



University of
**Southern
Queensland**



Accommodation Handbook

Welcome to UniSQ

Thank you for joining the Colleges at the University of Southern Queensland.

Whether you've travelled from overseas, interstate or right here in Queensland, our Colleges will make you feel like part of the UniSQ community. Deeply connected to its regions and globally engaged, UniSQ has established itself as a transformative university. Our commitment to transformation begins with our students.

For many of you, living in college will be the first time you have lived away from your family or friends, but I am sure within a few weeks you will feel right at home. With more than 80 nationalities from over 100 different countries represented across our campuses, UniSQ fosters an inclusive, multicultural environment.

UniSQ is committed to providing a truly personal student experience. From Orientation Week through to graduation and beyond as a UniSQ alumnus, we're here to help you succeed.

Our Colleges offer a number of opportunities to engage with academic and other supports to help you during your time living on campus. There's also a full calendar of Residential Life events and activities to look forward to throughout the year.

I encourage you to take advantage of every opportunity, forge lifelong friendships and always reach out when you need support.

My very best wishes for your studies and the year ahead.



Professor Paul Mazerolle

Vice-Chancellor and President

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Acknowledgement of Country

The University of Southern Queensland acknowledges the First Nations of southern Queensland and their ongoing connection to Country, lands, and waterways. Further, we recognise Aboriginal and Torres Strait Islander peoples as the first educators and researchers of Australia. We pay deep respect to Elders past and present.

Community living

Our Colleges

College Management

Student Accommodation Advisory Committee

The Accommodation Agreement

Admission to Colleges

Leaving Early

Communication

Feedback, Complaints and Grievances

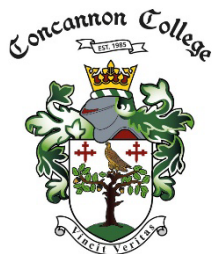


Community living

Our Colleges

All three Colleges offer accommodation to students reflecting a diversity of cultural backgrounds and academic interests.

Concannon College



Capacity: 106 residents

Colour: Forest Green

Established in 1985, Concannon College was built in honour of the Concannon family, particularly Monsignor Edward Concannon for his devotion to youth and education in Toowoomba.

McGregor College



Capacity: 200 residents

Colour: Red

Established in 1971, McGregor College was named after a former Toowoomba mayor and driving force in the region's tertiary education development, Dr Alex McGregor.

Steele Rudd College



Capacity: 125 residents

Colour: Navy and Sky Blue

Established in 1969, Steele Rudd College is named after the distinguished Australian and Darling Downs author Arthur Hoey Davis whose penname was Steele Rudd.

Community living

Community living means there is a large diverse student cohort living together in close proximity. UniSQ fosters a values driven culture – one that is built around meaningful relationships and community, mutual respect, diversity and inclusion, and a strong commitment to ethics and integrity, collaboration, creativity and innovation. We believe every individual has a role to play in bringing these values to life.

Every member of the university community has the right to experience a safe, secure and welcoming environment. It is therefore expected that residents will always display considerate and respectful behaviour to others. Abusive behaviour, discrimination, racism, harassment, including sexual assault and harassment, will not be tolerated.

Community values

Values of respect, integrity and excellence guide our community expectations and standards for our student cohort. At UniSQ Student Accommodation, our community is guided by the values of respect, integrity, and excellence. These values shape our expectations and standards for all residents, student leaders and staff. We are committed to fostering a proactive, safe and inclusive environment where all individuals are treated with dignity and respect.

Respectful relationships are built on trust, communication and mutual respect. All residents are required to review induction material on respectful relationships annually as part of their admission or readmission to college. This education equips residents with the social and emotional skills to build healthy, safe, and respectful relationships, and is a key strategy in preventing gender-based violence. Domestic and sexual violence are recognised as forms of gender-based violence.

Abusive behaviour, including hazing, physical, psychological, sexual and racial harassment or bullying of any kind, will not be tolerated. All residents are expected to uphold community standards and remove themselves from situations where breaches occur. Individuals are also encouraged to report any behaviour that compromises the safety or wellbeing of others.

The Australian Government has introduced the National Higher Education Code to Prevent and Respond to [Gender-based Violence](#) (The Code). This Code sets **mandatory** safety standards for all universities, including Student Accommodation. UniSQ Student Accommodation follow a **strict zero-tolerance approach** to any form of gender-based violence. All reports will be managed in line with The Code. This may include suspending a resident's Accommodation Agreement while an investigation is underway. If an allegation of gender-based violence is substantiated through the Student General Misconduct process, the student will not be permitted to live in UniSQ Student Accommodation.

As outlined in the Student General Conduct Policy and the Student Expectations and Responsibilities Policy, all students are responsible for making themselves aware of, understanding and adhering to university policies on discrimination, harassment, and respectful behaviour.

Passive participation

Not only is it expected that every resident complies with University policies and the Accommodation Agreement and Handbook, every resident is also obliged to remove themselves from any situation where a breach is occurring.

Residents are also expected to report any behaviour that could compromise the safety or security of people or property.

Roommate and community living concerns

Residents are expected to make reasonable efforts to resolve concerns and disagreements with roommates or block mates informally and respectfully before seeking assistance. Where appropriate and safe to do so, residents should communicate directly with the person involved using suitable methods, such as face-to-face conversations or Microsoft Teams, to discuss concerns and identify mutually acceptable solutions.

Residents are encouraged to seek support from their Residential Assistant (RA) or Senior Residential Assistant (SRA), who can assist with facilitating discussions, developing or reviewing roommate agreements and providing informal mediation to support positive community living arrangements.

Where a resident reports behaviour that may be inconsistent with community expectations, Student Accommodation may review and address the reported behaviour. This may include circumstances where concerns have contributed to a request for a room move or where a resident is seeking to vacate due to the conduct of another resident. Student Accommodation may consider whether the reported behaviour is inconsistent with



accommodation policies, roommate agreements, or community living expectations, particularly where the behaviour impacts the safety, wellbeing, or reasonable enjoyment of the residential community.

Student Accommodation reserves the right to review and take appropriate action where a resident's behaviour is found, or reasonably believed, to be in breach of accommodation policies or community expectations, regardless of whether a room move or other accommodation adjustment is approved.

College management

Overseen by the Head of Student Accommodation, the Colleges aims to provide a cost effective and viable living-learning environment for students. Student input and involvement in the management of the Colleges is also encouraged.

The Manager (Residential Life) manages the residential community, assisted by the Collegiate Team - a team of Residential Assistants who live and work in the residential community with specific responsibilities of supervision and duty of care.

There are also many other University staff who help in the day-to-day operation of the Colleges including the cleaners and maintenance staff.

Responsibilities of the Head

The Head may develop and implement policies, guidelines and procedures as may be required from time to time to give effect to policies of the University that may be accessed through the [UniSQ Policy Library](#).

Student Accommodation Advisory Committee

The University is committed to facilitating student involvement in decision-making processes to ensure that students have a voice.

To ensure that there is regular communication between the management of the Colleges and resident students, each College has representation on the Advisory Committee.

The committee meets on a regular basis and the following people participate:

- Head of Student Accommodation (Chair of the Committee)
- Manager (Residential Life) and Manager (Residential Operations)
- Senior Residential Assistants
- Resident Students Club Management Committee
- ad hoc members as requested by the Head from time to time.

The purpose of the Advisory Committee is to:

- provide advice to the Head to inform developments that support the overall student experience in UniSQ Student Accommodation.
- provide advice to the Head to inform management strategies in response to issues of student satisfaction and services, including those identified in feedback from students and issues influencing students' wellbeing in Colleges.
- where appropriate, and when required, act as a reference group for college initiatives affecting the student experience.

The Accommodation Agreement

Why have an agreement

Every community has its implicit and explicit conditions for acceptable social behaviour. Without them, communities of any kind simply could not function. The UniSQ Student Accommodation community is no exception and respecting the ethos of our Colleges and the rights and property of others, the Colleges and the University, is a priority for all who live on-campus.

The Accommodation Agreement provides a positive framework within which the Colleges function successfully as a responsible community of undergraduate and graduate scholars. For that reason, every student being admitted to UniSQ Student Accommodation is required to formally agree and comply with the terms of the Accommodation Agreement. It is the responsibility of each resident to ensure that they are familiar with these terms.

What is their basis and authority?

The terms of the Accommodation Agreement are based on the following policy and authority:

- Student Accommodation operates within the overall administrative framework of the University, including the University of Southern Queensland Act 1998 (Qld).
- Residents, like members of the wider community, are subject to State and Federal laws relating to equal opportunity and anti-discrimination, sexual harassment and sexual assault, the environment, fire, health and safety, prohibited substances, the sale and use of alcohol and other matters.
- All student residents are also required to be familiar and comply with the Student General Conduct Policy.

