



Handbook

Residential Colleges



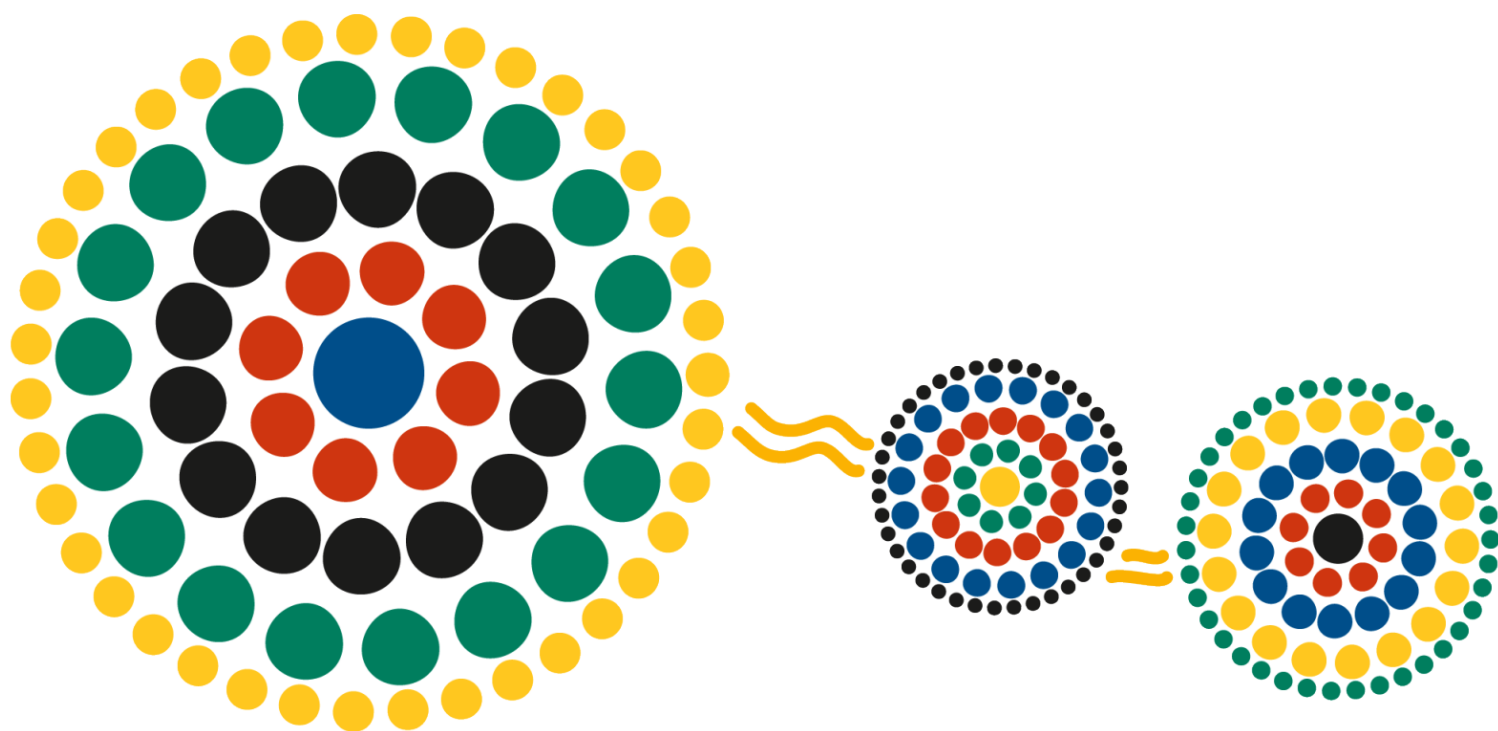
Acknowledgement of country

We acknowledge and honour the Giabal and Jarowair peoples of Toowoomba; as the Traditional Owners of the lands and waterways where the University of Southern Queensland's Residential Colleges is located.

