

**UNIVERSITY HOUSE  
AND GRADUATE HOUSE**

**WELCOME GUIDE**  
FOR POST GRADUATE STUDENTS



**UNIVERSITY HOUSE**  
THE AUSTRALIAN NATIONAL UNIVERSITY



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**THE WELCOME GUIDE IS ESSENTIAL READING FOR NEW AND RETURNING RESIDENTS.  
IF YOU HAVE ANY QUESTIONS, PLEASE ASK STAFF OR STUDENT LEADERS.**

## INTRODUCTION

This Welcome Guide provides postgraduate residents with information about living at University House and Graduate House and their responsibilities and rights as a resident. The contents of this Welcome Guide form part of residents' 'Occupancy Agreement', so all residents should be familiar with it. If you are uncertain about any of the information, responsibilities and rights presented in the Welcome Guide, please contact the Residence Manager – Graduate and University Houses for clarification.

### UNIVERSITY HOUSE



### GRADUATE HOUSE



## OUR COMMUNITY VALUES

Our community values were developed and agreed by residents and the Management Team in 2019:

*University and Graduate Houses are an inclusive and accepting residential graduate community.*

*We value our diversity of academic pursuits, beliefs and religions, cultures and nationalities, and personal interests and identities. We treat each other with respect and consideration.*

## WELCOME FROM THE MASTER

Welcome to the University and Graduate Houses' community! Our community is diverse, comprising some 220 resident postgraduate students; staff who work with you in both Houses; academics from across the ANU who are Fellows of University House; Members of University House; and members of our Residents' Advisory Committee.

Our resident postgraduate community is a mirror of that at ANU – from some 40 nations, and across the ANU's seven Colleges. Around 80% of our residents are PhD scholars, and 20% Masters Scholars; and around 70% are international students at ANU. This diversity is one of our defining characteristics and great strengths. We reflect it in our Community Values Statement, which you'll find on the preceding page.

Living in an on-campus residential community is a privilege that has its origins in the great European universities. The relatively high proportion of ANU students who live in halls of residence on or near to campus meant that this experience is also one of ANU's distinctive features. We hope that you will, as generations of residents before you have, come to regard University and Graduate House as your home; and those who live and work here as your friends and 'family' while you are resident. Friendships made during residence often last a lifetime – and ANU's alumni network can help you stay in touch with fellow residents and ANU peers after you complete your studies.

University and Graduate Houses are more than your place of residence; they are also environments in which you can, and should, find a sense of community, and friendship and support. The Student Leadership Team – Senior Residents, Duty Residents, Floor Coordinators and IT Assistant – work with me, the Residence Manager and other staff, and our Early Career Fellows, to provide you with advice and support when you need it.

In this Welcome Guide, you will find a description of the facilities in your room and at University and Graduate Houses. The Welcome Guide also provides information on what you can expect of University and Graduate Houses, and what we and fellow residents expect of you. Living and working in a small, close-knit community means that all of us have to respect the rights of others to privacy, quiet, and the equal enjoyment of the facilities we offer. We have also to recognise and respect the diversity of cultures and perspectives that comprise our community.

I hope your residence in 2024 is both enjoyable and rewarding. The University and Graduate Houses team and I wish you every success in your studies and capitalising on the opportunities that being a resident of University and Graduate Houses offers you. We're glad to be sharing 2024 with you, although – sadly – we won't be able to occupy the University House buildings in 2024, as they will remain closed for repairs after the 2020 hailstorm.

Professor Peter Kanowski  
Master

## UNIVERSITY & GRADUATE HOUSES

The Australian National University was founded in 1946 as a research-intensive university with a commitment to postgraduate research, as a means for advancing knowledge and for preparing the next generation of leaders. In 1960 it accepted undergraduate residents for the first time; its undergraduate programs benefit directly from the University's international recognition as Australia's pre-eminent research university.

University House is Building No. 1 on the ANU campus, opening in 1954; at the time of the ANU's establishment, there was nowhere suitable for academics, postgraduate students and academic visitors to live. University House was established as an environment in which academics and postgraduates from across the ANU could live and meet, informally as well as more formally; as a place for University's ceremonies and events, and as a portal between the University and the wider community. There are Fellows and Members of University House associated with these roles, and University House is normally also a commercial hotel, events, and hospitality business operated on behalf of the ANU.

**Unfortunately, University House was badly damaged in the January 2020 hailstorm, and remains closed for repairs. University House is unable to accept new residents until it reopens.** In the meantime, some University House activities (café, dinners, events) are continuing from temporary premises in Kambri, the College of Law, and Rimmer St.

Graduate House was originally established in 1971, adjacent to (rather than on) the ANU campus. In 1998, Graduate House was relocated to its present site adjacent to University House, and the Master of University House later became responsible for Graduate House. Graduate House residents have since been equally-valued members of the University House community.

University House and Graduate House each provide single and limited double, self-catered accommodation for full-time graduate students of the ANU. In both Houses, accommodation may also be available for visiting PhD students from other universities who have the opportunity to spend time at the ANU.

Both Houses have long enjoyed a reputation for providing quiet environments in which postgraduate residents can work and live. Their central location and a collegial atmosphere are ideal for postgraduate residents looking for a mature, friendly and supportive residence. The Houses are within easy walking distance of the Faculties, Research Schools, recreation centres, libraries, sporting and other ANU facilities. It is also within walking distance of the city centre and New Acton precinct.

## RESIDENT & HOUSE RESPONSIBILITIES

In all ANU Halls of Residence, residents are expected to maintain a mature and responsible attitude to life, in a generally informal atmosphere. This responsible attitude allows us to keep the number of rules to a minimum, but the following specific resident responsibilities are brought to your attention.

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

The ANU Halls of Residence operate within the legislative and policy framework of the ANU. Please refer to ANU Residential Handbook for more information.

<https://www.anu.edu.au/study/accommodation/accommodation-support-resources/prospectus-residential-handbook-and-guides>

## UNIVERSITY AND GRADUATE HOUSES-SPECIFIC POLICIES

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Life at University and Graduate House complements your academic life and work by providing a safe, supportive and inclusive home away from home, enabling you to make the most of your ANU experience.

This Welcome Guide outlines the expectations we have of you as you as a resident, and what you can expect of your peers, student leaders and residential staff. By making these expectations clear, we hope to help you settle in easily and to thrive as a member of the community.

Each resident has an obligation towards community-minded behaviour. The rules set out in ANU Residential Handbook are designed to maintain a happy, safe, and harmonious living and study environment for all.

In return for meeting their responsibilities, residents can expect:

- To be treated courteously and politely by staff;
- The provision and upkeep of a safe, clean and reasonably quiet living and study environment;
- To receive a Schedule of Fees setting out their financial commitments for the year. These charges may change throughout the year, subject to the provisions below; and
- The opportunity to express concerns or ideas for the operation or improvement of the Houses.

If behaviour of a resident who is also a student of the University is of a level sufficient to constitute misconduct under the *Discipline Rule*, the matter will be dealt with in accordance with rules advised in the ANU Residential Handbook and Occupancy Agreement.

**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 both houses, 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

**University and Graduate Houses do not permit the following at any time:**

- Smoking;
- Pets;
- Feeding of wild animals (e.g. birds, possums, feral cats, foxes);
- The use or storage of candles, incense or hazardous gases or liquids.
- Portable barbecues or gas cooking units.

As residents of the ACT, residents of the University and Graduate Houses are subject to the applicable laws of the Commonwealth of Australia and the Australian Capital Territory.

## ACADEMIC EXPECTATIONS, STATUS AND RESIDENCY

University and Graduate Houses exist to support the academic work and personal development of residents by maintaining a residential community that reflects our values (see page 2), and support in response to individual needs. Residents should be aware that the University has standards regarding academic progress that may affect your enrolment and therefore, your eligibility for residency in the Houses. More information can be found in the ANU Residential Handbook

Full-time students and visiting Fellows of the ANU are normally eligible to reside in ANU halls of residence, including University and Graduate Houses. It is the responsibility of the resident to advise the Residence Manager if their enrolment status has changed (e.g. they will be taking a leave of absence from their studies, or are reducing their course load to less than full-time status), or that they have completed the requirements for their degree (e.g., by submitting their thesis or completing coursework). The Houses conduct enrolment checks each semester in order to confirm the enrolment status of all residents.

## A CULTURALLY DIVERSE AND RESPECTFUL ENVIRONMENT

University House and Graduate House have a long history of fostering diversity, with a student body reflective of the cultural diversity of ANU, and consistent with the international role of the university. Around 40 nationalities are currently represented in our community. An important element of our role is to maintain an environment of cultural and national diversity in which international friendships can flourish. To facilitate this environment, the Houses have adopted a guideline that any single national cohort, including Australian students, should not normally exceed 25% of the total student population of both Houses. This guideline is applied when new or transferring students are seeking residency in either University House or Graduate House. Our commitment to a culturally-diverse and respectful environment is embodied in our Community Values Statement (page 2 of this Welcome Guide).



### STAFF

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#### **Master**

The Master has overall responsibility for all aspects of the governance of the Houses, and for resident student well-being. The Master is formally advised by a Board of Fellows and the Graduate Residents Advisory Committee and reports to the Deputy Vice-Chancellor (Academic).

#### **Operations Manager**

The Operations Manager has oversight of and responsibility for all operations of the Houses.

#### **Residence Manager**

The Residence Manager has administrative responsibility for students in both Houses, and the day-to-day operations of Graduate House.

#### **Senior Front Desk Officer**

The Senior Front Desk Officer provides administrative support to the Residence Manager by supporting accommodation, community operations and admission processes.

#### **Front Desk Officer**

The Front Desk Officer performs all of the day-to-day reception duties at Graduate House and provides essential administration and assistance to residents.

### GOVERNANCE

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#### **Board of Fellows**

The Board of Fellows of University House provides advice to the Master, Deputy Vice-Chancellor (Academic) and Vice-Chancellor about both strategic and operational issues at University and Graduate House.

Membership of the Board of Fellows is listed at [unihouse.anu.edu.au/about/board-of-fellows-history/](http://unihouse.anu.edu.au/about/board-of-fellows-history/).

A student representative of the Graduate Residents Advisory Committee sits on the Board.

#### **Graduate Residents Advisory Committee**

The Graduate Residents Advisory Committee (GRAC) is a committee responsible for representing the views and interests of University House & Graduate House residents and provides advice to the Master and Residence Manager. Dr Margaret Kiley is the independent Chair of GRAC.

