About the Hall

Burton & Garran Hall was, as the name suggests, originally two separate Halls. Burton Hall was established as a fully catered Hall of Residence in 1965. It was named after Professor Herbert ‘Joe’ Burton CBE (1900-1983), a Queenslander and Rhodes Scholar (1922) who, during his lifetime played an active role in Australian tertiary education, holding numerous university teaching roles. In 1949, Burton was appointed Principal and Professor of Economic History at Canberra University College. When the college became the Australian National University in 1960, Burton was made Principal of the School of General Studies, a position he retained until his retirement in 1965. As a beneficiary of Professor Burton’s will, the Hall received books, furniture and a substantial bequest for the provision of student bursaries.

Garran Hall, also established in 1965, was named after Sir Robert Randolph Garran (1867-1957) in recognition of his contributions to university education and to the development of Canberra. Along with a distinguished career in government, Garran is remembered for his devotion to Canberra. Garran found it ‘unthinkable’ that there should not be a university in Canberra: what he prophetically called a ‘National University at Canberra’. He was able to canvas enough support to establish Canberra University College, chairing the new University’s council from 1930 to 1953. Garran also served on the Interim Council of the Australian National University from 1946 to 1951 – becoming the University’s first graduate when he was awarded an honorary law doctorate. In 1983, the two Halls combined to become Burton & Garran Hall.

Values and Ethos

Burton and Garran Hall is a community of scholars who value the diversity and challenges of communal academic living. We recognise we are an important part of the broader academic endeavour of the Australian National University and seek to offer all residents the opportunity to test and reach their full academic and social potential through the provision of a safe and supportive living and study environment.

The effort to provide the right environment is a cooperative and collegiate venture. This means residents are expected to contribute towards the development of a hall community that respects and values the differing life stories that each resident brings. Respect and contribution to others are the cornerstones of our ethos. They guide our decisions and direction as a hall of residence. Whether we play sport, help out with the college production, attend an academic study group, lend a corridor neighbour some friendly support, or just join a cooking group in the kitchens, we at every stage are mindful of the other residents of this hall and the ways in which we can make a positive and practical contribution to their lives. By doing so, we greatly enhance, extend, and enrich our own experiences while at this great university.
Message from the Head of Residence

Welcome to Burton and Garran Hall.

On behalf of our community, I would like to extend a warm welcome to Burton & Garran Hall. We are over 500 students and researchers strong. Our residents and staff are drawn from all parts of the country and the world and study in every College of the ANU. I myself have come from the US to make B&G my new home. I am honoured to have the privilege of sharing my knowledge and experience with each of you, while at the same time learning all that you have to teach me. Our inherent diversity can help us have an amazing experience this year if we have the open minds and open hearts to embrace this gift.

Every member of our community deserves to be treated with respect and dignity. This should be a place where everyone feels welcomed and appreciated for who they are and for what they contribute to the B&G family. No one should walk our halls as a stranger. It is the responsibility of each and every one of us to look out for the best interests of our fellow residents. This includes standing up when we see people not being treated with respect. This includes understanding that consent must be given freely, soberly and continuously in all intimate and non-intimate relationships.

Each of us has a unique story to tell. We all benefit from taking the time to listen to and understand those stories. This Guidebook provides some insight into the purpose, vision, guidelines and structure of the B&G Hall community. Please consider it to be a guide for how we can all have the safest, most comfortable, nicest, friendliest and overall best hall on campus.

B&G is a great place to explore different paths. The transition to university can be challenging, but there are many sharing the same experience with you. The transition to Australia can be a challenging and rewarding experience as well. This is a wonderful opportunity for you to become the person you’ve always wanted to be. Challenge yourself to pursue your dreams and passions. And if you do not yet know what those passions are, then allow us to help you discover them. You can take comfort in the fact that your fellow B&G residents are on the same journey with you. The more you can make connections with one another, the more successful and happier you will become. We are only as strong as the relationships we maintain. I strongly encourage you to support one another as you embark on this journey to be the best people you can be. The bonds that are forged here can last you a lifetime if you allow them to do so. Your peers will be your most effective support in achieving your academic and personal potential. You will get out of this experience only what you are willing to contribute to it.

B&G is an open, friendly, fun and academically focused community of student leaders. I invite you to make the most of the academic and social opportunities our community offers, and I look forward to getting to know you as the year progresses. We are the Redbacks. We are B&G!

Jamiyl Mosley, Head of Hall.
Who’s Who at B&G – meet the staff

Head of Hall
The Head of Hall is responsible for the management and leadership of the Hall, for discipline in the Hall, and for the wellbeing of its residents and staff. The Head is also responsible for strategic planning and the financial and administrative management of the Hall. If you would like to see the Head, please make an appointment at the Front Office. If you would like to get in touch with the Head of Hall, please email jamiyl.mosley@anu.edu.au or call on 6184 0005.

