



RESIDENT HANDBOOK

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1. THIS HANDBOOK

Please read this Handbook. Knowing its contents will make life easier.

This Handbook aims to provide residents with a reference to the ethos, policies, administration and facilities of the Halls of Residence. We hope that the information it contains helps you settle in and gives you a head start in making the most of your time at the Halls of Residence and the University of Queensland, Gatton Campus.

General Manager – Welcome

Welcome to the Gatton Halls of Residence and your home away from home! I am very happy to welcome you and hope your time here will be comfortable, good fun and academically rewarding.

Please read this booklet carefully. It will provide you with important information about the academic residential community you're living in and how to get the most out of your time here. It also clarifies and provides the rationale for Halls community guidelines that will help us all have a happy, successful year. We aim to give you as much freedom as possible, while safeguarding your rights and the rights of others.

With such a small community, it's important that you take the initiative and get to know the other residents around you. You will be sharing common facilities with them, so it's likely you will make some lasting friendships and meet some interesting people along the way!

The Halls has great leadership from the Residential Life Manager, Resident Assistants, caring and hardworking administrative and operational staff, and an active Residents' Club to keep you all entertained. Our Halls community thrives on the participation of its residents and their willingness to use their talents, abilities and energies for the common good of the community.

I hope you enjoy your time with us here, whether it is for only a year or a few years. Make the most of your academic, social and cultural experiences and I look forward to seeing you around the Halls. Have a great and successful year!

Best wishes,
Wayne Kollegger
General Manager

A quick word of advice from the Residential Life Manager

If I can offer you all one piece of advice, whether this is your first or last year here at UQG, it is this - take a step back, a deep breath and create a plan of attack for the coming semester. University life offers you a nearly unlimited number of avenues in which to approach the coming year. 'Do I solely focus on my studies', 'should I just try and meet as many people as possible', 'can I actually play every sport or attend every social event on offer?'.....'maybe I should sleep until midday again and then decide!'

Failing to plan is planning to fail! Finalise your timetable, sign up for events or sports you are interested in, mark on a calendar or diary the time you want to yourself, make note of the upcoming Res Club events and dinners, organise a study group, be informed about due dates for assignments. The earlier you can be aware of this information, the earlier you can organise yourself and the easier it will be to find the balance between work and play that will allow you to be successful in your studies and have the time of your life in the process.

Have a great year,
Andrew Fletcher
Residential Life Manager

2. ADMINISTRATION

Halls of Residence Contact Details

The Halls' Office, located on level two of Morrison Hall, is open each weekday during the residential year (except Public Holidays):

Monday to Friday 8.30am to 4.30pm

Mail

The postal address for your mail is:

Your name,

PO Box Number

(available from the Campus Post Office)

The University of Queensland,

GATTON QLD 4343

Official Communication

The Halls of Residence will regularly communicate official important information to your email registered in the UQ Res Portal X. Please ensure your email and other personal information is up to date.

Also, please join our official facebook page [UQGHallsOfRes](#) for information posts, important updates, Halls event photos and content we share.

Important Contacts

- **Halls Reception**
07 5460 1215
gattonhalls@uqres.com
- General Manager - Wayne Kollegger
07 5460 1032
wayne@uqres.com
- Residential Life Manager - Andrew Fletcher
07 5460 1033
andrew@uqres.com
- Business Manager - Carole Brown
07 5460 1489
carole@uqres.com

Halls After Hours Contact Numbers

Outside office hours a Residential Assistant will be rostered on duty with a number you can call.

Residential Assistant duty rosters will be given to all residents in the first week of semester. For updated duty rosters and contact numbers please refer to the duty roster outside your common room.

Accommodation Agreement, Terms and Conditions

The agreement period is a full academic year, which is 34 weeks (35 weeks for new residents - includes Orientation Week) and includes accommodation and 3 meals per day.

Semester Vacation Period

All residents are required to remove belongings and vacate their rooms for the mid-year break (June/ July). Residents may apply for vacation residence via their StarRez portal when invited to do so. Vacation residence fee includes accommodation and 3 meals per day.

Re-admission to the Halls of Residence

Re-selection for the following year is not automatic and is subject to a reapplication process outlined below: Every year demand for rooms outweighs the number of rooms available.

The UQ Gatton Halls of Residence welcomes a diverse range of students into our community. We value residents who contribute a balance of qualities from academic and cultural through to sporting and social. We value leadership amongst your peers and a willingness to be involved. Our selection process is a detailed one and may take into consideration any or all of the criteria listed below:

- Academic performance GPA 4.0 minimum (some exceptions may apply)
- Contribution to Residents' Shield (Social, Cultural, Sporting) / Halls community life

- Demonstrated leadership ability
- Behaviour i.e. incident reports
- Halls and wider community service involvement
- Residential fees paid in full
- Resident Assistant recommendation
- Gender equity across Halls
- Balance of Domestic and International students within Halls
- Approximately 50% of all Halls places will be made available to continuing residents

Academic Expectations

The Halls exists to support the academic endeavours and personal development of its residents by maintaining suitable community values, assistance and guidance to individuals. The Halls expects that having been offered a place at The University of Queensland, you have the skills and ability required to achieve academic success. We understand that conditions change and events happen that make study difficult and in some cases impossible at certain times.

We encourage you to be proactive if you start to struggle with your studies. Take advantage of the Hall's Academic Support Program (GRASP). If your academic results become a cause for concern, you will be required to meet with the Residential Life Manager. Residents should be aware that the University and the Halls have standards regarding academic progress that may affect your enrollment and eligibility for residency in the Halls. The Halls expects all students to maintain a GPA of 4.0 or above.