## STAFF AND OFFICE HOLDER CONTACT DETAILS:

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<b>Staff member/ Office Holder</b>	<b>ANU Phone</b>	<b>Email</b>
Master <i>Peter Kanowski</i>	55334	Peter.Kanowski@anu.edu.au
Operations Manager <i>Polly Prakash</i>	55259	Polly.Prakash@anu.edu.au
Residence Manager <i>Robert Freeth</i>	51777	Manager.Graduate.House@anu.edu.au
Senior Front Desk Officer <i>Kaori Oikawa-Ruthven</i>	51999	Graduate.House@anu.edu.au
Chair, Graduate Residents Advisory Committee <i>Margaret Kiley</i>		Margaret.Kiley@anu.edu.au

### STUDENT LEADERSHIP, SUPPORT SERVICES AND POLICIES

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#### **The Student Leadership Team**

The Student Leadership Team comprises the Senior Residents, Duty Residents (Graduate House), Floor Coordinators (University House) and the Information Technology Assistant. Resident students volunteering in these roles receive Residential Scholarships. Applications for Residential Scholarships are called in September or October each year, and appointees normally fulfil their role for 12 months from the following January.

#### **Senior Residents**

The primary responsibilities of Senior Residents are the well-being of residents and the community life of the University and Graduate Houses. There are generally five Senior Residents – one for each courtyard at Graduate House. Senior Residents work with each other, with other members of the Student Leadership Team, and with the Master and Managers, to support residents' well-being and foster the community life. Each new resident will be advised which Senior Resident is responsible for them, and will be welcomed by that Senior Resident.

#### **Duty Residents – Graduate House**

The primary responsibilities of Graduate House Duty Residents are to provide services to residents of Graduate House outside of Graduate House office hours. The six Duty Residents are rostered for after-hours duties as follows:

Monday-Friday: 4.00 pm - 11.00 pm; Saturday, Sunday & Public Holidays: 9.00 am - 11.00 pm

The Duty Residents are responsible for:

- being on-call for the weekly after-hours Duty Roster;
- providing access to residents who are locked out of the building or their room;
- welcoming new residents after hours;
- after hours collection of parcels, vacuum cleaners, sports or other equipment supplied by the House;
- enabling access to resident storage and function areas;
- acting as Fire Wardens; and
- closing the Graduate House common areas at 11.00 pm each night.

Duty Residents may be contacted on their room extension (noted on the roster located in the foyer entrance), on ext. 60147, or on 0416 249 463. Upon ringing ext. 60147, you will be greeted with a message informing you that you will be connected to the Duty Resident mobile after a short pause. Do not hang up. If there is no answer on the Duty Resident mobile, you will automatically be transferred to ANU Security for assistance.

In other than emergencies, residents should generally expect a response time of 5-10 minutes from the time they ring a Duty Resident for assistance. Duty Residents may not necessarily be in Graduate House during their rostered time, though they will be nearby.

### **Information Technology Assistant**

The IT Assistant assists with resolving residents' IT issues and ensuring compliance with ANU IT policies. They are not permitted to repair IT hardware but can log a job through ANU ITS, and may provide advice on IT issues.

## **RESIDENTIAL COMMUNITY COMMITTEES**

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### **Graduate Residents Advisory Committee**

The Graduate Residents Advisory Committee (GRAC) provides advice to the Master and management about matters of interest or concern to residents and acts as a forum for discussion of those issues and concerns. It advises the Master on policy, management and operations relevant to residents of both Houses. It has an independent Chair (in 2022, Dr Margaret Kiley), and membership includes Early Career Academic Fellows and the Student Leadership Team.

GRAC normally meets quarterly. You can access membership, minutes, the timing and agenda of meetings for GRAC through the GRAC page on the Residents' website.

## Graduate Common Room Committee

The objectives of the Graduate Common Room Committee (GCRC) are to:

- 1) promote and encourage the academic, cultural, artistic, sporting, and social life of Graduate and University Houses;
- 2) establish and maintain good working relations within the Houses (among Residents, Administration, Senior Residents and Duty Residents);
- 3) acknowledge the diversity of Residents of the Houses, and help ensure that all Residents have the opportunity to participate in and enjoy every aspect of House life; and
- 4) administer the funds of the GCRC in a manner that meets all financial, audit and other requirements of the University, subject to the approval of the Master or other relevant authorities.

The GCRC is formed from members of the Student Leadership Team and residents. You can access membership, the timing and agenda of meetings, and other GCRC news through the GCRC page on the Residents' website.

## HOUSE DINNER

Each Wednesday evening from mid-January until mid-December, resident postgraduates are invited to join the weekly House Dinner. While University House is closed for repairs, dinner is normally held at the temporary Rimmer St venue. There may be special dinners to mark a number of University and cultural events. Residents are required to register to attend House Dinner by completing the online House Dinner Invitation via the Graduate and University Houses internal website. Cut off time for RSVP is 10.00 am Monday prior to Wednesday's House Dinner unless otherwise advised. **Only residents who have registered by the deadline may attend that week's House Dinner.** In any week in which House Dinner is scheduled but cannot be offered (e.g. because of COVID restrictions), the House may provide residents with a delivered meal, a meal voucher or an alternative meal option.

### Non-attendance House Dinner Fee

A fee is applicable if a resident registers to attend House Dinner and does not attend. If there are exceptional circumstances for non-attendance, a resident can contact the Residence Manager to have the penalty waived. The Residence Manager has the discretion to determine if the non-attendance fee will be charged or waived.

## LIVING AT GRADUATE HOUSE

### INTRODUCTION

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Single accommodation is offered for postgraduate students in 141 of the 150 student rooms. The remaining nine student rooms are double rooms (with a double bed) and are for postgraduate students and their spouse/partner. A furnished Common Room is located opposite Reception with separate Music and IT Rooms located towards the front of the House off Mac Boot Walk.

Five of these single rooms are designated disabled rooms and are assigned to residents with the understanding that should a disabled applicant require a room, one of these residents will be re-located to another room.

Each resident's single or double study bedroom at Graduate House is furnished and carpeted. Please note that you are responsible for your room and its contents.

### ACCOMMODATION

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#### **Criteria for Admission**

Because of the limited space available and the importance of maintaining an agreeable environment for academic work, students seeking long-term accommodation at Graduate House should be full-time postgraduate/research students of The Australian National University.

All applicants must be postgraduate/research students studying full-time (or part-time over multiple semesters). Letters of Offer or ECoE (Electronic Confirmation of Enrolment) for International students are sufficient evidence of enrolment. No offers for accommodation will be made until enrolment has been confirmed.

Although we are able to accept an Electronic Confirmation of Enrolment (ECoE) as proof of enrolment, we ask that you notify our office once you have arrived on campus and have enrolled formally, as our resident enrolment status is regularly audited by Accommodation Services.

## **Waiting List**

All students hoping to live at Graduate House are placed on the waiting list. Students who are new to the University or are currently living off-campus and are seeking accommodation at the House must complete an on-line application. To apply, please submit an application on the [accommodation portal](#). Applications are filed in the date order received with appropriate allowance for the date accommodation is actually required. Frequently Asked Questions regarding the University House and Graduate House waiting list may be requested from Graduate House Reception [graduate.house@anu.edu.au](mailto:graduate.house@anu.edu.au).

## **Allocation of Rooms**

All students are allocated the standard size single room (4.58 meters x 5.88 meters), with the exception of those seeking accommodation in one of the nine double rooms.

## **Period of Stay**

Please refer to the ANU Residence Welcome guide.

## **Accommodation Fees & Other Payments**

As Graduate House does not accept cash, all payments must be made by direct debit, EFTPOS (bank/debit card) or Credit Card. Graduate House does not accept cash, American Express, Diners Club or cheques.

Accommodation tariffs and fees are set by the University every year. Tariffs and fees for each year are listed in a separate schedule, which is also posted on the internal Graduate and University House website. Residents pay a small contribution towards the cost of the weekly House Dinner, and to the Common Room Committee Fund.

Residents must pay 14 nights' accommodation charges in advance upon acceptance of an offer. The accommodation account is to be kept in credit at all times. Residents are notified if their account falls into arrears.

A Refundable Deposit must also be paid at Reception upon acceptance of an offer in accordance with the Graduate House Schedule of Fees. The purpose of the deposit is to cover any unpaid items on a resident's account at the end of their stay and to cover any damages to their room. Upon departure, the resident's room will be inspected and the deposit refunded, subject to any charges for damage or unpaid accounts.

All charges posted to your account as per usage must be paid directly at Reception with the exception of the Room (tariff) and associated charges (noted in the Tariff Schedule) which are processed via Direct Debit each fortnight.

In exceptional circumstances, Graduate House may accept payment by Credit Card instead of Direct Debit. Please see Reception for details. Please note, however, that Graduate House is not obliged to accept any requests made to vary the payment terms of the Occupancy Agreement.

In the case of double room residents, Graduate House is prepared to accept payment for rent from either the student resident or their partner. Double room residents acknowledge that nomination of a partner's account does not alleviate the student resident from any responsibility for paying fees and charges associated with the use of the Room.

Reception may provide residents with a Tax Receipt upon request. These statements break down a resident's account balances and indicate any outstanding amounts owing to Graduate House. Residents are expected to make regular payments on their accounts, with the House terms for payment being 30 days.

Graduate House Management encourages residents to take the opportunity to conserve energy where and when possible by, for example, turning appliances (such as the wall heater) off at the power point when they are not in use. Utilities costs are reflected in the tariff, so higher usage implies higher costs.

The cost of replacing lost or damaged items such as keys may be found in the Graduate House Schedule of Fees (please note that not all items may be listed in this Schedule).

## FEE PAYMENT

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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. If you are unable to make a payment, you must discuss the matter with the Residence Manager and state your case in writing at least three days before the rent due date, i.e. the Tuesday before the Direct Debit date. Only in exceptional circumstances will a late payment be approved.

If you have a debt and have yet to negotiate a suitable financial agreement, you may be refused permission to place any further charges on your account until the debt is settled. Where a resident leaves with a debt more significant than their refundable deposit, the debt will be managed in line with the [ANU Student Fee Collection and Debt Management Policy](#).



