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ACU
AUSTRALIAN CATHOLIC UNIVERSITY

Camillus and Managed Residences
Student handbook

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

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

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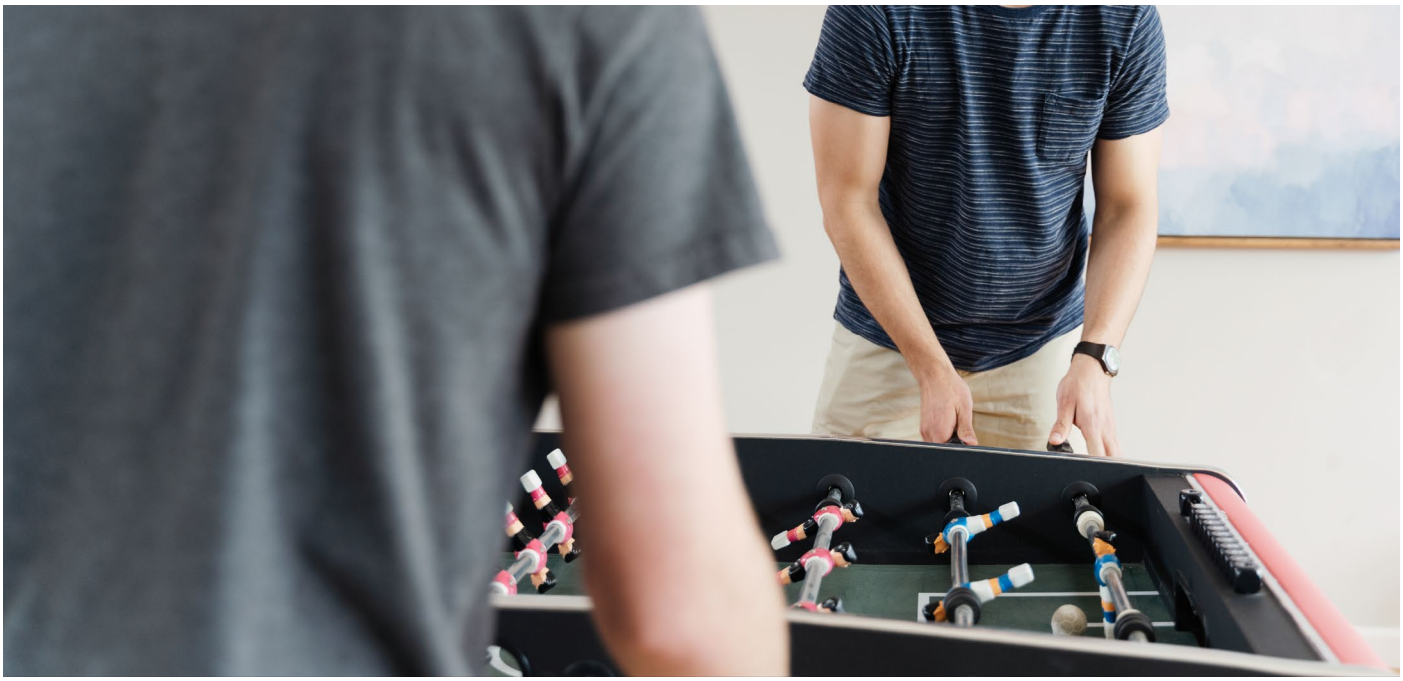
Residential life



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

Residential support team

RESIDENTIAL MANAGEMENT AND ADMINISTRATION TEAM

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

RESIDENTIAL ADVISOR TEAM

Our Residential Advisor team (RAs) consists of full-time students who live in residence. They are responsible for developing and delivering the Residential Life Program. This program consists of regular in-house events that are aimed at ensuring each resident has a positive and enjoyable experience living in residence. The RAs are also on hand to assist with any urgent enquiries. If you require an RA to respond to a situation, please contact them via the duty phone (see Important Contacts on page 24).

