



ALL SAINTS
COLLEGE

Tertiary Residences | Canberra

ALL SAINTS COLLEGE

*Residents
Handbook 2021*

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Welcome to All Saints College

On behalf of our community, I would like to welcome you to All Saints College (ASC). Our residents, come from all over Australia and overseas, giving you the opportunity to be part of a global community now and in the future. The Warden, the Administrator and the Chaplain together with our volunteer College Council members come with a broad variety of experience and provide services as volunteers to assist residents in their transition to College life.

While our 'boutique' size and very modern secure facilities are a great strength, we are also mindful that each resident comes to us with their own story and their own strengths. Our approach to College community life is designed to provide the best situation for each resident whatever their course of study or employment. Our volunteer members of the ASC Council, the Warden, the Chaplain and College personnel aim to make your residential experience enjoyable and meaningful. You can choose the extent to which you participate with others or focus on your chosen priorities. We believe the College provides an excellent study environment and the opportunity for you to achieve your full potential.

If you are coming directly from high school or from living in another culture, the transition to tertiary studies or training in Canberra may seem intimidating at first. Take comfort because there are many others making the same transition with you and many willing to offer you support. Your move to Canberra and to All Saints College is a great chance to try new experiences, to break the mould, and to understand your unique strengths. Think of an activity – be it music, sport, debating, study groups, leadership training, environmental awareness, special interest groups, religious affiliation, or support for a charity – and it is likely that Canberra and your institution either have an existing opportunity for you to participate in, or would be willing to assist you in starting such an activity.

If you are undertaking post-graduate studies or specialised further training, All Saints College with its independent living and central but quiet location is ideal to allow you to concentrate on critical issues in your intellectual and career development. At the same time the social life of the College will offer all residents ample opportunity to relax in company and to maintain or build relationships of value. Many of the friendships you make in ASC will go beyond your present study or training experience and last a lifetime.

To build a healthy and supportive community from the diversity you will find in All Saints College requires each of us to value and respect the rights and needs of other residents. This Handbook lists the policies, rules, and structure of our community. It is also designed to ensure that everybody understands and observes the Occupancy Agreement for the safety and comfort of all residents.

The Warden is able to respond to questions you may have about the Residents Handbook, and your Occupancy Agreement, or any other matter affecting your residence in ASC. Contact details for the Warden and the Chaplain are in the Residents Handbook. While we respect your independence and freedom, we also recognise your safety, comfort, and welfare are of vital importance to us.

I wish you success and satisfaction in the coming year and I encourage you to become involved in activities in general, whether here at All Saints College or at your tertiary institution. We invite you to make the most of the social and other opportunities available. With other Council members, I warmly welcome you to ASC and look forward to meeting you during the year.

Dr John Gilchrist, *FHERDSA*

**Chair,
All Saints College Council**

Brief Background to ASC

Where is the College located?

All Saints College is situated in the grounds of All Saints Anglican Church, Ainslie, on the corner of Cowper and Bonney Streets. It is handily located to all of the tertiary institutions in Canberra and is well serviced by ACT public transport with a bus stop opposite. The Ainslie shops are nearby and it is within walking distance to Civic, the main commercial and shopping district of Canberra.

Who can live in the College?

The College is available primarily to any student enrolled in a tertiary institution in Canberra. These include the Australian National University, the University of Canberra, the Australian Catholic University, St Mark's National Theological Centre, the Australian Institute of Sport, the Australian Defence Force Academy, University of NSW, and the Canberra Institute of Technology.

Assistance received by ASC from the National Rental Affordability Scheme (NRAS) requires residents to have an initial annual income no greater than \$50,489 in the year before first entering the College. This can rise to \$63,112 in the second year.

ASC residents can be of any or no faith tradition, but they will be required to agree to a code of behaviour befitting an Anglican residential institution. Because of ASC's relatively small size, its self-contained apartments, and its location, it is expected that ASC will appeal to postgraduate students who seek a congenial and quiet place to live and study, and to other tertiary students who wish to pursue their courses in this community environment.

How is the College governed?

In 2012, the Bishop with the senior governing Council of the Anglican Diocese approved an Ordinance to establish All Saints College and to appoint the College Council.

The Council has responsibility for the policy and governance of the operation of the College. The Council comprises volunteers appointed by the Bishop with the Diocesan governing Council, the Rector of the Parish, the Warden of the College and a nominee of College Residents elected annually by the residents.

The Council has overall responsibility for the governance and financial management of the College, resolution of disputes, and liaison with the Parish and the Diocese as required.

All Saints Parish provide all the volunteer personnel that run the College on a day to day basis.

How much will it cost?

College fees are determined by independent valuations required by NRAS. A one off, non-refundable, administration/application fee must be paid on application. The 2021 fees and charges are set out in your Occupancy Agreement. Residents are required to ideally enter into a 52-week annual contract. Limited reserved parking may be available at a cost to be advised. A summary of key cost items is given on Page 11.

ASC Provisions and Support

What will the ASC provide?

Each of the 26 apartments is a fully self-contained apartment with an en-suite bathroom, a refrigerator, a microwave and stove top for cooking, internet connection, king-single bed, desk, storage facilities, bookshelves, two-seat sofa, coffee table, privacy and block-out blinds and television.

Communal facilities for all residents include two large kitchens and dining areas, a communal lounge which includes a pool table and ping-pong table, a meeting room, a laundry with washing machines and dryers and a bicycle shed. Two of the units are designed and equipped for residents with physical disabilities (details on application), and there is a lift to make all of the college building accessible.

There is a limited amount of parking at the back of the College. Allocated reserved parking there may be available for an annual cost which is to be advised. There is free street parking close to the College precinct. The College encourages residents to use non-car based transport options; and a bus stop is conveniently located opposite the College. Secure storage is provided for bicycles in a purpose-built Bike Shed.

What will residents need to provide?

The College is self-catering, and **residents provide and prepare their own food.**

Residents will need to provide and clean their own bath towels, bed sheets, pillow/s and pillow case/s, blankets/duona, and cooking and eating utensils. If you decide not to bring these items with you, they can be purchased at competitive prices in nearby shopping centres where major national retail outlets are located.

What pastoral care will be provided for residents?

The Warden has responsibility for the management and administration of the College and the general welfare of residents. The Warden does not live on the premises of the College but has an office in the College. The College Chaplain is available for pastoral care, conversation and personal advice by appointment. The Chaplain is currently the Rector of All Saints Church, and lives in the nearby rectory.

All Saints Church is co-located with the College, but separate from ASC. The Parish of All Saints is an Anglican faith community which actively supports the establishment and operation of the College.

Members of the Parish provide voluntary services. They are also keen to welcome the College residents and to share with them Christian hospitality without seeking to influence their own beliefs. Any interaction with the Parish and its frequency will be a choice to be made by each resident.

ASC Facilities and Services

Laundry

The College provides a modern laundry for residents. This is equipped with washing machines and dryers and is located at the western end on the ground floor. For effective cleaning and drying and to maintain the equipment, it is recommended not to overload the machines but do several smaller loads. Some clotheslines are available for residents to hang their clothes for drying in the open air. These lines are located on ground level at the northern or rear side of ASC.

An ironing board and steam iron are located in the Laundry Room. De-mineralised water must be used in the steam iron. You may prefer to buy your own iron, but ironing is not to be done in a resident's apartment.

Residents are responsible for keeping the laundry neat and clean.

ASC is a secure building and therefore it is not permitted for residents to invite non-resident friends or family to use the College laundry facilities.

Commercial services such as dry-cleaning, clothing and shoe repairs are readily available in the larger shopping centres such as Civic or Dickson. ASC personnel and residents who have lived in Canberra are a reliable source of information.

Common Rooms and Kitchen

In addition to cooking facilities in each resident's apartment, the College has several large rooms set up and furnished as common rooms and kitchens. These can be used by residents for organised social events, for shared meals, and to extend hospitality to their guests. Of course, keeping these general areas tidy and hygienic and cleaning up after cooking or any function are the responsibility of residents. Depending on the interests of the residents' association, the common rooms could also be used for cultural presentations, for symposia, and for inter-collegiate events among other activities.

Rubbish

Residents are responsible for the removal of their rubbish. Large hoppers are found in the brick garbage hopper block with the brown door at the entrance of the Church car park. Keys for the roller door are found in each amenities room. Resident door keys also fit the side door of the garbage block.

Contact Details

Location and Mail Address

The College is located at 9 Cowper Street Ainslie at the corner of Cowper and Bonney Streets. For letters and other postal items the appropriate mailing address is:

<Your Name>
Apartment No:... All Saints College
9 Cowper St
Ainslie, ACT 2602

Residents are responsible for the collection of mail and any Australia Post parcels and items requiring your signature. Mail delivered with Parish mail will be separated and

residents mail put in the numbered apartment boxes in the College foyer.

Internet and Telephones

State of the art Wi-Fi is accessible in all apartments and throughout the College. In addition, a cable connection to the internet is provided in each apartment. A small additional weekly charge is made to cover the internet service. The internet response speed will vary as to the level of use; and therefore high volume entertainment-based downloads will need to be moderated. Hand-set telephones using landlines are not installed.

Further information about the College and the benefits and responsibilities of ASC residents may be accessed at <<https://allsaintscollegecanberra.org.au>>.

Getting Settled

We understand that it may take you a little time to settle into your new surroundings at ASC. Feeling homesick or lonely is not unusual. As some residents may be living away from your family and friends for the first time, we encourage you to become involved in student activities and events, to make new friends and begin to feel that ASC is your home space in Canberra.

