



DUCHESNE COLLEGE

FOUNDED IN 1937

STUDENT HANDBOOK 2018

This Handbook is designed to be your reference guide to the life of the College. It contains valuable information about the facilities and services available to residents, guidance for living together in harmony and reminders about your responsibilities whilst living at Duchesne. It is expected that each resident will have read the Handbook and come to understand the information it contains.

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

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TRADITION AND ETHOS

Duchesne College was founded through the inspiration and at the direct wish of His Grace, Archbishop Duhig, in March, 1937. He invited the Religious of the Sacred Heart, an Order founded in France in 1800 by Saint Madeleine Sophie Barat, to undertake the direction of this first University College for Catholic women in Queensland. Madeleine Sophie believed strongly in the education of young women, making the choice of this Order to lead a female college a most appropriate one. It was Archbishop Duhig who gave the College its name. He said that the name recalled a valiant Frenchwoman, Blessed (now Saint) Philippine Duchesne, who was instrumental in bringing the Society of the Sacred Heart to America from France in 1818. Her father was an eminent French lawyer, her mother was a Perier, the family of a later President of France.

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

The College opened with three students and was situated in a wing of Stuartholme Convent, Toowong, a boarding school for girls under the direction of the Religious of the Sacred Heart, until May 1942. Then, because of the war, the school was evacuated and the premises taken over by the American Army and used as a base hospital. As a result, the College was temporarily closed.

Five years later, in February 1947, the College was reopened at the request of Archbishop Duhig on a site called “Oakleigh” in the suburb of New Farm. The College remained there for twelve years before it was established on its present site as one of the Residential Colleges on the St Lucia campus of The University of Queensland. An account of the beginnings of Duchesne College would not be complete without recognising the outstanding contribution made by Sister Joan Percy-Dove. She was the first Principal of the College, a position she held until 1964. On her retirement, the ex-students endowed a partial scholarship in her name and commissioned her portrait by the artist, Graeme Inson. This now hangs in the Learning Lounge.

In 1988, Philippine Duchesne was canonised in Rome and her feast day is celebrated on 18 November. The College celebrated its Jubilee in 1989, and the Jubilee Wing, incorporating a new Dining Hall and additional student rooms, was opened in August.

In 2009, the College celebrated its 70th Anniversary, 50 years at St Lucia and the opening of the Rose Philippine Wing. Its 75th Anniversary in 2014 was marked by a variety of celebrations, coinciding as it did with the centenary of the passing of the great Sacred Heart Educator, Mother Janet Erskine Stuart.

Goals of Duchesne College

The Society of the Sacred Heart has established schools and colleges in many countries, inspired by the works of the Foundress, St Madeleine Sophie Barat. Each institution has developed Goals and Criteria which underpin its life. The Goals of Duchesne College are outlined below.

- 1) The creation of an environment conducive to the living of Christian and academic values.
- 2) The developing of a sense of responsibility for each one’s own life and the life of the College and university community.
- 3) The fostering of an active concern for the wider community and an availability to the wider community.
- 4) The development of the students’ intellectual potential.
- 5) The development and integration of faith.

THE COLLEGE COUNCIL

The College is governed by a Council consisting of:

- Head of the College (*ex-officio*)
- Deputy Head (*ex-officio*)
- Such representatives of the Society of the Sacred Heart (up to three) as shall be appointed by the present Councillors.
- Such representatives of the Bishops of Queensland (up to three) as shall be appointed by the present Councillors.
- A maximum of ten lay persons elected by the Councillors of the College.
- One other person appointed by the Senate of The University of Queensland as its representative, if such representative is not already a Councillor.
- The President for the current year of the Duchesne College Student Club (*ex-officio*).

College Council Members 2017

Dr Josephine Bowles
Mr Mike Brady
Sr Rita Carroll rscJ
Ms Kate Tully (Head of College)
Ms Fiona Forrest
Mrs Clare Goodwin (Deputy Head)
Bishop Ken Howell
Ms Patricia Kennedy
Ms Melanie Lord
Ms Gina McLellan
Mrs Geraldine O'Brien
Mr James O'Connor
Mrs Helen Sinclair (Chair)
Ms Jayne Shallcross
Mr Michael Zivicic
Ms Madeleine Johnston (Student Club President)

While the various Councillors are elected, appointed, or nominated by different bodies, representing different interests, it is their responsibility, individually and jointly, to serve the College by making policies and taking decisions for the short- and long-term good of the College. The generosity and hard work of many Councillors contribute much to the life of Duchesne College. The President of the Council and the Councillors constitute a Body Corporate by the name of Duchesne College. The Council meets at least four times a year.

COLLEGE STAFF

The College Staff includes:

Head of College	Ms Kate Tully	k.tully@duchesne.uq.edu.au
Deputy Head of College	Mrs Clare Goodwin	deputyhead@duchesne.uq.edu.au
Dean of Studies	Mr Denis Brosnan	d.brosnan@duchesne.uq.edu.au
Business Manager	Ms Joanna White	j.white@duchesne.uq.edu.au
Accountant	Mrs Nancy Buhse	n.buhse@duchesne.uq.edu.au
Registrar & Executive Assistant to the Head of College	Mrs Teena Gooding	t.gooding@duchesne.uq.edu.au
House and Conference Manager	Mrs Joanne Jager	j.jager@duchesne.uq.edu.au
Front Office & Communications Coordinator	Mrs Julia Sambell	reception@duchesne.uq.edu.au
Faith and Spirituality Facilitator	Ms Lidia Pezo Castanon	l.pezocastanon@duchesne.uq.edu.au
Counsellor	Dr Vicky Dawes	v.dawes@duchesne.uq.edu.au
Head Chef	Mr Jamie Russell	
Chefs	Ms Debbie Berthisel; Mr Robert Swanson	
Catering Staff	Ms Quyen Chiem, Ms Kim Kelly, Ms Gloria Madson and Ms Jacqueline Mitchell	
Maintenance	Mr Jason Field	
Cleaning/Housekeeping	Le Tuyet Thi, Thais Cristina Da Silva and Karen Cifuentes	
After-Hours Support Staff	Mr Matt Farlow, Mr Liam Jurd and Mr Oli Peel	

The College staff are assisted by the Student Club Executive and the Resident Assistants.

THE STUDENT CLUB EXECUTIVE

The members of the Student Club Executive, that is the President, Vice President, Secretary and Treasurer, in conjunction with their Convenors, are responsible for the organisation of the student activities in the College. These include sporting, social, cultural, service and liturgical activities. The Student Club is incorporated and thus, within limits imposed by its Constitution and its By-Laws/Rules, it operates with significant autonomy. The Club has enjoyed a long and mutually beneficial relationship with the Council and staff of the College.

The President and her Executive meet regularly with the Head of College and the Deputy Head to discuss matters of mutual concern and to collaborate on decision-making. The Senior Resident Assistant (SRA) and Assistant Senior Resident Assistant (ASRA) also meet regularly with the Head of College and Deputy Head.

Student Executive 2018

President:	Madeleine Johnston
Vice President:	Bridget Kenny
Secretary:	Beth Acton
Treasurer:	Kate Doherty
Sports Convenor:	Natalie Honnery
Cultural Convenor:	Maggie McCusker
Social Convenor:	Chelsea Blockey
Service/Liturgy Convenor:	Meghan Maguire
ICC Representative (Sport):	Anneliese McKee
Third Year Representatives:	Maritza Zantiotis/ Madison Smith
Second Year Representative:	Ally Kemp

THE RESIDENT ASSISTANTS

Resident Assistants for 2018

- Darcie O'Brien (Senior RA)
- Meg Heuschele (Assistant Senior RA)
- Alyssa Breytenbach
- Louisa Fenton
- Sienna Fracchia
- Sarah Gibbs
- Kealy Jeppesen
- Mikaela Merrypor
- Katrina Muguira
- Nivethika Somasundaraswaran
- Claire Woodward

The Role of Resident Assistants

Resident Assistants (RAs) are students in their 2nd, 3rd or 4th year of study at university who assist with the care of students in the College. This role complements the roles of the Student Executive and provides an opportunity for the development of leadership skills.

RAs are selected on the basis of their potential to provide outstanding residential support. They have experienced residential living at Duchesne and demonstrated leadership potential through their involvement in a range of College activities. RAs are expected to have a close involvement in the general life of the College; sharing meals and meeting regularly with students, participating in College functions and being seen as aspirational role-models with loyalty to, concern for and responsibility to the College. They create a supportive atmosphere, enhancing the sense of community within the College.

The general roles and responsibilities of the RAs are closely aligned to the five goals of Sacred Heart Education.

Goal 1: The creation of an environment conducive to the living of Christian and academic values

- Developing and maintaining the ethos of Duchesne College
- Creating a supportive atmosphere and providing a high level of pastoral care, generating a sense of community within the College, particularly within the RA families
- Creating a supportive atmosphere which is conducive to study, by ensuring the behaviour of residents falls within acceptable limits (e.g. noise)

Goal 2: The developing of a sense of responsibility for each one's own life and the life of the College and university community

- Involving themselves closely in the general life of the College
- Working individually, and as a member of the Student Leadership Team, to organise and promote events which encourage the participation of all residents
- Acting as role models with loyalty to, concern for and responsibility to the College
- Ensuring behaviour of residents falls within acceptable limits (e.g. noise, cleanliness, care of common areas)
- Encouraging residents to live a healthy, balanced lifestyle and to seek support as necessary

Goal 3: The fostering of an active concern for the wider community and an availability to the wider community

- Encouraging involvement in the ministry and service activities of the College
- Encouraging residents to maintain the high standards and reputation of the College within the wider community

Goal 4: The development of the students' intellectual potential

- Creating a supportive atmosphere which is conducive to study, by encouraging residents to support each other in their academic pursuits and to use the services provided by the College to enhance their academic performance
- Contributing to a culture where academic achievement is celebrated and encouraged
- Encouraging residents to engage in the various programs on offer at the College and through the cultural events of the ICC

Goal 5: The development and integration of faith

- Working individually, and as a member of the Student Leadership Team, to develop opportunities for residents to continue their faith development and to encourage residents to live out Christian values in their everyday lives