Admission to Student Accommodation

Eligibility

Any student who proposes to attend or has been admitted by the University as an undergraduate or graduate student is eligible to apply to enter the Colleges as a Resident Student and having entered, may apply to continue their residency ("readmission"). Students must be actively enrolled for each of the Study Period/s of the agreement.

The Head may admit staff of the University, visiting scholars and others subject to the terms of the Accommodation Agreement.

Selection and admission criteria

Students

To ensure diversity of our on-campus community, we will strive for balance among genders, as well as domestic and international cohorts and returning and new resident cohorts. In pursuing this diversity, UniSQ Student Accommodation may consider factors including the following when reviewing applications:

- academic performance and/or progression (including withdrawing without academic penalty),
- suitability for residential life,
- tenancy history,
- length of stay,
- other considerations, based on University priorities.

The University is not obliged to grant an Accommodation Agreement, nor to enter into a further agreement permitting a resident to occupy a room, and that the University may refuse or approve any such request at its sole discretion.

The University will not normally approve residency arrangements that result in a resident occupying UniSQ Student Accommodation for a cumulative period exceeding:

- five (5) years for Student Leaders; or
- four (4) years for all other residents,

inclusive of all previous accommodation agreements and residency arrangements with the University.

These maximum residency periods are the current limits and may be varied by the University from time to time to meet operational, strategic or other University requirements and in consideration of admission requirements and University priorities applying at the relevant time. Nothing in this provision creates an entitlement, expectation or right to admission, readmission or residency for any period, and all admissions and readmissions remain subject to the University's sole discretion.

University staff, visiting scholars and others

- a. A decision about admission of persons other than students will consider whether or not the person is suitable for living within the residential community.
- b. Pursuant to a., the Head has the discretion to refuse readmission to any person judged unsuitable for living in the residential community
- c. Upon admission, other persons may be subject to student-related policies and procedures.

Provisional readmission

'Provisional' means that the student concerned will, during the current and subsequent Study Period, exhibit and sustain such improved performance either academically or socially, as to justify continuation of their residency beyond that Study Period.

Leaving early

Anyone accepting a place in Student Accommodation is required to enter into a formal contractual agreement with the University of Southern Queensland (UniSQ) by accepting the Accommodation Agreement. Residents wishing to leave Student Accommodation before the expiry of their Accommodation Agreement must submit written notice through the Request for Early Termination of Agreement form available in the Res Portal.

Under the Accommodation Agreement:

- Residents are required to provide six weeks' notice when terminating their Accommodation Agreement after the Commencement Date; and
- an Administrative Cancellation Fee may apply.

A Resident may request a shortened Notice Period where they:

- have ceased to be a student of the University;
- have deferred their enrolment;
- have approved leave from their studies; or
- are experiencing Exceptional Circumstances. Any such request must be supported by appropriate documentation and is subject to approval by the Head. Please refer to our [guidelines](#) for information on providing appropriate supporting documentation.

Residents should ensure they complete all departure requirements, including returning room keys and access devices, vacating the room and completing any required checkout processes. Failure to do so may result in additional charges being applied under the Accommodation Agreement.

Communication

Student Accommodation will generally contact you via email (to your UMail account), in accordance with the [Student Communication Policy](#). College staff may also contact you via phone, text message, Microsoft Teams notifications or door knock.

Microsoft Teams

Microsoft Teams is used as an auxiliary communications platform and provides a secure and feature-filled platform accessed using your existing University Microsoft account. We strongly encourage all residents to download the Microsoft Teams app onto their mobile devices and enable push notifications. Residents are automatically allocated to block and college chats upon check in. Student Accommodation may share notifications and alerts for residents.

Social media

UniSQ Student Accommodation may use social media as an auxiliary communication method, for additional ad hoc reminders and updates.

All residents must carefully consider their conduct online, so as to preserve and protect individual reputations and the reputation of the Colleges. All residents are reminded of their responsibilities under UniSQ policies when interacting within and outside the college community. UniSQ may remove posts or comments where they do not meet our community standards.

Solicitation, posting and chalking

Uninvited or unwanted attempts to make contact with residents for the purpose of promoting or endorsing an idea or person (e.g. religious belief or political candidate); seeking sexual favours; encouraging the purchase of an item or ticket to an activity or event; or promoting membership of a club or organisation is not permitted within UniSQ Student Accommodation. This includes posting flyers and posters within shared spaces.

Exceptions include opportunities made available to residents such as:

- College events, activities and other business
- University programs and activities
- Fundraising and other activities (fun runs, etc.) conducted by individual residents or groups of residents independent of the University, may be permitted with prior approval by the Student Accommodation Management team.

Chalking is also not permitted within the Colleges.

Feedback, Complaints and Grievances

UniSQ Student Accommodation understands that residents may have problems or concerns that they wish to be addressed. UniSQ is committed to providing access to a fair and impartial complaint and appeal resolution process. This process is detailed in the Student Grievance Resolution Policy, Student Grievance Resolution Procedure and the Student Appeals Procedure.

If a resident has feedback, a complaint or grievance, there are a number of opportunities available to resolve informally in the first instance, including:

- talking to the Senior Residential Assistant or the Residential Life Coordinator
- talking with the Student Accommodation Management team
- approaching, in confidence, someone in the Support for Learning Wellbeing team, for support in addressing the concern.

It is expected that students will try to resolve the matter informally with the relevant area of the University and if not resolved then through relevant formal complaint resolution processes.

The University has developed some resources to help you learn more about UniSQ's Grievance Resolution processes and the person or area who will assist in resolving your grievance. For further information, please visit the [website](#).

Residents also have access to the [UniSQ Student Guild Advocacy Service](#) and the [National Student Ombudsman](#), for support or where they feel their complaint is not being addressed through the above processes.

Residential Life

Student leadership

Learning communities

Academic development

Enrichment activities



Residential Life

Student leadership

The Collegiate team

The Collegiate Team is a group of student leaders who reside at each college to help with any support residents might need while living on college, whether academic, social or personal. The Residential Assistants and Senior Residential Assistants can provide advice or be someone to talk to and will regularly check-in on students during their residency.

Depending on the resident's needs, they will either act as a listening ear and mentor or suggest they see our Student Advisor (Wellbeing) or a team member in Support for Learning.

Please refer to your Accommodation Agreement for the responsibilities of the Collegiate Team.

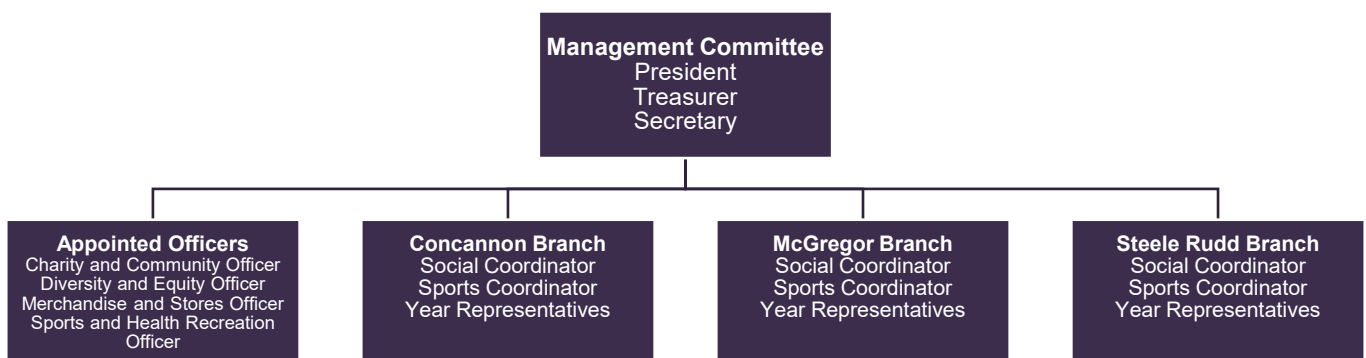
Resident Students' Club

The Resident Students' Club (RSC), of which all resident students are members, is a committee that is voted in by all members of the resident body. The RSC is overseen by the Management Committee and has a branch for each College. The Management Committee also oversees several appointed roles.

The RSC is responsible for:

- managing RSC budget
- making decisions about, and running the social programs
- representing students in discussions at committees.

The RSC is structured as follows:



For information regarding the RSC including a copy of the constitution of the RSC, please contact the RSC via the following channels:

- General: rsc@unisq.edu.au
- President: rsc.president@unisq.edu.au
- Treasurer: rsc.treasurer@unisq.edu.au
- Secretary: rsc.secretary@unisq.edu.au

Relationship between the RSC and Collegiate team

The collegiate team is there to advise and give guidance, and under the terms of the Accommodation Agreement, is responsible for supporting the University's duty of care for the residential community. Within University and College guidelines, the RSC (in particular, the Management Committee) makes decisions about the directions of the RSC and its activities.

