



# Blackfriars Residence Student Handbook

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



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

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



ACU's Living & Learning Communities will continue to provide support to residents during 2023 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 in order to minimize risk of COVID-19 transmission:

- Social distancing
- Educational signage that focusses 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.

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# RESIDENTIAL LIFE

## WELCOME

New friends. Exciting experiences. Memorable moments. University should have them all. And 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 & ADMINISTRATION TEAM

Our Residential management and administration teams are responsible for the management, strategic direction and daily operations of each residence. Our administration teams are available within office hours during 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 and online 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 enquiries. If you require a RA to respond to a situation, please contact them via the duty phone (see Important Contacts on page 19).

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

## ARRIVAL PROCESS

### CHECK-IN

You will be contacted prior to check-in to arrange a suitable arrival time. Once you arrive, a staff member will provide you with a welcome pack containing your key, WiFi information, maps of the local area, transport information, and a room condition report.

### ROOM CONDITION REPORT

Please complete the room condition report and return to the front desk within two days of check-in. The report is in place to support you to communicate any pre-existing damage so that you are not held liable upon check-out. 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 a rental agreement, each applicant, who will be under 18 at the start of the academic year, will be required to have interview with one of the residential team members, either face-to-face or via an online video service. This is to ensure that the adult environment of student accommodation will be right for them. Once approved, a parent or guardian will be required to co-sign the residential 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 & 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 out of living in residence. Our Residential events focus on one or more of five focus areas:



All Living & Learning Communities 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.

## SERVICES FOR RESIDENTS

The Canberra front desk is open from 9am to 5pm Monday to Friday. The student accommodation team will be able to assist with parcel collection, general area and transport information, account enquiries, and any questions you may have about the property.

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

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

### MAIL

An Australian Post Parcel Locker is available on-campus. Please direct your mail and parcel to the Parcel Locker.

Visit [www.auspost.com.au](http://www.auspost.com.au) for more information on how to setup your free MyPost account or speak to the accommodation team for assistance.

## MAINTENANCE

Please lodge a maintenance request via the accommodation portal if you need to report a maintenance issue either in your bedroom 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 prior warning to resolve maintenance issues. Residents will be given advance notice as far as practicable.

## LAUNDRY

We have multiple washing machines and dryers in the Laundry Room located on Level 2. Our machines are equipped with a tap-and-go payment system. Coins and cash cannot be used for the machines.

The laundry also has an iron and ironing board available for use.

## PARKING

The university has limited parking spots available. Free street parking is available throughout Canberra.

## RUBBISH REMOVAL

Please ensure rubbish is always removed in a timely manner. Bins are located in the Bin Room on Level 2 behind the front desk. These bins are emptied daily. For used sanitary items, please ensure that these are placed in a disposable bag before placing in the red general waste bin.

Be sure to make use of the yellow recycling bins as much as possible. Remember to separate your recyclables from your general rubbish. Putting recyclables in the recycling bins equals less landfill.

## PEST CONTROL

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

- Crumbs and food scraps are disposed of
- Dirty dishes are not left out
- 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 studio, you will be held liable for the cost to eradicate pests from your studio. We conduct pest control treatments to support your efforts for a clean residence.



## INTERNET

We may 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 WiFi services are supplied, or any other network.

Subject to applicable laws, we may temporarily suspend or restrict your access to the WiFi 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 six free counselling sessions per year. Appointments with ACU counsellors can be made by current students through the Student Portal.

### DISABILITY SERVICES

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 Disability Advisor.

### 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 of your queries about arriving, living and studying in Australia.

### CHURCH SERVICES

Signadou Chapel on the Canberra Campus holds mass every Wednesday at 12pm. For more information head to the [Campus Ministry](#) page.

# OUR COMMUNITY

## COMMUNITY SPIRIT

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

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

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

### [ACU Conduct and Discipline Policy](#)

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

## COMPULSORY INDUCTION PROGRAMS AND MEETINGS

You will be required during your tenancy to attend/complete compulsory induction briefings and meeting 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 Living and Learning Communities' zero tolerance for sexual harassment and assault.

A Respect. Now. Always survey will be conducted within residence. The data collected from this survey will assist the University to track its management of any sexual misconduct in residence. This data helps to improve our support for students, 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 Living & Learning Communities will communicate with you mainly via email and ACU Life during your stay, but may also contact you by phone, text, social media channel or in writing delivered to your door in person. It is your responsibility to ensure LLC Management has your updated contact details. Should your contact details change during your time in residence, you can update these via the housing portal.

