

ANU Residential Handbook 2025



Australian
National
University



Residential Experience Division
The Australian National University

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We acknowledge and celebrate the First Australians on whose traditional lands we meet, and whose cultures are among the oldest continuing cultures in human history.





Welcome

Felicity Gouldthorp
Director, Residential
Experience Division

On behalf of The Australian National University (ANU) and the Residential Experience team, I welcome you to your new home away from home. This is an exciting time for you, as you commence your studies, embrace a new diverse and vibrant campus community, and make lifelong friends.

The University provides a network of support within the residences and across campus to ensure your wellbeing and success while living and studying at ANU. We encourage you to access this support by engaging with our residential student leaders, including the Residential Mentor assigned to your floor, and the staff in your residence. Your success in the coming years is enhanced by the effort you invest in your studies, the connections you forge with your peers and the staff in your residence, and the contributions you make to the life of your community.

Your safety and wellbeing are important to us. If you are living away from home or on campus for the first time, it's important that you understand the rules and expectations for living in ANU Residences, as well as the support available to you.

Please read this handbook carefully as it forms part of the terms and conditions of your Occupancy Agreement. It refers to key policies, procedures, administration and facilities, and includes the information you need to settle into your new home and flourish in a community of scholars.

I wish you a happy and successful journey at ANU.

About this handbook

This ANU Residential Handbook forms part of the Occupancy Agreement and is essential reading for new and returning residents. When signing your Occupancy Agreement, you acknowledge that you have received and read this handbook.

Failure to comply with any requirements in the handbook may constitute a breach of your Occupancy Agreement and/or result in disciplinary action.

The Residential Handbook is applicable to all residents for full year, half year, short term stay, extension of stay during summer, and overnight guests. It is not applicable to conference- and events-related accommodation bookings.

Important information for under-18 residents

If you are under the age of 18 on the commencement date of the Occupancy Agreement, your parent or guardian must accept the Occupancy Agreement terms in the form required by ANU. If there is any matter we need to discuss with you about your Occupancy Agreement, ANU will contact you first. However, you also consent to ANU providing information to your parent or guardian about those matters. You also must provide ANU with up-to-date details on an adult emergency contact. You consent to ANU contacting this person where the University considers it necessary, including for matters related to your safety and wellbeing.

The parents of domestic students under the age of 18 may also be required to sign an additional declaration if there are any safety or wellbeing concerns.

ANU will admit international students under the age of 18 where acceptable living arrangements have been made, as outlined [here](#).

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ANU Residences rules and policies

As a student at ANU and a resident in the Australian Capital Territory (ACT), various laws of the Commonwealth and ACT will apply to you, including ANU statutes and rules.

First and foremost, it is essential that you familiarise yourself with the [Student Code of Conduct](#), which sets out the values, principles, behaviours and conduct required of all students at ANU.

In addition, the following policies, procedures and legislation are of particular relevance to you as an on-campus resident:

1. [Acceptable use of information technology](#)
2. [Discipline rule](#)
3. [Equity and diversity](#)
4. [Equal opportunity](#)
5. [Liquor](#)
6. [Prevention of discrimination, harassment, and bullying](#)
7. [Privacy](#)
8. [Sexual misconduct](#)
9. [Student grievance and complaint resolution](#)
10. [Student critical incident](#)
11. [Underage student management](#)

You are expected to have full knowledge of and abide by the ANU statutes, rules, orders, policies and procedures. The ANU policy framework ensures the safety, wellbeing and inclusion of all residents, staff and visitors, and the protection of property.

ANU residential community core values

We aim to provide a safe, supportive, respectful and inclusive living environment, which enables success in your studies and a meaningful university experience. As well as abiding by the ANU values in the Student Code of Conduct and [ANU Strategic Plan](#), the communities within ANU Residences also share the following core values:

- Collegiality and respect underpin all interactions.
- Diversity is valued and sought.
- Academic endeavour is supported and achievements are celebrated.
- Independence is encouraged and support is readily available.
- Informal social interactions and programmed events and activities enrich your campus experience.

1. Living on campus

1.1 Residence-specific rules and guidelines

Each ANU Residence has its own history, distinct culture, traditions, and demographic mix, as well as differences in the physical buildings. Residence Management will advise you of the residence-specific guidelines and rules you must follow. These may include:

- specific restrictions on noise and the availability of quiet areas
- appropriate use of common areas and shared facilities, including balconies and rooftop areas
- restrictions relating to alcohol consumption
- social gatherings and events procedures
- lockout processes
- storage of resident possessions, and
- additional residence-specific requirements for visitors and guests.

Your residence may have adopted practical emission-reduction and sustainability measures –including the use of water and electricity. You are expected to comply with relevant directives and modify your behaviour to care for your residence and the campus environment.

1.2 Use of shared facilities

Each residence has a range of amenities for the enjoyment of all residents, including living spaces, kitchens, storage, sports and dining areas. You are encouraged to use these facilities and spaces. You are expected to be respectful by keeping noise to a minimum and cleaning up after yourself.

1.3 Assistance with my room and other facilities

On your arrival, Residence Management will inform you how to log maintenance issues and request after-hours assistance.

If you need further help with unresolved maintenance issues or problems with your room or shared facilities, please contact your Front Office.

Please notify Residence Management immediately if you experience or witness a situation that has caused or may cause harm, injury, or property damage.

1.4 Mail

Your mailing address will be;

<Your name>
<Name of your residence>
<Your room number>
<Your residence's postal address>
Canberra ACT 2601
Australia

All mail, including parcels, registered or regular mail, is delivered to the residence. The items will be sorted into your allocated mailbox or pigeonhole. Larger items and parcels can be collected between 8am–10pm from the Front Office. (Emergency items, such as medical supplies, can be collected at any time.) You may only collect items addressed to you, and Front Office staff may request to see a form of photo ID to confirm your identity.

Food deliveries (Uber, HelloFresh and equivalent) need to be collected immediately upon delivery. Residential staff will not collect or hold these items on your behalf. If left uncollected, food deliveries may be disposed of.

Deliveries of prescription medications or medical supplies must not be left unattended.

ANU and the accommodation staff take no responsibility for any deliveries that are not received.

1.5 Finding your way around campus, parking and transport

The [interactive online campus map](#) is a useful tool to navigate to various facilities and buildings around the ANU campus, and the [ANU designated parking map](#) can help you locate your closest available parking area.

Please note that resident parking on campus is extremely limited. To park at your ANU Residence, you **must hold** a valid resident permit from the ANU Parking Office. Resident permits are subject to eligibility requirements. In 2025, resident permits will be available from 9.30am on Monday 13 January 2025.

If you are not successful in obtaining a resident permit, you will be able to place your name on a waiting list and [purchase a permit](#) for one of the parking stations until a space becomes available for a residential spot. Refer to the guidelines outlined on the [ANU Parking website](#) to avoid a possible infringement notice for incorrect parking. If parking in one of the campus parking stations, residential students may only purchase a resident permit, not a surface permit.