Deputy Head
The Deputy Head of Hall is responsible for the supervision, support and development of the pastoral care and academic assistance teams. The Deputy role is to ensure all residents feel safe, welcome and are aware of the resources available to them if in need of support or advice. Working with the assistance of the Community Coordinators and Senior Residents, the Deputy Head is available to help and guide residents in their academic and social progress through Hall and university life. If you would like to talk to the Deputy Head, feel free to drop in or make an appointment at nerilee.flint@anu.edu.au or on 6184 0004.

Community Coordinators
The Hall has two Community Coordinators, Anya Bonan and Colin Watson, who work under the direction of the Head and Deputy Head. They help coordinate the activities of the Senior Residents, Academic Team, and Spiderbites.

Residential Administration Manager
The Residential Administration Manager is responsible for providing financial management advice to the Head and for the administrative operations of the Hall including front office, admissions, IT, room management, fee payments, cleaning, security, maintenance, transport and conferences. You can contact Jeanette on jeanette.robinson@anu.edu.au or 6184 0007.

Admissions Officer & Conference Coordinator
The Admissions Officer & Conference Coordinator, Karen Du, is responsible for all enquiries in regards to room allocation, admissions to the Hall, summer accommodation, conference enquiries and all matters relating to room usage. Contact Karen at bgadmissions@anu.edu.au or on 6184 0003.

The Front Desk Officers
The Front Office is open between 9:00am-5:00am each weekday (closed 9:30-10:30am on Wednesday). Tina Sadler & Pete Smith are available to assist with a range of processes and to try and help you settle in. They can be reached at enquiries.bg@anu.edu.au or on 6184 0000 or 6184 0001.
**Maintenance**

You have several options in regards to submitting a job request to address a maintenance concern:

1) See the ‘Fix It’ section on redbacks.org for information on how to log a maintenance request. You can click on “Fix It”, then on the bolded “Maintenance Request” and then on the unbolded “Maintenance Request.” This will take you to the Accommodation Services Portal where you will be able to log your request. You can log in with your username and password.

2) Click on this link: MaintenanceRequest. You can log in with your username and password.

3) Come to the Front Office 9:00am-5:00pm Monday-Friday and let a staff member know of your concern.

4) Inform your Senior Resident or the Senior Resident on duty of your concern.

**Housekeeping**

The cleaners maintain a clean and healthy environment for all students. Cleaning requests can also be logged with the Front Office. Please note that residents are responsible for cleaning their own rooms.

Although common areas such as the bathrooms and kitchens are cleaned daily, it is the responsibility of all students to clean up after themselves.

**Leadership Team (see noticeboards near Front Office for names and photos):**

- **Senior Residents:** The front line of student wellbeing and support at B&G and the go-to people for your questions and problems. There is one on each floor, why not knock on their door and get to know them today? They don’t bite. We checked.

- **Academic Team:** The B&G Academic Team is there to help you with your academic needs. If they can’t help you themselves, they will probably know someone who can. Please attend their exciting speaker events held throughout the year.

- **Burton and Garran Members Association (BAGMA):** The volunteer team of elected student representatives at B&G. BAGMA will organise everything from sports to social events.

- **Spiderbites Assistants:** Led by their Coordinator, the Spiderbites assistants strive to create a friendly and social environment in the Redbacks Lounge every night of semester.

- **Transport Assistants:** One of the team’s main tasks is offering twice weekly transport to markets and supermarkets. They also assist with transport for a number of B&G events and run trips to sites around Canberra.
• **Alumni Engagement Officers (AEO):** These volunteers work to connect current B&G residents with alumni. They seek out alumni advocates who wish to give back to the B&G community.

• **Gender and Sexuality Advocates (GSA):** The GSAs help to promote a safe, welcoming and inclusive environment in the hall. They promote positive conversation about sex and sexuality. They work to expose residents to sexual health resources at ANU and beyond.

• **Mental Health Advocates (MHA):** The MHAs help to promote awareness about mental health for university students. They work to create an environment where people can have safe open discussions about mental health. They work to expose residents to mental health resources at ANU and beyond.

### Student Support at B&G

#### Peer Group Support
Living in Hall provides you with a great opportunity to focus on your study with the advantages of peer support from other students. Remember there is always someone in the Hall who is doing the same subject/s as you, or who may have done it last semester or year. Research shows that students gain most from their studies in an environment with strong peer group support. Reach out for those interactions that are going to assist you with the transition to university life. The opportunities are there, but it is your responsibility to find them and make the most of their availability.

#### Academic and Pastoral Support
The first year at university can be both confronting and thrilling. If things feel a little uncertain for you, there are many people in Hall you can approach for confidential advice and support. There is never an issue too great or too small and remember it always helps to talk about small problems before they turn into large ones.

#### Academic Opportunities
The Hall provides various opportunities to mix with a broad range of both students and researchers (eg the guest speaker series held throughout the academic year). This offers regular opportunities to meet and mingle with invited lecturers on an informal basis in the Hall. Workshops and seminars are also organised, for example on study skills, careers information and exam preparation presented by experienced latter years. Be sure to check the noticeboard, hallwide weekly e-mail, and Facebook for events.
Administration Information

The land-line phone in your room

- Your phone needs to be plugged into the ‘B’ outlet on your wall.
- Calling ANU extensions is free (just dial the last 5 digits of the campus numbers)
- External calls work on a prepay system. Pressing ‘0’ dials out. Payments can be made either through the accommodation portal (AccommodationPortal) or at the Front Desk.
- Residents can dial Lifeline on 131114 and Emergency on 000 regardless of credit status on their room extension (you will still need to dial 0 to get an outside line first)
- Calls will not terminate when credit is exhausted. Be careful not to run up a huge cost if you are on a call to home thinking it will cut out when your credit is used up. It will not!

