



Participant Information Sheet

Residential Life Survey, 2025

Overview

Students who live in ANU on-campus accommodation are invited to complete a short survey. The results of this survey inform continuous service improvements to ensure the University meets our goal of providing a student experience equal to the world's best. The survey asks about students' experiences in accommodation and for your suggestions on improvement. The survey covers areas such as residential staff support, administration, amenities, community life, safety, wellbeing and academic support.

This year, the Residential Life Surveys will be open between Wednesday 17 September (Week 7) and Wednesday 1 October (Week 9) during Semester 2.

Additionally, there is a small set of Residential Life questions embedded into the ANU Welcome Survey. All students commencing in coursework degrees (undergraduate or postgraduate) in Semester 1 and Semester 2 are invited to participate in the ANU Welcome Survey. This helps us to understand how the welcome you receive into residences compares with your subsequent residential experience. For more information on this survey, please visit:

<https://services.anu.edu.au/learning-teaching/education-data/anu-welcome-check-in-surveys>

Background

We have invited students to undertake an accommodation survey since 2016. Findings from past surveys have influenced service improvements, including:

- ensuring all residences have a Residential Wellbeing Coordinator or similar role,
- upgrading the hot water systems in several older residences,
- improving functionality in self-catered kitchens, and
- implementing more fit for purpose Security services for residences.

This survey is being administered by the Institutional Research team from the ANU Planning and Service Performance Division. It has been developed in collaboration with residence providers and the ANU Residential Experience Division.

Anonymity and Confidentiality

Your responses are anonymous when survey results are reported. We do this by reporting only aggregate summary information (like averages and percentages), such that it is impossible to identify any individual from those reports. This includes any findings shared with external service providers as part of working towards service improvements.

Your responses to the survey are also confidential. Confidentiality means that we can withdraw your responses from the data after they have been submitted. It also means that your responses can be linked back to administrative information about you. The rules governing what can be linked are the same as the rules used for the Student Experience of Learning and Teaching (SELT) surveys you are invited to do at the end of each of your courses. You can learn more about this in the Procedure: Student Surveys and Evaluations (https://policies.anu.edu.au/ppl/document/ANUP_004602).

There are limited and exceptional circumstances when your confidentiality may be broken. Again, these are the same as the rules used for SELT. In summary, confidence may be broken if required by law, there are clear welfare concerns, or there is a potential breach of University rules, policy or procedure.

How responses are used

We are asking you to complete these surveys so ANU can find out what is working and how to improve things, also known as quality assurance and quality improvement. Given so much effort goes into surveying, both by students and ANU, the responses can also give valuable insights into student experience for researchers. For example, linking information tells us very useful things about how your experience starting at ANU relates to your experience when you graduate.

Raw data are stored securely and access is restricted to the Planning and Service Performance staff at ANU. Reporting will take the form of internal reports to relevant ANU areas for the improvement of student experience. Consistent with the procedure governing SELT, responses may be used to support research following approval from the Chief Operating Officer and a duly constituted Human Research Ethics Committee.

Privacy

The survey complies with the Privacy Act 1988 and its subsequent amendments, which are available at <https://www.legislation.gov.au/C2004A03712/latest/text>.

Additionally, the survey also complies with the University Privacy Policy, which is available at https://policies.anu.edu.au/ppl/document/ANUP_010007. The Privacy Policy contains information about:

- accessing or seeking correction to personal information, and/or
- how a person can complain about a breach of an Australian Privacy Principle by ANU, and how ANU will handle the complaint. A copy of the Privacy Impact Assessment can be found at: <https://services.anu.edu.au/learning-teaching/education-data/residential-life-survey>

Risks to participants

The survey uses non-invasive questions to ask participants about their experiences of living in ANU accommodation. The risk to participants is assessed as low. However, if you are confronted by some aspect of the survey or experience distress after completing this survey, please seek support from the services listed below.

Support services

While we evaluate the risk of this survey as being low to most individuals, the University appreciates that the participants surveyed have a diverse life experience, and some students may be sensitive to the topics surveyed. If there were elements of this survey that you find confronting, you may wish to seek support from some of the services listed below.

- [Emergency](#) (24-hour emergency assistance): 000 or 112 (GSM mobiles)
- [Police Assistance Line](#) (Police service where there is no immediate danger): 131444
- [ACT Access Mental Health](#) (24-hour mental health emergency access & support): 1800 629 354 or 6205 1065
- ANU Wellbeing and Support Line (Available 24 hours, 7 days a week including public holidays): Phone 1300 050 327, or text 0488 884 170
- [Lifeline](#) (24-hour telephone counselling and crisis support): 13 11 14
- [Kids Helpline](#) (24-hour crisis line for people aged 5-25 years): 1800 551 800
- [Suicide Call Back Service](#) (24-hour crisis counselling and call back): 1300 659 467
- [Domestic Violence Crisis Service \(DVCS\)](#) (24-hour domestic violence crisis assistance): 6280 0900
- [1800 RESPECT](#) (24-hour national sexual assault & domestic violence crisis counselling line): 1800 737 732
- [QLife](#) (Provides Australia-wide anonymous, LGBTI peer support and referral for people wanting to talk about a range of issues including sexuality, identity, gender, bodies, feelings or relationships.): 1800 184 527 (3pm to midnight, Monday-Sunday)
- Canberra Rape Crisis Centre (Provides free crisis lines, counselling, advocacy and community education for people who have experienced any form of sexual abuse.): 0488 586 517 (sms only) (7am-11pm)
- [Mensline](#) (24-hour telephone counselling & support for men): 1300 78 99 78
- [HealthDirect](#) (24-hour medical & health advice line staffed by registered nurses): 1800 022 222 or 6207 7777
- [Poisons Information Line](#) (24-hour advice by medical professionals on acute or chronic poisoning): 131 126
- For more support resources: [Urgent Support | ANU](#)

Contacts

For further information about this survey, please contact:

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<https://services.anu.edu.au/business-units/planning-and-service-performance/institutional-research>

For questions or comments about ANU Residential Experience, please contact:

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<https://www.anu.edu.au/study/accommodation>