3. ADMINISTRATIVE STAFF

General Manager

The General Manager is responsible for the operation of the Halls of Residence, the management of the residential community and Halls Administration staff, facilities, financial management, strategic future planning and for the provision of community, academic and welfare support programs. The General Manager works closely with the Residential Life and Business Managers to achieve appropriate outcomes.

Residential Life Manager

The Residential Life Manager will assist the General Manager to continually develop the Halls community and other aspects of management within the Halls. The Residential Life Manager directly supervises the live-in Resident Assistant team and oversees the functions of the Residents' Club. The Residential Life Manager is also primarily responsible for monitoring community guidelines and creating a Halls environment conducive to academic, social, sporting and cultural growth.

Business Manager

The Business Manager is required to work closely with and play a key role in assisting the General Manager with the efficient and effective management of the financial and administrative operations of the Halls of Residence. The Business Manager provides support to the General manager in the areas of business development and conference trade as well as identifying areas for improvement and development of funding proposals for new initiatives

Administrative Officer

The Administrative Officer is responsible for secretarial and administrative support, mail distribution, telephone inquiries, front office, data entry, petty cash and other office duties. The Administrative Officer is responsible for the administration and coordination of accommodation to continuing and new residents, room keys, room status reports, room change requests, vacation accommodation and accommodation termination.

Live-In Residential Team

Your Resident Assistant team are an integral part of the administration of the Halls of Residence. They contribute significantly to Halls life through academic support, pastoral care, and social activities - ensuring that the Halls operate as effectively and smoothly as possible. They will be your guides, mentors and friends throughout the year. Resident Assistants and Residential Supervisors are senior students therefore they have first-hand knowledge of the problems that students are likely to face. Further, they are also leaders who promote the well-being and academic success of residents. Resident Assistants should be treated with courtesy and respect and an essential and required function of their role is to uphold Halls of Residence policies. If residents are spoken to by Resident Assistant for inappropriate behaviour, anything other than a positive response will be taken seriously.

Becoming an RA is an excellent leadership opportunity. If you are interested in applying to join the Resident Assistant team, please make a time to meet with the Residential Life Manager, or have a chat to your Resident Supervisor for more information. Positions will be advertised during the year.

Residential Supervisors

The Residential Supervisor fulfills the dual role of community leader within the Halls structure, and of student mentor. Each Residential Supervisor has particular pastoral responsibility for the students in his/her Hall and is available to students who require help with personal and academic matters.

There are four Resident Supervisors (RS) attached to Riddell, Thynne, Pitt and Shelton Halls and are accommodated in the Hall flats. Residents are encouraged to get to know their RS. The RS act as team managers in the Halls. They are appointed to assist the General Manager and Residential Life Manager in their duties and are a means of communicating the opinions and needs of residents.

Residential Assistants

Resident Assistants (RA's) are responsible to their Residential Supervisors and to the Residential Life Manager. RA's will have a very close involvement with residents in their blocks. If you have any problems, make sure you have a chat with your RA. If they cannot help you personally, they will be able to refer you to someone who can assist.

They are committed to developing a vibrant community in all aspects of university resident life. They will be encouraging all residents to take advantage of social, sporting, cultural and academic programs in the Halls and helping residents recognise that community life and learning can be fun and fulfilling.

RA's also take responsibility for ensuring noise is kept to a reasonable level within the Halls. While they have direct contact with members of their own block it should be recognised that they are a part of an interactive team with their fellow Resident Assistants and that when on duty their authority and assistance extend across the Halls.

Although RA's have a disciplinary role in the Halls, it is expected that there will be very few situations in which residents create the need for them to exercise this role. As members of the University and Halls of Residence community, residents are expected to be self-disciplining and to respect the rights of their peers at all times.

Residents' Club

All students living in the Halls are members of the Residents' Club. The role of the Residents' Club is to provide you with enriching social, cultural and sporting activities to help you meet people, consolidate friendships, try new experiences and have fun!

The Residents' Club is an elected Committee of residents who are passionate about enriching Halls life. The Residents' Club have been busy all summer planning and organising Orientation Week and a selection of exciting events and activities throughout the year for the benefit of the Halls residents. They do this for nothing more than the reason of wanting to make college as exciting and dynamic for residents as possible.

Every year in October, Residents' Club elections are held. All residents are welcome to nominate for Resident Club positions. More information on all positions will be provided during the year.

The Residents' Club is eager to organise as many events as possible, so enquire, badger, annoy and pester the club members if you have anything you want organised... or better still ... if you want to help the club join one of the sub committees. They want to talk to you!

4. PROGRAMS AND FUN STUFF!

Dinner Under the Stars and Valedictory Dinner

Dinner Under the Stars is a semi-formal dinner held at the end of semester one. A highlight during the night is the official launch of the individual Halls music videos or MTV awards (all four Halls present a music video of their first semester).

The Valedictory Dinner held at the end of the year is one of the most important and exciting nights in the Halls' calendar. It is where all residents dine together in style to celebrate the achievements of our valedicts and recognise individual and Hall achievements. These include scholarships offered to undergraduate residents who are returning to the Halls in the following year.

Women In Stem Scholarship

Any female second-year resident undertaking full-time study within the Science, Technology, Engineering or Mathematical (STEM) disciplines at Gatton is eligible for the Women in STEM Scholarship.

Most Outstanding Contribution to Residential Living Scholarship is awarded to the most deserving nominees on the basis of academic success and other matters deserving of recognition including contribution to the resident body, participation in cultural and sporting programs and leadership and personal qualities.

Excellence in Academic Scholarship is offered to one female and one male resident with the highest GPA for the previous academic year.

Excellence in Cultural Achievement Scholarship is awarded to the most outstanding nominee in participation in Halls' cultural programs, leadership, personal qualities and proven talents in cultural programs, and commitment to the cultural diversity of the Halls.