## FINANCIAL DIFFICULTIES AND ASSISTANCE

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In exceptional cases where a resident is experiencing difficulty in meeting their financial obligations to the Houses, the resident should contact the Residence Manager to arrange an alternative payment schedule. There are also several sources of funds for residents who may be experiencing financial difficulties. Please contact the Residence Manager or Master for advice about these in the first instance.

### **Postgraduate Accommodation Bursary**

Residents who are in genuine need of financial assistance are encouraged to apply for accommodation bursaries that are available from the [Scholarships](#) website

<https://www.anu.edu.au/study/scholarships/find-a-scholarship/postgraduate-accommodation-bursary-0>

### **Student Welfare Advice**

Residents requiring greater financial assistance are encouraged to seek advice from Student Safety and Wellbeing team.

<https://www.anu.edu.au/students/health-safety-wellbeing/spending-well/financial-advice-and-assistance>

### **The Erica Schmuck Fund**

This fund has been established in the name of Ms Erica Schmuck, a former resident and great contributor to the Graduate House and wider University communities. The aim of the Erica Schmuck Fund is to support residents who are experiencing financial difficulty that may be overcome by a small provision of money from the House towards rent. The maximum amount that can be contributed from the fund is \$620. Applications for assistance from the Erica Schmuck Fund are made in writing to the Residence Manager, who will review applications and forward recommendations to the Master for a decision.

## FACILITIES AT GRADUATE HOUSE

Graduate and University House residents have access to the following Graduate House common areas.

### COMMON ROOM

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The House provides a resident Common Room with a piano, tennis table, pool table, microwave and TV.. All residents are asked to keep this room tidy and in order. Newspapers, magazines, books, games equipment and other items supplied for general use are not to be removed from the Common Room.

Access to the Common Room is permitted by University student card Cardex/Onity system. For information about the Common Room kitchen, please refer to the Living at Graduate House facilities section. The normal shutdown time for the Common Room is 11 pm unless prior arrangement has been made.

### BRINDABELLA ROOM

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The Brindabella room is a quiet place for shared study, meals and tutorials. A whiteboard is provided in the room to facilitate study.

The Brindabella room is available to all Graduate House and University House residents and may also be used, along with the kitchen adjoining the Common Room, for private parties and functions. A small amount of crockery and silverware are available and must be thoroughly cleaned by residents using the room after use. Bookings for this room must be made in advance by noting the date and time in the Graduate House common room diary located in the reception area.

### PC & PRINTER ROOM

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Graduate House Residents have access to this room at any given time for their printing requirements.

Paper is provided by the House and residents are asked to be mindful of paper wastage. Residents are also required to advise the Administration office of any toner requirements or IT issues.

## MUSIC ROOM

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The Music room is available for use by residents of both Graduate House and University House between the hours of 9.00 am and 10.00 pm daily. Bookings for this room must be made in advance by noting the date and time in the Graduate House Common Room diary located in the reception area. There is an upright piano in the music room and residents are asked to close the piano after use. Access to the Music Room is restricted during the examination period. Conducting paid music lessons in the Music Room is not permitted.

## NOTICEBOARDS

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With the exception of material posted by the House's administrative staff, all notices must be approved by the Residence Manager. Notices must only be placed on the notice boards provided. No notices are to be placed on any glass doors of the House and no commercial or electoral material whatsoever is to be distributed in the House (apart from biographies etc. associated with the Student Representative elections).

## UNIVERSITY RESOURCES

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The resources of the University are for you; please use them. If you have a problem, irrespective of whatever it is, it is likely that someone has dealt with it before, and the answer may be out there somewhere. Graduate student-oriented Resources include the Academic Skills and Learning Centre, the Postgraduate and Research Students Association (PARSA), the Access and Inclusion Unit, and the Dean of Students.

## SERVICES

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### **Mail**

Incoming mail is placed in your mailbox, located in the foyer of Graduate House. Residents are reminded that cash should not be sent in the mail under any circumstances.

Residents should arrange for their mail to be addressed as follows:

*Name*  
*Room Number, Graduate House*  
*118 Garran Road*  
*The Australian National University*  
*Canberra ACT 2601*  
*AUSTRALIA*

## RESIDENT ROOMS

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On arrival at Graduate House each new resident will be provided with a Condition Report. Residents are asked to confirm that all of the items listed are in the room and the condition of the room (existing damage or marks, floor coverings, walls, window fixtures etc.) and that each item (table, chair, fridge etc.) provided by Graduate House matches that noted on the report. Residents will be required to return the report to Reception. If anything listed is not in your room, or you are concerned about the condition of any item, please notify Reception on ext. 51999 within one business day of your arrival as this Condition report will be placed on file and used as a basis for future room inspections and when you leave. If you do not require a room item, it is important that you notify the Residence Manager or Administration Assistant (Graduate House). They will arrange for the removal of the item from your room. Please do not remove any item from the room without permission from the Residence Manager or Admission Assistant. The removal of room items at any time is not allowed as all items in the rooms are the property of Graduate House and are not to be taken away for any reason.

The House is to be maintained at an appropriate level of cleanliness, including common areas and the rooms of residents. This is required for a number of reasons, including health issues, fire safety and to assist all residents and staff in the general enjoyment of the facilities provided.

Residents are responsible for ensuring that their rooms and shared common areas (such as kitchens) are left in an appropriate condition at all times. The House is responsible for routine cleaning of all common areas of the House.

Residents are provided with a Schedule of Cleaning and are responsible for keeping their rooms clean and tidy. Room inspections will be carried out periodically (every 6 months) to ensure the condition and cleanliness of the room are maintained, fair wear and tear excepted. The Residence Manager will provide a schedule of inspections one week in advance by mail and/or email. Residents who receive a notice requiring them to again clean their room (or specific areas of the room) after an inspection but fail to do so to a standard reasonably expected of Graduate House within the timeframe specified in the notice, will be responsible for the payment of any fees and charges incurred by the House for having the room cleaned by a third party.

The Room Inventory provided to all residents on arrival at the House and returned for placement on file will be used as a basis for room inspections.

In case of spillages and/or broken glass (window) please contact the Accommodation Manager, Administration Assistant or the Residence Manager as soon as possible.

Graduate House provides cleaning products for use within resident rooms. Multiklean is provided in all resident rooms; the replacement cost is \$3.00 per bottle.

Vacuum cleaners are available at Reception and after hours with the assistance of a Duty Resident. Residents will need to provide their Student ID card in order to checkout a vacuum cleaner.

### **Fridges & Cook top/Oven (Graduate House)**

A small fridge and cook top/oven is located in each resident room. It is the responsibility of each resident to ensure that they are kept clean at all times along with kitchen sinks and workbenches which must be wiped clean and dry after each use. Freezers must be defrosted on a regular basis in accordance with the Schedule of Cleaning.

### **Bathroom Facilities**

Each resident room contains a bathroom with shower, sink, cupboard and toilet. It is the responsibility of each resident to ensure that they are kept clean at all times with the bathroom shower recess and screens, walls, tiles, ceiling, windowsill and basin wiped dry and free of all soap residue or mould.

### **Changing Rooms**

Residents cannot change rooms without permission of the Residence Manager.

### **Decorating Your Room**

Many residents like to personalise their room. Please note that the use of staples, pins, hooks or nails etc. on the walls or furniture of Graduate House property is not permitted. Sticky adhesive materials are also not to be used. Blue Tac, unfortunately, is not permitted as it leaves an oily residue and peels the paintwork. Only UHU Yellow Tac or White Tac should be used to affix posters, notices, and photographs and is available for purchase at stationery stores and post offices. Special hooks are provided at Reception free of charge for residents wishing to hang items in their rooms.

Residents should be aware that they may be charged for any damage over and above reasonable wear and tear. Please ensure all damage is reported to Reception staff at the earliest opportunity.

## Electrical Items

The Australian National University requires all 'high risk' electrical appliances in House, including those owned by residents, to be tested for safety and tagged. Where appliances do not meet safety requirements they must be removed from the House.

All electrical appliances in Australia are 240 volts. The House may arrange to have your appliances tested. You must make your appliances available for this purpose. Personal computers and some other electronic items are not included in the testing regime.

Residents are provided with heaters in their rooms. Residents are not permitted to use bar heaters in their rooms due to the extreme fire hazard they pose. If necessary, residents may use fan heaters which have built-in devices that prevent the heater from overheating.

The use of travel adaptors and multi-plug devices in your room or anywhere in the houses, 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.

Office staff will inspect your room at times to check cleaning and any maintenance. If a resident is found to be using an adaptor or an international 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.

For reasons of fire safety and electrical loading limitations you are not permitted to have in your room:

- Air-conditioning units
- Double adaptors (only power-boards with overload protection may be used)
- Cooking equipment, including toasters and rice cookers (Graduate House excepted)
- Personal heaters

- Washing machines or dryers (these are provided for residents in the House laundry rooms)
- Electric blankets
- Irons (these are provided for residents in the House laundry rooms)
- Travel power adapters
- Camping style cookers with gas cylinders
- 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 administration staff

When using electrical equipment:

- Check the safety tag; ensure that the next test/retest date recorded has not been passed.
- Make sure main cords are well-connected and in good condition.
- Make sure extension cords are uncoiled and protected from undue wear, tear and exposure.
- Use equipment only for its intended purpose.
- Ensure electrical equipment is in good condition.
- Use power-boards only with overload protection; double adaptors may not be used.
- Do not position equipment where it will pose a hazard.
- Unplug equipment before cleaning it.
- Turn items OFF when not required. It is a safer practice to do so and the impact on the environment can be reduced considerable if power consumption is cut.

### **Urgent Access to a Resident's Room without notice**

Various emergencies may arise such as fire, flooding etc. where access to a resident's room by a staff member will be required without notification. On entering a resident's room, in the absence of the resident, the staff member accessing the room will leave a card noting the date, time, person/s involved and reason why the room was entered.

## **Mould Management**

Residents are responsible for preventing and cleaning any mould in their rooms. If the residents are not the cause of the mould, it is highly recommended that they immediately report the issue for maintenance.

Regular vacuuming, dusting, and cleaning of kitchens and bathrooms can help prevent mould. It is easier to control mould if detected and removed early. Avoid dry brushing a mouldy area or item of clothing as it can release spores into the air, spreading mould further and causing allergic reactions in some people. We also recommend keeping windows open in the bathroom to keep the space aerated.