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

Arrival process

CHECK-IN

You will be contacted for the check-in date. Once you arrive, a staff member will provide you with a welcome pack containing your key, wifi information (Camillus & St Columba's only), maps of the local area, transport information, and a room condition report. For late check-in, please speak to the accommodation office to arrange.

Managed Residential students can arrange pick up their welcome pack including their key on or after their contracted check-in date from the Student Accommodation office on campus. Pre-arrival emails will be sent to give you information and instructions.

ROOM CONDITION REPORT

Please complete the room condition report and return it to the front desk within two days of check-in. The report is in place to support you in communicating any pre-existing damage so that you are not held liable upon checkout, so please ensure you complete it thoroughly.

Under 18s

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

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

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

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

Residential life events

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

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

- Spiritual
- Social
- Academic
- Health and wellbeing
- Cultural and community

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

Services for residents

The Student Accommodation offices on campus is open from 9am to 5pm Monday to Friday. The offices are On-Campus, located opposite the AskACU desk in the Carn Brea building.

If you require an RA to assist you with an urgent situation after-hours, please contact them via the duty phone number, **+61 455 053 173**. Residential Advisors will not respond to requests via their personal phone or social media.

Staff can be contacted during office hours on (03) 5336 5321 or (03) 5336 5323. Please ensure you have the office and duty phone numbers noted down.

Contact hours may be reduced over holiday periods; residents will be notified if any changes occur.

MAIL

Managed Residences mail should be addressed to your accommodation address directly. Camillus - your address will need to be prefixed by your house number e.g. House 12, 79-83 Gillies Street South, Alfredton VIC 3350.

MAINTENANCE

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

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

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

BIKE HIRE

At Camillus, we provide bicycles for residents to use subject to availability. Residents must provide their own helmet. Please see Residential Advisors to rent a bike.

Services for residents

LAUNDRY

Each house has a washing machine and dryer, an iron and ironing board and some cleaning equipment (mop bucket etc) available for use. Should you need these items replaced or repaired, please log this via the maintenance portal. Expendable cleaning products (soap and cleaners) are a household responsibility to be discussed as a group.

PARKING

Parking is available at Camillus and requires downloading of the Remootio App, a QR code will be provided on arrival and you can use your phone to operate the gates.

Managed residence parking is unique to each house and where there is a garage, please discuss it as a house group for equitable use.

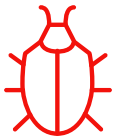
RUBBISH REMOVAL

Please ensure rubbish is always removed in a timely manner. Bins are located behind your house. Be sure to make use of the yellow bins for recycling and the red bins for general rubbish.

Camillus: Students are responsible for putting their bins out in the service road on Monday night and bringing them back in, no later than Tuesday night.

Managed Residences: Students are responsible for determining when rubbish is collected for their property and putting their bins out on the appropriate night and bringing them back in, no later than the following night. This information is available on the Ballarat City Council website.

Services for residents



PEST CONTROL

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

- crumbs and food scraps are disposed of
- dirty dishes are not left out overnight
- rangehood, benches and stove tops are regularly wiped down
- food is sealed or covered properly
- cupboards are wiped clean as necessary
- rubbish is emptied in a timely manner
- kitchen floors are mopped regularly.

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

INTERNET

We provide you with wifi access to the internet. You transfer and receive data at your own risk. You must comply with our reasonable directions concerning your use of the wifi service. You cannot resell or resupply the wifi service.

You must not use the wifi service:

i. to break any law or to infringe another person's rights

ii. to expose us or our third-party suppliers to liability

iii. to transmit, publish or communicate material, which is defamatory, offensive, abusive, indecent, menacing or unwanted; or

iv. in any way which damages, interferes with, or interrupts the internet services, the network on which the Wi-Fi services are supplied, or any other network.

