



Managed Residence Canberra **Student Handbook**

acu.edu.au

ACU's Living & Learning Communities assumes that standard residential operations will resume as normal in 2022. Residents are encouraged to refer to regular communications regarding COVID-19 restrictions and guidelines which will be provided via email by the management team.

ACU Living and Learning Communities have, and will continue to, implement the following health guidelines in order to minimize risk of COVID-19 transmission:

- Social distancing
- Educational signage that focus on hygiene measures and guidelines
- A compulsory COVID-Safe module which will be delivered during Orientation Week of 2022

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RESIDENTIAL LIFE

WELCOME

New friends. Exciting experiences. Memorable moments. University should have them all. And living in student accommodation is one of the best ways to get the most out of your university experience. In our accommodation, you'll get academic support, make lifelong friends, and be part of a diverse and close-knit community. You'll also have access to unique sporting, leadership, spiritual, and community engagement opportunities. Our student accommodation isn't just a place to stay – it's a living and learning community.



RESIDENTIAL SUPPORT TEAM

RESIDENTIAL MANAGEMENT & ADMINISTRATION TEAM

Our Residential management and administration teams are responsible for the management, strategic direction and daily operations of each residence. Our administration teams are available within office hours during Monday to Friday to provide service and support to all residents.

RESIDENTIAL ADVISOR TEAM

Our Residential Advisor Team (RAs) consists of full-time students who live in residence. They are responsible for developing and delivering the Residential Life Program. This program consists of regular in-house and online events that are aimed at ensuring each resident has a positive and enjoyable experience living in residence. The RAs are also on hand to assist with any enquiries. If you require an RA to respond to a situation, please contact them via the duty phone (see Important Contacts on page 18).

RAs are chosen for their leadership skills, community participation, and demonstrated commitment to improving student life in ACU's Living & Learning Communities. We welcome any of our residents to apply for the role. Applicants must commit to staying in the property for at least two semesters.

ARRIVAL PROCESS

CHECK-IN

You will need to contact the Canberra accommodation team prior to check in to arrange a suitable arrival time. Once you arrive, a staff member will provide you with your key and a welcome pack that includes maps of the local area and a room condition report.

ROOM CONDITION REPORT

Please complete the room condition report and return it to the Canberra Accommodation Co-ordinator or RA within two days of check in. The report is in place to support you to communicate any

pre-existing damage so that you are not held liable upon check out, so please ensure you complete it thoroughly.

UNDER 18s

There are special requirements and considerations for students living in residences who are under the age of 18.

Before being offered a rental agreement, each applicant, who will be under 18 at the start of the academic year, will be required to have interview with one of the residential team members, either face-to-face or via an online video service. This is to ensure that the adult environment of student accommodation will be right for them. Once approved, a parent or guardian will be required to co-sign the residential agreement.

While a student is under the age of 18 on residence, a parent or guardian will be contacted in the instance of ill health, breach of agreement, disciplinary actions, or any other concerns regarding the student. It is expected that students under the age of 18 adhere to a zero alcohol policy.

These procedures have been put in place to ensure the safety of students under 18 years of age while living in student accommodation. All ACU student accommodation staff have completed Working With Children Checks.



RESIDENTIAL LIFE EVENTS

ACU's Living & Learning Communities aim to provide opportunities for personal development and connection with peers. We encourage greater academic achievement, promote health and wellbeing, and help to develop teamwork skills and provide a positive overall student experience.

Our RAs host regular events to ensure that there is never a dull moment or missed opportunity for our residents to make the most out of living in residence. Our Residential events focus on one or more of five focus areas:



All LLC events are promoted via the ACU Life platform. Our Residential administration teams will add you to your relevant residential group when you check in. Otherwise, you can join the group by scanning the relevant QR code upon arrival.

SERVICES FOR RESIDENTS

The Canberra accommodation team is available during business hours Monday to Friday for general assistance. If you require assistance with an urgent situation after-hours, please contact the after-hours contact on 0417 788 240. Please ensure you have this number noted down.