With reliable public transport, short distances and great cycling facilities, we strongly encourage you to use alternative methods of transport. Many residences have buses that can be used by residents for event attendance or shopping trips. Other transportation is easily accessible so close to the city. Canberra also has several rideshare services including Uber, Ola and Didi – download their apps to find a ride. [Taxi services](#) are also available.

Canberra also has shared e-scooter services, with scooters readily available all over campus and the city. To find out more information, including how to sign up to use these scooters, visit the [ACT Transport website](#).

Need a car for the day or to run a couple of errands? ANU has partnered with Flexicar to make this carshare service available to staff and students. Vehicles can be rented for short or longer periods and are located in dedicated parking across campus, check out the ANU website on how to [register with Flexicar](#).

Alternatively, cycling is another easy way to get around the campus and explore Canberra. There are dedicated cycling paths throughout the city and heaps of facilities for you to lock up or repair your bicycle. If you are in search of a bike, check out the [bike share services](#) on the Acton campus, or the [ReCyclery](#) in Harrison (accessible by light rail on the Gungahlin line, exit at Mapleton Ave). Or perhaps consider trying an e-bike, which you can trial for two weeks from the [Canberra Electric Bike Library](#).

There are also walking tracks close by with some of the best views of Canberra. If you like to hike, Black Mountain is on your doorstep.

1.6 On Campus - your Tuesday update

[On Campus](#) is the University's flagship student newsletter. During your time at ANU, *On Campus* will be your main channel of communication from the University.

Landing in your ANU inbox every Tuesday, *On Campus* provides timely and important information, including messages from University leadership and opportunities for study exchanges, research funding, student programs and more.

On Campus also features important University deadlines, events, activities and stories that capture the experience of our ANU community.

1.7 ANU is a smoke-free campus

The University's [Smoke-Free Policy](#) prohibits the use of all smoking and vaping products (tobacco products, herbal products, personal vaporiser or personal vaporiser products) on all ANU campuses, including residences, buildings, properties, grounds, and study and work spaces.

In maintaining a smoke-free campus, ANU is seeking to encourage and support staff and students to quit smoking and to protect vulnerable members of our community from incidental exposure to tobacco smoke and vaping by-products.

There is a [range of support services](#) available to assist in reducing or quitting smoking. You can also access [counselling services](#) through ANU, visit the [ANU Medical Centre](#), or talk to your own health care practitioner for support.

1.8 Academic expectations, support, and enrichment

ANU has stringent standards regarding academic progress that may affect your enrolment and therefore your eligibility to live in an ANU Residence. To familiarise yourself with these standards, refer to the [Academic Progress Rule](#).

The University expects that, having been offered a place at ANU, you have the skills and ability required to achieve academic success. If you are experiencing academic difficulties, you are expected to actively engage with the support networks available to you, both within your residence and in the wider University. You must attend any meetings with Residence Management to discuss your academic progress. These meetings are kept confidential.

Residential students have access to a framework that cultivates partnerships between the ANU Residences, academic and professional units on campus, and the ACT community. This program of activities extends residential students' learning and development opportunities beyond the classroom.

1.9 Residential Mentors

Assistance is readily available for all residents living on campus, and the residential wellbeing team is a strong support structure within the community. Residential Mentors act as a primary point of contact and can assist you in connecting with available support options.

You can expect your Residential Mentor to:

- foster rapport and trust with residents
- support compliance with rules and pro-social norms
- coordinate social activities to foster connections
- be available for support while balancing personal responsibilities
- escalate issues when necessary
- maintain proper documentation as needed, and
- offer basic first aid when needed.

However, it is important to understand that while your new home offers support, it also comes with expectations of independence and individual accountability. The focus is on providing support rather than assuming responsibility for tasks on your behalf. It is therefore not a Residential Mentor's responsibility to carry out requests such as:

- assisting with cooking or food preparation
- sourcing medical supplies for sick residents
- offering medical diagnosis for conditions requiring a paramedic referral
- repairing maintenance issues within residences or carrying out pest control tasks, and
- mediating disagreements between residents.

1.10 Accommodation Declaration

The Accommodation Declaration is requested to assess your suitability to live in ANU student accommodation. Subject to applicable laws, information you provide in relation to this declaration will not be used for any other purposes, nor provided to any other entity, or area of the University.

As part of your accommodation application and as an ongoing obligation for ANU on-campus residents, you will be required to disclose any criminal convictions, pending charges and unspent criminal convictions against the following three defined categories:

- Sexual offences including sexual assault, sexual violence, sexual harassment against adults and/or minors.
- Serious violence or assault such as grievous bodily harm/physical assault, domestic violence, violent crimes or crimes that result in manslaughter or murder.
- Stalking, harassment or bullying –either in-person and/or cyber.

Your duty of disclosure includes all past and current circumstances from the earlier of:

- the date you turn 18 years old, or
- the date you accepted an academic offer and enrol as a student of the University.

Further details about the declaration process, assessment and confidentiality are provided as part of the accommodation application process.

1.11 Disclosure of information and privacy

ANU residences comply with Australian privacy laws and the ANU Privacy Policy. In most situations, we need your permission to disclose any personal information to parties external to the University, including parents, caregivers, and family members (subject to legal exceptions).

If you do not want your personal information shared with a specific person, you must notify Residence Management (even if you have stated this on your University academic application).

1.12 Emergency contacts

For students over the age of 18, in the event of an emergency or where there is risk to the health or safety of any person, and where it is not reasonable or practicable to obtain your consent, Residence Management or their delegate may connect with your emergency contact person/s (listed on your student record).

Students under the age of 18 consent to ANU connecting with an emergency contact where ANU considers it necessary, including for matters related to safety and wellbeing.

2. Safety and security

As a member of the ANU Residential community, you are expected to take responsibility for maintaining the safety and security of your environment.

One of the simplest ways is to immediately report to residential staff any issue of concern, be it maintenance, security, or resident wellbeing. Concerns for your safety or the safety of others should be referred immediately to UniSafe. Other ways you can contribute to the safety of your community include getting to know your neighbours, keeping your room locked and possessions secured, and making sure you don't allow any non-residents into the residence.

As per Clause 15.2 of the Occupancy Agreement, the University and Residence Management will not be liable for any loss or damage to your personal items, furniture, property or other goods that you may bring into your room or the residence.

2.1 Accessing your room

As per Clause 7 of the Occupancy Agreement, we reserve the right to enter your room for reasons such as inspection, repair, cleaning, or other reasonable purposes, including safety and wellbeing checks. For safety and wellbeing checks, Residence Management or their delegates will apply the 'three knock' rule and, if there is no answer, enter your room.

- a. While being respectful of the resident's privacy and time, we will conduct periodic room inspections. You will be given notice a minimum five days 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 your room will be reinspected at a later time. 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.
- b. If you report a maintenance issue to the residence you grant permission to enter your room to inspect, record and/or resolve the issue.
- c. 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.