At your tertiary institution and at ASC there are people from different cultures and nationalities. If you are having any difficulty settling in, for example, with the Australian language, or if there is anything you are unsure of, please be assured our friendly College personnel are here to help you or to guide you to expert assistance. We welcome your contacting us. The College can help you and provide advice with various matters ranging from security, issues related to your apartment or ASC facilities, to general advice about transport and shopping that you may need.

Please feel free to contact the Warden or Chaplain. Everyone aims to help you settle in quickly, to maintain your independence and develop confidence in this new location. Contact details are provided at the end of the Handbook.

On Arrival – Welcome to your College and Your Home in Canberra!

This Handbook provides important information, and should be read with the “Occupancy Agreement” and forms part of your signed Occupancy Agreement as an ASC resident. An Emergency Evacuation Plan is provided in the foyer of the College.

Upon taking up residence or before, all residents must read the information contained in this Handbook and agree to abide by the contract obligations.

You will be required to complete and sign the following forms on arrival, including:

- Your Occupancy Agreement;
- An NRAS Income Notification Form;
- Statutory declaration of your income
- NRAS tenant demographic form;
- a form for your College Swipe Key Card and a key to your apartment; and
- **Read and initial the All Saints College Assault, Harassment, Discrimination and Bullying Policy at pages 28 and 29 of this Handbook**

Rules & Guidelines about your Key Card and Key

1. The College Swipe Key Card and the key to your apartment should be carried by residents at all times when moving around and outside of the building.
2. If you lose your key card or key or are locked out of your apartment, in the first instance, immediately contact a Senior Resident, or in a Senior Resident's absence, the Warden.
3. A resident's key card and the key to your apartment are for your sole use and **must not be given to any other person** without the written permission of the College.
4. **If College personnel find any person in unauthorised possession of a key card or apartment key that is not their own, that key card and apartment key will be confiscated and the incident investigated.**
5. **If any person who is not an ASC resident or an authorised visitor is found in possession of a key card or apartment key, these items will be forfeited and they will be asked to leave the premises immediately.**
6. If a resident is locked out repeatedly, a charge of up to a maximum of \$50 will apply. If a resident is locked out and it is necessary to call a locksmith, the resident will be responsible for the payment of all costs incurred. Replacing a lost/broken key card or an apartment key will cost an additional \$50 for each item.
7. The rules listed above are put in place to ensure the safety and security of all residents. In the interests of College security and the safety of all residents and their property, the management of All Saints College will consider any breach of these rules very seriously.

Rights and Responsibilities

Resident's Rights

1. Access to an apartment that is fit to live in, reasonably clean, and in a reasonable state of repair
2. Quiet enjoyment of the premises
3. A reasonably secure environment

Resident's Responsibilities

1. Pay the Occupancy Fee, Utilities and Other Services by due dates and through the agreed method of payment
2. Do not use the premises for illegal purposes
3. Do not cause a nuisance or interfere with the reasonable peace, comfort, or privacy of a neighbour or other residents
4. Keep the premises and inclusions clean and hygienic
5. Be responsible for your guests' behaviour
6. Do not intentionally, maliciously or negligently damage, or allow anyone else to intentionally, maliciously or negligently damage the premises or inclusions
7. Report to the Owner/All Saints College any damage to the premises
8. Pay for charges as outlined in the Occupancy Agreement
9. Abide by the terms of the Occupancy Agreement and rules and regulations of the College
10. Only use the premises for residential purposes
11. Ensure that all external doors are secure and not propped open

Owner/All Saints College's Rights

1. To issue notices of breach to a resident who breaks the terms of the Occupancy Agreement and/or causes damage to any part or inclusions of the College and/or causes a nuisance, disturbance or interference to others
2. To issue notices of breach to a resident defaulting on their Occupancy and associated payments, and for continued offences to issue an eviction notice.
3. To enter the apartment on reasonable grounds to carry out inspections or repairs and for other reasonable purposes and to do so without notice in emergency and default situations
4. To maintain rules and regulations (permitted by law) regarding the prohibition of smoking, alcohol consumption and the use of illegal drugs within the premises.
5. Other rights as set out in your Occupancy Agreement.

Owner/All Saints College's Responsibilities

1. To make sure the apartment is fit to live in, reasonably clean and in a reasonable state of repair at the start of the Occupancy Agreement
2. Provide a reasonable level of peace, comfort and privacy in the premises
3. Ensure the premises are reasonably secure
4. Ensure compliance with laws regarding the health and safety of persons using or entering the premises
5. Maintain the premises and inclusions in good repair and keep common areas such as corridors and stairwells clean

Your Agreement with All Saints College

Application, Cleaning and Restoration Fees

Please read your Occupancy Agreement thoroughly.

Unlike many other tertiary Colleges, ASC Residents are no longer required to pay a Security Deposit. However, you may be subject to cleaning and restoration fees if your Apartment is not kept in good order and condition and is not clean and habitable. These fees are not incurred otherwise. Make sure you maintain your Apartment in good order and condition and on ceasing occupancy of an Apartment leave it thoroughly clean and habitable and without damage. If the restoration fee does not cover the reasonable costs of repairs to, or the restoration of, the premises or any facilities, furniture or goods as a result of damage caused by the resident, the reasonable costs of restoring the apartment to a clean and habitable condition, the reasonable costs of securing the premises if the resident fails to return the keys for the premises at the end of the Occupancy Agreement the College may also recover from you that amount owing and recover it as a debt due to the College.

Please refer to Clause 8 of your Occupancy Agreement.

Inventory and Condition Report: Your Apartment

At the commencement of the Occupancy Agreement, an Inventory and Condition Report will be completed and signed both by the Resident and an ASC authorised person. This Inventory and Condition Report will be used at the end of the Occupancy Agreement to assess any damage to your apartment and its furniture and fittings.

IMPORTANT: The completed Inventory and Condition Report must be returned to the Warden within 24 hours of your arrival at the College (refer Clause 8(2) of your Occupancy Agreement).

Six monthly inspections will also be undertaken by the Warden. Notice will be given to residents when this will occur.

Inventory and Condition Report: Common Use Areas

An inspection may also be made of common use facilities and living areas including laundry, kitchen, common rooms and meeting room prior to occupancy and on departure or after any reported incident indicating damage or misuse. If any damage occurs in such areas, and after consultation with residents and/or a residents' elected representative, the cost of required repairs will be divided between all residents, unless the Warden is notified of who is responsible for the damage.

Extending Your Stay at All Saints College

Occupancy Agreements are ideally signed for a complete calendar year from commencement date. This 52 week period provides residents with benefits that include: guaranteed accommodation at lower weekly fees than payable for periods less than 52 weeks; continuity of occupancy during vacation periods which is valued by postgraduate students; security of personal possessions without having to pack and store them at additional cost; freedom to come and go and to consider your ASC apartment is your home base in Canberra.

In Canberra suitable modern and secure accommodation is often difficult to find and demand for College places is high at peak periods. To assist with future apartment allocations, each resident is asked to provide the Warden with not less than 28 days written notice regarding your intention to sign a new Occupancy Agreement or to vacate at the end of the fixed term of the Agreement. All Agreement extensions are subject to ASC approval. If you fail to give the required notice, ASC is entitled to charge the resident an occupancy fee until your apartment is occupied (Clause 14(4) of your Occupancy Agreement).

Warnings, Fines, Probation and Termination of Your Occupancy Agreement by your Default

IMPORTANT: All Saints College may take such action in the event of unacceptable behaviour, including fines, termination and removal, and these are set out in Clauses 9 and 4.3 of your Occupancy Agreement. Please read those Clauses of your Agreement carefully. A right of appeal to All Saints College Council against action taken for unacceptable behaviour exists under Clause 4.3 (2). All Saints College may terminate your Agreement on other grounds including being no longer enrolled as a tertiary student or no longer meeting NRAS eligibility requirements. Please read Clause 9.

Termination by You of Your Occupancy Agreement

IMPORTANT: For the circumstances in which YOU may terminate your Occupancy Agreement please refer to Clause 5 of your Agreement. Please read those Clauses of your Agreement carefully.

The Occupancy Agreement is a legally binding document, which, if terminated, may incur penalties. If you believe that you cannot stay in the apartment or continue to pay the Occupancy Fees, you must inform All Saints College as soon as possible.

If there is a personal or family emergency, let the Warden, know if those circumstances are affecting you or if they might affect you continuing as an ASC resident.

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

In the event of the early termination of an Occupancy Agreement, whether due to the resident's breach of the Occupancy Agreement or at the resident's request, Occupancy Fees must be paid according to your signed Occupancy Agreement until a new resident takes over your apartment, or until your Occupancy Agreement ends, whichever comes first. If the remainder of the Occupancy Fees cannot be paid up-front upon your departure, you are still obliged to pay these fees until the apartment is re-let to another party. An early termination fee equal to one week's rent will apply plus other contract obligations.

When the resident ceases to occupy the apartment, the resident shall be responsible for paying to have the Apartment professionally cleaned. This can be undertaken by ASC and charged to the resident's account. If in the opinion of All Saints College the apartment is left by the resident otherwise than in a clean, habitable and undamaged condition, ASC may at its discretion impose a restoration fee of \$150 to restore the Apartment to a clean, habitable and undamaged condition or if the reasonable costs of restoration exceed this amount, that amount.

Paying for ASC Accommodation and Fees

Two Methods of Payment

Either by Electronic Funds Transfer each fortnight or by paying six months or one year's rent in advance.