MAINTENANCE

Please lodge a maintenance request via the accommodation portal if you need to report a maintenance issue either in your bedroom or in the common areas. This is the same [portal](#) you used to apply and pay rent. Please report maintenance issues as soon as possible to ensure they are resolved in a timely manner.

If a resident has caused damage requiring maintenance, the resident will be required to pay for the cost of repair and/or replacement of the damaged items.

If a maintenance request has been lodged by a resident or noted during inspections, Management reserves the right to enter the premises without prior warning to resolve maintenance issues. Residents will be given advance notice as far as practicable.

LAUNDRY

All houses are equipped with their own laundry facilities. This means that you will have access to a washing machine, dryer, iron, and ironing board in your accommodation.

PARKING

All properties have free parking available on site. If your car is unable to fit in the garage or on the driveway, free street parking is available throughout Canberra.

RUBBISH REMOVAL

Please ensure rubbish is always removed in a timely manner. Bins will vary depending on whether you are living in a townhouse or house. For townhouses you will find an area marked for waste disposal where you will be able to deposit general waste and recycling. For houses you will find individual bins included on your property. General waste bins have a red or dark green lid, recycling bins have a yellow lid, and some houses will have a green waste bin with a light green lid.

Be sure to make use of the yellow recycling bins as much as possible. Remember to separate your recyclables from your general rubbish. Putting recyclables in the recycling bins equals less landfill.

If you are unsure of what can or cannot be recycled, there is a sticker on the inside of your bins which will help guide you.

General waste bins are collected every week, while recycling and green waste alternate each week. Please check your local council website for collection dates.

PEST CONTROL

Please ensure that you do not create a situation in your apartment conducive to an infestation. Please ensure that:

- Crumbs and food scraps are disposed of
- Dirty dishes are not left out
- Benches and stove tops are regularly wiped down
- Food is sealed or covered properly
- Cupboards are wiped clean as necessary
- Rubbish is emptied in a timely manner
- Kitchen floors are mopped regularly.

If you do not adhere to these guidelines and this causes or exacerbates an infestation in your apartment, you will be held liable for the cost to eradicate pests from your apartment. We conduct pest control treatments to support your efforts for a clean house.

UNIVERSITY SUPPORT SERVICES

COUNSELLING

ACU offers free and confidential counselling to ACU students who are experiencing mental health, personal, study or work-related issues.

As an ACU student, you can make an appointment with our counselling service to reduce stress and get back on track.

Our counsellors are experienced and trained psychologists or social workers who deliver specialised programs in the areas of mental health, emotional wellbeing and enhancing mental resilience. And they are trained to help students to successfully complete their studies.

As an ACU student, you'll have access to six free counselling sessions per year. Appointments with ACU counsellors can be made by current students through the Student Portal.

DISABILITY SERVICES

If you are a student with a diagnosed health condition, disability, mental health condition, or have significant carer responsibilities that may impact your studies, we can give you the support you need. Our disability support team can help you access a range of learning support services, including educational adjustments, such as exam arrangements, assistive technology and course materials in alternate formats.

We'll also help you make physical access arrangements. The disability support team provides a confidential service. If you would like further information, please email your campus Disability Advisor.

ACU INTERNATIONAL

By enrolling at ACU, you will be joining students from approximately 100 countries. We know it's a big decision to study overseas so we don't expect you to make it alone.

Contact ACU International **+61 3 9007 0643** for all of your queries about arriving, living and studying in Australia.

CHURCH SERVICES

Signadou Chapel on the Canberra Campus holds mass every Wednesday at 12pm. For more information head to the [Campus Ministry](#) page.

OUR COMMUNITY

COMMUNITY SPIRIT

ACU strives to ensure that all its student accommodation residences are respectful, supportive, safe and secure. We encourage and nurture inclusive residential environments through the deployment of our Residential Life Program that is spearheaded by our Residential Advisor teams.

