

THE UNIVERSITY OF QUEENSLAND

union
college

RESIDENT HANDBOOK

2025

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Acknowledgement of Country

Union College acknowledges the Traditional Custodians of the land, water, and air on which the College is located. Our community lives, learns, and grows together on these rich lands, waters, and air, which have been a place of gathering for thousands of years.

Union College is committed to honouring Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to the lands, air, waters and seas and their significant contribution to society as the oldest living civilisation in the world.

We pay respect to Elders past and present, as well as emerging community leaders. Through them, we offer our respect to all First Nations people Union College is privileged to live with, work with, and learn from.



Welcome to The University of Queensland Union College

With great pleasure, I warmly welcome new and returning residents as we embark on another exciting academic year at Union College. As your Head of College and CEO, I am thrilled to see our vibrant community reunite.

Union College is more than just a place to live during your university years. It is a dynamic environment where academic pursuits blend seamlessly with personal growth, lasting friendships, and unforgettable experiences. Our college is a tapestry of diverse backgrounds, cultures, and ideas, and each of you contributes a unique thread to this rich fabric.

This handbook contains essential information about life at Union College, including our facilities, support services, and the myriad social and cultural events that define our community. I encourage you to familiarise yourself with its contents and take full advantage of available resources.

As you navigate your academic journey, remember that our dedicated staff and Resident Mentors are here to support you every step of the way. Our doors are always open whether you need academic guidance, personal support, or a friendly ear.

This year, as we celebrate our 60th anniversary on the St Lucia site, we reflect on our rich history while looking forward to the bright future each of you represents. I challenge you to embrace the opportunities ahead – engage in intellectual discourse, participate in college activities, and forge connections that will last a lifetime.

Your time at Union College is a unique chapter in your life. Please make the most of it by immersing yourself in our community, supporting your fellow residents, and striving for excellence in everything you do.

Remember, your experiences here and the friendships you form will shape your university years and your future beyond these walls.

On behalf of our team, I wish you a successful, enriching, and memorable year at Union College. May your time here be filled with growth, discovery, and achievement.

Welcome home!

Warm regards,

Fiona

Adjunct Professor Fiona Hawthorne, PhD
Churchill Fellow
Head of College/CEO
The University of Queensland Union College

Welcome from your 2025 Senior Resident Mentors

Welcome to the University of Queensland Union College!

We are thrilled to have you join us for what promises to be an exciting and transformative year filled with opportunities for learning, growth, and connection.

As Senior Resident Mentors, our primary role is to support you throughout your academic and personal journey at the College. We are part of a dedicated team of 23 Resident Mentors, carefully selected for their leadership skills and commitment to keeping the Union spirit vibrant and strong. Together, our goal is to create an inclusive environment where everyone feels welcome, valued, and empowered to succeed.

To help our first-year residents' transition smoothly into college life, our Resident Mentor team, in collaboration with the Administration staff, has planned a dynamic and engaging O-Week program.

This series of activities is designed to introduce you to college life, prepare you for academic success, and help you make new friends while exploring your new home in Brisbane. The fun is not over after O week because there are many great events throughout the year for all residents to meet each other and try new things.

Throughout your time at Union College, you will have countless opportunities to participate in sporting, cultural, and social events. Our programs cater to all experience levels, ensuring something for everyone. If you have ideas or interests you would like to pursue, our team is here to support and encourage you.

While these activities are optional, we highly recommend getting involved as they offer a fantastic way to meet people, engage with other colleges, and enjoy a well-deserved break from university studies. Even if you're not directly participating, come along to cheer on your fellow residents in your reds – or dress up as Boris if you're feeling adventurous.

We hope everyone has an incredible 2025.

Warm regards,

Belle & Kyle

Belle Cantle & Kyle Bartolo

The University of Queensland Union College



Welcome from your 2025 Resident Advisory Forum (RAF) Chair

Welcome from your 2025 RAF Chair

Welcome (and welcome back) to your home away from home! This is where we'll all be living for at least half the year, so it's only fair that everyone has a say in how things are done here and is getting the most out of their time at Union College. I am the Resident Advisory Forum Chair for 2025, and my job is to help you to make that happen.

Union is a great place to live. It has something for everyone, no matter what you're interested in, and has wonderful staff and RMs who are always doing their best to run the services and the events, which I'm sure you'll come to love. However, another great thing about Union College is that people are always looking for ways to improve things, be it how we relate to staff and Resident Support Officer, how news is communicated, what facilities we have and how we use them, and even the food we eat! Having input into every little thing that happens might seem mundane at first. Still, once you're faced with it, it is a very fun and empowering privilege to have, which opens up possibilities you wouldn't think of otherwise. The opportunity to gain an appreciation for how such a community as ours is managed is invaluable.

During the year I'll organise a Resident Advisory Forum with representatives from every floor to come together weekly and discuss what's been happening at college, ask questions about admin, and give ideas about how to make things better. This is a great opportunity to meet other passionate people, have your say, and learn Union College history from some of the older residents. Even if you're not directly involved with RAF, I encourage everyone to get around it. Feel free to talk to your floor reps, the RMs, myself, the staff, and especially each other.

Communities like our college thrive when everyone gets involved because it feels great to be a part of something that you have helped to make better.

Warm regards,

Charlie

Charlie Schild

The University of Queensland Union College



About Union College

Governance

Board

<i>Position</i>	<i>Person</i>
<i>Chair</i>	Mrs Rebecca Freath (<i>she/her</i>)
<i>Board Secretary</i>	Mrs Kay Stenzel (<i>she/her</i>)
<i>Non-Executive Directors</i>	Professor Matthew Ball (<i>he/him</i>)
	Mr James Doyle (<i>he/him</i>)
	Mr Damien Finger (<i>he/him</i>)
	Ms Racquel Gibbons (<i>she/her</i>)
	Professor Joseph Grotowski (<i>he/him</i>)
	Adjunct Professor Alice Hampson (<i>she/her</i>)
	Ms Sandra Hollingsworth (<i>she/her</i>)
	Dr Craig Hume (<i>he/him</i>)
	Mr Marcus Rau (<i>he/him</i>)
	Dr Liam Smith (<i>he/him</i>)

College

<i>Position</i>	<i>Person</i>
<i>Head of College/CEO</i>	Adjunct Professor Fiona Hawthorne (<i>she/her</i>)
<i>Deputy Head of College: Student Life</i>	Mrs Bernadette Yates (<i>she/her</i>)
<i>Deputy Head of College: Finance & Operations</i>	Mr Dane Hermann (<i>he/him</i>)
<i>Operations Manager</i>	Ms Kelly Baker (<i>she/her</i>)
<i>Accountant</i>	Mrs Ellishea Banning (<i>she/her</i>)
<i>Admissions Coordinator</i>	Mrs Caroline Christensen (<i>she/her</i>)
<i>Academic Program Coordinator</i>	Mrs Reenah Jays (<i>she/her</i>)
<i>Union College Reception</i>	Mrs Negin Adams (on maternity leave) and Ms Anna Cleary (<i>she/her</i>)
<i>Sustainability Advisor</i>	Mr Kritim Dhakal (<i>he/him</i>)
<i>Facilities Maintenance Officer</i>	Mr Phil McMullen (<i>he/him</i>)



2025 Resident Mentors

Position	Person
<i>Senior Resident Mentors</i>	Miss Isabelle Cantle (<i>she/her</i>) Mr Kyle Bartolo (<i>he/him</i>)
<i>Community Engagement and Volunteering (CEVO)</i>	Miss Hayley Simmons (<i>she/her</i>)
<i>Cultural Convenor</i>	Mr Jerome Rillera (<i>he/him</i>)
<i>ICC Representative</i>	Ms Lara Atfield (<i>she/her</i>)
<i>Media Liaison</i>	Brooklyn-Jade Senhenn (<i>she/her</i>)
<i>Queer Convenor</i>	Charlie Aslett (<i>she/her</i>)
<i>Resident Advisory Forum Chair</i>	Charlie Schild (<i>he/him</i>)
<i>Resident Functions</i>	Brigitte Davies (<i>she/her</i>)
<i>Resident Mentor Support</i>	Hope Ney (<i>she/her</i>) Emma Willis (<i>she/her</i>)
<i>Resident Tutor</i>	Caitlin Bowe (<i>she/her</i>)
<i>Social Convenor</i>	Isabelle Arthur (<i>she/her</i>)
<i>Sports Convenors</i>	Sophia Dark (<i>she/her</i>) Jack Ragh (<i>he/him</i>)
<i>Floor Mentors</i>	Zoe Ball (<i>she/her</i>) Michael Dilger (<i>he/him</i>) Perry Harris (<i>she/her</i>) Jake Lipsys (<i>he/him</i>) Nicholas McMahon (<i>he/him</i>) Taylah Organ (<i>she/her</i>) William Patrick (<i>he/him</i>) Luke Pfeiffer (<i>he/him</i>) Hannah Prowse (<i>she/her</i>)

History of Union College

An Act of State Parliament established the new University of Queensland on 10 December 1909. Queensland's incoming Governor, Sir William MacGregor, was appointed the first Chancellor.