Further, we acknowledge the cultural diversity of Aboriginal and Torres Strait Islander peoples and pay respect to Elders past, present and future.

We celebrate the continuous living cultures of First Australians and acknowledge the important role played by Aboriginal and Torres Strait Islander peoples in Australian society.

The University respects and acknowledges our Aboriginal and Torres Strait Islander students, staff, Elders and visitors who come from many nations across Australia.



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Welcome

Welcome to USQ's Residential Colleges

We all know there's no place like home. Whether you're from interstate or country Queensland, our Residential Colleges will make you feel like part of the USQ family.

With a reputation as one of the state's fastest growing educational institutions – graduating close to 100,000 students – USQ is committed to providing a truly personal student experience. From Orientation Week through to graduation and beyond as a USQ alumnus, we're here to help you succeed.

Aside from being conveniently close to classes and with access to a range of support structures our three Residential Colleges are safe and secure, with plenty of academic, social and sporting activities on offer all year round. Each are tailored to suit your individual needs.

For many, it's likely that your college experience 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. One of the things I like best about USQ is its diverse community of students and staff. More than 80 nationalities from 100 different countries are represented across our campuses, creating a unique multi-cultural environment.

As a college student, everything you need to succeed is quite literally at your fingertips. With our mix of flexible study options and inspiring support staff who want to see you succeed, you'll discover more than you ever thought possible.

I urge you to take advantage of every opportunity, forge life-long friendships and never hesitate in asking for assistance.

My very best wishes for your studies.



Professor Geraldine Mackenzie

Vice-Chancellor, USQ



Our Colleges

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

McGregor and Steele Rudd Colleges

McGregor and Steele Rudd Colleges were established with the support and at the initiative of the Darling Downs Association for Advanced Education in 1967 (later becoming USQ) and accommodate 310 students between them, 118 in Steele Rudd and 192 in McGregor.

Former Toowoomba mayor and influencer in the region's tertiary education development, Doctor Alex McGregor is the namesake of the McGregor College.

Steele Rudd College was named after the distinguished Australian and Darling Downs author Arthur Hoey Davis whose pen-name was Steele Rudd

Concannon College

Previously owned by the Roman Catholic Diocese of Toowoomba, Concannon College accommodates 102 students. The College was built in honour of the Concannon family, particularly Monsignor Edward Concannon in appreciation for his devotion to youth and education throughout the Toowoomba Diocese. Concannon College is now owned by USQ and continues to welcome students from all religions and cultural backgrounds.

College management

Managed by the Director (Student Life) along with the collegiate team, 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 through a team of Resident Advisors who live and work in the residential community with specific responsibilities of supervision and duty of care.

There are also many other Residential College staff who help in the day to day operation of the Colleges who you will meet during your stay, in particular the cleaners, catering and maintenance staff.

The Collegiate team

The collegiate team is a group of residents employed by each college to help with any difficulties you might have while living on college, whether academic, social or personal. The Senior/Resident Advisors will be your first point of contact for any questions you need answered, or if you need advice or someone to talk to about a personal or academic matter.

Depending on your needs, they will either act as a listening ear and mentor, or suggest you see the College Wellness Educator or a team member in Student Services.

Please refer to the Conditions of Residency for the responsibilities of the Collegiate Team (Condition 20.3).

College life

The conditions of residency

Why have conditions?

Every community has its implicit and explicit conditions for acceptable social behavior, without them, communities of any kind simply could not function. The Residential Colleges 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 Conditions provide a positive framework within which the Colleges might function successfully as a responsible community of undergraduate and graduate scholars. For that reason, every student being admitted to the Residential College is required to formally agree and comply with the [Conditions of Residency](#). It is your responsibility to ensure that you are familiar with them.

What is their basis and authority?