DUCHESNE COLLEGE COMMUNITY

ENQUIRIES GUIDE

DUCHESNE COLLEGE CONTACT DETAILS	
Front Office	3377 2333
EMERGENCY	
In the event of an emergency within the UQ Campus (including the Colleges), the procedure is to call UQ Security, who immediately notify the relevant emergency authorities. Contacting UQ Security expedites the arrival of an ambulance. UQ Security Officers are also trained first responders.	
UQ Security – Emergency number	07 3365 3333
Police, Ambulance, Fire	000
Night Porter After Hours (5pm – 11pm)	0430 100 475
Quest Security Guard After Hours (11pm – 6am)	0449 726 710
RA On Duty After Hours	0447 212 596
STUDENT MATTERS	
Academic matters (include course and program enquiries, the tutorial program, etc.)	Dean of Studies
Student Welfare and Safety	Deputy Head RAs
General Enquiries	Front Office – 3377 2333 RAs
Dietary requirements	Registrar
Requests to be excused from Formal Dinners	Deputy Head
ACCOMMODATION & BOOKINGS	
Accommodation, applications, bookings	Registrar
Account enquiries	Business Manager
HOUSEKEEPING	
Cleaning	House and Conference Manager
Maintenance	Maintenance Log – Front Desk
Locked out / Lost or Forgotten Keys	During business hours: Front Desk After hours: Night Porter or Security (Call Mobile Number if they are not at front desk) Last Resort: RA On Duty
Mail	Collect from Front Office
For all urgent matters, contact: <ol style="list-style-type: none"> 1. During business hours: Front Office 2. After hours: Night Porter (5pm – 11pm), Quest Security (11pm – 6am) or, if neither is available, the RA on Duty They will notify the relevant person.	

ROOMS

Security

For security reasons, you are advised to lock the door of your room at all times when you are away from the room. Students are reminded that personal belongings (including laptops, mobile phones, iPods, stereos, radios and musical instruments) are **not** covered against loss or theft under the College Insurance Policies. Students are encouraged to purchase their own personal contents insurance.

Access to Bedrooms

Your bedroom is your own private area. While the College acknowledges that what a resident student does in her bedroom is the resident's business, it is the responsibility of the College to see that no laws are violated or actions take place that are contrary to the interests of the College or its residents.

For these reasons, Duchesne College administration staff have the right to enter any bedroom at any time it is felt necessary in the interests of the College or its residents. This includes the right to enter any room at all reasonable times for cleaning or for inspection of College property. Any unauthorised property or prohibited items may be removed at such times. It is a requirement that all rooms will be cleaned weekly.

Cleaning

It is the responsibility of each resident to maintain a clean room. The maintenance and the housekeeping-cleaning staff must have access to each room for the purpose of a weekly clean. It is not acceptable to prohibit cleaners from accessing your room to clean. Please ensure that your room is accessible and cleanable on the scheduled day:

- Ensure floors can be cleaned
- Ensure benches can be wiped
- Broken glass and sharp objects must not be placed in bedroom bins.
- All sanitary items must be placed in the sanitary bins provided in the main bathrooms.

In the interests of health and safety for all, each student is asked to maintain a reasonable standard of cleanliness in her bedroom. If any student fails to do so after she has received appropriate notice, the area will be cleaned by the cleaning staff and the full cost will be imposed on the student concerned. It is the responsibility of the student to remove spray tan and other beauty products from surfaces. If your room is left in an inappropriate state so that cleaning is not possible, you will receive a warning. Any student who receives three warnings will be fined \$50.

The College provides two bed sheets for each student. A clean sheet is given out weekly. Monday is sheet change day—leave one sheet on the ground outside your door first thing Monday morning and a replacement will be placed on your bed. The following Monday, you should leave the other sheet out.

If a student's sickness has caused an unusual need for cleaning/decontamination/disinfecting, she must – out of respect for fellow residents and staff - report the fact so that the cleaning can be done by specialist service providers from outside the College. Depending on the circumstances, the cost of any specialised cleaning may be billed to the student.

Electricity Consumption and Electrical Appliances

Health and Safety Regulations require that all electrical appliances used in individual bedrooms are safe. It is the responsibility of students to have all their electrical items tested and tagged by a qualified electrician before use. Microwaves and other cooking devices (including coffee machines and kettles), televisions, portable air conditioning/heating units and bar heaters are not permitted in bedrooms. Under no circumstances are candles – lit or unlit – permitted in bedrooms.

International electrical adapters must not be used as these could constitute a fire risk. Students will be required to remove these items if they are found in rooms.

Conservation of electricity can result in cost savings which may be reflected in residential fees. Students are encouraged to switch off lights, laptops and other electrical appliances when they are not in use. Mobile phone chargers should be switched off when not in use.

Inventory

Students are required to complete a room condition report on checking in and on departure. Missing items and damage to the walls, doors or surfaces in the room are the responsibility of the student resident in that room; cost of repairs and replacement will be charged to the student concerned.

3M Command strips or Bostik Blu Tack are the **only** approved adhesives. (Some others are unreliable and will leave marks that cannot be removed. Use of such material will make you liable for the cost of repainting). They must be removed at the end of each semester. If they are not removed, the student will be fined \$250 and the cost of repainting.

Maintenance

The Council and staff of Duchesne College value the aesthetic dimension of this environment and the College buildings in particular.

The College has an ongoing program of restoration and of refurbishment of woodwork and walls. Please report immediately any problems with these or with any other aspect of College property, such as toilets and showers, and record them in the maintenance log provided at the Front Desk. Maintenance requests will be actioned within 48 hours. From time to time, it will be necessary for an authorised person/s to enter your bedroom to conduct maintenance or make repairs. Reasonable care will be taken to let you know when this will happen, and at all times your privacy will be respected.

Any student found responsible for soiling and damage to property will be fined and/or required to pay to make good the damage. In certain circumstances, such students may find their suitability for residence under review.

Noise

All members have the right to study or to sleep at any time of day or night, without disruption from undue noise. Noise levels which disturb any student are unacceptable and all members must comply with any reasonable request – from anyone – to desist from noise. If you are troubled by noise, there are two ways to proceed:

1. By alerting the noisy person to what they are doing (it is not uncommon for them to be unaware that they are disturbing you) and asking them to be quiet; or
2. By phoning Reception during business hours, or phoning or texting the Night Porter or Security at night, or the RA on Duty (**only** if the Night Porter or Security cannot be contacted) so that staff can attend to the problem.

To minimise noise:

- Students are requested to keep the doors of their bedroom closed.
- Students are asked to use headphones for loud music.
- Loud music is to be turned down, especially that with heavy bass which may not be loud but which reverberates. Noise from music, TV programs on your computer etc. must not be heard after 9pm.
- A gathering of more than six students in a student room is likely to produce an unacceptable level of noise. College Security is asked to disperse these gatherings for the sake of those in neighbouring rooms. Potentially noisy gatherings in corridors and foyers are also discouraged, as is the use of Café Duchesne and the Quad late at night.
- If loud music is audible from a room and nobody answers the door of that room, Security will investigate.

KEYS

Keys & Fobs

On arrival at College, each student registers her arrival and is issued with a key to her room and an electronic fob to give access to the College in the evening. This will allow access via the main front door and the main door of the Rose Philippine Wing, which faces the river.

Forgotten Keys

If a student locks herself out, there are a number of options:

- During business hours, she should visit the front desk to request her duplicate key.
- After hours, she should first ask the Night Porter or Security Officer at the Front Desk and only then, if neither of these is available, the RA on Duty who is contactable on the RA Phone (0447 212 596).

Students are to follow the following approved guidelines:

- Calling the Duty RA phone when they are locked out or unable to enter College is their last resort, not their first.
- Students are to call the RA phone when they have been locked out of their room or are unable to enter the College, but ONLY when they have been unsuccessful in contacting the Security Guard or the Night Porter at front desk.
- If neither the Security Guard Officer nor the Night Porter is at the front desk, students must first ring the Security Guard on 0449 726 710 or the Night Porter on 0430 100 475 to locate them. **Only** if they cannot locate the Security Guard or the Night Porter may they ring the Duty RA phone [0447 212 596] or knock on the Duty RA's door if they do not have their mobile phone with them when they need a spare key.
- At all times, before a key is issued, the key register must be completed and signed by the student and the member of staff or Duty RA, who will first verify the identity of the resident by checking the room lists. The student must return the duplicate key **immediately** and sign the register.
- Students are to respect the fact that RAs are their fellow students. They are also in a senior year of their various programs and they are committed to continuing to perform at a high level. Like you, they need to get a reasonable amount of uninterrupted sleep; this is something they are willing to forego to some extent at those times when they are on duty.

Lost Keys/Fobs

- The fob and the key to a bedroom are the student's responsibility. Students are charged \$50 per item to replace any lost room key or fob. If you lose your fob, it is crucial that you report this immediately, so that it can be deactivated, as its loss may compromise the security of all residents.

Note:

- Keys cannot be given to a student who asks for entry to a friend's room. The only exception to this is in the case of a medical emergency or other life-threatening situation.
- Unless there is a medical emergency or other life-threatening situation, the master key will NOT be given to a student. (The above guidelines are contained within the Duchesne College Child and Youth Protection Policy).
- If you encounter a problem with your door-lock, especially if the key becomes hard to turn, please report this immediately so that maintenance staff can rectify the problem.

MOVING IN & MOVING OUT OF COLLEGE

Booking In – Booking Out (Registration)

Returning residents are asked to register at the beginning of each semester or term, between the hours of 10.00 am and 4.30 pm at the Front Office on the day preceding the commencement of University classes.

Residents are asked to vacate their rooms by midday on the day of departure. This timing may be changed by the Head of College.

Residents are asked to notify the Head or the Deputy Head in writing, well in advance, with regard to requests for special arrangements for arrivals and departures.

Since it is expected that rooms will be left in a reasonably tidy and undamaged condition, residents will be charged for extra cleaning, damage to property or for loss of keys/fobs. Electronic fobs and room keys must be returned at the end of each semester. The loss of a fob or room key will result in liability for a replacement fee of \$50.00 per item.

Absence from College

Students who intend to be away from the College overnight or at the weekend are asked to:

- Inform your RA of your intended absence and provide them with details of your whereabouts and the best contact details OR
- Inform a reliable friend of your intended absence and provide them with details of your whereabouts and the best contact details.

This information is necessary in order to reach students who need to be contacted in the case of an emergency.

