

Live 🌿 Grow 🌿 Flourish



COMMUNITY LIVING HANDBOOK

2023



DUCHESNE
COLLEGE



DUCHESNE
COLLEGE

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Welcome

The 2023 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.



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Community

building community
as a Christian value



Service

a social awareness
that impels to action



Faith

a personal and active
faith in God



Intellect

a deep respect for
intellectual values



Growth

personal growth in an
atmosphere of wise
freedom

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DUCHESNE

College Goals



A NOTE FROM THE

Head of College

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. The 2023 theme is "authentic connections in an inclusive and welcoming community" and I encourage you all to think about how you can contribute to this theme.

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

A BRIEF

History

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.

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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.

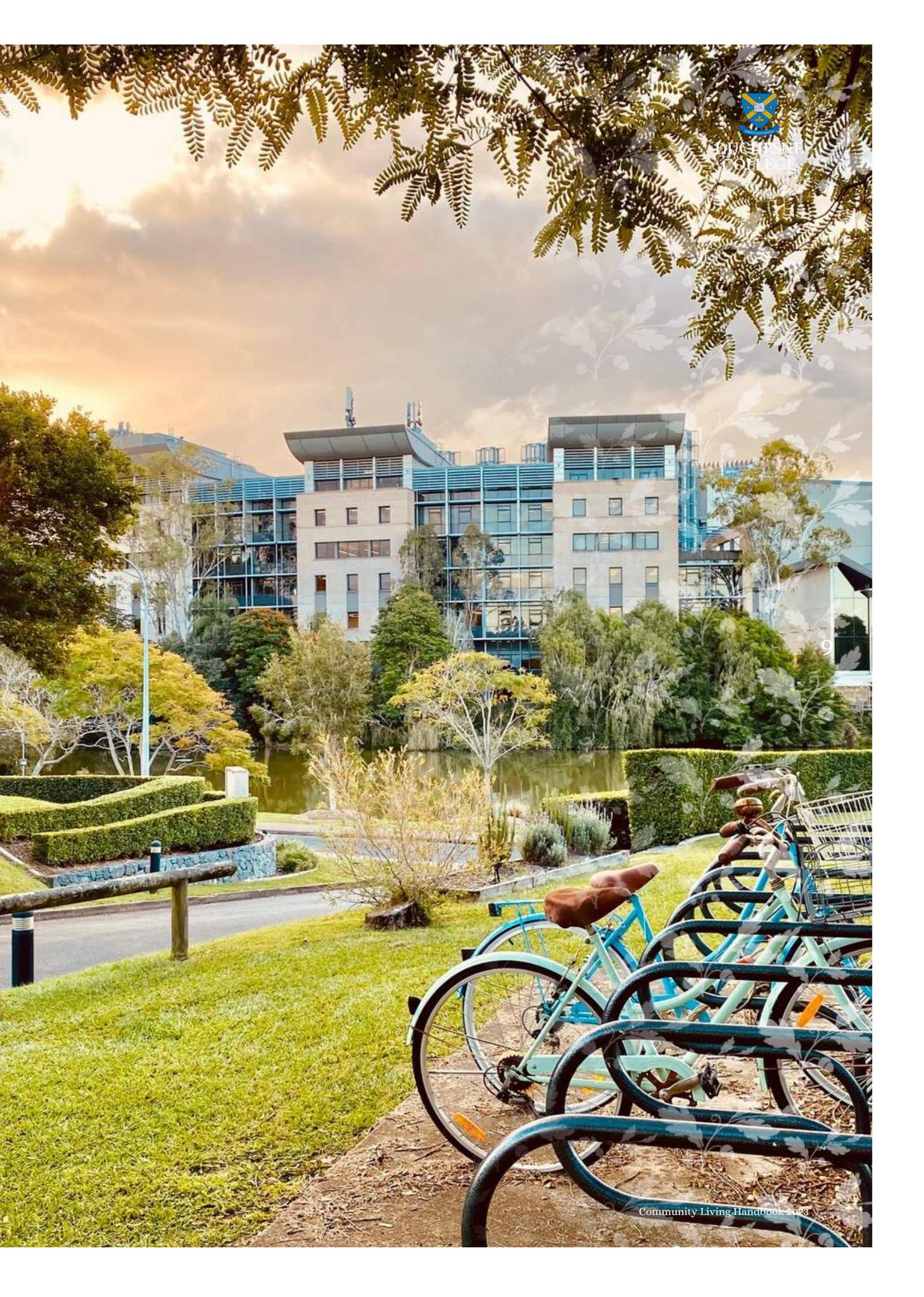
Saint Madeleine Sophie Barat was a firm believer in educating young women.