2.2 Personal safety

Personal safety is important for everyone on campus. By recognising and avoiding potentially risky situations, you can increase your personal safety.

- a. When walking around campus, please be aware of your surroundings. Be mindful of vehicles and cyclists and use pedestrian crossings when appropriate.
- b. When returning to your residence at night, walk with friends, use lighted footpaths and consider not wearing noise-cancelling headphones. The [ANUOK app](#) (see below) also has a 'Virtual Walkhome' feature and 'walk home with a friend' options.

- c. [UniSafe](#) and the [Student Safety and Wellbeing teams](#) offer a range of services to keep students safe on campus, including:
- personal safety escorts (provided by UniSafe patrol)
 - assistance with building lockout access
 - after-hours assistance
 - wellbeing and safety checks
 - incident response
 - parking management.
- d. Keep the door to your room locked and do not obstruct the locking mechanism.

Making the campus a safe environment for students is the University's highest priority. When incidents do occur, the University is committed to taking measures to support you. These measures may include, but are not limited to:

- assisting you to obtain advocacy
- academic support, counselling, disability, health or mental health services, and legal assistance both on and off campus
- ensuring the parties involved remain apart on campus
- assisting you to temporarily (or permanently) move accommodation.

For more information on safety and security on campus, please visit [ANU Campus safety and security](#). To contact UniSafe, call 02 6125 2249 (extension 52249 from internal phones) or use the [ANUOK app](#) and follow the prompts.

2.3 ANUOK app

ANUOK is the official safety and wellbeing app for our ANU community.

The app features quick access to security, emergency information and current alerts, health advice, safety tools, a campus map and other personal support resources. In an emergency, the University will contact you via the ANUOK App.

Make sure you turn on push notifications to stay informed about what's happening that affects our community.

- [Download ANUOK on Google Play](#)
- [Download ANUOK on the App Store](#)

2.4 Emergency SMS

The University uses the emergency SMS system to notify the community when there is an issue or emergency.

In order to receive the Emergency SMS Broadcast, you will need to have registered your mobile phone number in [ISIS](#). The number entered must be in the format 04XXXXXXXX, e.g. 0412345678. The system does not accept local numbers or numbers with international or state area codes.

2.5 CCTVs in residences and around campus

There are CCTV cameras in public spaces in all ANU Residences and around the campus. The cameras are live 24/7 and capture footage, images and sound to ensure the safety and security of students, staff, and infrastructure.

Residence Management do not have live access to CCTV footage. The footage may be accessed and released, consistent with the [ANU Privacy Policy](#) and relevant legislation, and may be used to investigate misconduct. Further details about [access to ANU CCTV footage](#) are available on the ANU website.

2.6 Weapons

- a. You are not permitted to bring into an ANU Residence buildings or grounds any item which is listed as a prohibited item under the [Prohibited Weapons Act 1996 \(ACT\)](#), or listed as a firearm, prohibited firearm or ammunition under the [Firearms Act 1996 \(ACT\)](#), even if you have a license to possess the item.
- b. You cannot bring into an ANU Residence any home-made projectile equipment.
- c. Excluding the above, you can apply for Residence Management's permission for an item, such as a sword or a bow that is required for a legitimate reason (e.g. sport, work, ceremonial purposes, etc.).
- d. On a case-by-case and limited basis, Residence Management may approve the item in the residence, taking into account whether:
 - the item can be stored in another location such as a club
 - the item can be stored in an appropriate securable storage space in the residence administration area
 - the item can be stored in a secured container in the student's room
 - the item can be stored in a way that ensures the safety and wellbeing of the owner and the community.
- e. In addition, if the weapon is to be stored in the student's room then the following conditions apply:
 - the item is not to be handled except for transport and cleaning
 - the item is to be stored in a lockable container and not accessible by others
 - the item is not to be handled by any other person
 - the item should not be brandished around
 - the item should not leave the student's room except to be transported to and from events where the item is a requirement of sporting, work, or ceremonial responsibilities.

- f. Any permission/agreement must be in writing and signed by both parties and can be revoked by the University if applied conditions are breached or additional risk factors are identified or emerge.
- g. Firearms or ammunition will not be approved to be brought into or stored in any ANU Residence under any circumstances.

2.7 Electrical

- a. The use of travel adaptors and multi-plug devices in your room or anywhere in an ANU Residence, including the shared kitchen, is permitted only when the adaptor or device is bought in Australia and made to Australian standards. It is prohibited to use items purchased outside of Australia or that do not meet these standards.
- b. An item not meeting these standards increases the chance of causing a fire, which will trigger an automatic [fire alarm fine](#) and may cause damage. Such damage will incur additional costs for any maintenance fees, which are payable by the resident.
- c. If during a routine inspection (see 2.1 above), an adaptor or power board is found that does not meet these requirements, it will be confiscated and returned when you vacate. You may also incur a fine.
- d. We recommend you undertake electrical testing and tagging to give yourself assurance on the safety of your electrical items. Contact the residence Front Desk to request a test and tag.
- e. For reasons of fire safety and electrical loading limitations, the following electrical items are not permitted in your room, unless expressly allowed by Residence Management and at your own expense:
 - Heaters of any description.
 - Cooking equipment, including toasters and rice cookers.
 - Air-conditioning units.
 - Washing machines or dryers.
 - Electric blankets.
 - Irons.
 - Double adaptors (only power boards with overload protection, bought in Australia and meeting Australian standards may be used).
 - 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 Management.

2.8 IT provision and advice

- a. The WiFi network 'ANU-Secure2' is available in all ANU Residences. This is provided primarily for study, but may also be employed for personal use in your room. Some residences also provide a hardwired network facility in rooms (Ethernet).
- b. Use 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 constitute a breach of your Occupancy Agreement and may result in disciplinary action.
- c. There are a number of steps every resident can take to help ensure the connection remains stable for you and for all residents:
 - Avoid connecting non-acceptable items, like 4G dongles, home WiFi routers and ad-hoc networks, to the WiFi or Ethernet ports. These additional connections interfere with the WiFi signal across the residence.
 - 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 the WiFi network when you return to your residence, as your device may remain connected to an old network (such as 'ANU-Secure'). Turn off your WiFi connection and reconnect.
- d. If you continue to experience WiFi connection issues after taking all these steps, notify Residence Management of the issue and log a ticket with the [ANU IT Service Desk](#).
- e. If you have assessment items that are due and affected by network connectivity, solutions can include:
 - undertaking an assessment at a place on campus where WiFi connectivity is at its best (e.g. libraries)
 - approaching Student Administration and Academic Services via [email](#) with regard to the possibility of using another University-supplied environment (e.g. Copland courtyard labs), which may be booked as needs are identified.

2.9 Fire safety

- a. Fire safety equipment:
 - Your room is a fire-rated room and the door is classed as a fire egress door. It is a serious offence under the *Emergencies Act 2004* Section 96 (3) to tamper with the door closer or latch to prevent your door from activating properly should the building go into evacuation.

