



Inquiry into Annual and Financial Reports 2023–2024

Answer to question taken on notice

Asked by: Miss Laura Nuttall MLA

Addressed to: Mr Jonahan Pheasant, Chief Operating Officer

In relation to: Student accommodation

Hearing: 21 February 2025

Uncorrected Proof Transcript p 5

Transcript provided: 26 February 2025

Answer Due: 5 March 2025 5:00:00 PM

Mr Pheasant took on notice the following question(s):

MISS NUTTALL: Okay. That is good to hear. Thank you. And a final follow up, I hope. Does UC have any obligations or initiatives to make students aware of their tenant rights on campus accommodation?

Mr Pheasant: Sorry, the tenant rates?

MISS NUTTALL: Tenant rights. Like their rights as tenants.

Mr Pheasant: Tenant rights. Yes, good question. So certainly, as part of the orientation and induction, we do talk about the – what their contract means with UC and UC accommodation. And in that contract, there are – their obligations and rights, as well as the Universities obligations and rights. I do not think though that we, you know, specifically go into the rental tribunal rights. But I can take that one on notice and just see how much detail we go into in our contracts, in our induction conversations.

MISS NUTTALL: Thank you. I would also be interested in – to understand whether there is any ongoing support, whether it is proactive and the university reaches out to students to make them aware of those rights or whether there is a dedicated service where students might be able to go to discuss the nature of their contracts? If that is possible.

Mr Pheasant: Understood. Thank you.

MISS NUTTALL: Thank you. That is me.

The Hon Bill Shorten: The answer to the Member's question is as follows:

The University provides a number of support services for students on our campus, including support for students in relation to accommodation.

Our Student Wellbeing team, inclusive of International Student Support Services, provides training and information to students on their rights and access to internal and external services. This includes support around accommodation, whether that be on or off campus. The Wellbeing team manages a range of bursaries and scholarships to students to assist with living expenses.

Legal Aid is provided to support with criminal, family and civil matters. This includes residential advice for students living in rental properties no on campus via the helpline.

The UniLodge team provides information to students as part of their orientation services to students that enter contracts for campus accommodation.

We also maintain a list of services and support available to students, including information regarding accommodation, cost of living and living in Canberra, via the Future Students section of the UC website.

<https://www.canberra.edu.au/future-students/life-at-uc>

Approved for circulation to the Standing Committee on Social Policy



Signature:

Date: 5 March 2025

By the Vice-Chancellor of the University of Canberra, the Hon Bill Shorten