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

University support services

COUNSELLING

ACU offers free and confidential counselling to ACU students who are experiencing mental health, personal, study or work-related issues. As an ACU student, you can make an appointment with our counselling service to reduce stress and get back on track. Our counsellors are experienced and trained psychologists or social workers who deliver specialised programs in the areas of mental health, emotional wellbeing and enhancing mental resilience. And they are trained to help students to successfully complete their studies.

As an ACU student, you'll have access to 6 free counselling sessions per year. Appointments with ACU counsellors can be made by current students through the Student Portal.

ACU takes a person centered, trauma informed approach to concerns of gender-based violence.

Please contact the Safeguarding and Student Safety team in accordance with ACU's Student Prevention and Response to Gender-Based Violence Procedure, if you would like to make a disclosure or complaint regarding an incident of gender-based violence that occurred at your ACU student accommodation.

DISABILITY SUPPORT

If you are a student with a diagnosed health condition, disability, mental health condition, or have significant carer responsibilities that may impact your studies, we can give you the support you need.

Our disability support team can help you access a range of learning support services, including educational adjustments, such as exam arrangements, assistive technology and course materials in alternate formats.

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

CAMPUS MINISTRY

Saint Thomas Aquinas Chapel on the Ballarat Campus holds mass every Wednesday at 12pm. The chapel is also open for private prayer and reflection most days. Mass dates and times can be found here.

ACADEMIC SKILLS UNIT

The Academic Skills Unit is a team of educational experts available on each campus to support students in their transition to university and throughout their degree. They offer assistance in developing essential skills for academic success, including study skills, academic writing skills, academic referencing skills, maths and numeracy skills, and exam preparation strategies. This support is aimed at helping students excel in their university studies. You can learn more about the unit on the Student Portal.

CAREER DEVELOPMENT AND EMPLOYABILITY SERVICES

Key services for students include ACU CareerHub, an online portal for job opportunities and appointments; ACU Career Directory, offering exclusive access to graduate jobs and career advice; Application Assist, guiding students through building job application documents; Careers and Employability, providing career advice, workshops, and employer events; and Student Jobs on Campus (SJC), offering paid employment opportunities on ACU campuses while studying.

ACU INTERNATIONAL

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

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

Our community

Community spirit

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

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

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

ACU Conduct Policy

Procedures for Dealing with Alleged Breaches of Student Conduct.

Community spirit

COMPULSORY INDUCTION PROGRAMS AND MEETINGS

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

Residential induction

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

1. Respect.Now.Always

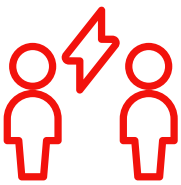
This online component will be compulsory for all residents to attend prior to arriving at residence. It will focus on ACU's Student Accommodation's zero tolerance for sexual harassment and assault.

An annual survey will be conducted within residence. The data collected from this survey will assist the university to track its management of gender-based violence, including any sexual misconduct in residence. This data helps to improve incident management and response.

2. Face-to-face inductions

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

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



Community or disciplinary related meetings

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

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

Failure to respond to Residential Management within a reasonable time frame may result in disciplinary action.

Behaviour and respect

SEXUAL MISCONDUCT

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

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

You can find information on:

- consent
- reporting an incident
- finding support

via the ACU Respect.Now.Always website. Please also refer to ACU's Student Sexual Misconduct Prevent and Response Policy for more information.

To report sexual assault or sexual harassment, residents can speak to an onsite Safety Support Officer or one of the Living & Learning Communities staff (Monday to Friday, 8am-5pm) or a Residential Advisor; or contact the ACU National Security Centre on 1300 729 452.

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

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

Behaviour and respect

GENDER BASED VIOLENCE

Gender-based violence is defined as any form of physical or non-physical violence, harassment,

abuse or threats, based on gender, that results in, or is likely to result in, harm, coercion, control, fear or deprivation of liberty or autonomy. LLC does not tolerate any form of Gender based violence. Any concerns regarding Gender-based violence will be taken seriously and will be dealt with in accordance with ACU's *Prevention and Response to Gender-Based Violence Policy* and ACU's Student *Prevention and Response to Gender-Based Violence Procedure*.