- Likewise, it is a serious offence to tamper with any other fire safety equipment within an ANU 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 will constitute a breach of your Occupancy Agreement (Clause 6.1) and will result in disciplinary action.
 - Residents will be held liable for any cost associated with inspecting, resetting, or recalibrating any equipment which has been tampered with.
- b. Fire alarm:
- During a fire alarm, a loud signal will sound in the residence and you must follow the evacuation diagram directions (posted in the common areas) and instructions from the fire warden team.
 - There will be fire drills during the year. For your own safety, please treat them seriously.
 - False fire alarms caused by neglect and/or mischief will attract a fine – the amount is specified in the [Schedule of Fees](#).
 - Intentional false alarms, or disobeying the instructions of a Fire Warden will constitute a breach of your Occupancy Agreement and will result in disciplinary action.
- c. Fire alarm, nuisance and damage:
- Activation of the fire alarms in ANU Residences either by accident or malicious acts will result in a [fine being applied](#) to the person responsible. This fine covers the costs incurred by ANU from ACT Fire and Rescue and external contractors whenever a fire alarm is activated. Residence Management 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 will constitute a breach of your Occupancy Agreement and will result in disciplinary action.
- d. Fire safety, prohibited activity:
- The use of candles, incense, matches, lighters and any other form of open flame and fire is strictly prohibited in residential rooms.
 - Smoking or vaping in rooms, on balconies or anywhere in ANU Residences is strictly prohibited. (See 1.7 ANU is a smoke-free campus, above.)
 - Cooking in rooms that do not contain cooking facilities is strictly prohibited.
 - Placing metallic items in the microwaves is strictly prohibited.

2.10 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 the residence. These constitute a safety issue in the event of an evacuation or power outage.

2.11 Scams

Scammers are highly active in Australia and around the world. Each year, Australians lose hundreds of millions of dollars to scammers, who are now more prominent and sophisticated than ever. University students from overseas may be disproportionately targeted by scammers. Recently, there have been several high-profile scam events targeting university students, including those at ANU.

You are encouraged to stay up to date with common scamming techniques and prevention strategies, so you can remain informed and protected. You can do this by visiting the [ANU Scam Awareness webpage](#) or reading the Australian Government's [Little Black Book of Scams](#).

2.12 Safe reporting environment: feedback and complaints

ANU Residences are committed to providing a safe feedback and reporting environment for all residents in relation to feedback, concerns, and complaints. Any matters you wish to raise can be reported directly to Residence Management.

- a. As part of this commitment, you can expect staff to:
 - maintain high standards of confidentiality
 - welcome complaints or areas for improvement 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 about 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
 - actively support and train student leaders within the residence to enable them to respond appropriately to complaints.

b. As a resident, you are expected to contribute to a safe feedback and reporting environment by:

- showing respect for the diversity of perspectives which exist within your ANU Residence community and actively seeking to understand views that differ from yours.
- responding respectfully and constructively to any resident who makes a complaint.
- addressing your complaint in a way that is constructive, and does not include behaviour that constitutes bullying or harassment.
- seeking independent advice from the ACT Human Rights Commission, which you are entitled to do at any stage, as appropriate.
- seeking independent advice or advocacy from other external agencies.

Once you have exhausted these steps and you remain dissatisfied with the outcome, you may raise a grievance with ACT Civil and Administrative Tribunal (ACAT).

Relevant contact details are included at the end of this handbook.

3. Behaviour

3.1 Key behaviour rules

- a. All residents are expected to comply with the terms of their Occupancy Agreement, including this Residential Handbook. As a student of ANU, you are also required to comply with the [ANU Student Code of Conduct](#) and the [ANU Discipline Rule](#).
- b. Certain behaviour may constitute a breach of your Occupancy Agreement and/or result in disciplinary action. As a student and resident at ANU you should be familiar with the behavioural requirements in your Occupancy Agreement and behaviour that constitutes misconduct under the ANU Discipline Rule.
- c. Under your Occupancy Agreement, if your behaviour is deemed unacceptable, the University may take further actions as described in your Occupancy Agreement and which may include termination of the Occupancy Agreement and denial of access to the residential premises.
- d. You are also required to comply with the reasonable directions of the University, including those of Residence Management. In some cases, these directions may include a requirement to meet with Residence Management, the Director of the Residential Experience Division, and/or their delegates, to discuss a plan for your behaviour and potential consequences, such as being placed on probation. If you are unable to comply with reasonable directions, the University may also take further actions as described in your Occupancy Agreement, and which may include termination of the Occupancy Agreement.

Rumour – make it stop with you

In a large community, such as at ANU Residences, with so many people living and working in such close proximity, rumour has the potential to cause great personal hurt and considerable damage to the community as a whole. As with physical bullying, there are no innocent bystanders with hurtful rumours. Simply hearing and reacting to the rumour, and letting it continue, makes a person almost as responsible for its damage as the person who started it.

When confronted with a rumour, question the source of the information. If you are not getting clear answers, do not share the information and let others know you will not take part.

You should not participate in dissemination of information that may be hurtful to another, even if it seems valid. Discuss the matter with a friend or the Residence Management to ensure that the effect of the information on the lives of others is minimised.

ANU [Respectful Relationships Unit](#) and [Student Safety and Wellbeing team](#) support students in achieving the best experience during their time at ANU.

3.2 Racial discrimination

ANU is an inclusive and respectful community for all who live, learn and work here. We do not tolerate or accept any form of racial discrimination, harassment, and vilification.

Various support resources are available to residents, both at ANU and through the community services. Your Residence Management and community of student leaders can provide information, support and engagement opportunities to create an inclusive and respectful environment at the residences.

ANU Student Association (ANUSA) includes a department for Black, Indigenous, People of Colour (BIPOC) ensuring a representation for BIPOC students and community.

Visit the [ANU website](#) for further information about support available, including the harmful behaviours disclosure tool.

3.3 Hazing

Hazing refers to any activity expected of someone in joining or participating in a group that humiliates, degrades, abuses, or adversely impacts the safety or wellbeing of that person regardless of their willingness to participate. Hazing activities may be as subtle as name calling, ignoring or otherwise slighting new members, or as overt as imposing the excessive consumption of alcohol, engaging in abusive behaviours (including sexual harassment or sexual assault), or criminal misconduct.

Hazing is an abuse of power by established members of a community which, at any level, stands in opposition to the ANU values and may constitute a violation of the ANU Student Code of Conduct or ANU Discipline Rule.

Hazing is treated with great severity in the ANU Residences. Students found to be responsible for hazing activities may be subject to disciplinary or other action under University policies.

3.4 Flags and posters in public spaces

Flags are not to be displayed in public spaces (such as common areas, windows and balconies) except by express approval of Residence Management. Likewise, resident balconies must not be used to hang banners, flags, clothing, or any other items.