As a resident of ACU's Living and Learning Communities, you are expected to adhere to the values and ethos of our residential community and university. All residents are expected to behave in a way that is respectful, accepting, safe and connected. Contributing to the community spirit of our residences isn't just grounded in behavior, but by responsiveness and enthusiasm.

We align behavior expectations within our residences, to that expected by ACU students.

[**ACU Conduct and Discipline Policy**](#)

[**Procedures for Dealing with Alleged Breaches of Student Conduct**](#)

COMPULSORY INDUCTION PROGRAMS AND MEETINGS

You will be required during your tenancy to attend/complete compulsory induction briefings and meeting prior to your arrival at residence, and during your tenancy.

Residential Induction

All residents will receive an email outlining how to complete their residential induction. There are two components that students will need to complete/attend:

1. *Respect.Now.Always*

This online component will be compulsory for all residents to attend prior to arriving at residence. It will focus on ACU's Living and Learning Communities' zero tolerance for sexual harassment and assault.

A Respect. Now. Always survey will be conducted within residence. The data collected from this survey will assist the University to track its management of any sexual misconduct in residence. This data helps to improve our support for students, incident management and response.

2. *Face-to-Face Inductions*

Face-to-Face inductions will be delivered during O'Week and on an ad hoc basis as required. We will focus on understanding the community spirit of our student residences, what to expect during your first few weeks of Semester, highlight key rules and provide additional information about the residential facilities.

Residents who fail to attend and/or complete their residential induction will receive a disciplinary breach.

Community or disciplinary related meetings

From time to time, you will need to attend any community or disciplinary meetings. These will be arranged by LLC Management as required.

ACU's Living & Learning Communities will communicate with you mainly via email and ACU Life during your stay, but may also contact you by phone, text, social media channel or in writing delivered to your door in person. It is your responsibility to ensure LLC Management has your updated contact details. Should your contact details change during your time in residence, you can update these via the housing portal.

Failure to respond or communicate with LLC Management within a reasonable time frame may result in disciplinary action.



BEHAVIOUR & RESPECT

SEXUAL MISCONDUCT (ASSAULT & HARASSMENT)

Sexual harassment and assault are never OK. All our students, staff and visitors should feel safe and respect at ACU. We have zero tolerance for sexual harassment and assault, and we expect our staff and students to behave in a manner that is respectful, inclusive and fair on every ACU campus, at all times.

Sexual assault is unwanted behavior that can take many forms – touching, kissing, exposure, sexual images being taken without consent to any form of sexual penetration. Sexual assault or harassment is never the fault or responsibility of the victim/survivor. If you feel that you have been sexually assaulted or harassed, there is support available to you.

You can find information on:

- Consent
- Reporting an incident
- Finding support

Via the ACU [Respect.Now.Always website](#). Please also refer to ACU's Student Sexual Misconduct Prevent and Response [Policy & Procedure](#) for more information.

To report sexual assault or sexual harassment, residents can talk to one of the Living & Learning Communities staff (Monday to Friday, 8am-6pm) or a Residential Advisor; or contact the ACU National Security Centre on 1300 729 452.

ACU students can also report sexual misconduct via the ACU Student Portal or by using the SafeZone app.

If you require an emergency response, call Emergency Service on Triple Zero (000).

HAZING, DISCRIMINATION AND HARASSMENT

LLC focuses on providing welcoming, supportive and a friendly home-away-from-home. Every resident deserves respect from their peers. We encourage all of our residents to treat one other as equals and to be a valuable member of their residential community. We will not tolerate any form of bullying (including cyber-bullying), harassment or discrimination against any resident of our community. This includes any activity or event that aims to humiliate, degrade or impose emotion and/or physical harm to an individual. Additionally, any verbal, written communication that offends, humiliates or intimates another resident will also not be tolerated.

If you are subject to bullying or have witnessed this behaviour in our community, please report the incident to staff immediately.

