



The Women's College

within The University of Queensland

ready to lead

2024

The Women's College
**Resident Assistant
Handbook**

110
YEARS OF



The Women's College
within The University of Queensland
ready to lead

Capimus ut dividamus

“We take so that we may share”

Empowering women to lead lives of meaning and purpose

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Due care is taken to ensure that all contents are correct at time of publication; however, errors may occur. In all aspects, the Head of College & CEO's decision will be final and may override the contents of this publication. This publication is revised and distributed annually. Please ensure that you have a current copy.

Please send corrections or suggestions to admin@womens.uq.edu.au

Resident Assistant Vision Statement 2024

“We are committed to creating a warm and welcoming environment that celebrates diversity and allows residents and associates to reach their full potential. In instilling the values of empathy, integrity, and passion we promise to never leave a Wooza behind.”

Equity Pledge

Women's College is a place to celebrate and appreciate the diversity, talents and quirks of the people we share our home with.

We, the residents of Women's, pledge to create a safe environment where everybody is on the same playing field and is treated with respect and dignity.

We will ensure that while increasing awareness of important issues, we are welcoming and empathetic of all perspectives. We will exemplify this in events such as Wellness Week and Straight-Up Chat. Fundamentally, we pledge to maintain this attitude in our day-to-day lives.

We commit to fostering an open and accepting atmosphere, where we adopt an open mind and willingness to learn – from each other and our mistakes – in order to make all Woozas feel valued and empowered. Through curiosity and non-judgment we commit to the inclusion, respect and growth of each and every Wooza, no matter who.

It is by this that we pledge to build a beautiful and diverse culture inside ourselves and our community.

We commit to the challenge. We commit to you. In all aspects of life at Women's, we pledge ...

NEVER LEAVE A WOOZA BEHIND



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Section 1. Emergencies

1.1 Medical and Emergency Contacts

College Emergency Contacts

Head of College: Florence Kearney 0423 476 394
Deputy Head of College: Gayle Harris 0423 476 397
Dean of Students: Emma Campbell 0423 340 448
Night Porter/Security: 3377 4500
UQ Security (24/7): 3365 3333
Director of Operations: Luiz Gomes 0435 674 427

RA Contacts

First Name	Surname	Position	Room	Mobile
Isabel	Nolke	Senior RA	139 UH	0474 133 225
Jillian	Campbell	Deputy RA	093A LC	0488 545 521
Claire	Asquith	Equity RA	071 UP	0438 097 550
Charlotte	Sutton	Academic RA	070 UP	0481 712 311
Kira	Craig	RA	APT 7 TW	0402 513 345
Lily	Dewhurst	RA	031 LP	0490 356 536
Chloe	Evans	RA	224 C2	0448 406 734
Georgia	Gargan	RA	030 LP	0438 577 633
Ella	Hockam	RA	085 LC	0472 538 789
Stephanie	Jersmann	RA	207 C1	0448 157 174
Sarah-Jane	Kiernan	RA	APT 4 P1	0409 987 454
Natalie	Mabiza	RA	099 LC	0413 028 779
Sophie	Posselt	RA	017 LB	0499 681 442
Clementine	Sweetland	RA	110 LH	0478 959 223
Olivia	Taylor	RA	111 LH	0402 170 634
Ebony	Turner	RA	001 LB	0497 795 420

Student Club Executive Contacts

First Name	Last Name	Position	Room	Mobile
Zimena	Furey	President	138 UC	0422 558 781
Dixie	McNaught	Vice President	160 UH	0467 089 134
Lauren	Gilmore	Treasurer	074 UP	0457 263 060
Sydney	Peff	Secretary	169 P1	0455 139 477
Hayley	Wright	Social Convenor	021 LP	0439 502 403
Tess	Feller	Communications Representative	170 P1	0412 724 350
Georgia	McMullen	Sport Convenor	196 CG	0409 171 799
Georgia	Moor	Cultural Convenor	189 CG	0420 227 288
Laura	Charles	Community Convenor	101 LH	0448 884 129
Hannah	Meyer	ICC Representative (Vice President)	043 UB	0418 344 938
Caitlin	Brittain	2nd Year Representative	091 LC	0402 594 188
Tara	Lavery	2nd Year Representative	009 LB	0404 020 931