The Senior Residential Assistants report to the Manager (Residential Life) and have certain decision making and approval authorities to ensure the College is managed effectively to everyone's benefit.

Other student leader roles

The **Res Peer Assisted Learning Session (Res PALS) Assistant** works collaboratively with the Manager (Residential Life), Residential Life Officer and Peer Mentors in all aspects of the Res PALS Program, including contact, correspondence and feedback. They support volunteer Peer Mentors in the delivery of the program sessions.

The **Resident Photographer(s)** captures all aspects of our Residential Life program. Photos are available to residents via the internal Microsoft Teams groups, with some used on the public Student Accommodation page. If students ever have any concerns with the use of images, they should let the Resident Photographer know or contact the Colleges by email.

Learning communities

Living Learning Communities (LLCs) are active groups that support the college experience. They provide a great opportunity for all residents to contribute to the various streams of LLCs. With the support of the Collegiate and RSC teams, the learning communities organise a number of events and initiatives.

LLCs create a sense of belonging and assist students to achieve their personal goals, and to promote enjoyment of the university experience.

Participating in an LLC will assist students to adjust to university life as well as improve their academic achievement and progression. Living-learning communities provide opportunities for mentorships between new and experienced students, and between students and schools. Students can ask their Residential Assistant about how to join a living- learning community.

Academic development

The fundamental purpose of college life is to help students achieve their academic goals. Academic life at Colleges is supportive and rewarding and is experienced through a number of programs and activities, outside of scheduled lectures and tutorials.

UniSQ Student Accommodation also inherently offers the opportunity of an informal network of support by simply being part of the residential community and therefore having the opportunity to share with other students and to seek assistance from Residential Assistants who are experienced in the academic area.

The University has a range of study support services, with further information found on the [website](#).

Res PALS

Each year, UniSQ's Student Accommodations conduct the Residential Peer Assisted Learning Sessions (Res PALS) program. This induction program is modelled on and runs in conjunction with the existing UniSQ PASS Program to support and develop a learning community for new students residing at Colleges.

Throughout each study period, several structured induction sessions are conducted for Peer Mentors or experienced students to engage with first-year students and draw upon past study experiences to aid in transitioning to tertiary education and a living-learning on campus balance.

Study Support Program

The Study Support Program brings students together who are studying the same course and helps each other to succeed.

Formal academic events

There are several formal academic events throughout the year. These occasions involve the senior academic staff of the University and members of the University Council as well as dignitaries from the community. Community involvement correlates with student success and assists with attaining competence with social skills which is the underpinning for successful student outcomes, including wellbeing and developing resilience. It is therefore expected residents attend these events and share fully in the academic life of the Colleges.

Student Accommodation Awards Night

The Student Accommodation Awards Night is usually held in the first study period each year to welcome all new and returning students. It is also the occasion to officially install the Executive of the Resident Students' Club for each College and to award prizes for excellence in academic achievement and community engagement for the previous year. This is a semi-formal occasion with a smart casual dress code.

Some examples of the awards that may be presented on the night include:

- Chancellor's Award
- Vice-Chancellor's Award (one per college)
- Academic Excellence Award (one per study area)
- First Nations Academic Award
- Academic Advancement Award (one per college)
- Community and Leadership Awards
- Research Excellence Award

Academic Achievement and Peer Mentor Recognition Event

The aim of this event, attended by members of the University's leadership team, is to celebrate academic success and community participation within the Colleges. This event recognises the top academic achievers and Peer Mentors, fostering academic excellence.

Student leadership conference

Throughout the year, the University may host leadership seminars or events for residents, students and the community. High profile, nationally or internationally recognised speakers are sought for these occasions.

Valedictory Ceremony

This is a formal ceremony to recognise and congratulate final year students living in the Colleges. The ceremony is normally attended by the Chancellor, Vice-Chancellor, Senior Officers of the University and final year students. It is an occasion where departing students can invite their parents and special friends to join them in celebrating their success.

Enrichment activities

Living on-campus is a fantastic way to be involved in events and activities. Right from Orientation Week there is a full calendar of social, sporting and cultural initiatives.

Intervarsity Cup

The UQ-UniSQ Intervarsity Cup is an annual competition between the UniSQ Colleges and UQ Gatton Halls of Residence. The Intervarsity Cup consists of three to five sporting events to determine the overall winner of the Cup. Sports are selected by the host University from the following:

1. Soccer
2. Netball
3. Touch
4. Dodgeball
5. Volleyball

Following the day's sporting events, the winning University is presented with the Cup during a dinner presentation. This is followed by a social gathering between the colleges before the visiting college returns home.

Residential Shield

The Residential Shield competition is an inter-college competition conducted each year. The competition includes activities such as debating, volleyball, touch football, rugby league, trivia and netball. A perpetual shield is presented to the College achieving the highest aggregate points for the competition at the annual Res Shield Dinner, as well as with the College Spirit Cup, Shield of Life, Community Cup and Cultural Cup.

Semi-formal Dinner

A semi-formal dinner is held for each college in the first trimester of each year. Sometimes there is a guest speaker, and usually a musical item and entertainment provided by the students. Each semi-formal has a unique theme decided upon by the organizing committee and usually reflects the spirit of the Colleges each year.

Formal Dinner

This occasion is organised for each College by the respective RSCs to farewell final year students and celebrate the year. This themed event includes a 2-course meal (complimentary) for all residents of the College and it is a particularly significant occasion in the social calendar.

At the dinner, students are awarded for any outstanding leadership, sport or academic achievements as well as any high level of participation in college activities. Candidates are nominated by fellow students or self-nominate. Nominations are then considered by a panel including the RSC Executive, block representatives, and the Collegiate Team. Some of the awards include:

- All Rounder Award
- Spirit Award
- Quiet Achiever Award
- Sports Award (Male and Female)
- Residential Life Award
- Most Valuable Fresher
- Social Award (Male and Female)
- Academic Award

Safety, security and wellbeing

General safety

Block and bedroom security, lock outs and lost keys

Illness and infectious diseases

Medical Action Plans

Absence from college

Reporting a wellbeing concern

Safer Communities

Fire alarm system, hazards, AEDs and ECPs

Emergency evacuation and assembly areas

Support for Learning

Assistance Dogs

Scholarships and bursaries



Safety, security and wellbeing

University Campus Safety and Security

The University Campus Safety and Security team regularly patrols the Student Accommodation buildings to keep them safe for residents, and the Residential Assistants are also available if you have any security concerns.

Additionally, security call points are installed at each college. If a student would like someone to accompany them from the main campus back to their college in the evening, the Security team are able to assist; simply phone 07 4631 2871 to arrange a security walk-back service.

For all on-campus emergencies, phone 07 4631 2222 (2222 from a UniSQ phone) and Campus Safety and Security will respond and assist with coordinating emergency services, where required. As outlined in the Accommodation Agreement, all injuries, accidents or illnesses must be immediately reported to the University.

If the situation is life-threatening (loss of consciousness, head injuries, severe allergic reaction or where you are uncertain), residents should do the following:

1. Immediately Call 000
2. Ask bystanders to contact Security either using the SafeZone app or calling 07 4631 2222.
3. If alone, call 000 and then press the emergency button on the SafeZone app. This will send Security an alert and they will message you on the app. You can respond via message while you are on the phone to 000.

SafeZone

The SafeZone app is monitored 24/7 and allows students to connect with UniSQ Security easily and discreetly to:

- call for help, including security escorts. If students don't answer the call the UniSQ Security team will text via the SafeZone app
- call for first aid
- call for emergency help
- check in to the University when you're working alone
- receive campus notifications if there is an incident that requires people to act

The app works on all UniSQ campuses and the inter-campus shuttle bus.

General safety

UniSQ wants to ensure that all residents remain safe and comfortable while on-campus; here are a few tips for being vigilant about safety and security:

- report any suspicious individuals or behaviour
- recognise and take conscious steps to avoid potentially risky situations
- do not provide building access to any other person and be aware of tailgating when entering buildings
- keep wallets and valuables out of sight
- lock your room each time you leave.

Safety is a shared responsibility. UniSQ has a duty to provide safe systems of work. In all aspects of a student's accommodation, learning or research journey, the University is here to make sure everyone's journey is a safe one.

As a part of our community, each student has responsibilities and obligations. Students are classified as a "worker" or "other person" and have legally binding core responsibilities imposed by the Act. In addition, there are other important obligations that naturally promote a safer work and study environment. By partnering with us, you are helping the University continually improve our safe systems of work and study.