Specialty mould removers can be expensive and contain hazardous chemicals like chlorines and bleaches. We recommend using diluted vinegar and a microfiber cloth to clean mould off walls, floors, and tiles. Spray the mould directly, fully saturating it with vinegar, and allow the vinegar to sit for at least an hour. Then, dry the area thoroughly by cleaning and wiping the surfaces.

If mould cannot be removed using vinegar, cleaning with diluted bleach or a domestic cleaning product may be required. Ensure you protect your skin, eyes, and clothes from chemicals, and always make sure there is plenty of fresh air in the area by opening a window and turning on exhaust fans. Follow the directions on the packaging carefully.



## DAMAGE TO YOUR ACCOMMODATION

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All residents pay a deposit as part of their acceptance fee when offered accommodation. This deposit is held against any unpaid fees and charges or any damage. When you move into the Graduate or University House, you will be given a Condition Report for your room, which you need to read carefully, and agree with the condition of your room at the beginning of your occupancy making any amendments, if you find issues not listed on the form, and returning this form to the office. At the end of your occupancy another check of your room is done and if there are additional issues in your room not noted on the condition report and these are deemed to be attributed to damage or loss caused by you and you will be charged for the repair or replacement of these issues or items.

Occasionally, damage occurs to items or facilities outside of your room. If you notice any maintenance that requires attention, please notify the front desk. If you cause damage in a common area, notify the office immediately, and they will discuss this with you to decide if a damage charge should be applied.

## SCHEDULED MAINTENANCE

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### **Preventative Maintenance**

Graduate House conducts preventative maintenance services on an annual basis for common areas and resident rooms as deemed necessary by Graduate House management. The Residence Manager will provide written notice, to be serviced to residents one week in advance by mail and/or email.

### **Programmed Pest Control**

Pest control services are carried out every six months over a half day period in all resident rooms and common areas. The Residence Manager will provide written notice to residents of when rooms are to be serviced, one week in advance by mail and/or email.

### **Fire Blanket Inspection**

Spotless Services and/or their contractors conduct checks on the fire blankets that are installed in all resident kitchens. This routine check is conducted on a bi-annual basis and takes no more than 5-10 minutes to complete. The Residence Manager will provide notice to residents of when rooms are to be serviced by email.

## OTHER

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### Keys

Upon taking up residency at Graduate House, residents are issued with the following keys (two of each in the case of double rooms):

1 x mailbox key, 1 x room key (Onity), 1 x sliding door key (for ground level rooms) and 1 x temporary access swipe card (where necessary).

Due to fire safety hazards we are unable to provide keys to the deadbolts locks on the sliding doors on the ground floor. However, these deadbolts can be easily locked and unlocked manually from the inside.

Residents must return their keys when vacating at the expiry of the residential period. Temporary access swipe cards must be returned when Student ID cards become activated for access to Graduate House (shortly after arrival) or upon departure (for partners in double rooms).

## FACILITIES

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### Laundry

Washing machines and dryers are available between the hours of 7.00am-10.00pm. Laundry usage is included in the tariff though residents should be considerate of the need for the fellow residents to make use of the washing machines. Please make the most of your wash loads in order to minimize the length of time the machines are occupied.

Whiteboards and markers are available for residents to note if they are using a machine and when they will return to collect their belongings. This being said, residents should not leave their clothes unattended, as the House takes no responsibility for clothes left in unattended machines or on clotheslines. Unclaimed laundry left in the laundry rooms or on the clotheslines for 24 hours or more will be removed.

Residents who hand wash their laundry are asked to ensure that all surfaces are wiped clean/dry and that wet items are kept clear of power sources. Wet surfaces will cause the power to short out in these appliances and will create an electric shock to users who are not careful of where they are placing their laundry. Please remember to review the Graduate House Laundry rules and instructions provided in the welcome pack.

## KITCHEN (COMMON ROOM)

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Residents holding private functions or defrosting their freezer may use the Common Room kitchen refrigerator and freezer for temporary storage of perishable goods.

Residents who use the kitchen are responsible for maintaining its cleanliness, including sinks, floor, benches, cupboards and refrigerator/freezer. Essentially, this means removing any food that could, or has already, deteriorated so that other food is not contaminated, wiping down benches and cleaning up after yourself in general.

It is important to note that all food items being temporarily stored in the refrigerator and freezer in the Common Room kitchen must have a name, room number and collection date clearly written on each item. The Graduate House cleaner will regularly check on and dispose of items that do not have this information or are left beyond the noted collection date.

### **Kitchen Safety**

Residents must take every precaution when cooking to prevent injury to themselves and others:

- Never leave anything cooking without supervision. With regard to this, you will find a timer switch attached to the wall above the oven/stove top. The safety mechanism timer minimizes the risk of a fire starting through misuse of the oven/stove top.
- Protruding pots and pans have the potential to be hazardous; someone could inadvertently bump a pot, spilling its contents, so always turn handles inwards.
- Do not pour fat or oil down the sink. This is an environmental hazard and may block the drains with solidifying fat. The preferred method of disposal is to pour the fat or oil into a sealable container, which can be thrown into the bin once it cools.
- There is a fire extinguisher and fire blanket provided in the Common Room kitchen. Should a fire involve fat or cooking oil, use this equipment and NOT water, as water does not extinguish these fires.
- Only use plastic containers in the microwave ovens. Never place anything metallic in the microwave ovens, as this will cause damage.
- Cover all containers being heated in the microwave as food splatters cause rapid rusting and deterioration of the microwave.

Footwear must be worn at all times in the Kitchen, and in all areas of Graduate House. This is a Health and Safety Regulation.

## RUBBISH AND RECYCLING

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Residents are asked to dispose regularly of their rubbish and recycling by placing them in the appropriate bins provided at the House. Residents are asked to clean and disinfect their rubbish bins periodically and to not keep waste outside of their room as these items attract insects, birds and pests such as rodents.

There is no housekeeping facility at Graduate House that will look after residents' personal space or belongings; residents are responsible for the upkeep of their immediate room and for common areas that they use. Should any resident be found disposing of waste/recyclable material in any area of the building or in the rubbish and recycling area and not using the appropriate bins provided, they will receive a warning and could be fined the amount required to make good the area. Residents should be aware that part of their Occupancy Agreement is dependent on responsibly caring for their environment.

## BICYCLE RACKS

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Bicycle Racks are available at Graduate House. We strongly recommend residents purchase a sturdy locking device such as a U-lock to secure their bike; regardless of advertising, "coil" locks are routinely and quickly cut.

Graduate House provides a bicycle registration service to ensure there is plenty of space available for residents' bicycles and to help protect bicycles against theft. All bicycles stored at Graduate House must be registered with Reception and stored in the bicycle sheds. As a matter of courtesy and safety, please do not park your bicycles in stairwells or block access along pathways as they can pose a serious safety hazard. Bicycles found locked to poles, downpipes, stairwell railing or without registration stickers will have their locks cut by our maintenance staff, and removed.

As space is limited and it is sometimes difficult for residents to find a place for their bicycle in the sheds, the Graduate House Residential Scholars will be assisting House management at the start of each semester by placing warning tags on bicycles that appear to be abandoned or do not have a registration sticker on them.

Residents will have four (4) weeks from a date specified by House management to register their bicycles if they have not already done so or if they receive a warning tag on their bicycle. Bicycles not registered after that four week period will be considered abandoned and/or unwanted and in accordance with the Uncollected Goods Act (ACT), 1996 will be removed from the premises and disposed of by our maintenance staff on a date specified by House management.

## SECURITY PROTOCOL

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Duty Residents are available between 4.00 pm and 11.00 pm daily (with additional daytime hours on the weekends and Public Holidays) and should only be contacted after 11.00 pm for emergencies. In the case of an emergency, ANU Security Officers are available to attend to acute problems. The following is the protocol to be followed by residents and ANU Security Officers when handling requests after 11.00 pm. A Security Officer should be called immediately on 6125 2249 or ext. 52249 in the following circumstances:

1. In any after-hours emergency involving the health or well-being of a resident of Graduate House, the Security Officer should be called immediately. In cases of serious illness, death, fire or other life threatening situations, emergency services should always be contacted on 000 (dial 0 for an outside line first) or on 112 from a mobile phone prior to contacting a Security Officer.
2. In situations where a resident feels at risk, danger or intimidated, the Security Officer should be called.
3. In situations where there is a suspected intruder in Graduate House or an attempt to enter Graduate House illegally, the Security Officer should be called.
4. If there is a serious malfunction of any piece of equipment or facility of Graduate House, the Security Officer should be called.
5. If a resident is locked out of their room after hours (after 11.00 pm), the Security Officer should be called.
6. If a resident has witnessed an act of vandalism and/or theft, the Security Officer should be called.

Security officers should not enter residents' rooms unless invited to by the person occupying that room, or that person's legal agent, unless the occupant is in need of immediate attention.

Security officers should not be asked to disturb a resident of Graduate House after hours unless there is a suspected emergency situation involving that person or their room and/or its facilities.

## SPECIFIC POLICY ISSUES

### PRIVACY

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Please refer to the ANU Residential Handbook.

### ENTERING YOUR ROOM

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As outlined in the Occupancy Agreement, and ANU Residential Handbook we reserve the right to enter your room for reasons such as inspection, repair, cleaning or other reasonable purposes, including welfare checks. No matter the circumstances, residences will incorporate the “3 knock’ rule prior to entering your room.

- 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 advice on how to remedy the situation, and then your room will be reinspected. Should your room continue to be in an unsatisfactory state, the House reserves the right to have the room professionally cleaned and/or repairs made and to pass the costs on to you.
  - Maintenance work identified during routine room inspections will be reported on the resident's behalf.
- When you record a maintenance issue with the House, the act of recording this issue is taken to mean that you have granted the House permission to enter your room for the purpose of resolving the maintenance issue at a time convenient to you and the House. Maintenance will endeavour to adhere to your requested times, but this may not be possible due to workload demands.
- 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. Emergencies may arise, such as fire, flooding, and urgent maintenance requirements, where access to your room space will be required by a University staff or contractors with short prior notification. If these incidents arise, staff will inform the resident by email or telephone in advance where possible and comply with the ‘3 knock rule’.

## DISCLOSURE OF INFORMATION

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Please refer to the ANU Residential handbook.

## BEHAVIOUR

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Maintaining a pleasant and mature living environment at University House and Graduate House is dependent upon all residents showing respect, common sense and consideration for others. All residents are expected to keep noise levels to a minimum at all times. Those creating any disturbance at any time in any way will be cautioned. If repeated in any way, the House reserves the right to ask them to vacate and leave the premises.

