

ANU Residential Handbook 2027



Australian
National
University





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
Chief Residential
Experience Officer

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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1. What you need to know

1.1 ANU Residences rules and policies

As a student at ANU and a resident in the Australian Capital Territory (ACT), you are subject to the laws of the Commonwealth and the ACT, as well as the University's own statutes, rules, and policies. This section sets out the key elements of that framework as they apply to life in an ANU residence.

Your starting point is the [Student Code of Conduct](#), which sets out the standards of behaviour expected of all ANU students, whether on campus, in residences, or online. The Code of Conduct is the foundation of the University's expectations of you as a student, and its requirements apply throughout your time at ANU.

Several other statute, rules, orders, policies and procedures are particularly relevant to you as an ANU resident. You are expected to be familiar with them:

Conduct and safety

- [Discipline Rule 2021](#): the University's framework for addressing student misconduct and the consequences that may follow – up to and including suspension or exclusion from the University.
- [Prevention \(and response\) of sexual misconduct and gender-based violence policy](#): the University's framework for preventing and responding to sexual harm.
- [Prevention of discrimination, harassment and bullying procedure](#): covering unacceptable treatment of others, whether in person or online.
- [Student critical incident procedure](#): how the University responds when a student is in crisis.

Residential and campus life

- [Equal opportunity policy](#): the University's approach to advancing equal opportunity within the University community.
- [Acceptable use of information technology policy](#): governing your use of the University's IT infrastructure, including the campus network.
- [Liquor policy](#): governing the sale, supply, and consumption of alcohol on campus, including in residences and at events.
- [Adjustments for students who disclose a disability procedure](#): how the University assesses and implements reasonable adjustments for students with a disability.
- [Management of students under the age of 17 years procedure](#) and [Accommodation and welfare arrangements for international students under 18 years guideline](#): additional obligations applying where residents are under 18.

Student administration

- [Privacy policy](#): governing how your personal information is collected, used and disclosed.

- [Student grievance and complaint resolution policy](#): the process for raising concerns or complaints with the University.

Familiarity with these documents is not optional. Failure to meet the obligations set out in any of them may constitute a breach of your Occupancy Agreement and result in disciplinary action, up to and including termination of your agreement and referral under the Discipline Rule.

1.2 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:

- **Build respectful, connected communities**
Create residential environments where students feel they belong to a connected community built on mutual respect and shared responsibility.
- **Promote on-campus residences as a vibrant learning experience**
Encourage personal growth and development through diverse programs, events, and opportunities that enrich the student experience.
- **Ensure on-campus residences encourage academic excellence**
Cultivate a safe and comfortable atmosphere where students can thrive academically and personally.
- **Commit to shared responsibility and accountability**
Empower residents to take appropriate ownership of their community, upholding shared values and addressing issues collectively.
- **Uphold respectful and inclusive practices**
Implement policies and behaviours that reflect respect for diversity, equity, and inclusion, ensuring all voices are heard and valued.
- **Support inclusive leadership that reflects our community**
Promote student leadership that mirrors the diverse voices within residence, strengthening a shared sense of ownership, respect, and community connection.

1.3 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 online.

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.

If any of these circumstances arise or change during your time in residence, you are required to declare them when asked to do so by the University.

1.4 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](#) and the [ANU Academic Integrity 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.

1.5 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 especially 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).

Be aware that in the Occupancy Agreement you've consented to the University using a photograph of you (together with your name and degree) in internal publications and on the University website. If you'd prefer this not to happen, you can opt out at any time by writing to Residence Management.

1.6 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 yourself or any person, and where it is not reasonable or practicable to obtain your consent, Residence Management or their delegate may connect with the 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.

1.7 Feedback, complaints and disputes

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.

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.

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.

If you have a dispute relating to your Occupancy Agreement, this should be notified and handled in accordance with the dispute resolution provisions set out in the OA.

You are entitled at any stage to seek independent advice from the ACT Human Rights Commission or other external agencies, or to raise a grievance with the ACT Civil and Administrative Tribunal (ACAT) or the National Student Ombudsman. Relevant contact details are included at the end of this Handbook.

2. Living on campus

2.1 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 but is not limited to:

- 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
- waste reduction and recycling guidelines, and
- additional residence-specific requirements for visitors and guests.

Your residence may have adopted practical sustainability measures, including initiatives to reduce water and energy use and to manage waste responsibly. You are expected to comply with any relevant directives and to play your part in caring for your residence and the campus environment, in line with the University's [Environmental Sustainability Plan 2026–2030](#).