Reporting incidents and hazards

All UniSQ students have an obligation to report incidents and hazards. These are recorded in the University's Safety Information Management System [SafeTrak](#). As outlined in the Accommodation Agreement, all incidents and injuries should be reported to the Student Accommodation Team in the first instance.

Incident Reports

Any student who is injured or involved in a safety, property or environmental incident at the University must inform the Student Accommodation team as soon as possible.

Hazard Reports

Any student who sees anything that has the **potential** to cause injury, illness or damage to people, property or the environment must also inform the Student Accommodation team as soon as possible.

All reports remain confidential. By reporting incidents and hazards, you are advocating for a safe learning, research and work culture.

Block and bedroom security

All doors (shared spaces and bedrooms) must be safely and securely locked at all times and must not be propped open as this can present a security and safety hazard. This particularly includes any shared spaces such as laundries, common rooms and external entrance doors. It is expected that all doorways are free from obstructions such as rubbish, personal items and furniture. Window screens should be secured at all times and only used in the event of an emergency.

All University keys and bedroom access cards remain the property of the University and shall not be duplicated or traded or provided to anyone other than the person it is issued to.

Lock outs

When locked out, assistance is available as follows:

- During business hours, please attend the Administration Office to borrow a spare key or access card. Keys/access cards must be returned within 2 hours.
- After hours, please contact the All Hours Phone via 07 4631 2950 and either a Residential Assistant or Campus Safety and Security will attend to provide access.

Residents will be asked to present their key or access card when their room is unlocked. Contractors, cleaners and maintenance staff are unable to provide access to buildings or bedrooms and should not be asked to do so.

Lost or misplaced room/locker keys or access card

Residents must report any lost keys or access cards to the Student Accommodation team within 24 hours, including room keys and kitchen locker keys. Residents may be issued a temporary key for seven (7) days while attempting to locate the missing key. If the key is not located, Student Accommodation will replace the required lock barrel/s and issue a new key at the resident's expense.

Illness and infectious diseases

If a resident becomes unwell, they may be required to isolate and avoid communal areas (as much as possible). The Student Accommodation team can provide a Cleaning Kit, if required, to wipe any surfaces after use. As outlined in the Accommodation Agreement, residents must advise the Student Accommodation team of any illness so we can discuss options to support them and their fellow residents.

Medical Action Plan (including Epi/Anapens)

Where a resident discloses a medical condition/s or requires a controlled substance for medical purposes, Colleges request a Medical Action Plan to ensure appropriate care and support can be provided, when needed.

Residents should request their GP to complete the relevant Medical Action Plan specific to their medical condition/s (asthma, diabetes, epilepsy, allergies, any other medical condition Colleges should be aware of that requires immediate or ongoing treatment etc.)

What is a Medical Action Plan?

It is a report written by a resident's doctor (GP) or specialist stating:

- the medical condition,
- medications and

- the treatment required, including any first aid response.

Absence from college

While Student Accommodation is an independent living environment, we ask that residents notify us if leaving the Colleges for more than seven (7) days, particularly if travelling outside of mobile reception. Residents do not need to tell Colleges where they are going but should advise the preferred contact method during their absence. This is to ensure that Colleges can easily account for residents in an emergency such as fire or severe weather event.

Raising a wellbeing concern

Residents are encouraged to raise any concern about the health and safety of another resident, which may include their wellbeing. The University encourages residents to consider one or more of the following:

- Raise with a Collegiate Team member
- Speak with the Manager (Residential Life)
- Talk to a Student Advisor (Wellbeing) or Support for Learning team
- Register a [Share a Concern](#)

For more information about Wellbeing at UniSQ, visit the [Wellbeing Support website](#).

Safer Communities

Residents who have experienced sexual harassment or assault, domestic and family violence and/or other forms of gender-based violence, bullying, discrimination, harassment, racism, threats or intimidation, or any other unwanted behaviour, whether at university or in their personal life, are encouraged to contact the Safer Communities Team in the first instance for specialist advice and support. Support and referral is also available through the Collegiate Team within UniSQ Student Accommodation. Additional information about UniSQ and external support services can be accessed through the Safer Communities resources.

Fire alarm system

For resident safety, each College has been fitted with a monitored fire alarm system. The Queensland Fire Department (QFD) is required to respond to all alarms, including unwanted alarms. If a resident is responsible for creating an unwanted alarm, they will be required to pay the cost of the QFD call out fee and other associated costs including fire system contractor fees (approximately \$2,500).

Some of the main causes of unwanted alarms include:

- Steam from showers
- Hot tools, including hair dryers and hair straighteners
- Aerosols or pump sprays
- Open heat sources, including candles, oil burners or incense
- Fragrance-emitting items, including reed diffusers
- Vapour- or steam-emitting appliances, including humidifiers or any other appliance that emits vapour, fragrance or steam
- Appliances left unattended while preparing food
- Overuse of aerosol sprays
- Directing aerosol or pump sprays towards smoke alarms
- Cooking in bedrooms
- Cooking in bathrooms
- Taking hot food from kitchen areas back to a bedroom, where steam or vapour may activate the fire detection system
- Cooking practices that generate steam or vapour capable of activating the fire detection system, even when food is prepared in designated kitchen areas only.

Fire hazards

In addition to the causes of unwanted fire alarms, it is expected that all residents:

- abide by the fire safety regulations.
- keep the common spaces, stair wells, corridors, fire exits and pathways (including inside bedrooms) free of rubbish, personal items or furniture.
- not use any means of heating rooms other than the air conditioning supplied by the University and residents must not use such apparatus to dry clothes.
- not place any items within 1m of fire-fighting equipment (e.g. extinguishers, fire blanket, hydrants and manual fire activation points).
- only cook in designated areas (i.e. designated kitchens and BBQ area).

Automated External Defibrillators (AED)

An AED is located at each College as indicated on the map (next page). AEDs are alarmed and monitored and must only be used in the event of an emergency.

Emergency Call Points (ECP)

ECPs are located throughout Student Accommodation, as indicated on the map (next page). The blue information button will transfer to the All Hours number and should be used for any Student Accommodation enquiries, lockouts, urgent maintenance, noise complaints, etc. The red button will transfer to the University's emergency phone and is only to be used in emergencies.

Emergency evacuation and assembly areas

Should a fire alarm sound, residents are required to follow the evacuation plans (on the back of bedroom doors) to the nearest assembly area and follow any directions of wardens, security and QFD personnel.

Within Student Accommodation, there are a number of designated emergency assembly points, as indicated on the Student Accommodation Emergency Maps.

Concannon has one assembly area (Assembly Point 15), located opposite the Dining Hall. All buildings evacuate here. It is important to not assemble on the road as wardens and the fire department require vehicle access.

McGregor has three assembly points. Assembly Point 12 is located between A Block and the Dining Hall, Assembly Point 20 is located behind K Block and Assembly Point 21 is located at the front of the College. It is important to not assemble on any roads near these points as wardens and the fire department may require vehicle access.

Steele Rudd also has one assembly area (Assembly Point 14), located between the rear carpark and B Block. All buildings evacuate here.

It is important for all residents to view the fire evacuation map on the back of their bedroom door to determine the best evacuation routes during an emergency. If evacuated, residents are required to wait in the assembly area until they have been authorised to return to their buildings. Checks need to be made to ensure everyone is accounted for and that the area is clear to occupy before returning.

Failure to evacuate when an emergency alarm sounds or when instructed by a staff member, may result in the issue of an infringement notice from Queensland Fire Emergency Services (QFD) and also termination of your Accommodation Agreement.

