



DUCHESNE  
COLLEGE

85  
YEARS

COMMUNITY LIVING HANDBOOK

2024

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# A NOTE FROM THE Head of College

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Welcome to Duchesne College, an inclusive and empowering community where you'll live, grow and flourish. At Duchesne, we support you to reach your full intellectual potential, achieve professional aspirations, develop faith and moral character, and acquire social confidence and responsibility.

Each year, the Student Leadership Team presents a theme that will guide the year ahead based on one of the College's Sacred Heart values: community, service, faith, intellect, and growth. In 2024, the year of our 85th Anniversary, our focus is 'community', and special efforts will be made to ensure that all students embody 'heart-centered leadership' within the Duchesne sisterhood. I encourage you all to think about how you can contribute to this goal.

While you're at Duchesne, please take advantage of the many services available to you. The Inter-College Council (ICC) activities or those offered by the broader College and University community are where you'll create lifelong friendships and broaden your networks. Our Academic Care programs will keep you on the road to graduation and professional success. And we also offer counselling and other wellness resources as we believe positive wellbeing is a critical success factor in life.

This handbook has been developed to ensure you have access to key information to support your life at Duchesne College. I wish you a wonderful and fulfilling year that expands your hearts, minds and your souls.

**Michelle Allan**

Head of College and Chief Executive



# Welcome

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The 2024 Community Living Handbook is designed to be your reference guide to life at Duchesne College. It contains valuable information about the support and services available to you, guidance for community living together in harmony, and reminders about your responsibilities while living at our College. It is expected that you will have read and understood the information in the handbook.

While due care is taken to ensure that all contents are correct at the time of publication, errors and omissions may occur. In all respects, the Head of College's decision is final and may override the contents of this publication.

# A Brief History

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The name Duchesne, meaning “of the oak”, inspired the College motto, “Robur in Luce Veritatis”. Robur translates as either “oak” or “strength”, so the motto reads “Strength in the Light of Truth”.

Duchesne College has a rich history shaped by so many wise women and men and has been beautifully influenced by the values of the Society of the Sacred Heart.

At the direct wish of His Grace, Archbishop James Duhig, Duchesne College was founded in March 1937. He invited the Society of the Sacred Heart, a religious order founded in France in 1800 by Saint Madeleine Sophie Barat, to take responsibility for the first university college for Catholic women in Queensland.

Saint Madeleine Sophie Barat was a firm believer in educating young women.

Archbishop Duhig named the College after a valiant Frenchwoman, Saint Rose Philippine Duchesne, who was instrumental in bringing the Society of the Sacred Heart to America from France in 1818.

In 2024 we will celebrate 85 years of change, growth, and most importantly, wise women. We hope that you will join us to commemorate this special occasion and celebrate the lasting legacy of friendship and faith at Duchesne College.

[\*\*CLICK to learn more about our College history.\*\*](#)

# Our Values

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At Duchesne College, we are guided by **a set of core values** that underpin our mission, vision, and actions. These values serve as a compass that guides us in our daily activities, decision-making processes, and interactions with our community and beyond. They reflect the essence of Duchesne College and our commitment to providing an exceptional learning and living environment that promotes compassionate, respectful, and positive engagements and contributions to our society.

**Our values are underpinned by the five goals of Sacred Heart Education:**

- 1. a personal and active faith in God**  
We acknowledge and respect the diverse beliefs of our community and aim to promote understanding, tolerance, and acceptance of a wide range of religious and spiritual perspectives, making room for diverse conceptions of the divine. In an inclusive approach to God, the focus is on fostering unity, empathy, and cooperation among our community of different faiths and belief systems.
- 2. a deep respect for intellectual values**  
We are committed to the principles and ideals that underpin the pursuit of knowledge, critical thinking, and the development of the mind. This involves recognising the significance of intellectual growth, curiosity, and the open exchange of ideas.
- 3. building community as a Christian value**  
We understand the importance of maintaining authentic connections with members of our community. This includes fostering an environment that nurtures a sense of belongingness, compassion, and kindness to make a positive impact on the world.

# Our Values Continued

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## 4. a social awareness that impels us to action

We are a responsible and engaged member of society that is attuned to the social, cultural, economic, and environmental issues affecting our community and beyond.

## 5. personal growth in an atmosphere of wise freedom

We promote an environment that encourages and supports individuals on their journey of self-improvement and development, while simultaneously providing the necessary structure and guidance to make informed, responsible choices that are honest, ethical and with integrity.

Residents, associate members, and guests/visitors are expected to abide by and uphold the values throughout their duration at the College. Any contravention of the Statement of Values or the College's Policies and Procedures will be addressed in accordance with College Policies and Procedures.

# College Governance

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The College benefits from the wisdom of a generous and hard-working Council that shapes policies and makes decisions to enhance life at Duchesne.

Duchesne College is a not-for-profit charitable institution, which is incorporated by Letters Patent issued on 17 of February 1949 pursuant to The Religious Educational and Charitable Institution Act 1861, as amended, and is affiliated as a residential college with The University of Queensland.

The College Council is responsible for the governance of the College operations and reports financially to the Provincial Finance Council of Queensland who, in turn, provides advice to the Bishops of Queensland. The Head of College and Chief Executive reports to the College Council and is responsible for the day-to-day operations of the College.

The Council meets quarterly and is comprised of representatives from the Bishops of Queensland, the Senate of The University of Queensland, the Head of the College (ex-officio), the current President of the College Student Club (ex-officio), along with other Councillors elected, appointed, or nominated by different bodies, representing different interests.

## College Council Members

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<b>Chair:</b>	<b>Christina Turner</b>
<b>Deputy Chair:</b>	<b>Jayne Shallcross</b>
<b>Honorary Treasurer:</b>	<b>James O'Connor</b>
<b>Honorary Secretary &amp; UQ Senate Representative:</b>	<b>Helen Hume</b>
<b>Elected Councillor:</b>	<b>Kate Venables</b>
<b>Elected Councillor:</b>	<b>Leanne Smith</b>
<b>Elected Councillor:</b>	<b>Chris Gill</b>
<b>Representative of Bishops of Queensland:</b>	<b>Catherine Dunbar</b>
<b>Head of College and Chief Executive:</b>	<b>Michelle Allan (ex officio)</b>
<b>President of the Duchesne Students' Club:</b>	<b>Lucinda Poteri (ex officio)</b>



# College Staff 2024

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**Michelle Allan**

Head of College and Chief Executive  
[m.allan@duchesne.uq.edu.au](mailto:m.allan@duchesne.uq.edu.au)



**Christopher Earle**

Finance Officer  
[manager@duchesne.uq.edu.au](mailto:manager@duchesne.uq.edu.au)



**Sou McPhail**

Deputy Head of College (Students)  
[s.mcphail@duchesne.uq.edu.au](mailto:s.mcphail@duchesne.uq.edu.au)



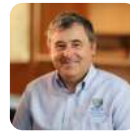
**Jo Raymond**

College Support Officer  
[hello@duchesne.uq.edu.au](mailto:hello@duchesne.uq.edu.au)



**Joanna White**

Deputy Head of College (Business)  
[j.white@duchesne.uq.edu.au](mailto:j.white@duchesne.uq.edu.au)



**Jason Field**

Maintenance Officer  
To log a service request click [HERE](#).