2.2 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. We encourage you to use these facilities and spaces. You are expected to be respectful by keeping noise to a minimum, cleaning up after yourself, and not interfering with other people's belongings.

2.3 Assistance with your room and other facilities

On your arrival, residence staff and senior leaders 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.

You have an obligation to report any damage or fault in your room that may require maintenance. Please notify Residence Management immediately if you experience or witness a situation that has caused or may cause harm, injury, or property damage.

2.4 Residential student leaders

When you move into your residence, you'll soon encounter senior students who have taken on leadership roles within the community. These are fellow residents who have been selected through a competitive scholarship process because of their academic standing, leadership potential, and commitment to the people around them. They're not staff, but they work closely with Residence Management, and they're often your first and most accessible point of contact for support, connection, and community life.

There are two broad groups of student leaders you'll encounter: wellbeing and academic mentors, who provide peer support and learning opportunities for residents on their floor or across the residence; and the Residents' Committee, who organise and lead the social, cultural, sporting, and arts life of your community. Other scholarship roles you may come across include canteen coordinators and assistants, and residential ambassadors.

While every role has its own focus, all student leaders form a single, integrated team, working alongside Residence Management toward the same goal: a safe, connected, and thriving residential community.

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 are senior students within your residence who 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 and appropriate boundaries
- 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.

Academic Mentors

Academic Mentors are senior students who support the academic life of your residence. They organise study sessions, mentoring programs, and other learning opportunities, and help you connect with the academic support services available across the University.

You can expect your Academic Mentor to:

- organise and facilitate study sessions, guest talks, and academic events within the residence
- provide mentoring and encouragement around academic goals and study habits
- refer you to academic support services across the University, and
- help foster a culture of learning and intellectual engagement within the residence.

While Academic Mentors are a valuable resource in your residence, they are not tutors – it is not their role to assist with specific course content or assessment.

Residents' Committee

Your Residents' Committee (ResCom) is the student-led body responsible for the social, cultural, sporting, and arts life of your residence. Led by the Community President and Community Inclusion Vice-President, the ResCom brings together a team of coordinators and officers who plan and deliver the events, programs, and activities that make your residence a vibrant place to live.

You can expect the Community President to chair your community's leadership team, coordinate major residential events including Orientation Week, and represent the interests of all residents – including to University bodies and the inter-hall council. The Community Inclusion Vice-President supports this work and leads the ResCom's efforts around equity, inclusion, and diversity, coordinating initiatives and campaigns that ensure all voices in your community are heard and represented.

Supporting them are coordinators across arts, social activities, sports, and media and communications, each leading a team of officers focused on their area. Between them, they manage your residence's events calendar, social media presence, sporting teams and competitions, and cultural and arts programs. If you want to get involved in any of these areas – as a participant, an officer, or a volunteer – your ResCom is the place to start.

2.5 Connecting to Wi-Fi

The Wi-Fi network 'ANU-Secure' 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). You can also use 'eduroam' Wi-Fi with your Uni ID and password, both on campus and when visiting other participating institutions worldwide. For more information on University Wi-Fi visit [Get connected at ANU](#).

Use of the ANU Wi-Fi network 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.

There are a few steps every resident can take to help ensure the connection remains stable for you and for all residents:

- Do not use personal routers, switches, or any devices that extend the network within your room. These devices can cause 'network loops' which disrupt Wi-Fi connectivity for other residents.
- Similarly, do not use an alternative device as a personal hotspot. A hotspot uses the same frequency as our Wi-Fi routers and can reduce the number of available channels for other users.
- Minimise the number of Wi-Fi speakers as these can interfere with the Wi-Fi signal.
- Check the Wi-Fi network when you return to your residence, as your device may remain connected to an old access point. Turn off your Wi-Fi connection and reconnect.
- Do not relocate the Wi-Fi access points in your room. The locations are based on a Wi-Fi design for optimal signals.
- You could also look at [Get connected at ANU](#) for troubleshooting tips.
- If you continue to experience Wi-Fi connection issues after taking all these steps, notify Residence Management of the issue and log a ticket with the [ANU Service Desk](#).

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 Wi-Fi connectivity is at its best (e.g. libraries)
- approaching Student Engagement and Education Management via email (or in person at the Kambri Student Hub) about the possibility of using another University-supplied environment (e.g. Copland courtyard labs), which may be booked as needs are identified.

