

- Complaints

The most appropriate place to take complaints is to the RLM. The RLM is available to talk with any resident who has a grievance about any issues affecting them. Residents may also speak with the ANU Counselling Centre about how to manage a complaint.

5. Confidentiality Procedures

- **Definitions**

Confidentiality – The concept of confidentiality is an agreement which limits access to information. It refers to being entrusted with personal or private information, of which without due cause cannot be disclosed.

Privacy – The concept of privacy refers to being separate or concealed from other people, in effectively concealing sensitive or confidential information.

Need to know – The concept of ‘need to know’ describes the restriction of information which is considered very sensitive.

Confidentiality: Company Policy

Confidential information includes all confidential information of the Company or a related Company, including but not limited to; student files, business reports, trade secrets, confidential know how, clients lists, supplier lists, price lists, information about tenders and proposals to prospective clients, prospective client lists, information about products and services in development, business plans, marketing plans and computer software owned by or used by the Company or a related company of which you may become aware, or generate.

These restrictions apply both during your employment and after termination but will cease to apply to knowledge or information, which comes into public domain, other than by a breach of this clause. Upon conclusion of employment, the staff member must immediately deliver to UniLodge all files or commercial information of whatsoever nature or description which is in their possession or under their control which in any way relate to the business of UniLodge or its students and/or staff past or present.

2020 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:

[Prevention of discrimination, harassment and bullying](#)

Outlines the University strategies and responsibilities of staff and students for preventing discrimination, harassment and bullying at the University.

[Equity and Diversity](#)

The University has policies, procedures and guidelines to promote an inclusive work and study environment for staff and students.

[Equal Opportunity](#)

This policy informs staff and students of the University's approach to advancing equal opportunity in employment and education within the University community.

[Acceptable Use of Information Technology](#)

[This Policy informs staff and students of the standards of acceptable use of the University's Information Technology \(IT\) and information infrastructure.](#)

[Student complaint resolution](#)

Provides a set of principles for the resolution of student concerns about their experience at the University.

[Privacy](#)

The Hall of Residence operate under the ANU Privacy Policy which outlines the personal information handling practices of The Australian National University.

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.

- Room inspections will be conducted on a periodic basis. You will be given sufficient notice prior to any scheduled inspections. If your room is in an unsatisfactory state, you will be given time and instructions on how to remedy the situation and then your room will be reinspected. Should your room continue to be in an unsatisfactory state, the Residence reserves the right to have the room professionally cleaned and to pass the costs on to you.
- When you record a maintenance issue with the 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 Accommodation Application, as advised to the Residence Office, or as advised to the University) 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 next of kin or 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 will:

- 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 Residences 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, Deputy Head of Residence, Residential Administration Manager, 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 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 our Residences 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.

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.

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 Residence 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 “Batyra”. 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. Residences 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 which imposes a significant burden upon the Residence, and it is unreasonable 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.

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.

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 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. Residence.

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 Crisis 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)



ANU
RESPECT

Drugs, alcohol and smoking

Smoking

In line with the University Smoke-free [policy](#), you may only smoke within the designated outdoor smoking area (DOSA) in the residence where 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 of 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 of Residence 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.

2021 Residential Handbook

ANU Halls of Residence

Toad Hall

Fenner Hall

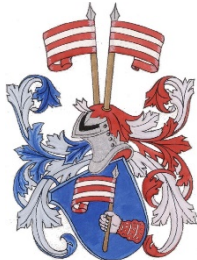
Burton & Garran Hall

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:

[Prevention of discrimination, harassment and bullying](#)

Outlines the University strategies and responsibilities of staff and students for preventing discrimination, harassment and bullying at the University.

[Equity and Diversity](#)

The University has policies, procedures and guidelines to promote an inclusive work and study environment for staff and students.

[Equal Opportunity](#)

This policy informs staff and students of the University's approach to advancing equal opportunity in employment and education within the University community.

[Acceptable Use of Information Technology](#)

[This Policy informs staff and students of the standards of acceptable use of the University's Information Technology \(IT\) and information infrastructure.](#)

[Student complaint resolution](#)

Provides a set of principles for the resolution of student concerns about their experience at the University.

[Privacy](#)

The Hall of Residence operate under the ANU Privacy Policy which outlines the personal information handling practices of The Australian National University.

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.