**Carla Hardy**

Director of Engagement  
[c.hardy@duchesne.uq.edu.au](mailto:c.hardy@duchesne.uq.edu.au)



**Dr Vicky Dawes**

Counsellor  
[v.dawes@duchesne.uq.edu.au](mailto:v.dawes@duchesne.uq.edu.au)  
To book counselling with Vicky click [HERE](#).



**Lea Walker-Franks**

Director of Advancement  
[l.walker-franks@duchesne.uq.edu.au](mailto:l.walker-franks@duchesne.uq.edu.au)



**Maddison Davey**

Dean of Studies  
[academic@duchesne.uq.edu.au](mailto:academic@duchesne.uq.edu.au)



**Alana Shortt**

Dean of Students  
[admissions@duchesne.uq.edu.au](mailto:admissions@duchesne.uq.edu.au)



**Ellise Gill**

Communications and Events Officer  
[engagement@duchesne.uq.edu.au](mailto:engagement@duchesne.uq.edu.au)

## Service Partners

Chartwells Catering  
Madison Cleaning Services  
Constant (security)

# 2024 Student Club Executive

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All residents and associates are members of The Duchesne College Students Club Incorporated which exists to:

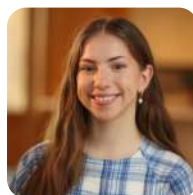
- serve and represent all Duchesne College students in matters affecting their activities and interests at College
- promote a community spirit within the College through academic, social, cultural and sporting activities
- promote and maintain strong personal bonds between all student members
- promote good behaviour and discipline of student members – individually and as a community.

The Student Club Executive meets regularly with the Deputy Head of College (Students) and other members of the College Leadership Team to collaboratively discuss and decide on matters of mutual concern.



**President:**  
**Lucinda Poteri**

- Hometown: Brisbane
- Studying: Bachelor of Law & Business, QUT
- Fun Fact: I love Taylor Swift!



**Vice President:**  
**Grace Crow**

- Hometown: Rockhampton
- Studying: Bachelor of Secondary Education, QUT
- Fun Fact: I love to play the piano



**Treasurer:**  
**Stella Poteri**

- Hometown: Brisbane
- Studying: Bachelor of Advanced Business, UQ
- Fun Fact: I have two sets of twins in my family



**Secretary:**  
**Georgia McGovern**

- Hometown: Hervey Bay
- Studying: Bachelor of Primary Education, UQ
- Fun Fact: I danced for 15 years



**Cultural Convenor:**  
**Natalie Carroll**

- Hometown: Sydney but moved to Woodbury when I was 12
- Studying: Bachelor of Arts & Secondary Education, UQ
- Fun Fact: I have 8 dogs!



**Community Service Convenor:**  
**Lucy Crockett**

- Hometown: Brisbane
- Studying: Bachelor of Speech Pathology, UQ
- Fun Fact: I've lived in 3 countries!



**Sport Convenor:**  
**Grace Penhaligon**

- Hometown: Tannum Sands
- Studying: Bachelor of Physiotherapy, UQ
- Fun Fact: I was a level 10 gymnast



**Social Convenor:**  
**Chloe Crocker**

- Hometown: Townsville
- Studying: Bachelor of Mechanical Engineering & Physics, UQ
- Fun Fact: In my free time, I like to DJ



**ICC Convenor:**  
**Charlotte Hart**

- Hometown: Yeppoon
- Studying: Bachelor of Science, UQ
- Fun Fact: I have one of Paul Stanley's guitar picks



**Wellness and Inclusion Officer:**  
**Erin Kuhlke**

- Hometown: Townsville
- Studying: Bachelor of Nursing, UQ
- Fun Fact: I was born in South Africa



**Communications  
Officer:**  
**Hanna Weinert**

- Hometown: Yeppoon
- Studying: Bachelor of Creative Industries, QUT
- Fun Fact: I was born in the beef capital of Australia



**Third Year  
Representative:**  
**Saskia MacMillan**

- Hometown: Brisbane
- Studying: Bachelor of Fashion & Business, QUT
- Fun Fact: I am amazing at whistling



**Second Year  
Representative**

Currently vacant - to be filled in Semester 1, 2024.



**Welcome Week  
Convenor:**  
**Grace Veivers**

- Hometown: Sunshine Coast
- Studying: Dual degree, Bachelor of Business, Tourism and Event Management, UQ
- Fun Fact: I love to go to the beach with my friends



**Welcome Week  
Convenor:**  
**Jasmine Sichter**

- Hometown: Tully
- Studying: Bachelor of Paramedicine, ACU
- Fun Fact: I first went skydiving when I was 12 years old

# 2024 Community Leaders

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**Community Leaders live at the College and provide pastoral care and academic support to all students.**

Community Leaders are students who have lived at our College for more than a year and have been chosen through an open application and selection process to help ensure the wellbeing of College students. This role complements the role of the Student Club Executive and provides an opportunity for residents to develop leadership skills.

Community Leaders (CLs) are expected to have a close involvement in the general life of the College. They share meals and meet regularly with students, participate in College functions and are seen as aspirational role models who are loyal to and show a level of responsibility to the College. CLs create a supportive atmosphere and generate a sense of community within the College. Their general roles and responsibilities are closely aligned to the five goals of Sacred Heart Education.

Each student will become part of a CL family with a dedicated CL who helps students settle into College, promotes activities and programs for students, and is available for friendly consultation on personal and academic matters. The CLs foster open communication throughout the College by acting as a conduit for students and College staff. Community Leaders report to the Deputy Head of College (Students).



## Senior Community Leader:

### Tegan Wells

- Hometown: Cairns
- Studying: Bachelor of Law (Honours) & Bachelor of Justice, QUT
- Fun Fact: I've lived in half of the states and territories of Australia



## Senior Community Leader:

### Chelsea Baker

- Hometown: Sunshine Coast
- Studying: Bachelor of Advanced Business (Honours), UQ
- Fun Fact: When I'm not at Duch, you can find me on the hockey or cricket field



**Community Leader:**  
**Abbey Brown**

- Hometown: Cairns
- Studying: Bachelor of Architecture, QUT
- Fun Fact: I love fashion, coffee, and morning walks



**Community Leader:**  
**Amy Komsic**

- Hometown: Cairns
- Studying: Bachelor of Pharmacy (Honours), UQ
- Fun Fact: I share the same birthday as my dad



**Community Leader:**  
**Annabel Flower**

- Hometown: Roma
- Studying: Bachelor of Laws/Arts, UQ
- Fun Fact: I'm a massive country music fan!