2.6 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. It is recommended that you wait for your delivery at the front entrance of the residence. Residence 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.

2.7 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 2027, resident permits will be available from 9.30am on Monday 11 January 2027.

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 (such as the [ANU–Civic Loop Bus](#)), 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 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](#).

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.

2.8 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.

2.9 On Campus

[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 Thursday, 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.

3. 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 residence 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 by calling 6125 2249. 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. You may wish to consider investing in contents insurance for your personal belongings.

3.1 Keeping your residence secure

All external doors and entry points at ANU residences are fitted with swipe card access control. Your swipe card is your key to your home – it's how we keep you and your community safe, ensuring that only residents and authorised visitors can enter the building.

Please do not prop open, chock, or otherwise impede external doors, even briefly or as a convenience to others. An unsecured external door removes the protection that access control provides – not just for you, but for every resident in the building. Leaving external doors open, even momentarily, creates an opportunity for unauthorised individuals to enter the building and puts residents and their belongings at risk.

If you need to let someone into the building, accompany them to the entrance personally rather than leaving a door open. Guests and visitors should always be signed in, in accordance with section 4.10 below.

If you notice a door that is propped open, faulty, or not closing correctly, please report it to Residence Management or the front office immediately.

3.2 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. Residence Management or their delegate will apply the 'three knock' rule before entering your room and will only enter if there is no response.

- 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 another time. Should your room remain 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. You are required to give University staff and contractors all reasonable access to the room to effect or assess property repairs, including assistance with moving your belongings, if necessary.
- c. If you report a maintenance issue to the residence you grant permission to enter your room to inspect, record and/or resolve the issue.

3.3 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, Community Support Officers (CSOs) in your residence, 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.

3.4 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](#)

3.5 Emergency SMS

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

To receive the Emergency SMS Broadcast, you will need to have registered your mobile phone number on [ANUHub](#). 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.

3.6 CCTV in residences and around campus

Closed-circuit television (CCTV) cameras operate 24/7 in public spaces throughout ANU residences and across campus. They capture images only – no audio is recorded. Cameras are positioned and operated to protect the safety and security of residents, staff, and visitors, and to support the investigation of incidents when needed. Prominent signage is displayed at entrances to areas under surveillance.

University CCTV equipment is not hidden and will not be installed in areas where you have a reasonable expectation of privacy. This includes bedrooms, bathrooms, showers, toilets, and changing rooms.

CCTV footage may be accessed and released consistent with the [ANU Privacy Policy](#) and relevant legislation, including for investigations into misconduct. Further details about [access to ANU CCTV footage](#) are available on the ANU website.

3.7 Weapons

- a. You are not permitted to bring into the buildings or grounds of an ANU Residence any item listed 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. The possession, storage or use of any other item that is capable of being used aggressively or for violent purposes or for the purpose of intimidating is also prohibited. Residence Management reserves the right to confiscate any such item, including those which may also be considered a dangerous weapon if used inappropriately.
- 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.

3.8 Electrical

- a. The use of electrical equipment in your room or anywhere in an ANU Residence, including the shared kitchen, is permitted only when the item is bought in Australia and/or 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 (see the [schedule of other fees and charges](#)) 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 electrical item 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. E-scooters and other electric transportation devices are permitted if registered with reception, made to Australian standards and maintained in a safe condition. You may charge your e-scooter inside the residence, but only as long as you are present – it is better to charge your vehicle inside residence bike sheds wherever possible. Refer to the University's [safety awareness notice](#) for more information.
- f. 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 air fryers, coffee machines, kettles, rice cookers and toasters.
 - Air-conditioning units.
 - Washing machines or dryers.
 - Dishwashers.
 - 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.

- g. Water and electricity are a dangerous combination. Keep all electrical items, outlets, and power boards away from sinks, benches, and other wet surfaces, and never handle electrical equipment – including plugs, switches, or power boards – with wet hands.
- h. If in doubt, you should check with the Residence Management.

