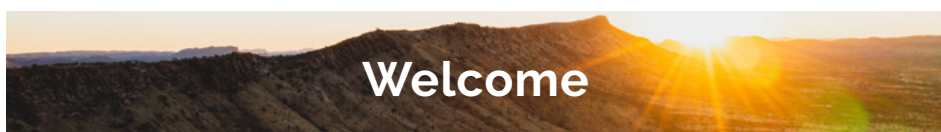




# Alice Springs Student Accommodation Resident Handbook





## Introduction

This handbook is a resource designed to provide you with helpful information about your stay at Alice Springs Student Accommodation (ASSA) and the services provided. It also contains information on regulations and codes of conduct associated with your stay.

All guests are expected to read and accept the conditions of residence as set out in this information handbook. Lack of awareness of these conditions will not be accepted as an excuse for non-compliance.

## Who's Who



**Jade Kurray**  
**Accommodation Supervisor**  
**08 8959 5295 | [alicesprings.accommodation@cdu.edu.au](mailto:alicesprings.accommodation@cdu.edu.au)**

Jade is responsible for the coordination of the day-to-day operations at CDU's Alice Springs Student Accommodation (ASSA).



**Cathryn Hoyne**  
**Business Manager**

Cathryn, based in Darwin at International House Darwin (IHD), oversees accounts and business functions within Accommodation Services, offered by CDU in Alice Springs (ASSA), Katherine (KSA) and Darwin (IHD).



**Philip Mosely**  
**Manager Accommodation Service**

Based at Darwin at International House Darwin (IHD), Philip oversees the management of accommodation facilities offered by CDU in Alice Springs (ASSA), Katherine (KSA) and Darwin (IHD).

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## The ASSA Office

The ASSA Office is where you should make enquiries about accommodation, activities and maintenance.

Contact details:

**Phone: 08 8959 5295**

**Email: [alicesprings.accommodation@cdu.edu.au](mailto:alicesprings.accommodation@cdu.edu.au)**

**Location: Red Building 1, CDU Alice Springs Campus**

**Website: [cdu.edu.au/assa](http://cdu.edu.au/assa)**

The ASSA Office hours are as follows:

- Monday to Friday from 8:30am to 4:30pm
- closed weekends and public holidays

In the ASSA Office area, you will find:

- local information
- bus timetables
- taxi contact details
- maps

If check-in is required on a weekend or public holiday, instructions will be sent to the guest.

## Contacting on-call staff

Security is available outside of office hours. Please use the duress phones on B Block's exterior wall (near the BBQ area) and on the exterior fence next to the Accommodation Office.

Alternatively, you can call security from your mobile.

A lockout charge applies (up to \$70) between 5pm and 8am (Monday to Friday) and weekends for those who have locked their room key in their room or require issuance of a replacement key.

A security call-out fee for non-security related incidents is up to \$70 between the hours of 5pm and 8am (Monday to Friday) and weekends.

**Security: 0428 816 741; 08 8959 5444 or 08 8955 5888.**

## After-hours phone

After-hours phones are located next to:

- the ASSA Office
- B Block exterior wall (near the BBQ area)

If you need to contact security, you can use these phones to contact them directly. Simply pick up the phone on the wall and press either the AS or security button to be forwarded to the person on duty. A security call-out fee for non-security related incidents is \$70 between the hours of 5pm and 8am (Monday to Friday) and weekends.

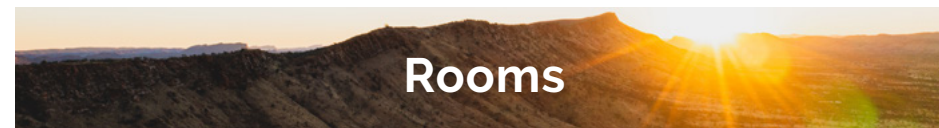
Alternatively, you can call security from your mobile by dialling the phone number above.

## ASSA communication

The primary means of communication within ASSA is by email, so it is important that you inform the ASSA Office immediately of any changes to your email address.

Communication is also provided to you via:

- notices posted on notice boards in kitchens or communal areas
- mobile phone
- information conveyed in-person
- specific notices to individuals posted on their doors



## Occupying your room

Your room is occupied by you under the ASSA Terms and Conditions, which you signed to accept your place at ASSA. You may not permit anyone else to use your room during times you are away or to live in this room with you. Only ASSA Management can offer rooms. If you give your keys to someone else to use your room and/or the ASSA facilities, you break the terms of your agreement which may result in a penalty action.

You must live only in the room allocated to you and may not move to another room within ASSA without approval from ASSA Management. At the discretion of ASSA Management, you may be required to move to another room during the vacation periods or at any other time during your residency for maintenance or other reasons.

You are entitled to occupy the room allocated to you by ASSA for the dates stated to you in your offer letter. Extension of your stay is by further arrangement with ASSA. Current occupancy of your room does not guarantee you the right to future accommodation in ASSA. Future bookings will be assessed based on past behaviour during residency.



## Checking in & out of ASSA

ASSA is in the Red Precinct of CDU. When you arrive at ASSA, please come directly to the ASSA Office at Info Shop in Building 4. If you arrive outside of business hours, please use the After Hours Phone on the fence to contact staff.

Check-in time is from 2pm to 6pm daily.

Check-out time at ASSA is 9am. This allows for the logistics of room cleaning and preparation between bookings.