HAZING, DISCRIMINATION AND HARASSMENT

LLC focuses on providing welcoming, supportive and a friendly home-away-from-home. Every resident deserves respect from their peers. We encourage all our residents to one other as equals and to be a valuable member of their residential community.

We will not tolerate any form of bullying (including cyber-bullying), harassment or discrimination against any resident of our community. This includes any activity or event that aims to humiliate, degrade or impose emotion and/or physical harm to an individual. Additionally, any verbal, written communication that offends, humiliates, or intimates another resident will also not be tolerated.

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

VISITORS

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

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

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

PARTIES AND GATHERINGS

Please chat with staff at the front desk and refer to visitor rules before organising a gathering within the residence.

Visitors must observe property rules and may be asked to leave if they fail to do so. You are responsible for any visitors you invite into the property and are liable for the cost to repair any damage they cause. If you are inviting multiple visitors inside, please ensure that you are able to be with your group at all times.

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

We want you to enjoy the shared facilities, and bins are provided in the common area. It is the party organiser's responsibility to ensure our common place is tidy and clean after your gathering. Cleaning fees may apply if you fail to do so.

SMOKING AND VAPING

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

If residents wish to smoke, they must cross Australia Street to Camperdown Oval and place their used butts in the council bins provided. Residents are responsible for disposing of their cigarette butts thoughtfully.

Behaviour and respect

DRUGS AND ALCOHOL

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

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

Student welfare is our primary concern, so if you or a friend needs help, please call the duty phone so staff can assist you.

PRESCRIPTION MEDICATIONS AND CONTROLLED SUBSTANCES

If you are taking prescription medication that falls under the category of a controlled substance – such as medical cannabis – you must notify the National Manager, Student Accommodation. Approval is required before bringing any controlled substance onto campus.

To apply for approval, you must submit a Medical Practitioner Report completed by your GP.

Please note the following guidelines:

- Sharing or selling your medication is strictly prohibited and illegal.
- If approval is granted, the medication must be stored in its original pharmacy packaging and taken only as prescribed.

NOISE

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

Fees and payment information

OCCUPANCY FEES

Occupancy fees are all-inclusive, covering electricity, water and a basic internet package (Camillus and St Columba's only).

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

If you wish to pay upfront with a one lump sum amount, please email us on studentaccommodation.vic@acu.edu.au to arrange.

If a direct debit payment is declined, residents will be directed to pay via the online portal to make up the payment. If payment is not reconciled by 5pm the following Monday, you will incur a late payment fee of $30.00.

If you need an extension on your payment, please speak to the accommodation staff on or before the Thursday before occupancy fee is due.

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

BALLARAT ACCOMMODATION – FORTNIGHTLY OCCUPANCY FEE SCHEDULE 2026

		PERIOD COVERED		
RENT DAY		FROM	TO	DAYS
Monday	15/12/25	15/12/25	28/12/25	14
Monday	29/12/25	29/12/25	11/01/26	14
Monday	12/01/26	12/01/26	25/01/26	14
Monday	26/01/26	26/01/22	08/02/26	14
Monday	09/02/26	09/02/26	22/02/26	14
Monday	23/02/26	23/02/26	08/03/26	14
Monday	09/03/26	09/03/26	22/03/26	14
Monday	23/03/26	23/03/26	05/04/26	14
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Monday	20/04/26	20/04/26	03/05/26	14
Monday	04/05/26	04/05/26	17/05/26	14
Monday	18/05/26	18/05/26	31/05/26	14
Monday	01/06/26	01/06/26	14/06/26	14
Monday	15/06/26	15/06/26	28/06/26	14
Monday	29/06/26	29/06/26	12/07/26	14
Monday	13/07/26	13/07/26	26/07/26	14
Monday	27/07/26	27/07/26	09/08/26	14
Monday	10/08/26	10/08/26	23/08/26	14
Monday	24/08/26	24/08/26	06/09/26	14
Monday	07/09/26	07/09/26	20/09/26	14
Monday	21/09/26	21/09/26	04/10/26	14
Monday	05/10/26	05/10/26	18/10/26	14
Monday	19/10/26	19/10/26	01/11/26	14
Monday	02/11/26	02/11/26	15/11/26	14
Monday	16/11/26	16/11/26	29/11/26	14
Monday	30/11/26	30/11/26	13/12/26	14
Monday	14/12/26	14/12/26	27/12/26	14

