



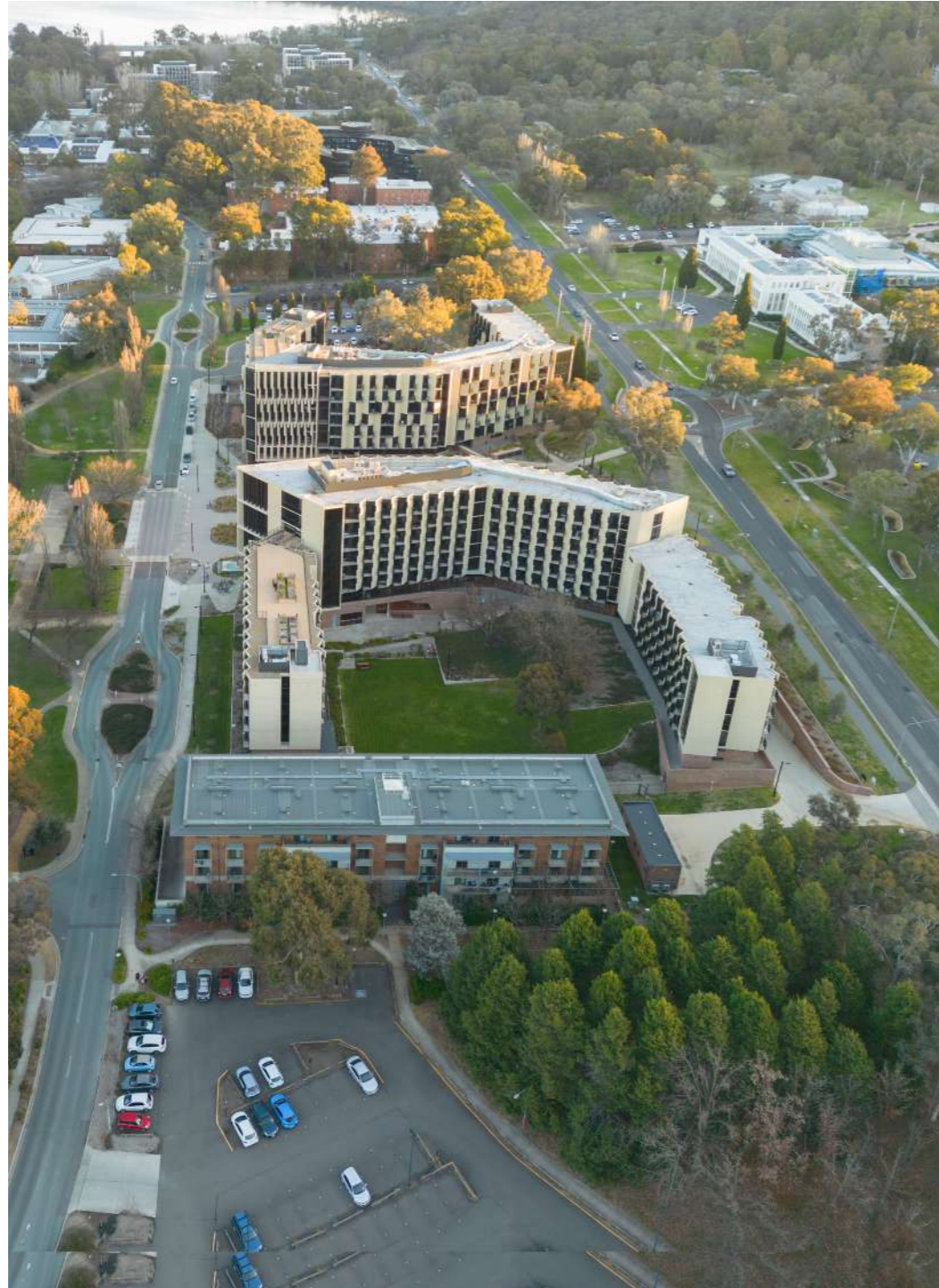
Australian  
National  
University

# ANU Residential Handbook 2024

Residential Experience  
Division

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



# Welcome

**Felicity Gouldthorp**  
**Director, Residential Experience Division**

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

ANU provides a network of support within the residences and across the campus to ensure your wellbeing and success while living and studying at the ANU. We encourage you to access this support by engaging with our Residential student leaders, including the Senior Resident (SR) assigned to your floor, and the staff in the residence. Your success is enhanced by the effort you put into participating in the life of your community, the connections you make with peers and staff, and the amount of work you put into your studies.

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

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

I wish you a happy and successful journey at ANU.

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

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

By making the requirements of ANU clear, we hope to ease your transition to on-campus living and help you to thrive in your community.

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



## Important information for under 18 residents

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

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# ANU Residences rules and policies

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

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

In addition to the laws and policies specified in this document, we would like to draw your attention to the following policies which are of particular relevance to you as an on-campus resident:

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

## ANU residential community core values

We aim to provide a respectful, safe, supportive, and inclusive living experience that enables your overall success in your university experience and studies. All ANU Residences are communities with the following core values:

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

## 1. Ground rules and handy information

### 1.1. Mail

Your mailing address will be:

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

All mail, including parcels, registered or regular mail, is delivered to the residence. The items will be sorted into your allocated mailbox/pigeonhole. Larger items and parcels can be collected from the Front Office, during office hours. The staff may request to see a form of photo ID and you will not be given any item not addressed to you.

Food deliveries (Uber, HelloFresh and equivalent) need to be collected immediately upon delivery. ANU and the accommodation staff take no responsibility for food deliveries that are not received.

### 1.2. Finding your way around campus, parking, and transport

The [interactive online campus map](#) is a useful tool to navigate to various facilities, buildings, and parking spaces around the ANU campuses.

The University's Acton campus offers student, staff, and visitor parking. Visit the [ANU Parking website](#) for further information about various transport options and parking on campus.