When things go wrong – UniLodge Complaints Procedure

Life in a community as large and as complicated as the Lodges can sometimes throw up challenges that are difficult to manage on your own. You might have a problem with a fellow resident or a staff member, or a decision that has been made by UniLodge Management. If you do come across some difficulty in your life at UniLodge, don't hesitate to raise it with the [Residential Life Manager](#). In most cases, problems can be resolved through informal enquiries and discussions.

Here are the steps to follow if you need help to resolve a problem:

Step 1. Talk politely and openly to the person involved

(Not resolved?)

Step 2. Inform the person that you will take the matter to your Senior Resident or Residential Life Manager

(Not resolved?)

Step 3. Inform the Residential Life Manager that you will take the matter to the General Manager of UniLodge

(Not resolved?)

Step 4. Inform the General Manager that you will take the matter to the Registrar of Student Life

ANU PRINCIPLES OF STUDENT COMPLAINT/DISPUTE RESOLUTION

Before initiating the formal resolution procedures, students should try to resolve the complaint directly with the person/s concerned wherever possible. Students are strongly encouraged to seek advice about how to resolve their complaint. The Residential Life Manager can mediate between the parties involved where appropriate.

Wherever possible, such concerns should be resolved by a process of discussion, cooperation and conciliation as soon as possible after an incident or situation has occurred.

The aim is to reach an acceptable outcome that minimises any potential detriment to ongoing work or study relationships.

Since the aim of this process is to resolve problems, which will often involve negotiation, conciliation or mediation, it is not possible to use the complaint resolution process for anonymous complaints.

Both the complainant and the respondent will receive appropriate information, support and assistance in resolving the complaint.

Staff roles in responding to complaints and grievances from Senior Residents, Residential Assistants and Community Co-ordinators

Residence	Staff within residence	Escalation point within Residential Services	Escalation point beyond residential services	Other options
2019				
Bruce Hall	Head of Hall, Residential Wellbeing Co-ordinator (position commenced October 2019)	Registrar, Student Life (ceased in August 2019), Director, Residential Experience (acting Director commenced August 2019, Director commenced in December 2019)	PVC University Experience DVC Academic	Dean of Students ANUSA PARSA
Wright Hall	Head of Hall	Registrar, Student Life (ceased in August 2019), Director, Residential Experience (commenced August 2021)	PVC University Experience DVC Academic	Dean of Students
Fenner Hall	Head of Hall	Registrar, Student Life (ceased in August 2019), Director, Residential Experience (commenced August 2021)	PVC University Experience DVC Academic	Dean of Students
Burton & Garran Hall	Head of Hall, Deputy Head of Hall	Registrar, Student Life (ceased in August 2019), Director, Residential Experience (commenced August 2021)	PVC University Experience DVC Academic	Dean of Students
Ursula Hall	Head of Hall, Deputy Head of Hall	Registrar, Student Life (ceased in August 2019), Director, Residential Experience (commenced August 2021)	PVC University Experience DVC Academic	Dean of Students
Toad Hall	Head of Hall	Registrar, Student Life (ceased in August 2019), Director, Residential Experience (commenced August 2021)	PVC University Experience DVC Academic	Dean of Students
Graduate House	Master, University House, Residence Manager	Registrar, Student Life (ceased in August 2019), Director, Residential Experience (commenced August 2021)	DVC Academic	Dean of Students

Residence	Staff within residence	Escalation point within Residential Services	Escalation point beyond residential services	Other options
2019				
University House	Master, University House, Residence Manager	Registrar, Student Life (ceased in August 2019), Director, Residential Experience (commenced August 2021)	DVC Academic	Dean of Students
Wamburun Hall	Residential Life Manager, Assistant General Manager, General Manager	Registrar, Student Life (ceased in August 2019), Director, Residential Experience (commenced August 2021)	PVC University Experience DVC Academic	Dean of Students
ANU Lodges	Residential Life Manager, Assistant General Manager, General Manager	Registrar, Student Life (ceased in August 2019), Director, Residential Experience (commenced August 2021)	PVC University Experience DVC Academic	Dean of Students
Gowrie Hall	Residential Life Manager, Assistant General Manager, General Manager	Registrar, Student Life (ceased in August 2019), Director, Residential Experience (commenced August 2021)	PVC University Experience DVC Academic	Dean of Students