Any materials, including posters, displayed in public spaces in an ANU Residence found to be in breach of the law or ANU policy (such as materials which incite hatred and/or violence against a group or individual, or are defamatory or obscene, or may cause offence) are strictly prohibited and will be promptly removed.

3.5 Cameras and audio visual devices in private spaces

Cameras, mobile phones, or other devices with audio-visual recording capabilities, are not to be activated in private spaces like bathrooms and shower rooms.

3.6 Gambling

Unlawful gambling is not permitted in accordance with the [Unlawful Gambling Act 2009](#). Unlawful gambling includes games for money or items of value that are conducted in common areas of an ANU Residence.

You are welcome to use [ANU Counselling](#)'s free and confidential service to discuss any gambling concerns. See also the [ACT Gambling Support](#) service for more information, advice, and support. You can call their free helpline on 1800 858 858, 24 hours a day, seven days a week.

3.7 Operating a business

You are entitled to use your room as your residence. You are not permitted to operate a business from your room or otherwise use your room for commercial purposes.

3.8 Disputes

Disputes relating to your Occupancy Agreement should be notified in accordance with the dispute resolution provisions set out in the Occupancy Agreement.

3.9 Underage residents

- a. The University prohibits any person under 18 years from selling, supplying, purchasing, possessing, or consuming alcohol in their residence or anywhere on University premises, including your bedroom. This is supported by the University's [Liquor Statute](#). This will not prevent you from being able to participate fully in the life of your ANU Residence, as most of the sporting, cultural and social activities within our communities do not include the consumption of alcohol.
- b. As an underage resident, carefully review Clause 6 and Clause 12.5 of the Occupancy Agreement. If we have concerns that you have been consuming alcohol or breaching the Occupancy Agreement, we reserve the right to contact your listed emergency contact person(s).
- c. When you first arrive, Residence Management will meet with you to discuss the specific matters that apply to you as an underage resident.
- d. Residential staff are required to hold fortnightly meetings with all international students under 18-years old and to submit a report in accordance with the University's [Admission of under-18 international students procedure](#).

3.10 Guests and overnight visitors

- a. A guest is any person visiting an ANU Residence at the express or implied invitation of a resident, including family members.
- b. The resident is responsible for the conduct and behaviour of all guests and is liable for any damage caused by a guest. A resident may also be subject to disciplinary or other action under University policies as a result of the conduct and behaviour of their guests.
- c. You can have only one guest for an overnight stay and must complete a [Visitor's Registration Form](#) for each guest, for each stay.
- d. If you wish to invite a guest to stay for more than two nights consecutively, you also need to notify the residence **Front Office**. Each semester, you should not exceed a combined total of seven nights of a guest staying with you.
- e. If you wish to have a guest stay four or more nights consecutively, you need to submit a request to Residence Management.
- f. Overnight guests under the age of 17 are not permitted in any ANU Residence.
- g. Guests are not to stay in the residence during examination periods without the agreement of Residence Management or their delegate.
- h. You must accompany the approved guest at all times, and are not permitted to give/loan your keys, swipe cards or security devices to a guest or other non-resident for any reason.
- i. A guest cannot use your room when you are away from the residence.
- j. Residence staff may refuse entry to any guest or evict a guest from the residence, for reasons including (but not limited to) a breach of ANU Residence policies by the guest, or if the presence of the guest is distressing to another resident.
- k. If a guest is staying in your room without having been registered or approved (as applicable) the University may direct the guest to leave the residence and may charge you an additional daily rate for any unapproved stay.
- l. Guests must leave (and the resident responsible for the guest must assist them to leave) the residence immediately if requested to do so, for any reason, by the University's nominated representative. The University may contact security and/or police if the guest fails to comply with any such direction.
- m. Guests who intend to eat at a catered residence must pre-purchase meal vouchers.

4. Wellbeing

ANU aims to provide a safe, inclusive, and respectful community that fosters health and wellbeing.

Wellbeing and health at ANU Residences is promoted through campaigns and activities that aim to increase awareness and early help-seeking behaviour for physical or mental health concerns. The residences also encourage a harm-minimisation approach to drugs and alcohol, education on healthy food choices, sleep, and exercise, as well as offering a diverse range of social opportunities to promote wellbeing.

The [Health, Safety & Wellbeing](#) website provides several initiatives, programs and resources that will support your physical, social, spiritual, and mental health and help you to maintain a healthy lifestyle during your studies.

The ANU Residences support your wellbeing by training our staff and student leaders in First Aid for physical and mental health.

4.1 Acute illness/incident

If you are acutely or severely unwell, or if you are experiencing a physical or mental health crisis, your safety and the safety of the ANU community is the University's primary concern. Residential staff and student leaders will follow the residence Incident Management process and the [University's Student Critical Incident procedure](#) to ensure your safety and access to specialist professional services.

- a. If you become ill or sustain an injury during your time in Residence, please let Residence Management know so we can support you to access appropriate services.
- b. Please also let Residence Management know if you decide to take time away from the residence to recover from an injury or illness.
- c. If ANU UniSafe or Emergency Services are contacted, Residence Management will be notified via an incident report and will contact you to follow up.
- d. Reasonable adjustment plans can be put in place by registering with [ANU Accessibility](#).
- e. 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 that regular supervision for the student from a carer or medical professional is necessary.

4.2 Non-emergency transport to hospital

If you require non-emergency transport to hospital, we recommend you use a taxi, Uber or [Carshare](#). If you choose to be taken to hospital in a private vehicle, we recommend that a friend, in addition to the driver, travels with you. Please note, for safety reasons, a student leader or residential staff member cannot transport you or accompany you to hospital.

4.3 Emergency transport to hospital

The only appropriate transport in an emergency is an ambulance. University staff and residence leadership will call an ambulance if they believe this is the appropriate response.

Residents should be aware that it will not always be possible to obtain a resident's consent before an ambulance is called. In some cases, the University may determine that an ambulance is the only appropriate transport option, even if the resident disagrees.

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.

Some outdoor activities (such as Inward Bound) have a higher risk profile than others. Students wishing to participate in these activities should consider private health cover, including ambulance cover, before participation.

4.4 Long-term or serious illness/disability

Some students come to ANU Residences with a physical or mental illness or disability. Others may develop these conditions during their stay.

- a. If you have or develop an illness, mental health condition or disability while in residence, which impacts or may impact on your success at university, we encourage you to register with [ANU Accessibility](#). Accessibility can provide support in a variety of ways, including by:
 - Creating an 'Education Access Plan' (EAP) that outlines the reasonable adjustments recommended to ensure you are not disadvantaged by your registered condition. These adjustments are based on your supporting documentation from a licensed medical practitioner and can include both academic adjustments and accessibility to campus adjustments.
 - Advocating on your behalf to your academic College and with course conveners/lecturers on implementing these reasonable adjustments.
 - Putting in place accessible parking, making recommendations, and advising on modifications to residences to accommodate your registered condition and ensure accessibility to lectures and tutorials.
- b. Residential staff will do their best to implement the reasonable adjustments recommended by the Accessibility Office within your residence.
- c. A 'Reasonable Adjustment Plan for Student Accommodation' (RAP-SA) can be drafted with Residence Management if they believe such a plan will support you to continue to live in the residence.
- d. If a serious illness or disability affects you while living on campus, it may not be possible for the University to make the adjustments necessary to accommodate your needs in the residence.