3.9 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 doors, 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 other fees and charges](#).
- 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 (see the [schedule of other fees and charges](#)).
- 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.
 - Never attempt to extinguish an oil or fat fire with water. Water causes burning oil to explode and spread, dramatically worsening the fire. Smother the fire with a lid or fire blanket and call emergency services immediately.
- e. Bushfire:
- Canberra sits in a bushfire-prone region, and residents should be aware of the risk during the fire season.
 - The Australian Fire Danger Rating System uses four ratings (Moderate, High, Extreme and Catastrophic) each indicating the potential level of danger should a bushfire start. On days when a Catastrophic rating is declared, all residents will receive an email notification with relevant advice.
 - ANU residences have a bushfire response plan, and Residence Management will provide guidance on how to act as and when needed.
 - You can also check the ANUOK app for access to safety resources, emergency information and current alerts.

3.10 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.

Residence staff reserve the right to remove any items left in corridors, foyers or public areas.

3.11 Bikes in residences

Bringing a bike with you to ANU is a great way to engage and get around the campus, taking advantage of our fantastic cycling infrastructure. All residences on campus have dedicated bike storage available.

When you bring your bike, it's essential you register it with reception. Bike sheds are regularly audited by residences to ensure abandoned bikes are removed. If a bike doesn't have a registration tag attached for that year, it is tagged as abandoned and

removed by ANU Security within a set timeframe. When registering your bike, residence staff will ask for a photo of your bike and some key information to help identify it, including:

- Make and model
- Serial number
- Colour
- Any unique features

They may also recommend you engrave a unique code or number on your bike.

All this information not only ensures we keep track of who uses our bike sheds, it will also enable police to return your bike if it is stolen and recovered. (ACT Policing also recommend you register your bike on [BikeLinc.](#))

Bike sheds across campus can be targeted by thieves, so it is important that you use a [sturdy bike lock](#) (even inside the bike shed) and check up on it regularly. If you intend to bring an expensive bike, you are strongly encouraged to insure it.

3.12 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](#).

3.13 Foreign interference

According to [The Department of Home Affairs](#), Foreign interference is when other countries try to secretly interfere with decisions and other matters in Australia. They might be dishonest, use unfair power or hide their actions. Foreign interference includes activity taken by, or together with, foreign governments that:

- involves a threat to an individual, or
- is hidden, dishonest, threatening or corrupting and intended to influence an individual's political rights or undermine Australia's national interests.

Examples of how foreign interference can occur include, but are not limited to:

- improper attempts to obtain information (such as sensitive or confidential information) from students or staff via foreign delegations, seminars, collaborations, or obligations of financial support.

- inappropriately targeting and recruiting staff and students, including HDR students, to further a foreign actor's interests.
- actions by or for a foreign actor that are inconsistent with academic freedom and the University's values or codes of conduct, such as demands or inducements to change academic programs for the benefit of a foreign political, religious or social agenda.
- inappropriate efforts to alter or direct the University's research agenda into particular areas of research (this may occur through subtle forms of undue influence and engagement, and through funding arrangements that may also lead to a loss of future value and/or control of intellectual property).
- seeking inappropriate access to, or influence over, particular persons, areas of activity, or research outcomes through various forms of funding arrangements (e.g. donations) or collaborations, financial or other inducements targeted at individuals; and
- cyber targeting by exploiting network vulnerabilities and unauthorised access.

The Department of Home Affairs website provides more information on the [potential warning signs of foreign interference](#).

If you believe you have information on possible foreign interference, please contact the [National Security Hotline](#). You can also use the [ANU disclosure tool](#) to report any such instance.

4. Community standards and behaviour

4.1 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. These expectations apply equally to conduct that takes place online, including in residence group chats, on social media, and in any other digital space. The Code of Conduct explicitly includes email and social media use within its scope, and the University's [Prevention of Discrimination, Harassment and Bullying Procedure](#) applies whether conduct occurs on campus or online.
- c. Where behaviour falls short of these expectations, the University may respond proportionately – up to and including termination of your Occupancy Agreement. The range of possible responses, and what may trigger them, is set out in the Agreement (and in section 1.2 of this Handbook).
- 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 delegate, 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 the Occupancy Agreement, and which may include termination of the Agreement.

4.2 Harmful behaviours and discrimination

The Australian National University stands firmly against racism, antisemitism, hatred, discrimination and violence in all forms. No one should feel unsafe or be targeted for who they are – these acts are never acceptable and have no place in our society or on our campus. We value the diversity of our student and staff community and want everyone on our campus to feel included, safe and respected.

We agree on a set of values that guide how we work, study, research, and engage in campus life together – including in online and digital spaces. These shared values are set out in our student and staff codes of conduct and reflect our shared expectations of interacting respectfully on campus.