Your room

CLEANING

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

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

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

ROOM MOVES/REQUESTS

Room number allocations are subject to change depending on availability at the time of your arrival.

Changing rooms during your occupancy agreement will incur a room move fee of $75.00. Speak with one of the office team for possible room types, and availability.

Speak with one of the office team members if you have any special requests, all requests will be based on availability. Allocations for single gendered apartments are also dependent on availability.

INSPECTIONS

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

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

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

PETS

Pets are not permitted in your room, common areas, or anywhere within your ACU residence precinct. This includes pets belonging to visitors.

Only registered assistance animals with prior written approval from ACU Student Accommodation are allowed.

Your room

ASSISTANCE ANIMAL

An *assistance animal* is defined under the *Disability Discrimination Act 1992 (Cth)* as one that is:

- accredited under relevant state/territory laws or by a recognised training organisation
- specifically trained to assist with a disability and meets public hygiene and behaviour standards.

To request approval for an assistance animal, you must:

1. provide at least 14 days' notice
2. liaise with the Student Accommodation team
3. submit a Medical Practitioner Form
4. provide evidence of registration with the relevant state-based authority for approval by the National Manager, Student Accommodation.

You are responsible for your assistance animal at all times.

DECORATING

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

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

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

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

BAR FRIDGE

Bar fridges are not allowed in Camillus Residence, expect for residents with specific medical storage requirement. Approval must be sought by the National Manager, Student Accommodation.

Safety and security

KEYS

Your key provides access to your house and room.

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

Never let anyone into the premises who you do not know. If someone tells you they are locked out, tell them you are not allowed to let them in and ask them to call the duty phone number. If you are concerned for your safety, please call the duty phone.

LOST KEYS AND LOCKOUTS

You are responsible for ensuring that you have your key on you when exiting your house. If you lock yourself out of your house when the accommodation office is attended, staff will be able to let you into your house free of charge.

If you are locked outside the normal office hours of 8am-5pm, including the weekends and public holidays when the front desk is not attended, you will need to call the RA duty phone number in order to receive instruction on how to access the lock box for a temporary key. You will be charged a $50.00 administration fee. From time to time, office hours may vary.

HEATERS

Fan and element heaters are not to be used in the residence as they pose a high fire risk. If you wish to have a heater inside your room, please purchase a safer oil column heater. If you are found to have a fan or element heater in your room, it will be removed at your own cost. Oil column heaters can be hired from the front desk for the colder months. Limited supply available.

COVID-19

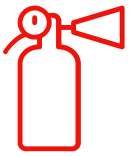
ACU's Living and Learning Communities will continue to provide support to residents and assist those required to isolate should one of its residents generate a positive test result.

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

- social distancing
- educational signage that focuses on hygiene measures and guidelines.

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

Safety and security



FIRE SAFETY

Residents must always vacate the premises in case of a fire alarm. Not doing so puts yourself and others at risk and will lead to disciplinary action. Please familiarise yourself with the emergency evacuation diagrams posted on your level and follow instructions from staff.

To prevent a false fire alarm:

- do not use candles, incense, or any type of flame
- do not smoke on the property
- always cook with the rangehood fan on
- pay attention while cooking to prevent smoke
- do not spray any aerosol cans directly under the smoke detector
- utilise the false fire alarm button if you do not have a real fire in your apartment.