All keys must be returned to the ASSA Office prior to departure. During office hours, staff will attend to all check-ins and check-outs. If you are checking-out outside of office hours, please leave your room key in your room and lock the door as you leave.

Fees apply for a late check-out. If you are departing Alice Springs on a late flight, luggage storage is available. Please contact the ASSA office if you need to store any luggage.

## Identification

You will need to show some form of identification (ID) upon arrival at ASSA (e.g. Australian driver's license, CDU Student ID card or passport).

ASSA staff may require you to produce photo ID when seeking assistance with access to your room, storage or other secured areas of ASSA. ID may be required for account queries or retrieval of lost property. In the event of a security incident, if an ASSA staff member or CDU security requests to see your ID, you must comply. Failure to do so may result in a fine.

## Your key

You will be issued with a swipe card which enables access to your room and ASSA common areas. Swipe cards provided are intentionally not labelled with an address or room number. This is to protect you against theft should the keys be lost or stolen. Please do not identify your keys with a name or address.

It is important you do not damage your swipe card in any way. Swipe cards that are lost or damaged must be reported to the ASSA Office immediately. You will need to provide appropriate identification to be issued a new card.

If you lose or damage your swipe card, you will be required to meet the costs of replacement. Replacement room swipe cards will be charged at \$20 for each individual swipe card lost or not returned to us (this is in addition to the lock-out fee if requested outside of office hours). If your swipe card is faulty please return it to the ASSA Office and it will be replaced at no charge.

You are not permitted to give keys to non-residents and/or other residents to access your room and/or common areas.



## Room security

Please ensure your room is always locked when unattended, even if you are only making a quick trip to the kitchen. We strongly advise that you do not leave valuables such as laptops, wallets, keys and bicycles unsecured or unattended at any time.

## Decorating your room

You are not permitted to paint or write on any surface in ASSA.

Most adhesives will damage paint and varnishes. Please do not place stickers or other adhesive decorations to the ceiling, walls or other surfaces in your room. Please do not use tape, nails or screws of any type. Damage to walls will require patching and could further result in the need to repaint an entire surface. If repairs are necessary, you will be charged the final cost.

Posters can be used to decorate rooms, but please ensure they are only affixed to walls using Blutak or a similar non-marking adhesive.



## Room furnishings & condition

When you move into a room please carefully inspect the room and its furnishings. Within 24 hours of moving in, any damaged items must be reported to the ASSA Office. Communication via email is accepted as notice of damaged/missing items. ASSA will follow up on all reported problems and take corrective action as appropriate.

Each bedroom is equipped with:

- 2 king single bed bases
- 2 king single mattresses
- 2 fitted sheets
- 2 desks
- 1 rubbish bin
- ceiling fan
- built-in wardrobe
- 2 pillows
- 2 mattress covers
- 2 mink blankets
- 2 lamps
- 1 fridge
- air conditioner
- 2 pillow cases
- 2 sheets
- 2 towels
- 2 chairs
- curtains
- TV

If you fail to advise the ASSA Office of any problem/s within 24 hours of moving in, it will be taken that you are satisfied with the condition of the room and that the room was in a good and undamaged condition at the commencement date of your contract.

Your room will undergo inspection on your check-out date. If there are any missing and/or damaged items or damage to the room/furnishings which have not been reported by you at the time of moving in, you will be charged a reasonable amount as determined by ASSA Management.

Do not place personal items such as pot plants or shoes in the walkways.

## Linen

Your room is supplied with a towel and bed linen. You are responsible for laundering and maintaining your allocated linen. All linen must remain in the room upon your departure.

This linen should be left for ASSA in a condition similar to that in which it was originally received.

## Air conditioners

The air conditioner in your room requires your swipe card to operate. This is due to the substantial expense and environmental impact of running air conditioners in unoccupied rooms. Keys found in air conditioners in unoccupied rooms will be removed, the room locked and the keys returned to the ASSA Office.

Air conditioners at ASSA are designed to operate in a sealed room. Please do not use the air conditioner while windows or doors to a room are open. This will strain the motor and cause malfunctions to the air conditioner. Please also close the doors of all air conditioned common rooms when entering or leaving. Windows in air conditioned rooms should be closed while the unit is operating.

## Repairs & maintenance

Upon check-in, you are responsible for the equipment and condition of your room and its contents. Please ensure that all the equipment is present and working when you check-in. If something is missing or broken, this should be reported to the ASSA Office within the first 24 hours.

Upon departure, you will be charged the final cost of any missing equipment and/or damage to your room.

Should a maintenance issue arise during your stay, please notify the ASSA Office so that repairs can be



arranged. When you log a job with the ASSA Office, you are agreeing to allow entry to your room by an employee of ASSA or subcontracted tradesman to fix the issue.

If routine maintenance work is required in your room this will necessitate entry to the room by an employee of ASSA or subcontracted tradesmen. Except in the case of an emergency, you will be advised if this is to occur.

## Moving furniture

The furniture and equipment provided in ASSA common areas and your room is to remain within that location and not to be relocated by yourself or others either outdoors or in other rooms.

## Cleaning your room

You are expected to keep your own room, shared bathrooms and common areas clean and tidy at all times. You will be charged the full cost of repairs if found responsible for any damage that exceeds reasonable wear and tear.

You are expected to maintain the hygiene standards of your room (and ensuite bathrooms) and to clean these on a regular basis.