House residents are expected to behave in a way that is conducive to harmonious community living and is consistent with this ANU Residential Handbook, the Occupancy Agreement and the ANU Discipline Rules. All Residents are expected to comply with the Student Code of Conduct. At times, and for a range of reasons, the behaviour of some residents may impact their right to remain in the community. It is expected that residents will take personal responsibility for their own well-being. Behaviour that in the opinion of Master is unacceptable may be grounds for termination of residence. If the Master considers it appropriate, in deciding whether to terminate an Occupancy Agreement due to issues with resident behaviour; the Master:

- will meet with the resident to discuss the issue and the impact the behaviour is having on the operation of the House and on other residents. During this meeting, individual extenuating circumstances and options will be discussed;
- will develop a behavioural plan/agreement between the resident and the House;
- where the individual circumstances relate to an immediate or serious risk to the resident or others, may hold discussions with other relevant areas of the University, including but not limited to the Chief Residential Services and Operating Officer), the Dean of Students, the Access and Inclusion Office, University Counselling Centre, ANU Medical Centre, and/or staff in the student's academic area to examine alternative methods and reasonable adjustments that will enable the House to assist in the management of the student's behaviour; and
- if the above discussions/resultant actions do not produce a reasonable and appropriate management plan to bring the student's behaviour in line with the Graduate House and University House Welcome Guide, the Occupancy Agreement and the ANU Discipline Rules, the Master may exercise their discretion to terminate an Occupancy Agreement.

Authorised Office-bearers for the purposes of discipline in the Houses are the Master and Residence Manager.

Residents agree that if their behaviour is deemed unacceptable by the Master of the House, or another Staff Member, the Master may take such action as he/she deems necessary, including:

- immediate termination of the Occupancy Agreement;
- removal from the Graduate and University House or University campus;
- probation;
- fine;
- community service; or
- an apology.

### **Appeals**

Appeals may be made in accordance with the dispute resolution provisions set out in the Occupancy Agreement.

### **NOISE**

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Maintaining a pleasant and mature living environment at Graduate House is dependent upon all residents showing respect, common sense and consideration for others. All residents are expected to keep noise levels to a minimum at all times.

Members of the community and guests should be conscious of the needs of their fellow residents, especially after 10 pm when people may be attempting to go to sleep. Disruptive noise should be kept to a minimum.



## UNIVERSITY AND GRADUATE HOUSES GUEST POLICY

### GUESTS & VISITORS

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Student accommodation provided at University House and Graduate House is for single occupancy only, with the exception of the double rooms.

A **visitor** is someone who is meeting with a resident for a short period of time, while a **guest** is someone who is staying overnight with a resident. After 12 pm a visitor of a resident at University or Graduate House is deemed to be an overnight guest

At all times, the Master and Residence Manager has discretion over a resident's ability to host visitors and guests at Graduate House. The Master and Residence Manager may refuse permission for a resident to host visitors and guests if, in his or her view, such hosting would compromise the quality of residential life.

It is your responsibility to ensure your guests are aware of appropriate behaviour.

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. Overnight guests under the age of 16 are not permitted.

### VISITORS TO UNIVERSITY AND GRADUATE HOUSES

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Residents are welcome to invite visitors to Graduate House and University House. For the safety and well-being of all residents, residents must ensure that they accompany all visitors they invite the whole time they are on the premises. **Residents are responsible for the behaviour of their visitors** and should ensure their visitors understand the Graduate House and University House rules and practices.

Visitors may stay at the premises until **12 pm**. After 12 pm your visitors are deemed to be overnight guests and their presence in the building will need to be recorded in the overnight guest register.

If you would like your visitor to remain overnight after 12 pm, please record your guest in the Graduate House Guestbook or University House Guestbook located on:

[unihouse.anu.edu.au/students-area/](http://unihouse.anu.edu.au/students-area/) or via the tablet located in the reception area.

## OVERNIGHT GUESTS AT UNIVERSITY AND GRADUATE HOUSES

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The Guest Policy in relation to overnight guests tries to balance two, potentially competing goals. The Houses want you to be able to welcome your family and close friends as overnight guests if you wish to do so. On the other hand, it is important that common facilities and services are not placed under strain, causing fellow residents to be adversely impacted by the presence of guests. The guest policy is designed to help achieve this balance. Please note that you must be occupying your room in order to host guests – guests are not permitted to stay overnight when you are not present.

Guests	Length of Stay	Costs per night
Canberra-based guests	Canberra-based guests may stay up to two nights per week.	\$10.00
Interstate guests	Interstate guests may stay up to 2 weeks	
Overseas Guest	Overseas guests may stay up to 6 weeks.	
Alternative guest arrangements can be made by emailing Graduate.House@anu.edu.au for approval	As requested	

All guests must be recorded in the guest book; a link to the guest book is located on the internal Graduate and University House website: <http://unihouse.anu.edu.au/students-area/>

A \$10.00 fee per night will be charged for all guests staying at Graduate House and University House. A rollaway/stretching bed is available at Graduate House and University House. Please make a request a rollaway when you are registering your guest stay at least 48 hours before the guest arrives. Information about booking the rollaway/stretching bed is provided when guests are registered on the website.

Residents found not supervising their guests or failing to advise of any overnight guest's stay will be asked to explain to management the reasons why the guest policy was not followed. Disciplinary measures may be instituted, depending on the explanation received. Guests or visitors residing in the House without resident supervision are considered to be trespassing. If a guest or visitor refuses to leave Graduate or University House ANU Security will be contacted to provide assistance. Please note that children under the age of 18 years are not permitted to stay at Graduate House or in the University House student resident areas.

## SAFE ENVIRONMENT: FEEDBACK & COMPLAINTS

University and Graduate Houses are committed to providing a safe 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, 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.
- Any complaint about the service you receive at your residence can be directed in the first instance to the Master of University House. If you are unsatisfied with their response or the complaint is about the Master of University House you can submit your complaint to the Chief Residential Services and Operating Officer.
- You may seek independent advice from the ACT Human Rights Commission at any stage. Their contact details are advised in the ANU Residential Handbook.
- Other external agencies are also available for independent advice and advocacy.
- Once you have exhausted all internal steps as detailed above, if you remain dissatisfied with the outcome you may raise a grievance with ACT Civil and Administrative Tribunal (ACAT). Their details are advised in the ANU Residential Handbook

## SOCIAL MEDIA PARTICIPATION

When accessing the Graduate and University Houses resident website and Facebook group page, we ask you to:

- Read and respect the community values statement advised on page 2 of this Welcome Guide:
- Observe good manners, as we do in face-to-face settings. Please use appropriate language and share ideas you think others may enjoy.
- If you have concerns or questions regarding an issue that involves another resident, please get in touch with your Senior Resident or management. They are keen to support you!
- Use suitable language and consider how others might read your message. In other words, is this how you would communicate if you were face to face with another person
- Residents agree to respect each other and these guidelines. Messages not adhering to the policies posted on the resident website and Facebook group page may have their posts deleted. If non-compliance continues, a warning will be issued and access suspended.

## WELL-BEING AND HEALTH CARE MATTERS

We recognise the need to promote individual and communal good health and the general well-being in the community.

The ANU Counselling Centre and ANU Medical Centre, located on Level 3 of the Health and Well-being Centre in Kambri, provide many services, including general practice medicine, physiotherapy, nursing and counselling. Most services are free to those students who have health care cover. A visit to Health Services for a normal consultation are currently free for ANU students; please call the ANU Medical Centre. on ext. 52211 or visit <https://www.anu.edu.au/students/contacts/medical-services>

## MENTAL HEALTH AND PSYCHOLOGICAL DISTRESS

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The Houses seek to support the mental health of residents, and the University provides a range of mental health services support services, including the University Counselling Centre. Where a resident seems to be showing signs of significant psychological distress (such as self-harming behaviour, symptoms of a psychotic episode or suicidal ideation), a 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 Medical Centre or another health service provider. A 'Wellbeing and Safety Plan' may also be developed in collaboration with the resident. As with a medical emergency, where there is a grave concern for the health or well-being of a resident, the Master may contact the emergency contact person(s) nominated by a resident in the contact details of their Accommodation Portal account. The ANU Wellbeing and Support Line is also available 24 hours a day, 7 days a week (1300 050 327 or text 0488 884 170).

### **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. Where it does not appear safe, we strongly recommend you do not attempt to provide support to the student yourself and that you utilise the services 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 Medical Services or another health service provider. A 'Safety and Wellbeing Plan' may also be developed in collaboration with the resident affected. The ANU wellbeing and support line is also available 24 hours a day, 7 days a week: phone 1300 050 327 or text 0488 884 170.

## LONG-TERM OR SERIOUS ILLNESS OR DISABILITY

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Please refer to the ANU Residential Handbook

### **FIRST AID**

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First Aid supplies are located in the Graduate House storeroom. Please contact Graduate House reception, your Senior Resident or Duty Resident if you need First Aid assistance.

## ACUTE ILLNESS/INCIDENT

If you are acutely or severely unwell, including a physical or mental health crisis, your and the ANU community's 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 the Residence Manager or Master of University House know if you decide to take time away from the Residence to recover from an injury or illness. Please note that Graduate and University Houses 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. The Residence Manager or Master of University House 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 Student Safety and Wellbeing team and local hospitals.

## INFECTIOUS / COMMUNICABLE/ NOTIFIABLE DISEASES & MEDICAL EMERGENCIES

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### **Communicable Disease and Notifiable Disease**

Please refer to the ANU Residential Handbook.

### **Emergency Medical Procedures/ Transport to Hospital**

Please refer to the ANU Residential Handbook

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

By nominating an emergency contact person(s) in the Accommodation Portal (Graduate House) or on the Occupancy Agreement (University House) residents consent to their respective House contacting these persons in cases where the University, Master of the House, Residence Manager, or nominee, determines that there is a serious or reasonable concern for the health or well-being of the resident or others. Residents are responsible for advising Graduate House and University House via the Accommodation Portal of any changes to the names or details of their nominated emergency contacts. The University is not accountable or liable if they are unable to contact an emergency contact because a resident has failed to change or revise their details.

