



Australian
National
University

Toad Hall room guide

Residential Experience Division

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Room and building access

The rooms at Toad Hall operate using Salto key cards and card readers. At or shortly after check in, you can have access to your room added to your University ID card.

You will need your key card to gain access to your room and common spaces. To access, simply hold your card up to the card reader. A green light will flash, indicating access has been granted.

Your card needs to be updated every seven days. You can update your card by tapping the update point next to the front desk. If you don't update your card, you won't have access to your room or other common areas.

You are the only resident who can access your room. However, there will be occasions when staff, cleaners, or other contractors may need to access your room. This will happen only when necessary, such as for scheduled room inspections, maintenance or fire evacuations, and you will be notified in advance. They will announce themselves by knocking three separate times before respectfully entering.

Troubleshooting

Solid red light after tapping your key card: A solid red light means your key card has been declined access to this door. This may be because the wrong key card has been used or your key access has expired. Reception staff can check and update your key access, or provide a replacement key if necessary.

Flashing red/green light after tapping your key card: A red/green flashing light means your door lock is running low on batteries. You will still be able to access your room. Listen for a click a second after you tap your key card, then push the handle down. Please notify reception at your earliest convenience, so the batteries can be replaced.

Room power

Beside the door to your room is a switch to turn on your main room light. Each room is fitted with electrical power points for small appliances such as lamps, chargers and fans. Use the power point switch to turn on the power. Your desk lamp switch is located above your desk, between the two power points.

Not all appliances can be used in the residence, however. For safety reasons, if you wish to use appliances in your room, you must only use:

- Australian-made appliances
- appliances that meet Australian standards for safety
- appliances that are in good working order.

You are responsible for any personal electrical items brought into your room. Your responsibilities are clearly outlined in section 2.7 of the [Residential Handbook](#).

Troubleshooting

The power in your room may switch off for one of two reasons: either too many appliances, or one or more faulty appliances, have been connected to the power points in your room, causing a circuit breaker in the electrical switchboard to trip.

These electrical switchboards are located in each block and are only accessible by residential staff. If during office hours, call or make your way down to reception and inform them that there is no power in your room. After hours, call the Community Support Officer on duty at 0411 255 983 for assistance.

Toad Hall
standard room



Room Wi-Fi

Students can connect to ANU-Secure or eduroam using their University ID (e.g. 'u1234567' for ANU-Secure and 'u1234567@anu.edu.au' for eduroam) and password.

You also have an Ethernet port in your room to which you can connect your devices.

Visitors to ANU

Guests who are not ANU students or staff can access eduroam using their own university's username (use 'u1234567@youruni.edu.au') and password.

For conference attendees/guests requiring temporary access to ANU-Secure, please submit an ANU [Service Desk ticket](#).

Troubleshooting

If you are experiencing network issues, try forgetting the network and then reconnecting. You can also see device-specific Connection guides at the bottom of the [Get Connected at ANU](#) website.

Other issues:

- You may have too many devices connected to Wi-Fi. Turn them off or disconnect them from the Wi-Fi.
- Bluetooth and Hotspot interference may cause issue with your connection. Make sure they are turned off.
- Gaming consoles such as PlayStation and Xbox cannot be connected to ANU Wi-Fi. They are not programmed to connect to Enterprise Wi-Fi, such as ANU-Secure. Instead, connect the console to the network using an Ethernet cable.

If the problem persists, please contact the ANU Service Desk at +61 2 612 54321 or log a [Service Desk ticket](#).

Heating

To use the wall-mounted heater, make sure it is plugged in and set to the desired temperature using the thermostat or temperature control on the appliance.

All heating across ANU campus is deactivated during summer and early autumn and is typically only turned on around 25 April–ANZAC Day. Outside of these times, if no (or low) heat is coming from the heater, please check the setting and adjust accordingly. If the problem persists, submit a maintenance request.

Rangehood

The purpose of the rangehood is to filter out odours, smoke, grease, and any other pollutants released into the air. It is important to turn on the rangehood whenever you are cooking to avoid triggering the fire alarm.

Most rangehoods in the building have switches to turn on the light or fan.

Troubleshooting

Smoke in the room: Smoke in the room may trigger the fire alarm. If the fire alarm in your room goes off please remain calm, open all the windows and ensure the rangehood is running. Do not open the main door as it can trigger the building alarm and will incur a significant fine—\$880 in 2025 (see the ANU Residential Schedule of Fees).

Light is not working: If the rangehood light stops working, it does not usually affect the functionality of the rangehood itself. If the rangehood stops working altogether, please submit a maintenance request.

Stovetop

Most kitchens in Toad Hall have two stovetops with four electric plates. To use the stovetops, the power must first be switched on using the clearly labelled switch in the kitchens (usually located around the lower cupboard spaces). Once the power switch is on, use the stovetop knobs to activate heat in electric plates.