Excellence in Sport Scholarships are awarded to the most outstanding nominees for participation in Halls' sporting programs,

leadership and talent in sporting programs and commitment to sportsmanship.

The Residents' Shield

During the year, all Halls will compete against each other for the Residents Shield Trophy. Points are awarded across the areas of academic results, cultural and sporting activities to decide once and for all just which Hall is the best! Even if you are not competing, be sure to come down in your Halls colours and cheer hard for your Hall! Who will enjoy bragging rights this year!

The overall winning Hall of the Residents' Shield will be awarded based on:

Academic Shield – Overall GPA average of each Hall

Cultural Shield – Points are awarded to each Hall from a variety of cultural/arts events.

Sports Shield – All Halls compete in a variety of sports such as tug-o-war, ultimate vortex, soccer, touch footy, volleyball, netball and mystery res sport.

The Residents' Shield – is awarded at the Valedictory Dinner at the end of the year.

Academic Program GRASP

The Gatton Residents Academic Support Program (GRASP) provides free academic assistance to all residents regardless of what academic level they hope to reach. Study groups are held every week led by Academic Assistants (AA's) who will revise and present past lectures, assist with set tutorial questions, go through past exams and give advice on assignments and study techniques (content to be based on resident requests) – all in a relaxed friendly environment with incentives and prizes for participation. One-on-one academic assistance is also available in the form of half-hour blocks with residents being encouraged to also attend the group sessions. All appointed Academic Assistants will receive basic training on how to prepare and present course material and will receive a University level one salary.

5. THINGS YOU NEED TO KNOW ABOUT... MOVING IN!

Settling In...

You have moved into your room, said goodbye to your parents, met some of the people in your Hall and had a good time during the Orientation program.

When the dust settles and the reality that you are here to study and stay - what happens? Well....lots of things may happen. Some students settle into university and residential living very easily and quickly, for others it is exceedingly difficult.

Most students experience some stress and discomfort early on...

this is normal and to be expected when you are dealing with lots of new, unfamiliar things. For most there will be a mixture of feelings ... the tingle of excitement, bewilderment, isolation, fun, tiredness and a sense of freedom.

How you feel about living in the Halls may be affected by a number of factors:

- Is this your first time living away from home, family and friends?
- How close are your relationships with your family and friends?
- How far away from home are you?
- Is it your choice to move away from home or are you doing it more because of other people? For example, to please your parents, relations, friends?

All of these factors could be important in predicting how comfortable and at ease you will be with the changes you have made in your life. The more control you feel you have had over the choice to be in the Halls, the more comfortable you will be with the changes.

Finding a Balance

Residents need to work out a balanced timetable ... one that will allow the work to be done, but without excluding participation in all of the exciting extra-curricular activities that the Halls organise. Your time at university should be one in which you are prepared to move out of some of your routine patterns of experience, to discover new interests and talents - academic, sporting, cultural or social. But do not spend too much time on any one activity, to the exclusion of others - and remember that study is the first priority, and not to be left to the week before examinations!

Changes and the Process of Adjustment

Some of the new experiences you might have to deal with in the Halls include:

- Meeting and making new friends
- Budgeting your money
- Living with a variety of people and negotiating how you are going to live harmoniously
- Living in a new environment and for some, a new culture.

Adjusting to living in the Halls is not a race... everyone has to do it in their own time.

If you are concerned about any of the feelings you are experiencing, there is help at hand. Resident Assistants should be the first people you should see. They will point you in the right direction for assistance.

6. THINGS YOU NEED TO KNOW ABOUT... THE HALLS ENVIRONMENT!

Your Room and it's Condition

It is your responsibility to ensure that your room is kept in good condition. Vacuum cleaners are available from your Resident Assistants. When you vacate your room, any deterioration to the condition due to damage or vandalism will be charged to your account. All residents are required to inspect and verify the condition of their room, furnishings and fixtures upon arrival and departure. This inspection better protects both the Resident and Halls against the costs of damage and/or loss to a room during a Resident's stay. The Resident will be liable to pay for damage (except for "fair wear and tear"), loss and any additional cleaning required, which will be charged to the Resident's account.

Complete your online room condition report on your StarRez portal as soon as possible after you check in.

Residents are not to remove any furniture from their rooms including mattresses!

Maintenance Requests

If we don't know about it we can't fix it! It is important that where there is damage or disrepair you submit a Maintenance Request via your **StarRez portal**. Where possible your request will be responded to in the outlined times. If your request for maintenance has not been completed satisfactorily or within the times allocated above, please contact the Halls of Residence Office.

- **Urgent** – Response 0 – 4 hours
(power outage, blocked toilet)
- **Important** – Response 0 – 24 hours
(broken office chair)

- **Non Urgent** – Response 0 – 72 hours
(wardrobe hinge)

Room Security and Personal Safety

ALL residents are encouraged to download the SafeZone App to your mobile phone. UQ SafeZone allows you to make an emergency call to Security and instantly give them your location. Do not make it easy for unauthorised people to access your room. Halls of Residences can be an easy place for opportunistic thieves.

Keep both your door and your security screens locked at all times and when you are sleeping.

There are a number of ways in which the risk of theft can be greatly minimised:

- Always lock your bedroom door and keep your room key with you. Even if you are slipping out for only a minute to go to the bathroom (for example) lock your door.
- Do not leave any large sums of money in your room at any time.
- Band together with your friends in the Hall and make a point of speaking to any strangers you notice in the Halls. (You may deter them from any anti-social or illegal behaviour by asking "Are you looking for someone?" or "Can I help you?")
- Provide a back-up for your Resident Assistant in ensuring that the external doors remain locked each night after the 10.30pm close.

Security in Halls

Security is everyone's concern, and residents are expected to participate by:

- behaving appropriately, and ensuring that their guests/visitors do the same; and
- notifying appropriate people of suspicious or dangerous incidents; and
- following appropriate instructions from University Security, Halls of Residence Staff and Resident Assistants.