In 1943, the University of Queensland Student's Union planned a non-denominational Union College as an alternative to traditional religious Colleges. In 1947, the Union opened a student hostel in rented premises in Wickham Terrace.

Land opposite the St John's College site bordered by the Wep Harris Oval and a grove of native trees was reserved for Union College in December 1952. Building schemes were considered in 1953, but the cost was too great, and the Union purchased two large houses in Wickham Terrace in April 1956.

Description

Union College comprises several buildings. The two main buildings are linear in form and have an extruded appearance. The facilities block is a single-storey building that flows underneath the lower storey of the residential block. The structure has a steel-sheeted roof supported by an off-form concrete portal frame filled with Mt Coo-tha bluestone. The floors are parquet, the ceilings are lined with strawboard, and the joinery is black bean. A distinctive brick fireplace has four arched openings over a central hearth.

Courtyards are formed between the buildings' angles. Raised areas with trees and surrounded by bluestone retaining walls preserve the site's original hillocks. Plantings of other trees, shrubs, and flowering plants have supplemented the existing significant trees.

The residential block is a three-storey building supported on off-form concrete pilotis. The building's plan form follows different angles, facing northeast, east, and north, creating courtyards containing large mature trees and gardens. The pilotis support dark manganese brick internal walls. Open stairwells with off-form concrete external balustrades are located regularly along the building.

Architect

James Peter Birrell studied architecture at Melbourne Technical College. In his 4th year, he was accepted into the University of Melbourne, graduating in 1951. In 1955, he was appointed Architect in Charge of the Drawing Office of the Brisbane City Council's Architectural Branch, where he designed many public buildings, many of which are illustrated in national design journals.

Birrell was 'Architect to The University of Queensland' from 1961-66, overseeing the University's second major phase of construction development. His most notable buildings designed during this period included Union College, the JD Story Administration Building, Staff House, and the Hartley Teakle Building.

By July 1963, Birrell had developed a plan for Union College. The plan represented cutting-edge international ideas at the time and generated considerable interest in the building and design industries. The new College was adjudged one of the ten best buildings in Australia for 1965.

Previous designs for student accommodation in Queensland were more conservative and followed traditional institutional models. Union College had courtyards, recreational and tutorial facilities, and

student units, providing a modern lifestyle for adult students. In 1968, Union College became the first coeducational residential college in Queensland. Although this was a controversial move in the conservative atmosphere of the time, this and other innovative aspects of life at Union College in the 1960s and 1970s are now the norm as university accommodation more closely reflects daily life in the broader community.

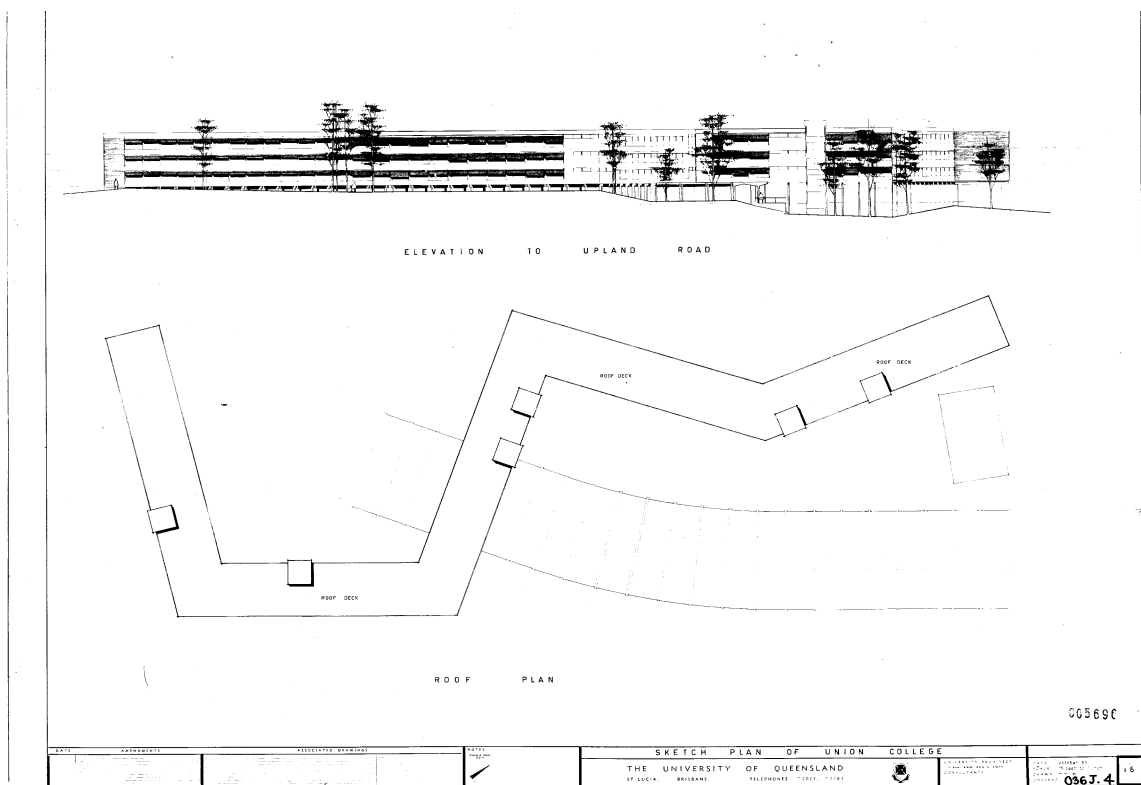
In the late 1990s, a detached brick function room with a tiled, hipped roof was constructed to the rear of the kitchen. Birrell also designed it, but it does not match the earlier buildings in terms of form or materials.

Heritage Listing

Union College is a place of cultural heritage significance and marks an important stage in the modern development of the University of Queensland. An innovative residential College designed in 1963 was modern and functional in concept and construction, marking a departure from college design on this campus. As a result, in 2004, Union College was added to the Queensland Heritage Register.

Union College has social significance as the first residential College in Queensland to offer accommodation to both men and women. It is also important as a significant work of James Birrell, an architect of national stature and reputation. The Union College building at the University of Queensland campus was built in five stages between 1964 and 1972.

In 2025, Union College will celebrate its 60th Anniversary on the St Lucia site.



Union College Vision, Mission, and Values

Union College Vision

A learning and living community in which tertiary students are provided with opportunities and programs to enhance their academic learning and personal achievements.

Union College Mission

To promote education by offering access to a residential community specifically created to assist students achieve academic success.

In pursuit of its vision and mission, the College has as its enduring quality, a safe, secure, and caring environment that assists residents to achieve their academic, personal, cultural, and sporting goals.

Union College Values

Integrity, Innovation, Collaboration, Tolerance, Equity, Respect for self and others, and Responsibility.

How to live Union College Values – ‘do the right thing’.

Please read the following important information outlining the expectations of all residents and staff at Union College. Also, please read your Resident Contract, Code of Conduct, and Union College Resident Policies and Procedures for a complete understanding of our expectations and residency obligations.

As a resident of Union College, you agree to:

- comply with the terms and conditions of your Resident Contract,
- comply with all Union College Resident policies and procedures, including but not limited to the following policies:
 - Union College Resident Code of Conduct – Signature required,
 - Addressing Concerns & Complaints,
 - Child & Youth Protection Policy,
 - Closed-Circuit Television (CCTV) Policy,
 - Drugs other than Alcohol Policy,
 - Resident Acceptable Use of IT Resources Policy – Signature required,
 - Resident Use of Social Media Policy,
 - Responsible Consumption of Alcohol Policy, and
 - Sexual Misconduct Prevention & Response Policy.
- be responsible for your behaviour and that of your guests, ensuring there is no excessive noise or other disruption (especially between 11 pm and 8 am),
- keep your room in good order,
- always restore common areas to a clean state after use,
- ensure that your activity or event does not conflict with the right of all residents to have access to clean, safe, and hygienic common areas and facilities and to enjoy their living environment,
- always treat other residents, staff, and visitors with respect,
- respect all property,
- not remove any equipment from the common rooms,
- respond immediately to all fire alarms and to directions to evacuate the buildings,
- comply with the directions of administration and resident staff,

- apply yourself conscientiously to your studies and maintain good academic standing during your period of residency,
- not allow any unauthorised person to use the accommodation services assigned to you, and
- not negatively impact Union College's reputation because of your actions or activities.