Early Return to College

The written approval of the Head of College is required for an early return to College. However, this is often not possible due to maintenance works and conferencing which take place outside of the academic year, as well as security reasons.

The normal return date for second semester will be the Sunday before classes commence, in order to give residents time to settle in and socialise a little in the absence of the formal Orientation Week in first semester.

Re-admission to College

Re-admission to College is not automatic but dependent on several conditions related to financial, academic and behavioural obligations. The College expects an annual GPA of at least 4.0 and those students who have not obtained this level will be expected to discuss the continuation of their residence with the Head of College. The Dean of Studies will assist all students who in first semester of any year appear to be at risk academically, so that they can constructively address any issues in second semester.

Withdrawal from College

Contracts are for one academic year, with the exception of incoming Study Abroad Students. Withdrawal from College will result in forfeiture of all fees paid and liability for any fees unpaid until such time as the student's room is occupied by another person who has been approved by the Head in her absolute discretion.

Before considering withdrawing from College, please contact the Dean of Studies for academic advice, then make an appointment to see the Deputy Head and/or Head of College.

Termination of Residence

In a limited range of circumstances, such as a student's involvement in illegal or unlawful or criminal activity, the Head of College, in her absolute discretion, may terminate a student's contract, at which time the student shall immediately forfeit her place in College. The student will remain liable for all fees and will not be eligible for a refund of any fees already paid. It should be noted that the Police may be called to deal with any apparently criminal activity.

Storage

The College provides several baggage rooms for storage of students' property; by using this facility at any time, students are deemed to have assumed the full risk of such self-storage. Since students' rooms will be used by conference visitors during the mid-year break and at the end of each year, the College requires students to empty their rooms at these times. In the mid-year break, however, students may also store belongings in the top lockable cupboard in their room; by leaving their belongings in this manner, students are deemed to have accepted all risk for any belongings left in their room.

Complaints and Suggestions

If you have any complaints or suggestions which are not urgent, regarding any aspect of College life, please speak with your RA or the Deputy Head.

The Head of College is always prepared to discuss any issues you or your parents or guardians may have. An appointment can be made through the Registrar and Executive Assistant to the Head of the College, Teena Gooding. If an urgent matter arises, a senior member of the Staff Leadership Team can always be contacted.

BICYCLES & CARS

Bicycles

There is limited storage for bicycles. Please ensure that your bicycle is kept in one of these designated areas and is adequately protected and insured, especially if it is valuable. Fire safety regulations specifically provide that bicycles cannot be left in stairwells or hallways. Bicycles found blocking evacuation areas will be removed. In no circumstances may bicycles be stored in residents' bedrooms.

Car Parking

While no one disputes your right to bring a car to Brisbane or to pay for and park in the various University parking areas, you must make your case if you wish to park in the College grounds. Seniority as a resident may boost your claim. Your claim may be stronger if you need to park safely and close to the building if, for example, your University program requires you to attend night shifts at a hospital, or if you have serious sporting commitments that require you to access your car very early in the morning. Using a car to access a daytime job or to visit family from time to time is unlikely, of itself, to give you a sufficiently strong claim to park at College. Unless you are able to make such a case, you can expect to pay to park on University property or perhaps at St Leo's if they have places available, or to make arrangements with friends or relatives nearby. Car parking will be allocated on the basis of demonstrated need, as determined by the College in its absolute discretion. Experience shows that it is virtually certain that some requests will not be granted.

- Residents who wish to park motor vehicles on College grounds must be prepared to pay the approved fee, currently \$350 per year. They must also apply for a parking space, noting that relatively few first-year students have been allocated a place in recent times. All those who are allocated a place are required to register their vehicles at the Front Office.
- Registration stickers will be issued to owners of registered vehicles.
- Each successful student will be designated a numbered parking bay and must use only this bay.
- Antisocial driving habits, including driving in excess of 10 kph in the College grounds, will lead to a fine and, if the driver persists in such behaviour, her parking privilege will be suspended or cancelled.
- The drivers of cars parked illegally will find their vehicle towed at its owner's expense.
- Any visitors with a car must report to Reception.
- There are a number of alternatives for car parking near the College and at UQ. Information can be found at www.pf.uq.edu.au/parking/

MEALS AT DUCHESNE

Meal Times

The College provides resident students with three meals a day.

Monday to Friday:

Breakfast	6.30 am – 9.00 am (Hot food from 7am)
Lunch	12.15 pm – 1.30 pm
Dinner	5.15 pm – 6.30 pm

Saturday & Sunday:

Breakfast (Continental)	7.00 am – 10.00 am (Hot food from 8am)
Lunch	12.15 pm – 1.30 pm
Dinner	5.15 pm – 6.30 pm

Catering

Duchesne College proudly provides a selection of healthy and varied meals to all student residents. During the semester, students will be provided with nutritionally-balanced breakfasts, lunches and dinners each day. Students' appetites are more than adequately catered for. If additional snack foods are required, however, these should be purchased at the students' expense.

Students with medically-diagnosed dietary needs must discuss these with the Deputy Head or Head of College prior to admission to College. **The College is not able to meet all individual and specialist food requirements** but most dietary needs can and will be met within reason. Meals are to be consumed in the designated dining precincts within College. Provision for take-away meals can be made if students are required to attend lectures or have work commitments. Procedures for obtaining take-away meals are displayed at the kitchen servery.

The College appreciates constructive feedback from residents. Any complaints or comments around catering should be referred in the first instance to the student food convenors.

Takeaway Lunches & Late Dinners

Facilities are available for students who will be away from College, for university classes or off-site practicals/placements only, to take cut lunches from Monday to Friday. Each morning during breakfast time (6.30am – 9am), the kitchen staff will set up a small lunch station for students needing a takeaway lunch, from which students can make their own sandwich/wrap to take away. Students who are making a takeaway lunch are required to write their name on the list provided at the lunch station. Poppers and muesli bars can be obtained from a member of the catering team by waiting at the bain-marie. If the bain-marie is unattended, please ring the bell. These items are available only to students who require a takeaway lunch. It is recommended that residents who require a cut lunch purchase their own small cooler and freezer block. The food items provided for takeaway lunches are not to be used by other residents for breakfast.

If students know that they will have late classes that mean they will not be back in time for dinner, a late meal can be ordered from the kitchen in advance (before 2:00 pm). This will be placed in the refrigerator in the Common Room kitchenette and can be re-heated there.

Students responsible for organising College activities which clash with mealtimes are requested to give advance notice to the kitchen. For example, if 15 students are playing a soccer match until 1.00 p.m. on a Saturday, the kitchen staff will ensure lunch is still available on their return, if they are given sufficient advance notice.

Guests in the Dining Hall

While your friends are most welcome to dine with you, they must pay the prescribed amount (\$10 per meal) and obtain a ticket from Reception. To avoid the embarrassment of being asked to pay in the Dining Room itself, please buy the ticket beforehand and give it to catering staff. Only guests with a voucher may be in the Dining Room and they must be accompanied at all times by the student who invited them.

Dining Hall Standards

In the Dining Hall, footwear must be worn and acceptable standards of dress and social behaviour are expected at all times. Students are not permitted to wear pyjamas in the Dining Hall, except for Sunday breakfast.

Duchesne College is a public institution and must therefore comply with Health and Safety Regulations. Moreover, students are expected to eat in communal areas because this is an integral part of living in community. No meals are to be taken to rooms. This is a condition of residence, and failure to comply with it will jeopardise one's place in College.

- For this reason, residents are required to take meals in the Dining Room, Café Duchesne or the TV/Common Room only.
- Permission from the Deputy Head must be obtained to take trays of food to a student's room, in case of illness.

- Crockery and cutlery must not be taken from the Dining Room to the bedrooms. Plastic plates and cutlery are now in use for late meals, which may be eaten in the Common Room, or in Café Duchesne. The College will place a levy on members of the Student Club as a result of the annual loss of crockery and cutlery. Cleaners will conduct random audits of student rooms throughout the year.
- No crockery and cutlery are to be left anywhere, except on the trolleys in the Dining Room. If they are found elsewhere, the privilege of SWOTVAC suppers will be lost.

FACILITIES

Gym

High-quality gym equipment is located in the air-conditioned gym on the Lower Floor of Rose Philippine Wing. Students must adhere to the Terms and Conditions for Use which are posted in the gym. By using the gym, students acknowledge that they are doing so entirely at their own risk. Guests of residents, including alumnae/ex-residents, are not permitted to use the gym (unless they are Associate Members of the College). Residents are asked to contact the Gym Convenor with any suggestions or to report any problems.

The gym hours are as follows:

Mon – Fri	6.00am – 11.30pm
Sat – Sun	6.30am – 11.30pm

Laundry

Clothes lines, washing machines and dryers are available in Lower West Wing and Rose Philippine Wing. Please do not use machines between 11.00 pm and 7.00 am, out of consideration for those residents whose rooms are in close proximity to the laundry. Please remove your clothes from the lines or dryers as soon as possible after they have dried. Students are not permitted to use clothes drying racks in corridors or the empty spaces near the stairs.

Students are expected to be conscious of energy and water usage and to do a load of washing ONLY when there is a full load.

Items are that left in the laundry will be placed by housekeeping staff into allocated bins. Those items not collected within a week will be disposed of.

Please be aware that theft of clothes and other property occurs from time to time, particularly towards the end of semester.

There is no cost for the washing machines and dryers, although this is on a trial-only basis and the College reserves the right to impose a cost.

Music Practice

An air-conditioned practice room with a piano is located in Lower West Wing and there is also a piano in the Chapel. There is a second practice room adjacent to West Wing. These rooms are opened and closed by Security. They are available 6.30 am to 10.30 pm – taking into account the needs of residents nearby.

Music students may request permission from the Head of College or Deputy Head to use the Grand Piano located in the Dining Room.

Tutorial Rooms

There are a number of tutorial rooms in the College. These rooms are used for College tutorials and for conferences. They can be used for general study as well.

Common Rooms & Learning Lounge

The Learning Lounge is located on the ground floor and provides an ideal setting for residents to conduct study. Computers are available for use in the Learning Lounge.

