

**UniLodge**

*Where I want to be*

# 2020 **RESIDENT HANDBOOK**

# Contents

<b>Contents.....</b>	<b>1</b>
<b>Welcome to UniLodge@ANU.....</b>	<b>6</b>
The UniLodge Family.....	6
Background &History.....	7
<b>Your Team –UniLodge @ ANU .....</b>	<b>8</b>
Peter Warrington, Area General Manager .....	8
James Jeffress, General Manager Portfolio .....	8
Rachael Cumming, Assistant General Manager.....	8
Nicola Hubbard, Residential Life Manager .....	8
Harrisen Leckenby, Assistant Residential Life Manager .....	9
Jamie Bryce, Property Manager Operations.....	9
Harrisen Leckenby, Residential Life Manager Wamburun .....	9
<b>Contact Details .....</b>	<b>10</b>
Your Mail.....	10
Reception Hours.....	10
<b>Facilities and Services .....</b>	<b>11</b>
Laundry .....	11
Air Conditioning .....	11
Services from Reception: .....	11
<b>Foundations of a Living, Learning Community.....</b>	<b>12</b>
<b>Policy Framework.....</b>	<b>14</b>
Rights and Responsibilities .....	16
Entering your Room .....	16
Disclosure of Information.....	16
Informing Emergency Contact Person(s).....	17
Academic Expectations .....	17
Safe Reporting Environment: Feedback & Complaints .....	17
Behaviour .....	18
Discipline .....	19
Action via Internal Procedures.....	19
Appeals.....	19
Action under the Discipline Rules .....	20

Underage Residents .....	20
Guests .....	20
Pets .....	21
The occupant shall keep no domestic or other animals in or about the premises without the written consent of the Senior Manager. Summer Holiday Guests (1st Dec till 25th Jan) – <i>excluding Wamburun Hall</i> .....	21
Fee payment .....	24
Readmissions Policy .....	24
Inter-Residence Transfers .....	25
Departures .....	26
Request for Early Termination of your Occupancy Agreement (Early Leaver Request) .....	26
Early Departures .....	26
Securing your Offer of Accommodation .....	27
Refundable Deposit and Advanced Occupancy Fee .....	27
Termination of your Occupancy Agreement .....	28
Room Changes .....	28
<b>Wellbeing .....</b>	<b>29</b>
Residential Life .....	29
What is Residential Life? .....	29
What does this program aim to achieve? .....	29
What type of activities underpin Residential Life? .....	29
Attending Events .....	30
Resident's Committee .....	30
Welcome Briefing .....	30
Social Support .....	31
Student Support .....	31
Living Together .....	32
Acute Illness/Incident .....	33
Non-emergency Transport to Hospital .....	33
Emergency Transport to Hospital .....	34
Long-term or Serious Illness/Disability .....	34
Psychological Distress .....	35
Infectious Disease in Residence .....	35
Notifying Relevant Authorities .....	35

Exclusion from Residence during Infectious Period.....	36
In-house Isolation during Infectious Period.....	36
<b>Respectful Relationships Unit – Sexual Assault and Sexual Harassment at ANU .....</b>	<b>37</b>
What is the ANU community working towards? .....	37
What does that mean for you? .....	37
What happens if sexual misconduct is found to have occurred? .....	37
What are ANU Residences doing? .....	37
Where can you get support or more information? .....	38
Sexual Violence Support: .....	38
General Support Services:.....	38
<b>Drugs, Alcohol and Smoking.....</b>	<b>39</b>
Smoking.....	39
Drugs .....	39
Legal Highs .....	40
Alcohol .....	40
Prohibited Activities.....	40
Underage Residents .....	41
Excessive Consumption of Alcohol .....	41
Events where Alcohol is Served .....	41
Alcohol Related Problems.....	42
<b>Safety .....</b>	<b>43</b>
Personal Safety .....	43
Weapons .....	44
Electrical.....	44
Electrical Items not Permitted in your Room .....	45
Fire safety.....	46
Fire Safety Equipment.....	46
Fire Alarm.....	46
Fire Alarms: Nuisance and Damage .....	46
Fire Safety: Prohibited Activity .....	47
Items in the Corridors, Common Areas and Kitchens.....	47
<b>Security.....</b>	<b>48</b>
Insurance and Security for your Apartment .....	48

Intruders .....	48
Security Cameras .....	48
<b>Transport .....</b>	<b>49</b>
Public Transport (Buses) .....	49
ANU UniSafe Buses .....	49
Airport Transport – Transport Canberra Buses.....	49
Bicycle Storage .....	49
Equity Policies .....	50
Prevention of Discrimination, Harassment and Bullying .....	50
Complaints Procedure.....	52
ANU Principles of Student Complaint/Dispute Resolution .....	52
<b>Useful Contact Numbers.....</b>	<b>54</b>
<b>Schedule of Fees, UniLodge @ ANU Location Map.....</b>	<b>56</b>
<b>Wamburun Hall Map.....</b>	<b>62</b>

## Welcome to UniLodge@ANU

On behalf of our community, I would like to welcome you to UniLodge for the 2020 academic year. We represent nearly 2500 residents across Davey Lodge, Kinloch Lodge, Warrumbul Lodge, Lena Karmel Lodge and Wamburun Hall. We offer a unique experience and a truly global community, and pave the way for you to enjoy your university experience to the fullest and create memories for life.

We want to get to know the diverse and individual qualities of each of our residents. Our Residential Life Program is designed to bring out the best in each resident academically and socially. Our staff and student leaders are an integral part of this program and strive each day to make your experience enjoyable and meaningful.

Taking the next step to university life can be daunting, in 2020 you will be joined by a huge cohort taking those same steps beside you. This is a great chance to try new experiences, to break the mould, and to understand your unique strengths. Name an activity - be it music, sport, debate, study groups, leadership training, environmental awareness, special interest groups, or charity - and it is likely we either have an existing opportunity for you to participate in, or can support you in reaching out to a group of likeminded people and show you how to get your idea off the ground.

UniLodge @ ANU provides a world-class environment to explore your unique potential. But our most important asset is our community. Many of the friendships you make here will go beyond your university experience and last you a lifetime.

A healthy and supportive community requires each of us to value and respect the rights and needs of our fellow residents. This handbook lists the policies, rules, and structure of our community. It is also designed to ensure that everybody understands and observes the Occupancy Agreement for the safety and comfort of all residents.

We are always available to respond to any questions you may have about the handbook, the broader Occupancy Agreement, or anything else – your safety, comfort, and welfare are our first priority.

I encourage you to get involved with our Residential Life Program and strike a good balance between your focus on academia and recharging your batteries through extra-curricular activities, be it within your Lodge or the wider community.

All the best for your studies, I look forward to meeting you as the year progresses.

### The UniLodge Family

## Background &History

UniLodge @ ANU commenced with Davey Lodge in January 2007. Since then UniLodge @ ANU has expanded to include Kinloch Lodge, Warrumbul Lodge, Lena Karmel Lodge and Wamburun Hall.

Since 2017, UniLodge @ ANU has been home to over 2,500 students, from Australia and all over the world, each one with the common goal of enriching their education at the Australian National University.

Our world-class facilities offer students a choice of accommodation ranging from standard rooms with shared facilities, single occupancy studios to six bedroom and mezzanine apartments. Each apartment provides self-contained living within a secure community environment, and all apartments have their own bathrooms and cooking facilities as well as television, internet and telephone.

Each building incorporates generous common spaces to foster intellectual and social interaction for lasting friendships, academic stimulation and, of course, fun for ANU students. The computer and study rooms offer the facilities required for students to work independently or together on group assignments. Reception is open at least 5 days a week and high levels of student care are provided by our Senior Residents, Community Coordinators, Assistant Residential Life Manager and on-site Residential Life Manager.



## Your Team –UniLodge @ ANU



**Peter Warrington, Area General Manager**

Peter's role is to ensure that the stay of every resident is rewarding, enjoyable, secure and comfortable. Peter is committed to the UniLodge @ ANU Community and can often be found cheering the Vipers on at the sports field, flipping sausages at a UniLodge @ ANU BBQ or even competing with the UniLodge @ ANU team in the gruelling Inward Bound race.

To assist Peter in achieving this, there is a great team of people listed below and the many residents who are active in both organising and participating in the Community Spirit events throughout the year.



**James Jeffress, General Manager Portfolio**

My role is to ensure that the stay of every resident is rewarding, enjoyable, secure and comfortable. I am committed to developing the UniLodge @ ANU experience through collaborations and creating a community of engagement and respect. To assist me in achieving this, I have a great team of staff and residents who are active in both organising and participating in the Community Spirit Program

throughout the year.

[james.jeffress@unilodge.com.au](mailto:james.jeffress@unilodge.com.au)



**Rachael Cumming, Assistant General Manager**

Rachael plays an important role in assisting the Area General Manager and Residential Life Manager in the many pastoral, social and administrative tasks that need to be addressed. Contact Rachael for any administration concerns on

[agm.anu@unilodge.com.au](mailto:agm.anu@unilodge.com.au)



**Nicola Hubbard, Residential Life Manager**

Nicola is responsible for the overall student experience for residents living at UniLodge. She lives on-site and is the Senior Manager responsible for coordinating the response to all after-hours emergencies. In particular, she is responsible for the supervision, management, and training of the Community Coordinators, Senior Residents and Residents' Committee. The Residential Life Manager also works

closely with the Assistant General Manager on operational matters.

[rlm.anu@unilodge.com.au](mailto:rlm.anu@unilodge.com.au)



**Harrison Leckenby, Assistant Residential Life Manager**

Harrison assists the Residential Life Manager with pastoral, academic and administrative matters. In particular, he manages the day-to-day operations of the Residential Life Program and assists in the supervision, management, and training of the Senior Residents, and Residents' Committee. Harrison lives on-site and is a part of the after-hours on-call rotation. He is directly responsible for the IT team and the Lena Karmel Garden Team.

[arlm.anu@unilodge.com.au](mailto:arlm.anu@unilodge.com.au)

**Jamie Bryce, Property Manager Operations**

Jamie's key responsibility is to provide an overall exceptional customer services to new and continuing residents. His key focus areas include responding to resident's requests and inquiries, supporting residents on check-in and departures and addressing cleaning, maintenance and other such related matters. Jamie works hand-in-hand with the Residential Life Manager and provides support in ensuring a unique residential and university experience.

[pmo.wamburunhall@anu.edu.au](mailto:pmo.wamburunhall@anu.edu.au)

**Harrison Leckenby, Residential Life Manager Wamburun**

Community-building and the pastoral care of the 500 Wamburun Hall residents is the primary concern of Harrison, as the Residential Life Manager of Wamburun Hall. If you are struggling with academic, personal or other issues, Harrison can recommend how and where to get assistance. Residents can drop by his office next to reception Monday to Friday 9am to 5pm, or for urgent assistance after hours, call the Duty SR who will assist.

Our customer service team is managed by Elyssa & Bronwyn at Lena Karmel Lodge, Tyler at Davey Lodge, Mark at Warrumbul Lodge and Shashi at Kinloch Lodge. Tom & Sharief are our Reservations Coordinators. Please feel free to contact them for any questions about accommodation. We also have a dedicated team of casual & full-time staff at reception.