Living on campus

Access to rooms

No one can access your room without your permission or permission from the Head of College/CEO (or delegate).

Please note that there may be times when a Union College team member needs to enter your room for maintenance, cleaning, etc. This is outlined in the Terms and Conditions of Residential Contract. You will be notified before entry is made. Following any such access to your room, your entry door will always be locked.

Additional equipment in your room

Some of your fellow residents and College staff are highly sensitive to perfumes. Please be mindful of this if you have a reed diffuser in your room or spray perfumes in shared bathrooms.

PERMITTED	NOT PERMITTED
Refrigerator A conventional bar fridge (130L) or smaller is permitted. Please provide adequate protection underneath the fridge to prevent leaks and/or spillage damaging the carpet.	Air conditioners of any kind Heaters of any kind other than the one supplied by Union College. Electric blankets. Hot water bottles. Electric heating pads. Sofas/ futons, Bean Bags, etc., except those supplied by Union College under approved circumstances.
Computer and I.T. Equipment Monitors, Desktop PCs, Laptops, Printers. For any other I.T. / Computer equipment, contact the Operations Manager. Strings of decorative lights, i.e., Christmas, LED, Fairy, or similar.	Eskies
Electric jug Microwave	Any cooking devices other than those specified as permitted.
Battery-operated candles	Open-flame candles
Electric essential oil diffusers	Tea-light diffusers
Small lithium-ion battery-powered devices (e.g., laptops, phones, tablets)	Lithium-ion battery-powered Personal Mobility Vehicles (PMVs)
Please reach out to the Operations Manager if you have any questions.	

Assistance Dogs

Union College welcomes assistance dogs that meet the requirements outlined in Australian legislation. We are committed to providing an inclusive environment for all residents, including those who rely on assistance animals.

Under the Federal *Disability Discrimination Act 1992* (DDA), an assistance animal is defined as a dog or other animal that:

- Is accredited under state or territory law
- Is accredited by a prescribed animal training organisation
- Is trained to assist a person with a disability and meets appropriate hygiene and behaviour standards.

In Queensland, the *Guide, Hearing, and Assistance Dogs Act 2009* (GHADA) provides additional regulations specific to our state.

Assistance Dog Requirements

To bring an assistance dog to Union College, residents must ensure their animal:

- Is certified by an approved trainer or training institution
- Has completed the Public Access Test (PAT)
- Displays the blue and white guide, hearing and assistance dog badge on its coat or harness
- Is accompanied by the handler carrying a valid handler's identity card.

Access Rights and Responsibilities

Certified assistance dogs are permitted in all public areas of Union College, including common spaces and dining areas. However, please note that:

- Assistance dogs may be restricted from certain areas where hygiene is critical, such as food preparation areas
- Handlers are responsible for their dog's behaviour and hygiene at all times
- Other residents should not pet or distract working assistance dogs without permission.

Applying to Bring an Assistance Dog

If you require an assistance dog, please inform the Union College team as early as possible in your application process or as soon as needed. We will work with you to ensure appropriate arrangements are made.

If you have any questions or concerns about assistance dogs at Union College, don't hesitate to contact the Deputy Head of College: Student Life.

Condition Report

When you arrive, check your room Condition Report carefully and report any discrepancies to the Operations Manager as soon as possible. Please ensure the Union College team have your form within 2 days of arrival.

When you leave, the room's condition will be checked against the report. If Union College items are missing or damaged, you may be invoiced for repair or replacement.

Electricity

The standard power point in Australia is a 10-amp, 240-volt outlet with active and neutral wiring. If you use a power board, please ensure it has overload and reset functions.

To reduce our electricity use, please turn off fans, heaters, lights, and air conditioning when rooms are unoccupied.

Lithium-Ion Battery Safety

Current fire safety advisories from Queensland Fire and Emergency Services (QFES) and the Australian Competition and Consumer Commission (ACCC) highlight the significant fire risks associated with damaged, improperly stored, or incorrectly charged lithium-ion batteries.

Guidelines for Other Lithium-Ion Battery Devices

Residents may use small lithium-ion battery-powered devices (e.g., laptops, phones, tablets) under strict conditions:

Requirement	Details
Charging	Only use manufacturer-certified chargers in well-ventilated areas. Never charge devices unattended or overnight.
Storage	Avoid extreme temperatures. Do not store batteries near flammable materials.
Inspection	Immediately report swollen, damaged, or overheating batteries to operations@unioncollegeuq.com.au .
Disposal	Follow Brisbane City Council guidelines for battery recycling. Do not discard in general waste.

Floor Agreements

Floor agreements help you create a culture for your floor. They are designed to balance rights and responsibilities on that floor. You will be asked to follow your floor agreement while living on your floor. You may seek out the advice of residents who are experienced in campus life to help create an agreement that suits you and your neighbours.

Union College policies must be adhered to when creating this agreement. All floors must generate a Floor Agreement in Week 1, Semester 1 and review it at the beginning of Semester 2.

All floor agreements are to be returned by Week 2 each Semester.

Maintenance

To report a problem, please send an email to operations@unioncollegeuq.com.au

If the problem is recorded by noon, maintenance staff (where possible) will assess it that day.

Personal Property- Security and Insurance

You are responsible for the insurance and security of your equipment. Union College accepts no liability for loss or damage caused to your possessions on Union College grounds. Experience has shown that a large percentage of theft is 'opportunity theft'. Always secure your belongings by locking your room.

Pets

No pets are permitted in Union College rooms.

Room cleaning

Room cleaning occurs weekly at a time advised by the Operations Manager. Cleaning days will vary on public holidays.

Cleaners will not move any items in your room, so they need access to the floor and other surfaces to do their job. All residents must make their rooms available for cleaning every week. The Operations Manager is provided a list of all rooms that have not been able to be cleaned that week.

The Operations Manager or Deputy Head of College – Student Life will contact you to discuss why cleaning was not completed and what alternative arrangements can be made for regular cleaning.

Cleaning includes vacuuming the carpet, emptying the bin, cleaning the mirror, and dusting. Please be aware that your door will be locked if you are not in your room when the cleaner has finished.

Cleaning Packs—If you want to clean your room more thoroughly or regularly, sign out a "Cleaning Pack" from the Office. The pack includes a Spray & Wipe product, paper towels, a cleaning cloth, a duster, and (if required) a vacuum cleaner.

Room fob/key

Your room key is the red fob you received when you moved in.

To program your door to be UNLOCKED when closed:

1. Swipe your FOB once,
2. Swipe your FOB a second time whilst the light is green,
3. The light will blink green.

To program your door to be in the LOCKED position when the door is closed:

1. Swipe your FOB once,
2. Swipe your FOB a second time whilst the light is green,
3. The light will blink red.

If a green and red light flashes when you swipe, seek assistance from a Duty RM or at the office. This indicates that the door battery is running low, and if the battery is not replaced, you may be locked out.

Lost Fob

1st Replacement

2nd Replacement

3rd Replacement

\$30.00	\$40.00	\$50.00....and so on in \$10 increments
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Lockouts

If you are locked out of your room during opening hours, go to the office and sign out your spare FOB. After hours, the Resident Support Officer or the RM on duty can provide access.

If keys are signed out by Office staff – please return them immediately.

Single Occupancy

Queensland Fire Regulations mean that only you can stay overnight in your room. You are not permitted to have any overnight guests under any circumstances. Guests must depart the College by 10 pm.

Swapping rooms

You can request to swap rooms between Semesters 1 and 2.

If you wish to do this, please make an appointment to see the Deputy Head of College—Student Life to discuss it.

The swap costs \$100, which includes full detailing of your room to prepare it for the next occupant and all administrative procedures associated with changing registration and accounting.

Work Health and Safety

Union College is bound by the legislative requirements of the *Work Health and Safety Act 2011* (“the Act”). Under the Act, everything in Union College is subject to the Act. We all play a part in actively engaging in good safety practices, such as ensuring wet floors are identified and dried, electrical points and leads are not frayed, fire exits are not blocked by furniture or rubbish and addressing any other hazards that could make living at Union College unsafe.

Please do not leave individual or communal items in the kitchenette, on the sink bench, or in nearby areas or corridors, as these may create a safety hazard.

Please work with the Union College team to identify any hazards early so they may be fixed. For more information, please refer to *The University of Queensland Union College Workplace, Health & Safety Policy*.