The Internet

- **Wireless**: B&G has a wireless internet service called ‘Resnet’. Connect to Resnet using your ANU ID and password. All instructions can be found at: https://services.anu.edu.au/information-technology/login-access
- **IT Problems**: Log an IT request at redbacks.org> Fix It>IT Request>Log IT Request or log a job on the sheet outside the computer lab upstairs on the notice board.

Guest Policy

- A guest is any person visiting the Hall at the expressed or implied invitation of a resident. It is your responsibility to ensure your guests are aware of appropriate behaviours. You are accountable for the actions and behaviour of your guest(s). You will be held financially responsible for any costs related to damages caused by your guests.
- If you wish to invite a guest to stay for more than two nights, you need to register this person as a guest with the Front Office. In general, each semester you should not exceed a cumulative total of seven nights where you have had any guests stay with you.
- If you wish to have a guest stay four or more nights consecutively, you need to submit a request to the appropriate staff member.
- If you wish to have a guest aged 16 or under stay with you for any length of time (even just one night), you must first seek the permission of the appropriate staff member.
- Guests are not encouraged to stay in the Hall during examination period without the agreement of the appropriate staff member.
- You are not permitted to give/loan your keys or swipe cards to non-residents for any reason. A guest cannot use your bedroom when you are away from the Hall.
- Hall staff may refuse entry to any guest or evict a guest from the residence, for example (but not limited to,) if they breach Hall policies or if their presence is distressing to another resident.
- If you have a family member or friend staying as your guest, you may hire a folding bed for them ($10/night). Just fill out the form available outside the office, make payment over the counter and call the duty student on the night to collect the bed.
Something Wrong with your Room?

- If your room is missing equipment or if something is broken, log a maintenance request online using the information listed in the Maintenance Section of this document.
- If the power in your room goes off, first try pressing the reset button on one of your power points.
- Ensure any existing damage or missing items are marked on the inventory report provided in your welcome pack and that this is returned to the office within 48 hours after check in. If you do not report missing or damaged items within this time frame, you may be held responsible for them when you check out.

At B&G you may expect...

- to be treated courteously and politely by staff;
- to receive adequate prior notice before work is carried out in the Hall that may cause disturbance;
- the provision and upkeep of a safe, clean and reasonably quiet living and study environment;
- respect for your right to privacy. The Hall reserves the right to enter a room where a potential emergency exists (eg fire alarm, concern for a resident’s welfare), to deal with noise emanating from unattended rooms, to conduct inspections, or attend to maintenance issues;
- Pastoral and academic support from multiple layers of staff

At B&G we expect you do not...

- Smoke (except in the designated smoking area located near the laundry)
- Take illegal substances
- Play drinking games
- Tamper with or obstruct the fire alarm/disobey instructions of a Fire Warden (this is a criminal offence)
- Engage in antisocial behaviour such as theft, assault, harassment, drunkenness, wilful damage, any sort of violence, any breach of the rules as outlined in this document and the 2018 Halls of Residence Handbook
- Create excessive noise

For more detail please familiarise yourself with the ANU Occupancy Agreement which is a legal contract between you and the University.
**Items not allowed in rooms include:**

- Electric blankets
- Air conditioners
- Cooking appliances (with the exception of a kettle)
- Heaters - rooms have central boiler heating. These heaters are controlled centrally and are turned on towards the end of April through to mid-October. They are thermostatically controlled individually in each room.
- Pets
- Candles or incense burners

**Cleaning**

It is the responsibility of the student to keep their own room clean

- Vacuum cleaners can be borrowed from either your SR, or failing that, the Front Office
- Please ensure you keep your sink, carpets and desk surface clean

Students are responsible for cleaning up after themselves in the kitchen.

**Room inspections**

Periodic room inspections are conducted. These will be advertised with at least 24 hours’ notice. A resident whose room fails inspection is given the opportunity to bring it up to standard. If it is still in an unacceptable state after re-inspection, the Hall will clean the room and charge the resident a fee. Residents must give access to their rooms for inspection and maintenance purposes.

**Rubbish/recycling**

Please remove the rubbish and recycling from your room and take to the bins outside the blocks. Rubbish from rooms is not to be deposited in the bathrooms.