VISITORS

Visitors are permitted until 10pm Sunday to Thursday, and until 11pm Friday and Saturday. Visitors are not permitted to stay overnight in the premises.

Visitors to the property must be let into the house by their host, through the front door only. Visitors are not to be left in common areas unaccompanied by their host.

Visitors must observe property rules and may be asked to leave if they fail to do so. You are responsible for any visitors you invite into the property and are liable for the cost of any damage they may cause. If you are inviting multiple visitors, please contact the accommodation team and please refer to the 'Parties' section below.

PARTIES & GATHERINGS

Please contact accommodation staff to discuss your wish to organize a gathering within our accommodation. Prior approval is required for any gathering within any residence and we reserve the right to refuse the request.

You are responsible for any visitors you invite to the property and are liable for the cost to repair any damage they cause. If you are inviting multiple visitors inside, please ensure that you are able to be with your group at all times.

If a staff member is called to ask your visitors to leave after 10pm Sunday to Thursday, or after 11pm Friday and Saturday, you may be charged a callout fee of \$120.

SMOKING & VAPING

Smoking and vaping is strictly not permitted inside the building or around the perimeter of the building, including the front door, balconies, fire exits, and the garage.

Residents are responsible for disposing of their cigarette butts thoughtfully.

DRUGS AND ALCOHOL

Moderate alcohol consumption is acceptable in the residence. Excessive consumption of alcohol will not be tolerated, and alcohol-fueled misconduct will lead to disciplinary action.

The use and possession of illegal drugs is prohibited. If a resident is found to be in possession of an illegal substance, police will be called immediately. The resident involved will face disciplinary action under Student Conduct and Discipline Policy and Procedure.

Student welfare is our primary concern, so if you or a friend is in need of help, please call the duty phone so staff may assist you.

NOISE

Please keep noise (including in your room) to a level that does not interfere with the other residents' sleep or study. Noise within the residence and around the perimeter of the residence must cease by 10pm Sunday to Thursday, and by 11pm Friday and Saturday.

FEES & PAYMENT INFORMATION

RENTAL FEES

Rental fees are all-inclusive, covering electricity, water, and gas.

The rental fee is charged by fortnightly direct debit only. Our payment schedule operates in advance, in accordance with rental fee schedule. For international students, you will need to open an Australian bank account. If you are unable to pay via direct debit, staff will need to be advised immediately to arrange a payment plan with you.

If a direct debit payment is declined, residents may pay via the online portal. If payment is not reconciled by 5pm the following Monday, you will incur a late payment fee of \$30.

If you need an extension on your payment, please speak to the team by the Monday of the week rent is due.

Canberra Accommodation (Managed Res) – Fortnightly Rent Schedule 2022

Period Covered				
Rent Day		From	To	Days
Monday	17/01/2022	28/01/2022	31/01/2022	3
Monday	31/01/2022	31/01/2022	14/02/2022	14
Monday	14/02/2022	14/02/2022	28/02/2022	14
Monday	28/02/2022	28/02/2022	14/03/2022	14
Monday	14/03/2022	14/03/2022	28/03/2022	14
Monday	28/03/2022	28/03/2022	11/04/2022	14
Monday	11/04/2022	11/04/2022	25/04/2022	14
Monday	25/04/2022	25/04/2022	9/05/2022	14
Monday	9/05/2022	9/05/2022	23/05/2022	14
Monday	23/05/2022	23/05/2022	6/06/2022	14
Monday	6/06/2022	6/06/2022	20/06/2022	14
Monday	20/06/2022	20/06/2022	4/07/2022	14
Monday	4/07/2022	4/07/2022	18/07/2022	14
Monday	18/07/2022	18/07/2022	1/08/2022	14
Monday	1/08/2022	1/08/2022	15/08/2022	14
Monday	15/08/2022	15/08/2022	29/08/2022	14
Monday	29/08/2022	29/08/2022	12/09/2022	14
Monday	12/09/2022	12/09/2022	26/09/2022	14
Monday	26/09/2022	26/09/2022	10/10/2022	14
Monday	10/10/2022	10/10/2022	24/10/2022	14
Monday	24/10/2022	24/10/2022	7/11/2022	14
Monday	7/11/2022	7/11/2022	21/11/2022	14
Monday	21/11/2022	21/11/2022	5/12/2022	14
Monday	5/12/2022	5/12/2022	16/12/2022	3