## ANU – A SAFE, SUPPORTIVE AND CARING ENVIRONMENT

The University strives to provide a safe, supportive and caring environment, including one that is free of violence and sexual assault. The University's commitments are that:

1. All students have a right to feel safe and secure at all times. We believe that students should be able to fully and freely participate in all aspects of life on campus.
2. We have an obligation to provide a safe environment for all students and staff.
3. We believe that unwanted sexual attention including harassment, stalking and assault can prevent a student from taking part in activities and involvement in the life of the University.
4. We will support students who report sexual harassment or sexual assault including facilitating access to relevant counselling, medical, police or legal services.
5. We will do everything we can to ensure the safety of any student who reports sexual harassment or sexual assault.

The university has extensive online resources that provide information and links to emergency and support services. You can access them at: <https://www.anu.edu.au/students/health-safety-wellbeing>

Please also refer to the Violence & Sexual Assault support section in the Appendix of this Welcome Guide.

### ALLY SUPPORT

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The ANU ALLY Network is a visible network of staff and students across the University who support the University's commitment to providing an inclusive and respectful university environment for people who identify as being lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ\*). ANU Allies are not experts about matters of sexuality and gender identity - they are people who strongly support making ANU an environment where all staff and students can safely work and study free of harassment or discrimination.

A number of Graduate and University House staff and Senior and Duty Residents are members of the ALLY Network. You can contact them and other members of the Network, and access other information, through the web links at:

[services.anu.edu.au/human-resources/respect-inclusion/anu-ally-network-and-lgbtqi-inclusion](https://services.anu.edu.au/human-resources/respect-inclusion/anu-ally-network-and-lgbtqi-inclusion)

A list of contact details for Graduate House and University House Ally network members is also provided at Graduate House reception and on the resident website.

## RESPECTFUL RELATIONSHIPS AT ANU

### WHAT IS THE ANU COMMUNITY WORKING TOWARDS?

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In 2019 ANU launched its first [Sexual Violence Prevention Strategy](#). The ultimate vision of this seven year strategy is to create an ANU free from sexual 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?

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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's [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 through the [online disclosure form](#).

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/victims consent. This process allows residences to access appropriate supports across the university to keep people safe and prevent further harm from occurring.

### WHAT IS THE STUDENT SAFETY AND WELLBEING TEAM?

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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 into university
- Isolation and loneliness
- 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.

To connect with a Case Manager Email [student.wellbeing@anu.edu.au](mailto:student.wellbeing@anu.edu.au), phone 6125 2211 or visit the Health and Wellbeing Centre Level 3 Building 156 Joplin Lane, Kambri Monday to Friday 9am - 4pm and ask to speak to a Case Manager in the Student Safety and Wellbeing team.

*\* Please note there are legal limits to confidentiality. These limits will be outlined to you by a Case Manager.*

## WHAT IS THE RESPECTFUL RELATIONSHIPS UNIT?

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The Respectful Relationships Unit (RRU) was established in 2019 as part of the University's ongoing work to build safe and respectful communities and prevent sexual assault and sexual harassment. The RRU is a team of specialist practitioners who provide 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 violence. The RRU works closely with residences to tailor long-term education initiatives and community projects aimed at building safe, inclusive and respectful communities.

## WHAT HAPPENS IF SEXUAL MISCONDUCT IS FOUND TO HAVE OCCURRED?

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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 IN RESPONSE?

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The ANU residences work closely with sexual misconduct Case Managers to ensure students are safe and supported if sexual assault and sexual harassment incidents occur. 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 specialist staff to provide timely and appropriate support and referrals, based on the needs of the person who has experienced harm, as detailed on the [Respectful Relationships Unit website](#).

The residences are also committed to long term change to reduce the prevalence of sexual harm in partnership with the RRU and other colleagues, as outlined above.

## WHERE CAN YOU GET SUPPORT OR MORE INFORMATION?

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### **Student Safety and Wellbeing**

02 6125 2211 (Monday to Friday 9am - 4pm)

[student.wellbeing@anu.edu.au](mailto:student.wellbeing@anu.edu.au)

<https://www.anu.edu.au/students/contacts/student-safety-and-wellbeing>

### **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 Wellbeing and Support Line – call 1300 050 327 or text 0488 884170 (available 24/7)

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

## CONSENT MATTERS

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All students resident on campus are required to complete the *Consent Matters* online module:

[www.anu.edu.au/study/accommodation/advice-procedures/consent-matters-online-module](http://www.anu.edu.au/study/accommodation/advice-procedures/consent-matters-online-module)

As part of the ANU response to the Human Rights Commission Report on Sexual Assault and Harassment at Australian Universities, the ANU requires all residents who live in University Halls of Residence to have completed the online Consent Matters - Boundaries, Respect and Positive Intervention - Living on Campus. The version you are required to complete is specifically for postgraduate students.

The university expects all residents to have an understanding of consent, when consent can and can't be given, healthy relationships and bystander intervention. The module addresses these issues.

If there are legitimate reasons for you not to complete the Consent Matters module (e.g. for religious/cultural reasons, triggering content), you may request an exemption.

You must make this request directly to the Residence Manager at least one week before the deadline.

[Manager.Graduate.House@anu.edu.au](mailto:Manager.Graduate.House@anu.edu.au)

The Residence Manager will advise the outcome of the request.

Completion of the module is part of your induction to University and Graduate Houses. You are required to complete the module within four weeks of arrival. New residents will be notified by email the steps required to complete module and associated quiz.

## DRUGS, ALCOHOL AND WEAPONS

Please refer to the ANU Residential Handbook

## YOUR SAFETY ON CAMPUS

Making the campus a safe environment for students is the highest priority of the University. When incidents do occur, the university is committed to taking measures to support you.

These measures may include but are not limited to:

- assisting you in obtaining 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.

You can read more about safety on campus at: [services.anu.edu.au/campus-environment/safety-security](https://services.anu.edu.au/campus-environment/safety-security)

## PERSONAL SAFETY

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Personal safety is important for everyone on Campus. By recognising and avoiding potentially risky situations, you can greatly increase your personal safety. For example, we recommended you walk with friends if possible at night, and to use lighted footpaths.

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

- Personal safety escorts (provided by ANU Security and UniSafe patrol)
- Community safety officers based at the residences after hours
- Assistance with lockouts access
- After-hours 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 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](#) and [Your safety on campus](#). The ANU security number is ext. 52249.

### **Public Transport**

Bus routes and timetables are available at [www.transport.act.gov.au](http://www.transport.act.gov.au). A bus route runs along Liversidge St, adjacent to University House. The bus takes about 10 minutes to travel to the city centre and 30 minutes to the Belconnen Shopping Centre. University students' pay about half the full fare but a student identification card must be shown to receive the reduced rate. Bus fares are even cheaper if an ACTION bus card is pre-purchased at a newsagency.

### **Security Cameras**

Security cameras are located in various public spaces at Graduate and University Houses. They have been installed for the purpose of deterrence and detection, to protect residents, staff, visitors and property. They may or may not be monitored in real time. For further information, please refer to the ANU Security – Buildings and site policy:

[policies.anu.edu.au/ppl/document/ANUP\\_000463](http://policies.anu.edu.au/ppl/document/ANUP_000463)

### **Security at University and Graduate Houses**

The House will maintain an appropriate regime, in conjunction with ANU Security, to provide all residents with an environment that is safe and secure. The Master of the House will ensure that staff and Student Leadership Team members are trained to respond appropriately to security issues, including when issues should be referred to ANU Security or the Police. The ANU security number is ext. 52249.

Theft from rooms can only be avoided if each resident is vigilant about closing/locking all doors and windows in their room, even when absent for a few minutes. Doors in Graduate House are designed to lock when they close, but please ensure security when entering/exiting the building by physically closing these doors rather than letting them close on their own. Please ensure others unknown to you do not enter with you.

All doors into Graduate House have security alarms, all of which directly connected to the ANU security area. The careless or persistent sounding of the alarm by a resident will be treated as an offence, with disciplinary consequences.

Security in both Graduate House and University House is reliant on all residents observing security regulations:

- All lost keys or swipe cards must be reported immediately to Reception;
- All access doors in Graduate House are fitted with silent alarms and are not to be propped open at any time for any purpose; and
- No one may be given access to Graduate House unless they are a resident of Graduate House or in the company of a resident, or a resident of University House accessing the Common Room. Residents must vouch for any visitors they bring to Graduate House and the actions of that visitor at all times.

If a resident sees someone or something suspicious at Graduate House or in the immediate vicinity, including the car park, they should report it to the Residence Manager, Front Desk Officer, or a Senior or Duty Resident and ANU Security. Residents at University House are to report any suspicious activity or persons to Reception, or to ANU Security at times Reception is closed.

### **ANUOK app**

Residents are encouraged to install and use the ANUOK app for IOS or Android devices.

[services.anu.edu.au/campus-environment/safety-security/anuok-app](https://services.anu.edu.au/campus-environment/safety-security/anuok-app)

## **INSURANCE**

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We highly recommend that residents take out insurance to cover their personal belongings (especially for items of high value) and ambulance cover. The insurance policy carried by both Graduate House and University House does not cover residents' personal belongings, nor does it cover ambulance travel for residents in the event of an emergency.

Graduate House and University House do not take responsibility for the loss of, and/or damage to, personal property through theft or fire and/or sprinkler damage. It is important to remember that theft can only be avoided if each resident is vigilant about closing/locking all doors and windows in their room, even when absent for a few minutes (main, screen and sliding doors – on the ground floor – all have locks or deadbolts fitted). It is also common sense to ensure that your room door is closed and locked while sleeping.

## FIRE SAFETY

### FIRE ALARM

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During a fire alarm, a loud signal will sound in the Graduate House or University House. If this happens, you must follow the directions posted on the back of your room door and/or common area noticeboards. Please also follow directions given by staff, including the Duty and Senior Residents.

### FIRE SAFETY REMINDER

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Smoking is not allowed inside any University building, including Graduate House and University House. Smoke from cigarettes, incense, candles, rice cookers, toasters and steam from boiling kettles will trigger the detectors. Any activation of a smoke alarm can trigger a full evacuation of the House and could initiate a visit from the Fire Brigade. This means you cannot smoke, burn candles or incense in your bedroom and you must use heaters and electrical equipment responsibly. Cooking should only be carried out in the kitchen areas, and you should monitor your cooking at all times.

### NUISANCE FIRE ALARMS

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Activation of the fire alarms in the houses either by accident or malicious acts will result in a fine being applied to the person responsible for setting off 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 at the beginning of your contract on how to avoid triggering the fire alarms.