Student Accommodation Emergency Maps

LEGEND



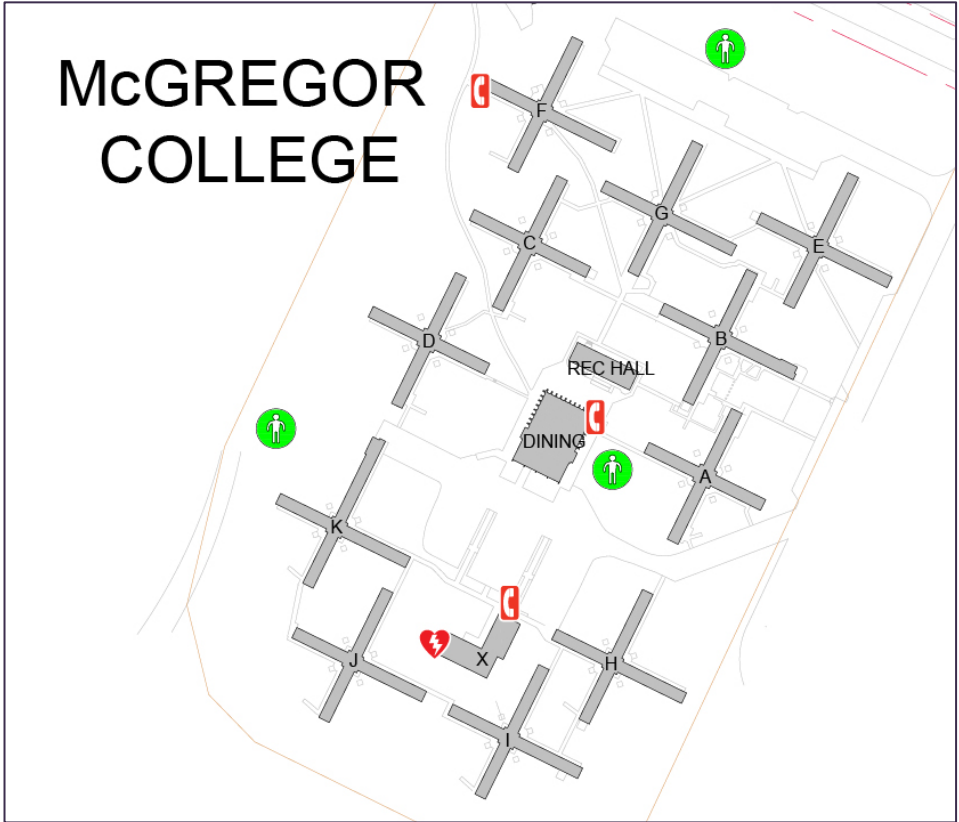
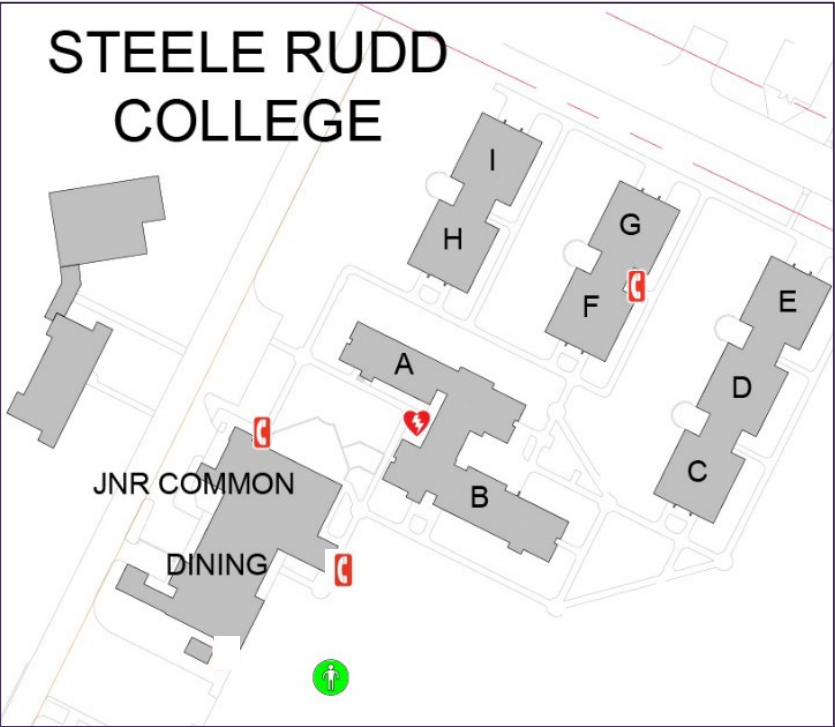
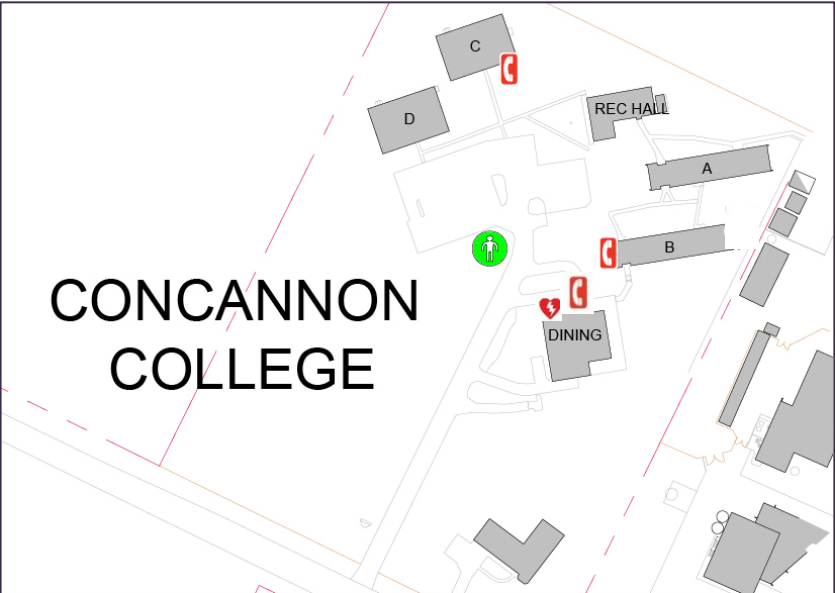
Assembly Points



Emergency phone



AED locations



Support for Learning

Like Student Accommodation, the Support for Learning (SFL) team is a part of UniSQ support network for students. The Colleges and SFL work closely together in supporting the residential community. SFL provides confidential professional assistance in:

- personal counselling
- career counselling
- chaplaincy
- financial advice and assistance
- learning and study skills programs.

To get in touch with the Support for Learning team, please call 07 4631 2372.

UniSQ resources

- Support for Learning email - supportforlearning@unisq.edu.au
- Book an appointment with the Student Advisor's Wellbeing or counselling team - [UniSQ Access](#)
- Multifaith support - [Multi-Faith - University of Southern Queensland \(unisq.edu.au\)](#)
- Needing a Learning Support Plan or Disability support - [Supporting students with disability - University of Southern Queensland \(unisq.edu.au\)](#)
- Looking for scholarship or bursary - [University Scholarships - University of Southern Queensland \(unisq.edu.au\)](#)
- Looking for career support or jobs - [Career development - University of Southern Queensland \(unisq.edu.au\)](#) and [Search Jobs \(unisq.edu.au\)](#)

External resources:

- The Student Guild - [Home - UniSQ Student Guild](#)
- [Our Australian e-Mental Health Directory | eMHPrac](#) and [Fact Sheets Archives | eMHprac](#) - Digital information and resources.
- [Welcome | Embrace Multicultural Mental Health \(embracementalhealth.org.au\)](#) - The Embrace Project has developed translated fact sheets in 20+ languages regarding mental health.
- [Head to Health – Rural and remote Australia](#) - Head to Health is a national government directory of digital mental health resources and supports.
- [Black Dog Institute – Wellbeing](#) - Information and resources on how to achieve and maintain a state of wellbeing.
- [headspace – Tips to keep good mental health](#) - This link provides tips and advice on strategies you can implement to maintain good mental health.
- [Beyond Blue Support Service](#) – Access a range of free supports seven days a week. All calls and chats are one-on-one with a counsellor.
- [Suicide Call Back Service](#) - 24/7 crisis support and counselling service for people affected by suicide.
- [THIS WAY UP](#) - is a trusted Australian provider of evidence-based, internet-delivered Cognitive Behavioural Therapy (iCBT) programs and multilingual coping tools
- [QLife](#) - Provides LGBTI support by both telephone and webchat from 3pm to midnight everyday.
- [Butterfly Foundation](#) – Supporting for people experiencing and supporters for eating disorders and body image issues. Telephone, online referral and online resources and support groups.
- [1800RESPECT](#) – 24/7 phone and online counselling for people seeking help and emotional support related to controlling, physical and sexual violence. Multilingual website.
- [ADF – Alcohol & Drug Foundation](#) - Drug and Alcohol info line 1300 85 85 84 and online support and resources.

Wellbeing Advisors

The Wellbeing Advisor team facilitates a number of wellbeing initiatives and are also available for personal support. Appointments can be made through [UniSQ Access](#) or contacting Support for Learning on 07 4631 2372. At times the Student Advisor (Wellbeing) and Support for Learning team may provide an outreach service to resident students to ensure their wellbeing.

Assistance Dogs

The University recognises the importance of Assistance Dogs in supporting people with a disability in their everyday life and acknowledges that a person with a disability is entitled to be accompanied by an accredited Assistance Dog in places where animals would ordinarily be excluded.

Applications to reside at UniSQ with an Assistance Dog must be made at least eight weeks prior to date of proposed check-in and an onsite meeting with the prospective student and their Assistance Dog will be conducted.

UniSQ will undertake an assessment to ensure that the accommodation can appropriately accommodate the student and their Assistance Dog, having regard to the health and wellbeing of the individual and other residents, and the suitability of the accommodation facilities.