Resident Advisory Forum (RAF)

The RAF's role is to communicate between the resident cohort, the Head of College/CEO, and ultimately, the Board. The RAF meets at least twice per semester. The RAF provides feedback to the Head of College/CEO and Board. It is a formal way of letting the Board and Head of College/CEO know what is working well and what changes need to be made.

The RAF is chaired by a resident voted in by returning residents. Each floor is asked to nominate representatives to join the RAF. The Head of College/CEO and Board representatives are invited attendees.



College Facilities

Laundry

Locations	Under ABC, GHJ and PQR Blocks
Opening hours	24 / 7
Machines and Cost	GHJ and PQR Blocks: <ul style="list-style-type: none"> • Washing and drying cost \$1.50 each • Follow directions on machines for access via mobile app ABC Block: <ul style="list-style-type: none"> • Washing and drying cost \$1.50 each • Follow directions on machines for access via mobile app or purchase tokens from the Office
Washing detergent	Washing machines require front loader powder/detergent.
Ironing	Ironing facilities are available in all laundries.
Clotheslines	Clothes lines are located behind GHJ Block.

Recycling and Rubbish Bins

General rubbish	<ul style="list-style-type: none"> • Under GHJ stairwell • ABC Car Park
Recycling (glass, plastic containers, carton boxes)	<ul style="list-style-type: none"> • Each floor • Courtyard (4 containers with yellow stickers) • ABC Car Park: <ul style="list-style-type: none"> ○ Blue containers for cartons ○ Yellow lid bins for glass and plastic
Containers for Change	<ul style="list-style-type: none"> • Located on each floor
Batteries	<ul style="list-style-type: none"> • Main Office

You are responsible for ensuring that all rubbish you have created in the Common Area is removed and put in the bins. Please ensure that no liquids are tracked through Union College when transporting waste materials to the appropriate disposal bins.

Containers for Change

Containers for Change is a scheme that pays 10 cents for every eligible container you return in Queensland. There are Containers for Change drop boxes on each floor. Money raised from this scheme will be allocated to RAF.

Union College rooms

The Fire Room

The Fire Room is a multipurpose space containing the heritage-listed College fireplace and historical information about Union College. It is used for quiet activities and includes board games, a community fiction library, and the Creative Corner. Any items borrowed from the Fire Room must be returned after use.

Innes Room

The Innes Room is a multipurpose room for social functions, group exercise classes, movie nights or group work. Bookings are required and can be made at the Office.

Library

The library (accessed with your Fob) provides a collection of books for borrowing and study spaces to assist with your academic development. If you'd like Union College to purchase a particular book for the collection, don't hesitate to contact the Academic Program Coordinator.

O'Brien Room

In 1963, Owen Walter O'Brien made a bequest of £A5000 (approx. \$85,000 as of 2023) to Union College. The Board used this money to create a "Common Room" for residents.

In honour of this legacy, the O'Brien Room will be used as Resident Common Room. This room will be open 24/7 to all Union College residents and their guests, although it will be unavailable due to scheduled events such as Board Meetings or workshops. You have a shared responsibility to keep this room tidy. This includes minimum obstruction of floor space and no food scraps, dishes, glasses, drink containers or cutlery left behind.

Please do not remove furniture from this room. If you bring furniture or other items from other rooms, please return them when you leave.

Peggy Burke Room

The Peggy Burke Room is dedicated to storing and preparing gluten-free foods. Access to the room is restricted to residents with approval from the Deputy Head of College- Student Life, who will advise on the process for ordering food. The equipment in the room is not to be removed or used for any other purpose than food preparation in the Peggy Burke Room.

Report any worn or damaged equipment to the Operations Manager via email or the QR code.

TV Room

The TV Room (accessed with your FOB) contains a large screen. Foxtel is available.

Games Room

The Games Room is open from 5:00 a.m. to midnight every day. Its equipment includes a billiard table, table tennis, Foxtel, and PlayStation 4.

Terrace

The Terrace is immediately in front of the Innes Room and beside the outdoor dining area. Residents come here to celebrate anything they wish. It is where you may drink alcohol and socialise without the risk of a noise complaint. All alcohol consumption is subject to the Responsible Consumption of Alcohol Policy. If the RSO on duty feels you are intoxicated, you will be asked to leave Terrace and advised to stop drinking.

The Terrace is open every day:

- Monday, Tuesday, Wednesday, Friday, and Saturday: 730 pm – 1030 pm
- Thursday and Sunday: 730 pm to midnight

You may open the Terrace on a weekend afternoon (e.g., ahead of sporting fixtures or a Sunday afternoon session). However, it is not open during mealtimes.

Residents under the age of 18 must not consume alcohol anywhere on campus.

Terrace BBQ

The BBQ on the Terrace is available for booking. Please see the Office for the process.

Union College Gym

The gym is open from 6:00 a.m. to 10:00 p.m. daily. It has been designed to offer residents an opportunity to maintain their fitness. If you wish to undertake weightlifting or increase your fitness, please utilise the facilities at UQ Sport.

Entry signifies your agreement to the Gym Rules:

1. Current Union College residents only in the facility – No exceptions.
2. Pick up after yourself - If you move equipment, please return it where it belongs.
3. Proper hygiene is required:
 - Sanitise your hands immediately upon entry.
 - Carry and use a towel.
 - Clean down equipment after use.
 - Wear clean clothes while working out, with closed-in athletic shoes.
4. No food or drink (except water/sports drinks) allowed - No glass bottles.
5. Use equipment properly - Misusing equipment can injure yourself and/or cause damage to the equipment.
6. Please treat the equipment respectfully: do not slam, drop, or throw any equipment on the floor.
7. Please return all equipment to its place. When finished, do not slam or throw any equipment on the floor.
8. The use of headphones is encouraged.
9. Be courteous & considerate of others while working out.
10. Turn off the lights and fan when leaving.
11. Report any worn or damaged equipment to the Operations Manager via email.

It is highly recommended to have a spotter when lifting heavy weights. A spotter can assist you in safely completing the final reps of a set. A spotter can also help prevent possible injury or death by taking the weight off you if you become tired or unable to lift it independently.

[A guide to spotting someone in the gym | The Hussle Blog](#)

[Spotting 101: How to Spot the Bench, Squat, and Dumbbell Press \(bodybuilding.com\)](#)

UQ Sport Membership

All Union College residents enjoy complimentary access to the UQ pool, cardio studio, fully equipped gym, group classes, and other discounts, regardless of the university you are enrolled at. Register with UQ Sport for complete details.

Vehicles and parking

Parking spaces are allocated on a need-or-seniority basis. All vehicles parked in ABC or XYZ carpark must display a valid permit. Vehicles without a valid permit will be towed at the owner's expense. Permits are checked randomly each week.

The College accepts no responsibility for damages incurred while cars are parked in the College car parks. Car parking spaces are not transferable, even temporarily.

Applications can be made at the Office. If you require disability parking, please inform the team when applying for admission to Union College or as soon as needed.

Bicycle & Scooter storage

Union College provides bicycle racks.

Work Health and Safety and Fire Regulations require that thoroughfares be kept clear, and bicycles/scooters must not be stored in resident rooms, passageways, or stairwells.

Personal Mobility Vehicles (PMVs)

Union College recognises the community's growing popularity of Personal Mobility Vehicles (PMVs) such as electric bikes, scooters, and skateboards. While these devices offer convenient transportation, their lithium-ion batteries present unique safety considerations.

To ensure the safety of all residents, Union College has banned all personal mobility vehicles (e.g., e-scooters, e-bikes) powered by lithium-ion batteries. This decision aligns with current fire safety advisories from Queensland Fire and Emergency Services (QFES) and the Australian Competition and Consumer Commission (ACCC), highlighting the significant fire risks associated with damaged, improperly stored, or incorrectly charged lithium-ion batteries.

Use of Common Areas

We all have a responsibility to maintain the cleanliness of the college's common areas. The standard you walk past is the standard you accept.

Always restore common areas to a clean state after use and ensure that your activity does not conflict with the rights of all residents to have access to clean, safe, and hygienic common areas and facilities and to enjoy their living environment.

Common Areas are cleaned every weekday by the cleaning staff.

If functions are held in the college's common areas, the organisers are responsible for keeping it clean and tidy. Please do not create extra work for the cleaners.

Union College is responsible for maintaining anything it has installed.

You must not:

- alter or damage any structure that is part of the Common Area,
- misuse, disable or wilfully damage any firefighting, prevention, and detection equipment,
- damage any lawn, garden, tree, shrub, plant, or flower in the Common Area,
- throw or leave rubbish, dirt, dust, or other materials in Common Areas that may interfere with the peaceful enjoyment of another resident in the College.

Security cameras

[CCTV Usage and Privacy](#)

Union College has a closed-circuit television (CCTV) system for security, crime prevention, and public safety.