**Bikes (the cheapest and easiest way to get from B&G to point B)**

- Bikes kept at B&G must be stored either in the bike cages or at the bike racks provided
- Bikes must be registered (see redbacks.org for the free registration form)
- Unregistered bikes, or those parked in places other than listed above, will be removed

**After Hours Support (see back page for more options)**

- The Community Coordinators and Senior Residents are rostered as after-hours on-call contacts. Residential staff and students are trained in emergency procedures such as fire evacuation and first aid. The after-hours Duty SR is always available to assist in an emergency or threatening situation and can be contacted on ext. 40040 or 6184 0040 from a mobile.
- The following situations are examples of emergencies:
  - Parts of the hall are flooding
  - You are in a severe state of emotional distress
  - Sudden onset of dramatic illness or injury (using your judgement as to whether to call an ambulance)
The Front Office

- Open 9:00am-5:00pm Monday-Friday
- Front Office Staff are available for:
  - Mail:
    - Incoming: check the pigeon holes, sorted by surname. Do this at least once a week as your mail will not be held indefinitely. An email notification will be sent for parcels and other private items
    - Outgoing: place letters in the ‘External Mail’ slot
    - Our/your Mailing Address is:  
      - Your name
      - Burton & Garran Hall
      - 49 Daley Road
      - Acton ACT, 2601
      - Australia
  - Lost property
  - Paying rent
  - Reporting lost/stolen keys
  - Spare access cards
  - Any other issues you may have

- For Sale at the office:
  - Packing boxes
  - Fax services
  - Scanning services
  - Binding
  - Land-line phone credit
  - Twin padlock sets
  - Access Wristbands
  - Freezer bags for communal kitchen freezer use

Storage
If you would like to use storage spaces at B&G:

- Lodge a Storage Application on redbacks.org (costings are generated within the form)
- Await an email confirmation. Upon receiving this, collect storage stickers and make payment at the Front Office.
- Arrange a date, during storage times, to drop your belongings off into storage and retain your receipt.
  - Central block can be accessed at 10:30am only on days the office is open
  - E Block storage can be accessed at 11:00am through the office and 9:00pm by contacting the duty student
Burton and Garran Hall: The Rooms

Art Room

The art room is a shared facility, and is available to residents for the development of art projects. Restricted access for the art room is allocated by the office, with preference given to students of the School of Art. If a resident is allocated access to the art room, it will be on the understanding that the room is for personal artistic use, and that access to the room, will not be given to anyone else.

Bathrooms

Each floor has two bathrooms on each wing of the floor; each bathroom consists of 3 x shower cubicles and 3 x toilets. Bathrooms are gender neutral.

Common Rooms

Common areas within Burton and Garran Hall are for the use of all B&G residents. Some areas can be booked for group use, such as function and meeting rooms. Bookings must be coordinated through a leadership team member or bgadmissions@anu.edu.au

Computer Labs

Computer rooms are provided for the use of Hall residents, with the priority being for academic use. These rooms are equipped with a mix of PCs and iMacs, and a laser printer. The computers are connected to the ANU Network, and have identical software configurations to the Information Commons Computer Labs on campus in places such as the Chifley Library. Both labs are available to residents on a 24-hour basis.

Use of these computing facilities is subject to the University’s Statutes, rules, orders, policies and procedures. These are available on the ANU’s website. Anyone who does not comply with these documents can expect disciplinary action. Internet access from each of the computer labs is restricted. It should be remembered that the Computer Rooms are primarily a quiet place for study. To this end, some common sense rules apply to your use of them:

- The rooms are for ANU enrolled student residents use only (others may be welcome, in group project situations, provided the room is not full).
- Noise and conversation should be kept to a minimum, and music should only be listened to using earphones.
- Users should not store their data files on the desktop or hard drive, as these files are regularly deleted from the desktop.
- Academic work takes priority over recreational use at all times.
Dining Room

The Hall has a small private dining room that can be booked through the front office. It has a maximum capacity of eight people and is available for quiet dinner gatherings. Hosts are held responsible for the appropriate use of the room and charges will be incurred for misuse.

Function and Meeting Rooms

The Hall has a number of Function and Meeting Rooms. These rooms are used for a variety of activities including guest lectures, symposia, seminars, performances, functions and Hall dinners.

All functions and meetings must be booked and approved at least fourteen days in advance. Event Management booking forms are available to Leadership Team members only. If you wish to plan an event you must have a Leadership Team member sponsor.

Kitchen

The kitchen, the ‘heart’ of the Hall; is a popular place, ideal for catching up whilst sharing cooking tips and recipes. Each resident is allocated a place in one of ten kitchen bays, each with its own storage cupboard and fridge shelf. Residents may request a lock for their fridge basket from the front office. Residents are required to supply their own eating and cooking utensils. The Residents’ Committee conducts sales of pre-loved utensils, pots and pans.

If a resident wishes to use freezer space they need to register for a freezer bag on redbacks.org. Items not in official named freezer bags will be removed from freezers as of 1 March in semester 1, and 1 August in semester 2. This system allows the freezers to function properly.

Residents are responsible for the cleanliness and tidiness of their kitchen, including stoves, ovens, microwaves and other equipment, their kitchen cupboard and their fridge basket. Essentially, this involves common sense; removing deteriorated food so other food is not contaminated, cleaning ‘fridge baskets’ at least once every month, not putting food waste or other rubbish down sinks and wiping benches clean after use alongside general cleaning and tidying. If cleaning staff find any discarded food, they will remove it. Cooking utensils left on kitchen benches will be removed and forwarded to charity.

