

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. These guidelines aim to inform students and guests of requirements and obligations in relation to bringing assistance animals into on campus accommodation.

Scope

- (2) 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 3 – Document hierarchy

- (3) These guidelines support the [Residential Agreement](#) and should be read alongside the agreement. This document is made under the Facilities and [Premises Policy Part B](#) authority to establish and impose regulations for controlled areas.

Section 4 – Guidelines

(4) Assistance animal definition

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

- 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 and trained to assist a person with a disability to alleviate the effect of that disability 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.

The University complies with the Companion Animals Act 1998 No 87 (NSW) and the Disability Discrimination Act 1992 (Cth) in its application of this guideline.

(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 (hereinafter referred to as 'handler'), 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 handler is encouraged to register with [Charles Sturt University Accessibility and Inclusion support service](#).
- 6.2 The handler 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 handler 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 handler

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 inside a building and the handler must carry accreditation if not wearing a vest.
- b. Collars and tags must be worn at all times and the animal must be on a leash when outside the handler's private room.
- c. The handler 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. The handler must take responsibility for the animal's welfare.

- e. Animals may not be left unattended overnight while on campus. If the handler 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 handler's responsibility to remove all faeces from university grounds immediately and dispose 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 handler's expense. The handler must notify the Residence Life Office immediately when a flea problem is noted to organise professional treatment. The handler 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 handler 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 handler must take all reasonable precautions to protect university staff and residents, as well as the property of the university and the residents.
- n. The handler 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 two (2) 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 handler'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 handler.
- c. The handler 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 handler.
- d. Carpet steam cleaning and any additional cleaning required will be charged to the handler.

(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	October 2025
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Approval Authority	Chief Financial Officer
Unit Head	Director, Commercial Services
Author	Associate Director, Residence Life
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