The Conditions of Residency are based on the following policy and authority:

- The Residential Colleges operate within the overall administrative framework of the University, including the University of Southern Queensland Act.
- 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 Code of Conduct Policy](#).

Learning communities

USQ Residential Colleges has established living-learning communities to enhance your experience by providing further opportunities to achieve your personal goals.

What is a learning community?

Living-learning communities involve students with similar interests grouping together to socialise and study. Learning communities are active social groups, where members organise events such as presentations by guest speakers, movie nights, barbeques, trips, and other social gatherings. Each learning community has a specific theme or purpose, which you may elect to join (e.g. Engineering, First-Year Students, International Students, etc). Faculty and university staff may also participate in events organised by each learning community, and a member of the Collegiate Team will support members of each learning community to organise events.

Why join a learning community?

Living-learning communities were created at the Residential Colleges to assist you to achieve your personal goals, and to promote enjoyment of the university experience. Participating in living-learning communities will help you adjust to university life, improve your academic achievement, and prevent student dropout. Living-learning communities provide opportunities for mentorships between new and experienced students, and between students and faculties. You can ask your RA about how to join a living-learning community.

Academic development

The fundamental purpose of College life is to help students achieve well academically. Academic life in College is supportive and rewarding and is experienced principally in the following ways, outside your scheduled lectures and tutorials:

- a. through a tutorial support program that brings students together who are studying the same course and helps each other to succeed
- b. through the development of academic skills supported by the USQ's Learning and Teaching Support Unit
- c. through 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 Resident Advisors who are experienced in the academic area
- d. through a the Residential Colleges Student Transition and Engagement Program (STEP) where first year residents are assigned a returning STEP resident mentor to assist with your transition on your student learning journey and to help answer any questions about university life
- e. through participation in formal academic events held in each college each year.

These occasions involve the senior academic staff of the University and members of the University Council as well as dignitaries from the community. It is a requirement of residency that students attend these events and share fully in the academic life of their college.

Cultural development

The University residential community is rich in a diversity of skills and abilities possessed by its students. Resident students are encouraged to express and share their talents and contribute to the considerable depth of cultural experience possible in College life.

Social and Personal Development

Collegiate living is experienced through:

- a. an informal network of support by having the opportunity immediately available:
 - to share and talk with other students in similar circumstances or who as senior students have experienced and understand what students are dealing with
 - to seek assistance from the collegiate team who are there to offer help and advice.
- b. participation in the Life Skills program. This is arranged by the Manager each semester often in response to student suggestions. Sometimes seminars and workshops are arranged to provide residents, including the Executives of the Resident Students' Clubs with knowledge and skills which are useful in their roles and responsibilities.
- c. community service, where students collect donations or volunteer for charitable organisations. The Colleges have a long record of this kind of support to community organisations for which the organisations concerned have given generous acknowledgement.

- d. formal and informal social functions :

The Inauguration Dinner

The Colleges have a combined welcome dinner held in the second week of Semester 1, 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 during the previous year. This is a semi-formal occasion with a smart casual dress code.

Semi-formal Dinner

A semi-formal dinner is held for each college in the first semester 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 is a formal black tie occasion organised for each college by the respective RSC's to farewell final year students and to conclude the year's social events. The decor and theme usually reflect considerable imagination and effort on the part of the organisers and it is a particularly significant occasion in the social calendar.

Valedictory Dinner

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

Sport and inter-college competition

The Residential Colleges Shield

The Residential Colleges 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, the Ashes and Cultural Cup.

Recognising excellence

The Colleges not only support student efforts to achieve well academically, socially, culturally and in sports, but enthusiastically recognise students whose achievements in an academic year have been outstanding in these areas.

Academic achievement

Prizes recognising excellence in academic achievement include:

- Chancellor's Prize (awarded to the top academic achiever in Residential Colleges)
- Vice-Chancellor's Scholar Prize (one will be awarded in each College)

To be eligible for the awards, including a cash prize, you would need to meet academic criteria as well as:

- be enrolled as a full-time undergraduate student in your first degree or associate degree
- studying full-time Semester 1 and Semester 2 of the previous year
- have lived in College for one year.