**Community Leader:**  
**Annabelle Leckie**

- Hometown: Brisbane
- Studying: Bachelor of Business Management, UQ
- Fun Fact: I skipped grade 1, and repeated grade 2!



**Community Leader:**  
**Ebony Bonanno**

- Hometown: Ayr
- Studying: Bachelor of Laws (Honours), QUT
- Fun Fact: You will always catch me singing and dancing!



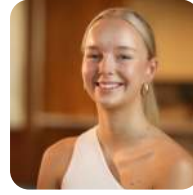
**Community Leader:**  
**Eliza Lebsanft**

- Hometown: Toowoomba
- Studying: Bachelor of Economics, UQ
- Fun Fact: I work at a doggy daycare



**Community Leader:**  
**Enrica Capilitan**

- Hometown: Toowoomba
- Studying: Bachelor of Speech Pathology (Honours), UQ
- Fun Fact: I can name every One Direction song in 8 minutes



**Community Leader:**  
**Evie Cotton**

- Hometown: Mossman
- Studying: Bachelor of Speech Pathology, ACU
- Fun Fact: I love dancing, snorkeling and hanging out with my friends!



**Community Leader:**  
**Harriet Clowes**

- Hometown: Originally from Brisbane, but grew up in Phuket
- Studying: Bachelor of Laws & Business Management, UQ
- Fun Fact: I was an extra in a film with Dylan O'Brien!



**Community Leader:**  
**Lucy Kealy**

- Hometown: Darwin
- Studying: Bachelor of Pharmacy, UQ
- Fun Fact: I travelled the east coast of Australia in a caravan with my family in grade 5



**Community Leader:**  
**Madison Fagan**

- Hometown: Brisbane
- Studying: Bachelor of Primary & Secondary Education, ACU
- Fun Fact: Canva is my favourite app ever!



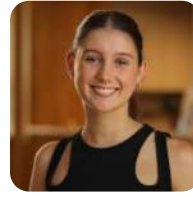
**Community Leader:**  
**Mia Bennetts**

- Hometown: Toowoomba
- Studying: Bachelor of Science & Bachelor of Economics, UQ
- Fun Fact: I'm an avid hiker, non-fiction reader, and true crime doco watcher



**Community Leader:**  
**Ruby Simms**

- Hometown: Cairns
- Studying: Bachelor of Midwifery, UQ
- Fun Fact: I have danced since I was 3 years old



**Community Leader:**  
**Sophie Kearns**

- Hometown: Brisbane
- Studying: Bachelor of Business & Design, QUT
- Fun Fact: I love sewing and making my own clothes



**Community Leader:**  
**Tazzy Raynes**

- Hometown: Emerald
- Studying: Bachelor of Commerce, UQ
- Fun Fact: My full name is Tazzy and doesn't have anything to do with Tasmania!



**Community Leader:**  
**Zoe Albury**

- Hometown: Originally from Brisbane but have lived overseas for most of my life
- Studying: Bachelor of Exercise & Sport Science (Honours), UQ
- Fun Fact: I've grown up in 4 different countries and learnt 5 languages



# 24 Hour Support

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If you need any support (day or night), the Reception desk at the front of the College should be your first point of contact. This is where our CSO's and RSO's are based.

If they are not at Reception, there will be a sign with the appropriate contact number on display.

## College Support Officers (CSO's)

**Contact Number: 0447 212 596**

CSO's are on duty from 8.00am to 8.00pm, 7 days a week. They provide support with college facilities and services.

## Resident Support Officers (RSO's)

**Contact Number: 0430 100 475**

RSO's are on duty from 8.00pm to 6.00am, 7 days a week. They provide after-hours support in the case of an emergency, e.g. if a fire alarm is activated, first aid is required, or you've locked yourself out of your room. If needed, they will seek additional support from the staff member on call.

*Please note, if you call either of these contact numbers between 6.00am-8.00am it will go directly to the staff member on call.*

## Forgot your key?

Please note there are intercoms at both the front foyer door and on the RP/Jubilee external door so that you can access support if needed.

# Safety and Security

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## College Security

For information about after-hours security, please refer to page 36 of the handbook.

## Keys

Students will have a digital key to access the external doors to the College and a physical or digital key for their room. Your key is specific to your room and you. It gives you access into the College via a reader. For your safety and that of other students and College staff, please do not loan or give your digital key to anyone else. Regular reporting will be in place to review access to the College.

Please contact Reception or if after hours, the CSO or RSO, for access.

If you have lost your phone and need to replace your digital key, please contact Reception for support. Students may also use the intercom to access support if they are having issues accessing the doors.

To ensure your room and personal belongings are secure, please keep your physical key on you at all times. Physical keys should not be left outside of bedroom doors or given to another person.

## Personal Belongings and Contents

### Insurance

Duchesne College students like to keep their doors open to facilitate interactions with each other. Please understand that the College's insurance policy does not cover the loss of personal items. The College encourages students to lock their doors when they are not in their rooms.

We encourage you to have contents insurance to cover your personal items both within and outside the College. Also know that it's okay to close your door when you need to. Some students put a post-it note on their door when they need to study or take some time out to recharge.

## Electrical Items

All approved appliances brought into the College must be tested and tagged as safe. This will be conducted at the beginning of Semester 1 and may be checked on a regular basis. Double adaptors are not permitted, however, you can use power boards with circuit protectors.

## Prohibited Electrical Items

The following items cannot be brought to the College for safety reasons:

- any type of cooking or other food preparation appliances such as microwaves, ovens, coffee machines, kettles, and toasters.
- heaters
- portable aircons
- electric blankets
- electric diffuser
- irons
- garment steamers
- salt lamps
- any items that require and international adaptor

## Fire Safety

The safety of all students is our primary concern. Fire evacuation drills are conducted periodically and every student must participate. For more information on fire evacuation and other emergency procedures, please refer to page 37 and 38.

Candles, diffusers, incense burners and any other items that can be lit are strictly prohibited and will be removed from your room if found. The College and the UQ St Lucia Campus are no-smoking/no-vaping areas. The College is also a no-smoking/no-vaping environment.

An automatic fire detection system with heat/smoke-sensitive sensors are installed in each room, including the common areas. Please note that excessive steam from ensuite showers, aerosols and irons can set off room alarms so please use with care.