If extra cleaning (that is beyond the standard vacate clean) is required after you have vacated your room, a cleaning fee will be deducted from your bond.



Cleaners are onsite to clean communal areas, however all guests share the responsibility for cleanliness and creating a pleasant living environment. You are expected to clean kitchen spaces after preparing food, to dispose of all packaging and rubbish into bins, and to leave bathrooms and common areas in a tidy condition.

## Room inspections & building conditions

Subject to complying with the provisions in the CDU (student residences) By-laws and the ASSA Terms and Conditions of Residency, ASSA Management reserves the right to enter any room:

- in the case of an emergency (as determined by ASSA Management at its discretion);
- inspection for health, safety and cleanliness standards;
- for the purpose of routine maintenance; and/or
- maintenance/repair if requested to do so by a resident.

You must not change any lock or place any additional locks on any door to your room.

Prior to departure, you may request a pre-inspection of your room by contacting the ASSA Office.



## Cooking

Cooking is prohibited in rooms and is only permitted in kitchens or the outdoor BBQ area. You are responsible for removing your own food, grocery items and cooking equipment from the kitchen after cooking and should be considerate of other residents who use the kitchen facilities. Bench tops must be wiped down after each use.

Cooking equipment such as electric kettles, toasters, rice cookers, electric woks and fry pans are not permitted in rooms. These will set off the fire sensors, requiring the evacuation of the whole building and an expensive call-out by the fire brigade. As of November 1, 2017, the call-out fee is approximately \$1800.

When using cooking equipment in the kitchen, you are required to comply with any signage installed in kitchens. Failure to do so is likely to set off the fire sensors in your kitchen.

If a false alarm occurs because you have failed to comply with the above rules, you will be required to pay the full cost of the call-out fee, together with any administration charge imposed by the fire brigade and/or ASSA Management.



## Smoking & vaping

If you are a smoker or a vaper, please understand that others may be quite sensitive to your habit and that it is reasonable for them to expect you to take action in ensuring your smoking and vaping does not impact others.

Smoking and vaping of any substance is prohibited in all ASSA rooms, buildings, undercover areas and within two metres of doorways, entrances, windows and air conditioners. Smokers must be mindful of not smoking near an open window.



Smoking may set off fire sensors resulting in building evacuation and a fire brigade call out. If you are responsible. If you are responsible for the fire brigade being called to ASSA, you will be required to pay the cost of their attendance, together with any administration charge imposed by the fire brigade and/or ASSA Management.

Smokers must dispose of their cigarette butts responsibly and not litter gardens or walkways. Fines and disciplinary action may apply if you are found to breach any of the above.



## Weapons

Weapons, including knives, firearms and ammunition are strictly prohibited on ASSA premises. This includes storing any weapons in your room.

If you are found to be in possession of any weapons, this may be taken as grounds for eviction and you may be fined.



## Flammable items

Flammable and dangerous items such as fireworks, flammable liquids, fuels, gases, motor oils, home brewing/distilling equipment, bug/pest control bombs, etc. are forbidden at ASSA.

If you are found to be in possession of any flammable items, this may be taken as grounds for eviction and you may be fined.

## Illegal drugs

Illicit drugs are strictly forbidden at ASSA. The possession, cultivation, use or sale of any non-prescribed or illegal drugs and/or the possession of any equipment to aid the use of illegal drugs or substances is prohibited.

If you are found to be in breach of this rule in any form, it is considered serious misconduct and consequently ASSA Management reserves the right to immediately terminate your Residential Agreement and also report the incident to the police.







## Animals

Animals including pets are not allowed at ASSA. Please also do not feed the wildlife that frequent ASSA.



## Services & Facilities

### Personal mail

The CDU Info Shop provides a mail receiving and holding service for ASSA guests. If you need to have mail delivered to you, please use the following:

**'Your Name'**

**Charles Darwin University**

**Alice Springs Student Accommodation**

**PO Box 795**

**Alice Springs**

**NT 0870 Australia**



Your mail will be delivered to CDU's on-campus Info Shop. It is your responsibility to check the Info Shop regularly to see if you have any mail. The Info Shop will return any mail back to the sender if it is not collected within four weeks.

### Library services

CDU's Alice Springs Campus Library provides a comfortable study environment and their helpful staff can assist you with:

- WiFi
- printing, photocopying and scanning services
- computer lab
- individual and group study spaces
- access to a wide range of teaching, learning, research and leisure resources

Semester hours:

- Monday to Thursday 8am to 7pm
- Friday 8am to 4pm
- Saturday 10am to 1pm

Semester Break hours:

- Monday to Friday 8am to 4pm
- Closed on Saturday and Sunday
- Closed on Public Holidays

**Phone: 08 8959 5233**

**Email: [alice.library@cd�.edu.au](mailto:alice.library@cd�.edu.au)**



## Vehicles & parking

ASSA has a carpark exclusively available to its guests. Your swipe card will open the automated gate to allow access. When exiting the carpark, an automated road loop will detect your vehicle and the gate will open automatically.

For security reasons, we strongly advise against leaving any items of value visible in your car while in and around Alice Springs. This encourages thieves to smash car windows.

Motor vehicles and motorcycles are to be parked at ASSA at the owner's risk. ASSA does not take responsibility for any damage your vehicle may receive whilst parked on our grounds.