There are two Common Rooms. These are ideal locations for socialising in groups. A stovetop and oven are provided in the Common Room of the Rose Philippine Wing. Students using this equipment must be aware of the sensitive nature of the Fire System, because careless behaviour that results in attendance by the Fire and Rescue Service will result in the student's paying a very expensive charge, currently at least \$1,500. Equipment must be used safely and students are expected to leave the area clean and tidy after use.

There are tea rooms throughout the College equipped with a microwave and electric jug. Because of the danger of fire and expensive false fire alarms, no other electrical, gas or solid fuel cooking devices may be used in these areas or in student bedrooms. Any breach of this regulation will be treated severely, because such breaches threaten the safety and wellbeing of residents and staff. The Resident Assistants assist the College staff in monitoring these areas.

Students are encouraged to regard Duchesne as their home and to show due consideration and respect when using its facilities. The condition of common areas (including bathrooms, common rooms, student kitchenettes and the Learning Lounge) is the responsibility of those using them.

The Student Club will be asked to pay for damages or additional cleaning services which occur in the common areas of the College if this damage is not attributable to an individual student. Similarly, it is not acceptable to remove any property from common rooms, kitchens or the Learning Lounge. The Student Club will be charged for the replacement of such items.

SECURITY

College Security

There is a Night Porter and a Security Officer scheduled on duty each night. Details are below:

Monday – Sunday	Night Porter: 5pm – 11pm Quest Security: 11pm – 6am (Note: this service is shared with The Women's College)
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Additional security will be provided during 'O' Week and for all celebratory functions during the semester.

The College Security Officer – Night Porter or Quest Security:

- Has direct contact with University Security
- Can assist residents when they have locked themselves out of their room
- Is asked to speak to any persons who are unaccompanied by a resident and who are in the general area of the College at night. This is to ensure the security of the College and the convenience and well-being of residents.
- Is asked to deal with any reports of unacceptable levels of noise after 11 pm and with any unauthorised visitors.
- Provides a written report of any breaches of security. Students involved will be interviewed by the Deputy Head.

RAs

- A friend, RA or member of Executive should phone to notify the Duty RA if a College member has been placed in a taxi to be dropped home.
- Students are permitted to call the Duty RA if they find themselves in an unsafe situation at university between 6.00 a.m. and 7:30 a.m. and they wish to talk to someone whilst walking home. It is NOT a taxi line, however, in that the Duty RA will NOT come to collect you; it is simply to have someone on the end of the phone. And remember, you can always phone UQ Security if you have a safety concern; their numbers should be stored on your phone: 3365 3333 (in an emergency) and 3365 1234 (non-emergency)
- Duty RAs are not required to carry the phone with them during business hours on weekdays; students should contact members of administration or housekeeping staff at such times.

CCTV

In accordance with requests from residents, College has installed a number of Closed-Circuit Television (CCTV) cameras. They exist to enhance the security of students, staff and visitors and they will be used as follows:

- Since the cameras will be located only in public areas and are clearly visible, no privacy issues will arise;
- Footage will be viewed only if there is a valid reason to do so: if, for example, there is a report of an unwelcome visitor or of a theft of furniture or other property;
- The only persons who will view the footage in the first instance are the Head of College and such persons as she may from time to time specifically approve for this purpose;
- Screens will thus not be monitored by, for example, after-hours security staff.

UQ Safety

Students are advised to make use of the free UniSafe Safety Bus when travelling to and from University buildings in the evenings (check <http://www.pf.uq.edu.au/unisafe/bus.html> for exact times).

Students may ask to be accompanied on foot by a University Uni-Safe Escort:

<http://www.pf.uq.edu.au/unisafe/escorts.html>

UQ Security is available 24 hours a day, 7 days a week, 365 days a year. Call 3365 3333 in an emergency, or 3365 1234 for general enquiries.

VISITORS

Visitors

Duchesne College students have a joint responsibility to maintain a secure environment. Students must never allow groups of non-residents to have access to the College. Doors must not be propped open nor security systems tampered with.

You are free to entertain visitors **in your room**. Concern for fellow residents and the good order of the whole College will dictate ways of entertaining. Parking is not generally available for visitors on College grounds. Visitors who park against a yellow line or in the space allocated to staff or students can expect to be fined and/or have their car towed, at the cost of the car's owner.

College preference is that visitors leave the College by midnight to ensure that students who entertain them (and students who may be disturbed by them) enjoy sufficient privacy and are able to profit from and enjoy all aspects of their College social life.

The College Security Officer and the Night Porter are asked to speak to any persons who are unaccompanied by a resident in the general area of the College at night. This is to ensure the security of the College and the convenience and well-being of residents.

The College Security Officer and the Night Porter are also asked to deal with any reports of unacceptable levels of noise at any time, and especially beyond 9:00 p.m. and with any unauthorised visitors. Visitors may be asked to leave the College if they contravene College policy on alcohol and noise.

Male visitors may use **ONLY** the designated male toilets on the ground floor near the front desk and below the Dining Hall, near Jubilee Wing.

Procedure for Overnight Guests that Require Bed & Breakfast

If you have a family member or friend that is staying with you in your room and requires a fold-out bed and linen pack (pillow, sheets + doona), please note the following procedure:

1. Your guest will need to visit the Front Desk to register their details by filling in the visitor register. During business hours on weekdays, Julia can assist with this. After hours or on weekends, the Night Porters can assist with this.
2. The guest will need to pay \$30 for a bed + linen pack (and an extra \$10 if they would like breakfast).
3. During business hours on weekdays, the cleaners will place the items in your room. After hours, the Night Porters will place the items in your room.

RULES REGARDING MALE GUESTS AT DUCHESNE

1. Male guests are not permitted to use the female bathrooms. Male toilets are located at reception and below the Dining Hall near Jubilee Wing.
2. Male guests are not permitted to use the common rooms.
3. Male guests are not permitted to use the Learning Lounge or tutorial rooms, except as part of a College tutorial or a study group.
4. Male guests are not permitted to use the Dining Hall or to eat the food provided in the common rooms.
5. Male guests are not permitted to use the gym.
6. Male guests are expected to be fully dressed at all times (T- shirt or singlet, shorts or pants and shoes or thongs).
7. Male guests are not permitted to loiter in the corridors. They should be escorted promptly to your own room.
8. Groups of male guests are not permitted in the College.
9. If a resident of Duchesne College is uncomfortable or disturbed by a male guest, the male guest is expected to leave immediately when requested.

Essentially, the only place a male guest is permitted is in your own room. You are responsible for your guest at all times. The above rules are part of the Code of Conduct that all residents are expected to comply with. Acceptance of this Code of Conduct is a condition of residence.

Complaints Procedure

1. If you are uncomfortable or disturbed by a male guest, you should ask the resident responsible for the guest to request that he leaves the College.
2. If the disturbance continues, contact the Front Desk (during office hours), the Night Porter (between 5pm – 11pm), Quest Security (between 11pm – 6am) or the RA on Duty (at all other times). The resident will be issued with a first warning regarding their male guest.
3. If problem behaviour continues or occurs a second time, the resident will be referred to the Deputy Head. This constitutes a second warning.
4. If the problem continues or occurs a third time, the resident will be referred to the Head of College. Should the student be referred to the Head of College, they will need to justify their ongoing position in the College.

SENDING AND RECEIVING MAIL

Mail

Incoming mail is located in the alphabetical mail holder on the wall in the foyer. CCTV covers this area. If you have received a package, a card indicating that you have mail will be placed in the holder. Give the card to the person at Reception to retrieve your parcel.

Your mail address should include – “Student name, Duchesne College, College Road, St Lucia Qld 4067”.

Outgoing mail should be posted at one of the local post offices: at the end of level one of the JD Story Building or at the St Lucia Village. There is also a post box near the Commonwealth Bank. Stamps are available for purchase from Reception.

FAITH AND SPIRITUALITY

Duchesne College Chapel

The Chapel is located on the ground floor. Mass times will be advertised at the start of each semester.

Mass is celebrated at St Leo's on Sunday at 4.15pm and our students are warmly welcome to attend.

St. Thomas Aquinas Catholic Church is the local church in St Lucia. Mass times are as follows:

Saturday:

- 6:00pm (Vigil Mass)

Sunday:

- 9:00am (October-April)
- 9:30am (May-September)
- 6:00pm

Monday, Tuesday and Thursday:

- 5:15pm

Friday:

- 9:30am

Masses and other liturgies are held at various times throughout the year at Duchesne College and it is hoped that as many students as possible will attend.

The Chapel is available for quiet reflection 24 hours each day. Students are asked to respect the sanctity of the Chapel.

Faith and Spirituality Coordinator

The College's Faith & Spirituality Facilitator is Lidia Pezo Castanon. In her role, she provides residents with opportunities to develop their faith and spirituality by facilitating a number of activities, including community outreach, liturgies, Masses, talks/seminars, Bible study and nature walks. Her main objective is to help residents to step outside their comfort zone and be able to deepen their understanding on a few issues. She hopes that the type of events she will create will stimulate reflection and students' awareness of the world we live in and its current situation.

FORMAL DINNERS

What is Formal Dinner?

Formal Dinners are held throughout the University year and offer members of the College an opportunity to come together in a traditional, formal manner that dates back over the centuries.

At Formal Dinners, various reports may be given by members of the Student Club Executive and information relevant to members of College is shared. On some occasions, there will be distinguished visitors and guest speakers. College members will be asked to provide musical items during or after dinner.

At Formal Dinners, academic gowns must be worn and those attending are expected to be appropriately attired either in dresses, skirt or dress slacks and shirt, shoes or dress sandals.

Apologies

Formal Dinners are compulsory for all students. If you are unable to attend a Formal Dinner, an apology (with a valid reason) must be emailed to the Deputy Head two (2) days before the scheduled dinner. A late dinner will be put aside for those students.

2018 Formal Dinner Dates

Wednesday 21 st February	Welcome Dinner
Tuesday 24 th April	Academic Formal Dinner (Academic Awards and Scholarships)
Friday 25 th May	Spirituality Formal Dinner (Feast of Madeleine Sophie)
Tuesday 7 th August	Faculty Formal Dinner (Academic Awards)
Wednesday 19 th September	Alumnae Formal Dinner
Friday 5 th October	Awards Formal Dinner (Sports, Cultural and Service Awards)
Friday 19 th October	(Valedictory Formal Dinner for 3 rd year residents only)

PARTIES AND FUNCTIONS

Parties and Functions

All parties and functions are held at the discretion of the Head of College and requests for approval must be submitted **in advance** to the Head of College. Refer to the Smoking, Drug and Alcohol Policy for further information. Protocols are in place which outline what procedures must be followed when organising a party or function. There are also protocols in place for the organisation of functions without alcohol.

