



# Blackfriars Residence **Student Handbook**

[acu.edu.au](http://acu.edu.au)

*In recognition of Aboriginal and Torres Strait Islander peoples' deep spiritual connection to Country, and in continuing the university's commitment to reconciliation, it is customary to acknowledge, Country as we pass through it.*

*We acknowledge and pay our respects to the First Peoples, the Traditional Custodians of the lands and waterways where Australian Catholic University Residential Accommodations are located, and we thank them for their continued custodianship.*



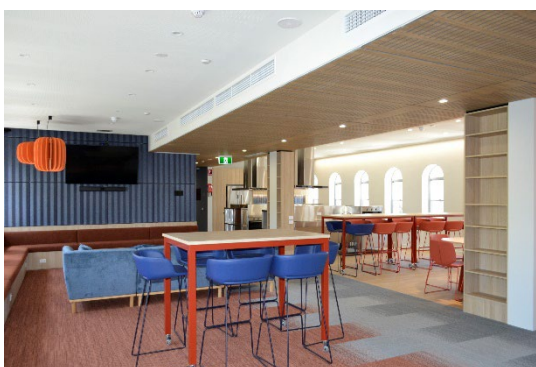
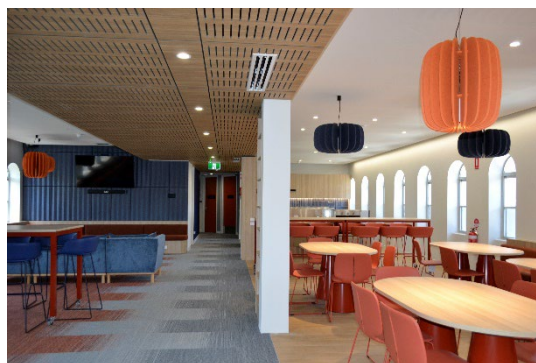
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# RESIDENTIAL LIFE

## WELCOME

New friends. Exciting experiences. Memorable moments. University should have them all. Living in student accommodation is one of the best ways to get the most out of your university experience. In our accommodation, you will receive academic support, make lifelong friends, and be part of a diverse and close-knit community. You will also have access to unique sporting, leadership, spiritual, and community engagement opportunities. Our student accommodation is not just a place to stay – it is 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 Monday to Friday to provide service and support to all residents. Opening hours may vary however, any changes will be communicated 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 events both in-house, on the ACU campus and in the surrounding districts of Canberra. Our events are aimed at ensuring each resident has a positive and enjoyable experience while staying with us. The RAs are also on hand to assist with any enquiries such as lockouts, wellbeing concerns or any complaints you have after-hours. If you require an RA to respond to a situation, please contact them via the duty phone (see important contacts on page 20).

RAs are selected for their leadership skills, community participation, and demonstrated commitment to improving student life in ACU Student Accommodation. If you are interested in becoming an RA, please raise your interest with onsite management. Applicants must commit to staying at the property for at least two semesters.

## ARRIVAL PROCESS

### CHECK-IN

You will be contacted prior to check-in to arrange a suitable arrival time. This email will also contain important check-in information such as what to bring and upcoming events you can register for. Once you arrive, a staff member will provide you with a welcome pack containing your key, Wi-Fi information, maps of the campus and local area, public transport information, and a room condition report.

### ROOM CONDITION REPORT

Please complete the room condition report and return it to the front desk within one week of check-in. The report is in place to support you in communicating any pre-existing damage so that you are not held liable upon check-out. Please ensure you complete this report accurately and if you are unsure about anything, reach out to management.

## UNDER 18s

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

Before being offered an Occupancy Agreement, each applicant, who will be under 18 at the start of the academic year, will be required to have an 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 Occupancy 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.