Residence	Staff within residence	Escalation point within Residential Services	Escalation point beyond residential services	Other options
2020				
Bruce Hall	Head of Hall, Residential Wellbeing Co-ordinator (position vacant from March-December)	Director, University Experience	PVC University Experience DVC Academic Replaced in April 2020 with DVC Student and University Experience	Dean of Students
Wright Hall	Head of Hall, Residential wellbeing Co-ordinator (position commenced January 2020)	Director, University Experience	PVC University Experience DVC Academic Replaced in April 2020 with DVC Student and University Experience	Dean of Students
Fenner Hall	Head of Hall, Residential Wellbeing Co-ordinator (position commenced January 2020)	Director, University Experience	PVC University Experience DVC Academic Replaced in April 2020 with DVC Student and University Experience	Dean of Students
Burton & Garran Hall	Head of Hall, Deputy Head of Hall (position vacant from May –October, position filled as Residential Wellbeing Co-ordinator in November 2020)	Director, University Experience	PVC University Experience DVC Academic Replaced in April 2020 with DVC Student and University Experience	Dean of Students
Ursula Hall	Head of Hall, Deputy Head of Hall (position vacant from June - December)	Director, University Experience	PVC University Experience DVC Academic Replaced in April 2020 with DVC Student and University Experience	Dean of Students
Toad Hall	Head of Hall	Director, University Experience	PVC University Experience DVC Academic Replaced in April 2020 with DVC Student and University Experience	Dean of Students

Residence	Staff within residence	Escalation point within Residential Services	Escalation point beyond residential services	Other options
2020				
Graduate House	Master, University House, Residence Manager	Director, University Experience	DVC Academic	Dean of Students
University House	Not operating after January 2020 due to hail damage, residents moved to Gowrie Hall			
Wamburun Hall	Residential Life Manager, Assistant General Manager, General Manager	Director, University Experience	PVC University Experience DVC Academic Replaced in April 2020 with DVC Student and University Experience	Dean of Students
Gowrie Hall	Residential Life Manager, Assistant General Manager, General Manager	Director, University Experience	PVC University Experience DVC Academic Replaced in April 2020 with DVC Student and University Experience	Dean of Students
ANU Lodges	Assistant Residential Life Manager, Residential Life Manager, Assistant General Manager, General Manager	Director, University Experience	PVC University Experience DVC Academic Replaced in April 2020 with DVC Student and University Experience	Dean of Students

Residence	Staff within residence	Escalation point within Residential Services	Escalation point beyond residential services	Other options
2021				
Bruce Hall	Head of Hall, Residential Wellbeing Co-ordinator	Director, Residential Experience	DVC Student and University Experience	Dean of Students
Wright Hall	Head of Hall, Residential wellbeing Co-ordinator	Director, Residential Experience	DVC Student and University Experience	Dean of Students
Fenner Hall	Head of Hall, Residential Wellbeing Co-ordinator	Director, Residential Experience	DVC Student and University Experience	Dean of Students
Burton & Garran Hall	Head of Hall, Residential Wellbeing Co-ordinator	Director, Residential Experience	DVC Student and University Experience	Dean of Students
Ursula Hall	Head of Hall, Deputy Head of Hall	Director, Residential Experience	DVC Student and University Experience	Dean of Students
Toad Hall	Head of Hall	Director, Residential Experience	DVC Student and University Experience	Dean of Students
Graduate House	Master, University House, Residence Manager	Director, Residential Experience	DVC Student and University Experience	Dean of Students
University House	Not operating due to hail damage			
Gowrie Hall	Not operating due to accommodation demand being met in other residences			
Wamburun Hall	Assistant Residential Life Manager (new role added in 2021), Residential Life Manager, Assistant General Manager, General Manager	Director, Residential Experience	DVC Student and University Experience	Dean of Students
ANU Lodges	Assistant Residential Life Manager, Residential Life Manager, Assistant General Manager, General Manager	Director, Residential Experience	DVC Student and University Experience	Dean of Students

Fenner Hall – Feedback, Complaints and Grievances

At Fenner Hall, feedback complaints and grievances can be shared by Senior Residents and Community Coordinators via a number of avenues.

Feedback, complaints and grievances are managed with person-centred care, ensuring confidentiality wherever possible and according to the needs of the complainant.

The below pathways for expressing feedback, complaints and grievances are communicated with SRs and CCs during training, and are encouraged regularly by supervising staff members.