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

Read more about the key highlights of the College and its history on the website:

<https://duchesne.uq.edu.au/about-duchesne/college-history/>





UNIVERSITY OF
SOUTH AUSTRALIA

COLLEGE 

Governance

The Duchesne College Council ensures the College is faithful to and operates in accordance with the Mission, Values and Philosophy of the Society of the Sacred Heart.

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College Council Members

DUCHESNE COLLEGE

EXECUTIVE

Helen Sinclair (Chair)
Jayne Shallcross
(Deputy Chair)
Gina McLellan
(Honorary Secretary)
James O'Connor
(Honorary Treasurer)

COUNCILLORS

Sr Rita Carroll
Helen Hume
Melanie Lord
Deacon Andrew O'Brien

COLLEGE

Staff 2023

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Events and Communications Officer

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Jason Field

Maintenance

Service Partners

Chartwells Catering

Madison Cleaning Services

2023 STUDENT CLUB

Executive

All residents 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.

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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.

2023 RESIDENT

Leaders

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

Resident 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.



Resident Leaders (RLs) 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. RLs 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 an RL family with a dedicated RL who helps students settle into College, promotes activities and programs for students, and is available for friendly consultation on personal and academic matters. The RLs foster open communication throughout the College by acting as a conduit for students and College staff. Resident Leaders report to the Deputy Head of College (Students).

RLs also assist with the safety and security of the College and are on call for emergencies after hours. They work closely with the College Leadership Team to ensure that everyone at College feels at home.

RESIDENTIAL Wellbeing

The Deputy Head of College (Students) oversees all areas that may affect your wellbeing and works very closely with the Resident Leaders to ensure your time at Duchesne College is a safe and enjoyable experience.

Faith and Spirituality

Your ability to freely express and practise your faith is strongly encouraged at Duchesne. The Deputy Head of College (Students) works with student leaders to organise a range of activities including community outreach, liturgies, talks and seminars, leisure and other fun events to support your spiritual growth. These activities encourage students to deepen their understanding and awareness on important issues which reflect our modern world.

Pastoral Support and Counselling

Duchesne College engages a qualified counsellor to support our students. These sessions are confidential and provided at no additional cost to you. To book an appointment, please visit:

10to8.com/book/counsellingwithvicky

In addition, various members of the College staff are trained in specific areas for example to support someone who experiences sexual assault, or who needs support with gender orientation and identity.

Resident Leaders

The Resident Wellbeing Leaders and Resident Leaders 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.

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

All RLs are trained active listeners and responders, but they are not professionally trained counsellors or mental health practitioners. They will encourage you to speak with our College Counsellor and can offer to attend your first visit with you, if needed.



DUCHESNE
COLLEGE



ACADEMIC

Care

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

A major benefit of residing at Duchesne College 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 be made available commencing 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.



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ASSOCIATE 
Members

We're so pleased to welcome a growing cohort of Associate Members at Duchesne College in 2023. 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 women.



Once university begins, you'll be able to come by the College whenever you like. You can access a locker in the Old Common Room – grab a key at Reception. Or you can park your bags and books on a bookshelf in there while you grab some lunch or visit a friend. You'll be part of an RL family so you'll really be part of our community and you can hire a roll-away bed if you'd like to stay overnight with a friend in their room. We also expect to see you at all of our formal College 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!

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.

Friends – if you're commuting from outside Brisbane, you're new to Brisbane, or you live locally in metropolitan Brisbane, a membership with Duchesne will provide social connections to our residents and to other colleges on campus and is an excellent way to build a network of like-minded friends.

Academic support – you can attend weekly tutorials at Duchesne in your discipline along with facilitated access to university programs, including individual coaching around study and time-management skills, and mentoring from fellow students.

Wellbeing – as well as access to one session per semester with the Duchesne College Counsellor, you'll also be connected to peer support through an assigned Resident 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.