As a member of the ANU community, you can expect to live, study and work in a place where everyone has a right to be free from discrimination or harassment, whether direct or indirect, whether in person or online. Discrimination will not be tolerated. If you experience or witness harmful behaviour at ANU, you can use the [ANU Disclosure Form](#) to disclose and/or report it to the University.

The *ACT Discrimination Act 1991* protects people against discrimination or harassment on the basis of attributes including sex; pregnancy; marital or relationship status; family responsibility; breastfeeding; race, colour, ethnic or ethno-religious background, descent or national identity; age; sexual orientation, gender identity, transgender identity or intersex status; disability; union affiliation, political conviction, religious belief or any other characteristic specified.

If you or someone you know have experienced harassment, racism, discrimination, violence or threats of violence, including sexual harm, there is support in place at the ANU. The University offers two pathways for anyone who has been impacted by harmful behaviours. Responses are managed by staff who understand trauma-informed and person-centred approaches, and who can provide you with support and information to assist with your decision making while supporting your wellbeing

Visit the [Harmful Behaviours Disclosure Response and Support website](#) for further information about support available, including the harmful behaviours disclosure tool.

4.3 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.

Any individual subjected to hazing does not need to regard or identify the act as such. The fact that an individual does not object to and/or appears willing to participate in the activity does not indicate that it is not hazing. The intention of the person engaging in the hazing behaviour has no bearing on whether the act is classified as hazing or not.

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.

4.4 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.

ANU has a dedicated policy for the use of posters, banners and other display materials: the [Posting on ANU Campus Policy](#). Any materials displayed in public spaces in an ANU Residence that breach Australian law or ANU policy – including the [Student Code of Conduct](#) – are strictly prohibited and will be promptly removed.

4.5 Inappropriate use of cameras and AV devices

Cameras, mobile phones, or other devices with audio-visual recording capabilities, are not to be activated in private spaces like bathrooms or shower rooms, or in bedrooms without the occupant's consent.

The non-consensual sharing or circulation of images or recordings of another person – including intimate images – is prohibited, regardless of where or how the original image was captured. Distributing an intimate image of another person without their consent is a criminal offence under Part 3A of the [Crimes Act 1900](#) (ACT), which also makes it an offence to threaten to capture or distribute such images. These offences carry serious penalties and may result in criminal charges as well as disciplinary action under the University's [Discipline Rule](#).

If you have experienced or witnessed non-consensual sharing of images or recordings, support is available through the [Student Safety and Wellbeing team](#) and via the [ANU Disclosure tool](#) (see section 6 below). For image-based abuse, the [eSafety Commissioner](#) can also assist with reporting and removal.

4.6 Gambling

In accordance with the [Unlawful Gambling Act 2009](#), unlawful gambling is not permitted. 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.

4.7 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.

4.8 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. By signing the Occupancy Agreement, you have consented to the University contacting your emergency contact where

considered necessary. This includes for matters relating to your wellbeing or safety, or where there are concerns about your conduct.

- 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. Residence staff are required to hold meetings at least fortnightly 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](#).

4.9 Dining halls

- a. If your residential tariff includes a meal plan, your Dining Hall is a shared community space governed by the same standards of respect and consideration expected throughout your residence.
- b. When in the Dining Hall you must:
 - wear appropriate clothing and footwear
 - behave in a civil manner and not disturb others eating their meals
 - not deliberately waste food
 - not remove cutlery, crockery or furniture from the Dining Hall
 - assist the catering staff with any reasonable request.
- c. You should also be aware of the following practical considerations:
 - Meal plans operate via StarRez Portal X on your personal mobile device (Bruce Hall, Wright Hall, and Laurus Wing only) – you must have this available when collecting meals, or service may be refused.
 - Community dinners at Toad Hall and Graduate House are managed through an internal registration process. Details on how to register will be provided in your induction and arrival materials.
 - Meal claims cannot be transferred to another person.
 - Guests may only use the Dining Hall if accompanied by a current resident who has purchased Guest Meal Vouchers separately.
 - If you have food allergies or specific dietary requirements, it is your responsibility to notify and discuss with the allergen supervisor. (It is also your responsibility to ensure you carry your own EpiPen in cases of anaphylaxis.)
 - Catering is provided during the standard occupancy period only, unless separately arranged and approved by your residence.

