

RESIDENCE LIFE ASSISTANCE ANIMAL GUIDELINES

Section 1 - Purpose

(1) These guidelines are Residence Life specific and apply to requests by students and guests to bring assistance animals to on-campus accommodation.

Scope

This is a Residence Life specific guideline and applies to requests by students and guests to bring assistance animals to on-campus accommodation. It should be used in conjunction with [The Facilities and Premises Procedure – Access, Use and Security](#) and the [Residential Agreement](#).

Section 2 – Policy

(2)

Section 3 – Procedures

(3)

Section 4 – Guidelines

(4) Assistance animal definition

An Assistance Animal in NSW is a dog or other animal that is either:

- a. Accredited under a law of a State or Territory that provides for the accreditation of animals trained to assist a person with a disability to alleviate the effect of that disability, or
- b. Accredited by an animal training organisation prescribed by the Commonwealth, or
- c. Trained to assist a person with a disability to alleviate the effect of that disability, and, to meet standards of hygiene and behaviour appropriate for an animal in a public place.

This is based on how assistance animals are defined in Commonwealth law (Disability Discrimination Act 1992).

(5) Emotional support animals

The law does not deem emotional support animals, companion animals, or therapy animals to be assistance animals as per the above definition. Therefore, Residence Life considers these animals to be companion animals, which is covered under Section 63 of the [Residential Agreement House Rules](#).

(6) Approval required

The health and safety of Charles Sturt University's students and staff, and the welfare of assistance animals are an important concern. Each request for an assistance animal to live in on-campus accommodation will be assessed on a case-by-case basis, having regard to the requirements of the person making such a request, and balancing the interests of affected students and staff. Approval can also only be considered if the campus has appropriate accommodation available to house an assistance animal. Requests for accommodation for an assistance animal must be supported by sufficient information and documentation to allow proper and complete consideration. The following points must be met to gain and maintain approval:

- 6.1 The student is encouraged to register with [Charles Sturt University Accessibility and Inclusion support service](#).
- 6.2 The student will meet with Residence Life staff to discuss requirements relating to the assistance animal.
- 6.3 Documented proof of the animal being certified as an assistance animal for the student must be provided.
- 6.4 Proof must be provided that the animal is trained to meet a standard of hygiene and behaviour that are appropriate for living in communal accommodation such as university student accommodation.
- 6.5 Documents providing proof of the following must be submitted and a copy kept on file at the Residence Life Office.
 - a. All the required immunisations must be up to date and maintained.
 - b. Animals must be microchipped and registered with the relevant council authority.
 - c. Dogs and cats must be spayed or neutered.
 - d. A certificate of health signed by a veterinarian certifying the animal is healthy and free from any signs of infections or contagious disease, and parasites (including regular preventative treatment for fleas and worms).

(7) Requirements and standards of behaviour of animal or student

The following requirements, health, sanitary, safety and disruptive standards must be maintained, otherwise if deemed appropriate by the Associate Director, Residence Life or nominee, the animal will need to be removed from the residence within seven (7) days and as warranted, may also result in the resident being in breach of their accommodation agreement.

- a. The animal must wear its approved assistance animal vest at all times when outside of the student's private room.
- b. Collars and tags must be worn at all times and the animal must be on a leash when outside the student's private room.
- c. The student must carry relevant identification/information cards and produce same upon request from any Charles Sturt University staff member.
- d. Animals require daily food and attention as well as a daily assessment of their general health, behaviour and overall welfare.
- e. Animals may not be left unattended overnight while on campus. If the student must be away, they must either take the animal with them or make arrangements for them to be cared for off campus. Animals may not be tethered, unattended or abandoned while on campus.

- f. The animal cannot be confined in a vehicle in which the animal's life or health could be at risk due to temperature or low ventilation.
- g. All animal faeces, defined as any solid waste, must be disposed of properly. It is the student's responsibility to remove all faeces from university grounds immediately and disposed of it in a plastic bag in the red lidded garbage bins.
- h. Animal accidents within the residence halls rooms must be promptly cleaned up using the appropriate cleaning products.
- i. Regular and routine cleaning of floors, kennels, cages and litter boxes must occur. The odour of an animal emanating from a residence room is not acceptable.
- j. Any flea infestation must be attended to promptly by a professional extermination company at the student's expense. The student must notify the Residence Life Office immediately when a flea problem is noted to organise professional treatment. The student may use preventative measures such as flea medications, or flea and tick collars at their own expense.
- k. Animals are not allowed to disrupt others (e.g., barking, growling, howling, yelling etc.). Animals which constitute a nuisance or threat to other students, staff, or property as determined by the Associate Director, Residence Life or nominee, must be removed within seven (7) days of notification. Any student found not adhering to the removal directive will be subject to disciplinary action, which could include the cancellation of their accommodation contract.
- l. The animal must not be involved in any incident where a person experiences either the threat of, or an actual injury as a result of the animal's behaviour.
- m. The student must take all reasonable precautions to protect university staff and residents, as well as the property of the university and the residents.
- n. The student will notify the Associate Director, Residence Life or nominee and Charles Sturt University Security if the animal has escaped its confines and is unable to be located within four (4) hours.
- o. Residents in the immediate vicinity of the resident's room where the assistance animal is to be located, will be notified by the Residence Life Office before the commencement of the relevant accommodation period. Residents who have allergies to animals may request a transfer to a different residential location.

(8) Cleaning and damages

- a. The student's room will be subject to regular periodic inspections as determined by the Associate Director, Residence Life or nominee.
- b. Any replacement or damage that is assessed as being attributed to the animal will be at the cost of the student.
- c. The student has an obligation to ensure that the residence is as clean as the original standard at the time of moving in. Any carpet will require regular vacuuming and spot cleaning by the student.
- d. Carpet steam cleaning and any additional cleaning required will be charged to the student.

(9) Removal of assistance animal

Residence Life is permitted to request the removal of an assistance animal from on-campus accommodation if any of the above conditions are not met.

Section 5 - Glossary

(10) The terms used in this procedure are defined in the glossary sections of the [Residential Agreement](#).

Status and Details

Effective Date	August 2024
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Approval Authority	Chief Financial Officer
Unit Head	Director, Commercial Services
Author	Associate Director, Residence Life
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