In addition, prizes are also awarded to the top student from each area of study living in the Residential Colleges. A prize for the most improved academic achievement between Semester 1 and Semester 2 of the previous year is also awarded to a resident.

Recognising contributions to college life and ethos

Each year, 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 and then considered by a panel including the RSC Executive, block representatives, the Collegiate Team.

The awards currently include:

McGregor College

- The College Spirit Award
- The College All Rounder Award
- The Quiet Achiever Award
- The Residential Life Award
- Sportsman of the Year Award
- Sportswoman of the Year Award
- Sportsmen and Sportswomen Commendation Awards

Steele Rudd College

- The College Spirit Award
- The College All Rounder Award
- The Quiet Achiever Award
- The Residential Life Award
- Most Valued First Year Award
- Sportsman of the Year Award
- Sportswoman of the Year Award
- Sportsmen and Sportswomen Commendation Awards

Concannon College

- The College Cultural Award
- The Quiet Achiever Award
- The Residential Life Award
- Sportsman of the Year Award
- Sportswoman of the Year Award
- Sportsmen and Sportswomen Commendation Awards
- Emma Rawlins and Catherine Joyce Social Award
- The Bishop Edward Kelly Award

Scholarships & bursaries

A number of scholarships and bursaries are available to students who decide to live on-campus. Please see the scholarships website for more information: usq.edu.au/scholarships

USQ Residential College Scholarship

The [USQ Residential College Scholarships](http://usq.edu.au/scholarships/usq-residential) are 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 school 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 at the beginning of Semesters 1 and 2 and can be accessed at <http://www.usq.edu.au/scholarships/usq-residential>

Scholarship value

The value of the scholarships is \$4400

Availability

The scholarships will be advertised on <http://www.usq.edu.au/scholarships/usq/usq-residential> when available for application.

Communicating and consulting

The general approach

The Resident Student Club Presidents and Senior Resident Advisors are representatives on the College Advisory Committee. At a more informal level students are welcome to talk with the Manager or members of the Collegiate Team, at any time about ideas or issues of concern.

The Resident Student Clubs (RSCs)

What is the RSC?

Each college has a Resident Students' Club (RSC) of which all resident students are members. A committee that is voted in by all members of the resident body runs the RSC. For information regarding the RSC including a copy of the constitution of the RSC, please talk to the President.

What does the RSC do and how can you participate?

The RSC is responsible for:

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

Relationship between the RSC and the Collegiate team

The collegiate team is there to advise and give guidance, and under the Rules of Residency, is responsible for exercising the University's

duty of care for the residential community. Within University and College guidelines, the RSC (in particular the Executive) makes decisions about the directions of the RSC and its activities.

The Senior Resident Advisor, as leader of each of the Collegiate Teams, reports to the Manager (Residential Life) and has certain decision making and approval authorities in order to ensure the College is managed effectively to everyone's benefit.

The College 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 College Advisory Committee.

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

- Director (Student Life) (Chair of the Committee)
- Manager (Residential Life)
- Senior Resident Advisors
- Resident Student Club Presidents
- ad hoc members as the Director requires from time to time.

The purpose of the Advisory Committee is to:

- provide advice to the Director to inform developments that support the overall student experience in the Residential Colleges

- provide advice to the Director 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

Food Services Committee

The Committee comprises resident student representatives of each College, the Director, Manager and Chef Manager. This Committee usually meets twice a semester and reports on and discusses food service in the Colleges. Feedback on catering can be made via kitchen feedback slips located in each dining hall.

Complaints

If you have a complaint, there are a number of opportunities available to resolve them:

- you can talk to the Senior Resident Advisor, the Coordinator or the Manager (Residential life).
- you can go straight to the Director and give the Director the opportunity to resolve the matter
- you could also approach, in confidence, someone in the Student Success and Wellbeing team.