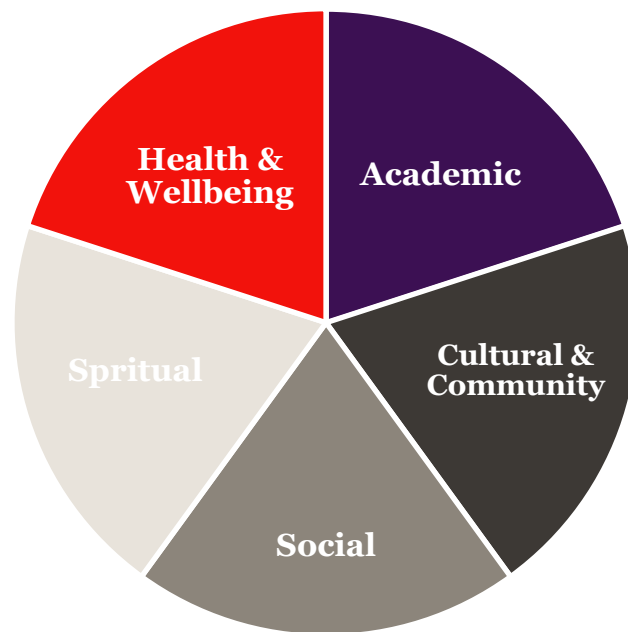
These procedures have been put in place to ensure the safety of students under 18 years of age while living in student accommodation. All ACU student accommodation staff have completed Working with Vulnerable People (WWVP) Checks.



## 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, help to develop teamwork skills, and provide a positive overall student experience.

Our RAs host regular events to ensure 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. It is important that you register your attendance via ACU Life so we can ensure we can cater for you. You can register for as many events as you like.

## SERVICES FOR RESIDENTS

The Canberra front desk is open from 8am to 4pm Monday to Friday. The student accommodation team will be able to assist with parcel collection, general area and transport information, account enquiries, and any questions you may have about the property.

If you require an RA to assist you with an urgent situation after-hours, please contact them via the duty phone number, 0477 447 943. RAs will not respond to requests via their personal phone or social media.

Contact hours may occasionally be reduced particularly over holiday periods, residents will be notified of any changes in the reception opening hours.

### MAIL

You have an allocated pigeonhole at reception to receive smaller letters. Your address while staying at Blackfriars Residence is 127 Phillip Avenue Watson ACT 2602. For larger mail items and parcels, we would recommend you use the free on campus parcel lockers.

You will receive instructions as part of your welcome pack when you check in. Alternatively, visit [www.auspost.com.au](http://www.auspost.com.au) for more information on how to setup your free MyPost account or speak to the accommodation team for assistance.

### MAINTENANCE

If you need to report a maintenance issue either in your room or common spaces, please lodge a maintenance request via the accommodation [portal](#). Please report any 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.

### LAUNDRY

We have multiple washing machines and dryers in the laundry located on level 2. Our machines are equipped with a tap-and-go payment system with a cost of \$4.00 per wash cycle and \$3.00 per dry cycle. Coins and cash cannot be used for the machines. The laundry also has an iron and ironing board available for use free of charge.

### PARKING

The university has limited parking spots available on campus. At any time, parking may cease to be offered on campus for residents however free street parking is available throughout Canberra. Please follow the signs in the car park on campus and do not park in the visitor or staff parking unless prior consent has been granted.

### RUBBISH REMOVAL

Please ensure rubbish is always removed in a timely manner. Bins are located in the bin room next to the communal kitchen. These bins are emptied daily for your convenience. For used sanitary items,

please place these in the sanitary bins located in the toilets.

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.

Our kitchens are also equipped with food waste bins. To assist us in our efforts to be an environmentally sustainable residence, we kindly request that only food items be placed in the food waste bins.

## **PEST CONTROL**

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

- Crumbs and food scraps are disposed of
- Dirty dishes are not left out
- Food is sealed or covered properly
- Cupboards are wiped clean as necessary
- Rubbish is emptied in a timely manner

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

## **INTERNET**

We may provide you with Wi-Fi access. You transfer and receive data at your own risk, and you must comply with our reasonable directions concerning your use of the Wi-Fi service. You cannot resell or resupply the Wi-Fi service.