The Halls will maintain an appropriate regime, in conjunction with University Security, to assist in providing all residents with an environment that is safe and secure. The General Manager will ensure that their staff and functionaries are appropriately trained to deal with security issues, including when issues should be referred to University Security or the Police.

Room Keys

On arrival you are issued a room key. For safety and security reasons if you lose your key, it should be reported immediately to Halls of Residence reception. A replacement key and re-barrelling of your lock (if required for safety requirements), will be charged to the resident. A replacement key costs \$25. Re-barrelling a lock costs vary according to the type of locking mechanism and a resident will be notified of the charge if this is required.

Lock outs

If you lock yourself out of your room, please do the following:

- **8.30am – 4.30pm** Go to the Halls of Residence Office (Morrison Hall) to access a spare room key (return it the same day).
- **4.30pm – 10.30pm**
Contact your on-duty Residential Assistant
- **10.30pm – 7.30am** (After Hours)
Contact Security on [3365 1234](tel:33651234).

Do not contact or disturb Residential Assistants for lockouts during late afterhours times (10.30pm – 7.30am). No one likes to be woken in the middle of the night for trivial matters. Your keys are your responsibility so if you lock yourself out after hours, you must contact security to gain access to your room.

Thynne C Kitchens – Thynne C Residents Only

Occupational Health and Safety legislation requires that all residents sharing a kitchen are responsible for keeping it clean. This means – keeping benches clear of food, wiping up any spills, washing and drying your dishes promptly, cleaning fridges and keeping floors clean too. Do not leave dirty dishes in the sink as other residents will not be able to do their dishes!! If you are concerned about the cleaning habits of a fellow resident please advise your Residential Assistant. As a courtesy to other residents cooking after 10.30pm should be avoided.

Laundry

Laundries have washing machines and dryers for your use. The machines are free to use, but you will need to supply your own washing powder. Please do not overload the machines. Remember to go back at the end of the washing or drying cycle to remove your clothes as other residents will also need to use the machines. Please ensure that all lint collectors are cleaned before and after use.

Due to health and safety requirements – horse blankets **MUST NOT** be washed or dried in Halls laundry machines

Cleaning

The cleaning staff work in the Halls from 6am Monday to Friday. Please help them to keep your Hall clean and tidy. If you make a mess, clean it up. Any blood spills or vomit must be cleaned up immediately for health, safety and comfort reasons. If you are with a friend who is unable to clean up any spilt body fluids then please do it for them. **It is not the responsibility of the cleaning staff to clean up your mess.**

The Hall corridors are stripped and polished annually. It is not permitted to use any modes of transport with wheels such as skateboards, in-line skates, roller blades and/or bicycles in the hallways, as they will scar the polish.

Refrigerators

Small bar refrigerators are permitted in your bed room. (max.100 litre capacity). Do not place your personal items in common room fridges as they are reserved to store items for community events only.

Storage

Limited short-term storage is available to current international/interstate residents during the semester breaks and summer breaks only. The Halls will take all reasonable care to maintain the security of your stored items but cannot accept liability for loss or damage of the stored items. Boxes should be signed in, clearly marked with the resident's name and the date of storage. All items not stored in accordance with these regulations will be deemed abandoned and will be disposed of.

NO FOOD ITEMS are to be stored in the storage area.

Contents Insurance

Contents Insurance is provided to cover the contents in your private room in the Halls of Residence and where the loss or damage is caused directly by an insured event (see [Contents Insurance booklet](#))

Fire Safety & Electrical Appliances

The use of one unsafe appliance could jeopardise the safety of the whole floor. Due to fire safety requirements the following appliances are not permitted in your room:

- Residents must not cook in their rooms, therefore, restricted items include: kettles, toasters, coffee machines, microwaves, rice cookers (or similar).
- Residents must not use high wattage appliances, or devices including but not limited to; portable air conditioners and heaters. This is for both fire safety and to not overload electrical circuits.
- The use of **double adapters are not permitted** as they are easily overloaded.
- The use of power-boards with overload protection are the safer option and recommended alternative.

- Residents who use international adaptors **MUST use one that is compliant with Australian Standards**, which can be purchased through the UQ Res Portal. It is the resident's responsibility to ensure all electrical appliances or devices are compatible with the 240V Australian standard power supply. UQ Res assumes no responsibility for damage caused by non-240V compatible electronic devices.

- Residents will be accountable for costs related to fire alarms, damage to property, or electrical disruption caused by non-compliant or faulty devices (such as engaging external contractors to investigate a fault).

Computers, clock radios, small personal cooling fans etc. are permitted in your room. All rooms have a wall heater. For safety reasons, as mentioned above, you are not permitted to use extra bar heaters or blower heaters as they are a fire risk, they draw too much electricity and can trip the electrical circuit for the entire Hall.

Bicycles

As per Australian law, bicycle helmets are required to be worn at all times when riding a bicycle on Campus. Please use the bike racks provided.

Speed limit

The speed limit on Gatton Campus is **30kms per hour**. In some locations and while driving some vehicles, the safe speed limit is likely to be less than 30kms per hour. Please ensure that for the safety of drivers, pedestrians and animals, safe speeds are adhered to.

Biosecurity

For Health, Safety, and Biosecurity reasons, Halls residents are to refrain from feeding or touching animals held in yards on campus.

Dining Hall Information

The Halls of Residence has a catering contract with Chartwells (A Division of Compass Group). Chartwells are committed to providing the best quantity, quality, and presentation of food as well as providing customer service within budget limits. Healthy choice options are provided at all meals, including a vegetarian option. If you have any special dietary requirements, please see the Catering Manager, who will provide the best possible assistance.