## Contact Details

***Your Mailing Address: mail being sent to you should be addressed as follows.***

<a href="#">Davey Lodge</a>	<a href="#">Kinloch Lodge</a>	<a href="#">Warrumbul Lodge</a>	<a href="#">Lena Karmel Lodge</a>	<b><u>Wamburun Hall</u></b>
<b>Contact:</b> Reception & After Hours Tel +(61 2) 6184 5000	<b>Contact:</b> Reception & After Hours Tel +(61 2) 6184 5600	<b>Contact:</b> Reception & After Hours Tel +(61 2) 6125 7500	<b>Contact:</b> Reception & After Hours Tel +(61 2) 6125 7900	<b>Contact:</b> Reception & After Hours Tel +(61 2) 6125 5233
<b>Your Mailing Address</b> <Your Name> UniLodge @ ANU Davey Lodge Room No <_ _ _ _> 25 Childers Street Canberra ACT 2601 Australia	<b>Your Mailing Address</b> <Your Name> UniLodge @ ANU Kinloch Lodge Room No <_ _ _ _> 35 Childers Street Canberra ACT 2601 Australia	<b>Your Mailing Address</b> <Your Name> UniLodge @ ANU Warrumbul Lodge Room No <_ _ _ _> 4 Hutton Street Canberra ACT 2601 Australia	<b>Your Mailing Address</b> <Your Name> UniLodge @ ANU Lena Karmel Lodge Room No <_ _ _ _> 26 Barry Drive Canberra ACT 2601 Australia	<b>Your Mailing Address</b> <Your Name> Wamburun Hall Room No <_ _ _ _> Building 150 Dickson Road Canberra ACT 2601 Australia

***You will have a designated landline within your room.  
Please approach reception desks to receive the number of this landline.***

### Your Mail

All mail is delivered directly to us and then sorted into your mailbox located on the ground floor. All parcels will be delivered to the reception and will need to be logged by our reception team before they can be picked up during office hours. Please note the name on the mail or parcel you are receiving needs to match your name on the system and a form of photo ID may be required when collecting the parcel. We cannot give you any mail/parcel that is not addressed directly to you and bears your name.

### Reception Hours

*Monday to Friday 10:00am to 6:00pm – Wamburun Hall 9am – 5pm*

If required to be open, Saturday, Sunday & Public Holidays our office hours will be 10:00am to 3:00pm (Note: Warrumbul Lodge and Wamburun Hall reception are closed on weekends)

Reception should be your first point of contact for any residential enquiries including checking your accounts, lockouts, collecting parcels and all check-ins and check-outs. Staff at reception can also help you with any general questions you may have about the ANU or the local area.

***Our UniLodge @ ANU Senior Residents team is always on call when the office is closed for after-hours assistance or emergencies only.***

# Facilities and Services

## Laundry

A coin-operated laundry with washing machines and dryers is located on the ground floor of Davey Lodge and Kinloch Lodge, on level 4 at Lena Karmel Lodge and on the UG floor for Wamburun. For effective cleaning and drying, do not overload the machines. A coin change machine is available in all laundries. A drying rack is also available for residents to hang their clothes on the clotheslines. As this is common property, please be respectful when using machines and equipment so that this is readily available to be used by all.

Ironing boards are located in the laundry room.

## Air Conditioning

Please note that the A/C systems in Lena Karmel Lodge, Kinloch Lodge and Warrumbul Lodge are only active during the day and are shut off overnight.

## Services from Reception:

Service	Cost
Replacement key / Lock out fee	\$15
Fax to local number	\$2.20 (1 <sup>st</sup> page/ 0.50c following pages)
Sending Fax – National	\$3.30 (1 <sup>st</sup> page/ 0.50c following pages)
Sending Fax –International	\$4.40 (1 <sup>st</sup> page/ 0.50c following pages)
Receiving Fax	\$0.20 per page
Printing	\$0.20 per page
Photocopy - A4	\$0.30 per A4 page
Photocopy - A3	\$0.40 per A3 page
Vacuum Cleaner	Free for 1 <sup>st</sup> hour, then \$5 per hour
Board Games	Free to borrow
Washing and Drying	\$3 per Wash or Dry

# Foundations of a Living, Learning Community

Life in an ANU Residence complements your studies at the ANU by providing a safe, supportive and inclusive home away from home, enabling you to make the most of your university experience.

While each ANU Residence has its own history, distinct culture and traditions, all are living learning communities where:

- diversity is valued and sought;
- academic endeavour is supported and achievements are celebrated;
- you are supported to live independently and will be referred to appropriate support services when needed
- you can learn about yourself and the world through informal peer interactions and through programmed events and activities; and
- you are given the chance to be a leader within the community and are encouraged to engage in leadership opportunities across the University.

This handbook aims to outline the expectations we have of you as you as a resident in your Residence, and what you can expect of your peers, student leaders and residential staff. By making these expectations clear, we hope to ease your transition into residence and help you to thrive in your community.

As a student of the Australian National University and as a resident, we expect you to:

- Be independent in your thinking and take responsibility for your actions;
- Understand and fulfil your responsibilities and obligations as a member of the ANU community and as a member of your residential community;
- Treat the physical spaces of the Residence, your fellow residents and the staff with respect;
- Consider your life in residence as an opportunity for learning and personal growth; and
- Take advantage of the range of programs and services offered within residences and across the University.

You can expect us to:

- Make sensible, considered and consultative decisions and give residents affected by those decisions an opportunity to discuss and question;
- In our response to incidents, and in our decision making, prioritise the wellbeing and safety of all residents and look for solutions that facilitate learning and personal development for the residents involved;

- Treat you with respect and courtesy;
- Be guided but not bound by precedents; and
- Be able to explain the reason for rules and decisions made.

The handbook that follows is founded on the above expectations and is considered essential reading for new and returning residents of ANU Residence.

Once you have taken the time to read this handbook, if you have any questions at all, please do not hesitate to seek assistance from the staff and student leaders in your residence.

# Policy Framework

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

The ANU Residences of Residence operate within the legislative and policy framework of the ANU. The University's Statutes, Rules, Orders, policies and procedures apply to all students of the University, including residents in Residences.

There are University legislative instruments applicable to the Residences of Residence:

[Residences of Residence Statute 2005](#)

[Residences of Residence Rules 2005](#)

[Discipline Statute 2005](#)

[Discipline Rule 2018](#)

In addition to specific ANU policies which are mentioned throughout this Handbook, we would like to draw your attention to the following policies which we consider to be of particular importance within the Residences:

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

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

## [Equity and Diversity](#)

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

## [Equal Opportunity](#)

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

## [Acceptable Use of Information Technology](#)

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

## [Student complaint resolution](#)

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

[Privacy](#)

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

## **Rights and Responsibilities**

Each ANU Residence of Residence has its own history, distinct culture and traditions, as well as differing in terms of community demographics and the physical buildings (e.g., proximity of communal areas to bedrooms). Thus, the Residences will make some residence-specific guidelines, policies and rules, and will advise their residents of these. These policies may be changed throughout the academic year to reflect the needs of the Residence community. Some of the areas where local policies will be formulated include:

- Event approval procedures;
- Lockout policies;
- Restrictions on the use of balconies and outdoor rooftop areas;
- The scope and limitations of the tasks which can be carried out by the Senior Resident On-call (Duty SR)

## **Entering your Room**

As is outlined in the Occupancy Agreement, we reserve the right to enter your room for reasons such as inspection, repair, cleaning or other reasonable purposes, including welfare checks.

- Room inspections will be conducted on a periodic basis. You will be given sufficient notice prior to any scheduled inspections. If your room is in an unsatisfactory state, you will be given time and instructions on how to remedy the situation and then your room will be reinspected. Should your room continue to be in an unsatisfactory state, the Residence reserves the right to have the room professionally cleaned and to pass the costs on to you.
- When you record a maintenance issue with the Residence, the act of recording this issue is taken to mean that you have granted the Residence permission to enter your room, sometimes without notice, for the purpose of resolving the maintenance issue.
- Where maintenance is to be done in your room, you are required to give University staff and contractors all reasonable access to the room to effect repairs, including assistance with moving your belongings if necessary.

## **Disclosure of Information**

In most day-to-day situations, we need your permission to disclose any personal information to parties external to the University, including parents/caregivers/family members.

In cases where the Manager or nominee (including Senior Manager on call for a critical incident) determines that there is a serious concern for your health or wellbeing, your preferred emergency



contact person/s (listed on your Accommodation Application/Check-In form, as advised to the Residence Office, or as advised to the University) will be contacted. Prior to doing so, if possible and deemed appropriate, the Manager or Senior Manager on call will advise you that this is going to occur. Contact with next of kin or emergency contact will be at the discretion of the Senior Manager or nominee and will always be decided in the best interests of the student, which may not include discussion or consultation with the student.

### **Informing Emergency Contact Person(s)**

In cases where the Senior Manager or nominee determines that there is a serious concern for your health or wellbeing, your listed emergency contact may be contacted. Prior to doing so, if possible, and if deemed appropriate, the Senior Manager will advise you that this is going to occur.

### **Academic Expectations**

The Australian National University has stringent standards regarding academic progress that may affect your enrolment and therefore your eligibility for residency in the Residence. Please refer to the [Student assessment \(coursework\)](#) policy.

The Residence exists to support the academic endeavours and personal development of its residents by maintaining suitable community values and assistance and guidance to individuals. The Residence expects that having been offered a place at The Australian National University, you have the skills and ability required to achieve academic success. We know also that conditions change and events happen that make study difficult and in some cases impossible at certain times.

In the event that you are experiencing academic difficulties, it is our expectation that you will actively engage with the support networks available to you both within the Residence and in the wider ANU. If asked to attend meetings within the Residence to discuss your academic progress, you must attend those meetings.

### **Safe Reporting Environment: Feedback & Complaints**

ANU Residences of Residence are committed to providing a safe reporting environment for all residents in relation to feedback, concerns and complaints.

As part of this commitment, you can expect staff to:

- Maintain high standards of confidentiality;
- Welcome complaints as an opportunity to receive valuable feedback on policy, procedures, facilities and all other aspects of the day-to-day life of the Residence;
- Respond to complaints in a sensitive and timely fashion with due regard to procedural fairness;

- Involve you in the decision making process around actions to be taken in response to your complaint where appropriate;
- Provide clear reasoning for any decision;
- Provide an avenue for you to escalate your concern if you feel the matter has not reached a satisfactory conclusion; and
- Actively support and train student leaders within the Residence to enable and support them to respond appropriately to complaints.

As a resident of the Residence, you are expected to contribute to a safe reporting environment by:

- Showing respect for the diversity of perspectives which exists within the Residence community and actively seeking to understand views which differ from yours;
- Responding respectfully and constructively to any resident who makes a complaint; and
- If you have a complaint, addressing it in a way which is constructive, and does not include behaviour which constitutes bullying or harassment.

## **Behaviour**

Residence residents are expected to behave in a way that is conducive to harmonious community living and is in line with this Residences of Residence Handbook, the Occupancy Agreement and the ANU Discipline Rules. At times, and for a range of reasons, the behaviour of some residents may impact their right to remain in the Residence community. It is expected that residents will take personal responsibility for their own wellbeing.