COMMUNITY LIVING

Standards

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 value and care for our physical environment.

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

We have zero tolerance for any activities that are illegal.

We seek help and offer support to others.

We ensure that communal spaces are clean and tidy.

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 Student Code of Conduct, 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 at a cost of \$30 is available. This can be arranged with Reception. Visitors are not permitted in the gym and must be accompanied at all times when using the common areas, including the Dining Hall, the Library and tutorial rooms. Designated male toilets are located near Reception and below the Dining Hall.

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 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.

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 tutorial rooms which are used for scheduled tutorials and sometimes meetings and seminars. These rooms are available to all students at other times for individual or group study. To book these rooms outside of scheduled tutorial times, please visit Reception.

The Library is available for use by all students, 24 hours a day. This area includes desks, whiteboards, lounges and a printer for student use.

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 & Tea Rooms

For informal meetings, you're welcome to use the tutorial rooms, common rooms or Café Duchesne. The Rose Philippine 'RP' Conference Room is a more formal meeting space and bookings for this room are essential. The two common rooms, known as 'RP' in the Rose Philippine Wing and 'Old Commo' near the main kitchen, are available to all students. They have lounges, games, TV, kitchenettes, and are stocked with supplies for making snacks 24/7.

We have tea rooms on the first and second floors of Main Building and in RP Wing and West Wing, and one in 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 the RL families on these floors will ensure they are replenished on a regular basis.

Only residents who successfully apply for and are allocated a carpark 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. [Community Living Handbook 2023](#)



COLLEGE

Events

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. Please add them to your calendar at the start of the year as you will be expected to attend.

Formal dinners will generally run across a 1.5-hour period.

At times, student leaders may also be invited to pre-dinner drinks with our special guests for added networking experiences. You'll be sent a formal invitation to the event via Eventbrite three weeks prior with all of the details.

RSVPs along with dietary advice are essential and will close one week prior to the event.

Please respect the RSVP process as there are multiple people working on these events for you all to enjoy and late RSVPs can impact coordination, catering, seating and administration support.

If you cannot attend a College event due to official study or work commitment,

you will need to advise of your reason by emailing the Head of College, and also advising if you need an alternate meal arrangement.

Formal dinners and events

Not only do we set the table beautifully, devise delicious menus, invite special guests and often hire photographers to capture the events, but you are also waited on by our catering team at formal dinners. 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.

MEALS AT Duchesne

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
- RP Common Room

When eating in the Dining Hall in Semester 1, please ensure you 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, so 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) lunch 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 4pm on the day of service by scanning the QR Code or using the online link - see the flyers on the notice boards. 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 7pm.

Hot meals should be reheated to 'steaming hot' for food safety (70°C for 2 minutes). Any leftovers or food left out of the fridge for more than 2 hours must be disposed of to prevent food-borne illness.

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

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.



Meal times

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

MEALS AT 

Duchesne

As a courtesy to others, please dress appropriately in the Dining Hall. This includes wearing shoes as they are a safety requirement. Loungewear and pyjamas of a similar style are permitted before 9:00am.

Allergens

If you have a food allergy, please make sure you have advised the Admissions team so our catering team is also aware. Please be sure to keep our team updated of any changes that come up 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 may cause discomfort after eating some types of food as the body may not be able to properly digest the food or it may cause an irritation.

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 Preferences

Vegan or Vegetarian meals are catered for, however other dietary preferences such as Paleo, Keto, Pescatarian etc. cannot always be individually accommodated. However, rest assured, a wide range of foods are provided each day at each meal service.

If you have any dietary requirements or preferences, it's important that you let the Admissions Manager 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 Head Chef if you have any concerns or questions about your meals, and thoroughly read the allergen signage on each food item prepared.

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.

If you would like to invite a guest to any 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!

Please note, when using the common rooms or tea rooms for cooking and baking, should your activities inadvertently set off the fire alarm system, it could result in a \$1500 charge from Queensland Fire and Emergency Services.

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.

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 - DUCHESNEWIDE and eduroam. You can connect your own computer to the shared printer in the Library via these networks. 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, requesting a meeting, reporting a lost key or booking a meeting room.

Storage

The College has limited storage space for student belongings. If you require storage, please speak with Reception. Items including luggage and bicycles cannot be stored in stairwells as these are part of the fire exit routes. Bikes cannot be stored in bedrooms - there is bike storage at the bottom of the stairs under the Dining Hall.