Dining Hall Hours

**Different meal times apply during vacation periods.*

WEEKDAYS* MONDAY TO FRIDAY

Breakfast 7.00am to 9.00am.

Lunch 11.30am to 1.30pm.

Dinner 5.30pm to 7.00pm.

WEEKENDS* SATURDAY & SUNDAY

Breakfast 8.00am to 10.00am

Lunch 11.30am to 12.30pm

Dinner 5.30pm to 7.00pm

Dining Hall Meal Prices for Guests

(Meals can be purchased from the front counter)

Visitors, Guests, UQ Staff and non-halls or Thynne C students **\$15.00 (incl. GST).**

IMPORTANT - *All visitors and guests must purchase a meal from the front counter, or possess proof of a prepaid meal (voucher). Non-payment of meals for guests will be considered theft and a \$50 fine will apply. Please do not feed non-residents or guests by stacking your plate - this will be regarded as theft and misconduct, and University sanctions will be enforced. If you have a guest who would like a meal at the Dining Hall they are welcome to pay \$15.00 (incl. GST) at the front counter or if you are happy to pay for their meal, please swipe your student card twice to gain entry.*

Dining Hall requirements

Residents and guests are not permitted to engage in the following activities in the Dining Hall:

- Removal of food (except two (2) pieces of fruit).
- Removal of crockery, cutlery or drink-ware. (No mugs are to be removed).
- Bring glasses or other containers into the Dining Hall.
- Bring food into the Dining Hall
- Bring alcoholic beverages in the Dining Hall.
- Throw any food or materials.
- Use Dining Hall microwaves to heat non-Dining Hall food or beverages.
- Rowdy or otherwise unacceptable behaviour.
- No lab coats, scrubs or wellington boots are allowed.
- Crockery, cutlery, drink-ware and paper should be taken to the wash-up area.
- Casual, comfortable attire must be worn at all regular meals served in the Dining Hall. However residents without shirts, shoes or not wearing suitable attire will not be admitted to the Dining Hall.

Reporting matters

All matters concerning the Dining Hall should be immediately reported to the Catering Manager.

Halls of Residence Meal Card Policy

The Dining Hall will provide 15 or 21 meals per week depending on the plan selected.

It is a Resident's responsibility to ensure that a UQ student card is 'swiped' at the Dining Hall for every meal. If a resident does not swipe their UQ student card or if their UQ student card is lost or not activated, they will not be permitted access.

No Card = No Meal

A lost student card is to be replaced at the Student Centre by the resident immediately and the Halls office notified of the replacement to ensure the new card is activated for use in the Dining Hall. If a lost student card is not replaced, or the Halls office not notified of the replacement, residents will be required to pay cash for any meals obtained when a non-activated card is presented at the Dining Hall upon entry.

A resident shall only be entitled to the number of meals on their selected plan each week (either 21 or 15). A resident may choose to spread those meals in any way they see fit. Please make your selection carefully as no alterations to meal plans

A resident's weekly allocation of meals will be refreshed on Monday morning before breakfast. If the number of meals in any given week is exceeded a payment of \$15.00 cash on entry for that, and any subsequent meals, will be required until the card recharges.

If a resident wishes to use their card to swipe in a meal for a guest – the student card will need to be validated twice on entry to the Dining Hall. The guest meal will count towards the weekly meal allocation.

Takeaway meals are available for residents who are unable to consume their meal at the Dining Hall during the specified meal time. Upon entry to the Dining Hall, a UQ student card is to be swiped and the packed lunch or takeaway container requested from the Dining Hall staff at the kitchen servery window. More information about this service will be communicated at the beginning of semester one.

If residents are observed entering the Dining Hall without swiping their student card a \$50 fine may be incurred. Not swiping for your meal is essentially theft and will not be tolerated.

No food is to be taken from the Dining Hall without express permission and unless a student card is swiped recording the pre-packed or takeaway meal. Only two (2) pieces of fruit may be removed without an additional swipe.

Meals are not refundable or redeemable for cash and entry will not be permitted using someone else's student card. Meals for sick or injured friends will only be allowed if a fellow resident swipes the sick resident's student card on their behalf as well as their own at any given meal.

7. COMMUNITY GUIDELINES – POLICIES AND PROCEDURES

Personal Behaviour

The primary function of the Halls of Residence is to provide residential facilities in an academic environment. Harmonious community life in our Halls depends on the respectful, cooperative conduct of individual residents. Residents are expected to consider others in the community, especially in matters of tolerance, noise levels, and safety. We aim to give you as much freedom as possible, while safeguarding your rights and the rights of others.

At the Halls of Residence, we strive to ensure our residence is a safe and respectful environment for all of our students. You are expected to complete the online module, UQ Respect: Sexual Consent, Ethical Bystanding and Compassionate Response. Access the module on Blackboard, or via this [link](#).

Noise Policy

Our Halls of Residence is a community where people need to study and sleep at reasonable times.

- Please be considerate and keep noise to a minimum at all times. Music must NOT be played at volumes likely to disturb other residents at any time day or night!
- Don't shout loudly in corridors or slam doors. Discourage any noisy visitors - Your room is your responsibility.
- Absolute quiet hours in all Halls are between 10.30pm and 7.00am. During this time any noise such as loud talking or music in bedrooms should not be able to be heard in the room next door.
- If you are asked by Residential Assistants to quieten down, anything other than a positive response will lead to a referral to the Residential Life Manager

- Noisy behaviour, as a result of alcohol consumption, is no excuse and will have serious consequences.
- If you are returning from the Campus Club or an external function late at night, DO NOT DISTURB residents that are sleeping. Return to your rooms quietly.

Repeat offenders of our Noise Policy will have their place at the Halls of Residence terminated.

N.B During 'SWOTVAC' and examination times there are additional requirements including a no noise policy at all times (24/7) which will be advertised at the appropriate times.