YOUR ROOM

CLEANING

Residents are responsible for cleaning their accommodation regularly. All residents will be responsible for cleaning their individual room, as well as working with the other residents in your house to ensure that common areas are kept clean and tidy.

Residents are able to access mops and vacuum cleaners from the laundry. Apart from these items, residents will need to purchase their own cleaning materials for their house.

If you are having trouble negotiating cleaning with your housemates, our team can assist to develop a cleaning roster.

INSPECTIONS

Cleanliness and safety inspections are conducted quarterly. Residents will be given advance notice of when inspections will occur.

Through these inspections we are able to address cleanliness issues or health and safety risks, note any damage to the property, and log outstanding maintenance items.

If you do not pass the first inspection, you will be given ample opportunity to remedy the issues noted during inspection. If you do not pass the second inspection, external cleaners will be contracted to clean the apartment, at a cost to you. The cost to clean a house will be divided between the residents in the house .

PETS

No pets may be kept or brought into the residence. Please contact the Manager, Student Accommodation on 02 9739 2676 if you have a support animal.

DECORATING

It is a great idea to decorate your house to make it feel like your home. However, to avoid damage:

- Do not use nails, pins, or screws
- Do not use adhesives
- Do not apply stickers to the ceiling, walls or furniture.

If you use Blu-Tack to affix posters or materials to the wall, it must be totally removed and the wall must be sugar soaped to remove any marks prior to check out.

If you cause any damage while decorating your apartment, you will be liable for the cost of repair, including repainting the wall if necessary.



SAFETY AND SECURITY

KEYS

Keys must only be used by residents, and must never be lent to a guest or visitor.

Never let anyone into the premises who you do not know. If you are concerned for your safety, please call the duty phone.

LOST KEYS AND LOCKOUTS

If you lose your key, you will be required to pay \$20 for a replacement key. This charge is non-refundable if you recover your lost key.

You are responsible for ensuring that you have your key on you when exiting your house.

If you are locked outside the normal office hours you will need to call the duty phone number in order to receive instruction on how to access the lock box for a temporary key. You will be charged a \$50 administration fee. From time to time, office hours may vary.

HEATERS

Fan and element heaters are not to be used in the residence as they pose a high fire risk. If you wish to have a heater inside your room, please purchase a safer oil column heater. If you are found to have a fan or element heater in your room, it will be removed.

FIRE SAFETY

Residents must always vacate the premises in the case of a fire/fire alarm. Failure to do so puts yourself and others at risk and will lead to disciplinary action.

To prevent a false fire alarm:

- Do not use candles, incense, or any type of flame
- Do not smoke in the property
- Always cook with the range hood fan on
- Pay attention while cooking to prevent smoke
- Do not spray any aerosol cans directly under the smoke detector

If the alarm goes off in your house and there is not a fire, please:

- Turn on the range hood fan and ceiling fan
- Open any windows and fan the smoke away from the alarm

If the alarm goes off in your room again, please repeat the steps above and try to clear the smoke.

Please familiarise yourself with instructions on using fire extinguishers and fire blankets. It is illegal to tamper with fire equipment, which includes covering or sealing smoke alarms and removing fire blankets or fire extinguishers, except in the case of a fire. Perpetrators will face disciplinary action.

EMERGENCIES

In the case of an emergency, please contact emergency services by calling 000. After contacting emergency services, please immediately contact staff by calling the duty phone number 0417 788 240 so they may assist you.