4.10 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. An overnight visitor is a guest who stays in the residence beyond the end of the day. Additional rules apply to overnight visitors.
- 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. No more than five guests are permitted in your room at any one time. Up to ten guests may be hosted in common areas of the residence, provided this does not interfere with other residents' use of those spaces. Where a special event or occasion requires a larger number of guests, a request may be made to the Residence Management, who may approve an exception at their discretion.
- d. You may have only one overnight visitor and must complete a new [Visitor's Registration Form](#) for each stay.
- e. If you wish to invite an overnight visitor to stay for more than two nights consecutively, you also need to notify the residence Front Office. This is required for all overnight visitors, even if they intend to stay with another resident. Each semester, you should not exceed a combined total of seven nights of an overnight visitor staying with you.
- f. If you wish to have an overnight visitor stay four or more nights consecutively (whether with you or with another resident), you need to submit a request to Residence Management.
- g. If an overnight visitor is staying in your room without having been registered or approved (as applicable), the University may direct them to leave the residence and may charge you an additional daily rate for any unapproved stay.
- h. Overnight visitors under the age of 17 are not permitted in any ANU Residence.
- i. Overnight visitors are not to stay in the residence during examination periods without the agreement of Residence Management or their delegate.
- j. You must accompany your guest/s 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.
- k. A guest may not use your room, or any other resident's room, when you are away from the residence.
- l. 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.

- m. 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 residential or other University staff. Staff may contact security and/or police if the guest fails to comply with any such direction.
- n. Guests who intend to eat at a catered residence must pre-purchase meal vouchers.

5. Health and wellbeing

ANU aims to provide a safe, inclusive, and respectful community that fosters health and wellbeing. This is promoted at ANU residences 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.

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.

Residence staff and many student leaders are trained in first aid and have access to first aid supplies and equipment – so help is close at hand if you need it. If you have specific personal medical needs, such as an EpiPen or inhaler, it is your responsibility to ensure you have adequate supplies with you at all times. Residence staff are not able to supply or administer personal prescription medication.

5.1 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. Residence 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.

5.2 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 residence staff member cannot transport you or accompany you to hospital.

5.3 Emergency transport to hospital

The only appropriate transport in an emergency is an ambulance. Residential or other University staff 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 their 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.

5.4 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 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 the supporting documentation that you supply 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. Residence 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) may be drafted with Residence Management if they believe such a plan will support you to continue to live in the residence.
- d. To ensure your safety, students with accessibility needs should also work with residence staff to record and document a Personal Emergency Evacuation Plan (PEEP).
- e. 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.

5.5 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.

5.6 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 residence staff member 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 residence 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.

5.7 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 residence staff immediately.
 - Residence staff may refer you to University or Canberra health services, or your GP for medical assistance. You are expected to 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 residence 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.

6. Sexual harassment and sexual assault response and support

6.1 National Code

In 2025, the Australian Government introduced the [National Higher Education Code to Prevent and Respond to Gender-Based Violence](#) (the National Code): a legally enforceable framework, setting requirements for all higher education providers. Further information about the creation of the National Code is available on the Department of Education's website.

The National Code:

- came into effect on 1 January 2026
- mandates a whole-of-organisation approach to trauma-informed, culturally safe and evidence-based practice
- requires universities to strengthen prevention, response, governance and reporting systems
- establishes non-delegable responsibilities for the Vice-Chancellor as 'Higher Education Principal Executive Officer'.

The National Code establishes responsibilities for the University, residential and non-residential affiliates, contractors, vendors and organisations operating on University land or facilities, among others. Prevention and response to gender-based violence is a community-wide responsibility and everyone has a role to play – including individual staff and students.

Of particular note is Standard 7.1(g). The University must upon receiving a Disclosure or Formal Report by or about a resident, residence staff, or any other staff member, take all necessary immediate action (within 48 hours) proportionate to the risk arising from the Disclosure to ensure the safety of the discloser, residents, and residence staff. This may include immediate relocation of the respondent to alternative accommodation and/or arranging available urgent support services for the discloser and respondent.

6.2 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
- homesickness, isolation and loneliness
- conflict management
- domestic and family violence

- intimate partner violence
- incidents of discrimination, bullying and racism
- financial concerns
- navigating ANU and Canberra
- and any other issue(s) impacting your wellbeing.

The team's Case Managers have backgrounds in health, social work, counselling and human services. They work from a person-centred and trauma-informed clinical framework. This means 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 [ANU 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, sexual harassment, or other harmful behaviours 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.