Behaviour that in the opinion of the Senior Manager is unacceptable may be grounds for termination of residence.

In determining whether to recommend termination of an Occupancy Agreement due to issues with resident behaviour, the Senior Manager will:

- Meet with the resident to discuss the issue and the impact the behaviour is having on the operation of the Residence and on other residents. During this meeting, individual extenuating circumstances and options will be discussed.
- Consider if development of a behavioural plan/agreement between the resident and the Residence can be established
- If a behavioural plan/agreement is not suitable, make a recommendation to the Director of Residential Experience regarding the continuation of the student's Occupancy Agreement

Where the individual circumstances relate to an immediate or serious risk to the resident or others, the Senior Manager may hold discussions with other relevant areas of the University, including but not limited to the Director of Residential Experience, Registrar, Student Administration, Dean of Students, the Access and Inclusion Office, University Counselling and/or staff in the student's academic area to examine alternative methods and reasonable adjustments that will enable the Residence to assist in the management of the student's behaviour.

If the above discussions and resultant actions do not produce a reasonable and appropriate management plan to bring the student's behaviour in line with the Residences of Residence Handbook, the Occupancy Agreement and the ANU Discipline Rules, the University may exercise its discretion to terminate an Occupancy Agreement.

## **Discipline**

Authorised Office-bearers for the purposes of discipline in the Residence include the Area GM, GMP, AGM, PMO, RLM, ARLM, CSM, CC's and SR's.

## **Action via Internal Procedures**

By Rule 4 of the Residences of Residence Rules 2005 ('the Rules') the University's Council has vested responsibility in the Senior Manager for discipline in the Residence. This is subject only to the direction of the Vice-Chancellor or his or her nominee.

If behaviour of a resident who is also a student of the University is not of a level sufficient to constitute misconduct under the Discipline Rule 2018 (i.e. the behaviour is minor and is limited to the living environment within the Residence), or the resident is not a student of the University, then the disciplinary matter will be considered and a finding made by the Senior Manager. The Occupancy Agreement outlines the actions which may be taken in these circumstances.

## **Appeals**

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

Where the finding by the Senior Manager has resulted in exclusion of the resident, the Senior Manager will immediately notify the matter to the Director of Residential Experience. The resident will have the right to make any request for review regarding exclusion from the Residence directly to the Director of Residential Experience (unless the exclusion is on the basis of non-payment of rent,

in which case no internal avenue of review is available). The decision of the Director of Residential Experience having reviewed the matter will be final.

### **Action under the Discipline Rules**

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

### **Underage Residents**

The University's Liquor Statute 2015 prohibits any person under 18 years from selling, supplying, purchasing, possessing or consuming alcohol in their residence or anywhere on University premises. This includes in your bedroom. This will not prevent you from being able to participate fully in the life of the Residence, as most of the sporting, cultural and social activities which take place within our communities do not include the consumption of alcohol.

As an underage resident, we will apply to you the same approach to privacy and the disclosure of information as for those who are aged over 18 (as is described elsewhere in this Handbook).

However, should we have concerns that you have been consuming alcohol, we do reserve the right to contact your listed emergency contact person/s.

When you first arrive in Residence, the Senior Manager or Manager will meet with you to discuss the specific matters which apply to you as an underage resident. The Senior Manager or Manager is required to hold fortnightly meetings with all international students aged under-18 and submit a report to the central accommodation office in accordance with the University procedure [Admission of under-18 international students](#)

### **Guests**

A guest is any person visiting the Residence at the expressed or implied invitation of a resident. It is your responsibility to ensure your guests are aware of appropriate behaviours, and you are accountable for the actions and behaviour of your guest(s). You will be held financially responsible for any costs related to damages caused by your guests.

If you wish to invite a guest to stay, you need to register this person as a guest with the reception of the Residence. In general, each semester you should not exceed a cumulative total of seven nights where you have had any guests stay with you.

If you wish to have a guest stay four or more nights consecutively, you need to submit a request to the Senior Manager

If you wish to have a guest aged 16 or under stay with you for any length of time (even just one night), you must first seek the permission of the Senior Manager (or their nominee).

Guests are not encouraged to stay in the Residence during examination period without the agreement of the Senior Manager (or their nominee).

You are not permitted to give/loan your keys or swipe cards to non-residents for any reason.

Residence staff may refuse entry to any guest or evict a guest from the residence, for example (but not limited to,) if they breach Residence policies or if their presence is distressing to another resident.

### **Pets**

The occupant shall keep no domestic or other animals in or about the premises without the written consent of the Senior Manager.

## Summer Holiday Guests (1st Dec till 25th Jan) – excluding Wamburun Hall

### Are you going on a vacation?

If you intend to leave your apartment for any length of time, please complete a “Vacation Form” and submit it to Reception. Once completed these forms will be kept on file should we need to contact you in the event of an emergency. Please note if you are away when your Occupancy Fees are due, it is your responsibility to ensure that your Occupancy Fees and all sundry charges are paid in full on time. To avoid any unnecessary removal of goods where it is thought that the apartment has been abandoned, please ensure that you attend to all payments prior to going on holiday.

### Guests in your room

The residency understands that some residents would like to allow a guest to stay in their room while they are on vacation.

During the period 1st December till 25th January, residents are permitted to have a guest stay in their room for more than 4 nights. Guests over summer must be ANU students. Non-ANU students will not be permitted to stay of the summer period.

The guest must complete a ‘Guest Form’ and provide a copy of ID which gives them access to your room during their stay. You will still remain responsible for paying rent to UniLodge during their stay and will also be accountable for any additional charges and damage that occurs for the time they are occupying your room.

If a guest requires a key or loses a key a \$15 charge will be applied to the residents account and payment must be made up-front.

### Multi-share apartments

If you are staying in a multi-share apartment, guests must reside within the assigned bedroom and not the common lounge areas.

All residents of a multi-share apartment must sign the form to give their approval for a guest to stay more than 4 nights

### Unilodge @ANU rules & expected behaviour

All guests are expected to read the UniLodge @ ANU handbook and comply with all our Rules and regulations during their time with us.

Residents are responsible for the actions of their guests. Any damages or losses will be charged to the resident.

UniLodge @ ANU reserves the right to refuse entry to any guests or may terminate your guests contract may they be found breaching the Rules and Regulations in anyway during their stay.

## **Fee payment**

You may pay your rent either a semester or year in advance, or by regular fortnightly Direct Debit payments throughout the Occupancy Agreement period according to the Schedule of Fees. A dishonour fee will apply to rejected Direct Debit payments.

If you are unable to make a payment, you must discuss the matter with the Reception in your residence and state your case in writing at least three days before the rent due date i.e. the Tuesday before the Direct Debit date. You may make a delayed payment at the reception desk or via direct bank transfer.

Credit card surcharges apply for any over the desk payments. Mastercard, Visa and EFTPOS cards are accepted. Additionally, payment may be made over RoyalPay using the QR codes available at the desk.

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

## **Readmissions Policy**

Readmission to UniLodge following the end or termination of an occupancy agreement is not automatic. It is subject to the following:

- Good track record of observing all rules and procedures in the UniLodge Handbook and broader Occupancy Agreement
- Satisfactory academic performance
- Good track record of meeting all financial payments on time; no repeated history of arrears
- Maintaining enrolment at ANU
- Potential to contribute/Track record of contributing positively to the general UniLodge residential community experience
- Potential to contribute/Track record of contributing positively to the UniLodge Community Spirit Program.
- Demonstrated respect and appropriate behaviour towards all residents, staff & visitors to the UniLodge buildings and broader ANU.



As a resident you are offered an Occupancy Agreement and a place to live for up to one year (ending on 16th Dec, 31st Dec or 31st Jan). This provides you with a sense of stability, it also helps to preserve the culture of the Residence and maintain a balanced and diverse community.

We acknowledge that in most instances, residents will look to return to our Residences as they continue on with their academic journey. The governing principle for re-admission to the Residences is to ensure that the culture and balance of the Residence is maintained whilst acting with due regard for the University's strategic plans and initiatives, and as such, re-admission is not automatic and is subject to an application process.

As a general guiding principle, your contribution to and involvement in the Residence, your conduct as measured against the points outlined at the beginning of this Handbook (refer to the section "Foundations of a living learning community") and your rental payment track record serve as a guideline when reviewing your re-admission application.

The University Accommodation website will provide you with a full description of the re-admissions policy and process. Noting that the policy and process is subject to an annual review. Please do familiarise yourself with these policies.

The number of spaces available for returning students will be set each year taking into account expected spaces required for new students and the number of students expected to graduate at the end of the year.

### **Inter-Residence Transfers**

It is understandable that living in a preferred and/or non-preferred Residence and/or living in shared accommodation is not always easy, and whilst this does present you with an opportunity to grow, learn and develop, residents are offered the opportunity on a bi-annual basis to apply to transfer to another approved Residence.

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

When the time comes, all the relevant details regarding the process and timelines will be communicated to you by the Senior Manager of the Residence. Additional information about the process is also available on the University Accommodation website.

In motivating your transfer application, please provide as much information as possible, including your contribution to the University and the activities that you have participated in.

## Departures

At the end of an Occupancy Agreement, residents are required to vacate their room by 10.00am on the date of departure.

The following must be completed upon departure:

- Your room must be left neat, clean, dusted and vacuumed. All 3M hooks, posters, stickers etc. must be removed from all surfaces and fittings. If you believe removal will cause damage please talk to your residential staff for assistance.
- If you have been allocated space in communal areas (e.g. fridges, kitchen cupboards), these must be emptied and cleaned.
- If requested by the Residence, you must complete a Check-Out Form/Inventory Check.
- Failure to adequately clean your room or allocated space will result in a cleaning fee being deducted from your refundable deposit.
- After checking out, residents of the Residence may not stay with a friend in Residence unless they have received permission from a member of Residence staff to do so.

### **Request for Early Termination of your Occupancy Agreement (Early Leaver Request)**

We understand circumstances occur that result in your leaving your residence prior to the end date of your occupancy agreement. It is important to understand you are signing a legal agreement and you are agreeing to pay the rent for the full duration of your agreement, however we will consider extenuating circumstances to approve an early release with no financial liability. Please ensure you discuss your plans with your residence staff and seek advice prior to making a decision as they may be able to provide support or advice for you to overcome any difficulties. It is best to discuss problems early before they become a major problem.

### **Early Departures**

If you still want to leave the residence early then you need to complete an Request for Early Termination form and submit this to your residence. The Senior Manager will meet with you to discuss your request. It is important you provide any evidence to support your request. The Director of Residential Experience will then consider the request and make a decision on whether to release you or not. If you have not sought advice or discussed your plan with the residence staff prior to leaving the hall, your early leaver request will be rejected. Please read your Occupancy Agreement for further information on vacating the residence and the schedule of fees for associated fees with this departure.

## Securing your Offer of Accommodation

Your ANU Registration Fee and your Residential Life Services and Amenities Fee are non-refundable.

## Refundable Deposit and Advanced Occupancy Fee

In certain circumstances these fees may be partially or fully refundable.

- In the event that you have fulfilled all obligations as defined by UniLodge @ ANU but the offer of accommodation by UniLodge @ ANU is withdrawn, or
- If UniLodge @ ANU is unable to provide accommodation in accordance with our obligations.