## Internet access

CDU provides Wi-Fi across most areas of the Alice Springs campus including ASSA, however this is not guaranteed. You are encouraged to bring a laptop computer and/or tablet device to ASSA.

Internet access is not to be used to access illicit websites. Fines may apply.



## ASSA Common Areas

ASSA offers a range of facilities for the communal use of all residents. Please keep these areas clean and tidy and dispose of rubbish thoughtfully. Failure to do so spoils the facility for everyone.

## Kitchens

ASSA is a self-catering facility and you are all jointly responsible for the cleanliness and hygienic use of your kitchen area. Dirty dishes must not be left in sinks or on benches. Failure to pack away your items may result in those dishes being disposed of.

All surfaces must be wiped down after use and rubbish placed in bins outside the kitchen. Please wrap food scraps to deter flies and insects before placing in bins. Do not store unsealed foods in drawers as this will attract pests. Instead use zip lock bags or plastic containers.



## Laundries

There is a laundry located in each of the ASSA residential wings. These are for use by guests only. Out of respect for other users, please keep laundries clean and wipe machines after each use. Our laundries have environmentally friendly front-loader washing machines. Please purchase detergents labelled for use in front-loader machines.

Dryers are also located in each laundry. Please note that the lint filter on the dryer should be cleaned after each use. This maximises your drying efficiency and extends the machine life.

Please empty machines promptly when their operating cycle has ended. If you cannot be present in the laundry when your clothes are washing/drying, we suggest you leave a bag or basket on top of the machine. This indicates to others that you are happy for them to place your fully washed or dried clothes in that container awaiting your return.



Under no circumstances should you terminate another guest's machine cycle early or throw their clothes out of a machine. Penalties for misconduct may apply.



### BBQ area

The ASSA outdoor BBQ area is for use by guest groups and authorised functions. You are welcome to use the BBQ facilities, but you are required to clean them after use. This includes scraping off fat and other residue and placing it in a bin.

## Room Emergency, Safety & Security



### Fire alarms

There are fire sensors in each building and room of ASSA. The ASSA Accommodation Supervisor is a designated Fire Warden. If a fire alarm sounds, you are required to vacate your room immediately and move calmly to the ASSA carpark, regardless of the inconvenience.

The ASSA Accommodation Supervisor is required by law to enter all rooms during fire alarms to ensure all guests have been safely evacuated. Your privacy is respected wherever possible, but safety is a priority in an emergency.

In the event of a fire or other incident where your safety is at risk, you are required to follow the instructions of staff.

Evacuation when required is compulsory for all guests. Please respect the efforts of staff who are trying to help you and do their job. Failure to evacuate a building during a fire alarm will result in a hefty fine imposed by the NT Fire Department.

Do not return to an evacuated room until instructed to do so by the ASSA Accommodation Supervisor. Never assume that a fire alarm is false. Fire kills.

### False alarms

Fire detection equipment is fitted in all ASSA rooms. If your actions have resulted in a false alarm and the fire department are called out, you will be responsible for the full cost of the call out fee. These circumstances may include:

- the use of candles, incense, oil burners, pest/bug control bombs, hair spray, etc. in your room;
- the use of toasters, kettles, rice cookers and/or other cooking equipment in your room;
- the smoking of cigarettes in or close to buildings; and/or
- where the alarm is deemed the result of your action/s whether deliberate or negligent.



### Fire & safety equipment

Fire blankets and/or extinguishers are provided in all kitchens. These are to be used for small fires, such as stove top fires where oil has ignited. Used fire blankets and/or extinguishers must be returned to the ASSA Office for immediate replacement.

Please do not interfere with safety and security devices or equipment at ASSA. Heat sensors, smoke detectors, fire hoses and fire extinguishers are intended to save lives. They are not toys and should not be treated as such.

It is a criminal offence to tamper with fire equipment including removing or covering exit signs, damaging exit signs, altering the function of door closers, disabling or covering smoke detectors, discharging fire extinguishers for any purpose other than putting out a fire and doing anything that may compromise the proper functioning of fire equipment.

If you are found to be in breach of any of the above, you will be subject to substantial fines, possible criminal penalties and disciplinary action which may include termination of current and/or future residence at ASSA.

Any fire equipment repair or replacement that results from resident misconduct will be charged to the resident/s responsible. If the party cannot be determined, the fine and related damage will be shared amongst the group/individuals believed to have been responsible.

Fire equipment that is not in working order jeopardises the safety of all residents and staff. ASSA Management regularly arrange checks of all fire equipment including fire extinguishers and hoses, fire alarm boxes, smoke detectors, exit signs and evacuation maps.

In an emergency, it is important that people can quickly leave an area. Please do not obstruct walkways with personal items such as pot plants, shoes or clothes airers. These areas are vital exits in an emergency





## Electrical safety

Please ensure that all personal electrical appliances used at ASSA comply with Australian Safety Standards.

To prevent overloading electrical circuits and to conserve energy, please limit your electrical equipment in rooms to such items as computers, study lamps, clocks, stereos and personal items. These items must be maintained in good and clean operating condition.

You must comply with the following fire and safety policies:

- never modify a plug by bending or removing prongs
- if plug prongs break off and remain in the receptacle slots after insertion or withdrawal, do not attempt to remove them. Contact the ASSA Office for assistance
- large appliances are not permitted in your room
- promptly replace frayed or damaged cords
- if you discover any faulty electrical equipment, please report it to the ASSA Office

These policies are intended to prevent injuries throughout ASSA and to ensure compliance with national health and safety regulations.