Fees associated with a Nuisance (False) Fire Alarm Call-out are set out in the Graduate House & University House - Tariff Schedule. The cost of alarms due to system faults will be paid for by the House. All other costs associated with student negligence, such as replacing fire equipment, will be charged to the residents responsible.

### BREAK GLASS ALARMS

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Careless or irresponsible triggering of break glass alarms may result in a fine or disciplinary action.

## FIRE SAFETY EQUIPMENT

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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 Hall, such as fire hoses, extinguishers, and fire blankets. Detectors for heat and smoke are located throughout the building, and it is an offence to tamper with them or cover them in any way. Any such action may result in the termination 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. The Emergencies Act 2004 can be found at [www.legislation.act.gov.au/a/2004-28](http://www.legislation.act.gov.au/a/2004-28)

## DRILLS

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Residents are required to practice emergency evacuation procedures of the House at fire drills, held twice yearly. An Emergency Evacuation/Inventory plaque is displayed on the back of the room door reminding residents that they should:

- leave their rooms immediately if there is a fire;
- knock on their neighbours doors as they leave;
- use the nearest exit to evacuate the building – avoiding the lift;
- gather on the lawn on the University House side of the building; and
- follow the instructions given to them by fire wardens (those wearing red safety helmets).

Residents should ensure they are familiar with emergency evacuation procedures: it may help save your life if you know what to do when the siren sounds.

The fire safety design of Graduate House is such that does not allow for false alarms. Screen doors in resident rooms are designed to prevent the spread of smoke and must remain closed at all times. Should a fire alarm sound in Graduate House, it is either a fire drill or a real fire. A fine of \$50.00 will be imposed by the House on residents that choose not to evacuate their room or the building after being instructed to do so.

It is a criminal offence to interfere with any of the fire equipment in the House. This includes the smoke detector and fire blanket in your room. Interfering with the fire equipment can result in substantial fines and



legal penalties. Residents may be held liable for any cost associated with the negligent triggering of the fire alarms. The use of candles and incense in all areas of Graduate House & University House is strictly prohibited

Please refer to the fire evacuation notice on the back of your room door for instructions on how to correctly evacuate from the building. Please also speak to your Senior Resident or Graduate House reception if you have any questions.

## SMOKING

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The Australian National University maintains a smoke-free environment, in accordance with the University's policy on smoking, which can be found at: [https://policies.anu.edu.au/ppi/document/ANUP\\_011807](https://policies.anu.edu.au/ppi/document/ANUP_011807)

The ANU Smoke-Free Policy prohibits the use of all smoking products (tobacco products, herbal products, personal vaporiser or personal vaporiser products) anywhere, on all of the University's campuses, including buildings, properties, grounds, and workplaces. As of July 2020, ANU has started phasing out Designated Outdoor Smoking Areas (DOSAs). This means staff and students will no longer be allowed to smoke within University's boundary ([services.anu.edu.au/human-resources/wellbeing/smoke-free-campus](https://services.anu.edu.au/human-resources/wellbeing/smoke-free-campus)); see also [services.anu.edu.au/human-resources/wellbeing/](https://services.anu.edu.au/human-resources/wellbeing/).

Smoking is prohibited in all offices, accommodation areas and rooms of University House and Graduate Houses. A resident who smokes within Graduate House or University House may have their Occupancy Agreement terminated. Residents are held responsible for their guests' behaviour in this matter, as others. If a guest does not comply with the ANU policy on smoking, the resident must report the guest's behaviour immediately to University or Graduate House Administration or ANU Security, who will respond appropriately.

## FOOD

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Fire generated from cooking has the potential to set off House fire alarms, which cause the arrival of the fire brigade. Residents are liable for any costs associated with the accidental or negligent triggering of the fire alarms. Cooking in a confined space traps odours. Please be sure to allow good air-flow through your room or the kitchen from time to time by opening the window.

To avoid attracting rodents, insects and other pests, please ensure that food is stored in sealed metal or plastic containers – boxes, paper or plastic bags do not deter rodents and insects effectively.

## LEAVING THE HOUSE

### EARLY TERMINATION REQUESTS

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Residents of University and Graduate Houses may only be relieved of their obligations as stated in their Occupancy Agreement and with the agreement of the Master of University House. Please refer to the ANU Residential Handbook for more information on the early termination process.

### ROOM CHANGES

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Room changes are subject to availability and will be at the discretion of the Master of University House or Residence Manager. Room changes during the year are only granted in special circumstances, and fees may apply. You cannot move rooms without express written permission from the Master of University House or Residence Manager.

Occasionally, a resident may be required to move rooms by the Master of University House or Residence 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.

### STORAGE FACILITIES

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Graduate House and University House have limited storage facilities. If a resident is away on approved fieldwork, items may be stored for the duration. For prolonged absences, other alternatives will need to be arranged.

### READMISSIONS POLICY ('RETURNERS')

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As a resident, you are offered an Occupancy Agreement and a place to live for up to one year (52 weeks). This offers a sense of stability. It also helps to preserve the culture and maintain a balanced and diverse community.

Please refer to ANU Residential Handbook for more information.

## TELEPHONES

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A telephone handset is available in each room. These handsets are designed specifically to be used with the University's PABX system and cannot be replaced with personal handsets.

Residents are provided with free calls within Graduate House, the University, to Emergency Services on 000. Residents will need to use their personal mobile phones to make external calls.

The telephone handsets provide voicemail services. There is a maximum of 20 messages able to be stored in each mailbox. Once this limit has been reached any further callers diverted to the voice mail will not be able to leave a message. Calls to an extension will be diverted to voice mail after six rings. It is up to residents to manage their mailboxes. Residents may check their voice mail by dialling ext. 53333 and entering their password.

Residents may check their phone credit balance by dialling ext. 58000 and entering their extension number followed by #.

Room phones are not to be used for causing nuisance or annoyance to other residents, staff or students of the University, or other people. Any resident who receives nuisance or offensive phone calls should advise the Residence Manager. The abuse of a person's privacy in this way will not be tolerated and offenders may face disciplinary action.

### **Making calls from your room**

#### **Graduate House Reception:**

Dial ext. 51999. There is a short pause before you hear the ringing.

#### **Graduate House after hours Duty Resident:**

Dial 0416 249 463 or ext. 60147.

#### **In House:**

For room-to-room calls, use 41600 as the base number.

The room number is then added to 41600 to create the extension:

i.e.: 41600 + 101 (for Room 101) = ext. 41701

or 41600 + 338 (for Room 338) = ext. 41938.

#### **University House Reception:**

Dial ext. 55211

**Internal to ANU:**

Dial 5 followed by the last 4 digits of the actual telephone number:

i.e.: 5 5211 when the telephone number is 6125 5211

**Calls to ANU Halls & Colleges:**

Not all Halls and Colleges are supported by the University telephone system resulting in various prefixes needing to be dialled depending on the Hall or College you wish to contact.

**Calls outside the ANU:**

External Dial **0**, to gain access

Local Dial **0** followed by the local Canberra number.

Long Distance Dial **0** followed by the area code then the number you are calling.

International Dial **0** followed by 0011 + country code + area code + number.

**Emergency Services** (for Police, Fire or Ambulance): Dial 0 000

**NB:** Residents can also access emergency services by installing the Emergency+ App available through the App Store or Google Play.

**Lifeline** (for Crisis Support and Suicide Prevention): Dial 0 131114

**Police** (non-emergency):

Dial: 0 13 14 44 (for Police attendance)

Dial: 0 6256 7777 (for general enquiries)

## INTERNET

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### Access

Residents wishing to connect to the wireless network may do so through the following website:

<https://services.anu.edu.au/information-technology/login-access/resnet>; using ANU-Secure / Resnet.

Although we do not have install guides for all Operating Systems below is a list of the basic settings required.

Note that Operating Systems vary in what they name each setting:

- WPA2 - Enterprise not Personal if given a choice
- PEAP - usually called outer method, version 0 if given a choice
- MSCHAPv2 or EAP-GTC or EAP-TTLS - usually called inner method
- Outer Identity: University ID - do not use anonymous
- Inner Identity: University ID

Most areas, including gardens and common areas, have very strong signal strength including in residents rooms. As a general rule, the wireless connection will not be as fast as the LAN connection provided in your room. This is true for all resident rooms at Graduate House and throughout the ANU campus.

### Support

Resident access to the Internet is provided through the University and residents are subject to all relevant University Statutes, Rules, Orders, policies and procedures governing the use of information technology resources as well as other applicable laws.

Please note that the ANU requires all residents connecting to the Internet to have installed:

- An up-to-date virus scanner; and
- All current security patches for your operating system.

To help residents protect their machine, the University provides a free virus scanner to all staff and students as well as providing local copies of security patches for operating systems. It is also recommended that residents turn on, or install, a personal firewall blocking as much network traffic as possible. For more information on how to secure your machine and to download your free virus scanner please visit the web site [services.anu.edu.au/information-technology/software-systems/sophos-anti-virus](https://services.anu.edu.au/information-technology/software-systems/sophos-anti-virus)

As noted, the Resident IT Assistant is available to check resident machines and will be able to advise residents on how to get it ready for connection to the network. After residents have connected, they will need to continually monitor their computer and ensure that it is kept up to date.

Modems cannot be used in the House, as the phones operate on the ANU's PABX system. The PABX is incompatible with modems and may damage your equipment due to its high voltage.

Residents must not extend their local network with hubs, switches or wireless LAN access points, according to the ANU's Networks Operation Policy.

The security of resident machines is not the responsibility of the House. It is each resident's responsibility to ensure that their virus scanner is up to date and that their computer has the latest operating system updates. Failure to do so may result in internet access being revoked by the University without notice.

University IT networks may not be used to copy or distribute copyright material without the permission of the copyright holder. Breaches can lead to immediate sanctions and suspension from the network and action by the University under the University's IT policies and Discipline Rules.

### **Email**

Wireless access is provided at Graduate House to all residents in addition to LAN access. Graduate House management has one main email distribution list used for the purpose of conveying information to residents. Membership of the distribution list used by Graduate House management is compulsory. Email addresses provided by residents are maintained in the University's accommodation database for this purpose, and it is recommended that residents use their ANU address as their primary contact.

## **INTERNET ACCESS**

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Your access to the Internet is provided through the University and you are subject to all relevant University Statutes, Rules, Orders, policies and procedures governing the use of information technology resources as well as other applicable laws.