UniLodge @ ANU try to offer applicants rooms or apartments of their preferences; however, this may not always be possible. If you are offered similar alternative accommodation within the same UniLodge @ ANU facility before commencement of your Occupancy Agreement or when you arrive at UniLodge @ ANU, but you decide to decline the accommodation, a total refund of your Refundable Deposit and advance Occupancy Fees will not be applicable, but a partial refund may apply.

If after accepting the offer of accommodation and paying the Refundable Deposit and/or Advance Occupancy Fee you change your mind and wish to withdraw your application for accommodation, you must give at least 28 days written notice prior to either the commencement date of your Occupancy Agreement or the ANU semester start date, whichever comes first. Where the appropriate notice is given, then a proportion of the Refundable Deposit and Advance Occupancy Fee may be refunded at the discretion of UniLodge @ ANU Management, dependent on the subsequent re-letting of the apartment to another party. (NB: This applies only if the Occupancy Agreement has not yet been entered into).

The Refundable Deposit is refundable when your Occupancy Agreement ends and is not renewed. There are some important conditions for this: The Occupancy Fees are paid in full, all furniture and equipment are accounted for, there is no damage to any UniLodge @ ANU property for which you are liable, and expenses such as utilities, sundries, cleaning, internet and telephone accounts are fully paid. Any outstanding costs related to damage, rubbish removal or excessive cleaning costs will be deducted from the Refundable Deposit.

Any part of the Refundable Deposit not applied towards these charges will be refunded to you. The Resident remains responsible for any outstanding fees greater than the Refundable Deposit. At the end of an Occupancy Agreement, where damage has been caused to the UniLodge @ ANU property and the Refundable Deposit is not enough to cover the cost of rectification, the Refundable Deposit will be claimed, and the Resident will remain liable for any additional costs.

Any interest earned on the Refundable Deposit shall not form part of the Refundable Deposit and is not payable to the Resident or prospective Resident under any circumstances.

### **Termination of your Occupancy Agreement**

The Occupancy Agreement is a legally binding document, which, if terminated, will incur penalties. If you believe that you cannot stay in the apartment or continue to pay the Occupancy Fees, you must notify UniLodge @ ANU Management as soon as possible. Refer to 'Early Departures'.

Residents must give UniLodge @ ANU four weeks written notice if they intend to terminate their Occupancy Agreement before the Agreement's expiry date. Bring documentary proof of your situation (where applicable).

If there is an emergency, let us know.

If it is deemed that you have sufficient and exceptional grounds for terminating your Occupancy Agreement, then you may be entitled to a full refund of the Refundable Deposit and Advance Occupancy Fees. Such circumstances may include illness or disability; death of the resident or a close family member, that is, parent, sibling or child; Political, civil or natural event, which prevents fulfilment of the obligations of the contract

In the event of the early termination of an Occupancy Agreement, whether due to the Resident's breach of the Occupancy Agreement or at the resident's request, Occupancy Fees must be paid according to your signed Occupancy Agreement until a new resident takes over your Occupancy Agreement, or the Agreement ends, whichever comes first.

Please note, any new resident taking over your agreement must be an ANU student and approved by the Residence. If the remainder of the Occupancy Fees cannot be paid up-front upon your departure, UniLodge @ ANU will continue to direct debit your nominated account until the apartment is re-let. An early termination fee equal to one week's occupancy fee will apply. In all cases, a departure-cleaning fee applies.

### **Room Changes**

Room changes are subject to availability and will be at the discretion of the Senior Manager or Manager. Room changes during the academic year are only granted in special circumstances, and fees will apply. You cannot move rooms without the permission of the Senior Manager or Manager.

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

## Wellbeing

The Australian National University aims to provide a safe, inclusive and respectful community that fosters health and wellbeing. Wellbeing is a vital component in achieving success at university.

When your wellbeing is compromised it can affect your social, cognitive and emotional functioning. This includes your capacity to work productively, cope with the normal stresses of life and make a contribution to your community.

Wellbeing and health at ANU Residences is promoted through campaigns and activities that aim to increase mental and physical health awareness and early help seeking behavior for physical or mental health concerns, for example, programs such as Inward bound, “Mind Your Head” and “Batyr”. The Residences also encourage a harm-minimisation approach to drugs and alcohol, education on healthy food choices, sleep and exercise and offer a diverse range of social opportunities to promote wellbeing.

The ANU Residences support your health by training our staff and student leaders in First Aid for physical and mental health conditions and effective helping skills. This training helps us to provide you with support, information and referral to appropriate medical and mental health support services if you become unwell.

### **Residential Life**

#### **What is Residential Life?**

Residential Life is an integrated, contemporary, program, run by UniLodge for our residents. It is designed to support and bring out the best in each resident through the duties and activities carried out by Senior Residents, Community Coordinators, the residents’ committee, and the Assistant Residential Life Manager and the Residential Life Manager.

#### **What does this program aim to achieve?**

It offers a balanced program of activities that supports resident life across many dimensions such as: living and life as a whole, mental and physical health, academic and personal achievements, personal and social relationships, safety and security and community connectivity.

#### **What type of activities underpin Residential Life?**

Socially responsible activities such as getting residents involved in raising much needed funds for a charity such as Movember, or participation in community activities.

- Barbeques and nights full of entertainment which encourages integration, fun and friendship.
- Trips to Aussie fun spots - go surfing, indoor rock-climbing, bike riding to great Australian icons.
- Educational and special interest forums, seminars and focus groups.
- Life skill sessions such as budget workshops, interview skills, and resume writing workshop.
- Games nights and movies nights.
- Sporting activities such as netball, basketball, footy, cricket – it's up to you!
- International parties and cultural activities.

## **Attending Events**

Attending and signing up for events is easy, just go to the UniLodge @ ANU webpages, where you can register. You can access this information through our weekly newsletters or via the UniLodge@ANU APP.

## **Resident's Committee**

The UniLodge @ ANU Residents Committee functions as a social club for all residents and assists in the coordination of the interhall and intralodge components of the residential life program.

The Committee aims to make your UniLodge @ ANU experience a memorable one, but please remember it is your community and you are expected to contribute. The Committee is an ideal starting point for you to find ways to get involved. Elections for the Committee take place in October each year. All residents are invited to nominate and have a go.

## **Welcome Briefing**

We want to assist you to connect with your new community as soon as possible. Our compulsory Welcome briefings are there to give you as much information about living in your new community and with your fellow students. This is a great way to meet other students and our friendly staff. These briefings are a time for you to find out and learn as much about your new city as possible. We will also discuss some of the important rules and regulations at UniLodge @ ANU that will assist us all to live cooperatively together.

This is also the time that we ASK YOU for your feedback. Letting us know how we can best assist you during your stay, is vital to ensuring a successful stay.

## Social Support

UniLodge @ ANU will organise social activities throughout the year and you are encouraged to attend these activities, as they provide the ideal opportunity to get to know the UniLodge @ ANU staff and most importantly other Residents within the building. Partaking in the organised social events will assist in overcoming any loneliness you may experience and give you an opportunity to make friends and develop long lasting relationships that will enrich your experiences here at UniLodge @ ANU and your time spent as students. Please feel free to talk with Reception should you have any suggestions or queries. Alternatively, you can become involved with the Residents Committee, which meets regularly to organise

## Student Support

UniLodge is proud to offer a variety of different academic and pastoral support models. When you join our community, you will find there is always something to do and someone to talk to. On each floor we have members of the Residential Leadership Team: Community Coordinators, Senior Residents and each building has an IT assistant (*excluding IT for Wamburun Hall*). This is set at a ratio of 1:25, for every 25 residents there is 1 Residential Leadership Team Member to assist. The Community Coordinator is an on-site student staff member who assists to manage both emergency situations and on-going residential activities and is the leader of the Residential Leadership team in each building. These people have many roles however their primary role is to ensure that all residents feel safe and supported.

They might come and knock on your door with a bag of lollies or stop you in the hallway to find out about your weekend. They are always available for a chat and to offer advice and sometimes referrals to other services. They have regular floor events to ensure everyone gets to know each other and do duty rounds to ensure UniLodge is a safe and welcoming place to live.

Connecting you to services, people and places is just one of the important roles of the Residential Leadership Team. So, whether you want to connect with other students, the local community or just want to know the best places to 'hang out' go knock on your SR's door and they will be more than happy to show you around.

We want to assist you wherever possible to fit into your new home as quickly, safely and securely as possible, so you can make the most out of your time here at UniLodge, the ANU and Canberra.

At UniLodge @ ANU we strive to provide community-based support. One of the big advantages of living in a community is that there is always someone there. If you become worried or concerned over anything the sooner, you discuss it the sooner we can connect you to someone who can help. You can be assured of a sympathetic ear, regardless of the size or nature of your problem. Your privacy is paramount, and confidences are kept.

As a new resident you may experience difficulty adjusting to:

- The transition from school to tertiary education / university life
- A different education system and different demands
- Living away from home and being wholly responsible
- Being away from the support of family and friends
- Settling into city life, a new state or a new country
- Language barriers

## **Living Together**

Living in a close community like UniLodge can be a lot of fun, but it will take effort and compromise. Follow these steps if conflicts arise

If you have an issue with a flatmate or a neighbour, try first to talk about that issue respectfully and politely with the person concerned. Try to talk about it before the issue becomes a major problem and try to come to an agreement.



If you feel that you are unable to come up with a suitable solution you can call your Senior Resident to discuss your problem. If needed, your SR will arrange a house meeting with all flatmates to discuss concerns and help resolve the problem. They can even help you to prepare a cleaning roster if needed.



If these steps have been followed and you find that the conflicting issues are still present, please contact the Residential Life Manager for further assistance with dealing with the matter. Keep in mind that it is very difficult to arrange a room move.



## TIPS FOR A HAPPY APARTMENT

- Always do your fair share of cleaning
- Decide on a cleaning roster for the kitchen, bathroom and vacuuming
- Be aware of the noise you and any guests you have over produce. This is a common courtesy which should extend to all residents.
- Don't leave dirty dishes overnight.
- Take out the garbage when the bin is full
- Decide if you are going to share the cooking, it's a great way to try new foods and cut costs
- Always store valuable items in your room
- Be considerate with your use of shared facilities and equipment.

### Acute Illness/Incident

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

Please also let your Senior Manager know if you decide to take time away from the Residence to recover from an injury or illness.

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

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

### Non-emergency Transport to Hospital

If you require non-emergency transport to hospital, we recommend you use a taxi and have a friend travel with you. If you choose to be taken to hospital in a private vehicle, we recommend a friend, in

addition to the driver, travel with you. Please note, for safety reasons a student leader or residential staff will not transport you or accompany you to a hospital.

### **Emergency Transport to Hospital**

The only appropriate transport in an emergency is an ambulance. Ambulance costs are the responsibility of the person receiving medical care and are not covered under Medicare. It is highly recommended that students ensure they have private health cover that includes ambulance travel or obtain separate ambulance only cover.

### **Long-term or Serious Illness/Disability**

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

If you have or develop an illness, mental health condition or disability while in residence that impacts or may impact on your success at university we encourage you to register with the University Access and Inclusion Office who can help you achieve academic success through support in a variety of ways. This could include creating an Education Access Plan (EAP) outlining the recommended reasonable adjustments to ensure you are not disadvantaged by your registered condition. Access & Inclusion can assist by advocating on your behalf to your academic College and with course conveners/lecturers on implementing these reasonable adjustments.