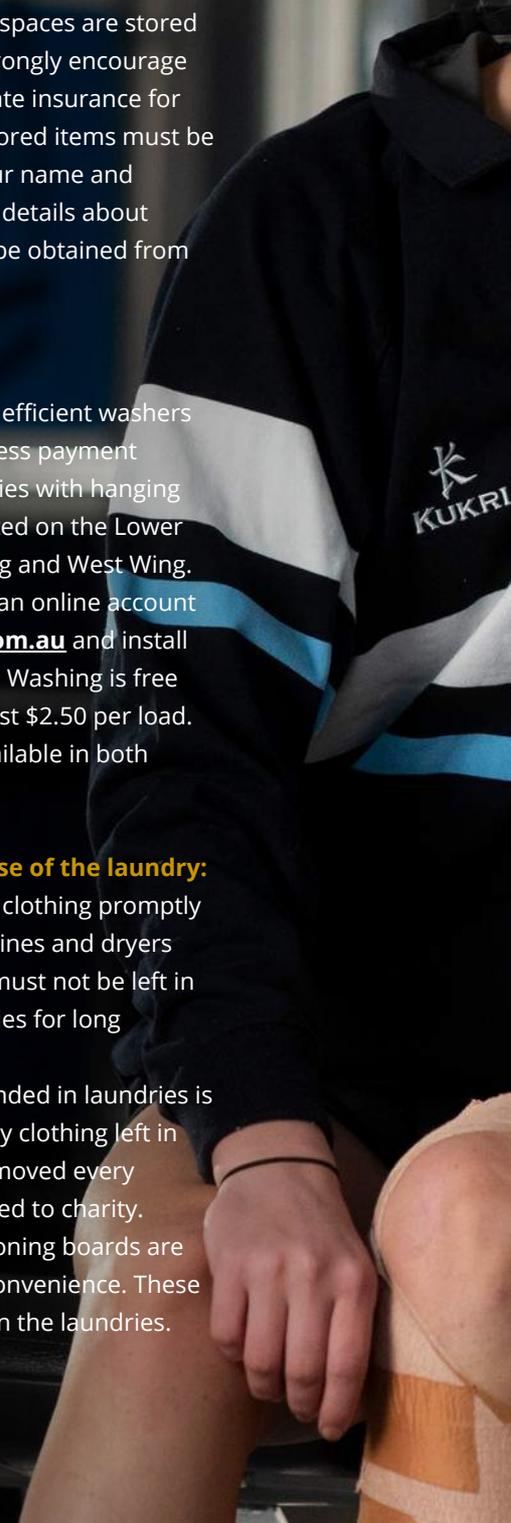
All items in the storage spaces are stored at your own risk. We strongly encourage you to obtain appropriate insurance for your personal items. Stored items must be clearly marked with your name and contact details. Further details about storing your items can be obtained from Reception.

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 at: www.dc.eziwash.com.au and install the app on your phone. Washing is free and all drying cycles cost \$2.50 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 and ironing boards are provided for your convenience. These must only be used in the laundries.



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COLLEGE 
Facilities

LIVING 

Sustainably

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 kitchen immediately after use.
- Use public transport where practical.
- 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.

The Sustainability Committee and the College Leadership Team are working with the Student Club on further initiatives in this area.

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DUCHESNE
COLLEGE



KEEPING THE College Clean

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 you can log a maintenance 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 RSO or RL on duty.

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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. With your furniture and other surfaces, cleaning staff will clean what is accessible.

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 not optional. 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

The College provides clean sheets each week if required. On your nominated day, please leave your sheets outside your bedroom door. Cleaners will leave clean sheets on your bed.

Bins

Our cleaning team will empty your bedroom bin during your weekly clean. However, you are encouraged to empty your bin regularly in one of 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 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.

FORGOT YOUR Key?

During Office Hours

9am - 5pm

[Contact Reception](#)

Ph: 07 33377 2333

Other

If unable to contact the RL on duty or Resident Support Officer

Ph: 3377 2360

After Hours

5pm - 10pm

[RL on duty](#)

Ph: 0447 212 596

10pm - 6am

[Resident Support Officer \(RSO\)](#)

Ph: 0430 100 475

HEALTH & Wellbeing

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

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

All of the 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 Admissions Manager 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, we also encourage you to seek support from College staff.