4.5 Assistance animals

ANU is committed to providing an inclusive, safe, and healthy environment for all residents and ensuring no student is discriminated against because of their disability.

- a. In accordance with the [Disability Discrimination Act 1992 \(Cth\)](#) assistance animals must be:
 - accredited under the law of a State or Territory that provides for the accreditation of animals trained to assist a person with a disability to alleviate the effect of the disability, or
 - accredited by an animal training organisation prescribed by the regulations in the Act, or
 - trained to assist a person with a disability to alleviate the effect of the disability and to meet standards of hygiene and behaviour that are appropriate for an animal in a public place.
- b. ANU will consider whether to permit assistance animals in an ANU Residence in consultation with [ANU Accessibility](#) and in accordance with any applicable University policies in relation to assistance animals.
- c. ANU will request the person with the disability to produce evidence that:
 - the animal is an assistance animal that meets at least one of the criteria above, and
 - the animal is trained to meet standards of hygiene and behaviour that are appropriate for an animal in a public place.
- d. Owners of the assistance animal are responsible for the full care, hygiene, and health requirements of the animal, and for any related costs associated with the animal.

4.6 Psychological distress

- a. 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 at the earliest opportunity.
- b. Where it does not appear safe, we strongly recommend you do not attempt to provide support to the student, and instead contact residential staff and UniSafe.
- c. A designated staff member will ensure appropriate support is made available. This may include consultation with and/or referral to the [Student Safety and Wellbeing team](#), counselling services including [ACT Mental Health](#), [ANU Counselling](#), [Medical Services](#) or another health service provider.
- d. A 'Safety and Wellbeing Plan' may also be developed in collaboration with the resident affected.

4.7 Infectious and notifiable disease in residence

a. Diagnosis and reporting.

- You should consult a doctor as soon as possible if you are unwell.
- If you are diagnosed with an infectious disease, inform residential staff immediately.
- Residential staff may refer you to University or Canberra health services, or your GP for medical assistance. It is expected that you attend a consultation within a reasonable timeframe (2-3 days) and provide evidence of attendance.
- If you have a disease that is required to be reported by law, your doctor is required to report the disease in accordance with the Public Health Act 1997. The doctor or the ACT Chief Health Officer may direct ANU and the residence on the management of the public health aspects of the disease.

b. Exclusion from residence during infectious period.

- If you contract an infectious disease, you may be asked to leave the residence for the period you are infectious.
- If you are unable to find alternative accommodation, Residence Management will take reasonable steps to assist. Costs associated with alternative accommodation will remain your responsibility. In cases where financial hardship can be demonstrated, some financial assistance may be available.
- 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 and present no risk to fellow residents.

c. In-house isolation during infectious period.

If you have contracted an infectious disease, you may be required to cooperate with residential staff to ensure in-house isolation for the statutory or recommended isolation period by:

- restricting yourself to your 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
- mask wearing
- no visitors within your room (excluding emergency personnel)
- care with coughing, sneezing etc. in common areas.

5. Response and support for sexual assault and sexual harassment

5.1 Student Safety and Wellbeing team

The [Student Safety and Wellbeing](#) team offers free and confidential support for students who have been impacted by sexual assault or sexual harassment (directly or indirectly), as well as a range of other concerns that may impact on their university experience and academic engagement while at ANU, including:

- mental health
- financial concerns
- relationship issues
- conflict management
- transitioning to university
- isolation and loneliness, and
- navigating ANU.

The team's Case Managers have backgrounds in health, social work, counselling and human services. They work from person-centred and trauma-informed practice frameworks. This means that you will be treated with dignity and respect and will receive a transparent and confidential service that will empower you to make choices and connect with others.

The Student Safety and Wellbeing team also monitors the University's [online disclosure form](#). The University provides two pathways for disclosures:

- **Pathway one** provides the opportunity for the person who has experienced sexual assault or sexual harassment to provide their contact details to a Student Safety and Wellbeing Case Manager.
- **Pathway two** provides the opportunity to complete a de-identified disclosure.

The primary purpose of disclosure is to provide a person who has experienced sexual assault or sexual harassment with coordinated support, appropriate information and referrals to relevant services at ANU and in the broader community. A secondary purpose is to improve the University's understanding of the prevalence of sexual assault and sexual harassment through improved information collection.

All disclosures are treated respectfully and confidentially, with the Case Manager guiding their engagement according to the wishes of the person who has experienced the behaviour.

5.2 Respectful Relationships Unit

The [Respectful Relationships Unit \(RRU\)](#) focusses on the prevention of sexual assault and sexual harassment in the ANU community. As part of the University's commitment to building a safe and respectful community, we drive positive, sustainable change through evidence-based education and cultural change.

The RRU team provides professional services –including education, community engagement, capacity building, consultation, and planning facilitation –that support ANU communities to change culture and effectively address the drivers of sexual assault and sexual harassment.

The RRU is responsible for the following networks and programs:

- ANU Ally Network: Run by the RRU, the [Ally Network](#) is made up of people who are committed to providing an inclusive environment for LGBTIQ+ people.
- Training and events: RRU runs [training, events, and education](#) to increase understanding of sexual assault and sexual harassment and support preventative strategies.
- Specialist consultation and planning: RRU can [work with ANU communities](#) to create an approach to sexual violence.
- Restorative practices: [Restorative practices](#) are a range of techniques and processes that help to build community, resolve disputes and manage conflict.

5.3 What does that mean for you?

All members of the ANU community are encouraged to take responsibility for their own actions and ensure they are always acting in a respectful manner which supports the dignity, safety, and wellbeing of others.

In line with the [ANU Sexual Misconduct Policy](#), residents are encouraged to disclose any incidents of sexual misconduct they have witnessed to staff or senior residents, and to intervene where it is safe to do so. Residential staff will then make a formal disclosure following the directions on the ANU webpage for [Disclosure of Sexual Misconduct](#).

This is a confidential process, where the name of the person who has experienced harm or the person responsible for the harm will not be shared without the survivor/victim's consent. This process allows the person who experienced the harm, or those supporting them, to access appropriate support and information from the Student Safety and Wellbeing Case Managers.

5.4 Rights, Relationships and Respect at ANU

As a resident at an ANU Residence, you are required to complete the [Rights, Relationships and Respect online training](#). The online learning module will introduce you to core concepts relating to respectful relationships and sexual consent, as well as important information about ANU care and support services.