As ANU offers limited paid parking, you should send an email to ANU Parking ([parking@anu.edu.au](mailto:parking@anu.edu.au)) prior to arrival if you intend on bringing a car. With reliable public transport, short distances and great cycling facilities, we encourage you to reconsider bringing a car. Transportation is easily accessible being so close to the city. Buses, Uber, taxi services and the light rail are all great forms of travel, and their services are reliable and timely.

There are walking tracks close by with some of the best views of Canberra. If you like to hike, Black Mountain is on your doorstep. In Canberra, we have access to e-scooters. These e-scooters, or electric scooters use a rechargeable battery as a power source. You can also choose car sharing services provided by [Flexicar](#) and [bike share](#) services at the Acton campus.

### 1.3. Use of shared facilities

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

### 1.4. Cameras and audio visual devices in private spaces

Cameras and mobile phones and any other audio visual recording equipment should not be taken into private spaces like bathrooms and shower rooms.

### 1.5. ANU Below Zero

ANU has announced the Below Zero Initiative, which aims to transition ANU from being part of the problem to becoming part of the solution. The goal is for ANU to achieve below zero emissions for energy, waste, work travel and direct on-campus greenhouse gas emissions by 2030.

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

### 1.6. Gambling

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

### 1.7. CCTVs in Residences and around campus

There are CCTV cameras in public spaces in all ANU Residences and around the campus. The cameras are live 24/7 and capture footage, images and/or sound, to ensure the safety and security of students, staff, and infrastructure. The Residence administration teams do not have access to the CCTV footage.

The footage may be accessed and released, consistent with [ANU Privacy Policy](#) and relevant legislation, and may be used to investigate misconduct. Further details about access to [ANU CCTV footage](#) is available on ANU website.

### 1.8. Disclosure of information and privacy

In most situations, we need your permission to disclose any personal information to parties external to the University, including parents, caregivers, and family members (subject to legal exceptions). If you do not want your personal information shared with a specific person, you must notify the Residence Management (even if you have stated this on your University academic application).

### 1.9. Emergency contacts

For students over the age of 18, in the event of an emergency or where there is risk to the health or safety of any person, and where it is not reasonable or practicable to obtain your consent, the Residence Management or nominee may contact your emergency contact person/s (listed on your student record). Students under the age of 18 have consented to ANU contacting an emergency contact where ANU considers it necessary, including for matters related to safety and wellbeing.

### 1.10. Assistance with my room and other facilities

On your arrival, the Residence Management will inform you on the details of how to log maintenance issues and requests after-hours assistance.

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

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

### 1.11. Scams

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

It's important to stay up to date with common scamming techniques and prevention strategies, so that you remain informed and protected. You can do this by visiting the [ANU Scam Awareness webpage](#).

## 1.12. Accommodation Declaration

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

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

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

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

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

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

## 1.13. Residence-specific rules and guidelines

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

- Specific restrictions on noise and availability of quiet areas;
- Appropriate use of common areas and shared facilities, balconies, and rooftop areas;
- Restrictions relating to alcohol consumption;
- Social gatherings and events procedures;
- Lockout processes;
- Storage of residents' possessions; or
- Additional residence-specific requirements for visitors and guests.

# 2. Safety and security

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

One of the simplest ways is to immediately report to Residence Management any issue of concern, be it maintenance, security, or resident wellbeing. Other ways you can contribute to the safety of your community is to get to know your neighbours, keep your room locked and possessions secured, and make sure that you don't allow any non-residents into the Residence. As per Clause 15.2 of the Occupancy Agreement, the University and Residence Management will not be liable for any loss or damage to your personal items, furniture, property or other good that you may bring into your room or the Residence.

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

## 2.1. Accessing your room

As per Clause 7 of the Occupancy Agreement, we reserve the right to enter your room for reasons such as inspection, repair, cleaning, or other reasonable purposes, including wellbeing and safety checks. No matter the circumstances, Residences will incorporate the '3 knock' rule prior to entering your room.

2.1.1. While being respectful of the resident's privacy and time, we will conduct periodic room inspections. You will be given notice a minimum five days prior to any scheduled inspections. If your room is in an unsatisfactory state, you will be given time and advice on how to remedy the situation and your room will be reinspected at a later time. Should your room continue to be in an unsatisfactory state, the Residence reserves the right to have the room professionally cleaned and/or repairs made and to pass the costs on to you.

2.1.2. The reporting of a maintenance issue to the Residence is taken to mean that you have granted permission to enter your room to inspect, record and/or resolve the issue, sometimes without notice (except for the '3 knock' rule).

2.1.3. You are required to give University staff and contractors all reasonable access to the room to effect repairs, including assistance with moving your belongings, if necessary.

## 2.2. Personal safety

- 2.2.1. Personal safety is important for everyone on campus. By recognising and avoiding potentially risky situations, you can increase your personal safety. When walking around campus, please be mindful of vehicles and cyclists and use pedestrian crossings when appropriate and be aware of your surroundings.
- 2.2.2. All staff and students should download the [ANUOK app](#) – the official safety and wellbeing app for our ANU community. The app features quick access to UniSafe, emergency information and current alerts, COVID-19 updates, safety tools, a campus map and other personal support resources.
- 2.2.3. It is recommended to walk with friends at night, use lighted footpaths and consider whether to wear noise cancelling headphones. The [ANUOK app](#) also has the 'Virtual Walkhome' feature and walk home with a friend options.
- 2.2.4. [UniSafe](#) and [Student Safety and Wellbeing team](#) offer a range of services to keep students safe on campus, including:
- personal safety escorts (provided by UniSafe patrol);
  - assistance with building lockout access;
  - after-hours assistance;
  - wellbeing and safety checks;
  - incident response; and
  - 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 the parties remain apart on campus; and
- assisting you to temporarily (or permanently) move accommodation.