The operation of our CCTV system adheres to the following laws and regulations:

- *Privacy Act 1988 (Cth)*: This federal law governs handling personal information collected through CCTV.
- *Information Privacy Act 2009 (Qld)*: This Queensland legislation sets out the rules for state government agencies' handling of personal information.

- *Criminal Code Act 1899 (Qld):* Section 227A prohibits recording in places where privacy is expected, such as bathrooms or changing rooms.

Additional Information

CCTV cameras are positioned to avoid capturing footage in areas with a reasonable expectation of privacy.

Our CCTV system's audio recording function is disabled to comply with the Invasion of Privacy Act 1971 (Qld).

If you have concerns about the CCTV system or wish to access footage containing your image, please email the Deputy Head of College – Finance & Operations.

Residents are reminded that surveillance cameras operate 24/7 in several areas of the College grounds for security reasons.

Games room x 2	ABC carpark	The O'Brien Room
Entrance to late meals room	Gate 4 sliding gate	The Peggy Burke Room
Late meals room	Computer lab	Front of Office
Dining room x 2	Facing KLM – grass	View from the Office down the pathway to capture the PQR stairwell
ABC boom gate	Facing dining room – grass	
XYZ boom gate	Gate 5 to UQ	The Fire Room
Front carpark	Innes Courtyard	Rear Garden behind ABNC/DEF building closest to Upland Road
ABC residents gate	Gate 2	
Glass sliding door	Z Annex	
Rear ABC driveway	All resident hallways	

Residents will be notified when any additional security cameras are installed. Footage from these cameras is the property of Union College and may be made available to Police and other third parties as required in the event of complaints or investigations.

Cigarettes and Vapes

Union College is a smoke-free campus, along with the UQ Campus. 'Smoking' includes tobacco products, herbal cigarettes, loose smoking blends, medicinal cannabis, and personal vaporisers (such as electronic or e-cigarettes, e-cigars, and vape pens).

Any resident found smoking in their room will be charged a cleaning cost of \$500 per incident and may, at the discretion of the Head of College/CEO, be asked to vacate their room and terminate their residence at the College. Smoking is permitted on Upland Drive at the front of the College. All areas outside the other boundaries of Union College are on UQ land, which is smoke-free.

Please see the Drugs Other than Alcohol Policy for further information.

Tutorial Program and Academic Results

The Tutorial Program is designed to support and enhance the academic endeavours of all residents, especially those engaged in their first year of university study.

The Tutorial Program is overseen by the Academic Program Coordinator and Resident Tutor, with support from the Deputy Head of College—Student Life. Tutorials usually commence in Week 3 of the Semester and run throughout SWOTVAC.

Tutorials consist of a two-hour session per subject, held fortnightly. They are scheduled from Monday to Friday between 8 a.m. and 9 p.m. at a time that suits the Tutor and Resident. Tutorials are primarily held in person in the Tutorial Rooms but may be conducted in suitable common-use indoor or outdoor spaces in the College – or via videoconferencing.

Please note that Union College tutors cannot conduct tutorials in Resident rooms.

Union College endeavours to source tutors for any course you are enrolled in.

Tutorials are not compulsory. However, they are highly recommended. Residents who receive tutoring show increased confidence in their studies and improved academic results. Any resident can apply for and attend tutorials throughout the Semester.

You are expected to attend the tutorials that you requested. Good communication between you, your tutor and the Tutorial Coordinator is the basis of success for your academic support through the Tutorial Program at Union College.

For any Tutorial Program enquiries, contact the Academic Program Coordinator at tutorials@unioncollegeuq.com.au or (07) 33771816.

Requesting a tutorial

To request a Tutorial, scan the QR Code on signage around the College and in the new Resident Welcome pack. Then, fill out the online form and submit your request.

Once submitted, the Tutorial Program Coordinator will source a tutor or connect you with an existing tutorial group. You will be emailed the details of your tutor and the steps to follow to attend your tutorials.

We recommend you request tutorials early in the Semester to allow time to source tutors and enable you to attend as many tutorials as possible.

Tutorial rooms

The Tutorial Rooms are located next to the Hickey Memorial Library and can be accessed with your fob. They consist of four group study spaces with interactive whiteboards.

Residents using a Tutorial Room for personal study must vacate immediately if a tutorial is scheduled.

Permission to share academic results

Union College needs to support your academic progress while you live on campus. Therefore, you agree to make your academic results available to the Deputy Head of College – Student Life.

If you attend the University of Queensland, you consent to the University of Queensland providing access to read your academic results to the Deputy Head of College – Student Life.

For residents enrolled in a tertiary institution other than The University of Queensland, you agree to provide academic results each semester to the Deputy Head of College – Student Life for reselection, advice on academic counselling and assistance, and the determination of Union College Awards. Failure to do so may jeopardise your ongoing accommodation at Union College.

Academic Program

The Union College Academic Program provides Residents various opportunities to develop unique academic, career, and personal skills. Workshops and events are offered throughout each Semester for all interested residents, from educational support to creative endeavours and international guest speakers. Residents are encouraged to challenge themselves, find a new passion, and discover like-minded peers.

Union College provides accredited Career Counselling throughout the year to ensure you are fully supported on your journey from study to future roles. Industry networking events, tailored workshops and individual resume and job interview consultations are available at any stage of your time at Union College. Detailed Academic Program information is available in each Resident Room upon move-in.

Meals at Union College

Meal Fob

Your Fob must be used to identify yourself each time you eat in the dining room.

Swipe meal FOB at the serving point to receive a meal.

Please do not use your fob to swipe in another resident or give your fob to a guest. You may buy additional meals for your guests (see Meals for Visitors).

If you have lost your Fob, you can buy a new one at the office. If your fob doesn't work, see the Office for assistance.

Mealtimes

Weekdays:

Breakfast	Continental Breakfast	6:30 am – 9:30 am
	Hot Breakfast	7:30 am – 8:30 am
	Lunch making facility	6:30 am – 9:30 am
Lunch		12:00 pm – 1:30 pm
	Dinner making facility	12:00 pm – 1:30 pm
Dinner		5:30 pm – 7:30 pm

Late meals are available seven days a week and must be ordered before 4:30 p.m. on the required day. They are not available during vacation periods. The late meals room also has a selection of cereal and milk. Please do not take the milk from the dining or late-meals rooms.

Weekends & Holiday Periods:

Breakfast	Continental Breakfast	7:00 am – 10:30 am
	Hot Breakfast	8:00 am – 9:00 am
	Lunch making facility	Not available on weekends and during holidays
Lunch		12:30 pm – 1:30 pm
Dinner		6:00 pm – 7:00 pm

Times may be adjusted throughout the year. Lunch-making facilities are unavailable during vacation periods, weekends, or public holidays unless prior arrangements are made with the Deputy Head of the College—Student Life.

If you wish to make dinner to take to work, you can request a takeaway dish or bring your own. Once the food leaves the dining room, you are responsible for storing and reheating it safely.

You may take a drink and fruit with you after meals. Please do not remove any cutlery, crockery, or other food items from the Dining Room when you leave.

Late meals

The Late Meals Room is open 24 hours a day. It is next to the dining room, which you can access using your fob. There, you will find an oven and microwave for your use. Please ensure you leave the area clean and tidy after use.

Guest meals

You are welcome to have a guest for lunch or dinner. Please pre-purchase a book of meal tickets for your guest, as the dining room cannot take payment for extra meals. Your guest will be asked to produce a meal ticket when being served.

Meal vouchers are available during office hours. Lunch is \$8 per guest and dinner is \$10.

For the safety and security of your guests and Union College residents, please ask your guests to always remain with you. We cannot accommodate guests on campus during 'O' week.

Dietary needs

We will work with you to ensure that any dietary needs are met. These must be outlined on the Application Form, or if they arise during the semester, please speak with the Deputy Head of College – Student Life as soon as possible. The more information you can provide regarding allergies you may have, the better.

We value your cultural well-being. Please let us know if you have any cultural dietary needs. We will work closely with the Catering team to ensure we offer safe and nutritious foods that respect you and your cultural and religious heritage.

Please note that all meat provided is Halal certified. Copies of the certification are in the Office.

Gluten-free dietary needs

Residents diagnosed with coeliac disease are encouraged to use the Peggy Burke Room.

Respectful behaviour in the dining room

Everyone has a right to enjoy their meals in a clean, safe, and relaxing environment. Please work together to ensure that the dining room remains an enjoyable place to be with your neighbours.

You are expected to clear your plates and cups at the clearing station. Please take the time to wipe down your table so that others can enjoy their meal at a clean table.

Please dress accordingly when in the dining room. Footwear must always be worn for your safety and that of others.