If you have not completed your training (or received an exemption) by the published deadline you will be given a formal notice that you have one week to complete it. If you still haven't completed it, you will then be requested to meet with Residence Management. At this meeting you will be given access to a computer and again asked to complete the online module.

In line with Clauses 5.1 and 6.1.1(h) of the Occupancy Agreement, and based on the determination of the Director, Residential Experience Division, non-completion of the training may result in you not being able to return to an ANU Residence in the following year. In addition, you may be excluded from participating in social and community activities at the residence.

6. Alcohol, drugs, and smoking

There is a general social and legal tolerance of alcohol consumption in Australia for people over the age of 18.

Drinking alcohol is permitted in ANU Residences if, and only if, consumed in a responsible manner. Regardless of where the alcohol is consumed, 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.

The decision to consume or not consume alcohol is a personal one. However, drinking alcohol should 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 uncomfortable.

Policies on alcohol within ANU Residences are informed by the [ANU Liquor Statute](#) and [Australian Guidelines to Reduce Risk from Drinking Alcohol](#).

Your ANU Residence will be responsive to the needs of residents with alcohol-related problems through appropriate support and referral mechanisms.

6.1 Rules for alcohol consumption

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:

- a. Possessing or consuming alcohol if they are under the age of 18 years.
- b. Selling or supplying alcohol to anyone under the age of 18 years.
- c. Putting pressure on another resident to drink alcohol or drink more alcohol than they judge to be reasonable.
- d. 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.
- e. Manufacturing alcohol.
- f. Participating in, organising, or supporting any activity that encourages the rapid consumption of alcohol e.g. drinking games or competitive drinking.
- g. Excessive consumption of alcohol.
- h. Prizes or incentives in the form of alcohol for any event or competition.
- i. Marketing for events identifying access to free or cheap alcohol as a primary incentive for attendance.
- j. Accepting sponsorship on behalf of the residence or entities established under the auspices of an ANU Residence from companies associated with alcohol.

6.2 Excessive consumption of alcohol

Follow-up action will be taken by the Residence Management if your excessive consumption of alcohol results in:

- a. physical or psychological harm to yourself or others
- b. intervention by security, emergency services (police, fire, or ambulance) or a senior student leader or staff member
- c. damage to property
- d. damage to the reputation of the University or an ANU Residence or the wider ANU community
- e. any other behaviour deemed to be in contravention of the Residential Handbook or your Occupancy Agreement.

The safety and wellbeing of all residents will be prioritised in responding to such incidents. Residence Management will look for solutions that facilitate learning and personal development of the residents involved.

6.3 Events where alcohol is served

All events organised for residents where alcohol is served, held in or outside the ANU Residence, must receive prior approval from Residence Management and the Facilities and Services Division, through a formal approval process.

In doing so, event organisers will be guided to ensure their event:

- a. does not involve any prohibited activities mentioned above
- b. complies with the current [ANU Liquor Statute](#) and/or any related policies and procedures
- c. provides staff or approved students who have successfully completed Responsible Service of Alcohol (RSA) training/abide by RSA guidelines
- d. provides an adequate amount and type of food in respect to expected participant numbers and timing of the event
- e. provides equal access to non-alcoholic beverages
- f. provides access to drinking water for attendees free of charge.

6.4 Drugs

- a. As a resident of Canberra you are subject to the applicable laws of the Commonwealth and the ACT. These laws include the prohibition of the possession, manufacture, supply, and consumption of restricted or illicit drugs. In particular, you need to be aware of the following:
 - Cannabis (in any form) is a controlled drug under Commonwealth law and it is an offence to possess, cultivate, sell, or manufacture controlled drugs under Commonwealth law.
 - Only an authorised health care professional may supply prescription medication, meaning you cannot give/sell your prescription medication to other residents.
- b. You are also not permitted to bring into an ANU Residence any drug equipment, for example hash pipes or bongs.
- c. Breaches of law in regards to drugs will be a breach of your Occupancy Agreement and may lead to police intervention and disciplinary action.
- d. Residence Management will be responsive to the needs of residents with drug-related problems, through appropriate support and referral mechanisms.

6.5 Smoking and vaping

In line with the [ANU Smoke-Free Policy](#), smoking is not permitted on University grounds, including all ANU Residences. Electronic cigarettes (vaping) and all tobacco related products fall under this policy.

6.6 Legal highs

Possession and/or consumption of legal highs (such as, but not limited to, nitrous oxide) is prohibited in ANU Residences. Non-compliance will constitute a breach of your Occupancy Agreement and may result in disciplinary action.

7. Fees, transfers, departures and returns

7.1 Fee payment

- a. You may pay your rent, either a semester in advance, or by regular fortnightly Direct Debit payments according to the [Fee Summary](#) during the Occupancy Agreement period.
- b. If you are unable to make a payment, you must discuss the matter with Residence Management and state your case in writing at least three days before the rent due date.
- c. A late payment may be approved in exceptional circumstances, at the discretion of Residence Management.
- d. If you have a debt to your ANU Residence and have not negotiated a suitable financial agreement, you may be refused permission to place any other optional charges on your account until the debt is settled.
- e. Your Occupancy Agreement provides that if you owe arrears at the termination of this Agreement or are in arrears for more than seven days or the arrears exceed your room deposit, the University may place a negative service indicator on your academic record that will prevent the release of results, academic transcripts and/or your eligibility to graduate, and may deny access to the residential premises.

7.2 Room changes

- a. Room changes are subject to availability and will be at the discretion of Residence Management, and approval of the Director, Residential Experience Division and/or their delegate.
- b. Room changes during the academic year are only granted in special circumstances, and fees may apply.
- d. A resident may be required to move rooms, residence or location by Residence Management during the academic year due to operational requirements, or for reasons of safety or wellbeing. If you are required to move rooms, residential staff will endeavour to assist you in the process where practical and will provide a reasonable timeframe for completion of the move.

7.3 Interhall transfers

- a. Residents are offered the opportunity as part of a set and communicated process to [apply to transfer to another ANU Residence](#) for Semester 2.
- b. To be eligible for an interhall transfer, you must be a current enrolled ANU student, not have debt on your accommodation account, not be in breach of your Occupancy Agreement, have completed the Rights, Relationships, and Respect training module, and have signed a full-year contract.
- c. You should provide as much information as possible in your transfer application. Consideration of your conduct and compliance with the rules outlined in the Occupancy Agreement and Residential Handbook, as well as your rental payment track record, will be assessed as part of the final decision.
- d. Approval of an interhall transfer is not guaranteed and the number of transfer places is limited. Approved transfers only take effect in the following semester.
- e. In special circumstances, you may request to transfer to another residence out of session. Discuss your requirements with Residence Management to find out if you qualify.
- f. Transfer fees apply to all approved interhall transfers.