For the purpose of this document, the below terminology refers to the following:

FRC – Fenner Residents Committee (student body elected representatives)

SR – Senior Resident – scholarship holder appointed by staff through competitive process

HoH – Head of Hall (full time ANU staff member)

RWC – Residential Wellbeing Coordinator (full time ANU staff member)

CC – Community Coordinator (student, resident and casual ANU staff member)

Property Staff – Property Manager, Reservations Coordinator, Reception Staff (UniLodge employees)

Members of the community – any resident, student or staff member relevant to the feedback

Pathway	Response
FRC Anonymous Advocacy and Feedback form	Anonymous advocacies and feedback is received by the President of the FRC, who can then pass concerns on to staff. Staff and the FRC then work (separately or collaboratively) to determine and implement resolutions. The Advocacy Form is open to all residents of the community to use, and may be used by SRs and CCs if they wish to remain anonymous.
Head of Hall	Direct supervisor of RWC and contact for FRC President. The HoH receives feedback, complaints and grievances in person, in team meetings, through submitted advocacies and via email. The HoH can pass feedback and concerns on to the RWC, Property Staff, CCs or other relevant members of the community as required. The HoH can work with relevant members of the community to determine and implement resolutions.
Residential Wellbeing Coordinator	Direct supervisor of Community Coordinators and Senior Resident team. The RWC receives feedback, complaints and grievances in person, in team meetings and via email. The RWC can pass feedback and concerns on to the Head of Hall or other relevant members of staff or the community as required.

	The RWC can work with relevant members of the community to determine and implement resolutions.
Community Coordinators	<p>CCs are both staff members and student residents of the Fenner Hall community.</p> <p>CCs act as a conduit between students and staff, and can bring feedback, complaints and grievances to HoH, RWC or Property Staff as required.</p> <p>CCs receive feedback, complaints and grievances in person, in team meetings and via email.</p> <p>CCs have the opportunity to give and receive feedback during the All-Staff meeting, the pastoral staff meeting, and the weekly SR meeting.</p> <p>CCs may also communicate and receive feedback, complaints and grievances via email, through the FRC Advocacy Form and in person.</p> <p>CCs can work with relevant members of the community to determine and implement resolutions.</p>
Property Staff	<p>Property staff manage property-related feedback, complaints and grievances. This feedback may be delivered via the FRC Advocacy Form, in meetings, in person and via email.</p> <p>Property staff can work with relevant members of the community to determine and implement resolutions.</p>
Senior Resident Team Meetings	<p>Weekly.</p> <p>Chaired by CCs, attended most weeks by RWC, and occasionally by HoH.</p> <p>SRs have the opportunity to provide feedback and express concerns and grievances in person with the whole team each week. They can express these concerns in person to the CCs, who can pass to the RWC, HoH or Property staff.</p>
Duty Log and Incident Reports	<p>SRs complete duty logs and provide incident reports via a Smartsheet form. These logs are viewed by senior staff members.</p> <p>SRs have the opportunity to express concerns and issues via the duty log (related to both property and resident needs), and can provide advice, feedback, and request debriefs and referrals via the incident log.</p>
University Feedback Form	<p>Open to any student or staff member of the ANU:</p> <ul style="list-style-type: none"> • compliments: someone go above and beyond? • complaints: did a service not meet your expectations? • new ideas or suggestions: have an idea on how to make things better?
Staff Grievance Resolution Procedure	<p>CCs are staff members of the ANU.</p> <p>They are entitled and encouraged to utilise the Staff Grievance Resolution procedure, and can log concerns about supervisors or colleagues relating to their employment conditions or situations or decisions they may perceive to be unfair or unjustified.</p>

Methodology for SRs to give anonymous feedback (Care Reports & incident Logs can be anon too)

1. Incident logs, select type complaint/ feedback (SRs, CCs and full time staff have access to log this)



2021 Wamburun Hall: Incident/Accident Log

This form is to be used by student leaders or staff to report incidents of a more serious or confidential nature than items captured in the Duty Log.

The information disclosed in this form is for the use of Wamburun Hall Senior Leadership. Information is kept confidential and contents will only be disclosed to third parties where such disclosure assists in resolving an incident, is legally required, or is part of a reporting obligation.