Bags and books are to be placed in the area inside the main door and not near or across doorways.

Residents are encouraged to use hand sanitiser. Keep a bottle in your room and use it before mealtimes. Hand sanitiser is also available in the Dining Room.

No alcohol is allowed in the Dining Room except for College functions, where only alcohol provided by the College will be consumed. A reminder that the legal age for drinking in Australia is 18 years of age. Underage drinking or supplying alcohol to anyone under the age of 18 years is a criminal offence.

Jumping the queue to be with your friends is discouraged.

Resident Advisory Forum (RAF)- Food Focus Group

The role of the Food Focus Group is to provide a forum for residents to raise issues regarding their dining experience and to facilitate direct communication between residents and the catering (Cater Care) staff. The RAF Chair and the Cater Care manager organise meetings open to all residents.

Please reach out to the RAF Chair with any feedback you have.

Social events for residents

Union College has several formal events throughout the year. Social events are separated into two types: Function and Event. A *function* is an event organised by the College for residents at no cost to residents. College functions are networking opportunities. Business attire is required at these functions. An *event* is an event organised by the Social or ICC RM. Residents pay to attend these events. The College works with the organisers to keep costs down. All events are subject to a risk assessment by the RM and the Head of College/CEO's final approval.

'Formal', 'Cocktail', 'Business Attire' or 'Semi-Formal' – means pants, shirt and jacket or shirt and tie, dresses. Not torn jeans, t-shirts, sandals, sneakers, or rubber thongs.

'Smart casual' means chinos, jeans, a collared shirt, dresses, tailored pants, sandals, and sneakers, **not** torn jeans, T-shirts, or rubber thongs.

Please discuss this with your Floor Resident Mentor or Senior Resident Mentors.

Formal dinners

Three formal dinners are held throughout the year in the Innes Room. The dress code is Business Attire, and attendance is by invitation only.

If you want to be placed on the reserve list for cancellations, a list is kept at the Office. The dining room will be open as usual for those residents not attending these events.

Union College Ball

A ball is held once a year, and the dress code is Formal. This event is for current College residents and their partners/guests. It is an all-age event, and tickets are sold from the Office.

Twilight Concert

A Twilight Concert is held once a year in the College Dining Room. The dress code is Smart Casual. This catered event is for Union College residents only.

College Awards Evenings

These award evenings celebrate Union College residents' academic, sporting, and cultural success. Attendance is by invitation only, and the dress code is Business Attire.

Union College Valedictory Celebration Dinner

The Union College Valedictory Dinner is an opportunity to celebrate and farewell Union College residents leaving college. It is held on campus for all residents who wish to attend. The dress code is Cocktail/Semi-Formal. This is an alcohol-free function.

Mental Health & Wellbeing

At Union College, we understand that access to good, readily available, reasonably priced mental health support is complex. We have partnered with Lotus Health and Psychology to provide all residents access to a highly experienced GP specialising in Mental health and unlimited telehealth psychology sessions. These sessions are with a Psychology Master's Student on practicum under the supervision of an experienced Clinical Psychologist.

The psychology sessions cost \$15 for 30 minutes or \$60 for 60 and are billed directly to the resident. A QR booking code is available to book these sessions. Topics covered are general mental health and well-being, time management, homesickness, relationship challenges, exam preparation, and public speaking. Appointments with the GP are available for all medical needs, such as generating a mental health plan and medication advice and will be billed at standard GP rates. These are in person at Holland Park or via telehealth.

You manage your bookings. We will not know if you attended or what the reason was. As this is a pilot program, we will receive a report at the end of each semester, which will outline quantitative data only. This data will determine the continuation of this program and form part of the Head of College/CEO's reporting to the Board.

Few GPs in Brisbane are taking on new clients. Therefore, we urge you to take advantage of this support.

Sustainability at Union College

Ambitions

Union College is committed to becoming a leader in sustainability, embracing social and environmental values aligned with the United Nations' Sustainable Development Goals (SDGs).

Our vision is to empower residents with sustainable practices that they can incorporate into their daily lives, transforming them into ambassadors for sustainability to protect and preserve our planet. The college also aspires to achieve sustainability certification from B Corp, emphasising ethical and environmentally responsible practices.

Projects

Food and Environment

Union College is planning and developing a sustainable garden within its grounds. This garden will feature a variety of edible fruits and vegetables, offering residents a unique opportunity to engage

with locally grown, fresh produce. The initiative aims to create a community while promoting healthy and sustainable food practices.

Flora and Fauna

To preserve the college's heritage landscape while enhancing biodiversity, plans include a beehive to support pollinator populations and provide access to organic honey. Additionally, the college is exploring the creation of frog shelters to support native fauna and enrich the garden's ecosystem.

Energy and Water

Sustainability efforts will extend to continuously monitoring energy and water usage across all buildings. Data collected will be analysed to identify opportunities for reducing waste and improving efficiency. This includes addressing issues such as water leakage and using low-efficiency appliances, such as older fridges, to minimise unnecessary consumption and promote best practices in resource management.

Union College is dedicated to fostering a sustainable future by integrating innovative solutions and promoting a culture of environmental responsibility among its residents.

Fire instructions & emergency evacuation procedure

Evacuation assembly points and exit instructions are located on your room's door. You must always have a clear path to your door to permit a swift, safe exit during an emergency evacuation.

You are explicitly responsible for all fire safety equipment in your room. Under the *Fire & Rescue Service Act 1990*, it is an offence, liable to prosecution, to tamper with any fire equipment or fire detector anywhere. Any interference with any automatic alarm may result in suspension, and you may be held responsible for all costs incurred.

When a Fire Alarm sounds, residents are required to evacuate the building immediately. Failure to comply may result in further action by the Deputy Head of College – Finance & Operations.

The Queensland Fire Emergency Service (QFES) callout for a false alarm is charged to individuals who set off false alarms at the rate set by QFES. For your reference, the 2025 callout rate is \$1,456.10. Additional charges you may be expected to pay are detector replacement and a callout fee for the technician to replace the detector.

Note: Smoke detectors are extremely sensitive and highly reactive (e.g., they can detect steam from electric jugs or showers, aerosol spray, heat sources, particulate matter, etc.).

Your room extinguisher is suitable for electrical fires. Use only if it is safe to do so. Fire detectors and extinguishers are not to be tampered with. Should you tamper with a detector or remove or discharge a fire extinguisher for any reason other than in a fire emergency, you will be asked to reimburse the College for repairing the detector and replacing or refilling the extinguisher.

The college will undergo fire drills and practice mock evacuations throughout the academic year.

What do the Fire Alarms sound like?

Emergency Alert - 'BEEP BEEP': Stand by and await further instruction.

Emergency Evacuate - 'WHOOOP WHOOOP': Verbal instructions will be broadcast.

Evacuation Procedure

When the 'EVACUATE' alarm sounds:

- Ensure your neighbours are alerted (if safe to do so) and evacuate the building immediately.
- Proceed to designated exits.
- WALK – DO NOT RUN – KEEP CALM AND ORDERLY.
- Proceed to the designated assembly area for your block.

QFES will cut off the alarm on their arrival. Await instructions before re-entering the buildings.

Assembly areas

Your Room Location	Your Assembly Point
ABC & S Blocks	ABC Carpark
DEF, GHJ, KLM, PQR Blocks	Oval
XYZ Block	XYZ Carpark

You should remain at the assembly point and wait for a signal from the Chief Fire Warden, Resident Mentor, or UC staff member to re-enter the building.

Emergency lock-down

An emergency lockdown is a critical safety measure implemented to protect the Union College community in response to potential threats or dangerous situations on or near the campus. This procedure is designed to quickly secure all residents and staff in safe locations until the danger has passed.

Initiating a Lockdown

A lockdown can be initiated by:

- Any member of the Union College staff
- University of Queensland Security personnel
- Emergency services (police, fire, or ambulance)

Upon initiation, an SMS alert will be sent to all registered mobile numbers in the Union College system, notifying residents and staff of the lockdown.

Immediate Actions

When you receive a lockdown alert:

- Move quickly to the nearest secure area (e.g., your room, common room, or office)
- Lock all doors and windows
- Close blinds and turn off lights
- Silence all electronic devices
- Stay quiet and out of sight
- Do not open doors for anyone until the all-clear is given

Ending the Lockdown

The lockdown will only be lifted when it is safe to do so. An "all-clear" message will be sent to all residents and staff via SMS. Do not leave your secure location until you receive this official notification.

If you are off-site and uncertain if it is safe to return, please call the office or Security for advice.