## Accident or emergency

In the event of an emergency dial 000 and notify the ASSA Office or the on-call security for help.

Unless an ambulance is called, it is the responsibility of the patient to arrange transportation to medical services. Where transportation to medical services is required, it is the responsibility of the patient to meet the associated expenses.

A security call-out fee for non-accident or non-emergency related incidents is up to \$70 outside of office hours.

Accident and Emergency services are offered at Alice Springs Hospital located on Gap Road.

## First aid

The ASSA Accommodation Supervisor and security staff are trained in first aid. If you or another guest requires first aid assistance, please contact the ASSA Office or security. Please note that ASSA staff and security are not permitted to dispense medication of any kind including paracetamol. A security call-out fee for non-first aid related incidents is up to \$70 outside of office hours.

## Personal safety

If you expect to be absent from your room for more than 48 hours, please inform the ASSA Office. This assists ASSA in knowing that you are safe. If concerns are held for your welfare (for example if it is reported that you have not been seen for more than 48 hours), ASSA Management will arrange for your room to be opened to check on your wellbeing.

When walking outside of ASSA at night we encourage you not to walk alone. Make journeys in the company of friends or find an alternative means of transport to reach your destination.

In and around ASSA every guest must take reasonable steps to ensure that they do not create hazards for themselves or other residents and visitors at ASSA.



Please do not:

- engage in any activity within, near or around CDU/ASSA which may cause injury to someone or damage to property
- leave your room, apartment or any common areas unsecured (do not block doors open or interfere with door locks or closing mechanisms)
- burn flammable items such as candles or incense in any room
- store flammable items at ASSA (e.g. fuels, motor oils, gas bottles)
- smoke in ASSA rooms/buildings

Please comply with all CDU health and safety policies and procedures and directions of CDU wardens, safety officers and other staff members regarding health and safety matters.

You must follow specific safety and evacuation procedures and evacuate buildings when an alarm sounds, or if instructed by a staff member.

## Preventing theft

ASSA strives to provide you with a safe and secure atmosphere that is conducive to your academic life and needs. Unfortunately, thieves are unavoidable in a public setting such as CDU. Please remember to lock your room and car at all times. It takes a thief very little time to steal your valuables.

There are several ways in which you can further increase your level of security, including:

- do not leave any items of value visible in your car
- ensure your room door closes and locks behind you when you enter and exit your room
- do not allow people that you do not know or recognise to follow you into a building
- get to know your neighbours
- never lend your swipe card/key to another person, you will be responsible for their actions
- do not leave your swipe card under a pot plant, door mat or on the frame of the door
- do not leave windows open when you are not in your room
- do not leave money or valuables in full view when you are not in your room
- do not leave kitchen items on benchtops. Wash them after use and return them to your room
- dry valuable items of clothing in your room
- use the bicycle racks provided to secure your bicycle with a suitable lock



## Report suspicious behaviour

The best way for you to protect yourself and other ASSA guests is to be vigilant, get to recognise your neighbours and report suspicious behaviour to the ASSA Office or CDU Security.

CDU Security offers a 24-hour service and can be contacted on 0428 816 741 or 08 8959 5444.

Do not call Security unless an emergency is occurring. In all other situations, please phone 08 8959 5295 to reach the ASSA Office. If ASSA residents bother Security with unimportant

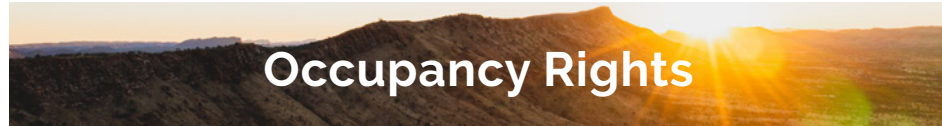




matters it diminishes the response we might expect for real emergencies. Please think before contacting Security and ensure that nuisance calls are not made. A Security call-out fee for non-security related incidents is \$70 between the hours of 5pm and 8am.

## Insurance

ASSA and CDU are not responsible for any damage or loss caused to items located on the premises. You are encouraged to take out appropriate insurance for your own possessions and to check that the contents policy you are purchasing is valid for a residential accommodation setting. It may also be wise to have engraved identification on items of greater value.



## Guidelines

ASSA and CDU are committed to providing a residential environment conducive to study at all times. ASSA has several guidelines in place to ensure that proper standards of conduct are maintained at all times. These are explained in further detail on the following pages.

## University Residences Code of Conduct

The University Residences Code of Conduct applies specifically to students and/or other persons who may from time to time reside in any residence or accommodation facility established or provided by CDU. The code outlines the positive standards of behaviour which is specific to residential living and expected within CDU's residential community.

In order to fulfil its functions of imparting and gaining knowledge, CDU has the authority and responsibility to maintain order within the University and to penalise those who are disruptive.

This Resident Handbook works in conjunction with the University Residences Code of Conduct and the CDU By-laws. The University Resident Conduct Policy is available on the CDU and ASSA website at [policies.cdu.edu.au/](https://policies.cdu.edu.au/)

## Terms and Conditions of Residency

The Terms and Conditions of Residency form part of the residential contract between yourself and ASSA. Upon accepting an accommodation offer with ASSA, you agree to having read, understood and accepted the Terms and Conditions of Residency (available on the ASSA website at [cdu.edu.au/assa](https://cdu.edu.au/assa)).