Please limit the temptation of food theft by:

- Locking your fridge basket
- Placing food in a non-see through container/plastic bag within your basket

Regular inspections are conducted of the kitchen. Residents will be liable for costs of cleaning a poorly kept kitchen and associated equipment.

Recovery of cleaning costs from residents reflects the expectation that residents will accept individual and collective responsibility for the mutual environment, in a conscientious, dependable, trustworthy and mature fashion. Similarly, residents are individually and collectively responsible
for correct use and maintenance of appliances such as stoves, ovens or microwaves and sandwich presses. Equally, residents may be held individually and collectively responsible for intentional, careless, or reckless damage to the kitchens or to kitchen equipment.

Laundry

Front loading washing machines and dryers are in the laundry at the back of Central Block for the use of B&G residents only. They do not require coins to operate as the cost has been incorporated into the rental fee but residents must provide their own front loading powder or liquid.

Residents are advised not to leave laundry unattended. The laundry is cleared regularly of all abandoned clothing and given to charity. Do not allow access to non-residents of B&G.

Library

The Burton & Garran Hall Library, situated on the ground floor of Central Block, has a range of books, magazines, newspapers and board games for use by residents. The Library is staffed by the academic team each evening.

Music Rooms

The Hall has six music rooms. The music rooms are shared facilities, and are available to residents for personal music use. Restricted access to the music rooms are allocated by the office, with preference given to students of the School of Music. If a resident is allocated access to the music rooms, it will be on the understanding that the room is for personal music use, and that access to the room, will not be given to anyone else.

The grand-piano is located in the Garran Room and is for the exclusive use of music students who specialise in piano. Access to this piano must be organised with the front office, access is only for 2 days at a time.

Redbacks Lounge

The Redbacks Lounge is the place for residents to meet and relax. You can play pool or table tennis. The sporting and arts achievements of Hall residents are on display and, during the academic year and examination breaks, Spiderbites is open every night selling drinks, coffee, chocolate, snacks, ice creams etc. Alcohol may be purchased by residents over the age of 18. This is a licensed area and as such you cannot bring your own alcohol into this area during Spiderbite opening hours. Please refer to the alcohol policy at the end of this handbook for more details.

Sewing Room

The hall has a designated sewing room with a sewing machine available for the use of residents. Access to this room is upon request through the office
Study Rooms

There are a number of quiet study rooms and areas available for use in Central Block. Most of the year two function rooms are set up as study spaces.

Utility Rooms

There is a small utility room on each floor. The utility room contains an iron and an ironing board. The iron must be switched off when not in use.

Operating your room door

To unlock: Hold your student card against your door reader.

You will notice the light flash green 4 times accompanied with 4 dual-tone beeps. This means the door is now unlocked and will remain in this state until you touch the lock with the card a second time.

To lock: Hold your student card against your door reader.

You will notice the light flashes green then red and a single dual-tone beep. To lock the door from inside - just open the door and hold your student card against your lock. The door will always remain in free access from the inside of the room.

Things to consider:
1. It is your responsibility to lock your door to ensure the security of your possessions; this includes going to the bathroom or visiting a friend.
2. If you lock the door then go to sleep and wake up in the night for a bathroom visit remember that once you close your door you will be locked out so take your card with you.
3. Please ensure you understand how the door locking system works and take your student ID with you whenever you leave your room.

Burton and Garran Hall Transportation

Public Transport

The bus stop is very close to B&G on Daley Road. The bus takes about 10 minutes to travel to the city centre and 20 minutes to the Belconnen Shopping Centre. Buses accept cash but it is cheaper for regular travel to purchase a MyWay card. For MYWay card information, timetables and routes map please go to the Transport Canberra Website: transport.act.gov.au

The B&G/Ursula Bus

The Hall has a shared mini-bus with Ursula Hall, which takes residents on shopping trips throughout the academic year. For details go to redbacks.org
Burton and Garran Hall: Finances

Bursaries

Accommodation bursaries are available to assist eligible students who are experiencing financial difficulty. Further information, details of eligibility and application forms can be found on the University Accommodation website.

The Hall also has bursaries designed to assist domestic residents. The bursaries are awarded on financial need and are advertised in the Hall at the beginning of each semester. Applications for bursaries are accepted at any time of the year.

Fee Payment

A Schedule of Fees, including payment dates, is available at the Front Office or on Redbacks.org. No statements are issued when rent is due, although you may request one at any time from the Front Office.

You may pay your rent either a semester or year in advance, or by regular fortnightly Direct Debit payments throughout the Occupancy Agreement period according to the Schedule of Fees.

For those who choose to pay fortnightly, Direct Debit is the only method by which you may do so. The amounts shown on the Schedule of Fees will be direct debited from your nominated account except in cases where your outstanding balance is different to these amounts, in which case the balance will be taken.

A direct debit form was included in your offer pack, and additional forms are available from the Front Office.

Direct Debit is an easy means of making regular and automatic payments directly from your Australian bank or credit union debit account. You only need to hand the completed form to the Front Office and payments will commence at the next rent due date. Be sure that sufficient funds are in your account to accommodate this transaction otherwise you may incur a fee from your financial institution.