Failure to respond or community with LLC Management within a reasonable time frame may result in disciplinary action.



## BEHAVIOUR & RESPECT

### SEXUAL MISCONDUCT (ASSAULT & HARASSMENT)

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 behavior that can take many forms – touching, kissing, exposure, sexual images being taken without consent to 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 & Procedure](#) 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, 9am-6pm) 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 Triple Zero (000).**

### HAZING, DISCRIMINATION AND HARASSMENT

LLC focuses on providing welcoming, supportive and a friendly home-away-from-home. Every resident deserves respect from their peers. We encourage all of our residents to treat one other as equals and to be a valuable member of their residential community. We will not tolerate any form of bullying (including cyber-bullying), harassment or discrimination against any resident of our community. This includes any activity or event that aims to humiliate, degrade or impose emotion and/or physical harm to an individual. Additionally, any verbal, written communication that offends, humiliates or intimates another resident will also not be tolerated.

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



## VISITORS

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

Visitors to the property must be let into the house 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 contact the accommodation team and please refer to the 'Parties' section below.

## PARTIES & GATHERINGS

Please contact accommodation staff to discuss your wish to organize a gathering within our accommodation. Prior approval is required for any gathering within any residence and we reserve the right to refuse the request.

You are responsible for any visitors you invite to the property and are liable for the cost to repair any damage they cause. If you are inviting multiple visitors inside, please ensure that you 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.

## SMOKING & VAPING

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

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

## DRUGS AND ALCOHOL

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

The use and possession of illegal drugs is prohibited. If a resident is found to be in possession of an illegal substance, police will be called immediately. 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 is in need of help, please call the duty phone so staff may assist you.

## NOISE

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

## FEES & PAYMENT INFORMATION

### RENTAL FEES

Rental fees are all-inclusive, covering water, gas, electricity basic internet package.

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

If a direct debit payment is declined, residents may pay via the online portal. If payment is not reconciled by 5pm the following Monday, you will incur a late payment fee of \$30.

If you need an extension on your payment, please speak to the team by the Monday of the week rent is due.

## Canberra Accommodation – Fortnightly Rent Schedule 2023

		Period Covered		
		From	To	Days
<b>Rent Day</b>				
<b>Monday</b>	27/02/2023	28/02/2023	13/03/2023	13
<b>Monday</b>	13/03/2023	13/03/2023	27/03/2023	14
<b>Monday</b>	27/03/2023	27/03/2023	10/04/2023	14
<b>Monday</b>	10/04/2023	10/04/2023	24/04/2023	14
<b>Monday</b>	24/04/2023	24/04/2023	8/05/2023	14
<b>Monday</b>	8/05/2023	8/05/2023	22/05/2023	14
<b>Monday</b>	22/05/2023	22/05/2023	5/06/2023	14
<b>Monday</b>	5/06/2023	5/06/2023	19/06/2023	14
<b>Monday</b>	19/06/2023	19/06/2023	3/07/2023	14
<b>Monday</b>	3/07/2023	3/07/2023	17/07/2023	14
<b>Monday</b>	17/07/2023	17/07/2023	31/07/2023	14
<b>Monday</b>	31/07/2023	31/07/2023	14/08/2023	14
<b>Monday</b>	14/08/2023	14/08/2023	28/08/2023	14
<b>Monday</b>	28/08/2023	28/08/2023	11/09/2023	14
<b>Monday</b>	11/09/2023	11/09/2023	25/09/2023	14
<b>Monday</b>	25/09/2023	25/09/2023	9/10/2023	14
<b>Monday</b>	9/10/2023	9/10/2023	23/10/2023	14
<b>Monday</b>	23/10/2023	23/10/2023	6/11/2023	14
<b>Monday</b>	6/11/2023	6/11/2023	20/11/2023	14
<b>Monday</b>	20/11/2023	20/11/2023	4/12/2023	14
<b>Monday</b>	4/12/2023	4/12/2023	15/12/2023	11

**Note:** on the rare occasions when Rental Days fall on a public holiday, the rent 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.



# YOUR ROOM

## CLEANING

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

Residents are able to 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 you are having trouble negotiating cleaning with your housemates, our team can assist to develop a cleaning roster.

## INSPECTIONS

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

Through these inspections we are able to 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 studio, at a cost to you. The cost to clean a house will be divided between the residents in the house.