Recommended adjustments are based on your supporting documentation from a licensed medical practitioner and can include both academic adjustments and accessibility to campus adjustments. Access & Inclusion can put in place accessible parking, make recommendations and advise on modifications to residential residences to accommodate your registered condition and ensure accessibility to lectures and tutorials.

Residential staff will do their best to implement the reasonable adjustments recommended by Access & Inclusion within your residence.

If you develop a long-term or serious illness or disability while in residence which imposes a significant burden upon the Residence, and it is unreasonable for the Residence to continue to make further adjustments for this illness or disability, the Residence reserves the right to terminate your Occupancy Agreement.

In deciding whether to terminate your Occupancy Agreement, the Senior Manager will:

Advise you of the impact of your illness on the operation of the Residence and on other residents;  
and

Hold discussions with other relevant areas of the University, including but not limited to the Director of Residential Experience, Registrar (Student Administration), Dean of Students, the Access and

Inclusion Office, University Counselling Centre, and/or staff in your academic area to examine alternative methods and reasonable adjustments that will enable the Residence to assist in the management of your illness/disability.

- If a suitable, reasonable and appropriate management plan cannot be put in place, make a recommendation to the Director, Residential Experience regarding the continuation of the student's Occupancy Agreement.

Only if the above discussions/resultant actions do not produce a reasonable and appropriate management plan will the University exercise its discretion to terminate your Occupancy Agreement.

### **Psychological Distress**

If you experience psychological distress, or if you feel another resident is showing signs

of psychological distress, we ask that you let a member of staff know. We strongly recommend you do not attempt to provide support to the student yourself and you utilise the support in place to support the affected resident. A designated staff member will attempt to ensure that appropriate support is made available. This may include consultation with and/or referral to health or counselling services including [ACT Mental Health](#), [University Counselling Centre](#), [ANU Health Service](#) or another health service provider. A 'Safety Plan' may also be developed in collaboration with the resident affected.

### **Infectious Disease in Residence**

#### **Notifying Relevant Authorities**

If you become ill, in the interests of your own health and the health of those around you, you should consult a doctor as soon as possible.

If you are diagnosed with an infectious disease, you must inform your Senior Manager.

Where the Senior Manager becomes aware that you may have an infectious disease, they will refer you to the University Health Service or your own GP for a medical assessment. If they do refer you, it is expected that you visit a GP within a reasonable timeframe and provide evidence of attendance.

If you have a notifiable disease (a disease that is required by law to be reported to government authorities), your consulting doctor is required to report the disease in accordance with the Public Health Act 1997. They (or the Chief Health Officer of the ACT) may direct the University (and the Residence) on how any public health aspect of the disease is to be managed within the University or Residence.

## **Exclusion from Residence during Infectious Period**

If you contract an infectious disease such as measles, tuberculosis (TB), meningococcal, chicken pox, bird flu, or swine flu, you may be asked to leave the Residence for the period the disease is infectious.

If you are unable to find alternative accommodation, the Residence will take reasonable steps to assist. Costs associated with alternative accommodation will remain your responsibility, however in cases where financial hardship can be demonstrated, some financial assistance may be offered at the discretion of the Director of Residential Experience.

If you are required to leave the Residence because you have an infectious disease, your return to the Residence is dependent on obtaining medical advice demonstrating that you are fit to return to Residence and present minimal or no risk to fellow residents.

## **In-house Isolation during Infectious Period**

In some cases, if you have contracted an infectious disease, you will be required to cooperate with staff of the Residence to ensure in-house isolation for the statutory or recommended period of isolation of the disease by:

- Restricting yourself to your own study bedroom and a dedicated bathroom area;
- Avoiding common areas of the Residence;
- Excluding yourself from any Residence activities during the infectious period;
- Careful hand washing etc. if the infection is contagious by that route; and
- Care with coughing, sneezing etc. in common areas.

# Respectful Relationships Unit – Sexual Assault and Sexual Harassment at ANU

## What is the ANU community working towards?

The ultimate vision of the [ANU Sexual Violence Prevention Strategy](#) is to create an ANU free from violence, where all who are part of the ANU Community:

- Experience equality and respect in all their relationships; personal or professional
- Are empowered and respected where they live, learn, work and socialize
- Are supported in their relationships to reach their full potential

## What does that mean for you?

All members of the ANU Community are encouraged to take responsibility for their own actions and ensure they are always acting in a respectful manner which supports the dignity, safety and wellbeing of others. They are encouraged to report any incidents of sexual misconduct they have witnessed, and to intervene where it is safe to do so.

## What happens if sexual misconduct is found to have occurred?

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

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

## What are ANU Residences doing?

The ANU residences are working closely with the Respectful Relationships Unit to ensure students are safe and supported for incidents of sexual assault and sexual harassment. When managing incidents related to sexual assault and sexual harassment, residential staff and student leaders will follow the guidelines set out in the [relevant protocol](#). Residences will not manage incidents in isolation, working closely with the RRU to provide support as detailed on the [Respectful Relationships Unit website](#).

## **Where can you get support or more information?**

### **Sexual Violence Support:**

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

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

### **General Support Services:**

Lifeline – 13 11 14 (available 24/7)

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

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

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

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

ANU Security 02 6125 2249 (available 24/7)

# Drugs, Alcohol and Smoking

## Smoking

In line with the University Smoke-free [policy](#), you may only smoke within the designated outdoor smoking area (DOSA) in the residence where available. The Residence will inform you as to the location of the relevant DOSA.

Breaching the University's smoking policy by smoking in any area other than the DOSA will be considered a serious matter by the Residence. Electronic cigarettes (vaping) and all tobacco related products fall under the smoking policy.

## Drugs

As noted elsewhere in this Handbook, as a resident of the ACT you are subject to the applicable laws of the Commonwealth of Australia and the Australian Capital Territory. These laws include the prohibition of the possession, supply and consumption of restricted or illicit drugs. In particular, you need to be aware of the following:

- The possession of any quantity of cannabis is illegal in the Commonwealth; and
- Only an authorised health care professional may supply prescription medication, meaning you cannot give/sell your prescription medication to other residents.

You are also not permitted to bring into the Residence any drug equipment, for example hash pipes or bongs.

Breaches of the ACT/Commonwealth law in regards to drugs will be considered a serious matter by the Hall and may lead to police intervention.

The Residence will be responsive to the needs of residents with drug related problems through appropriate support and referral mechanisms.



## Legal Highs

For the avoidance of doubt, possession and/or consumption of legal highs such as nitrous oxide (NOS) is prohibited in our residences. Any resident who breaches this prohibition will face disciplinary action within the residence.

## Alcohol

While there is a general social and legal tolerance of controlled drinking in Australia, alcohol is responsible for a considerable burden of death, disease and injury in Australia, and the consumption of alcohol is often a contributing factor in serious incidents that occur within residences.

Policies on alcohol within ANU Residences of Residences are informed by the ANU [Liquor Statute 2015](#) and [Australian Guidelines to Reduce Risk from Drinking Alcohol](#).

The decision to consume, or not consume alcohol is a personal one, however, ANU Residences of Residence operate on the premise that individuals accept responsibility for their behaviour and actions at all times, including when under the influence of alcohol.

If you choose to consume alcohol you are expected to do so in a responsible manner that does not cause stress, intimidation or discomfort to others. If you choose not to consume alcohol, you should have the opportunity to live in an environment where alcohol consumption does not cause you to feel stressed, intimidated or discomforted.

## Prohibited Activities

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

- Putting pressure on another resident to drink alcohol or drink more alcohol than they judge to be reasonable;
- Possessing or consuming alcohol under the age of 18;
- Supplying alcohol to anyone under the age of 18;
- Using drinking equipment such as kegs, hoses, funnels, punchbowls, etc. in the consumption/mixing of alcohol. Such items can lead to irresponsible and dangerous drinking behaviours, and may be confiscated and discarded by staff without notice;
- Manufacturing alcohol;
- Participating in, organising or supporting any activity that encourages the rapid consumption of alcohol e.g. competitive drinking, drinking games using alcohol, etc.;



- Excessive consumption of alcohol;
- Prizes or incentives in the form of alcohol for any event or competition;
- Marketing for events identifying access to free or cheap alcohol as a primary incentive for attendance; and
- Accepting sponsorship on behalf of the Residence or entities established under the auspices of the Residence from companies associated with alcohol.

## **Underage Residents**

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

## **Excessive Consumption of Alcohol**

Follow-up action will be taken by a Area GM, GMP, AGM, RLM, ARLM, CSM, Community Coordinator or delegate of a Manager if your excessive consumption of alcohol results in:

- Physical or psychological harm to yourself or others;
- Intervention by security, emergency services (police, fire or ambulance) or a staff member;
- Damage to property;
- Damage to the reputation of the University and of the residences within the University and the wider community; or
- Any other behaviour deemed to be in contravention of this handbook or your occupancy agreement.

In our response to such incidents, and in any decision making that follows, you can expect us to prioritise the wellbeing and safety of all residents and look for solutions that facilitate learning and personal development for the residents involved.

## **Events where Alcohol is Served**

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

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

- Does not involve any prohibited activities mentioned above;

- Complies with the University [Liquor Statute 2015](#);
- Provides an adequate number of Sober Representatives;
- Provides an adequate amount and type of food in respect to expected participant numbers and timing of the event;
- Provides equal access to non-alcoholic beverages; and
- Provides access to drinking water for attendees free of charge.

**Alcohol Related Problems**

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

# Safety

The ANU Residences are communities of active bystanders, meaning that every resident is expected to take responsibility for maintaining the safety and security of the Residential environment. One of the simplest ways to be an active bystander is to make sure that you report immediately any issue of concern which you observe within our community, be it maintenance, security or resident wellbeing. Other ways you can contribute to the safety of your Residence community is to get to know your neighbours, keep your room locked and possessions secured, and make sure that you don't let any non-residents into the Residence.

## Personal Safety

Personal safety is important for everyone on Campus. By recognising and avoiding potentially risky situations, you can greatly increase your personal safety. When walking around campus please be mindful of vehicles and cyclists and please use pedestrian crossings when appropriate.

All students are encouraged to download and install the official safety and wellbeing app - [ANU OK](#). The app features quick access to ANU Security, a personal safety toolbox, campus map, transport, parking options and many other personal services and is available for both iOS or Android devices.

It is recommended to walk with friends if possible at night and to use lighted footpaths. The University also operates the Campus Traveler Bus for travelling around the campus at night. ANU Security and UniSafe Patrol can escort you from University buildings to car parks and Residences at night. Phone ANU Security on (02) 6125 2249 or email [security@anu.edu.au](mailto:security@anu.edu.au).

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

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

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

- assisting you to obtain advocacy, academic support, counselling, disability, health or mental health services, and legal assistance both on and off campus;
- ensuring that you and the accused party remain apart on campus and where necessary do not contact witnesses;

- assisting you to temporarily (or permanently) move accommodation;
- where necessary, for your safety and well-being, suspend the accused person from accessing parts of, or the entire campus; and
- assisting you to obtain a Protection Order from the ACT Magistrates Court where other measures are not successful or appropriate, especially if the accused person is not a student or staff member and extra protection is required on campus.