Electronic Funds Transfer

ASC reserves the right to determine which of the following EFT methods is to be used by a resident:

Direct Debit

You may wish ASC to debit the weekly rental amount consisting of the occupancy fee, utilities and service charge and internet fee from your nominated account. Arrangements for this will need to be made with the College Accounts area. Please make sure that you have sufficient funds in your account at the due time, otherwise you will incur a dishonour fee from your financial institution and from ASC.

Direct Credit

Residents can also do a direct electronic transfer. This is the most common way of paying for your occupancy fee, utilities and service charge, internet fees and any other accommodation related expenses to the nominated ASC account:

Reference: [Your Name]

Account Name: All Saints College

BSB: 702 389

Account Number: 05209513

Occupancy Fees

The Occupancy Fee is the fee for occupying an apartment at ASC and enjoying the facilities available. Occupancy Fees are to be paid 2 weeks in advance prior to, or at the start of the Occupancy Agreement. A resident's account must remain in credit throughout the term of the Occupancy Agreement. The standard Occupancy Fee for 2021 is set out on page 11. The larger rooms attract a higher fee. There are also two rooms that can be used for residents with a disability. These also have a different fee structure.

Utilities, Internet and Other Services Fees

Utilities and service fees are to be paid two weeks in advance together with your occupancy fees. The fee for utilities in 2021 set out on page 11. This fee includes charges for gas, water and electricity consumption, and a contribution to the cost of cleaning common areas. The cost of your NBN service is set out on page 11. The provider is TPG, it provides for up to 100Mbps download. These fees are to be paid at the same time as the Occupancy fee.

On formation of a residents' association members may decide to levy a small fee to cover initial operating costs for social or other activities.

Parking

There will be no charge for the secure storage of a bicycle in the purpose designed Bike Shed.

Unlike some other tertiary Colleges, ASC has also not yet levied an annual car parking fee, but this is subject to review on an annual basis.

Car parking spaces reserved exclusively for College residents are limited. There are 9 parking bays (in addition to the disabled bay) at the rear of the Parish Hall and College. Access to these bays is by parking access sticker, which activates a boom gate on entry. Each sticker is allocated to a Resident on a first-come first-served basis and is not transferable. The allocated sticker must also be adhered to the Resident's car windscreen. **Failure to observe either of these requirements will lead to cancellation of the access.** A charge of \$50 is made for replacement of a Resident's parking access sticker. Please note it is illegal in the ACT to park in a disabled space unless a disabled parking permit is displayed. Residents should also not park in any bays paid for by other Residents and which display reserved signs.

There is also a limited amount of free parking in the parish car park. This car park is primarily for people using the Church and Halls. ASC residents and their

visitors may use this car park **except the parking bays immediately in front of the Church and Hall** but should not do so during the day from 9am from Monday to Saturday or from 8am to midday on Sunday.

Cars belonging to residents or their visitors must be moved out of the parish car park during a limited number of major Parish events especially when these occur over 1-3 days, College residents will be advised in advance of these events. **Please note streets adjacent to ASC provide ample free parking which residents and their visitors are encouraged to use for short periods.**

Visitors of residents wishing to use the parish car park will be issued with cards (one in each room) to place on the dashboard which will identify the resident they are visiting.

Failure to comply with these parking restrictions or with a direction to move a car belonging to a Resident or their visitors within a reasonable/specified time may result in a fine.

Other Charges

Other charges that may be payable by residents include repairs and/or replacements required for apartment maintenance. Residents will be responsible for consumable items in their own apartments such as batteries for remote controls, cleaning products for their bathroom and kitchenette areas, and toilet paper, soaps and personal requirements. Residents are charged for any costs associated with damages or loss caused by negligence or misuse and resulting apartment repairs including labour. These charges are to be paid in full once accrued.

Harmonious Living in a Small Community

Fines may also be imposed for any action that poses a threat to or disrupts the overall wellbeing of the College community. Examples include but are not limited to smoking in the building, leaving shopping trolleys in or around the building, leaving garbage in public areas, not cleaning up after events, leaving the laundry or other common use areas in an unhygienic condition, causing repeated noise that disrupts residents' sleep or study, intoxicated behaviour, consumption of illegal drugs, or making a mess that requires professional or specialist cleaning.

These fines are charged in addition to the cost of any needed repair, replacement, or rectification of the problem. It is envisaged that all fines of this nature will be credited into a designated fund managed by the residents' association to be used for the wellbeing of the community.

Summary Table of Main Fees and Charges

Item, Service or Fine	Fee/Charge	Note/s
Administration/Application	\$150.00	Non-refundable
Occupancy Fee for a standard apartment (based on 52 continuous weeks' occupancy); larger apartments cost more	\$238.00	2 weeks in advance
Utilities and Services	\$30.00	per week
Internet	\$10.00	per week
Room Change	\$75.00	Non-refundable
Early Termination		1 week's rent plus contract obligations.
Lock-out Fee	Maximum of \$50.00	At discretion of ASC
Lost Key / Broken Card/ Parking Access Sticker replacement	\$50.00	Each item, each occasion. Cost of locksmith if used.
Default on Direct Debit	\$30.00	
Car Parking (if approved on site)	TBA	annually
Required Maintenance	Costs + Labour	According to damage/repairs
Fines: Posing a Threat or Disruption	\$50.00 \$100.00 Variable	Minor or first incident Major or repeat offence Amount at ASC discretion
Unauthorised guest	\$50 per night	
Fire Brigade Call-Out Fee	\$1998.00	Fire, smoke resulting from the resident's act or omission.
IT fines: Using a Router Use of no or out-of-date anti-virus software	\$100 \$50	

Refunds and Readmissions

Application Processing Fee

Your Administration/Application Fee of \$150 is *non-refundable*.

Advance Occupancy Fee (refer letter of offer to you)

This fee is *fully refundable*:

- In the event that you have fulfilled all obligations as defined by All Saints College but the offer of accommodation by All Saints College is withdrawn; or
- If All Saints College is unable to provide accommodation in accordance with our obligations.

This fee is *partially refundable* in the following circumstances:

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

NB. All Saints College tries to offer applicants apartments of their choice. However, this may not always be possible.

Readmissions Policy

Readmission to All Saints College following the end or termination of an occupancy agreement is not automatic. It is subject to criteria including the following:

- Good record of observing all rules and procedures in the Residents' Handbook and Occupancy Agreement
- Clear record of meeting all financial payments on time and/or no repeated history of arrears
- Maintaining personal financial status to comply with NRAS requirements
- A record of contributing positively or potential to contribute to harmonious ASC residential community experience

Your ASC Apartment: Your Home away from Home

What is Provided in Your Apartment

All ASC apartments are secure fully self-contained and we hope you find yours cosy and comfortable. Each apartment is provided with:

- an en-suite bathroom and toilet
- a refrigerator
- a microwave and ceramic stove top for cooking
- an exhaust fan and filter above the stove top to internally reduce fumes
- king-single bed, mattress and mattress protector
- a desk, desk light, chair, bookshelves and pin board

- wardrobes, drawers and other storage space
- a two-seat sofa and coffee table
- a television and internet access
- double glazed windows, blinds
- individually controlled air-conditioning
- carpeted floor with tiles adjacent to wet areas

What do You Need to bring to Your Apartment

To live comfortably you will need to supply the following items for your apartment:

- bed sheets, blankets/duona, pillow/s and pillow case/s
- bath towels and tea towels
- cooking equipment, crockery, cutlery, drinking glasses,
- preparation knives, chopping board/s, cutlery/chopsticks
- food supplies, condiments/spices to prepare meals
- dish washing detergent, laundry powder, cleaning products
- small bucket or bowl for hand laundry, rubber gloves
- such other items that will help you become settled in your ASC home

Residents in similar accommodation in Canberra supply these items themselves to allow each person to follow their own preference in living/sleeping practices and for food preparation and meals. If you decide not to bring these items with you, they can be purchased at competitive prices in nearby shopping centres where major national retail outlets are located.

Kitchens in the common rooms will be set up with basic equipment for all residents to use, especially for guests or an ASC community event. Equipment and items provided in the common rooms must not be removed including to a resident's apartment.

Access to Someone Else's Apartment

Entering another resident's apartment without consent is not allowed. To enter or attempt to do so will result in the same action as if someone in the general public tried to enter a person's home without approval. You could face being detained and charged with trespass by the appropriate authorities.

To prevent trespassing, and in particular theft, each resident should keep their door closed and locked regardless of whether they are in their apartment or elsewhere in the building such as nearby in the laundry or a common room.

Card Keys and Apartment Keys/Locks

Residents are responsible for the safe custody of the Swipe Card Key to the building and for the key to their apartment. The resident is responsible for any cost associated with the replacement of their apartment Swipe Card and also any change or repair of door locks and window fittings (see Summary Table on page 10).

Care for Some Additional and Specialised Fittings in Your Apartment

a) Smoke Detectors

Smoke detectors and fire alarms save lives. That is the evident truth. You must not cover, remove, interfere with, or permit any of your visitors to cover, remove or interfere with any smoke detector in the building. Interfering with a smoke detector is a serious breach of your responsibilities. If you are caught tampering with a smoke detector in your apartment or anywhere else in the buildings, there will be severe penalties, including fines and possible eviction.

The smoke detector in your apartment is connected to the automated fire alarm system that connects to the Fire Brigade. The smoke detectors in corridors are

connected directly to the Fire Control Panel, which relays to the Fire Brigade automatically. In each apartment there is a switch that can cancel the smoke detector alarm. There is a short time of less than 30 seconds in which to switch off the alarm before the signal is relayed to the Fire Brigade.