The University's aim is to provide fair and consistent policies and procedures for resolution of complaints by students.

The Student Complaints and Appeals Management System is available at www.usq.edu.au/complaints-appeals.

Safety and Security

Security

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

Be vigilant by:

- reporting any suspicious individuals or behaviour
- recognising and taking conscious steps to avoid potentially risky situations
- keeping wallets and valuables out of sight
- locking your room each time you leave.

University security

The USQ Security team regularly patrols the Residential College buildings to keep them safe for their residents, and the Resident Advisors are also available if you have any security concerns. Additionally, security call points are installed at each college. If you would like someone to accompany you back to your College in the evening, the USQ Security team are able to assist you to get home safely; simply phone 4631 2871 or 0412 716 838 to arrange a security walk-back service.

Emergency evacuation procedures

The University's Safety Policy and Procedures require all areas of the University to undertake emergency drills from time to time. The purpose of the drills is to familiarise everyone with the procedure for the safe evacuation of buildings in the event of an emergency and drills should be taken seriously.

In the event of an emergency alarm evacuation (signaled via the in-room PA system), act on it immediately. Please do not interfere with or remove any safety signage or equipment.

Assembly areas

Building evacuation plans can be found on the back of all external room doors. When required to evacuate a building in the Colleges you will need to go to your designated assembly area immediately:

College	Assembly area
Concannon	The grassed area west of the car park adjacent to D Block
Steele Rudd	The grassed area outside H and I Blocks adjacent to the access road
McGregor	The grassed area between the Dining Hall and A block and; the grassed area between the E Block car park and Baker Street

Wait in the assembly area until you have been authorised to return to your buildings. Checks need to be made to ensure everyone is accounted for and that the area is clear to occupy before returning.

Fire alarm system

Each College has been fitted with a monitored fire alarm system. The Queensland Fire and Emergency Services (QFES) is required to respond to all alarms, including unwanted alarms. Any resident responsible for creating an unwanted alarm will be required to pay the cost of the QFES call out and other associated costs including fire system contractor fees, as per the [Conditions of Residency](#).

Some of the main causes of unwanted alarms include burnt food, cooking fumes, steam, aerosol sprays and candles. Tips to prevent unwanted alarms include:

- check toaster setting prior to use
- do not leave kitchen appliances unattended when preparing food
- use aerosols and steam-emitting devices (i.e. hair straighteners) only in the bathrooms
- Cooking in bedrooms is strictly prohibited

Smoking policy

Smoking is not permitted on any USQ campus. This extends to all property including Residential Colleges.

There are no designated smoking areas on campus. Students and visitors will need to move to an area outside the University boundary if they wish to smoke.

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 disregard these guidelines and cause a circuit overload.

Portable pools

In keeping with USQ's commitment to sustainability and minimising our environmental footprint, as well as the safety of all students, the use of inflatable/portable pools is strictly prohibited on Residential Colleges

Equity issues at USQ

Policy statement

USQ is committed to protecting the rights of both students and employees to achieve their full potential in an environment that values and affirms diversity and is free from discrimination, harassment, victimisation and vilification. The University will take all reasonable steps to ensure that employees and students will be treated fairly and with dignity and respect whilst working or studying at the University.

As outlined in the Code of Conduct and the Student Charter of Rights and Responsibilities, individuals are responsible for making themselves aware of and adhering to University policy on all forms of discrimination and harassment.

Discrimination and harassment will not be tolerated under any circumstances and may in fact be unlawful under State or

Commonwealth law. The detailed policy on equity issues can be found at: **policy.usq.edu.au**

Harassment and Diversity Contact Officers (HDCO's) are USQ employees trained to assist students and staff with any enquiries about diversity, discrimination, bullying and harassment - **usq.edu.au/hdco**.