## PETS

No pets may be kept or brought into the residence. Please contact the front desk if you have a support animal.

## DECORATING

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

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

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

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



## SAFETY AND SECURITY

### KEYS

Your key provides access to the entry door, internal security doors, as well as the door to your studio studio.

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

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

### LOST KEYS AND LOCKOUTS

If you lose your key, you will be required to pay \$20 for a replacement key. This charge is non-refundable if you recover your lost key.

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

If you are locked outside the normal office hours you will need to call the duty phone number in order to receive instruction on how to regain access. You will be charged a \$120 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.

### FIRE SAFETY

Residents must always vacate the premises in the case of a fire/fire alarm. Failure to do so puts yourself and others at risk and will lead to disciplinary action. Please familiarise yourself with the emergency evacuation diagrams posted on 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 in the property
- Always cook with the range hood fan on
- Pay attention while cooking to prevent smoke
- Do not spray any aerosol cans directly under the smoke detector

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

- Press the fire alarm button
- Turn on the range hood fan and ceiling fan
- Open any windows and fan the smoke away from the alarm
- Do not open your studio front door as if the smoke reaches the hallways the fire alarm will go off immediately.

If the alarm goes off in your studio again, please repeat the steps above and try to clear the smoke. If you are unable to clear the smoke, the fire brigade is automatically summoned.

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

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

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

## **EMERGENCIES**

In the case of an emergency, please contact emergency services by calling 000. After contacting emergency services, please immediately contact staff by calling the duty phone number 0483 288 971 so they may assist you.



## **GETTING AROUND**

### **THE LOCAL AREA**

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

The Canberra Centre and Westfield Belconnen are about a 10 to 15-minute drive from your accommodation. Here you will find all the big retailers and the best places to shop in Canberra.

### **PUBLIC TRANSPORT**

Canberra Accommodation is close to a range of public transport options.

A recently installed light-rail system through the heart of the city to north Canberra will allow you easy access to the best places north of Lake Burley Griffin.

Buses in Canberra aren't as frequent as other major cities, but it will be able to get you where you need to go. The R9 or Route 50 will get you to Dickson Interchange, where you will be able to access the rest of the stops in Canberra with ease.

## **DEPARTING FROM RESIDENCE**

Residents are responsible for noting the end date of their contract and preparing for check-out. Please advise the accommodation team if it is prior to the end of your contract end date.

### **EARLY DEPARTURE**

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

If you are able to 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 submit an application 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 rental agreement, applies. For further information, please enquire with the accommodation staff.



## DEPARTURE INSPECTIONS

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

Please ensure that your studio is thoroughly cleaned, and all personal items and rubbish are removed to avoid additional cleaning charges. If the studio is not thoroughly cleaned, professional cleaners will be contracted to clean the residence at a cost to you.

## KEY RETURN

Once you have cleaned and removed all personal items from your studio, you can return your key to the front desk during office hours. If you fail to return your key, you will receive a \$20 lost key charge.

## SECURITY DEPOSIT

Security deposit refunds are processed following a departure inspection. Residents will be held liable for the cost of professional cleaning if required, as well as the cost to repair damages or replace damaged goods. These charges, as well as any outstanding fees on your account, will be deducted from your security deposit.

The remaining security deposit will be returned to the account from which it was first deducted within 30 days of check out. If this account has closed, please speak to the accommodation team to check out to arrange a new security deposit refund form and a statutory declaration to verify the closure of the initial account.

## LGBTIQ+ SUPPORT

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

## IMPORTANT CONTACTS

Canberra Managed Residences – Important Contact Details	
Contact	Phone/Email
Emergency Services (Fire, Ambulance & Police)	000
Blackfriars Residence Student Accommodation Team	<a href="mailto:studentaccommodation.act@acu.edu.au">studentaccommodation.act@acu.edu.au</a>
Residential Advisor Duty Phone	0483 288 971
ACU Counsellor	Counselling.Canberra@acu.edu.au
Campus Ministry	<a href="mailto:campusministry@acu.edu.au">campusministry@acu.edu.au</a>
Calvary Hospital	(02) 6201 6111
Crace Medical Centre (Bulk Billing)	(02) 6241 0249
Dickson General Practice (Mix Billing)	(02) 6247 5833
International Student Advisor	(02) 6209 1128 or <a href="mailto:intadviser.act@acu.edu.au">intadviser.act@acu.edu.au</a>