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

## 2.3. Weapons

- 2.3.1. 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.
- 2.3.2. You cannot bring into the Residence any home-made projectile equipment.
- 2.3.3. Excluding the above, you can apply for Residence Management's permission for an item, such as a sword or a bow that is required for a legitimate reason (e.g. sport, work, ceremonial purposes, etc.).
- 2.3.4. On a case-by-case and limited basis, the Residence Management may approve the item in the Residence considering:
- the item can be stored in another location such as a club;
  - the item can be stored in an appropriate securable storage space in the Residence administration area;
  - the item can be stored in a secured container in the student's residence; or
  - the item can be stored in a way that ensures the safety and wellbeing of the owner and the community.
- 2.3.5. In addition, if the weapon is to be stored in the student's residence then conditions should apply, such as:
- the item is not to be handled except for transport and cleaning;
  - the item is to be stored in a lockable container and not accessible by others;
  - the item is not to be handled by any other person;
  - the item should not be brandished around;
  - the item should not leave the student's residence except to be transported to and from events where the item is a requirement of sporting, work, or ceremonial responsibilities; or
  - the permission to store the weapon can be revoked by the University in the event of behavioural or self-harm issues or breach of conditions.
- 2.3.6. Any permission/agreement must be in writing and signed by both parties and can be revoked by the University if applied conditions are breached or additional risk factors are identified or emerge.
- 2.3.7. Firearms will never be approved for being brought into or stored in any ANU Residence.



## 2.4 Electrical

- 2.4.1. 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 items that do not meet these standards or are purchased outside of Australia.
- 2.4.2. An item not meeting these standards increases 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.
- 2.4.3. If during a routine inspection (see clause 2.1), an adaptor or power board is found that does not meet these requirements, it will be confiscated and returned when you vacate. You may also incur a fine.
- 2.4.4. We do recommend you undertake electrical testing and tagging of your items to give yourself assurance on the safety of your electrical items. Contact the residence Front Desk to request a Test and Tag.
- 2.4.5. For fire safety and electrical loading limitation, you are not permitted to have the following electrical items in your room, unless allowed by Residence Management:
- Heaters of any description;
  - Cooking equipment, including toasters and rice cookers;
  - Air-conditioning units;
  - Washing machines or dryers;
  - Electric blankets;
  - Irons;
  - Double adaptors (only power boards with overload protection, bought in Australia and meeting Australian standards may be used); or
  - Any electrical item not listed above but which could reasonably be expected to pose a fire hazard.

If in doubt, you should check with the Residence Management.

## 2.5. IT provision and advice

- a. Our Residences all provide a WiFi network 'ANU Secure' primarily for study, but we also recognise the use of this network for personal use in your room. Some residences also provide a hardwired network facility in your rooms (Ethernet).

Use of the ANU WiFi networks needs to meet the acceptable use set out in the [Acceptable Use of Information Technology Policy](#). Any breach of this Policy will constitute a breach of your Occupancy Agreement and/or may result in disciplinary action.

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

- Avoid connecting non-acceptable items, like 4G dongles, home WiFi routers and ad-hoc networks, to the WiFi or Ethernet ports. These additional connections interfere with the WiFi signal across the residence.
  - Minimise the number of WiFi speakers as these can interfere with the WiFi signal.
  - Do not use an alternative device as a personal hotspot. A hotspot uses the same frequency as our WiFi routers and can reduce the number of available channels for other users.
  - Check the WiFi network as your device may remain connected to ANU Secure when you return to your Residence. Turn off your WiFi connection and reconnect.
- b. If you continue to experience WiFi connection issues after taking all these steps, notify your Residence of the issue and log a ticket with the ANU IT Service Desk.
- c. If you have assessment items that are due and affected by network connectivity, solutions can include:
- undertaking assessment at a place on campus where WiFi connectivity is at its best (e.g. libraries).
  - approaching Student Administration and Academic Services via email ([examinations.officer@anu.edu.au](mailto:examinations.officer@anu.edu.au)) with regard to the possibility of using another University-supplied environment (e.g. Copland courtyard labs, which are booked as needs are identified).

## 2.6. Fire safety

### 2.6.1. Fire safety equipment

- a. Your room is a fire rated room and the door is classed as a fire egress door. It is a serious offence under the Emergencies ACT 2004 Section 96 (3) to tamper with the door closer to prevent your door from activating properly should the building go into evacuation.
- b. Likewise, it is a serious offence to tamper with any other fire safety equipment within the Residence, such as fire hoses, extinguishers, and fire blankets.
- c. Detectors for heat and smoke are located throughout the building and it is an offence to tamper with them or cover them in any way. Any such action will constitute a breach of your Occupancy Agreement (Clause 6.1) and/or will result in disciplinary action.
- d. Residents will be held liable for any cost associated with inspecting, resetting, or recalibrating any equipment which has been tampered with.

### 2.6.2. Fire alarm

- a. During a fire alarm, a loud signal will sound in the Residence and you must follow the evacuation diagram directions (posted in the common areas) and instructions from the fire warden team.
- b. There will be fire drills during the year. For your own safety, please treat them seriously.
- c. False fire alarms caused by neglect and/or mischief will attract a fine – the amount is specified in the Schedule of Fees.
- d. Intentional false alarms, or disobeying the instructions of a Fire Warden will constitute a breach of your Occupancy Agreement and/or may result in disciplinary action.

### 2.6.3. Fire alarms: nuisance and damage

- a. Activation of the fire alarms in Residences either by accident or malicious acts will result in a large fine being applied to the person responsible for setting off the alarm (refer to Schedule of Fees). This fine covers the costs incurred by 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.
- b. Similarly, careless or irresponsible triggering of break glass alarms will constitute a breach of your Occupancy Agreement and/or may result in disciplinary action.