If you are disturbed by unreasonable noise, express your concern to the people involved. If you don't feel comfortable doing this or your request is ignored, please contact the on duty Resident Assistants person. Don't suffer in silence... it is your right to complain!

Complaints

Residents are encouraged to come forward with any concerns or complaints. Residential Assistants will take prompt and effective action to resolve the situation and forward it to the Residential Life Manager if necessary. Complaints are considered seriously, expeditiously and sensitively, with due regard to procedural fairness and confidentiality.

Common Room Policy

Common rooms are available for all residents to enjoy. Please respect the rights of others when using the common rooms. Please ensure not to leave rubbish lying around and if you use the kitchenette be sure to clean up after yourself. If the common rooms are not respected Residential Assistants may choose to lock the common room for a period of time.

Pool tables, cues and balls

Please treat pool table and equipment with respect. The Halls of Residence will not repair or replace any equipment if there is evidence of misuse. Pool tables are provided by the Residents' Club for all residents to enjoy so please look after them.

Please DO NOT stand on pool tables as this may cause damage beyond repair.

IMPORTANT: *After 10.30pm all noise from common rooms should not be heard from nearby bedrooms. Your fellow residents have the right to sleep and study at reasonable times. Just because you and your friends want to stay up and socialise, doesn't mean the rest of your community does. Please go off-site if you need to socialise and make noise, then return to Halls quietly. If this policy is not respected common rooms will be locked and will not be accessible after 10.30pm. This is not our preferred option, however it is up to all residents to respect and use the common room appropriately.*

Guest Policy

Guests are welcome to visit but their behaviour is your responsibility. Please ensure your guests understand all Halls community guidelines.

Overnight Guest Application Procedures & Conditions

- A guest pass form must be completed and handed to the on-duty residential staff member by 8.00pm on the night of stay.
- Only one overnight guest at a time is permitted.
- Guests must be 18 years or over.
- A maximum of 10 guest passes per semester per resident.
- Guests are permitted to stay for a maximum of 2 consecutive nights only – any extension of this may be negotiated through the Residential Life Manager

- By completing a guest pass, the resident assumes responsibility for their guest's behaviour at all times and the guest must reside in the resident's bedroom – not in a vacant bedroom.
- A guest pass application may be refused at the discretion of the Resident Staff.
- If a guest uses the Dining Hall, please ensure that they pay for their meal.
- Day guests not staying overnight will be required to vacate by 10.30pm.

Any Resident who has an off-campus guest without completing a guest pass will be charged for the accommodation of that guest @ \$50 per night and will be issued a misconduct warning for breach of the guest policy. Guests who breach Halls community guidelines will not be permitted to visit Halls in the future.

Alcohol Policy

The consumption of alcohol should be done in moderation and keeping the rights of other residents in mind. The alcohol policy in Halls is designed to encourage a moderate, responsible and mature approach to drinking and to limit potentially harmful effects on individuals, the community, property and reputation of the Halls.

The alcohol policy guidelines include:

- Excessive drunkenness while in Halls is not acceptable behaviour
- Kegs, crates, home brewing and distilling are not permitted
- Activities centred on the consumption of alcohol e.g. drinking games/beer bonges etc are absolutely NOT acceptable
- Residents are responsible for the behaviour of their visitors and guests at all times
- Incidents of misuse of alcohol are treated seriously and may result in termination of residency

- In accordance with state policies, persons under the age of (18) years are not permitted to consume alcohol within the Halls or at Halls functions. Persons under the age of 18 found consuming alcohol or intoxicated will be suspended or terminated immediately
- Excessive drunkenness is NOT an excuse for poor behaviour.

If you are concerned about the drinking habits of a fellow resident or if the behaviour of another resident is affecting the Halls community, you have the right and responsibility to seek help, both for the community and for that other person. It may be your actions that spare the individual concerned serious consequences – then or later.

FACT: NEARLY ALL RESIDENT MISCONDUCT IS A DIRECT RESULT OF EXCESSIVE DRUNKENNESS!!

Fast Facts

- 4 Australians under 25 die due to alcohol related injuries in an average week.
- 1 in 2 Australians 15-17 who get drunk will do something they regret.
- 70 Australians under 25 will be hospitalised due to alcohol-caused assault in an average week.
- On average, 1 in 4 hospitalisations of people 15-24 happen because of alcohol.
- The number of young women aged 18-24 being admitted to hospitals because of alcohol has doubled in the last eight years.

Residents who have a recognised problem with the consumption of alcohol will be encouraged by Halls to seek professional counselling and advice. Halls will treat such residents with empathy and support, however inappropriate behaviour, caused by the over-consumption of alcohol or any other drug, will be dealt with in accordance with disciplinary procedures with the interests of the Halls living community.

Sources of help include:

Student Advisor

[07 5460 1046](tel:0754601046)

Residential Life Manager

[07 5460 1033](tel:0754601033)

Queensland Health - Alcohol and Drug Service
Available 24 hours - [1800 177 833](tel:1800177833) (free call)

8. FIRE AND EMERGENCY EVACUATION PROCEDURES

Before the Fire or Emergency

All Residents are to make themselves familiar with the emergency evacuation procedures for their building, the location of fire exits, the location of the designated Assembly Area. Residents should not use firefighting emergency equipment unless they have completed the annual fire safety training provided by The University of Queensland's Workplace Healthy and Safety Unit.