If you are cooking and the smoke alarm goes off in your apartment, stop cooking immediately and very quickly turn the smoke detector alarm switch off. Ensure the exhaust fan is operating (it should be switched on whenever cooking and particularly for toast), open the windows, and only if necessary, vacate the room with any other residents or guests in your apartment. **The College Fire Wardens, Warden or Chaplain need to be notified immediately. Contact details are provided at the end of the Handbook.** Be sure not to open your apartment door too soon to clear any smoke or steam, as this could cause the corridor alarms to go off, automatically calling the Fire Brigade and sending the building into full evacuation. **The call-out fee for the Fire Brigade is \$1998.00, which can be directly passed on to the responsible resident.** With just a little extra care, we can all reduce the chance of any expensive false alarms.

Also, be careful when using items such as electric blankets, aromatherapy supplies, heaters, or cooking equipment. Residents are solely responsible for ensuring that any equipment they use in their apartment does not present a fire hazard. Any breach of these rules may result in people being hurt. Any damage to the facilities as a result of unauthorised equipment or equipment usage will result in repair costs and fines being borne by residents. They may also serve as grounds for eviction.

Remember: Do not Touch or Cover the Smoke Detectors – It is against the Law!

b) Walls and Ceilings

The walls between apartments are sound retardant and also are constructed of fire separation material. Please be very careful about what you try to stick, pin or nail on the walls. The walls could become damaged or paint removed if care is not taken and a charge will apply if this does occur. You can buy special hooks such as 3M adhesive / removable hooks from supermarkets or hardware stores, which are designed to not damage the walls once removed. Some are available for purchase from the Warden. **Do not fix sticky stars, Bluetac or other adhesives to the walls, ceiling or elsewhere in your apartment and do not use tape of any nature. The use of nails or screws will damage the walls and the paint. If the walls require patching and painting, you will be charged for the cost of repairs.** The large pin board above your desk is a great place to stick and pin things.

c) Kitchen Benches, Ceramic Cooktops, Tables, Desk Tops and Cupboards

Chopping and cutting directly onto the kitchen tables and benches will damage the surfaces. To prevent this happening, always use a cutting or chopping board. Avoid putting hot cooking pots and pans directly onto stone benchtops in your apartment. If you splash acidic liquids like vinegar or lemon juice on the benchtop wipe it away quickly to prevent damage. Do not use abrasive pans or cleaners on the ceramic cooktop. Sliding of heavy objects can cause many surfaces to become worn and scuffed. Residents will be charged for replacement of the surface if severe cuts and scratches occur.

Cleaning Instructions: A wipe over with a clean, soft damp cloth should be sufficient to keep most surfaces clean. Soiled surfaces or light stains are best removed with warm soapy water or with an ordinary detergent.

The exhaust fan and filter above the cooktop does not vent externally. The filter should be removed and cleaned regularly (about every 2 weeks) in warm water to reduce possible fire and cooking odours inside the apartment.

d) Glass, Mirrors, Aluminium and Similar Surfaces

Please note the following suggested points for the care and maintenance of the glass and aluminium in your apartment. Never use abrasive cleaners on glass such as scouring pads or other harsh materials to clean windows. Powder-based cleaners are also not to be used to prevent scratching. Avoid causing extreme temperature changes as this may lead to thermal fracture of glass surface or glass items. That is, do not splash hot water on cold glass, or freezing water on hot glass as the result could be a messy clean-up and an expensive bill for replacement.

Cleaning Instructions: Gently wipe glass and aluminium in your apartment with a damp cloth.

e) Tiled Surfaces

Please don't clean walls and floor of the composite shower unit, floor tiles, ceramic basin or toilet bowl with any abrasive materials. Please do not place pot plants directly onto tiles or other surfaces without placing a ceramic or plastic drip plate underneath.

Cleaning Instructions: Use a simple anti-bacterial spray-on bathroom cleaner readily available at supermarkets or simply use detergent in warm water for these surfaces .

f) Appliances/Electrical Equipment

Detailed instructions on the use of all equipment in your apartment are contained in the Use and Care Folder provided. These also include detailed cleaning instructions. Please read them carefully before using equipment.

g) Windows and Clothes Drying

Due to strict regulations by the ACT Government, please be aware that all laundry or display of clothing on windows is forbidden. There are clothes dryers provided in the Laundry and clotheslines on ground level at the north of the building. If you prefer for some items, use a clothes rack inside your apartment. These can be easily bought at major retail shops.

h) Outdoor areas

All Saints College is privileged to have a pleasant garden setting with well-established trees. This gives residents access to additional space, fresh air, blue skies and sunshine – although Canberra does have four seasons including a cold winter. However, with all privileges come certain obligations. There are public spaces adjacent to ASC and an historic sandstone church building which attract visitors and others for events both in the church and in the nearby hall. Thus, in the interests of all ASC residents and the wider community, it is expected that outdoor areas linked to the College will be kept neat and tidy at all times. No indoor furniture is to be taken outside. A Parish committee cares for the gardens to the south, between ASC cloisters and the church. If you are a keen gardener, you may wish to volunteer your services. Please note that the grounds between the Church and the College may occasionally be used for parish events. Residents will be advised well in advance.

Care and Cooperation for Your Comfort

With your care and cooperation we hope you will help to keep all furniture and fittings in good condition for your own comfort and also that of future residents. Regular apartment cleaning and overall care will reduce maintenance and

replacement needs and keep costs down.

Removal of Property is Strictly Prohibited

Residents must not remove from their apartment any item, furniture or piece of equipment that has been provided by All Saints College.

Pets

This is a no-pets-allowed College. Under no circumstances are residents or their visitors permitted to bring birds, fish or animals into the College.

Additional Furniture

The installation of other furniture into a resident's apartment is not permitted unless approved by the Warden. Every request will be considered separately and is dependent on the size of the apartment and of the proposed furniture and the needs of the resident.

Common Property

Residents must not interfere with or damage any common property, nor leave anything on or obstruct the use of common property. The resident is liable for all damages caused. The following rules and guidelines are to be observed help maintain common property, a high quality of life for all residents, and a harmonious community spirit.

- **All rubbish must be placed in the appropriate bins and not left for others to remove**
- Shopping trolleys are not permitted on the grounds or within the building.
- Clothes or other articles must not be hung on any landing, stairway or any other part of the common property (that is, outside of your apartment), or on any part of the exterior of the building.
- Only the vehicles of residents authorised by All Saints College can occupy a reserved car parking space. This authorisation is subject to availability and requires payment at least one month in advance. A resident with a designated car space can only use the car parking space allocated to them. Under no circumstances can a resident park a vehicle in another car parking space. All residents must provide the Warden with the registration number of any vehicle they will be using and parking in the College or parish car parks or in the vicinity of the College.
- Bicycles are not permitted inside the building at any time and are not to be stored on any part of the common property inside the building. Residents with bicycles should advise the Warden of details. A resident may apply to the Warden to be allocated a bicycle rack in the purpose built secure Bike Shed.
- No signs in relation to the sale of any goods, the transfer/lease of an apartment, or any other advertising material are to be displayed without prior approval of the Warden.

Garbage and Recycling

Residents must dispose of garbage carefully to prevent pests and vermin developing in the building and any risk of disease through unhygienic procedures. A resident found leaving garbage in the corridors or common rooms will be fined.

Food or cooking waste must not be emptied down the toilet as this could cause a blockage resulting in inconvenience and cost for all residents.

Recyclable items, including, newspaper, magazines, cardboard, bottles, cans, firm plastic containers and other goods marked as recyclable should be placed in the appropriate section of the yellow top Recycling Bin in the Garbage Room at the entrance to the Parish car park. Keys are available in both kitchens on hooks above the small garbage bins. In addition, your room key fits the side door of the garbage room.

Any items left in an apartment after the departure of the resident will be considered to be rubbish and a charge may be made for removal. Anyone found dumping rubbish will be charged \$50 per bag or incident.

Cleaning and Maintenance

What are You, as the Resident, expected to Clean

All residents are expected to:

- Maintain their apartment in a hygienic condition
- Clean, dust and vacuum their apartment on a regular basis (at least weekly)
- Ensure bathroom and toilet areas are kept free of grime and mould
- **Remove garbage from the apartment frequently**
- Clean all appliances and surfaces within their apartment after being used
- **Clean the cook top, range hood and microwave after each use and the refrigerator regularly**
- **Clean internal windows and walls in their room periodically**
- **Participate equally with all residents in keeping common areas in a clean and tidy state**

Vacuum cleaners are provided on each floor to enable residents to clean their apartments regularly and also to assist in cleaning common areas after an event. Where it is brought to the attention of management that an apartment is not being cleaned or is unhygienic, the resident of that apartment will be requested to clean the apartment thoroughly. If following such notification the apartment is not promptly cleaned to comply with basic cleanliness and health standards, ASC may arrange for the apartment to be professionally cleaned at the expense of the resident.

Maintenance Requests and Repairs

All maintenance defects and issues are, in the first instance, to be reported immediately to the Warden.

Please contact the Warden for maintenance or repairs in your apartment. Maintenance is generally done during Monday to Friday. If you request maintenance, you are deemed to have given ASC permission to enter your apartment to carry out the requested maintenance or repair. Residents should also report any problem that might be a safety or security risk to the Warden immediately.

Depending on the issue reported, maintenance personnel ensure that urgent repairs are dealt quickly. This may not always be possible due to the availability of contractors and parts required for repairs. Residents are not permitted to repair or replace electrical, plumbing, heating, security equipment, glass or any other item at All Saints College nor are they permitted to contract with any third party for such repairs.