Sexual Respect

We want your time at the Residential Colleges to be some of the best years of your 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 display considerate and respectful behavior to others at all times. Abusive behaviour, including sexual assault and harassment will not be tolerated. Visit www.usq.edu.au/about-usq/values-culture/respect-now-always for more information

If you are a victim of sexual assault or harassment, support is available to you at the Residential Colleges by contacting a member of the collegiate team. USQ Student Services also provides health services, welfare support and personal counselling - **usq.edu.au/current-students/support**.

If you prefer to talk with someone outside of USQ, there are many community organisations that can offer support including:

- Toowoomba Sexual Assault Support Services | Phone 07 4616 6950
- Lifeline | Phone 13 11 14
- Queensland Police | Phone 131 444

Where to get help

Need someone to talk to?

Are you worried about:	Do you feel:
your health?	lonely
studies?	depressed?
finances?	homesick?
or just uncertain about being at University?	

The Collegiate staff

The Collegiate Staff are always there to help or just to have a chat. They are all trained in First Aid, CPR and Mental Health First Aid and can assess the situation and assist connecting the resident with appropriate support.

College Wellness Educator

The College Wellness Educator (CWE) at Colleges facilitates a number of welfare initiatives and is also available for personal support. Appointments can be made by contacting the college office. At times the CWE may provide an outreach service to residential students to ensure their well being.

Student Success and Wellbeing

Like the Residential Colleges, the Student Success and Wellbeing team (SSW) is a part of USQ support network for students. The Colleges and SSW work closely together in caring for the residential community. SSW provides confidential professional assistance in:

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

To get in touch with the Student Success and Wellbeing team, please call 07 4631 2372 or ext 2372

Facilities

Cleaning

- Colleges provide a professional cleaning service to maintain common areas and bathroom facilities. Residents are required to provide cleaners access to their bathroom to enable this service.
- Each resident is responsible for keeping their bedroom clean. Access to vacuum cleaners can be arranged by visiting the Colleges administration building during office hours, or contacting the Resident Advisor on duty between 5:00pm and 9:00pm on any given day. You will be charged a cleaning fee if your room isn't kept in a tidy condition and additional cleaning services are required.
- Cooking or preparing food is not allowed in your room. Please use the facilities provided in the kitchens or kitchenettes.
- Ensure that your bed has sheets and pillow cases before using - it is unhygienic to sleep in beds without bed sheets or pillow cases.
- If your blankets and bedspreads are accidentally soiled, please do not attempt to wash them. Simply inform the College Office and a replacement will be issued.

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 10pm as a courtesy to other residents. Use of the laundry is free, however residents must supply their own detergent.

Beds

It is preferred that students use the bed provided by Residential Colleges. Students can apply for a bed replacement if they have special requirements. Please note that bed replacements may incur a removal fee.

Students can apply to provide their own bed under the following circumstances:

- Students book their room for all recess periods during the academic year (fees can be reduced to room only if the vacation accommodation booking form is received by the due date).
- Students advise the College 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 days notice is required by submitting a Furniture Replacement Form through the student portal

Maintenance service

The college office must be notified promptly of any requests for maintenance or reports of damage. This can be done through the current resident portal on the Residential Colleges webpage (<http://rescollportal.usq.edu.au>). This will ensure that the facilities provided are always kept up to standard.

While every effort is made to advise a time that your request will be attended, please note a maintenance officer may enter your room to carry out a request in your absence.

Storage rooms

Residential Colleges 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 recess or if you move out of the Colleges. No responsibility will be taken for any items remaining once you leave. Items will be held for 28 days before being disposed of accordingly. Please note, you 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 student portal. The Resident Advisor on duty between 5:00pm and 9:00pm on any given day can provide access.

Kitchens-self-catered facilities

Self-catered facilities are available for students residing at Steele Rudd and McGregor Colleges. The kitchens include a stove, oven, refrigerator, sink, microwave oven, worktops, toaster, kettle, storage cupboards, dining table and chairs.