IN THE CASE OF FIRE OR EMERGENCY

If you discover a fire or emergency:

- Sound the fire alarm system (push button alarm locations as shown on floor plans in each block of every Hall)
- Alert Emergency Services via Security on [3365 3333](tel:33653333) (all hours) or on [1800 800 123](tel:1800800123) (free call). If these numbers fail to respond, alert Emergency Services on 000 and give the following details:
 - 1) location, type and scale of the emergency; and
 - 2) your name and location.
- Alert other people in the vicinity and notify a Resident Assistant

On hearing the fire alarm or when instructed by a Resident Assistant

- Walk quietly but quickly to the exit and proceed to the Assembly Area outside the building to await further instructions.
- Listen and follow instructions provided by Resident Assistants.
- In order to prevent injury and possible panic during evacuation do not run, push or overtake others

- Do not return to your room or the building until the Residence Staff or a Fire Brigade Senior Officer gives the all clear.

Fire Equipment and Fire detectors

Fire detectors are located in all bedrooms and common areas in the Halls. The detectors are extremely sensitive to smoke, fumes from hairspray, deodorant and the like – use with caution. Candles, incense and electronic scent diffusers are not permitted. Residents must not cook in their rooms, therefore, restricted items include: kettles, toasters, microwaves, rice cookers and electric heaters of any kind. Tampering with or falsely setting off alarms is a serious offence. The \$1,500 cost of the Fire Brigade attending any room alarms will be passed on to the resident/s involved. The on-charging of call outs may take up to 6 months after the event.

The misuse of fire protection equipment including fire sensors, hoses and extinguishers will be treated seriously. Heavy fines will be issued and those responsible may have their place in Halls terminated.

9. WELFARE AND SUPPORT

Student Services

Student Services are located at NW Briton Building (Student Centre).

Student Support staff are available to help students with any concerns regarding – Counseling, Careers Information, Disability Assistance, Student Equity, International Student assistance and Learning assistance.

Office Hours are 8:30am to 4:30pm Monday to Friday. You can make an appointment with a staff member regarding any of the above by calling [07 5460 1046](tel:0754601046).

Emergency Medical Procedures/Transport to Hospital

The non-emergency transport to hospital is a private matter. Where appropriate, the Halls will recommend residents make their own transport arrangements. Where a resident chooses to be taken to hospital in a private vehicle, the Halls of Residence will recommend that a friend, in addition to the driver, also travel with the person seeking medical care. The only appropriate transport in an emergency is an ambulance. Ambulance costs are the responsibility of the person seeking medical care. It is highly recommended that Residents have health cover that includes ambulance travel. If staff accompany a resident to hospital, there is no requirement for them to remain after medical care has commenced.

Informing Emergency Contact Person(s)

As a general rule, informing the nominated emergency contact person(s) is at the option of the resident. However, in cases where there is grave concern for the health or wellbeing of a resident, the Head of Halls may converse with the emergency contact person(s) nominated by a resident during the application process.

Severe Psychological Distress

Where a resident seems to be showing signs of significant psychological distress (such as self-harming behaviour, symptoms of a psychotic episode or suicidal ideation), the Halls will attempt to ensure that appropriate support is made available. This may include consultation with, and/or referral to, health or counselling services or another health service provider. A 'Safety Plan' may also be developed in collaboration with the resident. As with a medical emergency, where there is grave concern for the health or wellbeing of a resident, the Head of Halls may converse with the emergency contact person(s) nominated by a resident during the application process.

If the above discussions/resultant actions do not produce a reasonable and appropriate outcome, the Head of Halls may exercise their discretion to terminate the contract.

The University of Queensland has a strong commitment to student integrity as a core value and requires students to conduct themselves in a reasonable and proper manner at all times, both on and off campus. The University's policy on Student Integrity and Misconduct provides a fair and consistent framework for dealing with allegations of student misconduct. The **Student Integrity and Misconduct Policy (PPL 3.60.04)** is available for viewing ppl.app.uq.edu.au/content/3.60.04-student-integrity-and-misconduct The policy is part of the process by which the University encourages students to behave in a way that:-

- allows reasonable freedom to others to pursue their studies, research, duties and other lawful activities in the University and on its sites, and to participate in the life of the University; and
- recognises that the pursuit of academic excellence is a key aim of the University; and
- promotes the proper use of University facilities and information and the property of other persons on its sites.

General misconduct typically relates to: Damage to property; misuse of alcohol/unacceptable noise disturbance; bullying and harassment; fire regulations, illegal drug use; breach of health and safety regulations, disrespecting/abusing residential staff.

Prevention of discrimination, harassment and hazing/bullying

The University of Queensland and the Halls of Residence has a policy on the '[Prevention of discrimination, harassment and hazing/bullying](#)' and is committed to ensuring that staff and students are treated with integrity and respect, recognising all members of UQ have the right to work and study in an environment free from discrimination, harassment and hazing/bullying. The Halls of Residence will not tolerate discrimination, harassment and hazing/bullying behaviour under any circumstances and will take action against any student who is found to have breached this policy.

Discrimination, harassment and hazing/bullying can occur when someone, or a group of people, is treated less favourably or made to feel intimidated, insulted or humiliated because of their race, colour, nationality or ethnic origin; sex, relationship status; disability; sexuality; religious or political conviction or any other characteristic specified. The behaviours can be overt or subtle, verbal, non-verbal or physical.

Refer to the UQ Equity and Diversity Website for more details www.uq.edu.au/equity/

Sexual Misconduct

The University of Queensland is committed to ensuring that the University environment is safe, respectful and free from all forms of Sexual Misconduct and this includes the Halls of Residence. The University of Queensland has a dedicated website respect.uq.edu.au which provides access to support and resources. The Sexual Misconduct policy ppl.app.uq.edu.au/content/1.50.13-sexual-misconduct#Policy outlines the overarching principles governing the University's approach to preventing, addressing, and responding to Sexual Misconduct, which is behaviour inconsistent with the University's [values](#). This policy is to be read in conjunction with the [Sexual Misconduct – Procedures](#).