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

Refunds

You will need to fill in a form to have your deposit refunded at the conclusion of your residency. The refund will be reconciled against your final account, and include any unused credit on your phone account, less any outstanding rent.

The refund will not be processed until your room has been vacated and inspected. Any costs associated with cleaning, tampering, or damage will be deducted from the refund as per the Occupancy Agreement. Please ensure you provide an accurate forwarding address that will remain current for at least eight weeks.

The refund will be made by a direct credit transaction to your Australian bank or Credit Union account. Cheques or foreign bank drafts may also be used if other payment arrangements are not possible. Such instances may include international students who have closed their Australian bank account. At peak times during the year, it may take up to six weeks for your refund to be processed. Overseas bank drafts can take considerably longer.
If you are departing with the intention of returning in the following academic year, the deposit will be retained and carried forward.

**Records**

The Hall office maintains a student file for each resident at the Hall. Residents are responsible for ensuring that information in their personal file is correct and current. This information is vital in the case of an emergency. Each new resident in the Hall must have their photo taken by the Hall office at the beginning of the year. All information kept regarding residents is stored under the ANU Privacy Policy.

**Accommodation during Vacations**

Hall accommodation is often required for external guests, conference/sporting groups during summer vacation periods. However, if the nature of your program work or personal circumstances requires that you stay at Hall, accommodation may be provided for you depending on availability. You must apply on the form provided by the date advertised as accommodation is limited.

**Room Departures**

- It is your responsibility to arrange for your mail to be redirected to your new address. Forms are available from the Front Office.
- Your refundable deposit will be processed after your departure. Departing residents must complete a ‘refund request form’. This process usually takes between 4-6 weeks.
- After checking out, previous residents of Hall may not for any period of time – move into a friend’s room at Hall or live in Central Block areas. This is considered to be trespassing and offenders will be asked to leave.

**Student ID Card**

In addition to your room your Student ID card will open communal areas such as the:

- Computer Lab
- Laundries
- External doors (to each block)

If you lose your student card, please report this to the Front Office or to the Senior Resident on Duty so that access can be removed to protect Hall security. A replacement student ID card can be organised through Student Central and a temporary card can be obtained from the front office.

**Room Inventory**

All residents of Hall are required to inspect and verify the condition of their room, furnishings and fixtures upon arrival. Please report any deficiencies on the Room Inventory Form you received in your Welcome Pack. This form must be completed and returned to the Front Office within 48 hours of your arrival. On departure, the resident’s room will be inspected and any damage/loss etc, except for ‘fair wear and tear’, will be noted and charged directly to the resident. You must inform the office of any damages in your room when you check in. If you fail to do so, you may be held liable for those damages when you check out of the room.
Burton and Garran Hall: Safety

Remember all electrical appliances in Australia are 240 volts. When using electrical equipment:

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

Burton and Garran Hall: Communication

‘Hallwide’ weekly email
This is sent out Tuesdays. All official information will be in Hallwide (eg room check notifications, deadlines, offers to renew contracts, building works and so on). If you don’t receive any emails from the office for about two weeks please notify the office as something isn’t working as it should.

We recommend you link your university email address to any address you use frequently as emails from us will be to your university email address.

Website
Familiarise yourself with redbacks.org The site is being developed to be more user friendly and full of information.

Facebook
You will be invited at the beginning of the semester to join the Hall facebook pages: Banter (the forum for all your unofficial concerns about lost items, sharing lifts, kitchen shaming and general *funny*posting), and Official (this is where you can find announcements and updates from the leadership teams at B&G such as BAGMA, SRs, Academic Team, Transport, GSAs, MHAs, AEOs and Spiderbites – and sometimes messages from the Head, Dep Head and Community Coordinators.)
ANU Halls of Residence Alcohol Policy

ANU Halls of Residence acknowledge that while there is a general social and legal tolerance of controlled drinking in Australia. Alcohol is responsible for a considerable burden of death, disease and injury in Australia, and the consumption of alcohol is often a contributing factor in serious incidents that occur within residences.


The decision to consume, or not consume alcohol is a personal one, however, ANU Halls of Residence operate on the premise that individuals accept responsibility for their behaviour and actions at all times, including when under the influence of alcohol. If you choose to consume alcohol you are expected to do so in a responsible manner that does not cause stress, intimidation or discomfort to others. If you choose not to consume alcohol, you should have the opportunity to live in an environment where alcohol consumption does not cause you to feel stressed, intimidated or discomforted.

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

• Putting pressure on another resident to drink alcohol or drink more alcohol than they judge to be reasonable;
• Supplying alcohol to anyone under the age of 18;
• Using drinking equipment such as kegs, hoses, funnels, punchbowls, etc. in the consumption/mixing of alcohol. Such items can lead to irresponsible and dangerous drinking behaviours, and may be confiscated and discarded by staff without notice;
• Manufacturing alcohol;
• Participating in, organising or supporting any activity that encourages the rapid consumption of alcohol e.g. competitive drinking, drinking games using alcohol, etc;
• Excessive consumption of alcohol;
• Prizes or incentives in the form of alcohol for any event or competition;
• Marketing for events identifying access to free or cheap alcohol as a primary incentive for attendance; and
• Accepting sponsorship on behalf of the Hall or entities established under the auspices of the Hall from companies associated with alcohol.