The fire alarm system is connected to both UQ Security and Queensland Fire and Emergency Service (QFES). Both services will attend in the event that the fire alarm is activated. QFES can charge a fee of approximately \$1500 to attend a false alarm. If a false alarm is activated by a student or vapes are found in a student's room where the fire alarm has gone off, the College reserves the right to pass on this fee to the student or Student Club. For safety reasons, the fire exits, stairwells and corridors must be kept free of items such as bags, shoes, or drying racks.

The misuse of fire safety equipment is a criminal offence. This includes interfering with or removing fire safety signs as well as fire extinguishers.

## Safety On Campus

Where possible, we recommend that you travel with others, particularly in the evenings. There are free after-hours safety buses when travelling to and from UQ buildings at night. You may like to download the SafeZone app.

The safety bus stop is directly outside the College's main entrance. You can also ask to be accompanied on foot by a Uni-Safe Escort.

UQ Security is available to any student living at the College, 24 hours a day, 7 days a week, 365 days a year.

Please call:

**Ph: 07 3365 3333 in an emergency, or  
Ph: 07 3365 1234** for all other general enquiries.

## Download the SafeZone App

UQ SafeZone is a free smartphone app that connects staff and students with security and emergency services during a first-aid or emergency situation on UQ campuses and sites.

All students are encouraged to download the UQ SafeZone App.

To download, or find out more click [HERE](#).

# Health and Wellbeing

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Your wellbeing is our primary concern, and we want to ensure that you are provided with the right support and services for your needs.

## Counselling

Duchesne College engages a qualified counsellor to support our students. These sessions are confidential and provided at no additional cost to you. Click [HERE](#) to book an appointment.

### Counsellor - Dr Vicky Dawes

**E:** [v.dawes@duchesne.uq.edu.au](mailto:v.dawes@duchesne.uq.edu.au)

**W:** [10to8.com/book/counsellingwithvicky](http://10to8.com/book/counsellingwithvicky)

## First Aid

All College staff and Student Leaders have First Aid and CPR training, as well as Mental Health First Aid training.

If you have an existing condition that could impact you during your stay at College, please advise the Dean of Students so that the College always has an up-to-date care plan.

If a health issue, accident, or injury arises while you are at College, please contact Reception so that support can be provided.

- There is a first aid kit at Reception and Kitchen. The Student Club also has a first aid kit for all sporting events.
- Reception holds EpiPens that have been provided by students. EpiPens that are supplied by the College can also be found at the locations listed on page 40.

## UQ Ally Network

College staff are part of the UQ Ally Network who provide a safe, welcoming and inclusive space for sex, gender and sexually diverse people at UQ and the broader community. For further information please [visit the website](#).

## Sexual Misconduct Support

The College encourages anyone who has experienced sexual misconduct to seek support as soon as possible. Support is available from the College or from your tertiary institution. [CLICK](#) to view the Duchesne College Sexual Misconduct Policy & Procedures.

The University of Queensland's Sexual Misconduct Support Unit (SMSU) is a safe and supportive place for the UQ community to receive guidance around sexual assault and sexual harassment. [Visit the website](#) to connect to a counsellor or book an appointment.

## First Responder

College staff are a part of the UQ First Responder Network to provide a safe and supportive environment for students. Please note that First Responders are not counsellors and cannot provide counselling support. More information is available [HERE](#).

First Responder - Sou McPhail

E: [s.mcphail@duchesne.uq.edu.au](mailto:s.mcphail@duchesne.uq.edu.au)

## Self Care

It is always important to look after yourself by ensuring that you get enough sleep, eat well, you're active, connecting with others, and have time for relaxation. Our College Counsellor is another wonderful resource to help support you at any time.

## Faith and Spirituality

Duchesne College is a proud member of the global network of schools and colleges established by the Society of the Sacred Heart, and inspired by the works of the Foundress, Madeleine Sophie Barat.

We believe in nurturing both our minds and spirits. We offer a vibrant and inclusive community where everyone can explore and deepen their faith and spirituality. The following links will help you to locate various faith, spiritual and cultural services to support your needs.

- [Catholic Mass or Service](#)
- [Anglican Service](#)
- [Uniting Church](#)
- [Christian Community Churches of Australia](#)
- [Queensland Mosque and Prayer Venues](#)
- [Hindu Council of Australia](#)
- [Buddhist Council of Australia](#)
- [UQ Multi-Faith Chaplaincy Service](#)

## Community Leaders

Community Leaders (CL's) are essential to the College's pastoral support systems. They help steward students within the parameters of College expectations and promote student wellbeing support structures. Each CL is responsible for facilitating community connections and creating a warm and welcoming atmosphere.

CLs are a key contact point for every student. Each CL occupies a room close to her CL Family to facilitate community connections and to create a warm and welcoming atmosphere where each student is valued and celebrated as an individual.

All CLs are trained active listeners and responders, but they are not professionally trained counsellors or mental health practitioners. They will encourage you to speak with College staff or our College Counsellor depending on the concern.

# Academic Care

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**We provide a supportive learning environment that helps you succeed academically and prepares you for your future career.**

A major benefit of joining our Duchesne College community is the opportunity to develop a strong network and gain access to a range of support programs. This is particularly important if you are making the transition from school and home to the new environment of university and college.

The Deputy Head of College (Students) together with the Dean of Studies specialise in academic mentoring, academic workshops, study planning, assessment advice, program change or transfer, internship and work experience opportunities, including preparing for your future career. A key aspect of our academic success is the comprehensive tutorial program that is available to you to complement your university studies. We employ qualified tutors to deliver tutorials covering a broad range of disciplinary areas. A link to the Duchesne Academic Tutorials will commence in week 3 of semesters 1 and 2. You also can also participate in tutorials at other 'Lakeside Colleges' to further enhance your studies as well as meet new people who are studying the same course as you.

The Dean of Studies will meet with each first-year student during semester 1 to ensure satisfactory academic progress. You are strongly encouraged to take advantage of the support that is available at Duchesne College to maximise your learning opportunities and to get the most out of your college experience. Students who attend tutorials and access additional support services achieve better results in their courses.

# Community Living Standards

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At Duchesne, we embrace and value our students and their diversity. The following principles will help you to live harmoniously in this vibrant and supportive community.

**We are an adult community (except where the law requires otherwise)**

**We are responsible for our own actions and choices.**

**We acknowledge and respect other students' personal space.**

**We act with respect, integrity and honesty in all our dealings.**

**We seek help and offer support to others.**

**The Duchesne College brand and reputation is the responsibility of every member of our community.**

**We value and care for our physical environment.**

**We ensure that communal spaces are clean and tidy.**

**We have zero tolerance for any activities that are illegal.**

Duchesne College has structures and guidelines in place to ensure that expectations are clearly shared and understood. You will have an opportunity to view and sign our Values Statement, which will be emailed to you.