Troubleshooting

In case the stovetop is not working, please submit a maintenance request.

Microwave

There are several different brands and models of microwave across Toad Hall. While the basic functionality of each microwave is the same, for a detailed overview of all the features you can find the brand name on the microwave and search for a user manual online. To operate, first make sure the plug is connected to the socket and the switch is turned on.

To avoid hazards, you must only use containers that are microwave safe. Containers or utensils that are not microwave safe can cause sparking or painful burns, and may be a potential fire hazard.

You must not put any of the following in the microwave:

- Stainless steel containers or cutlery.
- Containers made of or consisting of aluminium foil.
- Metal-rimmed crockery.

Troubleshooting

Microwave plate has come off or is not spinning: If you notice that the plate inside the microwave is not spinning, check to see if it has come off its fitting. You can usually adjust this yourself. If the problem persists, submit a maintenance request.

Light is not working: If the light in the microwave has stopped working, it is most likely because either the light has fused or there is loose wiring. In either case, please submit a maintenance request.



Toad Hall common room

Urgent maintenance issues

If you are experiencing an urgent maintenance issue, you should notify reception (in person or by phone) as soon as possible, so the matter can be investigated promptly. Any non-urgent maintenance issues can be logged with reception via email.

While this is not an exhaustive list, some examples of urgent issues include: flooding in the room; water seeping into carpets; broken/ damaged water pipes; power outages (that do not reset using the above instructions); bed bugs.

How do you tell if your maintenance issue is urgent? Ask yourself the following questions:

- Does this issue pose a safety or a security risk?
- Is this issue causing significant disruption?
- Can this issue wait until the next day?

If the issue poses a safety or security risk, or if it is causing significant disruption and cannot wait until the next day, it is urgent: inform reception staff immediately.

If an urgent maintenance issue occurs after hours, contact the Community Support Officer on duty immediately.

Frequently asked questions

Who do I contact if I need help after office hours?

If you need help after office hours, you can contact the Community Support Officer on duty. Community Support Officers are trained in wellbeing, escalation, and reception duties, and are allocated to specific residences within the University to build relationships with the residential community.

You can find the Community Support Officer at reception or by contacting them through the ‘duty phone.’ You can find these phones on all upper floor levels in E Block (next to each E Block staircase) and in the ground floor foyer.

Where do I dispose of my personal garbage?

The bin in your room is for your personal rubbish. You should empty it into one of the four big green bins located at the back of the bike enclosure, which you will see if you exit the building near G Block staircase.

The green bin with a yellow lid at the back of the bike enclosure is for recyclable materials only. The cleaners empty the kitchen recyclable materials waste into this bin. Do not put personal rubbish into this bin.

There are various other types of garbage bins located around the Hall, including in your kitchen. If you are unsure of what to use these bins for, please look for the signs nearby to direct you, or refer to the Toad Hall policies and procedures handbook for more information.

Where can I do my laundry?

Laundries are located at the bottom of A/B, C, E, F and G stairwells. They contain washing machines, dryers, irons and ironing boards. They also contain large sinks for washing your clothes by hand – the only place in the Hall where it is acceptable to hand wash clothes. Drying lines are provided outside E, F and G ground floor blocks and where possible should be used instead of dryers, which consume a lot of electricity.

The use of laundry facilities is included in your weekly tariff, although you are required to provide your own powder/detergents.

Where do I collect my mail?

Mail is delivered to the Hall on weekday mornings. It is then placed in the alphabetical slots opposite the office. Parcels are held at the office and can be collected during office hours. For after-hours collection, please contact the Community Support Officer on duty at 0411 255 983. When a parcel is delivered, an email is sent notifying you that mail is awaiting your collection.

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

Incoming mail should be addressed to:

YOUR NAME
Toad Hall – The Australian National University
30 Kingsley Street
ACTON ACT 2601

Frequently asked questions (continued)

Quick guide to bathroom etiquette:

Only flush the following down the toilet:

- Toilet paper
- Personal waste (wee and poo).

Do not place used toilet paper and paper hand towels in the sanitary bin.

Please do not flush the following down the toilet:

- Tampons
- Sanitary napkins
- Paper hand towels
- Other foreign materials and chemicals.

Use the sanitary and paper waste bin provided.

How to use the bathroom:

- Lift the lid if you are standing to use the toilet.
- Flush the toilet after use.
- Use the brush if you have left any remains behind in the toilet bowl.
- Clear away any whiskers or hair in or around the sink area or shower.
- Wipe up any spills or splashed water after use in all areas.

Welcome to Toad Hall



Contact us

Toad Hall

30 Kingsley St, Acton ACT 2601

Still experiencing problems after consulting this guide?

Click [this link](#) to submit a maintenance request or visit or call reception to ask for help.

T (02) 6125 6060

E toad.hall@anu.edu.au



[instagram.com/toadhallanu/](https://www.instagram.com/toadhallanu/)