The University will request a management plan from a student with an Assistance Dog with input from the trainer, at least four weeks prior to the beginning of the study period that outlines how they are going to manage the day-to-day living arrangements with their Assistance Dog.

As part their Accommodation Agreement, each student with an Assistance Dog agrees to comply with the management plan and such other conditions as required by UniSQ during the stay.

Scholarships and bursaries

Student Accommodation Scholarship

The [Student Accommodation Scholarship](#) is designed to assist both new and returning students who have the ability to succeed in tertiary education but whose financial situation makes it difficult to do so. It is expected that the successful applicants will have been academically successful in their chosen area, but that they will also have a range of interests that go beyond their academic studies. Past recipients have often been involved in non-academic activities such as musical productions, sports or charitable work. Many have been involved at one level or another with student organisations, often in a responsible role. Applications open 2-3 times each year.

Regional Leaders Scholarship

UniSQ offers a Regional Leaders Scholarship to support a student commencing their studies in a bachelor's degree program (including dual degree programs). The scholarship is to be paid over three years as a contribution to the accommodation fees.

Supported by the annual returns of an endowment fund built up by donors to the University since the early 2000s, this special scholarship aims for the highest levels of support for promising regional leaders.

Information on the eligibility, selection criteria and how to apply can be accessed via the [Scholarships website](#).

Other scholarships

There are a range of scholarships and bursaries available to UniSQ students. Please visit the [Scholarships website](#) for further information.

Facilities

Bathrooms

Laundry facilities

Internet access

Maintenance service

Bedroom cleaning, personalisation and beds

Electrical safety

Restricted spaces, BBQs and pools

Candles, bicycle and general storage

Sustainability

Pest control

Parking, vehicle washing and maintenance

Shared recreation and self-catered facilities

Inspections and scheduled fridge cleaning



Facilities

Bathrooms

To minimise risk of mould in bathrooms, residents should use the exhaust fans during and after use.

On the designated bathroom cleaning day, residents should move their personal items off the basin and shower floor to assist with ease of access for cleaning and to reduce staff contact of their personal items. Residents should also move or raise any bathmats to allow effective cleaning of the floor.

Laundry facilities

Each College has laundry facilities equipped with washing machines, dryers, washing lines, ironing boards and irons. Due to their noise, please limit use of laundry facilities to between 7am to 9pm as a courtesy to other residents. Use of the laundry is free for **resident use only**. Residents must supply their own liquid detergent (no powder detergent is permitted).

Laundry Etiquette Guidelines are available via the Res Portal and are printed in each laundry.

Internet access

Students have access to the University internet and network in their bedroom and wireless internet throughout the facility. Otherwise, UniSQ's 24-hour computer labs are located on-campus just a few minutes' walk from the Colleges.

Instructions on connecting to the network are outlined below:

- [Wireless network](#)
- Wired network available via the Res Portal

Maintenance service

The Student Accommodation Office must be notified promptly of any requests for maintenance or reports of damage via the Res Portal. This will ensure that the facilities provided are always kept up to standard. If the maintenance is urgent (e.g. sewage, broken pipe, significant electrical failure) or poses a safety risk, residents should submit a request via the Res Portal and then contact the All Hours Phone.

While every effort is made to advise a time that a resident's request will be attended, please note that a maintenance officer or contractor may enter a resident's room to carry out a request in their absence.

Communal fridge failures

University-owned appliances, such as communal fridges, may occasionally experience failures. The University does not assume responsibility for any loss or damage resulting from these incidents. It is expected that residents promptly report any appliance malfunctions by calling the All Hours phone and logging a request via the Res Portal, to ensure timely repairs.

As a general reminder, residents should avoid overpacking communal fridges and freezers. Overpacking can restrict airflow, reduce the appliance's ability to cool effectively and may contribute to appliance failure. This can result in the spoilage or loss of personal food items belonging to multiple residents and where appropriate, may lead to costs associated with repair or replacement being charged to the responsible residents(s).

To safeguard personal belongings, residents are strongly encouraged to obtain personal contents insurance. This insurance can provide coverage for any personal items that may be damaged or lost due to appliance failures or other unforeseen events. Taking this precaution can offer peace of mind and financial protection throughout your stay at UniSQ Student Accommodation.

Room cleaning

Colleges provide a professional cleaning service to maintain common areas and bathroom facilities. Each resident is responsible for keeping their bedroom clean. Vacuum cleaners are stored in each residential block and can be borrowed at any time.

Residents must ensure that their bed has at least a fitted sheet (linen) and the supplied mattress protector before using - it is unhygienic to sleep in beds without bed sheets. If blankets are accidentally soiled, please do not attempt to wash them. Simply inform the Colleges Administration Office and a replacement will be issued.

Beds

It is preferred that residents use the bed provided by the University. Residents can apply for a bed replacement if they have special requirements. Please note that bed replacements may incur a removal fee.

If approved, residents can provide their own bed under the following conditions:

- Residents book their room for all Study Break periods during the academic year (fees can be reduced to room only if the vacation accommodation booking form is received by the due date).
- Residents advise the Student Accommodation Office when bringing in or taking away their bed (so that the original bed can be moved as required).
- To assist with bed removal processes, seven (7) days' notice is required by submitting a Furniture Removal Form through the Res Portal.

Room personalisation

Residents may personalise their rooms with posters, photos or other items – by use of blue tack or 3M adhesive tabs. Adhesive tapes are not permitted.

Electrical safety

The electrical supply in bedrooms consists of 10-amp power sockets, which are suitable for normal use. Appliances that generate heat, such as hair dryers and hair straighteners, are major power users and will draw close to 10 amps each. Therefore, caution should be used when using such appliances as using more than one at the same time may cause loss of power or create a safety risk. A maintenance call-out fee may be charged to residents who cause a circuit overload.

It is the resident's responsibility to ensure that all their electrical equipment in their room or common space is safe and meets the Australian standards. The use of non-compliant electrical equipment, unsafe electrical equipment, international power adaptors, double adaptors or overloading of circuits may cause fire and is deemed as a serious risk.

The following are prohibited items of electrical equipment:

- Portable air conditioners
- Portable heaters (fan/ceramic/radiator or other)
- Electric blankets
- Portable dishwashers

Where items that are considered unsafe or prohibited are found, University staff may remove these items without notice. If this occurs, the Student Accommodation team will notify the resident and arrange to discuss the safety concerns.

E-Scooters and Lithium Battery Safety

In line with safety advice from the Queensland Fire Department (QFD) and Electrical Safety Office (ESO), e-scooters and similar electric rideables (e-bikes, e-skateboards, etc.) must not be stored or charged in bedrooms or other living spaces. These devices use large lithium-based batteries (such as lithium-ion or lithium-polymer), which can catch fire or explode if damaged or charged incorrectly.

E-scooters must be stored and charged only in designated charging areas located across the University campus and Student Accommodation. These areas are designed to reduce fire risk and allow safe evacuation if needed.

Do not charge batteries (including mobile phones or laptops):

- On soft furnishings (like beds, carpet, or couches)
- Near exits or in hallways
- With chargers that are not approved by the manufacturer

If a battery is damaged (swollen, leaking, hot, or making noise), report it immediately and do not use or charge it.

Visit the [QFD Lithium Battery Safety Page](#) and [WorkSafe QLD Battery Safety Guide](#) for more information.

Restricted areas

It is important to note that some areas of the Colleges are restricted (regardless of open access). Some examples of restricted access areas include Steele Rudd Dining Hall and associated storage areas, all electrical switchboards, administration building (unless staff are present), cleaning and storage rooms, walk-in cold rooms and any spaces at heights or areas that place people at undue risk of injury such as roofs and areas above fridges.

BBQs

Fixed electric BBQs are available at Steele Rudd College Dining Hall Courtyard between 7am and 11pm daily. It is expected that residents clean BBQs after use.

Personal portable and fixed electric/gas BBQs, portable camping stoves and other similar devices, including gas bottles (all sizes), are not permitted.

Portable pools

Portable or inflatable pools, including ice baths, must meet specific safety criteria and state/local laws, even if the portable or inflatable pool is only used for short periods of time. It also applies if the pool is not always erected in the same location.

Recognising the safety implications of pool safety and in keeping with UniSQ's commitment to sustainability and minimising our environmental footprint, the use of inflatable/portable pools is prohibited at UniSQ Student Accommodation.

Candles and Incense

Due to the risk of fire, candles, incense, aromatic burning oils and other open flame devices are not permitted anywhere within the Colleges buildings including bedrooms, bathrooms, hallways or internal and external common areas.

Perfumes, reed diffusers, electronic diffusers, humidifiers, pump sprays, essential oils, air fresheners and any other products that emit fragrances or vapours are not permitted in bedrooms. Residue from these products can cause a fault and cause an unwanted alarm activation.