UQ provides specialised support for students who have experienced sexual assault or sexual harassment, via the [Sexual Misconduct Support Unit](#). If someone tells you about an experience of sexual assault or sexual harassment, our 3 step model can help you know how to respond: Listen, Support, Refer.

You can contact the SMSU by:

- [booking an appointment online](#) via Student Hub
- calling the support line [+61 7 3443 1000](tel:+61734431000) (Monday to Friday, 8am to 5pm)
- emailing sexualmisconductsupport@uq.edu.au or
- [submitting a confidential report online](#).

Arrangements can be made for SMSU staff to facilitate appointments via phone or video call.

For immediate support, students can contact the UQ Crisis and Counselling line on 1300 851 998.

1800RESPECT (1800 737 732) is a national domestic violence and sexual assault counselling service available 24 hours a day.

The First Responder Network

The [First Responder Network](#) is a team of specifically trained staff who provide advice and guidance to survivors of sexual assault or sexual harassment at UQ. The First Responder Network has volunteers across campuses, Faculties and other UQ organisational units, including here at our Faculty. Visit the UQ Respect website to [find a First Responder](#).

Reporting

You can report incidents of sexual misconduct (assault or harassment) to UQ by:

- submitting a confidential [online form](#)
- calling [+61 7 3443 1000](#)
- emailing sexualmisconductsupport@uq.edu.au

Remember, it is the survivor's choice if they would like to formally report an incident and the SMSU counsellors can support them through this process. Visit the [UQ Respect website](#) for information on reporting and supports available to the UQ community. You can also find information here around consent and being an ethical bystander. We all have a role to play in making sure our campuses are safe and respectful environments. To find out more about how you can contribute visit the [UQ Respect website](#).

- **Listen** without judgement. Remember, there is no need to ask questions or investigate what the person is saying. Phrases like "I'm sorry this happened to you" are an important way to indicate you are listening.
- Show **Support** to the person. Disclosing an experience of sexual assault or sexual harassment takes much bravery and it is important to show the person you believe them. Phrases like "This is not your fault" can indicate to a person you are there for them and that you believe them.

- **Refer** the person to support services. The UQ [Sexual Misconduct Support Unit](#) (SMSU) provides support and assistance to survivors and their supporters. The SMSU can assist the UQ community with academic support (accessing extensions, timetable changes and special considerations); advice on housing and financial support; emotional support and counselling; and information about how to report experiences of sexual assault and sexual harassment to the University. If someone discloses an experience to you, it is important that you refer them to the SMSU. You can also contact the SMSU yourself if you need information or support.

10. UNIVERSITY SERVICES

University Health Service

Practice Hours: Monday, Tuesday & Thursday ,
9.00am – 5.00pm

Appointments: Please phone [07 5460 1396](tel:0754601396) to make an appointment with a doctor or visit them on level 1 N.W. Britton Administration Centre Annex. No appointment is necessary to see the registered nurse. If you wish to speak to a doctor about a complex problem or more than one problem, please ask for a longer appointment. This assists the Health Service to keep waiting times to a minimum.

After hours arrangements: Urgent medical assistance after hours can be obtained at either: Gatton Plaza Medical Centre Ph. [07 5462 2255](tel:0754622255), William St, Gatton; offers some after hour service. OR Gatton Hospital, William Street, Gatton, [07 5462 0110](tel:0754620110).

If it is an emergency on campus, please phone security on [07 3365 3333](tel:0733653333).

Student Centre

Standard opening hours are 8:30am to 4:30pm weekdays (excl. public holidays).

The Student Centre is your one-stop shop for all student administration and general enquiries relating to the University. You can obtain replacement student cards, get assistance with enrolment, or ask about UQ scholarships here. Please contact the Student Centre on [07 5460 1276](tel:0754601276) or visit them on level 1 N.W. Britton Administration Centre Annex.

Post Office

Standard opening hours are 9:00am to 4:30pm weekdays (excl. public holidays).

A fully functional post office is available to students and staff on campus.

Please contact the Post Office on [07 5460 1210](tel:0754601210) or visit them on level 1 N.W. Britton Administration Centre Annex.

The School Locker

Standard opening hours are 9:30am to 3:00pm Monday to Thursday (excl. public holidays). Supplies students with textbooks, stationery, computer software, computers, calculators, University souvenirs and other items. The School Locker is located next to the Dining Hall.

Security Call Points

EMERGENCY telephones are located at the bus stops on the Warrego Highway and Forest Hill Road as well as the entrance of the N W Britton Administration Building and Shelton car park.

Computing

The ITS Section provides information technology support for Gatton campus. For IT assistance please contact the helpdesk via [07 3365 6000](tel:0733656000) or email help@uq.edu.au.

Transport – Bus Services

A free Intercampus bus service connects the Gatton and St Lucia Campuses. For timetable information – web link www.pf.uq.edu.au/buses.html.

Translink operates a UQ Gatton campus to Gatton township local bus service (route 539).

A rail/bus link operates for travel between UQ Gatton Campus and Brisbane. This bus connects to the train service at Rosewood and then to Brisbane City. Web Link – www.translink.com.au

Greyhound Bus Service Is a private bus service between Toowoomba and Brisbane – and to the airports. Gatton Campus stop is located on the Warrego Hwy (5 minute walk from the NW Britton Building) Web Link – www.greyhound.com.au

If arriving by air, you will need Airport Transfer (Brisbane airport to Toowoomba, with stop at Gatton Campus) service, via CON-X-ION



BELONG AND THRIVE

Swimming Pool/Gym Membership (optional)

All Residents living in the Halls can 'opt in' to receive exclusive membership rates to the campus swimming pool and gym run by UQ Sport. Membership information will be emailed directly from UQ Sport. Please contact UQ Sport [07 5460 1425](tel:0754601425) or via email gatton@uqsport.com.au for conditions of entry and use of the facilities.