Please be aware that a serious breach of the College's Statement of Values or any other College policy and procedure may jeopardise your continued enrolment at the College. We are committed to working with you to foster your personal growth and to help you make positive choices.

While we fully respect your right to privacy, there may be times when the College is required to enter your room, including for routine cleaning and inspections, or if the College has any concerns about your welfare and/or conduct.

Duchesne College provides a number of communal spaces where students gather, share diverse interests, cultures, and experiences, while fostering the College's strong sense of community.

## Visitors

Visitors are welcome and we expect that you will greet your visitor at the entrance and walk them to the door when they leave. Your visitors are your responsibility while they are onsite at the College. A guest is expected to leave immediately if requested. If you would like a guest to stay overnight, a foldaway and linen pack is available for \$30. This can be arranged with Reception.

All visitors must be accompanied by a resident or associate member at all times. Visitors are not permitted in the gym, Dining Hall, common rooms, kitchenettes, Library, or tutorial rooms. Visitors are permitted in the Colonnade and Cafe Duchesne only.

Designated unisex toilets are located near Reception, below the Dining Hall, and on the first and second floors of Main Building.

All visitors who are not staying overnight must vacate the College by 10.00pm.

## Cleanliness

As part of your commitment to maintaining a clean, comfortable, and harmonious living environment, it is expected that you will clean up after yourself when using the common areas and kitchenettes. All kitchenettes and tea rooms are equipped with general cleaning supplies. Cutlery and crockery must be returned to the Dining Hall at the conclusion of all meal services. Meals can only be consumed in the Dining Hall or outdoor common spaces and not in bedrooms or study spaces.

## Study Spaces

Study spaces are essential to your ability to study effectively, as such, it's important to create a study environment that fosters productivity and minimises distractions. Duchesne College offers a variety of study spaces and meeting rooms which are used for scheduled tutorials and meetings. Meeting rooms have a maximum occupancy and can only be used for small group study or meetings. For further information or to book these rooms, please go to page 29 of the handbook or visit Reception.

The Joan Percy Dove Library is equipped with desks, whiteboards, and a printer, and is available for use by all students at any time.

## Music Rehearsal Rooms

There are music rehearsal rooms outside both Ground Floor and Lower Ground West Wing. Please be considerate of your neighbours when using these rooms.



## Common Rooms and Tea Rooms

For informal meetings, you're welcome to use the tutorial rooms, common rooms, or Café Duchesne. You can book the two meeting rooms located off the foyer, or use the two common rooms, known as 'RP' in the Rose Phillipine Wing and 'Old Commo' near the main kitchen. The common rooms have lounges, games, TV, and kitchenettes which are stocked with supplies for making snacks at your convenience.

As a courtesy to all college members, all personal belongings must be removed or stored from common spaces in the cupboards (located in the Old Commo or The Library) by 10.00pm.

We have tea rooms on the first and second floors of Main Building, RP Wing, West Wing, and Oakleigh which can be used for you to make tea, coffee, or snacks. These rooms cannot be used for heating late dinners (just RP and Old Commo). The College provides tea and coffee supplies and will ensure they are replenished on a regular basis.

## Car parking

Only residents who successfully apply for and are allocated a car park may park on the College grounds. If you have a car but don't have an allocated carpark, you can park on the UQ Campus (download the Cello Park app). If you park on the College grounds without a carpark allocation, you will receive a \$100 fine.

If you have visitors, please ask them to park on the UQ campus. If they need to drop off items, short term use of the College car park may be available. Please see Reception, and if a car park is available, your visitors will need to register their car and provide their contact details.

# Meals at Duchesne

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**Mealtimes are a highlight of College life and are a great social activity.**

All meals at Duchesne College are eaten in designated dining areas:

- Dining Hall (including the Terrace)
- Café Duchesne
- The Quad
- Colonnade

In semester 1, all students are expected to eat in the Dining Hall (and sit at the next available seat) as this is a great way for you to make new friends and have interesting conversations.

We recognise that there are times when students are unable to have their meals at the College during our regular mealtimes.

We're also happy to accommodate changes to schedules, if given sufficient notice. For example, if we know that students have sporting commitments and will not be able to have lunch at the scheduled times, we will ensure that appropriate meals are prepared for your return to College.

The following options are available to ensure you receive the right nourishment.

## MYO Packed Lunches

For residents who will be offsite for lunch, you can make your own (MYO) using the selection of items available in the Dining Hall as part of the breakfast service. Please ask the kitchen team for a snack pack if you would like to add your MYO lunch.

Food safety is important for your health and welfare, so you will need to keep the packed lunch chilled to keep it safe for consumption once it leaves the kitchen.

## Late Meals

Late meals can be ordered by 4.00pm on the day of service **HERE**.

Please notify us of any allergies or intolerances; if we are unable to accommodate your request, we will get in touch to discuss an alternative option.

Meals will be dated and labelled in the RP Common Room kitchen after 7.00pm.

Hot meals should be reheated to 'steaming hot' for food safety (70°C for two minutes). Any leftovers or food left out of the fridge for more than two hours must be disposed of to prevent food-borne illness.

A small number of meals are placed in the RP Common Room which can be accessed by students in an emergency if they forget to make alternative arrangements or request a late dinner. Dietary specific freezer meals are stored in the Old Common Room freezer.

We are responsible for the safety of food that is served in the designated dining areas during mealtimes. Outside of these times, the safe consumption of food is your responsibility.

## Dining Etiquette

As a courtesy to others, please dress appropriately in the Dining Hall. This includes wearing shoes around the College as they are a safety requirement. Loungewear and pyjamas of a similar style are not permitted after 9.00am.

## Feedback

To provide feedback about your meal or the Duchesne College menu please complete our survey **HERE**.

# Meal Times

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## **Monday to Friday Breakfast:**

6.30am – 9.00am  
(hot food from 7.00am)

**Lunch:** 12.00pm – 1.30pm

**Dinner:** 5.30pm – 7.00pm

## **Saturday and Sunday Breakfast:**

7.00am – 10.00am  
(hot food from 8.00am)

**Lunch:** 12.00pm – 1.30pm

**Dinner:** 5.30pm – 7.00pm

## Allergens

If you have any food allergy, please advise the Dean of Students so our catering team can be made aware. Please be sure to keep our team updated about any changes to your dietary requirements throughout the year.

If you have requested meals for your specific allergy, please ask the catering team for your meal when you arrive at the servery. It may not be in the servery to avoid any cross contamination.