Bicycle storage

Designated bicycle storage areas are located throughout the Colleges. It is the resident's responsibility to supply their own locking device(s) to ensure the security of personal property. Bicycles should not be stored in bedrooms or emergency exit pathways (including hallways and corridors outside bedrooms).

The storage area at Steele Rudd College is only accessible through your Student ID or Room Access Card. Residents should ensure the gate is closed when leaving the area. While the secured gate provides a greater level of security, it is recommended that residents supply a locking device(s) to ensure the security of their personal property.

Storage rooms

Student Accommodation provides a limited amount of additional storage space for students to store personal belongings. All stored items must be removed within seven days of returning from Study Break or if the student moves out of the Colleges. No responsibility will be taken for any items stored. Please note, students may be charged for storage and/or disposal of discarded or abandoned items.

Access to storage rooms can be arranged by submitting a Box Room application through the Res Portal. The Residential Assistant can provide access between 5:00pm and 9:00pm on any given day.

Sustainability statement

UniSQ is committed to minimising the adverse effect of its operation on the environment, so please keep the following suggestions in mind to help reduce our carbon footprint:

- switch off lights, air conditioners and heaters when leaving the room
- keep shower time to a minimum
- use the provided recycling bins wherever possible.

Pest control

Mice, ants, spiders and other insects can be found in our environment. While UniSQ undertakes regular pest management activities, you can minimise the presence by keeping all food stored appropriately and disposing of food correctly. All areas of a resident's room and shared spaces should be always kept in a neat and tidy manner.

Vehicle registration and parking on College grounds

Residents are provided with complimentary general outdoor car parking at each of the colleges. Drivers must make themselves aware of the [UniSQ Parking and Traffic Management Procedure](#) and observe the posted traffic signage at each University entrance. Vehicles should never enter grassed areas of the Colleges under any circumstances. The University has differing parking conditions across the campus, with information available on the [website](#).

Vehicle registration information must be recorded through the Res Portal and registration plates must be clearly displayed. Residents are required to update any new or changed vehicle registration details in the Res Portal within seven (7) days. Vehicles parked within Student Accommodation for extended periods, where registration details is not recorded in the Res Portal, may be removed at the owner's expense.

Vehicle washing and maintenance

[Toowoomba Regional Council places restrictions](#) for private vehicle washing (outside of a commercial car wash). The University recognises that vehicles require washing from time to time. If vehicle washing is required, this can occur in a College carpark, using bucket water. To promote environmental sustainability, it is recommended to make use of a local car wash facility that is appropriately equipped for this purpose.

Any vehicle maintenance, such as changing engine oil or coolant, is not permitted on University grounds. It is recommended that vehicle servicing be undertaken by trained mechanics. If residents are having difficulty in starting their vehicle, it is recommended that a local breakdown service is contacted, such as the RACQ.

Recreational facilities

Indoor recreational facilities are available to students, with pool tables, table tennis tables and TV. Amenities and equipment vary from College to College, with Recreational Hall equipment supplied and maintained by the Resident Students Club.

Common rooms

A common room is provided in every block. Most are equipped with a kitchenette including a refrigerator, basic kitchen appliances, a television and furniture. It is the residents' responsibility to keep the common room in a tidy and clean condition, including appliances. Cooking appliances in the Dining Hall kitchens, not provided by the Colleges, are strictly prohibited as they pose a significant fire and safety risk.

Inspections

Kitchen and common room inspections

Inspections of shared spaces occur approximately weekly throughout the year (including Study Break periods) by the Student Accommodation team. This process assists with maintaining a satisfactory standard of cleanliness and hygiene. The inspection schedule is published in each common area. Special or ad hoc inspections may be carried out.

Room and locker inspections

To ensure all rooms are kept appropriately clean throughout the year and are compliant with Workplace Health and Safety regulations, the Student Accommodation team will conduct frequent (generally three times per year) room inspections, including pantry lockers.

An email notice will be sent in the lead-up to each inspection and as a courtesy, students may receive a reminder notification. If the room inspection does not meet satisfactory standards, a re-inspection will be scheduled. Three 'not accepted' room inspections will require the student to attend a meeting with the Manager (Residential Life). Special or ad hoc inspections may be carried out at the discretion of the University.

Please see the Room and Locker Inspections Guidelines available via the Res Portal for further details on the room inspection process, and a full list of criteria that will be assessed.

Any damage or loss, except for fair wear and tear, will be noted and recharged directly to the occupant of the room.

Kitchens: self-catered facilities

Self-catered facilities are available for all students at each College. The kitchens include a stove, oven, refrigerator, sink, microwave oven, worktops, toaster, kettle, storage cupboards, dining table and chairs.

Students must provide their own cutlery, crockery, kitchen utensils, tea towels and cleaning items. When using these facilities, students will need to keep the kitchen clean and tidy by cleaning up after each main meal of the day with particular care shown to cleaning any spills in the oven, stove top and microwave. For health reasons, it is also important that students regularly clean the kitchen and appliances, which includes inside the fridge and freezer, and removal of any expired or rotten food.

Self-Catered Guidelines

The Self-Catered Guidelines highlight the health and safety requirements for our resident kitchens and kitchenettes, and the inspection process. A copy of these guidelines is available via the Res Portal and are printed on your kitchen or kitchenette fridge.

Weekend fridge cleanouts

To comply with Health and Safety obligations and in accordance with the Self-Catered Guidelines, weekend fridge clean-outs for each block will be conducted approximately every three weeks. These clean outs ensure that fridges remain hygienic with items not stored appropriately, unhygienic or out of date, being disposed. Storing items in cooking equipment (pots etc.) is not acceptable and may risk the equipment and food being disposed.

Please note that all items that are eligible for disposal will be photographed and recorded before they are removed from the fridges. 24 hours' notice will be provided prior to disposal.

Colleges highly recommends students to label all their items to prevent confusion and ensure their food items are in airtight containers in the communal fridge.

End of Year Summer Break cleaning schedule

End of Year Summer Break bedroom, bathroom and locker cleans

Our end of year cleans are an important part of our cleaning and maintenance processes to ensure our Res College rooms are maintained and kept in a hygienic state. On the day of the scheduled clean, residents are required to ensure:

- Everything is off your floor and kept in the cupboard or on desk
- Bed linen removed, and no items on bed (leaving mattress protector in place)
- Desk and bed located in original position (not underneath windows), to allow sufficient access for window cleaning
- Bathroom empty and no personal items left in any bathroom cupboard or shelf/vanity
- Kitchen locker/drawers emptied (including items on top of lockers)
- All personal items removed from common rooms and laundries - anything left will be disposed of

University staff will also inspect each room on the day of cleaning for maintenance issues/repairs and to ensure the resident's room meets the above requirements. A cleaning fee will be charged if the preparation requirements are not met to commence the end of year cleaning.

As this process includes carpet cleaning, carpets may take up to 24 hours to dry. It is recommended to ventilate the room (keep windows open) and using caution when re-entering the space.

Please note that any items left in bathrooms, common rooms and/or pantry lockers will be disposed of during this time.

Tri-annual fridge/freezer deep cleans

Fridge/freezer deep cleans are scheduled each trimester Study Period across all three Colleges to ensure we maintain satisfactory food hygiene standards for the community and maintain adequate storage space for our residents.

This process includes cleaning of each fridge/freezer, with abandoned items disposed. During the cleaning process, temporary fridges are provided for all current residents to temporarily relocate their items. Disposal and cleaning notices are issued by email and posted to each fridge approximately one week prior.

General information

Important contact numbers

Noise complaints

On-campus food and meal preparation options

Requesting a change in room

Paying your fees

Mail and deliveries

Guests and children on campus

Privacy

Entry notices

Check-out processes

Frequently asked questions



General information

Important contact numbers

The Student Accommodation Office can be contacted in person (located at McGregor College) or by phone.

- Main line (business hours only): 07 4631 2650 (quick dial 2650 from a common room phone)
- All Hours phone: 07 4631 2950 (quick dial 2950 from a common room phone)

Noise complaints

If a resident experiences any noise concerns, please call the Colleges (using the contact numbers above) in the first instance. The Student Accommodation team (and Security) will respond to noise complaints and conduct an observation and act accordingly. With this in mind, please also note that reasonable noise is to be expected within communal living.

The University's ability to investigate anonymous tips through SafeZone may be limited and will not be prioritised. All tips and reports remain confidential, and we do not encourage anonymous reporting to provide the greatest opportunity to address the concern. To enable effective management of noise in the Colleges community, residents are requested to provide their name and College/block/room number when reporting noise.

If noise persists or becomes frequent, residents should also liaise with their Residential Assistant or Senior Residential Assistant to assist with addressing the ongoing noise behaviour.