### 2.6.4. Fire safety: prohibited activity

- a. The use of candles, incense, matches, lighters and any other form of open flame and fire is strictly prohibited in the residential rooms.
- b. Smoking or vaping in rooms, on balconies or anywhere in the Residence is strictly prohibited.
- c. Cooking in rooms that do not contain cooking facilities is strictly prohibited.
- d. Placing metallic items in the microwaves is strictly prohibited.

## 2.7. Items in the corridors

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

## 2.8. Safe reporting environment: feedback and complaints

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

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

- a. maintain high standards of confidentiality;
- b. welcome complaints or areas for improvement as an opportunity to receive valuable feedback on policy, procedures, facilities, and all other aspects of the day-to-day life of the Residence;
- c. respond to complaints in a sensitive and timely fashion with due regard to procedural fairness;
- d. involve you in the decision making process around actions to be taken in response to your complaint where appropriate;
- e. provide clear reasoning for any decision;
- f. provide an avenue for you to escalate your concern if you feel the matter has not reached a satisfactory conclusion; and
- g. actively support and train student leaders within the Residence to enable and support them to respond appropriately to complaints.

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

- a. showing respect for the diversity of perspectives which exist within the Residence community and actively seeking to understand views which differ from yours;
- b. responding respectfully and constructively to any resident who makes a complaint;
- c. addressing your complaint in a way which is constructive, and does not include behaviour which constitutes bullying or harassment;
- d. you may seek independent advice from the ACT Human Rights Commission at any stage;
- e. other external agencies are also available for independent advice and advocacy; and
- f. once you have exhausted these steps and you remain dissatisfied with the outcome, you may raise a grievance with ACT Civil and Administrative Tribunal (ACAT).

Relevant contact details are included at the end of this handbook on page 43.

## 2.9. Academic expectations, support, and enrichment

- a. ANU 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](#).
- b. The Residence expects that having been offered a place at ANU, you have the skills and ability required to achieve academic success. If you are experiencing academic difficulties, 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. You must attend any meetings with Residence Management to discuss your academic progress.
- c. Students in the Residences have access to a framework which cultivates partnerships between the ANU Residences, academic and professional units on campus, and the ACT community. This program of activities extends residential students' learning and development opportunities beyond the classroom.

# 3. Behaviour

## 3.1. Key behaviour rules

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

## 3.2. Racial discrimination

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

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

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

Visit the [ANU website](#) for further information about support available and submitting a complaint for racism or discrimination.

### 3.3. Disputes

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

### 3.4. Underage residents

- 3.4.1. The University prohibits any person under 18 years from selling, supplying, purchasing, possessing, or consuming alcohol in their residence or anywhere on University premises, including your bedroom. This is supported by the University's current Liquor Statute. 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 within our communities do not include the consumption of alcohol.
- 3.4.2. As an underage resident, carefully review clauses X to X in the Occupancy Agreement. If we have concerns that you have been consuming alcohol or breaching the Occupancy Agreement, we do reserve the right to contact your listed emergency contact person(s).
- 3.4.3. When you first arrive, Residence Management will meet with you to discuss the specific matters which apply to you as an underage resident.
- 3.4.4. Residential Staff are required to hold fortnightly meetings with all international students aged under-18 and submit a report in accordance with the University procedure [Admission of under-18 international students](#).

### 3.5. Guests and overnight visitors

- 3.5.1. A guest is any person visiting the Residence at the express or implied invitation of a resident, including family members.
- 3.5.2. The Resident is responsible for the conduct and behaviour of all guests and the Resident is liable for any damage caused by a guest. A Resident may also be subject to disciplinary or other action under University policies as a result of the conduct and behaviour of their guests.
- 3.5.3. You can have only one guest for an overnight stay and must complete and return a Visitor's registration form for each guest, for each stay.
- 3.5.4. If you wish to invite a guest to stay for more than two nights, you need to register this person as a guest with the Front Office of the Residence. Each semester you should not exceed a cumulative total of seven nights of a guests staying with you.
- 3.5.5. If you wish to have a guest stay four or more nights consecutively, you need to submit a request to the Residence Management.

- 3.5.6. Overnight guests under the age of 17 are not permitted in any Residence.
- 3.5.7. Guests are not to stay in the Residence during examination period without the agreement of the Residence Management (or their nominee).
- 3.5.8. You must accompany the approved guest at all times, and are not permitted to give/loan your keys, swipe cards or security devices to a guest or other non-resident for any reason.
- 3.5.9. A guest cannot use your room when you are away from the Residence.
- 3.5.10. 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.
- 3.5.11. If a guest is staying in your room without having been registered or approved (as applicable) the University may direct the guest to leave the Residence and may charge you the daily rate for any unapproved stay .
- 3.5.12. Guests must leave (and the Resident responsible for the guest must assist them to leave) the Residence immediately if requested to do so by the University's nominated representative for any reason. The University may contact security and/or police if the guest fails to comply with any such direction.
- 3.5.13. Guests to catered residence must pre-purchase meal vouchers.

# 4. Wellbeing

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

Wellbeing and health at ANU Residences is promoted through campaigns and activities that aim to increase awareness and early help seeking behavior for physical or mental health concerns. The Residences also encourage a harm-minimisation approach to drugs and alcohol, education on healthy food choices, sleep, and exercise, 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 and effective helping skills.

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

## 4.1. Acute illness/incident

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

- 4.1.1. If you become ill or sustain an injury during your time in Residence, please let the Residence Management know so that we can support you to access appropriate services.
- 4.1.2. Please also let the Residence Management know if you decide to take time away from the Residence to recover from an injury or illness.
- 4.1.3. If ANU UniSafe or Emergency Services are contacted, the Residence Management will be notified via an incident report. Residence Management will contact you to follow up.
- 4.1.4. Reasonable adjustment plans can be put in place through registering with [ANU Accessibility](#).
- 4.1.5. 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 or medical professional.