For more information on safety and security on campus, please visit [ANU Campus safety and security](#) and [Your safety on campus](#)

## **Weapons**

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

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

## **Electrical**

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

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

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

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

## Electrical Items not Permitted in your Room

Except where it is provided by the Residence, for reasons of fire safety and electrical loading limitations you are not permitted to have in your bedroom/room:

- Heaters of any description;
- Cooking equipment, including toasters and rice cookers (*Wamburun Hall only*);
- Air-conditioning units;
- Washing machines or dryers;
- Electric blankets;
- Irons;
- Double adaptors (only power-boards with overload protection may be used); and
- Any electrical item not listed above but which could reasonably be expected to pose a fire hazard. If in doubt, you should check with the Residence.

Residents may be issued with a warning letter and fine if they are found to have any of these items above or any other item which could reasonably be expected to pose a fire hazard.

## Fire safety

### Fire Safety Equipment

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

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

Residents will be held liable for any cost associated with inspecting, resetting, or recalibrating any equipment which has been tampered with. Residents may be issued with a warning letter and fine for any tampering with fire equipment.

### Fire Alarm

During a fire alarm, a loud signal will sound in the Residence. If this happens, you must follow the directions posted on the back of your room door and/or common area noticeboards.

There will be fire drills during the year. For your own safety, please treat them seriously.

False fire alarms caused by neglect and/or mischief will attract a fine. Intentional false alarms, or disobeying the instructions of a Fire Warden can result in the termination of your Occupancy Agreement.

### Fire Alarms: Nuisance and Damage

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

Similarly, careless or irresponsible triggering of break glass alarms may result in a fine or disciplinary action.

## **Fire Safety: Prohibited Activity**

The use of candles and incense in rooms is strictly prohibited.

Cooking in bedrooms and bathrooms is strictly prohibited. All residents are expected to cook in specified personal or communal kitchen areas only.

## **Items in the Corridors, Common Areas and Kitchens**

No items of any kind, including shoes, bicycles, shopping trolleys, baggage, boxes etc., are to be left in the corridors or foyers of the floors or any public area of Residence. These constitute a safety issue in the event of an evacuation.

For communal kitchen and storage areas all items must be stored in tubs in the correct areas. Any items that are not stored and secured properly will be removed. Warnings and fines may be issued to residents who continue to leave common areas/kitchens in an unacceptable condition.

# Security

## Insurance and Security for your Apartment

All Residents are strongly advised to take out contents insurance cover on their personal belongings and items such as stereos, computers, CD players, bicycles, clothing etc as they are not covered by UniLodge @ ANU policies. Any large complex is vulnerable to petty theft and unfortunately UniLodge @ ANU is no exception. We suggest that you keep your doors locked at all times.

UniLodge is not responsible for any damage caused to your personal items during your stay with us.

## Intruders

Although we take all possible precautions, intruders may occasionally gain entry to the building. If you see anyone behaving suspiciously, contact Reception or the Residential Assistant on duty immediately, and watch the person or persons from a distance, but do not put yourself at risk.

Be aware that people have been known to walk around a complex with a clipboard pretending they are on official business of some kind.

Do not show any person to a Resident's apartment or tell them where they live - the Resident concerned may not wish to see the visitor.

Do not swipe your card for any other person at the front door, in any common areas or in the lifts.

Tell the visitor to see the Reception or the Student Advisor on duty.

Should you feel threatened by or uncomfortable due to the presence of an unfamiliar person at UniLodge, please discuss your concerns with ANU Security on extension 52249 (or 6125 2249).

## Security Cameras

Most common and key building areas are monitored 24/7 by security cameras. While these can be of assistance in managing issues, the best defence is for all residents to maintain a vigilant attitude towards safety and security.



# Transport

## Public Transport (Buses)

ACTION is the ACT Government provider of local bus services. Call 13 17 10 for bus information or visit [www.action.act.gov.au](http://www.action.act.gov.au).

## ANU UniSafe Buses

The ANU campus is quite large (145 hectares), with in excess of 150 buildings. If you have to move around the campus at night or travel to or from UniLodge, it makes sense to catch the free UniSafe Bus.

Collect a timetable from ANU Security or the ANU Students Association in Union Court or view it and other useful information at Unisafe site.

The On Campus on Demand Bus can be called on 612 52249 between 6:30pm – 11:30pm Monday to Friday

## Airport Transport – Transport Canberra Buses

Transport Canberra operates a service approximately every half hour between Canberra Airport and Canberra City. For more information, please visit the Transport Canberra website

<https://www.transport.act.gov.au/routes-and-timetables/services-to-canberra-airport>

## Bicycle Storage

In order to preserve carpets and other fittings and fixtures, bicycles are not to be brought into any Resident's apartment. All Bicycles must be registered at reception for security purposes and stored in the allocated area - bike racks are provided in secure sheds in the car park.

## Equal Opportunity

The Australian National University has an express commitment to equal opportunity in education for students and prospective students. UniLodge is committed to upholding the equal opportunity and other equity principles as laid out in ANU policies and statutes.

The ANU Equal Opportunity Policy is accessible on the ANU Equity policy web site and includes the commitment of ANU to promote inclusive study environments that value the diversity of backgrounds and perspectives of the University community for the purposes of:

Improving access and participation of students from equity groups; and eliminating discrimination on the grounds of sex; pregnancy; marital status; family responsibility;

race, colour, ethnic or ethno-religious background, descent or national identity; sexuality; age; Tran sexuality; disability; union affiliation, political conviction or religious belief.

[http://info.anu.edu.au/Policies/\\_DSTU/Policies/Equal\\_Opportunity\\_Policy.asp](http://info.anu.edu.au/Policies/_DSTU/Policies/Equal_Opportunity_Policy.asp)

### Equity Policies

There are several equity policies located on the ANU Equity policy web site to assist students with their specific needs or responsibilities.

[http://www.anu.edu.au/equity/\\_policies.html](http://www.anu.edu.au/equity/_policies.html)

### Prevention of Discrimination, Harassment and Bullying

The ANU has a policy on the 'Prevention of discrimination, harassment and bullying' and is committed to ensuring that staff and students are treated with integrity and respect, recognising all members of ANU have the right to work and study in an environment free from discrimination, harassment and bullying. The ANU, including its halls of residence, will not tolerate discrimination, harassment and bullying behaviour under any circumstances and will take action against any staff member or student who is found to have breached this policy. This policy explains that:

**Bullying** is repeated unreasonable and inappropriate behaviour in the workplace or education environment which comprises behaviour that intimidates, offends, degrades, insults or humiliates an employee or student. This can be physical or psychological behaviour.

**Discrimination** can occur when someone, or a group of people, is treated less favourably than another person or group because of a specified attribute such as their race, colour, national or ethnic origin; sex, pregnancy, breastfeeding; relationship status; carer status; age; Tran sexuality; disability; sexuality; union affiliation; religious or political conviction or any other characteristic specified.

**Harassment** can occur when someone is made to feel intimidated, insulted or humiliated because of their race, colour, national or ethnic origin; sex including sexual harassment; disability; sexuality; or any characteristic specified under human rights legislation. It can also happen if someone is working in a 'hostile' - or intimidating - environment. The behaviours can be overt or subtle, verbal, non-verbal or physical.

## Complaints Procedure

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

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

**Step 1. Talk politely and openly to the person involved**

(Not resolved?)

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

(Not resolved?)

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

(Not resolved?)

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

## ANU Principles of Student Complaint/Dispute Resolution

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

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

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

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

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

## Useful Contact Numbers

Please note that you need to dial “0” on room phones before dialling a number.

ANU extension numbers in blue can be dialled from room phones for free and do not require dialling “0” first.

<b>UniLodge @ ANU</b>	
Davey Lodge	618 45000
Kinloch Lodge	618 45600
Warrumbul Lodge	612 57500
Lena Karmel Lodge	612 57900
Residential Life Manager	618 45053 or rlm.anu@unilodge.com.au
Assistant Residential Life Manager	612 57503 Or arlm.anu@unilodge.com.au
Wamburun Reception	612 55233
Wamburun Residential Life Manager	0437 054 453
Wamburun Community Coordinator	0438 574 085
<b>Emergency</b>	
Police, Fire and Ambulance	000 (0000 from your room phone)
Civic Police	6256 7777
Poisons Information Centre	13 11 26
<b>ANU</b>	
ANU Security	612 52249
Academic Skills and Learning Centre	612 52972 / academic.skills@anu.edu.au
Counselling Centre	612 52442 / counselling.centre@anu.edu.au
Health Service (Doctors)	612 53598 / health.reception@anu.edu.au
Careers Centre	612 53593 / careers@anu.edu.au
ANUSA Welfare Officer	612 55849 / sa.assistance@anu.edu.au
PARSA Welfare Officer	612 54093 / parsa.assistance@anu.edu.au
Student Legal Advisor	612 52444 / sa.legal@anu.edu.au
Dean of Students	612 54184 / dean.students@anu.edu.au
Access and Inclusion	612 55036 / access.inclusion@anu.edu.au
Tjabal Indigenous Centre	612 53520 / tjabal.centre@anu.edu.au
Student Services	135 268 (135 ANU) / student@anu.edu.au
<b>Other Numbers</b>	
Calvary Hospital (Bruce)	6201 6111
Canberra Hospital (Garren)	6244 2222
After Hours Medical Centre (CALMS)	1300 422 567
After Hours Medical Centre (HealthDirect)	1800 022 222
After Hours Home Doctor Service	13 7425 (13 SICK)

Alcohol and Drug Crisis Management	6205 4545
Alcohol and Drug Information Service	1800 422 599 or 6207 9977
Mental Health Crisis Team	1800 629 354
Lifeline (24/7)	13 11 14
Headspace Canberra	6201 5343
Beyond Blue	1300 22 4636
City Mental Health	6205 1338
Find a Psychologist	1800 333 497
Domestic Violence Crisis Service	6280 0900
Canberra Rape Crisis Centre	6247 2525
National Sexual Assault, Domestic and Family Violence Counselling Service	1800 737 732 (1800 RESPECT)
Sexual Health Information (Talkline NSW)	1300 658 886
Sexual Health and Family Planning ACT	6247 3077
ACT Health	13 22 81
ANU Crisis Line	call 1300 050 327 or text 0488 884 170