On-campus food and meal preparation options

Self-catered

The self-catered option gives residents the ability to cook their own meals at any time of the day or night. Residents will have their own lockable cabinet in the kitchen. They will also have access to shared appliances, including refrigerators and freezers as well as a microwave, toaster and kettle. Residents must provide their own food, kitchen items/utensils and cleaning supplies.

On-campus food outlets

On-campus cafes and the Refectory facilities are generally open Monday to Friday, to purchase any meals directly with the outlet. There are also food outlets nearby e.g. UniPlaza, Woolworths Drayton and Westridge Shopping Centre.

Drink and snack vending

Drink and snack food vending machines are located in all Colleges. These are operated by external vendors. Any concerns with the machines are to be directed to the vendor. Contact details are displayed on the machine.

Food deliveries

If using food delivery services, e.g. UberEats and DoorDash, please arrange to meet the delivery driver in the College carpark or Dining Hall. Delivery drivers should not be attempting to enter accommodation buildings to deliver items directly to bedrooms.

Requesting a change in room

Due to limited room availability, room change requests are generally not available. Direct switches of rooms with another resident may be considered, with approval from Student Accommodation. A room change or room swap must be requested by submitting a Room Change Request form via the Res Portal.

We encourage residents to register interest in alternate rooms through the application process, for future study periods. While the Colleges team will do their best to accommodate requests during room allocation, availability is not guaranteed.

Paying your fees

How to pay

It is recommended to set up a scheduled BPay payment for at least one (1) day before the due dates outlined in the Schedule of fees. Other payment options include:

- Res Portal
- Centrelink and other third-party payments
- Direct transfer of funds
- Phone
- In person

A full list of payment options and details is available in the *Pay Online* tab off the Res Portal and also outlined with each fortnightly invoice.

Extension of time to pay

If students are unable to make payment of their account by the due date, they can apply for an extension using the form located on the Res Portal. This form must be received by the Student Accommodation Office before the due date.

Please also note that submission of this form does not automatically grant a payment extension; the Colleges will advise an outcome once the Head has reviewed your proposed plan.

Late payments

If a due date for payment of Fees, charges or other expenses is not met, and a Fee Extension Form has not been submitted and approved by the University, an overdue notice will be issued to the resident and an administration fee will be payable by the resident.

If students fail to comply with the Accommodation Agreement, their contract may be terminated and further sanctions applied.

On-charged fees

As outlined in the Accommodation Agreement, if a resident causes an unwanted fire alarm and damage to College property, the resident is responsible for the cost of cleaning, repair, replacement or any other costs associated.

Below is a list of indicative costs associated with common incurred costs. It is not an exhaustive list and these prices are indicative only and may change as per supplied invoice.

Item	Charge
Carpet replacement (room)	\$1,045.00
Carpet shampooing of room	\$182.00
Study chair in room	\$229.00
Minimum Cleaning Charge (2 hours)	\$146.76
Desk in room	\$335.00
Fire alarm charge (QFD only)	\$1,706.16 (indexed at 1 July each year)
Fire alarm charge (QFD and contractor call-out)	\$2,525.00
Key replacement (room)	\$780.00
Key replacement (pantry locker)	\$98.00
Key replacement (room and pantry locker)	\$878.00
Accommodation Guest Card replacement	\$56.00
Mattress (King Single)	\$338.00
Mattress Protector	\$73.60
Rubbish bin (room)	\$47.00

Mail and deliveries

Australia Post offers a convenient [Parcel Pickup service](#) and [24 hour Parcel Locker service](#), at no cost – allowing residents to have parcels delivered and collected directly from the on-campus Australia Post outlet or designated parcel locker.

Alternately residents are encouraged to obtain a private post office box at the UniSQ Post Office (main campus, G Block). Australia Post can arrange shared boxes to minimise costs.

If having mail sent directly to the Colleges, the following address format should be used:

Name	<i>For example:</i> Joan Smith
Student Accommodation	Student Accommodation
University of Southern Queensland	University of Southern Queensland
Toowoomba QLD 4350	Toowoomba QLD 4350

Mail is delivered to bedrooms by the Student Accommodation team each night – between 5pm and 10pm. If residents are not present on delivery, their package or letter will be left in the following locations:

- Concannon and McGregor shared ensuites: in the shared hallway directly outside the bedroom door, or
- Ensuites and Steele Rudd rooms: under the bedroom door (letters) or returned to the office for delivery the following night (packages).

The Student Accommodation team will access the shared hallway for the purpose of delivering mail in the shared ensuite rooms but will not be entering personal bedrooms.

Mail delivery can take a minimum of three (3) business days to arrive at your room as mail is delivered to the main campus sorting facility before being dropped to the Student Accommodation Office. The Australia Post delivery notification is not an indication of mail being available at the Colleges. Due to the volume of mail and packages delivered, the Colleges team is not able to facilitate checks on mail or pick-up from the Student Accommodation Office.

Mail will only be readdressed for two weeks following permanent checkout, providing a current forwarding address is supplied on departure. Mail received after two weeks will be returned to the sender.

Stay of guest

Residents may apply for an overnight guest stay by submitting a Stay of Guest Application through the Res Portal. Approval is required and fees apply.

Guests may stay for up to two consecutive nights in a week and no more than 16 nights per Trimester. Additional restrictions may apply during Orientation and examination periods. Residents are responsible for their guests at all times. For all conditions relating to overnight guests, please refer to section 11 of the Accommodation Agreement.

Visitors during Orientation Weeks

During Orientation Weeks, Student Accommodation does not permit guests or visitors, other than parents. Any person who is not an in-room resident at colleges will be asked to leave. This allows all residents to safely transition into the new study period and enjoy the activities in a supported environment.

Children on-campus

All residents should note the [Children on Campus Procedure](#) and obligations where a child under the age of 16 is visiting on-campus, including Colleges' buildings.

Check-in process

Check-in is facilitated generally between 1pm and 5pm. Significant check-in days (start of each study period), may have extended times and will be advised via email. Late check-ins can be facilitated, with advanced notice, in writing.

In accordance with the [University Business Days](#), the University has an annual closure period from 25 December to 1 January (inclusive), in addition to gazetted Christmas/New Year public holidays. Please be advised that Student Accommodation is unable to facilitate check-ins during this closure period.

Check-out process

The Accommodation Agreement outlines a resident's responsibilities for checking out of their accommodation booking. To assist, please refer to the Check Out Information Guidelines available via the Res Portal.

Privacy

All residents are entitled to privacy and safety of their property. Residents must respect other residents' property and their rooms. Members of the Student Accommodation community must not:

- 1) Enter a resident's room unless invited and must leave when requested to do so. Exceptions include the entry of staff, contractors or members of the Collegiate Team to:
 - a) carry out required cleaning and maintenance;
 - b) Inspect the room;
 - c) Uphold the terms of the Accommodation Agreement; or
 - d) Address concerns for a resident's safety or wellbeing.
- 2) Impinge upon another resident's privacy. Filming or photographing people without their consent may be considered a breach of privacy (and of university policies and/or state or Federal laws) and may constitute criminal behaviour.

Student Accommodation may collect and use a resident's personal information for the purpose of ensuring a safe environment. Personal information will be handled in accordance with the Information Privacy Act 2009 (Qld). The information will be securely stored and will only be accessible by authorised employees for the purpose of the safety and wellbeing of residents and visitors. The information will not be disclosed to third parties without consent unless the disclosure is authorised or required by or under a law. For information about how the University protects personal information or to learn about a resident's right to access their own personal information, please see the ICT Information Management and Security Policy and privacy website <http://www.unisq.edu.au/privacy>.

Examples of information collected include recording of electronic key access logs for bedrooms; recording meal attendance; recording of notes of wellbeing checks; CCTV monitoring.

Entry notices

From time to time and in accordance with the Accommodation Agreement, the University staff and contractors may be required to enter a resident's bedroom. The below table outlines the minimum notice the University will provide when accessing bedrooms. A notice will be sent via email to advise of entry (where required) and it is expected that residents check their correspondence several times a week, irrespective of absences from accommodation. Wherever possible, more notice will be provided.

Reason for entry	Minimum notice
In an emergency	Without notice
If resident has been reported missing (3-7+ days)	Without notice
If the University holds reasonable concern for the resident's wellbeing	Without notice
If the University has reason to believe resident has abandoned their room	Without notice
If there is reasonable suspicion of a breach of the Accommodation Agreement or illegal activity occurring in the room	Without notice
To carry out maintenance requested by resident	Without notice or as agreed
To carry out scheduled cleaning activities	Scheduled cleaning days published in common spaces
To carry out maintenance initiated by the University	24 hours
To inspect a resident's room and/or locker	24 hours



University of
Southern
Queensland

Contact us

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+61 7 4631 2950 (all hours)

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