## 4.2. Non-emergency transport to hospital

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

## 4.3. Emergency transport to hospital

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

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

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

Some outdoor activities have a higher risk profile – activities such as Inward Bound, in which participation may be an option for some residents.

Students wishing to participate in these activities should consider private health cover, including ambulance cover, before participation.

## 4.4. Long-term or serious illness/disability

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

- 4.4.1. 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 Accessibility Office](#). The Accessibility Office can provide support in a variety of ways:
  - By creating an Education Access Plan (EAP) outlining the recommended reasonable adjustments to ensure you are not disadvantaged by your registered condition. These adjustments are based on your supporting documentation from a licensed medical practitioner and can include both academic adjustments and accessibility to campus adjustments;

- By advocating on your behalf to your academic College and with course conveners/lecturers on implementing these reasonable adjustments; or
- Put in place accessible parking, make recommendations, and advise on modifications to residences to accommodate your registered condition and ensure accessibility to lectures and tutorials.

4.4.2. Residential staff will do their best to implement the reasonable adjustments recommended by the Accessibility Office within your Residence.

4.4.3. A Reasonable Adjustment Plan for Student Accommodation (RAP-SA) can be drafted with Residence Management if they believe such a plan will support you to continue to live in the Residence.

4.4.4. If a serious illness or disability affects you while in Residence, it may not be possible for the University to make the adjustments necessary to accommodate your needs in the Residence.

## 4.5. Assistance animals

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

4.5.1. In accordance with the [Disability Discrimination Act 1992 \(Cth\)](#) assistance animals must be:

- accredited under the law of a State or Territory that provides for the accreditation of animals trained to assist a person with a disability to alleviate the effect of the disability;
- accredited by an animal training organisation prescribed by the regulations in the Act; or
- trained to assist a person with a disability to alleviate the effect of the disability and meets standards of hygiene and behaviour that are appropriate for an animal in a public place.

4.5.2. ANU will consider whether to permit assistance animals in Residence in consultation with [ANU Accessibility Office](#) and in accordance with any applicable University policies in relation to assistance animals.

4.5.3. ANU will request the person with the disability to produce evidence that:

- the animal is an assistance animal (meets one of the criteria above), and
- the animal is trained to meet standards of hygiene and behaviour that are appropriate for an animal in a public place.

4.5.4. Owners of the assistance animal are responsible for the full care, hygiene, and health requirements of the animal.

## 4.6. Psychological distress

4.6.1. 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.

4.6.2. Where it does not appear safe, we strongly recommend you do not attempt to provide support to the student and contact Residence Management and UniSafe.

4.6.3. A designated staff member will ensure appropriate support is made available. This may include consultation with and/or referral to the Student Safety and Wellbeing team, counselling services including ACT Mental Health, University Counselling Centre, ANU Health Service or another health service provider.

4.6.4. A 'Safety and Wellbeing Plan' may also be developed in collaboration with the resident affected.

## 4.7. Infectious and notifiable disease in residence

4.8.1. Diagnosis and reporting

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

4.8.2. Exclusion from residence during infectious period

- If you contract an infectious disease, you may be asked to leave the Residence for the period you are infectious.
- If you are unable to find alternative accommodation, the Residence will take reasonable steps to assist. Costs associated with alternative accommodation will remain your responsibility. In cases where financial hardship can be demonstrated, some financial assistance may be available.

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

#### 4.8.3. In-house isolation during infectious period

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

- a. restricting yourself to your bedroom and a dedicated bathroom area;
- b. avoiding common areas of the Residence;
- c. excluding yourself from any Residence activities during the infectious period;
- d. careful hand washing etc. if the infection is contagious by that route;
- e. mask wearing;
- f. no visitors within your room (excluding emergency personnel); and
- g. care with coughing, sneezing etc. in common areas.

## 5. Sexual harassment and sexual assault response and support

### 5.1. Student Safety and Wellbeing Team

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

- Mental health;
- Financial concerns;
- Relationship issues;
- Conflict management;
- Transitioning to university;
- Isolation and loneliness; and
- Navigating ANU.

The service's Case Managers have backgrounds in health, social work, counselling and human services. Case Managers work from a person-centred and trauma informed clinical framework and aim to provide coordinated support, information and referrals for students.

The Student Safety and Wellbeing team monitors the University's online disclosure form. The University provides two pathways for disclosures:

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

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

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

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

## 5.2. Respectful Relationships Unit

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

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

Established in 2019, the RRU previously supported members of the ANU community who had experienced sexual harassment and/or assault. In 2021 this specialist service was relocated to the newly formed Student Safety and Wellbeing team where expert Case Managers can provide confidential and comprehensive support.

## 5.3. What does that mean for you?

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

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

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

## 5.4. Rights, Relationships and Respect at ANU

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

If you have not completed your training (or received an exemption) by the published deadline you will be given a formal notice that you have one week to complete it. If you still haven't completed it, you will then be requested to meet with Residence Management. At this meeting you will be given access to a computer and again asked to complete the online module. Non-completion may result in you not being able to return to ANU student accommodation in the proceeding year, in line with Clauses 5.1 and 6.1.1(h) of the Occupancy Agreement and the determination of the Chief Residential Services Operating Officer. In addition, you may be excluded from participating in the social and community activities at the residence.

## Rumour – make it stop with you

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

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

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

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



# 6. Alcohol, drugs, and smoking

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

Drinking alcohol is permitted in ANU Residences if and only if consumed in a responsible manner. Regardless of where the alcohol is consumed, ANU Residences operate on the premise that individuals accept responsibility for their behaviour and actions at all times, including when under the influence of alcohol.

The decision to consume or not consume alcohol is a personal one. However, drinking alcohol should not cause stress, intimidation, or discomfort to others. If you choose not to consume alcohol, you should have the opportunity to live in an environment where alcohol consumption does not cause you to feel stressed, intimidated or discomfort.