As a resident, you are bound to the conditions prescribed in this handbook and those agreed to when accepting your contract with ASSA.



## Guests

Guests must comply with all CDU regulations and directions from authorised officers of CDU and ASSA. You are responsible for your invited guests and their actions. You must accompany your guest at all times whilst they visit ASSA. Any damage or trouble caused by your guest will be deemed to be your responsibility and you must accept the consequences for their actions.

Rooms are only for the use of current, paying guests of ASSA. You are not permitted under any circumstance to sublet your room or to allow a non-resident access to your room when you are not present. You are not permitted to bring additional mattresses or bedding into your room. This may be interpreted as evidence of subletting or sharing your room.

If you are found to breach any of the above, this may be taken as grounds for eviction and/or a fine.

## Room allocations

Rooms are allocated at the discretion of ASSA Management. Where possible, any preferences you express in your application will be accommodated.

## Returning residents

You must reapply for residence at ASSA for each stay. Readmission at ASSA requires you to lodge a new application and receive confirmation from the ASSA Office. In determining who is offered readmission, your standard of behaviour and fee payment history at ASSA will be taken into consideration.

Applications are assessed on the following criteria:

- compliance with ASSA and CDU Policies and Procedures
- respect for other guests and facilities
- ability to assimilate in a multicultural community environment



## Departing ASSA

Check-out is 9am on the end date specified in your accommodation contract. If you wish to extend your stay beyond the agreed timeframe, you must inform the ASSA Office a minimum of one week in advance. ASSA cannot guarantee extensions, so providing early notice of your intentions is advised. If your room is not available you may be offered another room or you may have to find alternate accommodation until a room does become available. Room rates for those seeking extensions to their contract may change where a change of room type is necessary, or where a rate increase has occurred.

Your room will be inspected upon departure. You are expected to leave your room in the same condition you found it upon arrival. You will be charged the full cost of any loss, damage or additional cleaning requirements.

If you are departing outside of office hours, please leave your key in your room and lock the door behind you.

Please complete a refund form to receive your bond. Please note that in accordance with CDU policy, bonds can only be refunded to the account from which they were paid.

## Political & religious views/solicitation

You are encouraged to discuss and debate your political and religious views with friends. However, no guest has the right to force their opinion and views on another in a way that is intrusive or which causes physical or emotional harm or distress. No one is to be discriminated against or oppressed because of their beliefs.

Solicitation is prohibited at ASSA. This includes anyone attempting to contact or invite another

person for the purpose of promoting religious beliefs, engaging political views, encouraging the purchase of items or tickets, or membership to a club or organisation.

## Privacy & quiet time

Except as otherwise outlined in the Residential Agreement (including this handbook), all guests are entitled to privacy and quiet enjoyment in their rooms and away from others. You must be respectful of noise levels and allow other guests the degree of privacy they desire. When entering another resident's room, please knock on the door and do not enter uninvited.

ASSA Management reserves the right to inspect rooms where the welfare of the occupant is of concern, where illegal activity or a breach of contract is suspected, or where maintenance is required.



You are expected to display mature, tolerant, courteous behaviour and consideration for others while on campus. Your behaviour should not cause offence, inconvenience, harm or disturbance to any other resident, guest, staff member or neighbour of ASSA. You should not act in a manner which would bring ASSA or CDU into disrepute.

Please remember that you are responsible for ensuring your guests also uphold the expected standards of behaviour while visiting ASSA.

## Noise

The Territory has a great outdoor lifestyle. Unfortunately, noise travels especially at night. Even conversations within a small group of people can be disturbing to other guests. Please consider the rights of others to sleep and study in peace. You can minimise the noise you and your friends make by going indoors or moving to the BBQ area. Generally, there should be no disruptive noise from 10pm to 8am.

ASSA Management-approved functions which may generate noise are to take place only on Friday or Saturday nights and are not permitted to run past midnight. The exception to this general rule is during revision and examination weeks when silence is expected to be maintained at all times and requirements will be published by ASSA Management.

Radios, stereos, televisions and musical instruments may only be used at reasonable hours of the day and restricted to a lower level during quiet hours. You are advised to use sound equipment with headphones where possible and avoid using excessive base where the thumping sound will transfer to neighbouring rooms. At any time of the day, residents have the right to respectfully and politely ask people making excessive noise to stop and it is expected that reasonable requests will be accommodated immediately.

Fines may apply if you are found to breach any of the above.



## Offensive behaviour

Offensive behaviour includes abusive, threatening, menacing, obscene, obnoxious or antisocial conduct. It includes physical assault, fighting and bullying. Offensive and inappropriate behaviour in any form will not be tolerated at ASSA.

If you are found in breach of this, there may be taken as grounds for eviction and/or a fine.

## Harassment

ASSA upholds the right of all residents to live free from harassment and discrimination of any kind, including ridicule or discrimination based upon gender or sexual preference, race, religion, age, disability, nationality or marital status. Harassment or discrimination in any form is unacceptable and is illegal under both Commonwealth and Northern Territory Laws.

Harassment is any form of behaviour that causes offence and can include comments and suggestions, leering, physical contact or explicit or implied demands. It also includes display of offensive images in posters, graffiti, or movies or video footage. Harassment may be carried out in person, via text/phone, social media, in writing, verbally or physically. Harassment may occur intentionally or unintentionally. Regardless of the method, this is all harassment. It is unwelcome, uninvited and unreciprocated behaviour.