Photography at Events

You are advised that photographs will be taken at various events and may be used in College publications or other media. The College reserves the right to use images taken without the express written permission of those included within the photographs. All residents have already agreed to this by signing the Enrolment Form, which states that residents consent to the use or reproduction by Duchesne College, or its authorised agents, of video and photographs of students for the purpose of advertising, media publicity, publication, web display, general display or for any reasonable College purposes.

If you do not wish to have your photograph taken or used or to have your name included with a photograph, please make your wishes known to the photographer and/or organiser of the event. You will be asked to express your wish in writing and your wish will be respected.

PASTORAL SUPPORT

Duchesne College is set up as a community of scholars and is constituted to provide support and pastoral care. The Head of College, the Deputy Head and the Dean of Studies have had significant experience in the pastoral care of emerging adults. They are willing to assist at any time.

The College also offers a **free in-house counselling service**. The College counsellor is Dr Vicky Dawes (v.dawes@duchesne.uq.edu.au) and she can be contacted via email for an appointment. All appointments are confidential.

The College also provides a strong friendship base and many small problems are solved simply by talking to your friends. Sometimes problems may seem too big, or to last a long time or to be too personal. Often we think that we are the only ones with problems. It is very important to seek timely help.

Common Problems include:

- Relationships and Sexuality
- Depression
- Drinking
- Grief and loss
- Drug abuse

- Eating disorders
- Academic difficulties
- Loneliness/homesickness

Persons to Speak With

- Your Resident Assistant
- The Head of College
- The Deputy Head
- The Dean of Studies
- A University Chaplain
- Health Services at your University
- Student Services at your University
- A Student Administration Officer in your School or Faculty

ACADEMIC SUPPORT

Academic Integrity

All universities encourage ethical scholarship and take steps to inform students and staff about the institutional standards of academic behaviour expected of them in learning, teaching and research. Students have a responsibility to maintain the highest standards of academic integrity in their work. They must not cheat in examinations or in other forms of assessment and must ensure that they do not plagiarise. Cheating is regarded as misconduct and is regarded **very seriously**; if you are enrolled at UQ, check the following UQ policy for information on the ways in which allegations of misconduct are to be addressed:

<http://ppl.app.uq.edu.au/content/3.60.04-student-integrity-and-misconduct>. Still at UQ, one way to minimise the likelihood of cheating is to complete the Academic Integrity Tutorial; students are encouraged to do so at the earliest possible opportunity: <https://www.uq.edu.au/integrity/Login.aspx?ReturnUrl=%2fintegrity> It is a good idea to keep a screenshot once this has been done, because there have been occasional issues with record-keeping and it may happen that students will need to show that they have indeed done this tutorial.

- QUT students should consult http://www.mopp.qut.edu.au/C/C_05_03.jsp.
- ACU has information at https://handbook.acu.edu.au/handbooks/handbook_2013/general_information/academic_honesty_policy/part_c_-_dealing_with_alleged_breaches_of_academic_honesty
- Griffith University has comparable information at <http://policies.griffith.edu.au/pdf/Student%20Academic%20Misconduct%20Policy.pdf>

Any student who receives an allegation of misconduct or an invitation to attend an “informal meeting” with an Integrity Officer is strongly encouraged to see the Dean of Studies as soon as possible. He has hands-on experience in assisting students in this area.

Access to Student Data

UQ has a long-standing arrangement with the College to provide enrolment and results data for residents so that the College is able to fulfil its academic support responsibilities. In accordance with the provisions of the Information Privacy Act (2009), the University must satisfy itself that students have authorised the College to access these personal enrolment data. For this reason, as part of their contract with the College, students will have signed their approval of the College’s access to this information. College staff are acutely aware of the sensitivities involved and the staff who have been granted access by UQ have undertaken the “Privacy at UQ” on-line module. Access to comparable data related to students enrolled at other universities is arranged on an individual basis, and in full knowledge of the privacy considerations.

Changing Programs and Courses

If you are considering changing a Course (also known at other universities as a subject or a unit) or Program (i.e. your actual degree), you are advised to speak with the Dean of Studies at the earliest opportunity.

Examination Period (SWOT VAC)

One or more of the conference/tutorial rooms **may** be available, if not booked for external meetings. (Such bookings provide funds that help to keep fees under control, as well as paying for bursaries and for facilities that could not be purchased from the regular budget.)

Residents who make use of conference/tutorial rooms for extra tutorials and study are required to leave the areas in the appropriate condition for common use.

Progress Meetings

These meetings provide an informal opportunity for all first-year residents to meet with a senior member of the College in order to:

- Discuss her progress in the light of the Goals of Sacred Heart Education
- Establish how she is coping with her university studies
- Identify any issues which may be preventing her from reaching her full academic or other potential, e.g. time management, coping with workload etc.
- Receive advice regarding any issues which may arise in the course of the meeting.

Tutorials and Academic Matters

The College offers a variety of tutorials (tutes) and this feature of College life is one of the most important benefits offered to its members. First-year students in particular will find the College Tutorial System helpful during the period of adjustment to tertiary studies. Do bear in mind the fact that College tutes are typically different from yet complementary to tutes at university. You are not being assessed, for instance. College tutes are usually more flexibly structured, allowing for different streams of discussion and more of a Q&A approach than may happen in some university tutes. While attendance at tutes will not guarantee a passing grade, there is a significant correlation between failing to pass a course and failing to attend College tutorials in that course.

The program is organised and co-ordinated by the Dean of Studies. Generally speaking, if there are two or more students who require help in a particular course, a tutorial will be organised. This may also be done in cooperation with other Colleges, in particular St Leo's, Women's and St John's, and the timetables will be published via Google Calendar.

While it may be possible to re-arrange tutes, students are not to take it upon themselves to adjust tutorial schedules. If students would like to request an extra tutorial or time change, they are to confer with the Dean of Studies, so that the interests of all those involved can be consulted.

First-year students are strongly encouraged to attend tutorials in as many of their courses as possible. Other students are encouraged to attend tutorial groups relevant to their level of study. If a student has any questions with regard to tutorials, she is advised to speak with the Dean of Studies as soon as she can. A roll of attendance is taken at each tutorial. This record is kept by the Dean of Studies and the Head is advised regularly of any concerns with student progress. Students who do not regularly attend tutorials cannot reasonably expect tutors to make themselves available to assist them near examination time.

There are times during the year when the Tutorial Rooms will be required for use by conference groups, in which case alternative arrangements will be made.

Returning students should note that from time to time there will be significant changes to assessment policy and related procedures, so please do not assume that those which applied last year or in 2016 will necessarily be relevant in 2018. And a set of rules that applies at UQ will not necessarily have any relevance to a degree program at ACU or QUT or Griffith. Please consult the Dean for advice on such matters as provisions for elite athletes, early sitting of exams, disregarding of exam performance, use of approved calculators, cheating and misconduct related to IT. The bottom line? Universities have significantly tightened assessment arrangements in recent years and you are deemed to have current knowledge. If you do not have this knowledge, please do not guess or take a chance; see the Dean. Mistakes can cost a lot of time, money and tears.

Copies of many examination papers are available on the web: for UQ, <http://www.library.uq.edu.au/exams/>; for QUT, https://ask.qut.edu.au/app/answers/detail/a_id/370~/how-do-i-prepare-for-my-exams%3F; for ACU, https://library.acu.edu.au/find/past_exam_papers; and for Griffith, <https://studenthelp.secure.griffith.edu.au/app/answers/list/search/1/kw/past%20exam%20papers/suggested/1>. Do note that multiple-choice questions (MCQs) from previous years are typically not available. It is always a good idea to ask course coordinators to supply a fair sample of MCQs, so that you can develop a feel for the standard that is likely to be required.

The Dean of Studies also provides academic support to complement tutorials and to help students with any academic difficulties they may face, such as:

- adjustment to academic study at University
- choosing courses/subjects/units and a program/degree
- making decisions about changing programs, taking leave of absence or deferring or withdrawing from academic courses
- communicating with tutors and lecturers
- preparing for examinations and other forms of assessment
- applying for deferred examinations due to sickness, family troubles or other emergencies
- applying for supplementary assessment
- appealing against academic and administrative decisions.

IT

CITG

CITG is the Colleges' Information Technology Group. Check them out on www.citg.uq.edu.au. They liaise closely with UQ to provide an outstanding level of IT support which, in conjunction with the services provided via UQ itself, should comfortably meet the needs of most College residents. All residents are encouraged to read www.citg.uq.edu.au, especially when getting started at the beginning of the year. Students enrolled at universities other than UQ must complete the form that will be sent to them as part of the College enrolment process, then bring their computer to be set up by CITG staff at the designated time on the day they move into College.

Computing Facilities

Duchesne provides access to computers which are located on the ground floor within the Learning Lounge.

Various applications are provided for use in academic research and assignment work. Full multimedia is available on the PCs, including CD-ROM and stereo speakers. Some design/drawing software is installed on one of the desktops. Laser printing is also available, and is charged on a per page basis.

Internet access is available via high-speed ethernet connection. All rooms have ethernet ports which provide access to the Internet and the College laser printer. Residents are encouraged to bring their own computer. While the heavy masonry construction of the building makes wireless impractical in some rooms, wireless access is available in common areas such as the Library, Dining Room and conference rooms, as well as most of the resident rooms. Although wireless access in other areas of the College cannot be guaranteed, secure cabling providing high-speed internet service is available throughout all study bedrooms.

High security must be maintained. Students are required to adhere to UQ's and the College's Acceptable Use of the Internet Policies; see <http://ppl.app.uq.edu.au/content/6.20.01-acceptable-use-uq-ict-resources>. Failure to do so typically leads to significant penalties under UQ's misconduct provisions: <http://ppl.app.uq.edu.au/content/3.60.04-student-integrity-and-misconduct>. CITG and College staff are responsible for the maintenance of the College computers, printers and software and any faults should be reported immediately. The College uses the services of CITG for the maintenance and development of its computer systems and a technician visits the College on a regular basis.