You must not use the Wi-Fi service:

- (i) to break any law or to infringe another person's rights;
- (ii) to expose us or our third-party suppliers to liability;
- (iii) to transmit, publish or communicate material which is defamatory, offensive, abusive, indecent, menacing or unwanted; or
- (iv) in any way which damages, interferes with, or interrupts the internet services, the network on which the Wi-Fi services are supplied, or any other network.

Subject to applicable laws, we may temporarily suspend or restrict your access to the Wi-Fi service and our liability for any loss suffered by you howsoever will be limited to us supplying the service again.



# 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. ACU Counsellors are trained to help students successfully complete their studies.

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

## ACCESS AND DISABILITY SUPPORT

If you are a student who has a documented health condition, disability, mental health issue, or significant caregiving responsibilities that could affect your studies, Access and Disability advisors can provide the assistance and support you require.

The ACU Access and 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.

They can also help you make physical access arrangements. If you would like further information, please email your campus Access and Disability Advisor using the contact information on page 20.

## 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 using the contact information on page 20 for all 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 RA team.

As a resident of ACU's student accommodation, 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 behaviour, but by responsiveness and enthusiasm.

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

- [ACU Conduct Policy](#)
- [Procedures for Dealing with Alleged Breaches of Student Conduct](#)

## COMPULSORY INDUCTION PROGRAMS AND MEETINGS

During your stay with us, you will be required to attend/complete compulsory induction briefings and meetings.

### 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 Student Accommodation's zero tolerance for sexual harassment and assault.

An annual survey will be conducted within residence. The data collected from this survey will assist ACU to track its management of any sexual misconduct in residence. This data helps to improve incident management and response.

#### 2. **Face-to-Face Inductions**

Face-to-Face inductions will be delivered during Orientation 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 management as required.

ACU's residential team will communicate with you mainly via email and ACU Life during your stay, however, 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 residential management have your updated contact details. Should your contact details change during your time in residence, you can update these via the [StarRez portal](#).

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

## BEHAVIOUR & RESPECT



### SEXUAL MISCONDUCT

Sexual harassment and assault are never OK. All our students, staff and visitors should feel safe and respected 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 behaviour that can take many forms – touching, kissing, exposure, sexual images being taken without consent or 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](#) for more information.

**To report sexual assault or sexual harassment, residents can speak to an onsite Safety Support Officer or residential management (Monday to Friday, 8am-4pm) or an RA after-hours. Alternatively, you can 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 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 residence by their host, through reception only. Visitors are not to be left in common areas unaccompanied by their host. Visitors should never be given access cards to enter the property without their host present.

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.

If a staff member is called to ask your visitors to leave after 10pm Sunday to Thursday, or after 11pm Friday and Saturday, you will be charged a callout fee of \$120.00.

## **PARTIES & GATHERINGS**

Please contact accommodation staff to discuss your wish to organise 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 can be always with your group.

## **SMOKING AND VAPING**

Smoking and vaping are strictly not permitted anywhere within or along ACU campus boundaries and controlled properties. This means that anyone wishing to smoke or vape will be required to leave the campus.

When deciding where to smoke off campus, please be considerate of neighbours and the disposal of butt litter. This is to reflect ACU's values of respect to both others and the environment. Also be mindful of your safety when choosing where to smoke off campus, in particular heavy vehicle traffic areas.

## **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. Whilst the ACT has decriminalised small amounts of illicit substances, illicit substances are still illegal. ACT Police will confiscate any illicit drugs found on an individual. 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 need help or support, please call the RA on duty 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. If an RA is called out due to a noise complaint after hours, you will be charged a \$120.00 callout fee.

# FEES & PAYMENT INFORMATION

## OCCUPANCY FEES

Occupancy fees are all-inclusive, covering water, gas, electricity, and a basic internet package.

The occupancy fee is charged by fortnightly direct debit only. Our payment schedule operates in advance, in accordance with occupancy 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 Wednesday, you will incur a late payment fee of \$30.

If you need an extension on your payment, please speak to the team by the Wednesday of the week **before** occupancy fees are due.