## Food Intolerances

Food intolerances can cause discomfort and make it difficult to eat certain meals.

We will do our best to accommodate intolerances where we can, but this is not always feasible. Please see our Chef Manager for further assistance.

## Dietary Requirements

If you have any dietary requirements or preferences, it's important that you let the Dean of Students know as soon as possible so your records can be updated, and we can prepare the required meals for you.

We also encourage you to speak with the Chef Manager if you have any concerns or questions about your meals, and thoroughly read the allergen signage on each food item prepared.

## Dining with guests

If you would like to invite a guest to join you for a meal, you're more than welcome to do so. You will need to purchase a \$10 meal voucher from Reception prior to your guest receiving their meal.

## **IMPORTANT TIP**

**If you set off the fire alarm system accidentally while cooking or baking in the Common Rooms/Tea Rooms it could result in a \$1500 charge from Queensland Fire and Emergency Services.**

# Facilities at Duchesne

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## Collecting Mail and Parcels

Your mail and parcel deliveries can be collected from the Parcel Locker located on the kitchen veranda side of the College. Each time a delivery arrives for you, Groundfloor™ will send you an SMS containing a single-use access code. At times, mail may also be delivered to Reception. You will receive an email or text if we receive your mail to prompt you to collect items from Reception.

## Gym

A well-equipped and air-conditioned gym is located on the Lower Ground Floor of the Rose Philippine Wing and can be used by current Duchesne College residents and associates only.

Gym hours are 6.00am to 10.00pm daily. Please be mindful of excessive noise after 8.00pm. Gym classes will be held throughout the year based on input from the student body. Please be considerate and remember the gym isn't soundproof.

Please turn the lights and the air-conditioner off when you leave. The gym is not supervised by the College and your use of the gym and any equipment is at your own risk. Please contact the Student Club Gym Convenor with any suggestions or to report any problems.

## IT / WiFi / Printing

Information on how to connect to the wifi is posted on the College noticeboards. There are two networks available - [UQ and eduroam](#). You can connect your own computer to the shared printer in the Library via these networks, however, please note that printing is a paid service. For any support with the wifi network or printing, please visit Reception.

## Reception

This is your first stop for any general enquiries such as collecting mail, reporting a lost key, or booking a meeting room.

## Laundry

The College has energy efficient washers and dryers with a cashless payment system. The two laundries with hanging spaces nearby are located on the Lower Ground Floor in RP Wing and West Wing.

You will need to set up an online account [HERE](#) and install the app on your phone. Washing is free and all drying cycles cost \$3 per load. Full instructions are available in both laundries.

### Tips for considerate use of the laundry:

- Ensure you retrieve clothing promptly from washing machines and dryers after use. Clothing must not be left in machines or laundries for long periods.
- Clothing left unattended in laundries is at your own risk. Any clothing left in laundries will be removed every fortnight and donated to charity.
- Electric irons, ironing boards, and garment steamers are provided for your convenience. These must only be used in the laundries.
- Portable soaking tubs are available to keep the laundry tubs free for everyone to use. These can be used to soak or give your items a quick rinse.

## UQ Sport Membership

Duchesne College residents and associate members are invited to join [UQ Sport's Gold Membership Gym](#) package. It provides access to the tennis, aquatic, fitness and athletics centres for the annual fee of \$280 (65% discount).

# How to Book a Meeting Room

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## Important information

- Each meeting room is available to book via Microsoft Outlook.
- Meeting rooms can be booked [here](#).
- If a room is already booked it will appear as 'Busy'.
- The booking system is managed by our CSO's.
- The booking system can also be accessed by opening any Microsoft Web App > Clicking the 9 dots at the top-left > All Apps > Bookings.
- There is a two-hour time limit on meeting rooms.
- Bookings for official College meetings and tutorials will take priority.

## Meeting Rooms you can book

- Lakeside
- Small Tutorial Room
- RP Seminar Room
- Dining Hall
- Meeting Room 6
- Meeting Room 8

# Living Sustainably

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**We all have a responsibility to improve the quality of our environment and live sustainably.**

Living sustainably is about choices and behaviours, both big and small, that enhance our lives, care for our environment and encourage us to live within our means.

At Duchesne College, we are all encouraged to live sustainably by:

- Returning all College cutlery and crockery to the Dining Hall or kitchen immediately after use
- Turning off the lights, ceiling fans, and air conditioners when we leave our rooms
- Being mindful of how often we use the air conditioners
- Keeping curtains and blinds closed in summer to help keep rooms cooler or leaving them open during winter to maximise the heat
- Turning off the power at the wall when you are not using an appliance
- Washing a full load rather than multiple small loads. Consider combining loads with another friend
- Drying your clothes in the sunshine is the most environmentally friendly
- Turning off the lights and air conditioner when you have finished using the gym or laundry
- Use public transport where practical.

**The Sustainability Committee and the College Leadership Team are working with the Student Club to develop further initiatives in this area in 2024.**

# Keeping the College Clean

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If your room or a communal space requires cleaning or maintenance, (including spills), and you are unable to clean it properly yourself, please:

- advise Reception during normal office hours or;
- [log a service request online](#) or via the QR code - see the noticeboards on your floor.

Urgent issues should be reported immediately. After hours, if the matter is urgent, please contact the CSO or RSO on duty.

When personalising your room, please ONLY use Blutac. If you would like additional hooks in your room, please advise Reception. A fine will be issued if there is any damage to College property.

## Common Area Cleanliness

As part of your commitment to maintaining a clean, comfortable and harmonious living environment, it is expected that you will clean up after yourself when using the common areas and kitchenettes. Cutlery and crockery should be returned to the Dining Hall at the conclusion of all meal services. Meals can only be consumed in the Dining Hall or outdoor common spaces, and not in bedrooms.

## Weekly Cleaning

Our cleaning team will clean your room once a week. On your nominated day, please ensure your floor is clear so it can be adequately cleaned. Cleaning staff will only clean what is accessible, including furniture and other surfaces. We also encourage you to regularly empty your bins.

Please be thoughtful towards cleaning staff as it is not their job to empty bins containing unconcealed sanitary items, or glass of any description. Please place glass or other sharp objects directly in the bins with yellow lids, which are located throughout the College. Cleaners are not required to collect any glass bottles from your rooms.

The weekly clean is compulsory. If your room cannot be cleaned, you will be asked to speak with the Deputy Head of College (Students) to discuss the matter.

## Additional Cleaning

If your room requires cleaning beyond the standard weekly clean, this will be arranged by the College and billed to your account. Some examples include the removal of spray tan, glitter, make-up or spills of any kind. The cost is \$100 to \$250 per incident. At the end of the College year, should your room require additional cleaning, **you will be charged \$250 plus the cost of any damage.**

If you have been unwell and believe your room should be disinfected, please advise Reception at your earliest convenience. This service is free of charge.