Post-Lockdown Support

If you feel distressed following a lockdown event, please reach out to:

- Your Floor Resident Mentor or Senior Resident Mentor
- The Deputy Head of College – Student Life

What should you do if you are the person who initiated the Emergency Lockdown?

- After you push the red button, find a secure location.
- Call the POLICE immediately by dialling “000” on your mobile phone or “0000” on the phone located beside the red button (The extra “0” is required to access an outside line)
- You will need to identify yourself and provide a clear description of the threat, as well as your location and the road/street address of Union College. (The street address is 38 Upland Road, St Lucia, Queensland 4067).
- If safe to do so, call Duty Phone 07 3377 1833 or Resident Support Officer on 0412 850 158, identify yourself, and describe the threat to the person on the line.
- Remain calm and await the ‘All Clear’ SMS.

Note: Police and Ambulance can access our site via Gate 3, on Sir William MacGregor Drive, approximately 20 meters from the intersection with Upland Road.

In case of other emergencies

Emergency medical assistance

To call an ambulance in a medical emergency, use 000 on your mobile phone or 0000 from a Union College landline.

For any emergency medical problem requiring hospitalisation, nominate someone to call an ambulance and someone else to contact a college representative (details in the table below). Once these people have been notified, they will inform the Deputy Head of the College – Student Life of the emergency (during office hours). After hours, don't hesitate to contact the Resident Support Officer.

Do not assume that “somebody else” has raised the alarm.

Please program the following numbers into your mobile phone so you can quickly access them during an emergency:

UC Emergency Office closed: 3377 1833

UC Emergency Office open: 3377 1500

<u>When the office is closed:</u>	<u>When the office is open:</u>
<u>From the phone on your floor in the kitchenette</u> dial 833, and you will be connected to the Resident Support Officer or the Duty RM	<u>From the phone on your floor in the kitchenette</u> dial 500, and you will be connected to Reception
<u>From your mobile phone,</u> dial (07) 3377 1833, and you will be connected to the Resident Support Officer or the Duty RM.	<u>From your mobile phone,</u> dial (07) 3377 1500, and you will be connected to Reception.

Community Support Services

Living away from home, your family and friends can be stressful. However, at Union College, you are not alone. If you feel homesick, overwhelmed, anxious, isolated, or need someone to talk to, please get in touch with your Floor Resident Mentor, Senior Resident Mentors, or the Union College team. We are all here to help you settle in and find your rhythm.

We want you to feel secure and supported at Union College.

Please see the resources below if you need urgent assistance with a personal matter.

Non-urgent health advice

13 HEALTH - is a confidential phone service that provides health advice to Queenslanders. You can phone and talk to a registered nurse 24 hours a day, 7 days a week, for the cost of a local call. – 13 43 25 84. 13 HEALTH provides qualified health advice—it is not a diagnostic service and should not replace medical consultation.

University Health Services

Leven 1 Gordon Greenwood Building (Building No. 32)

St Lucia Campus

8:30 am–5:00 pm, Monday to Friday

Telephone: (07) 3365 6210

[UQ Health Care - Your Partner for a Healthy Future](#)

Emergencies are treated immediately, and needle exchange is available.

Australian citizens pay for an appointment at the University Health Service with a Medicare Card. International students (including New Zealand students) must show an Overseas Student Health Cover (OSHC), Worldcare Card or a Medibank Private Card to be bulk billed.

If you do not hold one of these cards, your appointment must be paid for and claimed back through insurance.

Health Services close to Union College

Smart Clinics Toowong Family Medical Practice (Fees apply)	Level 10/39 Sherwood Rd, TOOWONG (07) 3371 5666
Taringa 7-Day Medical Practice (Open 7 days, 7:00am-midnight)	Cnr Morrow St & Moggill Rd, TARINGA (07) 3870 7239
The Royal Brisbane Hospital (Public)	Butterfield St, HERSTON (07) 3636 8111
The Wesley Hospital (Private)	Cnr Coronation Dr & Chasely St, AUCHENFLOWER (07) 3232 7000

Urgent help- 24/7 services

- [Lifeline](#) - crisis support and suicide prevention - 13 11 14
- [Beyondblue](#) - Information and referral for depression and anxiety phone - 1300 224 636
- [my.UQ Crisis Line](#) – 24-hour UQ Counselling Crisis line - 1300 851 998
- [Kids Helpline](#) - Telephone and online counselling for people aged 12-25 phone 1800 551 800 or go to <https://kidshelpline.com.au/get-help/webchat-counselling/> for online support between 8 am to midnight AEST.

- [1800 RESPECT](#) is the national domestic, family and sexual violence counselling, information and support service - 1800 737 732
- [13 YARN](#) - 13 YARN is a national helpline for Aboriginal and Torres Strait Islander people who are going through a tough time and feel like having a yarn. All the operators are Aboriginal and Torres Strait Islander people who are trained to support you without judgement and to provide a confidential, culturally safe space to yarn about your needs, worries or concerns. 13 92 76
- [Brother to Brother](#) - The Brother-to-Brother crisis line is a 24/7 phone line for Aboriginal men, run by Aboriginal men, including elders who need someone to talk to about issues in their lives and communities. - 1800 435 799
- [Health Direct](#) - 24-hour health advice – 1800 022 022
- [DV Connect](#) – 24-hour domestic violence helpline – 1800 811 811
- [adis](#) – 24/7 support for people in Queensland with alcohol and other drug concerns

Urgent help – office hours

- [Headspace](#) – Australia-wide online, phone and in-person support and counselling to young people, their families, and friends - 1800 650 890 (9 am-1 am)
- [ReachOut](#) – ReachOut.com helps those under 25s with everyday questions through tough times.
- [Butterfly Foundation](#) – for anyone in Australia concerned about eating disorders or body image issues. All counsellors are qualified mental health professionals with a psychology, social work, or counselling background. They also have specialist training in eating disorders and body image. National helpline 8 am-midnight (AEST/AEDT) – 1800 33 46 73
- [DV Connect Womensline](#) – Webchat 9 am – 5 pm Monday – Friday (excluding public holidays)
- [DV Connect Mensline](#) - Webchat 9 am – 5 pm Monday – Friday (excluding public holidays)
- [DV Connect Sexual Assault Helpline](#) – 1800 010 120 730am – 11:30 pm, 7 days a week
- [Children by Choice](#) – confidential & non-judgemental support for all pregnancy options – 1800 177 725
- [True – Relationships & Reproductive Health](#) - reproductive and sexual health and promoting safe and respectful relationships through the delivery of expert clinical services, education and counselling.
- [Sexual Health Services in Queensland](#) - Search for a sexual health service or HIV clinic by postcode or suburb name.
- [Lives Lived Well](#) - support for people in Queensland who are being impacted by alcohol or drugs or problems with mental health.
- [Drink Wise](#) is an independent, not-for-profit organisation helping bring about a healthier and safer drinking culture in Australia.
- [Drug Arm](#) - the positive transformation of lives affected by alcohol and other drugs.

LGBTIQAP+ National Organisations

- [QLife](#) – Australia-wide anonymous and free LGBTI peer support for people wanting to talk about sexuality, identity, gender, bodies, feelings, or relationships - 1800 184 527 or webchat at [QLife - Support and Referrals](#) (3 pm-12 am AEST).
- [Minus 18](#) – Resources help and guidance for Australia's LGBTIQ youth.

- [Trans Pride Australia](#) — Social and support group for trans and gender-diverse people and their loved ones.
- [Intersex Peer Support](#) — An intersex peer support, information and advocacy group for people born with variations in sex characteristics.
- [Intersex Human Rights Australia](#) — Support and education by and for people with intersex variation traits.
- [Australian Asexuals](#) — A place to connect with the Australian asexual community and find out more about asexuality.
- [Australian GLBTIQ Multicultural Council](#) — A national body that advocates for the rights of multicultural and multifaith LGBTIQ individuals and communities.
- [The Pinnacle Foundation](#) provides educational scholarships, mentoring, and opportunities for young LGBTIQ+ Australians to realise their full potential and overcome challenges arising from their identity.
- [Out For Australia](#) — A volunteer-run organisation that provides role models, mentors, events, and support to aspiring LGBTIQ+ professionals.
- [Pride In Law](#) — A national LGBTIQ+ Law Association aimed at connecting lesbian, gay, bisexual, transgender, intersex, queer and questioning (LGBTIQ+) members of the legal community and their allies.

Queensland

- [Diverse Voices](#) — Peer-to-peer telephone and internet counselling for LGBTIQI people.
- [Queensland AIDS Council](#) — The Queensland AIDS Council (QuAC) promotes the health and well-being of lesbian, gay, bisexual, transgender, and intersex Queenslanders.
- [Open Doors Youth Service](#) — A drop-in centre and support service for young people who identify as sex, gender, or sexuality diverse.