If you'd like to get in touch with the Student Safety and Wellbeing team, or access other relevant support services, contact details are included in the [Useful contacts](#) section at the end of this Handbook.

6.3 Inclusive and Respectful Communities team

The [Inclusive and Respectful Communities team](#) (IARC) works to create a safe, respectful, and inclusive University community where all students and staff can thrive. Bringing together four specialist streams, the team drives equity, diversity, and inclusion through strategy, programs, and engagement.

The team's work includes:

- **Governance and strategy:** IARC leads the development and oversight of the University's equity, diversity, and inclusion strategies, policies, and institutional responses.
- **Evidence and impact:** Strengthens activities and programs through evaluation, data, and evidence-based approaches to improve outcomes and build capability

- **Education, prevention and development:** Delivers training and initiatives to [prevent harmful behaviours](#), including gender-based violence and promote inclusive, trauma-informed practices.
- **Student equity and community engagement:** Supports students from underrepresented backgrounds to access, participate, and succeed, building belonging and removing barriers across the University.

6.4 Rights, Relationships and Respect at ANU

As a member of the ANU residential community, you are required to complete the [Rights, Relationships and Respect \(RRR\) online training](#) and attend an in person Enlivening RRR session. These online and in person learning modules introduce core concepts relating to respectful relationships and consent, as well as important information about ANU care and support services. **This training is compulsory for all ANU residents.**

If you have not completed the training (or received an exemption) by the census date of your first semester in residence, you will receive a formal notice giving you one week to do so. Failure to complete the training following that notice may result in the Chief Residential Experience Officer making a determination that prevents you from applying for student leadership positions or returning to an ANU Residence in the following year, and excludes you from participating in social and community activities at the residence for the remainder of your current agreement.

6.5 Your role in our community

All members of the ANU community are encouraged to take responsibility for their own actions and ensure they behave in a respectful manner that 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. Residence staff will then make a formal disclosure using the [ANU Disclosure Form](#) in line with advice on the [Harmful Behaviours Disclosure Response and Support webpage](#).

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.

7. 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 Health Risks from Drinking Alcohol](#).

Staff in your residence will be responsive to the needs of residents with alcohol-related problems, through appropriate support and referral mechanisms.

7.1 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.

7.2 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 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, harm minimisation and personal development of the residents involved.

7.3 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 Campus Environment 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 acting as a Sober Representative
- 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.

7.4 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 relating 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.

7.5 Smoking and vaping

In line with the [ANU Smoke-Free Policy](#), smoking is not permitted in your room or anywhere in or around your residence. Electronic cigarettes (vaping) and all tobacco related products fall under this policy. If you are caught smoking or vaping, the consequences may vary from a warning, to a fine, to termination of your Occupancy Agreement for repeat incidents.

7.6 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.

8. Fees, transfers, departures and returns

8.1 Fee payment

- a. You may pay your rent, either a semester in advance, or by regular fortnightly Direct Debit payments according to the [Residential 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. If you are experiencing financial hardship, speak with Residence Management as early as possible – early communication gives us the best opportunity to work with you on a solution. Depending on your circumstances, options may include a payment plan or referral to financial support services available through the University, such as the [Emergency Accommodation Bursary](#). The [Student Urgent Relief Bursary](#) may also be available for broader financial emergencies.
- d. A late payment may be approved in exceptional circumstances, at the discretion of Residence Management.
- e. 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.
- f. As an ANU student, you are subject to the [Student Assessment \(Coursework\) Procedure](#) and the [Student Fee Collection and Debt Management Procedure](#), both of which provide that outstanding accommodation debt will result in service restrictions on your student account until that debt is settled. These restrictions may include the placement of a negative service indicator on your academic record, and withholding access to results, transcripts, enrolment or re-enrolment, and the conferral of your degree or award. The University may also deny access to the residential premises.

8.2 Room changes

- a. Room changes are subject to availability and will be at the discretion of Residence Management, and approval of the Chief Residential Experience Officer or their delegate.
- b. Room changes during the academic year are only granted in special circumstances, and fees may apply.

- c. A resident may be required by Residence Management to move rooms, residence or location during the academic year due to operational requirements, or for reasons of safety or wellbeing. If you are required to move rooms, residence staff will endeavour to assist you in the process where practical and will provide a reasonable timeframe for completion of the move.

8.3 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, have no debt on your accommodation account, have no recorded breaches 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.