All residents are responsible for replacement costs of consumable items in their apartment (for example, light globes) as well as all labour and material costs to repair and/or replace any damaged or misused items, fittings and fixtures.

It is necessary for maintenance costs to be met by residents because ASC has an obligation to ensure all apartments, common areas and general facilities are maintained at a high standard for the enjoyment and comfort both of current and future residents. However, in all cases, ASC strives to keep maintenance charges to residents as low as possible within the constraints of costs levied by commercial service providers, contractors and suppliers.

Maintenance Emergencies

If an emergency situation occurs, such as flooding from a shower or a door that cannot be locked, please contact the Warden or Chaplain.

In Case of an Emergency

Fire

All apartments are equipped with smoke or fire detection devices. All apartments have information about what to do if you hear a fire alarm and evacuation procedures. Fire evacuation plans are located on the inside of the door of your apartment. You must familiarise yourself with the location of alarms and fire-fighting equipment and emergency exits. Monthly fire testing is undertaken along with fire drills. Fire warden(s) are selected by the Warden (see end of the Handbook for details).

What can cause a Fire in Your Apartment?

Cooking Fires: Cooking fires are a major cause of building fires. They are usually caused by:

- cooking oil overheating (when no one is watching it)
- grease that has accumulated on the stove or in the uncleaned exhaust fan and/or filter
- dish towels or pot holders left too close to ceramic cooktop.

When preparing food, don't leave the cooking area unattended. If a pan catches on fire, do not carry it, leave it on the stove, turn off the heat, cover the pan with a lid, or, if needed, a fire blanket or use a fire extinguisher. Provide a safe place for dishtowels and pot holders away from the heat of the cooktop. Do not pour water on an oil fire! Be sure not to open your apartment door too soon to clear any smoke or steam, as this could cause the corridor alarms to go off, automatically calling the Fire Brigade and sending the building into full evacuation. (See also page 14 'Smoke Detectors')

Furniture Fires: Fires in couches, chairs and bedding are usually caused by someone carelessly dropping cigarettes or matches between the cushions. Smoking in any form, naked flames, and candles are not allowed inside the buildings or apartments of All Saints College. Tea lights in container or glass may be used in a safe manner.

Electrical Fires: Cracked and damaged appliance cords are the most common source of electrical fires. Check all electrical cords periodically to determine their condition and, if damaged, replace immediately. NEVER use water on electrical fires. If a burning

smell or fire occurs, immediately turn appliance off at the power switch if safe to do so.

In the event of fire, the College Fire Wardens, Warden or Chaplain need to be notified immediately. Contact details are provided at the end of the Handbook.

Medical Emergency

Please inform All Saints College if you or a neighbour has experienced a serious medical emergency. If the emergency is of a serious nature, immediately phone an ambulance by dialling 000. If you are unsure of what to do you should contact the Warden or the Chaplain. They will attend, assess the situation and contact the relevant people, such as ambulance or security. For matters of a less urgent nature, you may choose to visit the health service at your tertiary institution or another medical practice. In the Ainslie shopping centre near to ASC, there are several medical practices, a pathology centre, and a large pharmacy.

Rules of Occupancy

These Rules form part of your Occupancy Agreement with All Saints College. Please read these Rules carefully and understand your obligations as an ASC resident. If you have any questions or need explanation, please contact the Warden or Chaplain.

Eligibility to be a Resident

All residents should be eligible under NRAS regulations. A resident may be an enrolled student at a tertiary institution in Canberra or undertaking an approved form of practical training or employment. On occasion a person in another category may be allowed to reside in ASC for a defined period. This is at the discretion of the Warden and the Council of All Saints College.

All residents must be registered and sign an Occupancy Agreement and fill out the required NRAS documentation, and sign an income Statutory Declaration. This signing of your Occupancy Agreement also involves acceptance of the Residents' Handbook and these Rules. The resident is the person who is the legal occupant of their apartment; the resident must *not* arrange a substitute occupant or sub-let their apartment under any circumstances.

Requests of College Personnel

Residents must comply with all reasonable requests from All Saints College personnel.

Behaviour

All residents agree not to engage in unacceptable behaviour. Unacceptable behaviour includes interfering with another person's living conditions or personal security and is further described in **Clause 4.3 (1) of your Occupancy Agreement. Please read Clause 4.3(1) and Clause 9 of your Occupancy Agreement carefully.** All Saints College and the Warden will deal with unacceptable behaviour.

All Residents and visitors agree to be bound by the security and health regulations, including government health regulations, or as instructed by the Warden or the Chaplain. Residents are responsible for the behaviour of their visitors and must understand that visitors are also bound by all these Rules of Occupancy while in the College. Any damage caused by your visitors will become your responsibility to rectify.

Noise Levels

All residents must observe consideration for their neighbours. Under ACT law, no excessive noise is permitted between 10:00pm to 7:00am Monday to Saturday and 10.00pm to 8.00am on Sunday. Noise disturbances can potentially lead to eviction and / or legal prosecution.

You are expected to ensure that the noise you make does not cause problems for others at any time but particularly during the hours of 10:00pm to 7:00am. Loud apartment parties during the latter period are not allowed if they disrupt other residents. When an All Saints College personnel requests that noise levels be reduced and/or an event be shut down due to noise issues, residents are obliged to comply. Failure to comply may lead to fines and warning letters; and repeated infringements may result in eviction.

Primarily, the residential floors are for sleeping and study. Common room and outside areas on the ground floor can be used for recreation and relaxation. Social gatherings likely to create noise are to be held only after consultation with the Warden.

All residents are expected to be considerate of the needs of their fellow residents. However, if you are disturbed by noise made by other residents or their guests, please be confident in your right to express your concerns in an appropriate manner to the people involved. Should you feel uncomfortable talking directly to the people responsible for the noise or if your request is ignored, please contact the Warden.

IT Issues and Social Media Guidelines

Internet Access Policy

As a resident of All Saints College, you are required to adhere to legal and socially acceptable behaviour in your use of internet services. Reputable guidelines used by All Saints College can be reviewed at the Acceptable Use Policy of the ANU as set out at <https://policies.anu.edu.au/ppl/document/ANUP_001222>

No Use of Wireless Routers

Wi-Fi and hard wire connection are available to residents for their personal use only throughout the College for a small weekly charge. Residents are not allowed to install wired or wireless routers that 'extend' the ASC internet service. A \$100 fine may be charged to any resident found to be using a router in All Saints College and ISP companies may apply additional penalties. Routers create all sorts of problems and can affect net access for all residents.

Install and Keep Current Anti-Virus Software

For the security of all equipment used in ASC all residents must install and keep reputable up-to-date anti-virus software on their computer. Please note that in some cases internet services are compromised where virus/malware infected devices are being used. A \$50 fine may be charged if a resident is found to be using equipment that does not have current anti-virus software installed.

Social Media

The College has its own Facebook account. This allows prospective and current residents and their families, alumni, College volunteers and friends of All Saints College to share content, ideas and experience that could be enriching and mediate helpful information.

To keep the sites enjoyable and lively, please respect the rules of the standard social media platforms. Action will be taken to remove posts to the Facebook account that do not comply, or are judged to be, unacceptable.

General Principles

1. Think before you post. The internet has a history of thoughtless posts that users often later regret.

2. Protect your privacy and the privacy of others. Your comments are visible to all. Never include your or other phone numbers, email address or other personal information in a post. Adjust the privacy settings on your social media sites to only disclose information you are happy for others to see. Do not use social media for potentially defamatory gossip.
3. Be respectful. All Saints College is committed to showing respect for the dignity of others and to the civil and thoughtful discussion of differing idea. If you wish to voice a complaint or disagree with another post, please do so in a polite and constructive manner. Obscenities, personal attacks, and defamatory comments about any person, group, organisation or belief may result in action being taken against the resident.
4. Be accurate. Please check your facts before you post and ensure you use the most up to date information available. Cite – and link to – sources wherever possible. If you have made an error, correct it visibly and apologise. Posts containing factual errors may be removed or corrected.
5. Be honest. Be honest about who you are. State your sources when quoting others.
6. Be ethical. Ensure your posts are fair to all concerned and do not exploit others in any way.
7. Do not breach copyright. Be particularly careful in regard to music (including video soundtracks), videos and photographs.
8. Add value and don't spam. Supply and share information that is relevant and of interest to the ASC community.
9. Do not use All Saints College name or linked sites to promote businesses, causes, ideologies or political parties. Any posts of this kind may result in a fine or eviction.
10. All Saints College recognises that your personal social media accounts are your private property and does not require you to engage with ASC online (for example by becoming a friend on Facebook, joining a group in LinkedIn, or subscribing to Twitter) using your personal accounts.

Drugs, Alcohol, Smoking and Gambling

Drugs / Illegal Substances

Being under the influence or in possession of any illegal substance in All Saints College building or adjacent grounds is strictly forbidden. This means that under **NO** circumstances are any illegal substances permitted at All Saints College. This prohibition includes carrying, using, distributing, making or cultivating illegal drugs or other illegal substances. Failure to comply with this rule will result in immediate eviction.

If you feel you are having problems due to drug use (or know somebody in ASC who is), please talk to the Chaplain or the Warden or the counselling service at your tertiary institution. They can certainly put you in touch with specialist people who can help you.

Alcohol

All Saints College is not a temperance organisation. However, ASC does encourage a responsible attitude towards the use of alcohol in the wider community and reminds ASC residents and their guests of this. Each resident shares a duty of care towards fellow residents and other guests in all situations including any ASC community or private event and function where alcohol may be made available.