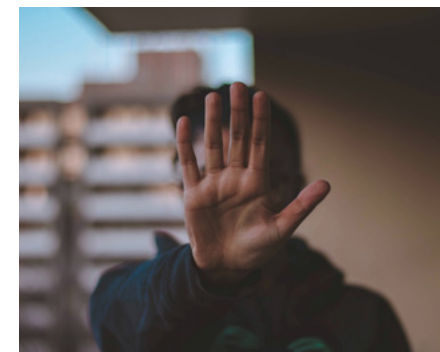
If you are harassed, you should not believe that you are to blame for someone else's unacceptable behaviour. If you feel able, ask the person to stop. Some people may be unaware that their actions are causing you or others offence. You can also ask for help if you feel intimidated or unsure of what to do; maybe a friend can accompany you to speak to the person. Alternatively, you can speak to staff of ASSA, CDU or to security. CDU Support and Equity Services staff may also be able to offer you guidance.

If you are found to breach any of the above, this may be taken as grounds for eviction and you may be fined.

## Respect.Now.Always.

The University is committed to providing a safe and respectful working and learning environment that supports the rights of all persons within the University community to work and study in a safe environment, free from sexual harassment.

Sexual harassment is any unwanted, unwelcome or uninvited behaviour or conduct of a sexual nature, which makes a person feel offended, humiliated and/or intimidated, where that reaction is reasonable in the circumstances. Unwelcome and unacceptable behaviour of a sexual nature towards a member of the University





community which may be detrimental to their employment, education, accommodation or provision of goods and services and facilities is unlawful under the relevant state/territory legislation and the Commonwealth Sex Discrimination Act 1984.

The University will take all reasonable steps to minimise the risk of discrimination and harassment occurring. Appropriate disciplinary action will be taken against any staff member or student who engages in such behaviour. CDU's Sexual Exploitation Abuse and Harassment Prevention Policy can be found on: [policies.cdu.edu.au/view-current.php?id=30](http://policies.cdu.edu.au/view-current.php?id=30)

## Hygiene

Accepted practices for personal hygiene vary for different people and can be culturally influenced. Living in a close residential community and the humid climate in the Northern Territory requires you to pay particular attention to personal hygiene as a courtesy to yourself and others.

- You should use the following as a good practice guide for personal hygiene:
- wash your bedding and towels weekly
- clean and air your room regularly
- air your cupboards regularly
- store your food in sealed packages or containers
- wash your plates and cooking utensils immediately after each use
- do not leave food scraps and perishables in your bedroom rubbish bin
- flush toilets after use and wipe any mess
- do not stand on toilet seats
- wrap used feminine hygiene products in toilet paper and place in the sanitary bins provided
- wash or sweep away body hair from bathroom surfaces or floors
- do not cut hair inside rooms/buildings
- dispose of all rubbish thoughtfully including recycling appropriately



## Graffiti & property damage

If you are found responsible for any graffiti or damage caused to residential property or facilities including furniture or safety equipment such as fire alarms, you will be charged the full cost of repairs.

Do not write, draw, etch or leave any messages, symbols, pictures or other graffiti on any surface of ASSA (including walls, doors, windows, tables etc.). Graffiti shows a total lack of respect for property and environment and its creation is serious misconduct.

Tampering with the electricity devices including switches, air conditioners, energy saving devices or card readers in any room is not permitted.

Fines may apply if you are found to breach any of the above.



## Alcohol

Alcohol consumption is not encouraged at ASSA. Alcohol is not permitted to be consumed on the grounds nor in buildings that have general access for all residents. Residents over the age of 18 may consume alcohol in the privacy of their own room. This is restricted to alcoholic beverages contained in metal or plastic only.

The brewing of alcoholic beverages on the premises is prohibited and will result in confiscation of equipment.

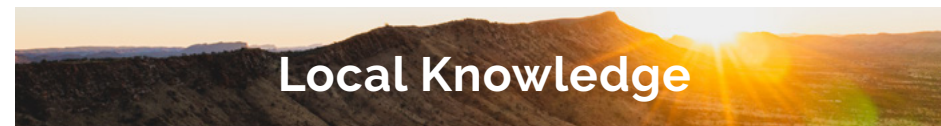
Fines may also apply if you are found to breach any of the above.

## Disciplinary action

Incidences of behaviour contravening the guidelines contained in this book, the Terms and Conditions of Residency at ASSA, or CDU By-laws will be taken seriously.

Such incidents observed by or formally reported to ASSA Management, including overnight incidents recorded by Security, will be followed-up and disciplinary action may result.

Serious incidents will be referred to the police where appropriate.



## Public bus network

The Northern Territory Government provides subsidised bus travel for all Territory students (and visiting Australian students) on the Territory's public bus network.

Public bus travel operates 7 days per week. You MUST present an Australian Student ID Card to the bus driver upon boarding the bus to qualify for student travel fare. International Student Cards are not accepted.