# Schedule of Fees 2020

Residence & Room	Tariffs & Other Charges (GST is included where applicable)	GST Applicability (Y/N) (If Y, GST is included in the listed amount)	<sup>M</sup> Compulsory Fee / Fine (Y/N)
<b>Davey Lodge</b>			
# Tariffs Effective from Sat 1 January 2020 unless existing contracts are still in force			
<sup>M1</sup> Compulsory Fees (Y) include Weekly tariffs, refundable deposits etc while Non-Compulsory Fees and Fines (N) are those that only apply if a specific event or incident occurs eg room damage, excessive cleaning, Nuisance (False) Fire Alarm Call-out fine, mail redirection			
<b>Weekly Self Catered Tariffs</b> (including Room, Utilities, Internet/Phone Connection and Data Usage)		GST Applicability (Y/N) (If Y, GST is included in the listed amount)	<sup>M</sup> Compulsory Fee / Fine (Y/N)
<b>52 Week contracts (commencing Sat 1 February 2020)</b>			
Studio Long	\$333.36	Refer individual components below	Y
Studio Double / 1 Bedroom	\$451.62	Refer individual components below	Y
2 Bedroom Multishare	\$304.08	Refer individual components below	Y
3 Bedroom Multishare	\$294.72	Refer individual components below	Y
5 Bedroom Multishare	\$264.36	Refer individual components below	Y
<b>48 Week contracts (commencing Sat 1 February 2020; ending 31 December 2020)</b>			
Studio Long	\$343.86	Refer individual components below	Y
Studio Double / 1 Bedroom	\$462.11	Refer individual components below	Y
2 Bedroom Multishare	\$312.18	Refer individual components below	Y
3 Bedroom Multishare	\$303.98	Refer individual components below	Y
5 Bedroom Multishare	\$272.57	Refer individual components below	Y
<b>Weekly Tariff Components (excluding room component)</b>			
Weekly Data Usage <sup>*2</sup>	\$2.00	N	Y
Weekly Internet/Phone Connection <sup>*2</sup>	\$7.50	N	Y
Weekly Utilities Fee <sup>*2</sup>	\$27.50	N	Y
<b>Acceptance Fees</b>		GST Applicability (Y/N) (If Y, GST is included in the listed amount)	<sup>M</sup> Compulsory Fee / Fine (Y/N)
2 weeks Rent (as per above room Tariffs)	depends on the room you are allocated		
Refundable Deposit	Multishare \$800; Studio Single or Long \$950; Studio Dbl/ 1 Bdrm \$1400	N	Y
Registration Fee (NEW students only)	\$300.00	N	Y
Community Spirit Fee	\$125.00	Y	Y
Transfer Fee (Transferring students only)	\$150.00	N	Y
Room Changeover/Departure Cleaning Fee (Paid at end of contract)	\$70.00	Y	Y
<b>Other Charges and Fines (these are non-compulsory fees that occur as requested eg mail redirection or if policies/procedures are not adhered to eg room damage)</b>		GST Applicability (Y/N) (If Y, GST is included in the listed amount)	<sup>M</sup> Compulsory Fee / Fine (Y/N)
Additional/Excessive Cleaning Charges	If additional cleaning is required a rate of \$70 per hour will apply	Y	N
Bank Draft fee	\$35.00	Y	N
Telegraphic Transfer fee	\$20.00	Y	N
'Break Glass' Panel Replacement	\$35.00	Y	N
Direct Debit Dishonour	\$30.00	N	N
Disciplinary Fine (refer Handbook for details)	up to \$100	N	N
Door Closer - Screw Replacement due to tampering	\$35.00	Y	N
Early Termination Fee	One Week Occupancy - Dependant on room type	N	N
Nuisance (False) Fire Alarm Call-out fine <sup>*4</sup>	\$820.00	N	N
Hall/Room Property - Lost/damaged	Cost of repair/replacement	Y	N
Kitchen cupboard/desk draw key replacement	\$15.00	Y	N
Lost Access Card	\$15.00	Y	N
Merchandise	Sold by Resident Committee usually by set price upon order	Y	N
Phone calls from rooms	<sup>*1</sup>	Y	N
Room Lock Out Fee <sup>*3</sup>	\$15.00	Y	N
Room Swap Fee (dependant on room availability)	\$150.00	Y	N
WiFi Access Point (AP) damage/replacement fee	\$500.00 + labour	Y	N
<sup>*1</sup> Costs vary depending on call destination (ie local, STD, ISD, calls to mobiles)			
<sup>*2</sup> Included in the weekly tariff (per person)			
<sup>*3</sup> Lock out fee will be charged after 2nd lockout outside office hours and weekends			
<sup>*4</sup> This is a contribution towards the cost of call-out for accidental or deliberate triggering of the residence fire alarm due to negligence, overcooking food or other causes when there is no genuine fire identified.			
Coin operated washing machines and dryers are provided for students to use on a pay as you go basis			
All fees and charges quoted are subject to change at any time with appropriate notice.			



## Kinloch Lodge

**# Tariffs Effective from Sat 1 January 2020 unless existing contracts are still in force**

\*1 Compulsory Fees (Y) include Weekly tariffs, refundable deposits etc while Non-Compulsory Fees and Fines (N) are those that only apply if a specific event or incident occurs eg room damage, excessive cleaning, Nuisance (False) Fire Alarm Call-out fine, mail redirection

<b>Weekly Self Catered Tariffs</b> (including Room, Utilities, Internet/Phone Connection and Data Usage)		GST Applicability (Y/N) (If Y, GST is included in the listed amount)	<sup>24</sup> Compulsory Fee / Fine (Y/N)
<b>52 Week contracts (commencing Sat 1 February 2020)</b>			
Studio Single	\$317.50	Refer individual components below	Y
Studio Long	\$342.20	Refer individual components below	Y
Studio Double	\$454.33	Refer individual components below	Y
Studio Accessible	\$380.47	Refer individual components below	Y
2 Bedroom Multishare	\$313.10	Refer individual components below	Y
2 Bedroom Multishare (Balcony)	\$317.72	Refer individual components below	Y
3 Bedroom Multishare	\$303.85	Refer individual components below	Y
4 Bedroom Multishare	\$303.85	Refer individual components below	Y
5 Bedroom Multishare	\$274.84	Refer individual components below	Y
5 Bedroom Multishare (Balcony)	\$279.51	Refer individual components below	Y
6 Bedroom Multishare	\$274.76	Refer individual components below	Y
<b>48 Week contracts (commencing Sat 1 February 2020; ending 31 December 2020)</b>			
Studio Single	\$326.84	Refer individual components below	Y
Studio Long	\$351.53	Refer individual components below	Y
Studio Double	\$459.07	Refer individual components below	Y
Studio Accessible	\$392.18	Refer individual components below	Y
2 Bedroom Multishare	\$321.29	Refer individual components below	Y
2 Bedroom Multishare (Balcony)	\$327.03	Refer individual components below	Y
3 Bedroom Multishare	\$313.20	Refer individual components below	Y
4 Bedroom Multishare	\$313.20	Refer individual components below	Y
5 Bedroom Multishare	\$282.93	Refer individual components below	Y
5 Bedroom Multishare (Balcony)	\$288.81	Refer individual components below	Y
6 Bedroom Multishare	\$282.85	Refer individual components below	Y
<b>Weekly Tariff Components (excluding room component)</b>			
Weekly Data Usage <sup>*2</sup>	\$2.00	N	Y
Weekly Internet/Phone Connection <sup>*2</sup>	\$7.50	N	Y
Weekly Utilities Fee <sup>*2</sup>	\$27.50	N	Y
<b>Acceptance Fees</b>		GST Applicability (Y/N) (If Y, GST is included in the listed amount)	<sup>24</sup> Compulsory Fee / Fine (Y/N)
2 weeks Rent (as per above room Tariffs)	depends on the room you are allocated		
Refundable Deposit	Multishare \$800; Studio Single or Long \$950; Studio Dbl/ 1 Bdrm \$1400	N	Y
Registration Fee (NEW students only)	\$300.00	N	Y
Community Spirit Fee	\$125.00	Y	Y
Transfer Fee (Transferring students only)	\$150.00	N	Y
Room Changeover/Departure Cleaning Fee (Paid at end of contract)	\$70.00	Y	Y
<b>Other Charges and Fines (these are non-compulsory fees that occur as requested eg mail redirection or if policies/procedures are not adhered to eg room damage)</b>		GST Applicability (Y/N) (If Y, GST is included in the listed amount)	<sup>24</sup> Compulsory Fee / Fine (Y/N)
Additional/Excessive Cleaning Charges	If additional cleaning is required a rate of \$70 per hour will apply	Y	N
Bank Draft fee	\$35.00	Y	N
Telegraphic Transfer fee	\$20.00	Y	N
'Break Glass' Panel Replacement	\$35.00	Y	N
Direct Debit Dishonour	\$30.00	N	N
Disciplinary Fine (refer Handbook for details)	up to \$100	N	N
Door Closer - Screw Replacement due to tampering	\$35.00	Y	N
Early Termination Fee	One Week Occupancy - Dependant on room type	N	N
Nuisance (False) Fire Alarm Call-out fine <sup>*4</sup>	\$820.00	N	N
Hall/Room Property - Lost/damaged	Cost of repair/replacement	Y	N
Lost Access Card	\$15.00	Y	N
Merchandise	Sold by Resident Committee usually by set price upon order	Y	N
Phone calls from rooms	<sup>*1</sup>	Y	N
Room Lock Out Fee <sup>*3</sup>	\$15.00	Y	N
Room Swap Fee (dependant on room availability)	\$150.00	Y	N
WiFi Access Point (AP) damage/replacement fee	\$500.00 + labour	Y	N
<sup>*1</sup> Costs vary depending on call destination (ie local, STD, ISD, calls to mobiles)			
<sup>*2</sup> Included in the weekly tariff (per person)			
<sup>*3</sup> Lock out fee will be charged after 2nd lockout outside office hours and weekends			
<sup>*4</sup> This is a contribution towards the cost of call-out for accidental or deliberate triggering of the residence fire alarm due to negligence, overcooking food or other causes when there is no genuine fire identified.			
Coin operated washing machines and dryers are provided for students to use on a pay as you go basis			
All fees and charges quoted are subject to change at any time with appropriate notice.			

## Warrumbul Lodge

**# Tariffs Effective from Sat 1 January 2020 unless existing contracts are still in force**

<sup>\*1</sup> Compulsory Fees (Y) include Weekly tariffs, refundable deposits etc while Non-Compulsory Fees and Fines (N) are those that only apply if a specific event or incident occurs eg room damage, excessive cleaning, Nuisance (False) Fire Alarm Call-out fine, mail redirection