8.4 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, have no debt on your accommodation account, have no recorded breaches of your Occupancy Agreement nor be 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 Community Fee) apply to all approved returner applications.

8.5 Extending your stay

- a. Each year, ANU offers formalised short-term accommodation over the summer period for current and future residents, ANU students living off-campus, staff, and visiting fellows. Arrangements vary across the portfolio, with some residences remaining open for current residents, while others close and residents relocate to a designated summer residence. Full details, including the current summer venue, dates, rates, and how to book, are available at study.anu.edu.au/accommodation/support-resources.
- b. If you wish to continue your stay past your departure date for any other reason, you must notify Residence Management as soon as possible. Extension of your departure date is not guaranteed, is dependent on availability, and you may be required to move to another ANU Residence. Any approved extension is subject to a new occupancy agreement being entered into for the extended period, and all terms of that agreement and this Handbook will apply until the new departure date.

8.6 Departure prior to contract end date

- a. By signing the Occupancy Agreement, you agree to remain at the residence until the end date specified in your letter of offer. 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 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.
- c. Under special circumstances, you may apply for early termination of your Occupancy Agreement prior to the end date. Before applying you should ensure you have carefully read and understood your obligations under the Occupancy Agreement, and the basis on which you are applying. The relevant sections include clause 9: Termination without default, clause 10: Termination for default, and clause 11: Consequences of default, termination or expiry.
- d. Before submitting an application, you must discuss your requirements with Residence Management and follow their advice. Applications will not be considered without the necessary documentary evidence.
- e. If deemed suitable, Residence Management will submit your application to the Chief Residential Experience Officer for consideration.

- f. Applications must be submitted with at least four weeks' notice before the intended departure date. This notice period may be adjusted only on approval by the Chief Residential Experience Officer, and only under exceptional circumstances.
- g. 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, if approved.
- h. The University is entitled to decline your termination request.
- i. 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.

8.7 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 hooks, posters, stickers, etc., must be removed from all surfaces and fittings. If you believe removal will cause damage, please talk to your residence staff for assistance.
 - All allocated space in communal areas (e.g. fridges, kitchen cupboards) must be emptied and cleaned.
 - If requested by residence staff, you must complete a Check-Out Form/ Inventory Check.
 - Bicycles, scooters, and any other transportation equipment must be removed from the premises.
- c. You may wish to photograph your room or allocated space on departure as evidence of completion.
- d. Failure to adequately clean your room or allocated space will result in a cleaning fee being deducted from your refundable deposit. Items left behind on departure will be removed and any fees associated with disposal will be deducted from your refundable deposit.
- e. After checking out, you may not stay with a friend in an ANU Residence unless they have received permission from Residence Management.

8.8 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 residence staff immediately. They will consider whether a damage charge should be applied.
- f. See the [schedule of other fees and charges](#) for the list of what you might be charged for damage or loss of residence property.

Useful contacts

ANU services

ANU Counselling

On-campus free, confidential counselling for currently enrolled students

P: 02 6125 2211
E: counselling.centre@anu.edu.au

ANU Medical Centre

On-campus health services provider, including General Practitioners

P: 02 6125 2211
E: medical.centre@anu.edu.au

ANU Student Association (ANUSA)

The peak representative body for all students at ANU, undergraduate, postgraduate and HDR

P: 02 6125 2444
E: sa.admin@anu.edu.au

ANU Student Safety and Wellbeing

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

P: 02 6125 2211
E: student.wellbeing@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
Txt: 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

ACT Human Rights Commission

Committed to achieving an inclusive Canberra through a range of advocacy and support services

P: (02) 6205 2222
E: human.rights@act.gov.au

Legal Aid ACT

An independent statutory authority that provides legal assistance in the ACT

P: 1300 654 314
E: legalaid@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

National Student Ombudsman

A free and independent service available to all higher education students, working to resolve student complaints about higher education providers.

P: 1300 395 775

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 and domestic 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

Domestic Violence Crisis Service

Offers crisis intervention and other services to anyone living in the ACT region affected by domestic and family violence.

P: 02 62 800 900
E: crisis@dvcs.org.au

YWCA Domestic Violence Support Service

Provides free, confidential, non-judgmental support to help women decide what steps they want to take, then support them through those steps.

P: 02 6185 2000
E: respect@ywca-canberra.org.au

Contact us

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

T 02 6125 1100

E uni.accom@anu.edu.au

W www.anu.edu.au/study/accommodation



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