MEDICAL

Health Issues

If you have indicated you have an ongoing health issue, you may need to provide an appropriate care plan. In the case of potentially life-threatening conditions like diabetes or anaphylaxis, it is **essential** that you do so. If a health issue arises after you join the College, it is **your responsibility** to inform us so that all relevant staff are informed.

Accidents & Emergencies

During Business Hours, the Front Office is to be informed immediately should an accident occur. After hours, inform the RA on Duty immediately and the Night Porter/Quest Security Officer.

For an emergency, the correct procedure is to call UQ Security on 3365 3333; **they** will contact the Ambulance. This is the fastest way to get an Ambulance to Duchesne College.

First Aid Kits and Epipens are held at the Front Office.

Each student should check the nature of her health insurance and make sure your RA and the Registrar are informed.

Doctors

For illnesses or accidents requiring medical attention, the following services are available. Please note it is the resident's responsibility to take themselves to the doctor – the RAs will not drive residents to medical appointments. The College will not provide transport for residents who have minor ailments or who need to attend medical appointments. In these cases, residents should organise transport with friends or use public transport or catch a cab.

- UQ Health Service
 - Level 1, Gordon Greenwood Building [Building 32]
 - Ph 3365 6210
 - 8.30am – 5pm Mon – Friday
- Taringa 7 Day Medical Practice
 - 15 Morrow Street, Taringa
 - 7am– 11pm Mon—Sun
 - 3870 7239
- St Lucia Village Medical Practice
 - 245 Hawken Drive St Lucia
 - Ph 3371 8662
 - 8am – 6pm Mon – Friday, 8-12pm Saturday
- Outside of these hours, there are a number of home doctor services who will come to Duchesne College. A quick Google search of “Home Doctors Brisbane” will bring up a number of options for you. These services typically bulk bill. If they do not, you should ensure you have the cash or card required to pay for their service.

Hospitals

If you need to go to hospital, please notify the RA on Duty. The RA on Duty will notify a member of the Staff Leadership Team to make him/her aware. The RA on Duty can also assist you in calling a cab to take you to hospital, if you cannot find a friend to drive you. It is not the RA on Duty's role to drive you to the hospital, as they need to be on duty at College.

- Wesley Hospital, Accident and Emergency, Chasely St, Auchenflower. Ph. 3232 7333 (upfront payment is required)
- Mater Hospital, Private Emergency Centre, Vulture St, South Brisbane. Ph. 3163 8484 (upfront payment is required)
- Royal Brisbane and Women's Hospital, Emergency Section, Butterfield Street, off Bowen Bridge Road, Herston. Ph. 3646 8111 (Public, Medicare Card or ISHC required)

Procedure for Cleaning Up After Vomiting Incidents

An effective response is required to all vomiting incidents at Duchesne College, where a resident has vomited in an area of the College (e.g. a corridor, bathroom floor, room, etc.) and the area has not been cleaned.

The College's housekeeping staff and security personnel are not required to remove the vomit and clean the area. Rather, the following procedure applies:

1. Notify a member of staff. During business hours, the Front Desk should be notified. After business hours, the Night Porter (5pm – 11pm) and Quest Security (11pm – 6am) should be notified.
2. In order to contain the vomit, a resident, staff member or security guard should sprinkle sawdust over the vomit. The sawdust is located in the Admin Kitchen near the photocopier (opposite the Dean of Studies' and Deputy Head's Offices) and also in the Main Kitchen (on a shelf in the chemical cage, which is in the corridor behind the servery).
3. Moisture Control Services (MCS) should be contacted immediately on 1800 800 675 (available 24 hours) to clean the area. In the event that MCS's estimated arrival time is between 6am – 8am, the RA Phone Number (0447 212 596) should be provided so that the RA on Duty can meet MCS and direct them to the right area.
4. The invoice for the call-out will be paid for by the student responsible for the vomit. If the student cannot be identified, the invoice will be paid for by the Student Club.

HEALTH & WELLBEING SUPPORT – USEFUL LINKS & APPS

Useful Links

- **Lifeline:** www.lifeline.org.au – 131114 – committed to empowering Australians to be suicide-safe through connection, compassion and hope.
- **beyondblue:** www.beyondblue.org.au – 1300 224 636 - A national organisation which aims to reduce the prevalence of anxiety and depression in Australia and the stigma surrounding the issues.
- **Black Dog Institute:** www.blackdoginstitute.org.au - Expert information on depression and bipolar disorder for the public and professionals, including information on getting help for mood disorders and suggestions on ways of staying well.
- **e-couch:** www.ecouch.anu.edu.au - A self-help interactive program with modules for depression, generalised anxiety and worry, social anxiety, relationship breakdown, and loss and grief. It provides self-help interventions drawn from cognitive, behavioural and interpersonal therapies as well as relaxation and physical activity.
- **headspace:** www.headspace.org.au - Information, support and advice for young people 12-25, and their families, on general health; mental health and wellbeing; alcohol and other drugs; education, employment and other services. Centres around Australia provide access to youth-friendly health professionals.
- **Moodgym:** www.moodgym.anu.edu.au - A popular interactive program which incorporates cognitive-behaviour therapy for depression. Moodgym has been extensively researched and its effectiveness has been demonstrated in randomised controlled trials.

Useful Apps

- **Calm:** Relax with Calm, a simple mindfulness meditation app that brings clarity and peace of mind into your life.
- **Breathe2Relax:** Breathe2Relax is an app developed for stress management. It walks users through breathing exercises that help to reduce stress, stabilise mood, control anger, and manage anxiety. The

app's developers note that it can be used on its own to help reduce stress or in combination with other therapies.

- **ReachOut Breathe:** When you're feeling anxious or stressed, taking a few moments to focus on your breath can help to calm down your mind and body. By slowing down your heart rate, you can reduce the physical symptoms of anxiety, like shortness of breath and a feeling of tightness in the chest. This interactive app by ReachOut uses simple visuals to guide you through some slow, deep breaths. It also lets you measure your heart rate, so you can check your baseline and how you're going throughout the day.
- **The Check-in:** beyondblue created this app to help young people help each other. It's not easy to start conversations with friends or family who you think might be struggling – or to know how to help once you do talk about it. The Check-in app guides you through how to approach the topic of mental health, questions you could ask, how to respond and what you could do to best offer support. The app offers tips not just for helping others, but for checking in with your own mental health, including advice from young people who have been through these conversations with friends. For further support, it also connects you to a range of professional online and phone services.
- **MindShift:** If you struggle with anxiety, perfectionism, worry, social anxiety, performance anxiety or panic, learning to think differently about your anxiety can help you cope more effectively. MindShift is designed for teenagers and young adults, providing strategies to help you relax, develop more helpful thinking styles, and take active steps to give you more control over your stress and worry. Instead of trying to avoid anxiety, the app teaches you how to face it, offering specific tools to help you deal with challenging situations.
- **Smiling Mind:** Smiling Mind, developed by a group of Australian psychologists, is a simple way to become more mindful of your body, thoughts and emotions through meditation. After selecting the appropriate age category, users are guided through a series of meditation and mindfulness tasks, beginning with 'Body Scan'. The tasks are the perfect length to squeeze into a busy day, and are especially helpful if you have trouble winding down after a stressful or intense situation. Though the app was initially designed with young people in mind, it has been expanded with programs added for adults, and Smiling Mind now offers mindfulness partnerships with many large corporations.

UQ Student Services

The mission of UQ's Student Services is to enable you to make the most of your educational opportunities, to produce academic work that reflects your true potential and to attain your learning, career and life goals. Staff from Student Services assist enrolled students of The University of Queensland with a wide range of needs and inquiries related to personal, careers, welfare and learning issues. In particular, they run an excellent series of drop-in workshops; see <http://www.uq.edu.au/student-services/learning/workshops>. (Residents who are enrolled at another institution will find comparable services are available there. Please speak with the Dean of Studies if you are experiencing difficulties in finding the best person to help you.)

Staff at Student Services (<http://www.uq.edu.au/student-services>) offer a comprehensive range of services to students, including learning assistance, disability support, careers advice, information on access and equity issues, chaplaincy, and personal counselling.

Appointments: Ph. 3365 1704
Enquiries only: ss@uq.edu.au
Hours: Mon to Fri 8.30 am – 4.30 pm

They suggest that, in the case of an emergency or if you want to talk to someone immediately, you should contact: **Lifeline** - available 24 hours a day on **13 11 14**.

University Counselling Service

<http://www.uq.edu.au/student-services/Counselling> (Scroll down: “Wellbeing” is the first heading that appears.)

This is a free service for all currently-enrolled students of The University of Queensland. Counselling is available to assist those who may be facing crisis situations, adjustment difficulties or problems in living that are impacting upon their ability to cope with their studies at University.

The Student Services Counselling program provides:

- Somewhere to talk about problems ranging from everyday problems to those that are seriously affecting your ability to function;
- A safe place to let off steam;
- An opportunity to generate solutions to your problems;
- Somebody who will listen to you.

Counselling is **not** about:

- Performing miracles;
- Performing quick fixes;
- Telling you what to do;
- Making moral judgements; or
- Putting you in a scary or formal situation.

If you are not sure whether you may need counselling, consider whether you have been experiencing:

- Thoughts of pulling out of University;
- A sense that something is wrong;
- Physical signs of emotional stress;
- Sleep problems;
- Concentration problems;
- Feelings that are new or that worry you; or
- Thoughts about harming yourself.

Talking with someone who is not so close to the problem situation may help you to:

- See it more clearly;
- Understand your feelings about it; and
- Discover solutions.

A counsellor will help by **listening without judgement**, by offering new perspectives, and by working with you on strategies that are **right for you**. If you need further help from an outside agency, they can help you find the right assistance.