Bus Route and timetable information is available online at [nt.gov.au/driving/public-transport-cycling/public-buses/alice-springs-timetables-and-maps](http://nt.gov.au/driving/public-transport-cycling/public-buses/alice-springs-timetables-and-maps)

## Markets

**Todd Mall Markets:** Alice Springs' Todd Mall comes alive with Sunday Market Days. An annual outdoor market held on Sundays in the Todd Mall, 9am–1pm, between mid-March and early December, featuring local produce, arts, crafts, food and souvenirs

**Night Markets:** Alice Springs Town Council's Night Markets are held in the Todd Mall, 5pm–9pm between March and December. With live, local entertainment, you can bop while you shop for authentic Aboriginal art, hand-made crafts,



up-cycled treasures, books, handmade clothing and jewellery, plus tasty treats from local food vendors. The council actively encourages BYO reusable cutlery and take-away food containers to reduce the volume of Single Use Plastics (SUPs) going into landfill.

## Shopping

**Yeperenye Shopping Centre:** Home to over 40 specialty stores and services, Yeperenye offers a wide range of retail outlets, entertainment options and dining experiences. Yeperenye is located in the heart of the town centre in cool, air-conditioned comfort with plenty of free car parking and open seven days a week.

**Alice Plaza:** Located at the top of Todd Mall, visit the Alice Plaza for the latest fashion, home décor, gifts, health & beauty services. Alice Plaza is a five-minute drive into the CBD and is open seven days a week.

## Festivals and Events

### Parrtjima | April

Parrtjima- A Festival of Light is the only authentic Aboriginal light festival of its kind showcasing the oldest continuous culture on earth through the newest technology – all on the 300-million-year-old natural canvas of the MacDonnell Ranges in Central Australia.

The annual festival is free and runs for 10 nights. Alongside the artworks you can enjoy a program packed full of live talks, workshops, films and music by local and national musicians.



### Wide Open Space Festival | April

The Wide Open Space Festival is an annual 3-day music, arts and desert culture festival held in the breath-taking East MacDonnell Ranges at Ross River Resort, the festival draws from a range of inspirations, sub-cultures and styles. Musically expect anything from cutting edge electronic sounds, banging live hip hop, to deep acoustic meditations and innovative sounds from across the globe. Take in one of the many performances going on including a tapestry of cabaret and burlesque, circus and aerials and lots of dress-ups! Or join a forum or workshops that spans dance, culture, sustainability to politics.

### Finke Desert Race | June

Held annually through the Monarch's Birthday long weekend. The 'Finke' is an off road, multi terrain two-day race for bikes, cars & buggies through desert country from Alice Springs to the small Aputula (Finke) community.

### Alice Springs Beanie Festival | June

This festival is a quirky and unique community event bringing together crafters across the country to Central Australia to celebrate the humble head-warmer. The festival was organised to sell beanies crocheted by Aboriginal women in remote communities. It has grown into a fun event where Aboriginal and non- Aboriginal artists share their culture and exhibit together.



### Red Dirt Poetry Festival | August (biennial)

The Red Dirt Poetry Festival is a 4 day poetry and spoken word festival bringing together poets and spoken word artists from around the country and overseas to share their stories and creative works. Held in various locations around Alice



### Henley on Todd Regatta | August

A fun, quirky and eclectic 'boat' race held each year on the dry, sandy bed of the Todd River, the Henley on Todd Regatta is the only dry river boating Regatta in the world! Think Flintstones, Regatta attendees compete in 'boat' races holding a lightweight boat frame and running around the buoy and back to the finish line. There are a variety of events, with something for everyone.

### Desert Mob | September

Featuring artworks from emerging and established artists, Desert Mob is a vibrant celebration where artists and audiences converge at the Araluen Arts Centre. Featuring paintings, punu, ceramics, Tjanpi weaving, sculpture, clothing, jewellery, textiles and homewares from Aboriginal owned art centres across Central Australia, Desert Mob is an unmissable opportunity to experience and share in the art, stories and vitality of the world's richest living culture.



### Desert Song Festival | September

From across Australia and around the world, artists, musicians and choirs gather for an intercultural musical extravaganza! Expect to experience a series of events celebrating the cultural diversity, inclusive creativity and artistic innovation of Alice- all held on unique locations celebrating the beauty and cultural significance in Central Australia!

## Attractions

### Alice Springs Desert Park

Where the desert comes to life. Experience the spirit of a living culture; explore a vibrant botanic wonderland and get up close with outback animals. Walk the Desert Park and immerse yourself in the beauty and mystery of Australia's deserts as you wander through the ancient landscapes from dry river beds to dense woodlands full of life.

### The Kangaroo Sanctuary

Visit the sprawling 188 acre wildlife sanctuary and meet rescued orphaned baby and adult kangaroos. The sanctuary offers guided tours to educate and encourage people to rescue and care for kangaroos and other wildlife.

### Larapinta Trail

Regarded as "one of the world's best long-distance arid-zone walks", the Larapinta Trail traverses the ridgelines of the West MacDonnell Ranges from east to west. Situated just out of Alice Springs and spanning 223km. This long distance walking track is divided into 12 sections that each take one or two days to walk. The trail has many highlights including Simpsons Gap, Ellery Creek Big Hole, Ormiston Gorge, Glen Helen and Mount Sonder. The Larapinta Trail also links in with other walking tracks in the Tjoritja / West MacDonnell National Park, so you can take side trips to explore further.





[cdu.edu.au/assa](http://cdu.edu.au/assa)



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CRICOS Provider No. 00300K (NT/VIC) | 03286A (NSW) | RTO Provider No. 0373 | TEQSA Provider ID PRV12069 | Published March 2023



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