohol within ANU Residences are informed by the ANU Liquor Statute 2015 and Australian Guidelines to Reduce Risk from Drinking Alcohol.

The decision to consume, or not consume alcohol is a personal one, however, ANU Residences operate on the premise that individuals accept responsibility for their behaviour and actions at all times, including when under the influence of alcohol.

If you choose to consume alcohol you are expected to do so in a responsible manner that does not cause stress, intimidation or discomfort to others. If you choose not to consume alcohol, you should have the opportunity to live in an environment where alcohol consumption does not cause you to feel stressed, intimidated or discomforted.
Prohibited activities

Residents (and their guests) are prohibited from engaging in the following activities within the Residence, on the grounds of the Residence or at events sponsored by the Residence:

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

Underage residents

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

Excessive Consumption of Alcohol

Follow-up action will be taken by a Head of Residence, Deputy Head of Residence, Community Coordinator or delegate of a Head or Deputy Head of Residence if your excessive consumption of alcohol results in:

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

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

All events organised for residents, held in or outside the Residence, where alcohol is served, must receive prior approval from the Head of Residence and the Facilities and Services Division through a formal approval process (in accordance with the Liquor Statute 2015).

In doing so, event organisers will be guided to ensure that their event:

- Does not involve any prohibited activities mentioned above;
- Complies with the University Liquor Statute 2015;
- Provides an adequate number of Sober Representatives;
- Provides staff who have successfully completed Responsible Service of Alcohol (RSA) Training/abide by RSA guidelines;
- Provides an adequate amount and type of food in respect to expected participant numbers and timing of the event;
- Provides equal access to non-alcoholic beverages; and
- Provides access to drinking water for attendees free of charge.

Alcohol related problems

The Residence will be responsive to the needs of residents with alcohol related problems through appropriate support and referral mechanisms.
Safety

The ANU Residences are communities of active bystanders, meaning that every resident is expected to take responsibility for maintaining the safety and security of the Residential environment. One of the simplest ways to be an active bystander is to make sure that you report immediately any issue of concern which you observe within our community, be it maintenance, security or resident wellbeing. Other ways you can contribute to the safety of your Residence community is to get to know your neighbours, keep your room locked and possessions secured, and make sure that you don’t let any non-residents into the Residence.

Personal Safety

Personal safety is important for everyone on Campus. By recognising and avoiding potentially risky situations, you can greatly increase your personal safety. When walking around campus please be mindful of vehicles and cyclists and please use pedestrian crossings when appropriate.

All students are encouraged to download and install the official safety and wellbeing app - ANU OK. The app features quick access to ANU Security, a personal safety toolbox, campus map, transport, parking options and many other personal services and is available for both IoS or Android devices.

It is recommended to walk with friends if possible at night and to use lighted footpaths. The University also operates the Campus Traveler Bus for travelling around the campus at night. ANU Security and UniSafe Patrol can escort you from University buildings to car parks and Residences at night. Phone ANU Security on (02) 6125 2249 or email security@anu.edu.au.

ANU Security offer a range of services to keep students safe on campus. These include:

- Personal safety escorts (provided by ANU Security and UniSafe patrol)
- Community safety officers based at the residences after hours
- Assistance with lockouts access
- Afterhours assistance
- Incident response
- Parking management

Making the campus a safe environment for students is the highest priority of the University. When incidents do occur, the University is committed to take measures to support you. These measures may include but are not limited to:

- assisting you to obtain advocacy, academic support, counselling, disability, health or mental health services, and legal assistance both on and off campus;
- ensuring that the parties remain apart on campus; and
- assisting you to temporarily (or permanently) move accommodation.

For more information on safety and security on campus, please visit ANU Campus safety and security and Your safety on campus.

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

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

A student may apply to the Head of Residence for permission of an item that is not a prohibited item under the ACT Prohibited Weapons Act 1996, such as a sword or a bow that is required for a legitimate reason e.g. sport, work, ceremonial purposes, etc (not recreational).

The Head of Residence can, on a case by case basis, approve the item in the Hall/Lodge.