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

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

## 6.1. Rules for alcohol consumption

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

- a. possessing or consuming alcohol if they are under the age of 18 years;
- b. selling or supplying alcohol to anyone under the age of 18 years;
- c. putting pressure on another resident to drink alcohol or drink more alcohol than they judge to be reasonable;
- d. using drinking equipment such as kegs, hoses, funnels, punchbowls, etc. in the consumption/mixing of alcohol. Such items can lead to irresponsible and dangerous drinking behaviours, and may be confiscated and discarded by staff without notice;
- e. manufacturing alcohol;
- f. participating in, organising, or supporting any activity that encourages the rapid consumption of alcohol e.g. drinking games or competitive drinking;
- g. excessive consumption of alcohol;
- h. prizes or incentives in the form of alcohol for any event or competition
- i. marketing for events identifying access to free or cheap alcohol as a primary incentive for attendance; or
- j. accepting sponsorship on behalf of the Residence or entities established

## 6.2. Excessive consumption of alcohol

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

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

Safety and wellbeing of all residents will be prioritised in responding to such incidents. We will look for solutions that facilitate learning and personal development of residents involved.

## 6.3. Events where alcohol is served

All events organised for residents where alcohol is served, held in or outside the Residence, must receive prior approval from the Residence Management and the Facilities and Services Division through a formal approval process (in accordance with the current [ANU Liquor Statute](#), policies and procedures, as amended from time to time, and/or any related policies).

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

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

## 6.4. Drugs

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

## 6.5. Smoking

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

## 6.6. Legal highs

Possession and/or consumption of legal highs such as nitrous oxide (NOS) is prohibited in our Residences. Non-compliance will constitute a breach of your Occupancy Agreement and/or may result in disciplinary action.

# 7. Fee, re-admissions, transfers, and departures

## 7.1. Fee payment

- a. You may pay your rent, either a semester or year in advance, or by regular fortnightly Direct Debit payments according to the Schedule of Fees during the Occupancy Agreement period.
- b. If you are unable to make a payment, you must discuss the matter with the Residence Management and state your case in writing at least three days before the rent due date.
- c. A late payment may be approved in exceptional circumstances and as determined by the Residence Management.
- d. If you have a debt to the Residence and you have not negotiated a suitable financial agreement, you may be refused permission to place any other optional charges on your account until the debt is settled.
- e. Your Occupancy Agreement provides that if you owe arrears at the termination of this Agreement or are in arrears for more than 7 days and the arrears exceed your refundable deposit, the University may place a negative service indicator on your academic record that will prevent the release of results, academic transcripts and/or your eligibility to graduate and may deny access to the residential premises.

## 7.2. Room changes

- a. Room changes are subject to availability and will be at the discretion of Senior Residence Management.
- b. Room changes during the academic year are only granted in special circumstances, and fees may apply.
- c. You cannot move rooms without the permission of Senior Residence Management.
- d. A resident may be required to move rooms by Residence Management during the academic year for wellbeing 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.

### 7.3. Inter-Residence transfers

- a. It is important to note that number of transfer applications is limited, not guaranteed, and will only take effect in the following semester.
- b. It is acknowledged that living in a preferred and/or non-preferred Residence and/or living in shared accommodation is not always easy. Residents are offered the opportunity as part of a set and communicated process to apply to transfer to another on-campus Residence.
- c. Please provide as much information as possible in your transfer application. Consideration of your conduct and compliance to the rules outlined in the Occupancy Agreement and this Handbook, and your rental payment track record will be assessed as part of the final decision.
- d. In special circumstances, you can request an out of session transfer to another residence. You are required to discuss your requirements with Residence Management and follow their advice before submitting a transfer application and provide all necessary documentary evidence to support your application.
- e. Transfer fees will apply.

### 7.4. Departure prior to contract end date

- a. By signing the Occupancy Agreement, you agree to remain at the residence for the period of the agreement on the terms set out in the Agreement and the Residential Handbook. If you depart your room prior to the contract end date without being directed to do so by the ANU, it will be deemed a default of your Occupancy Agreement.
- b. You may request a termination of your Occupancy Agreement prior to the end date, under special circumstances. You are required to carefully read and understand the requirements in the Occupancy Agreement, particularly the Clause 9: Termination without default, Clause 10: Termination for Default, and clause 11: Consequences of Default, Termination or Expiry.
- c. You are required to promptly notify the Residence Management any changes to your circumstances that may impact your ability to remain at the residence for the period of the agreement. You are required to discuss your requirements with the Residence Management and follow their advice before submitting an application and provide all necessary documentary evidence to support your application.
- d. You must provide at least four weeks' notice before the intended departure date. This notice period may be adjusted only under exceptional circumstances beyond your control, and upon approval by the Director, Residential Experience.

- e. If deemed suitable, the Residence Management will submit your application to the Director, Residential Experience for consideration.
- f. Residence Management will advise you the outcome of your application and/or request further information and documentation. You will also be notified of any consequences or fees associated with the termination.
- g. The University is entitled to decline your termination request.
- h. The University is also entitled to nominate a termination date that may be different from the date requested and recover all losses and costs that may arise from termination of the agreement.

### 7.5. Limited extension of the departure date

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

### 7.6. Re-admissions policy (Returners)

- a. As a resident you are offered an Occupancy Agreement and a place to live up to one year, pending your residence specific contract length and terms.
- b. A return to on-campus accommodation/re-admission is not automatic and is subject to an application process.
- c. Review of your re-admission application will include a consideration of your conduct and compliance to the rules outlined in the Occupancy Agreement and this Handbook, and your rental payment track record.
- d. Returning to your current room, or even to your current residence, is not guaranteed. The returner application process does allow residents to return to different Residences in the following year.
- e. Depending on the number of new applications received each year, the number of returner spaces may be limited and current residents may be offered accommodation in an alternative residence for the following semester.
- f. The University Residential Experience website will provide an overview of the process.