This policy is intended to allow residents to live and socialise happily in ASC, respecting the rights of other residents. The objective of this policy is to enable residents who take alcohol to enjoy doing so responsibly and in moderation. Equally, All Saints College is respectful of residents who choose not to consume alcohol. Thus, there is an obligation placed upon all ASC residents (and their guests) who consume alcohol to do so

responsibly and with consideration for others.

All Saints College will be responsive to the needs of any resident with alcohol related problems through appropriate support and referral mechanisms. Within the College, the sale, supply, consumption, and advertising of alcohol are regulated by ACT laws.

Alcohol in ASC: the Basic Rules

1. Any event or gathering of more than 15 residents and/or their guests held in an ASC common room or the College grounds requires approval in writing from the Warden using an event request form.
2. Moderate, sensible consumption of alcohol is permitted at ASC and community events held in the College common rooms or the College grounds.
3. Alcohol may be consumed in a resident's own apartment.
4. Private parties or events held in an ASC common room or the College grounds where alcohol is to be served must obtain approval in writing from the Warden.
5. Any disruptive party or noisy gathering held in an ASC common room or the College grounds where alcohol is served will be asked to move away from ASC to an external location.
6. Alcohol may only be supplied to or consumed by a resident or guest who is 18 years or over. A person under 18 years of age must not purchase, be served or supplied with, or consume alcohol at All Saints College.
7. Any event or gathering at ASC where alcohol is consumed must not promote or encourage the consumption of alcohol as the primary purpose of an event or gathering.
8. Non-alcoholic drinks must be available at all events or gatherings at ASC where alcohol is served.

Alcoholic drinking games and activities that promote binge drinking are not permitted at All Saints College.

Smoking

All Saints College in common with most public and commercial space in the ACT is a smoke free environment. Smoking of tobacco or of any other substance *is* **NOT PERMITTED** in any room, apartment, stairwell, external staircase, on any balcony, or any ASC building. This includes your apartment and all other places inside the College and applies to all residents, guests, and College personnel.

Smoking is not permitted in the College grounds within 15 metres of any entrance or exit to the ASC building or the co-located church hall

Tertiary institutions in Canberra maintain a smoke-free environment. Smoking is prohibited in all their buildings and vehicles and many other locations.

Persons who wish to smoke outside the College are required, while smoking, to keep at least 15 metres away from any entrance, doorway, window or ventilation intake of the ASC building.

If you feel you must smoke, please:

1. **DO NOT** smoke near non-smokers. People should be able to come and go without walking through a cloud of cigarette smoke.
2. Ensure that you are at least 15 metres away from the windows of all ground floor apartments. It is intolerable and unhealthy for residents to have cigarette smoke blow into their apartments.
3. Please dispose of your cigarette butts responsibly. We take pride in our ASC building and garden surrounds, and litter such as cigarette butts and discarded packets gives a very poor impression of the quality standards of our community.

Residents who wish to stop smoking should contact health service at their tertiary institution for assistance, visit the Quit Now website or call the Quit line on: 13 78 48.

Gambling

Gambling, betting and any form of wagering are not permitted to be conducted or followed in person or via the internet in All Saints College.

All Saints College Party Policy

Social gatherings are an important part of life and All Saints College and ASC residents may host parties and celebrations. All Saints College needs to balance social gatherings against issues such as noise, security, and the use of communal space by other residents. The following policy has been formulated to assist in ensuring that social gatherings can take place at All Saints College while being mindful of the needs of other residents. Other benefits of the policy include minimizing risks to the resident of an apartment in which a party is held.

All venue and event bookings can be made through the Warden in advance of the event date (at least 5 and preferably 10 working days). To guarantee a common room or use of the College grounds, a booking must be made and approved.

Events in an Apartment

Residents may generally hold small events in their apartment without submitting an event request form. Any apartment event which has the potential to be disruptive to other residents and/or has more than 10 people attending for a period of more than 30 minutes requires an event request form to be submitted. At all times, residents are reminded of their obligations under the Occupancy Agreement and as outlined in this handbook, especially harassment and sexual harassment.

Events in Common Rooms or College Grounds

Parties or gatherings with a larger number of people in attendance require a significant level of responsibility on the part of the person hosting the party. It is important that this person plans for the party, is sober throughout, and is present for the duration of the event. Any event or gathering of more than 15 residents and/or their family and guests held in an ASC common room or the College grounds requires approval in writing from the Warden using an event request form.

A party host/organiser must submit an event request form. The event request form is designed to ensure that the interests of other residents not attending the party and the conduct of people attending the party are adequately considered by the host/organiser.

Applicants are required to describe adequately the reason for the party, if alcohol will be available, how many people will be present, how many non-residents will attend, the commencement and conclusion times, and how the party will be managed including cleaning up after the event. Alcohol is only permitted at ASC and community events held in the College common rooms or the College grounds when approval has been given by the Warden.

Additional Rules for Parties and Gatherings

- Beer kegs are not permitted at parties and will be confiscated.
- The resident host/organiser of the party will be held responsible for any breach of the Residents' Handbook, including damage and noise.

- Any disruptive party or noisy gathering held in an ASC common room or the College grounds where alcohol is served will be asked to move away from ASC to an external location.
- Any costs arising from a party, including costs for cleaning and damage, will be charged to the host/organiser of the party.

Non-Residents at ASC

At similar residential colleges, it is not unusual for problems associated with parties and social functions to be linked to invited (and sometimes uninvited) guests of residents. All Saints College has several rules that apply to events at which non-residents are present. The host/organiser of a party or gathering should be aware of the following rules:

- **Conduct Issues.** Residents and their guests at All Saints College are to show respect for each other and for our building as members of the ASC community. Residents are responsible for their guests and will be held financially accountable for any damage or misconduct on their part. Residents are also responsible for the general conduct of their guests and any misconduct, injury to any person or property damage, which they cause.
- **Trespassing.** Any person whose behaviour is unacceptable, or who is behaving in a suspicious manner will be deemed as trespassing and will be asked to leave ASC. If a reportable offence has occurred, the relevant authorities will be informed.
- **Criminal Activity.** Any criminal activity associated with a party will be reported to the appropriate authorities. Criminal activity includes the supply of alcohol to a person under 18 years old. If a reportable offence has occurred, the relevant authorities will be informed.
- **Examination Periods.** During official exam periods, large or noisy social gatherings are likely to disturb other residents. ASC residents are enrolled in a range of undergraduate and postgraduate programs at several universities. Dates for major assignments and examinations vary across programs and institutions. When a resident or group of residents (perhaps undergraduates in the same degree enrolment) finish their assessments and wish to party, thoughtful consideration must be given to other residents still studying, especially on week nights. Any large social gathering should be held off-site. Residents who finish their exams early and wish to celebrate are encouraged to hold parties outside ASC.

Overnight Guests

The College does not allow long term guests. Failure to comply will result in eviction. Residents may have guests such as a visiting family member or friend stay overnight for a maximum stay of three nights in a set period. The College is a secure environment. All residents must read the following carefully.

- To comply with security and insurance requirements, residents must email the Warden advising the full name, contact details and dates of stay for their guest. There are no extra accommodation fees for an approved guest's stay. To maintain security, duplicate keys to an apartment will never be issued to guests or to any other person.
- Extended visits by non-residents are not permitted and residents must not in any circumstances allow any other person to have an unapproved stay in their apartment or a common room. No live-in guests are permitted.

To ensure compliance with fire and safety regulations, and in consideration of the rights

of other residents, the following procedures must be followed.

- The guest must be registered through the Warden
- The approved guest must be accompanied at all times by a resident
- The approved guest may not stay more than three consecutive nights without the consent of the Warden

Any person found to occupy an apartment or other part of ASC, where the above procedure has not been followed, will be deemed to be unauthorised and/or a trespasser and required to leave immediately. The resident will be charged \$50.00 for each night the unauthorised person has stayed. The resident will also be in breach of their Occupancy Agreement and will be evicted.

Residents must ensure that any overnight guest or other person who is in the building at the invitation of the resident or who is in the resident's company complies with the Residents' Handbook and specifically the Occupancy Rules. The overnight guest or other visiting person must also follow any reasonable direction given by ASC and not do anything which a resident is prohibited from doing under the Rules and their Occupancy Agreement. If requested to do so by the Warden or Chaplain, a non-resident must leave All Saints College immediately. Any damage caused by a non-resident will be the responsibility of the resident.

Residential Life

Resident Support

All Saints College anticipates a proportion of its residents will be postgraduate, mature age or international students. If so, these people are likely to bring to our community a richness of life experience not always found in largely undergraduate colleges. However personal circumstances may vary, when you join ASC community we are confident that you will find there is always something to do, someone to talk to or helpful guidance to assist to manage both on-going College life or a rare emergency situation that may arise. The Warden and the Chaplain together with members of the ASC Council will try to ensure that you and all residents feel at home, comfortable and supported in College.

One of the big advantages of living in a small community like All Saints College is that you will quickly get to know other residents and that there is always someone nearby whom you know. If you become worried or concerned about anything, the sooner you discuss it, the sooner we can connect you to someone who can help. Should you wish to speak with the Warden or Chaplain, you can be assured that your privacy will be respected at all times.