Services for Aboriginal and Torres Strait Islander people

- [BlaQ](#) – Committed to empowering the Aboriginal and Torres Strait Islander LGBTQ+ community across Australia through innovation, inclusion, understanding and advocacy.

Mental Health & Wellbeing

- [Black Dog Institute](#) - Online tools and mobile apps for your mental health and wellbeing developed and successfully tested through research trials that you can access anywhere at no cost.
- [Black Dog Institute](#) - for Aboriginal & Torres Strait Islander peoples.
- [Eating Disorders Queensland](#) - supports those recovering from eating disorders with a skilled practitioner in a safe environment.
- [Health Direct](#) is a government-funded service that provides quality, approved mental health and wellbeing information and advice.

UQ Student Support Services

Personal/Career Counselling

Where: Room 301, Level 3, Relaxation Block, Building 21D

Where:	Room 301, Level 3, Relaxation Block, Building 21D
Hours:	8:30 am – 4:30 pm Monday & Friday
Contact Details:	Phone: 3365 1704 Fax: 3365 1702 Email: student.services@uq.edu.au
Crisis Line Contact Details:	24-hour UQ Counselling Crisis Line Phone: 1300 851 998

Services

Personal Counselling
Disability Services
Legal Services

Careers and Graduate Employment
Equity and Diversity Support
International Student Support

Personal Development
Learning Assistance
Financial Assistance

Union College contact details

Union College Office

Monday to Friday		
8:30 am – 5:00 pm	Office Staff	Ph: 07 3377 1500 (or ext. 500)
5:00 pm – 10:00 pm	On-call Resident Mentor	Ph: 07 3377 1833 (or ext. 833)
10:00 pm – 7:00 pm	Resident Support Officer	Ph: 07 3377 1833 (or ext. 833)
Saturday & Sunday		
5:00 am – 5:00 pm	Resident Support Officer	Ph: 07 3377 1833 (or ext. 833)
5:00 pm – 5:00 am	Resident Support Officer	

38 Upland Road,
St Lucia, Brisbane, Queensland, Australia, 4067
T: +61 (7) 3377 1500
E: union.college@unioncollegeuq.com.au

Keeping up to date

You are responsible for updating your contact details on the Union College Accommodation database.

All official notices and notifications will be sent to your nominated email address. You must ensure you regularly check this address, and that mail can be received at it. Union College is not responsible for any missed communication resulting from an incorrect email address on file or a full inbox.

Receiving mail at Union College

Mail or deliveries must be addressed to:

[Resident Full Name]
Union College
38 Upland Road,
St Lucia, Brisbane, Queensland,
Australia, 4067

Incoming mail is sorted by the office and placed in pigeonholes in the Union College office. Residents are advised to check the pigeonholes regularly and clear yours often. Residents receiving packages or mail will be notified via email to collect from the Union College Office. Mail is sorted in order of your surname/family name, not floor.

Outgoing mail can be posted from the Australia Post office on the St Lucia campus. This is in Building 61 (J.D. Story Administration Building).

Access to Union College

External Gates

For Residents

ABC Gate (Gate 1)	Fob entry 24 hours
Upland Road Gate (Gate 2)	Unlocked 6:00 am to 5:00 pm (Fob all other times)
XYZ Gate / Glass Door (Gate 3)	Unlocked 6:00 am to 5:00 pm (Fob all other times)
Oval Gate (Gate 4)	Fob entry 6:00 am to 11:00 pm

For Visitors

Upland Road Gate (Gate 2)	6:00 am to 5:00 pm
XYZ Gate / Glass Door (Gate 3)	6:00 am to 5:00 pm

Banking services at UQ St Lucia campus

Commonwealth Bank of Australia (CBA)	ANZ Banking Group Limited	Handybank ATM
ATM facilities are in the Union Complex, UQ.	ATM facilities are in the Staff and Graduate Club building.	ATM facilities are in the Staff and Graduate Club building.

Public Transport

Bus services

University of Queensland Bus Terminals are outside the J.D. Story Building in Chancellors Place and at UQ Lakes. The following services depart from these terminals:

UQ Lakes Bus Routes

66-- UQ to City, Cultural Centre, Southbank, QUT Kelvin Grove, Herston and RBW Hospital

109 – UQ to City, Cultural Centre Southbank & Annerley

169 – UQ to Eight Mile Plains via Buranda, PA Hospital & Dutton Park

209 – UQ to Carindale via Buranda, PA Hospital & Dutton Park

Chancellors Place Bus Routes

402 – UQ to Toowong via Sir Fred Schonell Drive

411 – UQ to City via Hawken Drive

Express 412 – UQ to City via Sir Fred Schonell Drive

414 – UQ to Indooroopilly via Taringa

427, 428 – UQ to Chapel Hill via Indooroopilly

432 – UQ to Kenmore via Indooroopilly

Ferry & City Cat services

City Cat (7 days) departs from the City Cat Terminal, adjacent to the bridge near the UQ Lakes Bus Stop on Campus (UQ Map Reference: 28A, ref L4).

Contact TransLink on 13 12 30 or <http://www.translink.qld.gov.au/> for more details and up-to-date information.

All TransLink bus, train (including AirTrain), ferry and tram services in greater Brisbane, Ipswich, Sunshine Coast, and Gold Coast regions use a go card. The best part about go card is it's cheaper than a paper ticket, convenient to manage, and easy to top-up and use

You can purchase your “Go Card” from the Office, the news agency at the Ville (219 Hawken Drive, St Lucia), or selected railway stations.

Taxi services

Taxi Company	Telephone
Black & White Cabs	13 10 01
Yellow Cabs	13 19 24

Rideshare

[Ride-share in Brisbane - Brisbane Info](#)

St Lucia UQ campus security services

<p>UniSafe Website Free call 1800 800 123 http://www.uq.edu.au/unisafe/ https://campuses.uq.edu.au/information-and-services/security/campus-safety</p>	<p>UQ Security http://www.pf.uq.edu.au/security.html Prentice Building 42, Staff House Road Emergency Telephone: (07) 3365 3333 General Enquires: (07) 3365 1234 Free Call (all hours): 1800 800 123</p>
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The University's Security Officers patrol the campuses and are on call 24/7 to handle inquiries, provide help, and provide support.

Emergency call points

The St Lucia campus is equipped with illuminated "Emergency—Security Call Points." Pressing the button immediately communicates with Security and activates an alarm, which brings Security Personnel to that location.

Locations

- Chancellor's Place (outside the Otto Hirschfield Building).
- The Campbell Road end of the Commerce Building.
- Cooper Road cul-de-sac (between the Hawken Engineering Building and the Physics Annexe).
- Dutton Park Ferry Terminal.
- CityCat Terminal.
- Warehouse Complex on Sir Fred Schonell Drive.
- Molecular Biosciences I Plaza.
- All levels of the multi-level car parks off Sir Fred Schonell Drive.
- Walkway behind the car parks, leading to Glasshouse Road.
- Staff House Road (turning circle outside the Staff Club).

Safety bus service

Free Safety Buses cover the campus (car parks, Colleges, CityCat, etc.) and Sir Fred Schonell Drive (to Dutton Park Ferry and Gailey Road).

Bus timetables with maps are available online from Security, Colleges, Media and Information Services, or the Student Union's Women's Equal Opportunity Area. For scheduled bus stops, see the bus route map, call Security, or hail the bus to be picked up.

UniSafe Escorts

At night, licensed UniSafe Escorts are available on the St Lucia campus as escorts to public transport or your car at night. This free safety service is available 24 hours a day, 7 days a week. If you know you'll want an escort at a particular time, contact Security in advance so someone will be available when you're ready.

Contact University Security for more details:

- Phone: 07 3365 1234 or 1800 800 123
- Email: security@pf.uq.edu.au

Hawken Drive Village – *The Ville*

The Ville is our local shopping precinct and provides several services, as listed below:

Dining-In Restaurants and Take-Away	Coffee Shops
Fish & Chips	Subway
News Agency and Post Office	IGA Supermarket
Dentist	Bakery
Optometrist	Liquor Store

Helpful websites

Visit Brisbane Start planning your trip.	Everything related to living in or visiting Brisbane
www.whitepages.com.au	The Business & Personal Directory is sorted by Surname/Business Name.
www.yellowpages.com.au	The Business Directory is sorted by business type/name.
www.translink.com.au	Public Transport Timetables and Fares
www.whereis.com	Maps of Australia, including local street maps
www.joboutlook.gov.au	Careers guide on training, your career and your first job.
www.uqsport.com.au	Everything related to sport & recreation facilities at UQ