Underage residents
The ANU Liquor Statute 2015 prohibits any person under 18 years from selling, supplying, purchasing, possessing or consuming alcohol in their residence or anywhere on University premises.
Excessive Consumption of Alcohol

You can expect follow-up action to be taken by a Community Coordinator, Deputy Head, Head of Residence or delegate of a Head or Deputy Head of Residence (usually you will have the opportunity to select which staff member to speak with at B&G) if your excessive consumption of alcohol results in:

- Physical or psychological harm to yourself or others;
- Intervention by security, emergency services (police, fire or ambulance) or a staff member;
- Damage to property;
- Damage to the reputation of the University and of the residences within the University and the wider community; or
- Any other behaviour deemed to be in contravention of the Handbook, this Guidebook, or your occupancy agreement. In our response to such incidents, and in any decision making that follows, you can expect us to prioritise the wellbeing and safety of all residents and look for solutions that facilitate learning and personal development for the residents involved.

Events where alcohol is served

All events organised for residents, held in or outside the Hall, where alcohol is served, must receive prior approval from the Head of Residence or their delegate through a formal approval process. In doing so, event organisers will be guided to ensure that their event:

- Does not involve any prohibited activities mentioned above;
- Provides an adequate amount and type of food in respect to expected participant numbers and timing of the event;
- Provides equal access to non-alcoholic beverages; and
- Provides access to drinking water for attendees free of charge.

Alcohol related problems

The Hall will be responsive to the needs of residents with alcohol related problems through appropriate support and referral mechanism.
Unfair treatment, harassment, other grievances:

The University has established a Student Complaint Resolution policy and procedure which covers students' complaints about unfair treatment in a course, discrimination, sexual or other harassment, bullying, and other grievances that arise during the student's time at the ANU.

Residents are encouraged to come forward with a complaint in the knowledge that a responsible Officer will take prompt and effective action to resolve it. The responsible Officers are the Head of Residence, Deputy Head and the Administration Manager at Burton & Garran Hall. Complaints are considered seriously, expeditiously and sensitively, with due regard to procedural fairness and confidentiality. Students may also seek advice from:

- The ANU Students Association (ANUSA)
- The Postgraduate and Research Students Association (PARSA)
- Senior Residents who are also trained contact people for issues of harassment.

The ANU has numerous policies and procedures which can be found in the policy library: policies.anu.edu.au
In an Emergency call 000

When you ring 000, you will be asked:

Do you require police, fire or ambulance services? Your call is then transferred to the appropriate service. When your call is answered by ambulance you will be asked for your location.

Where are you? (the exact address and location). Please include any specific instructions which will allow us to locate you quickly. Be aware that ambulance vehicles may not be able to enter undercover car parks due to height restrictions. In this case another route should be advised.

What is the call back number? (the phone or the person with the phone should be located close to the patient and should have knowledge of the patient’s condition).

It is important that we are provided with information on the current status of the patient, particularly if they are awake, talking and breathing normally or not.

You will also be asked:

How old is the patient?

Is the patient awake, talking and breathing normally?

Why do you need an ambulance? What is the immediate issue? We will want to know the patient’s current condition/problem and any relevant medical history.

Listen carefully and answer the questions (these questions do not delay a response being dispatched in a life threatening situation).

- Do not hang up until you are instructed to. If the line you are calling from is the only available phone line and you absolutely need to make a call, keep it short in case we need to call back for further information.
- We will walk you through what to do and may need to provide pre-arrival advice. We do not know you, your level of skill or experience, what equipment is available or how you manage in a stressful situation. Our instructions are designed to be safe and simple. Please be patient and listen carefully.

What helps the attending crew:

- If possible have someone to direct us in, particularly if the location may be hard to find. Provide a clear access route to the patient.
- Current medical information and a list of current prescription and non-prescription medications copied or written out in a form we can take with us.

Please note that ambulance vehicles are not equipped to transport wheelchairs, walking frames or large amounts of belongings as these cannot be safely restrained. Such items must be transported privately.
### A BLOCK

**A G**

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Angus Harden</td>
<td>Senior Resident</td>
</tr>
<tr>
<td>Michael (Joe) Casey</td>
<td>Spiderbites Assistant</td>
</tr>
<tr>
<td>Alexandra (Alex) De Souza</td>
<td>BAGMA President</td>
</tr>
<tr>
<td>Maxine MacDermott-Opeskin</td>
<td>Gender and Sexuality Advocate (GSA)</td>
</tr>
</tbody>
</table>

**A 1**

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Damian Mazur</td>
<td>Senior Resident</td>
</tr>
<tr>
<td>Carmen Ho</td>
<td>BAGMA Sports rep</td>
</tr>
<tr>
<td>Jozef Meyer</td>
<td>Transport Team</td>
</tr>
<tr>
<td>Subeen Lee</td>
<td>BAGMA International rep</td>
</tr>
</tbody>
</table>