## 7.7. Departures

- a. At the end of an Occupancy Agreement, residents are required to vacate their room by 10am on the date of departure.
- b. The following must be completed upon departure:
  - Your room must be left neat, clean, dusted, vacuumed, and all rubbish removed. All 3M hooks, posters, stickers, etc., must be removed from all surfaces and fittings. If you believe removal will cause damage, please talk to your Residential staff for assistance.
  - All allocated space in communal areas (e.g. fridges, kitchen cupboards) must be emptied and cleaned.
  - If requested by the Residence, you must complete a Check-Out Form/Inventory Check.
  - Bicycles, scooters, and any other transportation equipment must be removed from the premises.
- c. Failure to adequately clean your room or allocated space will result in a cleaning fee being deducted from your refundable deposit.
- d. After checking out, you may not stay with a friend in Residence unless they have received permission from Residence Management.

## 7.8. Student damage

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

# ANU Residences

Referred as 'the Residences' or 'ANU Residences' in this handbook



### Bruce Hall (including Packard Wing)

T [+61 2 6125 6444](tel:+61261256444)

E [reception.brucehall@anu.edu.au](mailto:reception.brucehall@anu.edu.au)

Bruce Hall has established itself as a true community of scholars, where individualism is respected and excellence in all things is encouraged. In 2019, new and existing Bruce Hall residents occupied the newly built state-of-the-art residence located on Daley Road. The residence was designed with input from students themselves, as it aimed to retain the community features that make Bruce Hall so special.

Packard Wing was completed in 2004 and houses later-year undergraduates and postgraduate students. Residents of Packard Wing can participate in the Bruce Hall, main wing activities and events.



### Burton and Garran Hall

T [+61 2 6184 0000](tel:+61261840000)

E [enquiries.bg@anu.edu.au](mailto:enquiries.bg@anu.edu.au)

Burton and Garran (B&G) is a multicultural Hall, with people from all over Australia and the world studying different degrees and at various stages of their studies. The cultural diversity of B&G allows its residents to experience deep and meaningful relationships. We have a focus on the arts, sports, academic and positive community



### Davey Lodge

T [+61 2 6184 5000](tel:+61261845000)

E [reception.davey@unilodge.com.au](mailto:reception.davey@unilodge.com.au)

Davey Lodge offers students a wide range of apartments, from single occupancy studios to five-bedroom multi-shares. Everything has been designed to make your student life as engaging as possible and help you excel at your studies.

Davey Lodge opened in January 2010 and each floor features generous common spaces to foster intellectual and social interaction for lasting friendships, academic stimulation and, of course, fun!



### Fenner Hall

T [+61 2 6125 9000](tel:+61261259000)

E [reception.fennerhall@anu.edu.au](mailto:reception.fennerhall@anu.edu.au)

Fenner Hall, in the heart of the Kambri precinct, is just a stone's throw away from cafes and eateries, playing fields, medical facilities, galleries, theatres, a bookshop, gyms, a swimming pool, and central teaching facilities and services.

The Fenner Hall community prides itself on being inclusive, and guided by values of independence, respect, curiosity and doing things just a little bit differently. The Fenner community is nurtured by passionate advocates and a desire to implement ongoing positive change for our residents who come from around Australia and the world.



### Graduate House

T [+61 2 6125 1999](tel:+61261251999)

E [graduate.house@anu.edu.au](mailto:graduate.house@anu.edu.au)

With more than 150 graduate students from 30+ countries, residents of the Graduate House form a thriving and supportive community of scholars. Graduate House provides a quiet environment in which residents are encouraged to participate in the academic and social life of a graduate community, but also able to live and work independently and without being disturbed by others.

Graduate House has a long history of fostering diversity, with a student body reflective of the broad cultural mix on campus and consistent with the international role of ANU.



### Kinloch Lodge

T [+61 2 6184 5000](tel:+61261845000)

E [reception.kinloch@unilodge.com.au](mailto:reception.kinloch@unilodge.com.au)

Kinloch Lodge is located close to the city centre and still only a five-minute walk from the heart of campus. Public transport, shops, banks, and food options are all at your door.

Kinloch offers a range of student apartments from single studios to six-bedroom multi-share apartments, all with kitchens and study desks. The creative designs are focused on maximising space and harmony. Many apartments include balconies for fresh air and entertainment with large open plan living rooms which allow for spacious lifestyles and room to move.



### Lena Karmel Lodge

T [+61 2 6125 7900](tel:+61261257900)

E [reception.lenakarmel@unilodge.com.au](mailto:reception.lenakarmel@unilodge.com.au)

Lena Karmel Lodge has state-of-the-art building features a gym, rooftop garden, large common area, as well as a beautifully designed staircase and atrium that helps reduce the building's carbon footprint. There are retail outlets on the ground floor and a food court providing affordable healthy meal options.



### Toad Hall

T [+61 2 6125 6060](tel:+61261256060)

E [toad.hall@anu.edu.au](mailto:toad.hall@anu.edu.au)

Toad Hall opened its doors on April Fool's Day 1974 - something which residents still celebrate with an annual 'Friends and Follies' party.

Today's 'Toadies' are postgraduate students who have come from all corners of the globe to study at ANU. About 50 countries are represented among its 227 residents - making Toad Hall a mini United Nations and reflective of its motto 'Unity in Diversity.'



### Ursula Hall (including Laurus Wing)

T [+61 2 6125 6200](tel:+61261256200)

E [ursula.hall@anu.edu.au](mailto:ursula.hall@anu.edu.au)

Ursula Hall was opened in 1968. At the centre of the Main Wing a bright and sunny courtyard, which is in many ways the heart of the hall. As one of the smaller catered options on campus, Ursula Hall fosters a vibrant, tight-knit, resident-driven culture with the key values of inclusiveness, respect, and academic curiosity.