As a guide to approving the Head of Residence will consider in order:

1. Can the weapon be stored in another location such as a club;
2. Can the weapon be stored in an appropriate securable storage space in the Halls/Lodge administration area;
3. Can the weapon be stored in a secured container in the student’s residence;
4. Does the student have risk factors, such as behaviour or mental health self-harm issues.

In addition if the weapon is to be stored in the student’s residence then conditions should apply, such as:

- The weapon is not to be handled except for transport and cleaning;
- The weapon is to be stored in a lockable container and not accessible by others;
- The weapon is not to be handled by other person;
- The weapon should not be brandished around;
- The weapon should not leave the students residence except to be transported to and from events where the weapon is a requirement of sporting, work or ceremonial responsibilities;
- The permission to store the weapon can be revoked by the University due to behavioural or self-harm issues or breach of conditions.

Note: Firearms will never be approved for being brought into or stored in a Residence, that includes licensed sporting firearms.

Any permission/agreement should be in writing and signed by both parties and can revoked by University if applied conditions are breached.

**Electrical**

The use of travel adaptors and multi-plug devices in your room or anywhere in the residence, including the shared kitchen, is permitted only when the adaptor or device is made to Australian standards and bought in Australia. It is prohibited to use either of these items that does not meet these standards or is purchased outside of Australia.

An item not meeting these standards increase the chance of causing a fire alarm which will trigger an automatic fire alarm fine (refer to schedule of fees) and/or causing damage which will incur additional costs for any maintenance fees associated with this.
The residence will inspect the room at times to check cleaning and any maintenance. If a resident is found to be using an adaptor or power board that does not meet these requirements it will be confiscated and returned when you vacate and you may incur a fine.

We do recommend you undertake electrical testing and tagging of your item to give yourself assurance on the safety of your electrical items.

**Electrical items not permitted in your room**

Except where it is provided by the Residence, for reasons of fire safety and electrical loading limitations you are not permitted to have in your room:

- Heaters of any description;
- Cooking equipment, including toasters and rice cookers (*Laurus and Packard Wing occupants excepted*);
- Air-conditioning units;
- Washing machines or dryers;
- Electric blankets;
- Irons;
- Double adaptors (only power-boards with overload protection may be used); and
- Any electrical item not listed above but which could reasonably be expected to pose a fire hazard. If in doubt, you should check with the Residence.

**Fire safety**

**Fire safety equipment**

Your room is a sole occupancy fire rated compartment, and the door is classed as a fire egress door. This means it is a serious offence under the [Emergencies ACT 2004](https://www.legislation.act.gov.au/Acts/2004/12) Section 96 (3) to tamper with the door closer in your room to prevent your door from closing properly.

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

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

**Fire alarm**

During a fire alarm, a loud signal will sound in the Residence. If this happens, you must follow the directions posted on the back of your room door and/or common area noticeboards.

There will be fire drills during the year. For your own safety, please treat them seriously.

**False fire alarms caused by neglect and/or mischief will attract a fine – the amount is specified in the Schedule of Fees.** Intentional false alarms, or disobeying the instructions of a Fire Warden can result in the termination of your Occupancy Agreement.
Fire alarms: nuisance and damage

Activation of the fire alarms in residences either by accident or malicious acts will result in a large fine being applied to the person responsible for setting off the alarm (refer to schedule of fees). This fine covers the costs incurred by the ANU from the ACT fire department and external contractors whenever a fire alarm is activated. Your Residence will provide advice and training at the beginning of your contract on how to avoid triggering the fire alarms.

Similarly, careless or irresponsible triggering of break glass alarms may result in a fine or disciplinary action.

Fire safety: prohibited activity

The use of candles and incense in rooms is strictly prohibited.

Cooking in rooms that do not contain cooking facilities is strictly prohibited (self-contained rooms in Packard and Laurus Wings excepted).

Items in the corridors

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

These guidelines are important for you to live in a community that is safe and respectful to you and all other residents. Each resident carries an individual responsibility to contribute to their community by following these guidelines. By following these guidelines we are confident you will enjoy a successful and rewarding year at ANU. Welcome to our community and best of luck for the year.