## Sheets

When you move in the College provides clean sheets and a mattress protector. Clean sheets are provided weekly. If you have bought your own sheets, it is your responsibility to clean them.

**[Please log a service request](#)** if you would like your mattress protector cleaned or changed out.

## Bins

Our cleaning team will empty your bedroom bin during your weekly clean. However, you are encouraged to empty your bin regularly in the wheelie bins, including recycling bins, located throughout the College.

Additional bin liners are available at any time from the common rooms and tea rooms.

Blue Vinnies donation bins are located outside the Kitchen on the veranda.

Sanitary bins are provided in all shared bathrooms. Broken glass and similar items should be suitably wrapped (for safety reasons) and placed in the bins provided in the tea rooms and common rooms.

Students who require injectable medicines must dispose of these items in the sharps disposal units located in the Ground Floor bathrooms and all communal bathrooms.



# College Events

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From formal celebrations and career-boosting professional development opportunities to inspiring gatherings of blue hearts, the College event program is a valuable part of the Duchesne Advantage.

## Attendance expectations

The College has a full schedule of events already programmed for the year ahead. Please flick to the next page to see all 2024 College events and add them to your calendar.

All students are expected to attend formal dinners which generally run for 90 minutes.

## Invitations

You'll be sent a formal email invitation 2-3 weeks prior to the event with all of the details.

Event information will also be shared:

- in the Duchesne College Facebook Group - **Duchesne College Official Comms.**
- as individual events on Facebook.

## RSVPs

You must RSVP to all official College events using the link in your email invitation, or the link listed on the Facebook event. Please note, if you click 'Going' on the Facebook event this is NOT an official RSVP.

RSVP's must be received by the cutoff date (as specified on the invitation), so adequate catering and support can be allocated.

If you have dietary restrictions, please ensure you include this in your RSVP so we can cater to your needs.

If you cannot attend a College event due to official study or work commitment, you will need to **email the Head of College** with your apologies, and also advise Reception if you need an alternative meal arranged.

## Formal dinners and events

At formal dinners you can expect:

- a delicious menu
- special guest speakers
- a beautifully set table
- professional photographer
- table service

For an occasion that's a little bit special, we ask that you dress up accordingly. No Birkenstocks for these events please!

You will wear your academic gown to all formal dinners during the year and for our whole-of-college photo. You'll find your academic gown in your room when you arrive.

We have the gowns dry cleaned at the end of the year so please make sure you leave it in your room when you depart (but don't forget to remove your College badges!)

# 2024 College Events: Save the date!

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**Feb:**

- Sun 11:** Move In Day | New Residents and Associate Members Welcome Dinner
- Sun 18:** Move In Day - returning students
- Mon 19:** Welcome and Academic Dinner + whole college photo

**Mar:**

- Fri 8:** Wise Women Series: International Womens Day Breakfast with The Women's College
- Sat 23:** Celebration of Giving

**Apr:**

- Tue 16:** Wise Women Series Dinner
- Tue 30:** Wise Women Career Success Program - Health

**May:**

- Thu 30:** Giving Day
- Sat 25:** Duchesne College 85th Anniversary Long Lunch

**July:**

- Tue 30:** Wise Women Career Success Program - Politics, Business, Economics, Law

**Aug:**

- Sat 3:** UQ Open Day
- Thu 22:** Wise Women Series Dinner

**Sep:**

- Tue 10:** Wise Women Career Success Program - Science, Engineering, Design, Creative Arts

**Oct:**

- Thu 3:** Wise Women Series Dinner
- Fri 18:** End of Year Celebration

**Nov:**

- Sun 17:** Move Out Day

Duchesne College Student Club will also host events throughout the year. Stay tuned for more information from your Student Leaders.

# Social Media

Duchesne College has a number of social media accounts you can follow to stay up to date with the latest College news and events.

- [Facebook](#)
- [LinkedIn](#)
- [Instagram](#)
- [TikTok](#)

We also have a **Private FB Group** that we use to communicate directly with current residents and associate members. To find the group search 'Duchesne College Official Comms' on Facebook and request access or click [HERE](#). Please note this is for current residents and associate members only.

In the group you will find updates about College facilities, events, job opportunities, and more! Handy documents can also be found pinned in the 'Featured' menu at the top of the page. At times we may need to communicate a number of updates in one day. To help you identify which posts may be relevant to you, we have created the following system:



# Associate Members

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We're so pleased to welcome a growing cohort of Associate Members at Duchesne College in 2024. You are an important part of our community and contribute so much to our culture!

As an Associate Member, you'll begin your university experience like every other first-year student. During the week-long Welcome Week (Orientation Week), you'll 'live in' at the College and become fully immersed in life at Duchesne. This is a wonderful opportunity to make friends before university even gets started and to participate in some fun activities with a great group of people.

Once university begins, you'll be able to come by the College whenever you like. You can park your bags and books in the Library while you grab some lunch or hire a roll-away bed if you'd like to stay overnight with a friend in their room. You'll also be part of a CL family, so we expect to see you at all of our formal College and ICC events!

There are a number of other services and benefits that come with your membership, and we look forward to seeing you at the College as much as you can be here!

**Friends:** if you're commuting from outside Brisbane, are new to Brisbane, or even if you live locally, an Associate Membership with Duchesne gives you the chance to connect with residents, and other colleges on campus. Joining the College community is an excellent way to build a network of like-minded friends.

**Food:** all weekday lunches during the academic year, plus additional meal cards for breakfasts, dinners or weekend meals can be purchased for \$10 per meal.

**Facilities:** all of Duchesne's facilities, including the Dining Hall, common rooms and a fully equipped gym, as well as the Library and music practice rooms.

**Academic support:** you can attend weekly tutorials at Duchesne and access university programs specific to your degree, including individual coaching around study and time-management skills, and mentoring from fellow students.

**Wellbeing:** you'll receive one session per semester with the Duchesne College Counsellor, be connected to peer support through an assigned Community Leader, and you can also participate in our wellness and service programs.

**Formal dinners:** a highly valued Duchesne tradition and the ideal place to make lasting friendships and meet inspiring guest speakers, while enjoying a special meal.

**Wait-list priority:** Associate Members are often the first to be offered places at Duchesne should they become available throughout the academic year.

# Policies and Procedures

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College policies and procedures support all in our community to live, study and work in a safe and supportive environment.

All College policies relevant to residential life are available on the College website. Please note that Duchesne College policies and procedures are amended from time to time.

At the commencement of each academic year, all residents are required to have read, understood and acknowledged their agreement with the Statement of Values, and Student Leadership Agreement if you are a Student Leader (Student Club Executive, Senior Community Leader, or Community Leader).