You must provide your own cutlery, crockery, kitchen utensils, tea towels and cleaning items. If you use these facilities, you 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 you regularly clean the kitchen and appliances,

which includes inside of fridge and freezer, and removal of any expired or rotten food.

To comply with Workplace Health and Safety regulations, hazard inspections will be conducted on a regular basis.

Room inspections

- A Collegiate team member will inspect and verify the condition of your room, furnishings and fixtures upon arrival and departure. Other periodic inspections may also be conducted. Any damage or loss, except for fair wear and tear, will be noted and recharged directly to the occupant of the room.
- To comply with Workplace Health & Safety regulations, hazard inspections will also be conducted frequently.

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 your responsibility to keep the common room in a tidy and clean condition, including appliances. Cooking appliances not provided by the Colleges are strictly prohibited as they pose a significant fire and safety risk.

Recreational facilities

Various recreational facilities are available to residential students including beach volleyball courts, tennis courts, football fields and indoor recreational facilities with pool tables, table tennis tables and TV. Equipment such as tennis racquets, volleyballs, footballs etc are available from the RSC. Equipment available varies from College to College.

Care of college property

- Fittings or furnishings are not to be removed from any room without the prior approval of the Manager.
- Observation of any damage to the room, or missing items, must be reported to the main office.
- Students are required to maintain their rooms in a clean and tidy condition. Common areas (including outside grounds and walkways) must also be kept clean and tidy and clear of personal belongings.

Telephones

Each residential room is provided with a Voice/IP system that enables internal connection throughout USQ. Phones must not be moved between rooms, as the phone number allocated to the room is linked to the phone.

Voicemail

Voicemail is available from student bedrooms and residents can send and receive voicemail messages.

- To access voicemails you will need to dial ext 2150 or use the menu system on the phone
- As normal if a message is left, you will see a red flashing light
- The phones are set up so that there are no passwords needed to access the voicemail
- There is a policy in place that will delete voicemails older than 30 days, this helps to self-manage the clearing of Cisco Unity voicemail inbox's on the phones

- Each phone will be scripted to identify the room location of each phone
- Each user has the ability to personalise their greeting if required

Steele Rudd College

A Block Upstairs	4631 1888
A Block Downstairs	4631 2112
B Block Upstairs	4631 1887
B Block Downstairs	4631 2608
C Block	4631 2646
D Block	4631 2737
E Block	4631 2647
F Block	4631 2738
G Block	4631 2644
H Block	4631 2739
I Block	4631 2740

Concannon College

A Block	4631 1358
B Block	4631 1359
C Block	4631 1357
D Block	4631 1356

McGregor College

A Block	4631 2114
B Block	4631 2115
C Block	4631 2116
D Block	4631 2117
E Block	4631 2118
F Block	4631 2119
G Block	4631 2120
H Block	4631 2121
I Block	4631 2122
J Block	4631 2123
K Block	4631 2124

Resident Advisor on duty (all colleges, after hours)

Mobile phone 0437 543 069 (or after hours quick dial extension 2950).

Internet access

All residents have access to the University network from their bedroom. Residents must abide by USQ policy and have up-to-date virus protection software installed at all times. Resident Network Leaders are available to ensure residents are able to successfully access the network.

All residents are required to become familiar with the Acceptable Use of ICT Resources Policy which can be found at policy.usq.edu.au.

Violation of the University's ICT Policies will result in your access being shutdown. Network sharing devices are prohibited (including, but not limited to, Wireless Access Points, Switches, and Routers). If ICT detects such a device, the port will be shutdown and the Residential Colleges Office notified.

General information

Electricity consumption

USQ is committed to minimizing 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

Mail

All College residents are encouraged to obtain a private post office box at the USQ Post Office (main campus, G Block). Australia Post can arrange shared boxes to minimise costs. If having mail sent directly to the Residential Colleges, the following address format should be used:

Name

College, Room Number

Locked Bag No 2

Darling Heights QLD 4350

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.