## Canberra Accommodation – Fortnightly Occupancy Fee Schedule 2024

	Rent Day	Period Covered		
		From	To	Days
<b>Monday*</b>	12/02/2024	12/02/2024	26/02/2024	14
<b>Monday</b>	26/02/2024	26/02/2024	11/03/2024	14
<b>Monday</b>	11/03/2024	11/03/2024	25/03/2024	14
<b>Monday</b>	25/03/2024	25/03/2024	08/04/2024	14
<b>Monday</b>	08/04/2024	08/04/2024	22/04/2024	14
<b>Monday</b>	22/04/2024	22/04/2024	06/05/2024	14
<b>Monday</b>	06/05/2024	06/05/2024	20/05/2024	14
<b>Monday</b>	20/05/2024	20/05/2024	03/06/2024	14
<b>Monday</b>	03/06/2024	03/06/2024	17/06/2024	14
<b>Monday</b>	17/06/2024	17/06/2024	01/07/2024	14
<b>Monday</b>	01/07/2024	1/07/2024	15/07/2024	14
<b>Monday</b>	15/07/2024	15/07/2024	29/07/2024	14
<b>Monday</b>	29/07/2024	29/07/2024	12/08/2024	14
<b>Monday</b>	12/08/2024	12/08/2024	26/08/2024	14
<b>Monday</b>	26/08/2024	26/08/2024	09/09/2024	14
<b>Monday</b>	09/09/2024	09/09/2024	23/09/2024	14
<b>Monday</b>	23/09/2024	23/09/2024	07/10/2024	14
<b>Monday</b>	07/10/2024	07/10/2024	21/10/2024	14
<b>Monday</b>	21/10/2024	21/10/2024	4/11/2024	14
<b>Monday</b>	04/11/2024	04/11/2024	18/11/2024	14
<b>Monday</b>	18/11/2024	18/11/2024	02/12/2024	14
<b>Monday</b>	02/12/2024	02/12/2024	13/12/2024	11

Note: on the rare occasions that occupancy fees are due to be debited on a public holiday, the occupancy fee deduction will be processed on the next business day. Students are responsible for ensuring that funds remain in the nominated account to cover that withdrawal.

\*Returning residents only. As occupancy fees are paid in advance, no fees will be deducted from new residents on this day.

# YOUR ROOM

## CLEANING

Residents are responsible for cleaning their accommodation regularly. All residents will be responsible for cleaning their individual room, as well as cleaning up after themselves when using communal areas. This includes taking any personal items back to your room and not leaving them in the common areas.

Residents can hire a vacuum cleaner from reception during opening hours, free of charge. Residents will need to purchase their own cleaning materials for their room.

## INSPECTIONS

Cleanliness and safety inspections are conducted bi-annually or as required. Residents will be given advance notice of when inspections will occur.

Through these inspections we can 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 of \$50.00 to you. During inspections, management may also locate maintenance items due to damages from the student, if this is the case, management will transfer the cost of repairs to the resident.

## PETS

No pets may be kept or brought into the residence. Please contact reception 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**

Your room key provides access to the Residence reception door and your studio. Your ACU student card provides access to the Blackfriars building after-hours and access to level 2 through the lift. 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 someone tells you they are locked out, tell them you are not allowed to let them in and ask them to call the duty phone number. 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 \$20.00 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 apartment. If you lock yourself out of your apartment when the front desk is attended, staff will be able to let you into your apartment free of charge.

If you are locked outside the normal office hours and a staff member is called, you will be charged a lockout fee of \$120.00. Reception hours may vary but will be communicated to you.

### **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. Please familiarise yourself with the emergency evacuation diagrams posted on the fire evacuation doors and follow instructions from staff.

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 sirens in your studio and there is not a fire, please:

- Open any windows and fan the smoke away from the alarm
- Do not open your studio door as if the smoke reaches the hallways the fire alarm will siren immediately. When the hallway alarm sirens, the fire brigade will automatically be summoned.



If the alarm goes off in your apartment again, please repeat the steps above and try to clear the smoke. You will have approximately 60 seconds to clear the smoke before the fire brigade is summoned.