Laurus Wing residents have the option to participate in as many or as few college events and activities. They have full access to the facilities at Main Wing, including the common room, canteen, and games room.



### Wamburun Hall

T [+61 2 6125 5233](tel:+61261255233)

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

Wamburun Hall welcomed its first cohort of students in 2019. Named after the local Indigenous word for large black cockatoo, the striking glass building, located at the foot of Black Mountain, houses 500 self-catered rooms.

Wamburun residents enjoy the benefits of living in a culturally diverse, inclusive, and supportive community – close to the city, their classes, and the beautiful Australian bushland. All residents have the opportunity to participate in interhall social, arts and sports programs, and a program of events presented by the residential community and the Hall.



### Warrumbul Lodge

T [+61 2 6125 7500](tel:+61261257500)

E [reception.warrumbul@unilodge.com.au](mailto:reception.warrumbul@unilodge.com.au)

Warrumbul Lodge, opened in January 2011, has all the facilities you could need, and support is always on hand.

The atmosphere at Warrumbul Lodge supports academic development, personal development, and long-lasting friendships. The community strives to embrace the multicultural needs of all student residents. You will be well-connected to the campus and everything in it, and the city centre is very close by. We strive to cater to the multicultural needs of all our residing students.



### Wright Hall

T [+61 2 6125 6888](tel:+61261256888)

E [reception.wrighthall@anu.edu.au](mailto:reception.wrighthall@anu.edu.au)

Wright Hall offers each resident a place to call home in a vibrant community.

Wright Hall's rooftop pavilion is well-known among the ANU community for the panoramic views of Canberra, making it a great space for study and relaxation. Its well-designed common spaces, including study rooms, cater for a live-in learning environment. Wright Hall stands side-by-side with the Bruce Hall, both designed to provide students with one of the world's best on-campus experiences.



### Yukeembruk Village

T [+61 2 6125 5660](tel:+61261255660)

E [reception.yukeembruk@anu.edu.au](mailto:reception.yukeembruk@anu.edu.au)

Yukeembruk Village opened in February 2023 as the University's latest accommodation offering. It consists of over 700 beds with rooms with shared bathroom facilities as well as ensuite rooms, complemented by self-catered masterchef-style kitchens. The four residential buildings are built around a large common amphitheatre, creating a village community with views of Sullivan's Creek, Black Mountain and the lake.

### Other affiliate colleges

The ANU also has two affiliate accommodation colleges: Burgmann College and John XXIII College. Affiliate colleges have their own Occupancy Agreement, set of rules and conduct expectations. Please contact [reception@burgmann.anu.edu.au](mailto:reception@burgmann.anu.edu.au) or [enquiries@johnxxiii.anu.edu.au](mailto:enquiries@johnxxiii.anu.edu.au) for further information.



### Burgmann College

E [reception@burgmann.anu.edu.au](mailto:reception@burgmann.anu.edu.au)



### John XXIII College

E [enquiries@johnxxiii.anu.edu.au](mailto:enquiries@johnxxiii.anu.edu.au)

# Useful contacts

## ANU Student Safety and Wellbeing team

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

P: 02 6125 2211  
E: [student.wellbeing@anu.edu.au](mailto:student.wellbeing@anu.edu.au)

## ANU Counselling

On-campus free, confidential counselling for currently enrolled students

P: 02 6125 2211  
E: [counsellingcentre@anu.edu.au](mailto:counsellingcentre@anu.edu.au)

## ANU Wellbeing and Support Line

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

P: 1300 050 327 or  
text 0488 884 170

## ANU Medical Centre

On-campus health services provider, including General Practitioners

P: 02 6125 2211  
E: [medicalcentre@anu.edu.au](mailto:medicalcentre@anu.edu.au)

## ANU Security

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

P: 02 6125 2249

## Emergency

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

P: 000 or 112 (GSM mobiles)

## Police Assistance Line

Police service where there is no immediate danger

P: 131 444

## ACT Access Mental Health

24-hour mental health emergency access & support

P: 1800 629 354 or 6205 1065

## Tenancy Advice Services

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

P: 1300 402 512  
E: [tas@legalaiddact.org.au](mailto:tas@legalaiddact.org.au)

## Canberra Community Law

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

P: 02 6218 7900  
E: [info@canberracommunitylaw.org.au](mailto:info@canberracommunitylaw.org.au)

## Conflict Resolution Services

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

P: 02 6189 0590  
E: [admin@crs.org.au](mailto:admin@crs.org.au)

## ACT Human Rights Commission

Handles complaints about discrimination and services in the ACT including health, disability, older people and services for children and young people

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

## ACT Civil and Administrative Tribunal (ACAT)

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

P: 02 6207 1740  
E: [tribunal@act.gov.au](mailto:tribunal@act.gov.au)

## Sexual Violence Support:

### 1800 RESPECT

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

P: 1800 737 732

### Canberra Rape Crisis Centre

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

P: 02 6247 2525

## General Support Services:

### Lifeline

24-hour telephone counselling and crisis support

P: 13 11 14

### Kids Helpline

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

P: 1800 551 800

### QLife

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

P: 1800 184 527

### Suicide Call Back Service

24-hour crisis counselling and call back

P: 1300 659 467

### HealthDirect

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

P: 1800 022 222 or 6207 7777

# Contact us

## Residential Experience Division


T 02 6125 1100

E [uni.accom@anu.edu.au](mailto:uni.accom@anu.edu.au)

W [www.anu.edu.au/study/accommodation](http://www.anu.edu.au/study/accommodation)

 [facebook.com/livingatANU](https://facebook.com/livingatANU)

 [instagram.com/livingatANU](https://instagram.com/livingatANU)

 [youtube.com/@livingatANU](https://youtube.com/@livingatANU)