Type *

Persons Involved *

Who is the incident about? Include Full name, room number and building name. Also include any witnesses if applicable and provide their details as much as possible. If the resident wish to be anonymous please write "anonymous report"

student ID *

Please enter the student ID of the resident who the incident is about

Name *

The name of the Wamburun Hall staff member or student leader reporting the incident

Contact number *

The mobile number of the person reporting the incident

Date of Incident *

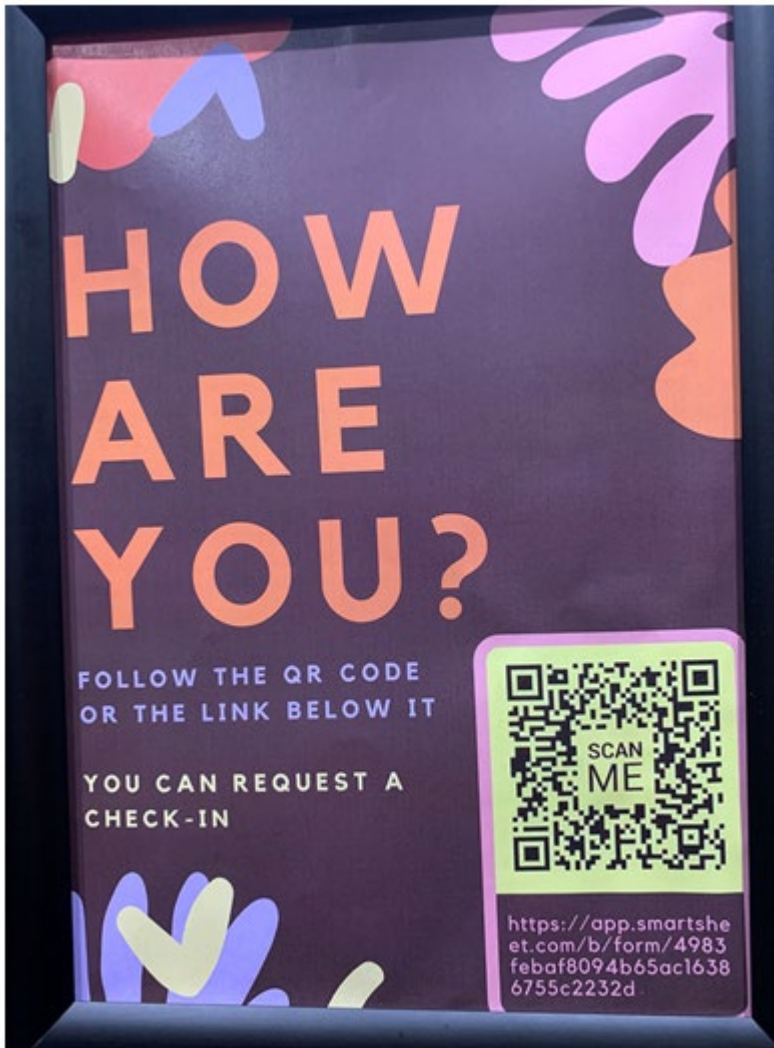
Time of Incident *

E.g. 6pm, 5pm-7pm, 3am

Location of Incident *

Place of Incident *

Location(s) within building or room numbers



2. QR code to provide anonymous reports (can also use name) which all residents have access to



3. Lockdown survey

Wamburun Lock-down Anonymous Questions

Send us your questions or concerns regarding lock-down and COVID-19 policy and procedure at Wamburun Hall. The Wamburun Hall team will do our best to respond to your questions and/or concerns via regularly updated Frequently Asked Questions documents, which will be emailed to you.

Please note that the policy and procedure currently being implemented in the Hall has been directed by the ANU. If you have concerns we can pass this along to the ANU but may not be able to make changes independently.

Please check your spam inbox for correspondence from Wamburun Hall.

 emmamanner@gmail.com (not shared) [Switch account](#) 

What are your questions?
You may format your questions in any way that is convenient to you

Your answer _____

Do you have any concerns you would like to raise?

Your answer _____

4. House rules + C.A.R.E reports



HOUSE RULES



SCAN ME



- Noise curfew is at 11 pm
- Follow COVID-19 rules (regularly check your emails and look out for signage around the Hall)
- Clean up your mess in the kitchen (fines and official warnings will be given for excessive mess)
- **No stealing (stealing is grounds for an ANU disciplinary action)**
- Complete Consent Matters (on Wattle) and ADES (link emailed) modules
- Vacuums and mail are accessible within office hours only, unless urgent
- If you are concerned about your wellbeing or safety, or that of others, or you are feeling unwell, call the Duty SR (Tel. 6125 5233) or emergency services (Tel. 000)
- Alcohol can only be consumed in designated spaces and cannot be consumed in the Hall after 11 pm.
- You may complete an anonymous C.A.R.E. Report if you are worried about a Wamburun resident, found in the QR code displayed on the left.
- Only two people can be inside each resident room at one time