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

- press the fire alarm button
- turn on the rangehood fan and ceiling fan
- open any windows and fan the smoke away from the alarm
- do not open your apartment front door because if the smoke reaches the hallways the fire alarm will go off immediately.

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

EMERGENCIES

In the case of an emergency, please contact emergency services by calling 000. After contacting emergency services, please immediately contact staff by calling the duty phone number 0455 053 173 so they may assist you.

Getting around

THE LOCAL AREA

Ballarat is a regional city with all the modern amenities of larger cities while retaining the country feel of a large town. Parking is usually easy to find and navigating the city is easily done with residents recognising that the city revolves around Sturt St as the main thoroughfare.

PUBLIC TRANSPORT

ACU campus is close to most of our accommodation but there are public transport options. There are buses running throughout the city and you can find your best options here.

TRAVELLING TO ACU CAMPUSES

Travel to the Ballarat campus is easy and as most students drive, if you don't have transport, its more than likely you can catch a ride with fellow residents and parking is plentiful. Just talk with your housemates. Most houses are walking or bike riding distance from campus and there are buses and taxis available as well.

Departing from residence

Residents are responsible for noting the end date of their contract and preparing for check-out. Please advise the team of your check-out time and date, particularly if it is prior to the end of your contract end date. You are required to vacate your house prior to 10am on the contract end date.

EARLY DEPARTURE

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

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

FINAL CLEAN

All residents are required to pay a standard $90 maintenance fee via the portal prior to checking in to your house. This fee is required to cover items that need regular cleaning, such as steam cleaning carpets and mattresses. This fee is not intended to cover a final clean of your room when checking out of the property. Before you check-out, please ensure that your house is thoroughly cleaned, and all personal items and rubbish are removed to avoid additional cleaning charges.

If you would like to arrange for a professional departure cleaning, please speak to accommodation team for pricing.

KEY RETURN

Once you have cleaned and removed all personal items from your apartment, you can drop your key into the key return box in the foyer. If you fail to return your key, you will receive a $20 lost key charge.

Departing from residence

DEPARTURE INSPECTIONS

Houses are inspected **after** departure. You will be held liable for any damages not raised in your room condition report on check-in. If the room is not thoroughly cleaned, professional cleaners will be contracted to clean the house at a cost to you. The final clean of the house is a responsibility shared between all residents in the house. If issues are found in the final inspection and not remedied by house mates, professional cleaners will be contracted to clean the house. The cost of cleaning common areas will be divided among the residents in the house.

SECURITY DEPOSIT

Security deposit refunds are initiated after a departure inspection. If professional cleaning is deemed necessary or any damages necessitate repair or replacement, residents will be held responsible for these costs. Such charges, along with any outstanding account fees, will be deducted from your security deposit.

The balance of the security deposit will be returned to the original account from which it was initially deducted within 30 days of your departure. In the case that the original account has been closed, kindly reach out to our front desk team before checking out. They will assist you in arranging a new security deposit refund form and a statutory declaration to confirm the closure of the initial account.

ACU may deduct an amount from the security deposit for:

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

Important contacts

BALLARAT ACCOMMODATION– IMPORTANT CONTACT DETAILS	
CONTACT	**PHONE/EMAIL**
Emergency Services (Fire, Ambulance and Police)	000
Student Accommodation Office	(03) 5336 5321 or (03) 5336 5323 studentaccommodation.vic@acu.edu.au
Residential Advisors	0455 053 173
After Hours Duty Manager	0417 788 240
ACU Counsellors	Counselling.Ballarat@acu.edu.au
Campus Ministry	(03) 5336 5311
Ballarat Health Services	(03) 5320 4000
Eureka Medical & Dental Centre	(03) 5309 1111
International Student Advisor	(03) 5336 5311 or intadviser.balacu.edu.au

LGBTIQ+ SUPPORT

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

STAY UP TO DATE

facebook.com/acu.accommodation/

@acu.accommodation

Student Living (Camillus and Managed Residence, Ballarat)

CRICOS registered provider: 00004G | PRV12008