Chaplaincy

If students prefer to reach beyond the Faith and Spirituality support available within Duchesne, The University of Queensland’s Multi-faith Chaplaincy offers pastoral care to all members of the University community. It is a place to share and find a caring ear in a supportive environment. For further details, go to <http://www.uq.edu.au/student-services/faith>

ICC

The Inter-College Council (ICC) exists to facilitate the provision of an extensive array of sporting and cultural activities and competitions for residents of the 10 Colleges. The Cultural events run by the ICC include:

Art Show	Bandfest	Chess	Choralfest	One-Act Play
College Idol	Dancefest	Debating	Public Speaking	

The Sporting events for women that are run by the ICC include:

AFL	Athletics	Badminton	Basketball
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Cross Country
Soccer
Table tennis

Hockey
Swimming
Badminton

Netball
Volleyball
Tennis

Rowing
Water polo
Touch Football

The work of ICC is facilitated by committees comprising elected students and several College Heads. Close links exist with UQ Sport <http://www.ugsport.com.au/> and since UQ Sport provides its services to Duchesne on a contractual basis, a legal relationship exists between these two bodies, not between UQ Sport and the Duchesne College Student Club. For this reason, the Head alone, in her absolute discretion, determines the names of those residents who will represent the College in any ICC sport, whether or not it counts for points towards a competition. In practice, this involves the Head's considering a series of recommendations from the Sports Convenor and/or the Convenor of an individual sport.

LEGAL ISSUES

The UQ Union has a very helpful legal advisor who can be contacted at Student Help On Campus (SHOC) via <http://www.uqu.com.au/legal>.

SMOKING, DRUG & ALCOHOL POLICY

This policy has been formulated in keeping with the vision and values of Duchesne College and in consultation with the student body.

Vision and Values of Duchesne College

Vision

Inspiring personal formation within an inclusive community and an atmosphere of wise freedom.

Values

We seek: "*Robur in Luce Veritatis*", "Strength in the Light of Truth", as expressed in our motto.

- We respect each individual within our community
- We embrace diversity and inclusivity
- We aim for the highest standards in all our undertakings
- We value and promote charity and service
- We are committed to our Vision

Smoking

Smoking at Duchesne College, including within buildings, on balconies or in outdoor areas, is prohibited.

Drugs

The possession, sale, supply or use of illegal drugs is a criminal offence. Any student involved in these activities will face suspension or expulsion from College and the matter will be referred to the Queensland Police Service.

Alcohol

Duchesne College encourages the responsible consumption of alcohol. Duchesne College opposes excessive consumption of alcohol and binge drinking, recognising the harmful physical, behavioural and social outcomes of such consumption. Residents are expected to exercise maturity and accept personal responsibility for their behaviour and actions when they choose to drink and be mindful of the impact of their own alcohol consumption on other members of the residential community. However, to assist students with this the following guidelines are provided.

Underage Students

- Underage students are not permitted to possess or consume alcohol at any time. Failure to comply may result in the termination of the student's contract.
- It is an offence under the Liquor Act to sell alcohol or supply alcohol to a person who is under 18 therefore students who are over 18 should not supply alcohol to those under 18.
- Any functions held at Duchesne College must have a system in place to verify that consumers of alcohol are not under 18 years of age.

Consumption of alcohol within the College

- Small groups (less than 6) of over-18 students may consume alcohol in their rooms as long as they do not contravene the values of the College by being inconsiderate of others' needs. Students are encouraged to communicate to fellow students if they feel the above guidelines are being contravened.
- No resident is permitted to consume alcohol in shared areas, including common rooms (Main Common Room, RP Common Room), corridors or in the College grounds, unless as part of an

official whole-of-College Student Club function approved by the Head of College or in her absence the Deputy Head of College.

- It is a requirement of the College that for all official whole-of-College Student Club functions within the College which involve alcohol, the Student Club Executive hire an appropriate level of security for the duration of the event. The College Night Porter is not a substitute for qualified security guards.
- All requests for functions within the College which involve alcohol are to be coordinated via the relevant member of the Student Club Executive, who must complete and submit an Event Request Form and complete an Event Management Plan for approval by the Head of College and in her absence, the Deputy Head of College.
- Any functions with alcohol must also provide non-alcoholic beverage alternatives, including drinking water.
- Service of alcohol must be accompanied with adequate substantial food.
- Residents will not drink with the aim of becoming unduly intoxicated (i.e. Blood Alcohol Content (BAC) > 0.05).
- In accordance with the law, residents and staff will not provide or serve alcohol to anyone who is unduly intoxicated.
- Residents must not be subjected to any pressure to drink.
- Students are responsible for their own consumption of alcohol and should do so with awareness of the College's Code of Conduct, and the consequences for contravening this Code (see below).
- Drinking games, sculling of beverages, consumption of shots, the use of any type of drinking apparatus which enables a person to consume large quantities of alcohol quickly and any other activities promoting binge-drinking are not permitted.
- Alcoholic punch is not permitted and students are not permitted to create their own mixed alcoholic punch/drink (e.g. jungle juice).
- Residents who display behaviour indicative of alcohol dependence and/or alcohol abuse can be referred to the Head of College and be required to participate in educational programs and discussions, regarding the effects of alcohol use and abuse, in order to continue their residence at Duchesne College. Such behaviour includes, but is not limited to, regular drinking to excess, vomiting, inability to attend lectures or participate in College life as a result of the effects of alcohol, and failure to adhere to the Student Code of Conduct and the values of the College.

Students who breach the College's Alcohol Policy will be referred in the first instance to the Deputy Head and then to the Head of College.

EMERGENCY PROCEDURES

Fire Safety: Fire Fighting Equipment

An automatic fire detection system with heat/smoke-sensitive sensors is installed in each room and in the common areas. The Fire Alarm system has been centralised and is connected to both UQ Security and the local Fire and Rescue Service. Both UQ Security and the Fire and Rescue Service attend the College whenever the alarms are activated. The callout fee is **over \$1,500 per callout** and any student who triggers the alarm system through carelessness will be required to pay the callout fee. Any resident who does so deliberately would be unlikely to remain a member of the College. Steam from showers, hair dryers, hair straighteners, etc. can set off the fire alarm.

The alarm system is sensitive and care is essential to avoid false alarms. Students are required to adhere to the following conditions:

- Rooms must be well-ventilated when you are using hair dryers and other hair appliances
- The hair dryer filter should be cleaned regularly
- Do not use hair spray or aerosols in proximity to the smoke/particle detector
- Use the bathrooms when using hair straighteners or aerosols.
- Close the door of your ensuite as the steam from the shower will set off the alarm.

If the fire alarm sounds, listen to the instructions and prepare to evacuate. If the fire evacuation alarm sounds, everyone must vacate the building immediately, following the EXIT signs. Charts showing nearest exit doors are displayed on the back of the doors in the student rooms and in common areas.

A number of students, including RAs, act as Fire Wardens in the event that the building has to be evacuated. You are required to follow the directions of the Wardens and assemble at the designated assembly points in order to have your name crossed off the evacuation roll.

The alarm system has been installed to save lives and property and any misuse will be treated seriously and may lead to termination of residency. If you wish to see how costly it can be to interfere with safety equipment, check <https://www.fire.qld.gov.au/buildingsafety/pdf/Version-8-Offences-for-Infringement-Notices.pdf>. The Student Club will be charged initially for the cost of refilling or replacement of fire extinguishers whenever these have been used improperly. If the student responsible is found, then that person will be fined (and almost certainly also disciplined in some other manner, up to and including expulsion from College) and the Student Club will be reimbursed accordingly. It should be noted that deliberate interference with fire safety equipment is a criminal offence which can lead to heavy fines and imprisonment for up to six months. A criminal conviction is likely to have a severe impact on job prospects and on plans for overseas travel.

Students are not to remove fire signs in corridors or rooms. If the fire sign in your room has fallen down, please alert staff by writing in the maintenance log so that it can be replaced. Please DO NOT cover the sign on the back of your door – it must be clearly visible at all times.

Fire Emergency Procedure

The College has a very sensitive fire protection system which can be activated by cigarette smoke, excessive heat or the spraying of aerosols in a room. Should you be responsible for the alarm sounding, the red detector in your room will light up. If this happens, please inform the Front Office immediately.

IF YOU SHOULD DISCOVER A FIRE:

- Shout “FIRE!” to alert those nearby.
- Leave immediately, e.g. by the exit indicated on the sign on the back of your bedroom door.
- Assemble at the designated assembly point as soon as possible so that a check can be made for anyone missing.

NOTE:

1. The fire alarm emits a high-pitched intermittent sound.
2. The evacuation alarm emits a “whoop whoop” sound.

DO NOT ATTEMPT TO EXTINGUISH ANY LARGE FIRE

If you discover a small fire, (e.g. from burning toast, etc.) carefully attempt to extinguish the fire with the aid of a fire extinguisher if possible and inform the Front Office immediately.

Fire Safety

DO

- Use only approved power boards (with circuit protection)
- Report any electrical fault (frayed or damaged leads/wires and cracked or broken power points)
- Turn off your electric blanket once you are in bed
- Report any overheating of appliances

CAUTION – DO NOT

- Use double adaptors
- Nail, hook or loop electrical leads to walls, over doors or windows
- Coil electrical extension leads under carpet or furniture

- Modify electrical leads, plugs or circuits
- Leave electric blankets on when in bed – use them only to warm the bed
- Fold electric blankets – and dry-clean only
- Use open bar-type heaters
- Use kerosene heaters
- Use heaters to dry clothes
- Use heaters to warm bedding
- Use frayed or damaged leads
- Place unprotected light bulbs near curtains or combustible fabrics
- Use candles or any cooking appliances in your room

Lock-down Procedures

In the unlikely event that personal safety is threatened by an emergency such as a severe storm / dangerous animal / siege / hostage-taking / dangerous airborne particles, with the result that students and staff are required to remain indoors, the following procedures will be implemented.

1. The person who discovers the emergency should contact staff immediately so that emergency services may be contacted and emergency procedures put into place. An announcement will be made via the public address system and external doors will be locked remotely.
2. In some cases, notification of the situation may be by text and/or email or other means, since a public voice message may trigger an unwanted response from an intruder.
3. Students and staff will lock all windows and other doors, turn off lights and fans, remain silent and keep a low profile by sitting on the floor and out of line of sight of doors and windows until the “All Clear” is given.
4. Staff members are required to take charge of any visitors/contractors who are in their vicinity at the time the alarm is activated.
5. Staff and students are not to place themselves at risk by any deliberate action at any time.
6. When the threat is over, the Head or a person acting on behalf of the Head will advise of the “All Clear”.

OTHER POLICIES AND PROCEDURES

Complete policies and procedures in regard to the areas below are available upon request from the front desk.