Meal Packages

To provide residents with additional flexibility and cost savings, Colleges offers the following meal packages:

- a. 21 meals per week (breakfast, lunch and dinner)
- b. 14 meals per week (lunch and dinner)
- c. 7 meals per week (dinners only)

With the 14 and 21 meal package, lunch is provided in the Refectory (R Block) on the main campus, except on weekends where it is served from McGregor Dining Hall. Dinner meals are served from Concannon and McGregor Dining Halls. Breakfast is only served from McGregor Dining Hall. .

All residents are required to scan their college room key for all meals.

Once a meal package is chosen, it forms part of your accommodation agreement. You can submit a meal plan change application through the online student portal at anytime if you wish to change your meal plan. Changing from a catered package to self-catered may require you to submit a room change application form.

Meal times

Semester meal times are as follows:

Weekdays	Weekends/Public Holiday
Breakfast - 7.00am to 9.00am	7:30am to 9:00am (8:00am to 9:00am cooked breakfast)
Lunch - 11.30am to 1.30pm	12:30pm to 1:30pm
Dinner - 6.00pm to 7.00pm	6.00pm to 7.00pm

Meal times during vacation periods may vary. Residents are notified of any changes.

First aid kits

First aid kits are held by the Resident Advisors and in the College Office.

Drink and snack vending machines

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

Insurance

All residents are strongly advised to take out an “all risks” insurance policy on their personal belongings and property. The University cannot accept responsibility for their loss or damage.

Checking in and out of colleges

a. Checking in

The following procedures will apply at the beginning of each term:

- For the purposes of planning catering and ensuring rooms are available, it is important that unless prior arrangements have been made with the Residential Colleges Office, students arrive between 1pm and 5pm on the day they return to College.
- When moving into a room, a resident is expected to carefully inspect the room. Within seven days of moving in, any damaged or missing items must be reported to the Collegiate Team via the Resident Room Condition Form, which is available online via the student portal. This form includes a full list of all items that should be in the room. Residents should also report any concerns with the cleanliness or general condition of the room.

- If a resident fails to notify a Collegiate Team member of any issue(s) within seven days of moving into the room, it will be deemed that the resident is satisfied with the condition of the room and has confirmed that the room was in a good and undamaged condition at the date of first occupation by the resident. Any damage found after this time will be assumed to have been caused by the resident and the charges associated with repairs will be forwarded, as prescribed in the [Conditions of Residency](#).

b. Checking out

The following procedures will apply at the end of each term:

- Upon vacating a room, a resident must return the room to the original condition it was in before checking in. A resident will be charged for any additional cleaning, moving of furniture, missing or damaged items and for any damage to the room not reported to the College Office.
- If vacating during office hours, students can check out at the College Office.
- If the Office is not open, leave the key in the box provided for that purpose outside the Office at McGregor College, or outside the Dining Halls at Steele Rudd and Concannon Colleges. Residents are deemed to occupy their rooms if they retain possession of their key and will be charged accordingly.
- Non returned or lost keys will incur a replacement cost to the holder.
- Your room will be inspected by a member of the Residential Colleges Administration Team after checking out, using the Resident Room Condition form.
- Rooms are to be vacated by 10.00am on the day of departure. If rooms are not vacated on time, Residential Colleges reserve the right to move belongings to a store room at the owner's risk, and charge a late check out fee.
- NB: Students with fridges may leave them in their rooms, at their own risk, during Semester 1 and Semester 2 vacation periods. Fridges must be removed from rooms if students are vacating for the Semester 3 period. Fridges must be in good condition, defrosted, emptied and cleaned, otherwise a cleaning fee will be charged or the fridge will be removed.
- There is a replacement charge for residents who return their key without its corresponding key tag.





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