First Aid

There is a first aid kit at Reception and Kitchen. Reception also holds EpiPens that have been provided by students. The RL has a comprehensive first aid kit. The Student Club also has a first aid kit for all sporting events.

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.

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.

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 <https://respect.uq.edu.au/>

Duchesne College Services

Counsellor - Dr Vicky Dawes

E: v.dawes@duchesne.uq.edu.au

W: 10to8.com/book/counsellingwithvicky.

First Responder - Sou McPhail

E: s.mcphail@duchesne.uq.edu.au



External Services

UQ With You:	Visit the website
UQ Student Services	Ph: (07) 3365 1704
UQ Health Centre (<i>bulk billing</i>)	Ph: (07) 3365 6210
UQ Campus Pharmacy	Ph: (07) 3870 1509
UQ Dental	Ph: (07) 3870 0511
QUT Medical Centre (<i>bulk billing</i>)	Ph: (07) 3138 2321
QUT Health Clinics	Ph: (07) 3138 9777
QUT Counselling Services	Ph: (07) 3138 3488

Other Services

13 HEALTH (registered Nurse)	Ph: 13 43 25 84
National Home Doctor	Ph: 137 425
House Call Doctor	Ph: 13 55 66
St Lucia Medical Centre	Ph: (07) 3371 6005
Taringa Medical	Ph: (07) 3870 7239
Pregnancy Counselling	Ph: 1800 882 436
Sexual Assault Counselling	Ph: 1800 737 732
Translating & Interpreting Service	Ph: 131 450
Women's Legal Service	Ph: 1800 957 957

The UQ Health Centre offers bulk billing for all College students, regardless of which institution 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.

SAFETY & Security

College Security

For information about after-hours security, please refer to page 39 of the handbook.

Keys

This year most students will have a digital key to access the external doors to the College and a physical key for their room. Your digital 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 RL on duty or RSO, for access.

If you have lost your phone and need to replace your digital key, please contact Reception for support.

Personal Belongings

Duchesne College students encourage an 'open door' policy to facilitate interactions with each other. While the College is supportive of this, please keep in mind that the College's insurance policy does not cover the loss of personal items. 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 appliances brought into the College must be tested and tagged as safe. This will be conducted at the beginning of Semester 1. Items that cannot be brought to the College for safety reasons include any type of cooking or other food preparation appliances, such as microwaves, ovens, coffee machines, kettles and toasters.

Other prohibited electrical items include heaters, electric blankets, irons, and any item that requires an international adaptor. Double adaptors are not permitted, however you can use power boards with circuit protectors.

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 38.

Candles, diffusers 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 non-smoking areas. The College is also a 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.

POLICIES & Procedures

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 Student Code of Conduct, and the Student Leadership

Agreement if you are a Student Leader (Student Club Executive, Resident Wellbeing Leader, Resident Leader, or Social Media Officer).

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](#)

EMERGENCY

Procedures

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 or RL 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 or RL) 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. You must follow their directions and assemble

at the designated assembly points to have your name marked off the evacuation roll.

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 or RL on duty 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, the RL on duty or 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 the RL on duty.**

The RL will then contact UQ Security to direct the emergency services. The RL will also contact the College staff member who is on call.

**3. CALL (07) 3365 3333
UQ Security for on campus
emergencies.**

Duchesne College After Hours

Resident Leader on duty

5pm – 10pm week nights

6am – 10pm Saturday and Sunday

Ph: 0447 212 596

Resident Support Officer

10pm – 6am Monday to Sunday

Ph: 0430 100 475

Crisis Services

UQ Counselling & Crisis Line:

Ph: 1300 851 998

Lifeline:

Ph: 131 144 or

Ph: www.lifeline.org.au

1800 Respect (Sexual Assault):

Ph: 1800 737 732

Poisons Helpline:

Ph: 131 126

EpiPen Locations

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

Defibrillator Location

RP Common Room



Ph: 07 3377 2333

E: hello@duchesne.uq.edu.au

College Road, St Lucia QLD 4067

duchesne.uq.edu.au

Live 🌿 Grow 🌿 Flourish



**DUCHESNE
COLLEGE**