Bullying

Duchesne College is committed to promoting courtesy, trust and respect and to a working and living environment that is free from any form of bullying. Bullying, harassment and other forms of violence are unacceptable and totally at odds with the ethos of Duchesne, where staff and students must behave towards

Bullying is behaviour, other than behaviour that is sexual harassment, that:

- Is directed at an individual or group of individuals by students and/or by staff, through inappropriate attention and/or inattention and that
- Results in less favourable or actively disparaging treatment by one or more persons, and that
- Is unwelcomed and unsolicited, and that
- A reasonable person could consider being offensive, intimidating, threatening, disturbing or an otherwise inappropriate practice

Bullying can include, but is not necessarily limited to:

- Leaving offensive messages or images on social networking sites.
- Displaying offensive pictures or posters.
- Shouting inappropriately or otherwise disturbing people.
- Harassment of a person.

- Threatening actions.
- Slandering, humiliating, ridiculing, taunting, teasing or making another person the butt of jokes or pranks.
- Isolating and excluding persons from activities or information.
- Physical violence or the threat of personal violence.
- Abuse of voicemail
- Cyber-bullying
- Tampering with personal property
- Offensive jokes or spreading malicious rumours.

Every member of the College is obliged to help every other member enjoy a safe, private, secure and comfortable living environment. It is therefore expected that members will display considerate and respectful behaviour to others at all times. Behaviour by members of College that compromises their own security or safety or that of others in any way will lead to disciplinary action.

Abusive behaviour, including physical, psychological, sexual and racial harassment or bullying of any kind will not be tolerated and it is the obligation of every member to ensure that such behaviour is properly addressed. If bullying is proven, it may jeopardise the perpetrator's continued residence in College.

Instances of bullying should be reported to the RA in the first instance, and then the Deputy Head.

Sexual Harassment

All members are deemed to be aware of the College's policies on Discrimination and Harassment and must observe these policies in their dealings with others. Attention is also drawn to UQ's policies, e.g.

- <https://ppl.app.uq.edu.au/content/1.50.13-sexual-misconduct>
- <http://ppl.app.uq.edu.au/content/3.60.04-student-integrity-and-misconduct>
- <http://ppl.app.uq.edu.au/content/1.70.02-prevention-sexual-harassment>
- <http://ppl.app.uq.edu.au/content/1.70.06-discrimination-and-harassment>

A University may take action in addition to or instead of any action taken by the College.

A summary from the College's Discrimination and Harassment policy is below:

- Sexual harassment covers a range of unwelcome, unsolicited and non-reciprocated behaviour. This may involve deliberate or unintentional communication, verbal or otherwise, or physical contact of a sexual nature. Sexual harassment may occur even when there is no intention of causing offence. It may occur through the words or actions of an individual or of a group. It extends from unwelcome actions such as gestures and the display of offensive pictures, comments of a sexual nature, and implied or explicit demands for sexual activities, to physical contact such as patting or pinching, through to more hostile conduct.
- Sexual harassment is UNACCEPTABLE behaviour. The College SUPPORTS your RIGHT to live, work and study in an environment which is FREE from sexual harassment.
- The Colleges of The University of Queensland have adopted a policy in which sexual harassment in any form is not tolerated.
- The College is committed as a matter of policy to: (i) fostering an environment in which sexual harassment does not occur; and (ii) where it does occur, providing appropriate remedies.
- If you are a victim of sexual harassment, there are a number of options available to you:
 - You can talk about it with a trusted friend.
 - If you feel able to do so, try to communicate with the person who has offended you, which is usually desirable. You may be able to talk it over, but often the best course is to write a letter to this person. It should be polite, low key and factual.
 - You can also go directly, at any time, to an external Conciliator. The Heads of Colleges have jointly appointed a Conciliator in cases of alleged sexual harassment. He is an experienced person, trained in counselling, conciliation techniques, and relevant legislation and procedures. The Conciliator is Mr Dan O'Gorman, Tel: 3236 1431 / 0418 769 653.
 - You may lodge a written formal complaint with the Head of College, requesting that the Head, or a person designated by the Head, investigate and determine the matter

- You may report the matter confidentially online. See section 4 of the Procedures tab under UQ Sexual Misconduct policy (<https://ppl.app.uq.edu.au/content/1.50.13-sexual-misconduct>)

Unlawful Discrimination

The Heads of Colleges have adopted a policy which provides that unlawful discrimination in any form is not tolerated.

A summary from the College's Discrimination and Harassment policy is below:

- A complaint in accordance with the procedures below should be made as soon as practicable, and must be made within 12 months of the alleged offence. These procedures apply only if the complainant and respondent were, at the time of the alleged incident(s) of unlawful discrimination, enrolled college students, tutors, Residential Assistants or other staff.
- It is unlawful to treat another person unfavourably on the basis of their sex, relational status, pregnancy, breast-feeding, parental status, age, race, impairment or disability, religion, political belief or activity, trade union activity, lawful sexual activity, gender identity, sexuality, family responsibilities, association with, or relation to, a person identified on the basis of any of the preceding attributes.
- The College is committed as a matter of policy to: (i) fostering an environment in which unlawful discrimination does not occur, and (ii) if it occurs, providing appropriate remedies.
- If you are the victim of unlawful discrimination:
 - You may feel able to communicate with the offending person by talking things over or writing a letter.
 - Consult an Anti-Discrimination Conciliator in the strictest confidence. The Heads of Colleges have jointly appointed a Conciliator in cases of alleged unlawful discrimination. He is an experienced person, trained in counselling, conciliation techniques, and relevant legislation and procedures. The Conciliator is: Mr Dan O'Gorman, Tel: 3236 1431 / 0418 769 653.
 - You may lodge a written formal complaint with the Head of College, requesting the Head, or a person designated by the Head, to investigate and determine the matter.

Social Media

While Social Media such as Facebook, Twitter and Instagram may provide high levels of connectedness and entertainment, there are real risks involved in the misuse/abuse of these technologies. This includes damage to your personal and professional reputation, including missed employment opportunities and other financial/educational benefits such as scholarships. It can also include damage to the reputation of the College. All student leaders, as well as the Head, the Deputy Head and the Dean, are aware of these risks and residents are encouraged to seek advice from them at any time.

A summary of the College's Social Media Policy is below:

- Social media is a significant part of contemporary life for individuals and organisations alike. Duchesne College relies on social media to communicate with students. The College uses social media channels to share important notifications with students and keep students' families up-to-date with news, events and other information. The College also uses social media to remain connected with Old Collegians.
- Social media is a popular way for individuals to maintain contact with friends and family and to share information. While there are a number of benefits to social media use, it is also fraught with risks and Duchesne College has high expectations in relation to students' use. Students must think ahead when using social media. It is important to understand the impacts actions on social media may have on future study and career options.
- Additionally, the residents of Duchesne College have a duty to act with integrity and ensure the reputation of the College is protected. When a resident of Duchesne College distributes information via social media, it automatically involves the College. For example, social media usage associates the College when a resident:
 - Posts a Facebook status update, where the individual is identified as a resident of Duchesne College in their Facebook information

- Posts an Instagram photo of herself and other residents of Duchesne College while on holiday outside of Brisbane
- Tweets a comment about a fellow resident of Duchesne College on Twitter.
- These activities may not be unacceptable, however they demonstrate why residents of Duchesne College must consider the College when using social media.
- Residents of Duchesne College must consider the implications beyond their own personal reputation and think of the College as well. Duchesne College has a vast network of Old Collegians, donors and other community members who expect and demand that current students will safeguard the reputation of the College at all times.
- Duchesne College has a number of guidelines that all residents of Duchesne College must follow. Residents of Duchesne College will not:
 - State or indirectly imply that a resident of Duchesne College is authorised to speak as a representative of Duchesne College or give the impression that a resident's views express those of the College
 - Communicate any confidential information relating to Duchesne College
 - Comment or post material that might cause damage to Duchesne College's reputation or bring it into disrepute
 - Use any Duchesne College logos or visual identity elements that imply a resident of Duchesne College is an authorised representative of the College
 - Use social media to comment on/discuss fellow University of Queensland College students in a manner that is (or may be construed as) offensive, obscene, defamatory, threatening, harassing, bullying, discriminatory, hateful, racist or sexist
 - Post material that is (or may be construed as) offensive, obscene, defamatory, threatening, harassing, bullying, discriminatory, hateful, racist, sexist, or is otherwise unlawful.
- All items posted on the official Facebook page for Duchesne College (Duchesne College within the University of Queensland) are to be first approved by the Head of College, Deputy Head of College or the Front Office and Communications Coordinator. The same protocol is to be followed for the official Instagram accounts and Twitter accounts for Duchesne College, if applicable.
- All items posted on other social media accounts linked to Duchesne College are to comply with the guidelines above. Residents are reminded to consider their own personal reputation, the reputation of their peers and the reputation of the College itself.
- Violations of this policy will be referred to the Deputy Head of College and/or Head of College in the first instance and may result in termination of residence.

Child and Youth Protection

Each child and youth has a right to protection from 'harm'. Duchesne College is committed to the safety and well-being of all children and young people who use its services. As a Catholic Residential College, our staff are committed to providing young people with a safe and secure environment, within which to study and live.

The aim of the Duchesne College Child Protection Policy is to promote good practice:

- Providing children and young people with appropriate safety and protection whilst in the care of the College or visiting the College
- Allowing all staff /volunteers to make informed and confident responses to specific child protection issues.

Guiding Principles:

- The best interests of the child or youth are paramount.
- Each child or youth is entitled to be treated in a way that supports the principles of privacy, ensures and maintains confidentiality and respects the child's dignity.
- Each child or youth is entitled to be cared for in a way that protects them from 'harm' and promotes their well-being.
- Each person working within Duchesne College has a responsibility to provide a safe, caring environment that enables each child or youth to develop.

- All instances involving a child or youth that suggest that the child or youth has suffered 'harm', is suffering 'harm', or is at an unacceptable risk of suffering 'harm' must be reported to the appropriate authority.
- Allegations of 'harm' to a child or youth must be dealt with immediately and diligently.
- Each person involved in situations where 'harm' to a child or youth is suspected or disclosed will be treated with dignity, sensitivity and respect.
- Each person who has access to information regarding suspected or disclosed 'harm' to a child or youth has an obligation to observe confidentiality.