GETTING AROUND

THE LOCAL AREA

ACU's Canberra campus is located just 10 minutes from the CBD. Your accommodation will be in the surrounding suburbs of Canberra's inner north. There is a large shopping complex down the road at Dickson where you will be able to find a large number of restaurants and takeaways to eat from, and the hub of all Asian cuisine.

The Canberra Centre and Westfield Belconnen are about a 10 to 15-minute drive from your accommodation. Here you will find all the big retailers and the best places to shop in Canberra.

PUBLIC TRANSPORT

Canberra Accommodation is close to a range of public transport options.

A recently installed light-rail system through the heart of the city to north Canberra will allow you easy access to the best places north of Lake Burley Griffin.

Buses in Canberra aren't as frequent as other major cities, but will be able to get you where you need to go. The R9 or Route 50 will get you to Dickson Interchange, where you will be able to access the rest of the stops in Canberra with ease.

TRAVELLING TO ACU CAMPUSES

If you decide to travel by bus, the closest stops are on Antill Street (Stop ID: 3195 & 3196).

For light rail the Antill Street station is a 15-minute walk from campus.

A large majority of students studying at Canberra are able to drive their car to campus. Parking on campus is free and there is a large carpark for students. If you are unable to get a spot in the carpark, on street parking is available along Phillip Avenue.

Canberra also has a large amount of bike lanes, making it easy to get around with pedal power if you don't have a car or don't want to use public transport.

DEPARTING FROM RESIDENCE

Residents are responsible for noting the end date of their contract and preparing for check-out. Please advise the accommodation team if it is prior to the end of your contract end date.

EARLY DEPARTURE

Please keep in mind that our rental agreements are legally binding contracts. You are bound by the terms stated on the reference schedule once your rental agreement is signed and executed. If you leave or are evicted from the property for whatever reason, prior to your rental agreement end date, you are still obliged to continue to pay rent for the remainder of your rental agreement.

If you are able to find another student willing to take over your lease for the remainder of your contract, you may be released from your obligations under the reference schedule. The prospective resident will need to submit an application online, and the break-lease will only be confirmed once the student has signed their new lease and their security deposit is paid. A break-lease fee to the value of one week's rent as per your rental agreement, applies. For further information, please ask a member of the team for the break lease information sheet.

PRE-DEPARTURE INSPECTIONS

Managed residences are inspected **after** departure. You will be held liable for any damages not raised in your room condition report on check-in. Before you check out, please ensure that your house and room are thoroughly cleaned, and all personal items and rubbish are removed to avoid additional cleaning charges. If the room is not thoroughly cleaned, professional cleaners will be contracted to clean the residence at a cost to you.

KEY RETURN

Once you have cleaned and removed all personal items from your apartment, you can leave your key on the desk in your room, and notify the accommodation team that you have vacated. If you fail to return your key, you will receive a \$20 lost key charge.

SECURITY DEPOSIT

Security deposit refunds are processed following a departure inspection. Residents will be held liable for the cost of professional cleaning if required, as well as the cost to repair damages or replace damaged goods. These charges, as well as any outstanding fees on your account, will be deducted from your security deposit.

The remaining security deposit will be returned to the account from which it was first deducted within 30 days of check out. If this account has closed, please speak to the accommodation team to check out to arrange a new security deposit refund form and a statutory declaration to verify the closure of the initial account.

IMPORTANT CONTACTS

Canberra Managed Residences – Important Contact Details	
Contact	Phone/Email
Emergency Services (Fire, Ambulance & Police)	000, 112
Canberra Accommodation	(02) 5336 5323 studentaccommodation.act@acu.edu.au
After-hours accommodation contact	0417 788 240
ACU Counsellor	Counselling.Canberra@acu.edu.au
Campus Ministry	campusministry@acu.edu.au
Calvary Hospital	(02) 6201 6111
Dickson General Practice (Mix Billing)	(02) 6247 5833
Crace Medical Centre (Bulk Billing)	(02) 6241 0249