As a new resident, you may well experience challenges in adjusting to one or even a number of the following aspects of living in a college in a new city:

- The transition from school to tertiary education with different learning modes
- A different education system and different demands
- Living away from home and being more responsible for your life
- Settling into city life, perhaps in a new state or a new country
- Being away from the support of family and friends and much that is familiar
- Learning how to cook and clean, or to wash and care for clothes
- Facing the task of shopping and budgeting both your time and money
- Adjusting to a different climate with the four seasons of Canberra
- Language issues and understanding the way Australians speak English
- Finding your way around Canberra and its transport, shops, clubs, places of worship. etc

- Setting up service relations with medical clinics, banks

Be assured you are not alone in facing such issues! Many of the people associated with All Saints College whom you will meet have travelled and lived in different parts of Australia and in overseas countries. They have experienced similar adjustment challenges to those noted above. If you are new to the College this year and need information or an answer quickly (eg how to operate a washing machine or clean a cooktop) simply ask a continuing resident, a Senior Resident or contact the Warden.

Welcome Briefing

Early in the calendar year there will be an informal welcome ceremony or get together of residents, and a less formal personal welcome briefing to assist you to connect with your new community as soon as possible. The welcome briefing aims to give you useful information about living in your new community and with your fellow residents. It will also be an opportunity for busy residents to meet other residents, our Warden and Chaplain. These briefings are a time for you to find out about your new city. We will also discuss some of the important rules and regulations at All Saints College that will assist us all to live together harmoniously.

Social Support

All Saints College and the residents' association will organise social activities throughout the year which you are encouraged to attend. These events provide an additional opportunity to get to know other residents and College personnel. Participating in such social activities will help in overcoming any loneliness you may experience, and give you another opportunity to make friends and develop long lasting relationships that will make your time at ASC more enjoyable. If you have any suggestions or queries about these events, please talk with the Warden or the Chaplain and also share any feedback with the residents' association when formed.

Personal Issues

Get to Know Your Fellow Residents

All residents at ASC will be living in individual apartments. Unlike many colleges this means that you do not need to share a kitchen, lounge area or a bathroom with other residents. While you may not see each other as often as in other colleges (and thankfully not in the early morning), here are some handy hints towards getting to know and living happily with your fellow residents:

- Introduce yourself to other residents, say hello when you pass in the corridor, and have a conversation with them whenever you can – don't be shy, you may find you have lots in common!
- Respect others' sleeping and study habits by not creating excessive noise or knocking on their door at odd hours.
- Don't leave your belongings or rubbish lying around in corridors or common rooms. Clean up after yourself.
- Have consideration and respect for others in all aspects of College and personal life.
- Remember that all ASC residents are postgraduate or undergraduate students. You might be able to assist each other with study issues and/or have study groups together.
- Suggest social activities that you and other ASC residents could attend together. It could be a movie, a cultural event, or simply be a shared shopping trip to buy food supplies.
- Be willing to join in a group meal in a common room – a great way to discover new recipes and perhaps dishes from another county

Financial Issues

If you are experiencing any financial difficulties, please speak to the Warden as soon as possible. Often, these difficulties can be managed by the implementation of a financial plan. In addition, most tertiary institutions have advisory and support services to help students in financial need. Please advise the Warden if there will be any delay in your Occupancy Fees being paid on time. We understand that financial problems can occur. But you need to let ASC know and we can discuss it.

Study Issues

If you have an academic or study problem, talk to the study support unit at your institution as soon as it arises - don't leave it until it is too late!

Counselling Issues

Do not be afraid to confide in the Warden or the Chaplain to discuss any personal issues that might be weighing heavily on you. They are willing to support you and provide guidance, assistance and referral to specific and expert support where necessary. Tertiary institutions have counselling services and they can also refer you to other community provided health experts, should you require specialist support.

Academic Skills and Learning Support

Tertiary institutions in Canberra have academic skills development and learning support units that offer students free and confidential help with their academic work. These units can work with students on such issues as: academic adjustment and transition, listening and note-taking, research and reading, using digital resources, oral presentations, academic and assignment writing, and exam preparation.

If you think you are experiencing any difficulties with academic work and progress, we suggest you consult advisors at the academic skills and learning support unit as early as possible. Their assistance is both expert and confidential.

Living and Studying Together - Harmonious Community Life

All Saints College has a mix of residents including postgraduate, mature age, and international students. All these plus undergraduate students and others are made most welcome. People in such a mix will bring to the ASC community a rich diversity of life experience that will differ from mostly undergraduate colleges. Some residents may choose a primary focus on their research and studies. This could demand bursts of concentrated effort followed by a spell of more relaxed work with time for social interaction. Others may maintain a level balance between study and other interests throughout the year. Heavy performance expectations often are placed on international students by their families who make significant sacrifices to support study in Australia. This may affect the time such students can make available for social interaction with other ASC residents and deserves understanding by Australians.

You and all residents will be living independently in an apartment, your personal home away from home. Living in a close community can be enriching, satisfying and a lot of fun, but to get most benefit it may take some effort and perhaps a little compromise. If any tension or even disagreements arise you may wish to reflect on the following simple guidelines.

If you have an issue with a neighbour or another resident, first try to talk about that issue respectfully and politely with the person concerned. It's good to talk about it, to prick the balloon so to speak, before the issue inflates itself, possibly to become a major concern. So bring things into open discussion and try to come to an agreement.

If you feel that you are unable to come up with an acceptable solution, you can discuss the situation with the Warden or the Chaplain. If appropriate and needed, a more open discussion could be held with involved parties or also including a representative of the

residents' association. This should help defuse the issue and desirably resolve its causes.

If these steps have been followed and you find that the conflicting issue is still present, the Warden or the Chaplain will arrange further assistance in dealing with the matter. Keep in mind that it may be difficult to arrange a change of apartment and that a change fee is charged.

Small Tips for a Happy Community

- Keep your own apartment clean. Always do your share of cleaning after a shared meal or a residents' event in a common room.
- After any function serving food in a common room, do not leave dirty dishes overnight. Also a good tip in your own apartment - to minimise pests and vermin.
- Be aware of noise that you and your guest/s produce. Managing noise levels is a common courtesy which residents should extend to each other.
- If a garbage bin or bag is full, take it to the disposal unit – and replace the bag.
- Decide if and when you might share cooking and meals with another resident. It's a great way to try new foods, learn recipes and cut personal costs.
- Be considerate with your use of shared facilities and equipment in the common room kitchens. Do not borrow or remove items from common room kitchens.
- Do not permit your non-resident friends or relatives to use the washing machines or dryers.

Assault, Harassment, Sexual Harassment, Discrimination or Bullying

Assault including sexual assault, is a criminal offence in Australia, and allegations of assault by or against residents or College personnel will be referred to the police.

All Saints College will not also tolerate any harassment, sexual harassment, discrimination or bullying by or from residents or College personnel against any other person.

All Saints College aims to be a friendly and supportive community, and it is expected that residents and their guests will be proactive in ensuring that it remains so. Any resident or guest who engages in any form of discrimination or sexual harassment may be asked to leave. This includes support within ASC for any acts or words of harassment or discrimination led or perpetrated by a non-resident person or entity.

Residents complaining of harassment, sexual harassment or other forms of unlawful discrimination or bullying should first discuss the matter IN CONFIDENCE with the College Chaplain or Warden, to consider whether an early resolution can be found.

Companies, employers and public institutions such as universities and technical colleges have enacted policies dealing with harassment, discrimination or bullying, many of which also refer to civil legislation. As one example, the ANU policy on the "Prevention of Discrimination, Harassment and Bullying" gives a clear explanation of each concept in the following terms:

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

Discrimination can occur when someone, or a group of people, is treated less favourably than another person or group because of a specified attribute such as

their race, colour, national or ethnic origin; sex, pregnancy, breastfeeding; relationship status; carer status; age; transexuality; disability; sexuality; union affiliation; religious or political conviction or any other characteristic specified.

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

Sexual Harassment

Section 58 of the *Discrimination Act 1991* (ACT) provides:

‘a person subjects someone else to sexual harassment if the person makes an unwelcome sexual advance, or an unwelcome request for sexual favours, to the other person or engages in other unwelcome conduct of a sexual nature in circumstances in which the other person reasonably feels offended, humiliated or intimidated’.

Section 28A of the *Sex Discrimination Act 1984* (Cth) is in similar terms.

A complaint alleging harassment or sex, race, age or disability discrimination or bullying may be made **directly** to the ACT Human Rights Commission and is dealt with in confidence (refer <https://hrc.act.gov.au>).

However, as with all forms of discrimination or bullying, you are encouraged to first discuss the matter in confidence with the College Chaplain or College Warden to see if an early resolution can be found.

Equal Opportunity

All Saints College is committed to upholding the equal opportunity and other equity principles that are endorsed and widely enforced by educational, religious and other socially aware organisations. All Saints College commits itself to promote an inclusive social, learning and residential environment that values the diversity of backgrounds and perspectives of its residents and community.

If Things go Wrong

Life in any community whatever its size - perhaps even in our families - can sometimes throw up challenges that could be difficult to manage on your own. You might have a problem with a fellow resident or College volunteer, or a decision that has been made by All Saints College. If you do encounter any difficulty in your life at ASC, be it small or large, don't hesitate to raise it initially with the Warden or the Chaplain. In most cases, apparent problems can be resolved through informal enquiries and discussions with the people involved.

Examination Period – Special Arrangements

Special arrangements may be appropriate if, at the same time, a significant number or residents are preparing for or undertaking examinations. In consideration for such residents the following guidelines are advised:

- Residents are requested to take care not to disturb others.
- Avoid gatherings or loud conversations in the corridors. If you want to chat, bring any guest or visitor to your apartment or to a common room.
- Non-urgent maintenance work likely to create disturbance will not be scheduled during the examination period.
- Large or noisy parties should not to be held at All Saints College. Celebrate appropriately you're the end of you exams, but do it away from ASC.