If the fire brigade is summoned due to a situation you have created in the property, you will be charged for the cost of the fire brigade. This cost is forwarded to ACU Accommodation by ACT Fire & Rescue (ACTF&R), and at the time of writing, the cost is \$1,677 plus administration fees. This charge is then forwarded to the student responsible for the incident for payment.

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.

Please note that the fire stairs are strictly for use in a fire alarm or emergency. At all other times, please use the lift.

## **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 0477 447 943 so they may assist you.

## **COVID-19**

ACU's Living & Learning Communities will continue to provide support to residents during 2024 and assist those required to isolate should one of its residents generate a positive test result.

ACU Student Accommodation has, and will continue to, implement the following health guidelines to minimise risk of COVID-19 transmission:

- Social distancing
- Educational signage that focuses on hygiene measures and guidelines
- Provide free face masks at reception.

Residents are encouraged to refer to all communications regarding COVID-19 restrictions and guidelines which will be provided via email by the management team.



## GETTING AROUND

### THE LOCAL AREA

ACU's Canberra campus is located just 10 minutes from the CBD. There is a large shopping complex close by at Dickson where you will be able to find many restaurants and takeaways to eat from, and the hub of all Asian cuisine.

Canberra Centre and Westfield Belconnen shopping centres are 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 however, they 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.

## 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 Occupancy Agreement is signed and executed. Your Occupancy Agreement will cover your obligations for terminating your agreement early.

A break lease fee of 6 weeks is applicable if you terminate your Occupancy Agreement in the first half of the agreement or 4 weeks if terminated in the second half of the agreement. If you can find a suitable replacement within the 4 or 6 weeks, an administrative cost of 1 week of occupancy fees applies.

### DEPARTURE INSPECTIONS

Studio apartments are inspected after departure. You will be held liable for any damages not raised in your room condition report on check-in.

Please ensure that your room is thoroughly cleaned, and all personal items and rubbish are removed to avoid additional cleaning charges. If the apartment is not thoroughly cleaned, professional cleaners will be contracted to clean the residence at a cost to you. This cost varies from \$50.00 - \$120.00 depending on the extra cleaning required.

## 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 or hand your key to reception. If you fail to return your key, you will receive a \$20.00 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 before checking out to arrange a new security deposit refund form and a statutory declaration to verify the closure of the initial account.

ACU may deduct an amount from the security deposit for:

- The cost of repairs or maintenance in your room or facility due to damage caused by you,
- If you do not return your room key on check out,
- Any Occupancy Fee or other amounts owing under your Occupancy Agreement that are outstanding at the time of check out.

# IMPORTANT CONTACTS

## LGBTIQ+ SUPPORT

The Ally Network at ACU is a visible network of staff who support the university's pastoral commitment to providing a safe, inclusive, and respectful environment for students and staff who identify as lesbian, gay, bisexual, transgender, intersex or queer, or as having any other sexuality or gender diverse identity (LGBTIQ+). If you need support or would like information about external support services for yourself or LGBTIQ+ people, contact [Allynetwork@acu.edu.au](mailto:Allynetwork@acu.edu.au)

Blackfriars Residence – Important Contact Details	
Contact	Phone/Email
Emergency Services (Fire, Ambulance & Police)	000
Canberra Security	0447 264 071
National Security Centre (NSC)	1300 729 452
Blackfriars Residence Student Accommodation Team	<a href="mailto:studentaccommodation.act@acu.edu.au">studentaccommodation.act@acu.edu.au</a> or (02) 6209 1141
Residential Advisor Duty Phone	0477 447 943
ACU Counselling	<a href="mailto:Counselling.Canberra@acu.edu.au">Counselling.Canberra@acu.edu.au</a>
Campus Ministry	<a href="mailto:campusministry@acu.edu.au">campusministry@acu.edu.au</a>
North Canberra Hospital	(02) 6201 6111
Crace Medical Centre (Bulk Billing)	(02) 6241 0249
Dickson General Practice (Mix Billing)	(02) 6247 5833
International Student Advisor	<a href="mailto:intadviser.act@acu.edu.au">intadviser.act@acu.edu.au</a>

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