Weekly Self Catered Tariffs (incl NRAS discount <sup>*5</sup> ) (including Room, Utilities, Internet/Phone Connection and Data Usage)		GST Applicability (Y/N) (If Y, GST is included in the listed amount)	<sup>*1</sup> Compulsory Fee / Fine (Y/N)
52 Week contracts (commencing Sat 1 February 2020)			
Studio Single	\$299.00	Refer individual components below	Y
Studio Long	\$316.00	Refer individual components below	Y
Studio Double / 1 Bedroom	\$405.00	Refer individual components below	Y
Studio Accessible	\$360.00	Refer individual components below	Y
2 Bedroom Multishare	\$291.00	Refer individual components below	Y
3 Bedroom Multishare	\$283.00	Refer individual components below	Y
5 Bedroom Multishare	\$258.00	Refer individual components below	Y
6 Bedroom Multishare	\$249.00	Refer individual components below	Y
<b>Weekly Tariff Components (excluding room component)</b>			
Weekly Data Usage <sup>*2</sup>	\$2.00	N	Y
Weekly Internet/Phone Connection <sup>*2</sup>	\$7.50	N	Y
Weekly Utilities Fee <sup>*2</sup>	\$27.50	N	Y
<b>Acceptance Fees</b>		GST Applicability (Y/N) (If Y, GST is included in the listed amount)	<sup>*1</sup> Compulsory Fee / Fine (Y/N)
2 weeks Rent (as per above room Tariffs)	depends on the room you are allocated		
Refundable Deposit	Multishare \$800; Studio Single or Long \$950; Studio Dbl/ 1 Bdrm \$1400	N	Y
Registration Fee (NEW students only)	\$300.00	N	Y
Community Spirit Fee	\$125.00	Y	Y
Transfer Fee (Transferring students only)	\$150.00	N	Y
Room Changeover/Departure Cleaning Fee (Paid at end of contract)	\$70.00	Y	Y
<b>Other Charges and Fines (these are non-compulsory fees that occur as requested eg mail redirection or if policies/procedures are not adhered to eg room damage)</b>		GST Applicability (Y/N) (If Y, GST is included in the listed amount)	<sup>*1</sup> Compulsory Fee / Fine (Y/N)
Additional/Excessive Cleaning Charges	If additional cleaning is required a rate of \$70 per hour will apply	Y	N
Bank Draft fee	\$35.00	Y	N
Telegraphic Transfer fee	\$20.00	Y	N
'Break Glass' Panel Replacement	\$35.00	Y	N
Direct Debit Dishonour	\$30.00	N	N
Disciplinary Fine (refer Handbook for details)	up to \$100	N	N
Door Closer - Screw Replacement due to tampering	\$35.00	Y	N
Early Termination Fee	One Week Occupancy - Dependant on room type	N	N
Nuisance (False) Fire Alarm Call-out fine <sup>*4</sup>	\$820.00	N	N
Hall/Room Property - Lost/damaged	Cost of repair/replacement	Y	N
Kitchen cupboard/desk draw key replacement	\$15.00	Y	N
Lost Access Card	\$15.00	Y	N
Merchandise	Sold by Resident Committee usually by set price upon order	Y	N
Phone calls from rooms	<sup>*1</sup>	Y	N
Room Lock Out Fee <sup>*3</sup>	\$15.00	Y	N
Room Swap Fee (dependant on room availability)	\$150.00	Y	N
WiFi Access Point (AP) damage/replacement fee	\$500.00 + labour	Y	N
<sup>*1</sup> Costs vary depending on call destination (ie local, STD,ISD, calls to mobiles)			
<sup>*2</sup> Included in the weekly tariff (per person)			
<sup>*3</sup> Lock out fee will be charged after 2nd lockout outside office hours and weekends			
<sup>*4</sup> This is a contribution towards the cost of call-out for accidental or deliberate triggering of the residence fire alarm due to negligence, overcooking food or other causes when there is no genuine fire identified.			
<sup>*5</sup> The NRAS discount rate is only available to fulltime students who meet the NRAS income eligibility requirements			
Coin operated washing machines and dryers are provided for students to use on a pay as you go basis			
All fees and charges quoted are subject to change at any time with appropriate notice.			

Lena Karmel Lodge			
# Tariffs Effective from Sat 1 January 2020 unless existing contracts are still in force			
<sup>*1</sup> Compulsory Fees (Y) include Weekly tariffs, refundable deposits etc while Non-Compulsory Fees and Fines (N) are those that only apply if a specific event or incident occurs eg room damage, excessive cleaning, Nuisance (False) Fire Alarm Call-out fine, mail redirection			
Weekly Self Catered Tariffs (incl NRAS discount <sup>*5</sup> ) (including Room, Utilities, Internet/Phone Connection and Data Usage)		GST Applicability (Y/N) (If Y, GST is included in the listed amount)	<sup>*4</sup> Compulsory Fee / Fine (Y/N)
52 Week contracts (commencing Sat 1 February 2020)			
Studio Single	\$303.00	Refer individual components below	Y
Studio Single (Non-NRAS rooms)	\$303.00	Refer individual components below	Y
Studio Long	\$322.00	Refer individual components below	Y
Studio Double / 1 Bedroom	\$407.00	Refer individual components below	Y
Studio Double / 1 Bedroom (Non-NRAS rooms)	\$407.00	Refer individual components below	Y
Studio Accessible	\$366.00	Refer individual components below	Y
2 Bedroom Multishare	\$298.00	Refer individual components below	Y
5 Bedroom Multishare	\$261.00	Refer individual components below	Y
6 Bedroom Multishare	\$252.00	Refer individual components below	Y
Weekly Tariff Components (excluding room component)			
Weekly Data Usage <sup>*2</sup>	\$2.00	N	Y
Weekly Internet/Phone Connection <sup>*2</sup>	\$7.50	N	Y
Weekly Utilities Fee <sup>*2</sup>	\$27.50	N	Y
Acceptance Fees		GST Applicability (Y/N) (If Y, GST is included in the listed amount)	<sup>*4</sup> Compulsory Fee / Fine (Y/N)
2 weeks Rent (as per above room Tariffs)	depends on the room you are allocated		
Refundable Deposit	Multishare \$800; Studio Single or Long \$950; Studio Dbl/ 1 Bdrm \$1400	N	Y
Registration Fee (NEW students only)	\$300.00	N	Y
Community Spirit Fee	\$125.00	Y	Y
Transfer Fee (Transferring students only)	\$150.00	N	Y
Room Changeover/Departure Cleaning Fee (Paid at end of contract)	\$70.00	Y	Y
Other Charges and Fines (these are non-compulsory fees that occur as requested eg mail redirection or if policies/procedures are not adhered to eg room damage)		GST Applicability (Y/N) (If Y, GST is included in the listed amount)	<sup>*4</sup> Compulsory Fee / Fine (Y/N)
Additional/Excessive Cleaning Charges	If additional cleaning is required a rate of \$70 per hour will apply	Y	N
Bank Draft fee	\$35.00	Y	N
Telegraphic Transfer fee	\$20.00	Y	N
'Break Glass' Panel Replacement	\$35.00	Y	N
Direct Debit Dishonour	\$30.00	N	N
Disciplinary Fine (refer Handbook for details)	up to \$100	N	N
Door Closer - Screw Replacement due to tampering	\$35.00	Y	N
Early Termination Fee	One Week Occupancy - Dependant on room type	N	N
Nuisance (False) Fire Alarm Call-out fine <sup>*4</sup>	\$820.00	N	N
Hall/Room Property - Lost/damaged	Cost of repair/replacement	Y	N
Lost Access Card	\$15.00	Y	N
Merchandise	Sold by Resident Committee usually by set price upon order	Y	N
Phone calls from rooms	<sup>*1</sup>	Y	N
Room Lock Out Fee <sup>*3</sup>	\$15.00	Y	N
Room Swap Fee (dependant on room availability)	\$150.00	Y	N
WiFi Access Point (AP) damage/replacement fee	\$500.00 + labour	Y	N
<sup>*1</sup> Costs vary depending on call destination (ie local, STD,ISD, calls to mobiles)			
<sup>*2</sup> Included in the weekly tariff (per person)			
<sup>*3</sup> Lock out fee will be charged after 2nd lockout outside office hours and weekends			
<sup>*4</sup> This is a contribution towards the cost of call-out for accidental or deliberate triggering of the residence fire alarm due to negligence, overcooking food or other causes when there is no genuine fire identified.			
<sup>*5</sup> The NRAS discount rate is only available to fulltime students who meet the NRAS income eligibility requirements			
Coin operated washing machines and dryers are provided for students to use on a pay as you go basis			
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## WAMBURUN HALL (SA5)

# Tariffs Effective from Wed 4 December 2019

<sup>^1</sup> Compulsory Fees (Y) include Weekly tariffs, refundable deposits etc while Non-Compulsory Fees and Fines (N) are those that only apply if a specific event or incident occurs eg room damage, excessive cleaning, Nuisance (False) Fire Alarm Call-out fine, mail redirection

Weekly Self Catered Tariffs (including Room, Utilities, Internet/Phone Connection and Data Usage)		GST Applicability (Y/N) (If Y, GST is included in the listed amount)	<sup>^1</sup> Compulsory Fee / Fine (Y/N)
45 Week contracts (commencing Wed 5 February 2020)			
Standard Room	\$295.00	Refer individual components below	Y
Weekly Tariff Components (excluding room component)			
Weekly Data Usage <sup>^2</sup>	\$2.00	N	Y
Weekly Internet/Phone Connection <sup>^2</sup>	\$7.50	N	Y
Weekly Utilities Fee <sup>^2</sup>	\$27.50	N	Y
Acceptance Fees		GST Applicability (Y/N) (If Y, GST is included in the listed amount)	<sup>^1</sup> Compulsory Fee / Fine (Y/N)
2 weeks Rent (as per above room Tariffs)	depends on the room you are allocated		
Refundable Deposit	\$1,000.00	N	Y
Registration Fee (NEW students only)	\$300.00	N	Y
Resident Committee Fee	\$185.00	Y	Y
Transfer Fee (Transferring students only)	\$150.00	N	Y
Room Changeover/Departure Cleaning Fee (Paid at end of contract)	\$70.00	Y	Y
Other Charges and Fines (these are non-compulsory fees that occur as requested eg mail redirection or if policies/procedures are not adhered to eg room damage)		GST Applicability (Y/N) (If Y, GST is included in the listed amount)	<sup>^1</sup> Compulsory Fee / Fine (Y/N)
Additional/Excessive Cleaning Charges	If additional cleaning is required a rate of \$70 per hour will apply	Y	N
Bank Draft fee	\$35.00	Y	N
Telegraphic Transfer fee	\$20.00	Y	N
'Break Glass' Panel Replacement	\$35.00	Y	N
Direct Debit Dishonour	\$30.00	N	N
Disciplinary Fine (refer Handbook for details)	up to \$100	N	N
Door Closer - Screw Replacement due to tampering	\$35.00	Y	N
Early Termination Fee	\$300.00	N	N
Nuisance (False) Fire Alarm Call-out fine <sup>^4</sup>	\$820.00	N	N
Fax - International	\$4.00 (1st page) + \$2.00 for each additional page	Y	N
Fax - Local	\$2.00 (1st page) + \$1.00 for each additional page	Y	N
Hall/Room Property - Lost/damaged	Cost of repair/replacement	Y	N
Kitchen cupboard/desk draw key replacement	\$15.00	Y	N
Lost Access Card	\$15.00	Y	N
Merchandise	Sold by Resident Committee usually by set price upon order	Y	N
Phone calls from rooms	<sup>^1</sup>	Y	N
Room Lock Out Fee <sup>^3</sup>	\$15.00	Y	N
Room Swap Fee (dependant on room availability)	\$150.00	Y	N
WiFi Access Point (AP) damage/replacement fee	\$500.00 + labour	Y	N
<sup>^1</sup> Costs vary depending on call destination (ie local, STD, ISD, calls to mobiles)			
<sup>^2</sup> Included in the weekly tariff (per person)			
<sup>^3</sup> Lock out fee will be charged after 2nd lockout outside office hours and weekends			
<sup>^4</sup> This is a contribution towards the cost of call-out for accidental or deliberate triggering of the residence fire alarm due to negligence, overcooking food or other causes when there is no genuine fire identified.			
Coin operated washing machines and dryers are provided for students to use on a pay as you go basis			
All fees and charges quoted are subject to change at any time with appropriate notice.			

## UniLodge @ ANU Location Map





# Wamburun Hall Map