**A 2**

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kavinenh Mohanraj</td>
<td>Senior Resident</td>
</tr>
<tr>
<td>Clare Lo</td>
<td>Mental Health Advocate (MHA)</td>
</tr>
<tr>
<td>Madeleine (Maddie) Sinnis</td>
<td>BAGMA VP Admin</td>
</tr>
</tbody>
</table>

**A 3**

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shoshana Rapley</td>
<td>Senior Resident</td>
</tr>
<tr>
<td>Vikrum Sithambaram</td>
<td>BAGMA Treasurer</td>
</tr>
<tr>
<td>Samantha (Sam) Carey</td>
<td>Spiderbites Coordinator</td>
</tr>
</tbody>
</table>

### B BLOCK

**B G**

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Michael Loo</td>
<td>Senior Resident</td>
</tr>
<tr>
<td>Andrei Markhachov</td>
<td>Academic Team</td>
</tr>
</tbody>
</table>

**B 1**

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kathryn Lee</td>
<td>Senior Resident</td>
</tr>
<tr>
<td>Claire Fitzgerald</td>
<td>BAGMA Greens rep</td>
</tr>
<tr>
<td>Abbey Morris</td>
<td>Mental Health Advocate (MHA)</td>
</tr>
</tbody>
</table>

**B 2**

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jemimah Hamilton</td>
<td>Senior Resident</td>
</tr>
<tr>
<td>Vegnesh Ganesan</td>
<td>BAGMA International rep</td>
</tr>
<tr>
<td>Darcy Bembic</td>
<td>Gender and Sexuality Advocate (GSA)</td>
</tr>
</tbody>
</table>

**B 3**

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alexandra (Ali) Gorman</td>
<td>Senior Resident</td>
</tr>
<tr>
<td>Elizabeth (Lizzie) Palmer</td>
<td>BAGMA Culture rep</td>
</tr>
<tr>
<td>Hang (Aaron) Zhou</td>
<td>Academic Team (IT)</td>
</tr>
</tbody>
</table>
### B&G Leadership Team 2018

#### C BLOCK

**C G**
- Michelle Wu  
  Senior Resident
- Kristina (Kristy) Bergmark  
  Spiderbites Assistant

**C 1**
- Langdon Hollands  
  Senior Resident
- Veeanna Lee  
  Alumni Engagement Officer (AEO)
- Nicholas (Nick) Collings  
  Spiderbites Assistant
- Ella Gillespie  
  BAGMA Community rep

**C 2**
- Charles (Charlie) Henshall  
  Senior Resident
- Brooke Farr  
  BAGMA Arts rep
- Sophie Moss  
  Academic Team
- Katherine (Kate) Wilson  
  BAGMA VP Social

**C 3**
- Amanda Dheerasekara  
  Senior Resident
- Holly Stapledon  
  BAGMA Sports rep
- Junran (Sam) Yang  
  Transport Team
- Lachlan (Lachy) Day  
  BAGMA Arts rep

#### D BLOCK

**D G**
- Lucas Edmunds  
  Senior Resident
- Sophia Xian  
  Academic Team
- Anaiteraii (Ana) Lewis  
  Spiderbites Assistant

**D 1**
- Amani Hanna  
  Senior Resident
- James Henderson  
  BAGMA Sports rep
- Naomi Lee  
  Academic Team

**D 2**
- Marine Schmitt  
  Senior Resident
- Patrick Bruce  
  BAGMA Communications and Media
- Olivia Gates  
  Academic Team

**D 3**
- Saye Kaeo Saylan  
  Senior Resident
- Georgina Campbell  
  BAGMA Communications and Media
- James (Jim) Trihey  
  Alumni Engagement Officer (AEO)
Useful phone numbers:

9am-5pm **Front Office** 6184 0000 (or 40000 internal phone)

This is also the number you ring if you are locked out of your room Mon-Fri between 9am and 5pm.

**ANU Security** 61252249 (or 52249 internal phone)

**Police/Ambulance** 000

After Hours **Home Doctor** Service 13SICK 137425
24 hour health advice **Healthdirect** 1800 022 222

**SR on Duty** 5pm-9am and on weekends and Public Holidays
6184 0040 (or 40040 internal phone):

Please call the Duty SR for assistance if you:
- Are locked out of your room,
- Are in a state of emotional distress,
- Have had an accident requiring first aid (unless severe in which case call an Ambulance immediately 000 and then call the Duty SR to assist),
- Experience flooding of part of the hall,
- Have a noise complaint to register,
- Or something similar.

Duty SRs do not stay awake all night waiting for your calls, they sleep, and respond to calls – so please don’t wake them for things that can wait until the office is open or that can wait until the morning.

Please don’t ring the Duty Phone during Front Office hours – ring the Front Office instead (6184 0000).

Thank you kindly.

*We hope that this Guidebook assists your life at B&G.*

*Please let us know if there is any information that you believe would be useful for us to add to the Guidebook.*