7.4 Returners

- a. As a resident you are offered an Occupancy Agreement and a place to live up to one year, depending on the contract length and terms specific to your ANU Residence.
- b. A return to on-campus accommodation in the following year is not automatic, however residents are offered the [opportunity to return](#), as part of a set and communicated process.
- c. To be eligible to return you must be an ANU student enrolled for the year in question, not have debt on your accommodation account, not be in breach of your Occupancy Agreement nor on disciplinary probation with the Residential Experience Division, and have completed the Rights, Relationships, and Respect training module.
- d. Returning to your current room, or even to your current residence, is not guaranteed. The returner application process does allow residents to return to different residences in the following year.
- e. Acceptance fees (including two weeks' rent and the Residents' Committee fee) apply to all approved returner applications.

7.5 Limited extension of the departure date

- a. If you wish to continue your stay past the departure date confirmed in the Occupancy Agreement, you must notify Residence Management as soon as possible.
- b. Extension of departure date is not guaranteed and is dependent on availability, and you may be required to move to another ANU Residence.
- c. Extension of departure date is confirmed as a variation to the Occupancy Agreement.
- d. All other policies, rules, responsibilities and expectations detailed in the Occupancy Agreement and Residential Handbook will apply until the new date of departure.

7.6 Departure prior to contract end date

- a. By signing the Occupancy Agreement, you agree to remain at the residence for the period and under the terms set out in the Occupancy Agreement and the Residential Handbook. If you depart your room prior to the contract end date without being directed to do so by ANU, it will be deemed a default of your Occupancy Agreement.
- b. You may request a termination of your Occupancy Agreement prior to the end date under special circumstances. You are required to carefully read and understand the obligations in the Occupancy Agreement, particularly Clause 9: Termination without default, Clause 10: Termination for default, and Clause 11: Consequences of default, termination or expiry.
- c. You are required to promptly notify Residence Management of any changes to your circumstances that may impact your ability to remain at the residence for the period of your Occupancy Agreement. You must discuss your requirements with Residence Management and follow their advice before submitting an application, and ensure you provide all necessary documentary evidence to support your application.
- d. You must provide at least four weeks' notice before the intended departure date. This notice period may be adjusted only under exceptional circumstances beyond your control, and only upon approval by the Director, Residential Experience Division.
- e. If deemed suitable, Residence Management will submit your application to the Director, Residential Experience Division for consideration.
- f. Residential Experience Division staff will advise you of the outcome of your application and may request further information and documentation. You will also be notified of any consequences or fees associated with the termination.
- g. The University is entitled to decline your termination request.
- h. The University is also entitled to nominate a termination date that may be different from the date requested and recover all losses and costs that may arise

7.7 Departures

- a. At the end of an Occupancy Agreement, residents are required to vacate their room by 10am on the date of departure.
- b. The following must be completed upon departure:
 - Your room must be left neat, clean, dusted, vacuumed, and all rubbish removed. 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.
 - All allocated space in communal areas (e.g. fridges, kitchen cupboards) must be emptied and cleaned.
 - If requested by residential staff, you must complete a Check-Out Form/ Inventory Check.
 - Bicycles, scooters, and any other transportation equipment must be removed from the premises.

You may wish to photograph your room or allocated space on departure as evidence of completion.

- c. Failure to adequately clean your room or allocated space will result in a cleaning fee being deducted from your refundable deposit.
- d. After checking out, you may not stay with a friend in an ANU Residence unless they have received permission from Residence Management.

7.8 Student damage

- a. The refundable deposit you paid at the confirmation of your booking is held in an account on your behalf for the term of your residency.
- b. Please carefully read the room Condition Report provided to you at the start of the occupancy and notify Residence Management immediately if you find any damage or loss of inventory not specified in the report.
- c. Your room will be checked at the end of the year and any damage or loss of inventory not noted on the Condition Report will be attributed to you. In this case, you will be charged for the repair of that damage and/or replacement of missing or broken inventory.
- d. Please notify the residence Front Office, if you notice any damage to items or facilities outside of your room.
- e. If you cause damage in a common area, notify the office immediately and they will discuss and decide if a damage charge should be applied.
- f. Please review the [Schedule of Fees](#) for other fees and charges that can be applied to your account.

Useful contacts

ANU services

ANU Counselling

On-campus free, confidential counselling for currently enrolled students

P: 02 6125 2211
E: counsellingcentre@anu.edu.au

ANU Medical Centre

On-campus health services provider, including General Practitioners

P: 02 6125 2211
E: medicalcentre@anu.edu.au

ANU Student Safety and Wellbeing

Free and confidential support for students experiencing a range of issues that can impact on their university experience and academic engagement

P: 02 6125 2211
E: studentwellbeing@anu.edu.au

ANU UniSafe

24-hour hotline on building access, what to do in an emergency, and how to stay safe on campus

P: 02 6125 2249

ANU Wellbeing and Support Line

24-hour telephone and text counselling support service, available to students experiencing situational stress, emotional difficulties and mental health concerns

P: 1300 050 327 or
text 0488 884 170

Resident Support Hub

Website compiling support services, including financial assistance and food resources within the residence and at ANU

Emergency

Emergency Services Agency

24-hour emergency assistance (police, fire, ambulance)

P: 000 or 112 (GSM mobiles) for emergencies, 131 444 for non-urgent police assistance

General support services

HealthDirect

24-hour medical & health advice line staffed by registered nurses

P: 1800 022 222 or 6207 7777

Kids Helpline

24-hour crisis line for people aged 5-25 years

P: 1800 551 800

Lifeline

24-hour telephone counselling and crisis support

P: 13 11 14

QLife

Anonymous, LGBTIQ+ peer support and referral: 3pm-12am daily

P: 1800 184 527

Suicide Call Back Service

24-hour crisis counselling and call back

P: 1300 659 467

Legal and advocacy services

ACT Civil and Administrative Tribunal (ACAT)

An independent body that hears and determines a range of cases and disputes

P: 02 6207 1740
E: tribunal@act.gov.au

Legal Aid ACT

An independent statutory authority that provides legal assistance in the ACT

P: 1300 654 314
E: legaid@legalaidact.org.au

Canberra Community Law

Community legal centre providing legal services to people on low incomes or facing other disadvantage in Canberra and its region

P: 02 6218 7900
E: info@canberracommunitylaw.org.au

Tenancy Advice Services

Division of Legal Aid ACT that provides free, confidential phone service that connects you to a paralegal who can offer legal advice and assistance on a range of tenancy

P: 1300 402 512
E: tas@legalaidact.org.au

Mediation service

Conflict Resolution Services

A nationally accredited mediation service that resolves conflict professionally, competently and compassionately

P: 02 6189 0590
E: admin@crs.org.au

Sexual violence support

1800 RESPECT

24-hour national sexual assault and domestic violence crisis counselling line

P: 1800 737 732

Canberra Rape Crisis Centre

A crisis and counselling telephone support service: 7am-11pm daily

P: 02 6247 2525

Contact us

**Residential Experience Division
The Australian National University
Canberra ACT 2601 Australia**

T 02 6125 1100

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