Special Consideration Letters

Universities and other tertiary institutions have rules and procedures which govern special consideration claims, and claims that students cannot sit examinations, or cannot meet assignment deadlines, due to illness or other adversity. Observe your tertiary institution rules and procedures in these circumstances and **always** promptly inform your unit lecturer/convenor.

Other than in exceptional circumstances, All Saints College will not issue letters requesting special consideration for exams and assignments. It is the responsibility of a resident to approach their lecturer, the counselling or the health service, the academic skills and learning unit or other institutional service to obtain such letters if needed.

If exceptional circumstances exist, and if there is a documented record of mitigating factors, and a letter is requested by a resident, the Warden or the Chaplain are the only ASC persons to be approached to consider providing a letter of support.

Health and Wellbeing

Health Service

The larger tertiary institutions offer primary health care to students. Often they have both male and female medical practitioners and qualified support staff. It is necessary to make an appointment to use these services.

Counselling Centre

It is often helpful to talk things over with someone professionally trained and skilled in offering help to others including students. Tertiary institutions provide a counselling service with qualified and experienced volunteer personnel. These services are confidential and freely available to all enrolled students.

Health and Safety at All Saints College

As an ASC resident you must not participate in any act or behave in a manner that does or that could promote a hazard to yourself or someone else. This includes, but is not limited to, preventing easy access or exit from the building by leaving personal articles or rubbish blocking any corridor or lift including exits, or interfering with any fire safety notice or equipment.

Emergency Medical Procedures/Transport to Hospital

Needing non-emergency transport to hospital is a private matter for each resident. Where appropriate, All Saints College can provide phone numbers for taxi services.

For all emergencies dial 000. The only appropriate transport in an emergency is an ambulance. Ambulance costs are the responsibility of the person seeking medical care. It is highly recommended that residents have health cover that includes ambulance travel.

Should you fall ill, let another resident or a Senior Resident know. Alternatively you can ring the Warden, or Chaplain.

Informing Emergency Contact Person/s

As a general rule, informing the nominated emergency contact person(s) is at the option of the resident. However, in cases where there is grave concern for the health or wellbeing of a resident, the Warden or Chaplain or student leaders may contact the emergency contact person(s) nominated by a resident in their Occupancy Agreement.

Short-Term Illness

All Saints College accepts the possibility that a resident may, for a short time, suffer a debilitating illness that is neither communicable nor notifiable. In such cases, All Saints College undertake to extend every reasonable support, and to encourage the resident in the pursuit of their studies.

Severe Psychological Distress

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), the Warden or Chaplain 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, an institutional counselling service, or another health service provider. A 'Safety Plan' may also be developed in collaboration with the resident. As with a medical emergency, where there is grave concern for the health or wellbeing of a resident, All Saints College may advise the emergency contact person(s) nominated by a resident in their Occupancy Agreement.

Long-Term Illness/Disability

Two of the apartments in All Saints College are designed and equipped for residents with physical disabilities, and there is a lift to make all of the college building accessible. In addition to communicable diseases, which may have a direct impact on the operation of the College, residents occasionally suffer from long-term illnesses or disabilities. Where a resident suffers from a long-term illness or disability that imposes a significant burden upon All Saints College, and it is unreasonable for the College to continue to make further adjustments for this illness or disability. All Saints College reserves the right to terminate a resident's Occupancy Agreement. Before considering whether to terminate an Occupancy Agreement, All Saints College will:

- advise the resident of the impact that their illness has upon the operation of All Saints College and other residents
- discuss the situation with relevant areas of the tertiary institution or employer including any disability services unit and/or health service that might enable All Saints College to assist in management of the illness

Only if the above discussions and proposed resultant actions do not produce a reasonable and appropriate management process will All Saints College exercise its discretion to terminate the Occupancy Agreement.

Communicable Disease

In the case of contracting an **infectious disease such as measles or COVID-19**, a resident should, if possible, leave All Saints College for the infectious period. If this is not possible, the resident is to cooperate with All Saints College to ensure in-house isolation by actions including: restricting themselves to their own apartment, and to use only their own kitchen and bathroom; avoiding common areas of the building; excluding themselves from any All Saints College social activities during the infectious period; taking caution by careful hand-washing and the use of face-masks if the infection is contagious; and avoiding coughing, sneezing in common areas.

Notifiable Disease

Where a person has a reasonable suspicion that a resident has a notifiable disease, they will refer the matter to the Warden or the Chaplain. Where the Warden reasonably believes the resident has a notifiable disease, the resident will be referred to the appropriate health service or the resident's own medical practitioner for a medical assessment whether the resident has a notifiable disease.

If the resident does have a notifiable disease the attending medical practitioner is required to report the disease in accordance with the *Public Health Act 1997*. The medical practitioner (or the Chief Health Officer of the ACT) may direct All Saints

College how any public health aspect of the disease is to be managed within College, and the study and/or employment context.

If a resident fails to attend a medical examination on request of the Warden, they may be excluded from All Saints College until such time as they obtain medical advice and a clearance demonstrating that they do not pose a disease risk to other residents.

If a resident, after medical examination, is required to leave All Saints College because they have a communicable disease, their return will depend on their obtaining medical advice and a clearance that they are fit to return and present minimal or no risk to fellow residents. If a resident is required to depart ASC because they have a communicable disease, All Saints College will review the provision of reasonable assistance to enable the resident to locate to suitable alternative accommodation. Financial hardship for a resident's relocation based on notification of a communicable disease will be assessed on a case-by-case basis.

Insurance and Security

Insurance

All Residents are strongly advised to take out a contents insurance cover for their personal belongings and items such as stereos, computers, CD players, touch phones, bicycles, musical instruments, specialist sporting equipment or clothing, etc as these personal belongings and items are not covered by the insurance policies held by All Saints College. All Residents with cars are also strongly advised to take out comprehensive insurance cover for their car. All Saints College is not responsible for any loss of or damage caused to personal belongings and items or to your cars during your stay with us from any cause, including the negligent or wilful act or omission of another Resident or otherwise by any other person. All Residents assume the risk of loss or damage to their personal belongings and items and cars unless they take out insurance cover for such loss or damage.

Security for Your Apartment

Any large complex in which people come and go may become vulnerable to petty theft and unfortunately ASC is no exception. We suggest that you keep your apartment door locked at all times and do not lose the building key card. It is prohibited to lend the key card to anyone. External doors must not be propped open for whatever short period of time as this poses a potential security risk. Residents must carry their key card with them whenever exiting the building.

Intruders

Although ASD takes all possible precautions, intruders may occasionally gain entry to the building. If you see anyone behaving suspiciously, contact the Warden immediately. Observe the person or persons from a distance, but do not put yourself at risk.

Be aware that people are known to walk around a complex such as ASC with a clipboard pretending they are on official business of some kind. If appropriate, a discreet photograph may be taken of a suspected intruder from inside the building for attachment to any report to be submitted.

Do not show any person to a resident's apartment, or tell them where a resident lives. The resident concerned may not know or may not wish to see the visitor.

Do not swipe your key card for any other person at the front door. Tell the visitor to go to the Parish Office or contact the Warden or the Chaplain.

Should you feel threatened by or uncomfortable due to the presence of an unfamiliar person at the door of or inside All Saints College, please ring the Warden or the Chaplain to discuss your concerns.

Transport

Public Bus and Light Rail Services

There is a Transport Canberra (TC) bus stop directly opposite the College in Cowper Street which provides a service to the City Interchange (Civic) and from there other destinations including the University of Canberra. Other more frequent bus and light rail services are available from Limestone and Northbourne Avenues respectively and from the Ainslie shops. Transport Canberra (TC) is the ACT Government provider of local public transport services. Call 13-17-10 for information including service timetables or visit <<https://www.transport.act.gov.au>>

Institutional Bus Service

As one example, the ANU operates an after-hours institutional bus service. .Because the ANU campus is quite large (approx.145 hectares), if you have to move around that campus at night, it makes sense to catch the free On Campus Night Bus This Bus service operates from Monday to Saturday evenings during semester. For timetable information contact - <<https://services.anu.edu.au/campus-environment/safety-security/on-campus-night-bus>>.

Air Line Shuttle

A Transport Canberra (TC) bus service operates a Rapid 3 service every 15 minutes weekdays and 30 minutes weekends from approximately 7am-9pm between the Canberra International Airport and the City Interchange (Civic). Please see <<https://www.transport.act.gov.au/getting-around/timetables/routes-by-number>>for timetables and a route map. Rideshare and taxis are also available from the airport.

Useful Contact Numbers

Name / Organisation	Telephone No
Emergency, Police, Fire, Ambulance	000
Alcohol and Drug Crisis Management	6205 4545
Lifeline: 24 hour Telephone Counselling	13 11 14
Mental Health Crisis Team	1800 629 354
Poisons Information Centre	13 11 26
Parish Office All Saints College Warden All Saints College Chaplain	6248 7420 new TBA 0403 769 991
ACT Police (Civic)	6256 7777
Alcohol and Drug Information Service	1800 422 599
Calvary Hospital, Haydon Drive, Bruce	6201 6111
Canberra Hospital, Yamba Drive, Garran	6244 2222
Canberra Rape Crisis Centre	6247 2525
Sexual Health Information	1300 658 886
ACT Human Rights Commission	6205 2222
Conflict Resolution Service (Community Service Dispute Resolution)	6190 7100
ACT Legal Aid Commission	1300 654 314
ACAT (ACT Civil and Administrative Tribunal)	6207 1740
Smoking QUIT Line	13 78 48