Key policies that all residents should be aware of include:

- Academic Care Policy
- Alcohol and Other Drugs Policy and Procedures
- Bullying, Discrimination, Harassment and Hazing Policy
- Events Policy
- Sexual Misconduct Policy and Procedures
- Social Media Policy
- Statement of Values

**[View the College policies and procedures](#)**

# Health and Wellbeing: Providers and Services

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## University based Services

### **UQ With You:**

<a href="#">UQ Student Central</a>	<b>Ph: 1300 275 870</b>
<a href="#">UQ Health Centre (<i>bulk billing</i>)</a>	<b>Ph: 07 3365 6210</b>
<a href="#">UQ Campus Pharmacy</a>	<b>Ph: 07 3870 1509</b>
<a href="#">UQ Dental</a>	<b>Ph: 07 3870 0511</b>
<a href="#">QUT Medical Centre (<i>bulk billing</i>)</a>	<b>Ph: 07 3138 3161</b>
<a href="#">QUT Health Clinics</a>	<b>Ph: 07 3138 9777</b>
<a href="#">QUT Counselling Services</a>	<b>Ph: 07 3138 2019</b>

## Additional Services

<a href="#">13 HEALTH (registered Nurse)</a>	<b>Ph: 13 43 25 84</b>
<a href="#">National Home Doctor</a>	<b>Ph: 137 425</b>
<a href="#">House Call Doctor</a>	<b>Ph: 13 55 66</b>
<a href="#">St Lucia Medical Centre</a>	<b>Ph: 07 3371 6005</b>
<a href="#">Taringa Medical</a>	<b>Ph: 07 3870 7239</b>
<a href="#">South Brisbane Urgent Care Clinic</a>	<b>Ph: 07 3346 1315</b>
<a href="#">Pregnancy Counselling</a>	<b>Ph: 1800 882 436</b>
<a href="#">Domestic Violence &amp; Sexual Assault Counselling</a>	<b>Ph: 1800 737 732</b>
<a href="#">Translating &amp; Interpreting Service</a>	<b>Ph: 131 450</b>
<a href="#">Women's Legal Service</a>	<b>Ph: 1800 957 957</b>
<a href="#">Alcohol and Drug Information Service</a>	<b>Ph: 1800 177 833</b>

## Mental Health and Crisis Support

If you're struggling or need additional support please reach out to a friend, family member, or someone you trust.

There are also a number of crisis support and counselling services you can access for help during your time at college [HERE](#).

## Bulk Billing

The [UQ Health Centre](#) offers bulk billing for all College students, regardless of which university you attend. Bulk billing means you do not have any out-of-pocket costs if you have a Medicare card. International students who are insured with OSHC Allianz are also bulk billed.

If your vaccinations are not up to date, UQ Health offers some of these services at no additional costs.

You can also attend the health and medical centre at your own university as they will offer bulk billing for students. Your university may also offer other health services free of charge. Please check with your university for further information.

# Emergency Procedures

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## Fire Emergency Procedure

In the event that you discover a fire:

- **Shout, 'FIRE!'** to alert those nearby, and if possible, use the red 'break glass' alert.
- Do not attempt to extinguish the fire.
- Take your phone and leave immediately, following the Exit pathway indicated on the nearest emergency exit sign.
- Encourage everyone in your immediate area to evacuate with you.
- Ensure that College staff on duty are aware of the fire, and that **000** has been called.
- Assemble at the designated assembly point as soon as possible. Your Fire Warden (staff) will check for anyone missing.

## When You Hear The Alarm

- The fire alarm emits a high-pitched intermittent sound.
- The evacuation alarm (which follows soon after) emits a continuous 'whoop whoop' sound.

When the alarm sounds, **you and any guest must vacate the building immediately**, following the Exit signs. Signs showing the nearest exit doors are displayed on the back of the doors in your room and throughout the College.

The Student Leaders are trained Fire Wardens. In the event of a fire, you must follow the directions of the Fire Warden.

## Fire Alarm Assembly Areas

**Front of College** – Far side of the grass lawn area, closest to College Road.

**Back of College** – Grass areas at the rear of Oakleigh Building.

## Lock-Down Procedure

In the unlikely event that personal safety is threatened by an emergency (e.g. severe storm, dangerous animal, siege, hostage-taking or dangerous airborne particles), and students and staff are required to remain indoors, the following procedure will be implemented:

- The person who discovers the emergency should contact staff immediately so that emergency services may be contacted, and emergency procedures put into place.
- In most cases, an announcement will be made via the PA system and external doors will be locked remotely. In some cases, notification of the situation may be made via text messaging and/or email, or other means.
- Students and staff will lock all windows and other doors, turn off lights and fans, remain silent and keep a low profile by sitting on the floor and out of line of sight of doors and windows until the 'all clear' is given.
- Staff members will take charge of any visitors/contractors who are in their vicinity at the time the alarm is activated.
- Staff and students are not to place themselves or others at risk by any deliberate action at any time.
- When the threat is over, the Head of College or a person acting on behalf of the Head of College will advise of the 'all clear'.

## Emergency Services

Any student can and should call Emergency Services if they think they need to. Ideally, a College staff member will be there to assist you, but if it is an emergency situation, please act immediately and following the instructions below:

### 1. CALL 000

- **for ambulance, fire or police.**

### 2. CALL

- **0447 212 596 for College Support Office on Duty**

### OR

- **0430 100 475 for Resident Support Officer on Duty**

The CSO/RSO will contact UQ Security to direct the emergency services as well as contact the College staff member who is on duty.

### 3. CALL 07 3365 3333

- **UQ Security for on campus emergencies.**

## Crisis Services

### [UQ Counselling & Crisis Line](#)

**Ph: 1300 851 998**

### [Lifeline](#)

**Ph: 131 144**

### [1800 Respect \(Sexual Assault\)](#)

**Ph: 1800 737 732**

### [Poisons Helpline](#)

**Ph: 131 126**

## EpiPen Locations

- RP Common Room
- Dining Hall
- Kitchen
- Residents who require EpiPens will also have them in their personal area.

## Defibrillator Location

RP Common Room

## Duchesne College After Hours

### College Support Officer

8.00am - 8.00pm Monday to Sunday  
(during the college year)

**Ph: 0447 212 596**

### Resident Support Officer

8.00pm - 6.00am Monday to Sunday  
(during the college year)

**Ph: 0430 100 475**





College Road, St Lucia QLD 4067

 **61 7 3377 2333**

 **[hello@duchesne.uq.edu.au](mailto:hello@duchesne.uq.edu.au)**

**[duchesne.uq.edu.au](http://duchesne.uq.edu.au)**