Please note that the ANU requires all residents wanting a connection to the Internet to have installed an up-to-date virus scanner and all current security patches for your operating system. In line with the ANU's Networks Operation Policy, residents must not install their own hubs, switches or wireless LAN access points.

University IT networks may not be used to copy or distribute copyright material without the permission of the copyright holder. Breaches can lead to suspension from the network and action by the University under the University's IT policies and Discipline Rules.

## IT PROVISION AND ADVICE

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Graduate and University Houses provide a Wi-Fi network primarily for study, but we also recognise the use of this network for personal use in your homes. This Wi-Fi network is called 'ANU Resnet', which is separate from the wider ANU secure Wi-Fi network. Graduate and University House also provide a hardwired network facility in your rooms (Ethernet), but this is not present in all residences. Use of either of the ANU Wi-Fi networks needs to meet the acceptable use set out in the [Acceptable Use of Information Technology](#) policy. Any breach of this policy will result in your access to the network being revoked and potential disciplinary action.

With a community of residents accessing these networks, the connection may be problematic. 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 to the Wi-Fi or Ethernet ports. These additional connections interfere with the Wi-Fi signal across the residence. This includes, but is not limited to 4G dongles, home Wi-Fi routers and ad-hoc networks.
- Minimise the number of Wi-Fi speakers as these can interfere with the Wi-Fi signal.
- Do not use an alternative device as a personal hotspot. A hotspot uses the same frequency as our Wi-Fi routers and can reduce the number of available channels for other users.
- Check your device on which Wi-Fi network it is connecting to. Some devices will remain connected to ANU secure once you re-enter a residence. Turn off your Wi-Fi connection and reconnect to ANU Resnet.

If you continue to experience Wi-Fi connection issues after taking all of these steps, notify the IT assistant and log a ticket with the ANU IT service desk.

## VEHICLE PARKING AT GRADUATE HOUSE

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Pay parking is available on-campus and Resident-only designated parking is available in two locations for Graduate House. These spaces are limited, not reserved or guaranteed. Spaces are allocated on a first-come first-serve basis to enrolled students who have applied for and received a valid permit issued by the ANU parking Office. Residents are strongly encouraged to apply as soon as possible for a permit as the parking office maintains a waiting list of applicants. As permits sell quickly, residents need to consider their personal arrangements if they arrive at the House with a car and are unsuccessful with their application or are placed on a waiting list for a campus parking permit.

Residents who require temporary parking must use the CelloPark Pay as you Go (PAYG) parking service. For Information about ANU CelloPark casual car parking please see:

<https://services.anu.edu.au/campus-environment/transport-parking/parking-options-on-acton-campus>

Graduate House residents can, subject to availability, purchase a resident surface parking permit for the parking area located next to Graduate House and the first row of parking behind the Menzies Library. There are currently 31 spaces in this designated residential parking area. Graduate House residents are not eligible to park in the Dickson or Kingsley parking stations.

Residents must notify the parking office upon departure from the University. Residents who are found lending, selling or giving their parking permit to anyone may incur a fine.

For more information on obtaining an ANU parking permit please see:

[services.anu.edu.au/campus-environment/transport-parking/permit-parking-surface-and-parking-station#resident](https://services.anu.edu.au/campus-environment/transport-parking/permit-parking-surface-and-parking-station#resident). Residents may also make contact with Parking Administration at the Innovations Building or by dialling 6125 0179 or ext. 50179.or via email [parking@anu.edu.au](mailto:parking@anu.edu.au).

Roads within the University are classified as public roads for the purpose of the ACT Motor Traffic Act and the University Parking and Traffic Statute. Traffic and parking regulations are enforced by the University's Traffic Officers and the Australian Federal Police. Along these lines, Australian law requires cyclists to wear helmets.

### **Vehicle Security**

The House advises all residents with vehicles that theft in the University car parks is a reality. The University community encourages all car owners to protect themselves against theft by having a security system installed and/or by using a steering wheel lock at all times when the vehicle is unattended. Residents are also encouraged to remove all articles of value from their cars when parked. The onus is on vehicle owners to ensure that their cars are not easy targets for theft.



## APPENDIX – KEY CONTACTS

### GRADUATE HOUSE

Support service	Hours	Contact
Graduate House reception	8am – 4pm Monday to Friday	+61 2 612 51999 <a href="mailto:Graduate.House@anu.edu.au">Graduate.House@anu.edu.au</a>
Graduate House Duty Residents	4pm – 11pm Monday to Friday and 9am – 11pm Saturday and Sunday	ext.612 60147, or on 0416 249 463 <a href="mailto:SLT.Graduate.House@anu.edu.au">SLT.Graduate.House@anu.edu.au</a>
Security	ANU Security provides security services to ANU and works with emergency services to respond to emergencies on campus.	+61 2 612 52249 <a href="mailto:security@anu.edu.au">security@anu.edu.au</a>
Emergency Services	Ambulance, Fire brigade, and Police	0-000

### ANU SUPPORT SERVICES

Support service	Hours	Contact
Academic Skills & Learning Centre	9am - 5pm weekdays (Closed on public holidays and weekends)	+61 2 6125 2972 <a href="mailto:academicskills@anu.edu.au">academicskills@anu.edu.au</a>
Access & Inclusion	9am-5pm weekdays. Closed on public holidays.	+61 2 6125 5036 <a href="mailto:access.inclusion@anu.edu.au">access.inclusion@anu.edu.au</a>
Chaplaincy	The Chaplaincy is open from 10am-4pm during term periods.	0407 866 777 <a href="mailto:chaplaincy@anu.edu.au">chaplaincy@anu.edu.au</a>
Counselling Centre	Open each day of the year excluding weekends, public holidays and the University shutdown period. We are open from 8 am until 5 pm and close for lunch between 12:00pm - 1:00pm. To make an appointment, please phone on +61 2 +61 2 6125 2211 or come in to the Centre in person.	+61 2 6125 2211 <a href="mailto:counselling.centre@anu.edu.au">counselling.centre@anu.edu.au</a>

Dean Higher Degree Research		+61 2 6125 8487 <a href="mailto:dean.hdr@anu.edu.au">dean.hdr@anu.edu.au</a>
Dean of Students	Appointments with the Dean and Deputy Dean are available between 10am-12noon and 1.30-3.30pm Monday to Friday. Please contact us to arrange a convenient time.	+61 2 6125 4184 <a href="mailto:dean.students@anu.edu.au">dean.students@anu.edu.au</a>
ANU Medical Centre.	Monday to Friday 8.30am to 5.00pm	+61 2 6125 2211 <a href="mailto:medical.centre@anu.edu.au">medical.centre@anu.edu.au</a>
Student Central	Monday to Thursday, 9am–5pm Friday, 10am–5pm Student Central is one email, one phone number, and one location for all current international and domestic student enquiries.	135 ANU (135 268) <a href="mailto:student@anu.edu.au">student@anu.edu.au</a>
Student Experience and Career Development	Weekly drop-in Drop-in for career related questions, feedback on job applications, questions about interviews.	+61 2 6125 3342 <a href="mailto:careers@anu.edu.au">careers@anu.edu.au</a>

## FEEDBACK & COMPLAINTS EXTERNAL BODIES

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- **Tenancy Advice Services (Division of Legal Aid ACT)**

Ph. 1300 402 512 Email: [TAS@legallaidact.org.au](mailto:TAS@legallaidact.org.au) Website: <https://www.legallaidact.org.au/>

- **Legal advice bureau (open 12:30 to 2 pm every weekday)**

Ph. 6274 0300 Website: <https://www.actlawsociety.asn.au/for-the-public>

- **Canberra Community Law**

Ph. 6218 7900 Email: [info@canberracommunitylaw.org.au](mailto:info@canberracommunitylaw.org.au)

Website: <https://www.canberracommunitylaw.org.au>

- **Conflict Resolution Services**

Ph. 6189 0590 Email: [admin@crs.org.au](mailto:admin@crs.org.au) Website: <https://crs.org.au>

- **ACT Human Rights Commission**

Ph. 6205 2222 Email: [human.rights@act.gov.au](mailto:human.rights@act.gov.au) Website: <https://hrc.act.gov.au/>

- **ACT Civil and Administrative Tribunal (ACAT)**

Ph. 6207 1740 Email: [tribunal@act.gov.au](mailto:tribunal@act.gov.au) Website: [www.acat.act.gov.au](http://www.acat.act.gov.au)

## FOR MEDICAL AND CRISIS COUNSELLING SUPPORT:

### Violence & sexual assault

#### For immediate assistance

If you, or a student you know, has just been the subject of a sexual assault and the student is in immediate fear for their own safety, or the safety of others, then call 000 and seek immediate police assistance. The police can provide security and gather evidence in relation to the assault beyond the University's capability.

Support service	Hours	Contact
<p><a href="#">Canberra Rape Crisis Centre (CRCC)</a></p> <p>CRCC provides free and confidential crisis and ongoing counselling, support, advocacy and information about medical and legal options. Support for men, women and children who experience sexual assault.</p>	24 hours	6247 2525
<p><a href="#">ANU Counselling Centre</a></p> <p>The ANU Counselling Centre provides free and confidential crisis and ongoing counselling for ANU students. The Counselling Centre are open each day of the year excluding weekends, public holidays and the University shutdown period. Same day appointments are available. <i>(Please note that reception and the phone line will be attended 8am-12pm and 1pm-4pm)</i></p>	8am - 5pm (Mon-Fri)	6125 2211
<p><a href="#">Forensic &amp; Medical Sexual Assault Care (FAMSAC)</a></p> <p>Based at Canberra Hospital FAMSAC provides forensic and medical sexual assault care to people who have experienced sexual assault.</p>	24 hours	1800 629 354
<p><a href="#">1800RESPECT</a></p> <p>National sexual assault, domestic and family violence telephone counselling service.</p>	24 hours	1800 737 732 <a href="http://www.1800respect.org.au">www.1800respect.org.au</a>
<p>Service Assisting Male Survivors of Sexual Assault (SAMSSA) - part of CRCC</p>	7am - 11pm	6247 2525
<p>Counselling for Aboriginal and Torres Strait Islander Survivors (Nguru)</p>	24 hours	6247 2525
<p>Qlife Counselling and Referral Service for people who are lesbian, gay, bisexual, trans, and/or intersex</p>	3pm - midnight	1800 184 527
<p>Domestic Violence Crisis Service</p>	24 hours/7	6280 0900