Healthcare Providers close to The Women's College

Medical Centres

Name and address	Opening hours	Phone number
UQ St Lucia Medical Centre Gordon Greenwood Centre University	8:30am – 5:00pm Mon – Fri	3365 6210
Taringa 7 Day Medical Centre 15 Morrow Street Taringa	7:00am – 10:00pm Mon – Sun	3870 7239
iHealth Indooroopilly Indooroopilly Junction, Level 5, 112 Coonan Street Indooroopilly	8:00am – 5:00pm Mon – Fri 9:00am – 12:00pm Sat	3870 2525
Indooroopilly General Practice 5/66 Station Road Indooroopilly	7:45am – 6:00pm Mon – Fri 8:00am – 1:00pm Sat	3009 1800
Myhealth Toowong Medical Centre Level 1 Toowong Village	7:45am – 6:00pm Mon – Fri	3217 8033

Hospitals

Name and address	Opening hours	Phone number
Wesley Hospital Emergency Coronation Drive, Auchenflower	24 hours	3232 7333 NON-EMERGENCY: 3232 7000
Royal Brisbane & Women's Hospital Butterfield Street, Herston	24 hours	3646 8111

Ambulance

Name and address	Opening hours	Phone number
Queensland Ambulance	24 hours	000
University Security They will escort the emergency services to the College	24 hours	3365 3333

Pharmacies

Name and address	Opening hours	Phone number
Campus Pharmacy Student Union Complex University of Qld	During semester 7:30am – 7:00pm Mon – Fri 10:00am – 3:00pm Sat	3870 1509
Taringa Day and Night Pharmacy 15 Morrow Rd Taringa	7:00am – 10:00pm 7 days	3130 4623

Dentists

Name and address	Opening hours	Phone number
UQ Dental Student Union Complex University of Qld	8:30am – 5:00pm Mon - Fri	3365 6210
Toowong Dental Group 55 Sherwood Road Toowong	7:00am – 7:00pm Mon & Thurs 7:00am – 5:00pm Tues & Wed 7:00am – 4:00pm Fri 8:00am – 2:00pm Sat	3870 7239
St Lucia Dental 215 Hawken Drive St Lucia	8:30am – 5:00pm Mon - Fri	3870 2525

1.2 Dealing with Emergencies

1.2.1 If you or another individual's safety/security, or the security of College, is being threatened:

Call University of Qld Security on tel: **+61 7 3365 3333** (24/7)

OR

Call the police directly on **000**

You will need to notify the staff member rostered on duty, which will be either the Dean of Students (Emma Campbell), Deputy Head of College (Gayle Harris), or the Head of College & CEO (Flo Kearney) if either of the above has been called. **The rostered staff member is available at any time day or night, so do not hesitate to call if you ever need help assessing a situation.**

1.2.2 If someone is seriously ill or injured.

Call 000 to get an ambulance.

In the event of an incident or an emergency call, where there is potential danger, call an Ambulance and call University Security en route to the scene. **DO NOT** attempt to deal with unknown and potentially dangerous situations without calling Security for backup. Please also call the College Night Porter or Afterhours Security on 3377 4500 and the staff member on duty ie Head of College, Deputy Head of College or Dean of Students (so they are aware of the emergency).

1.2.3 What to do if someone is ill or has an accident

- Assess the situation by questioning/observing the person.
- If it is an emergency (life threatening), call an ambulance, notify the Night Porter or Security, UQ Security and the Head of College.
- Apply first aid (basic first aid kits are available in all RA rooms with a more comprehensive kit available at the front reception).
- Call Night Porter or Afterhours Security
- Recommend they seek medical assistance
 - i. Call doctor,
 - ii. Consult with senior staff on call and follow their directions
- Fill in an [Incident Report Form](#) (see p18).

1.2.4 When to call an ambulance

- Someone is in a medical emergency (anaphylaxis, severe asthma, stroke, severe ongoing vomiting episode).
- Someone is bleeding from an open wound and it can't be stopped.
- Any fractures or dislocations.
- Seizures.
- Both fever and a stiff neck (to ascertain the latter, ask the person to relax and try to move their chin to their chest).
- Loss of consciousness – cannot be roused despite pinching, shaking, etc.
- Severe suicidal ideation where a plan has been formulated.

**** If you're ever unsure, you should call an ambulance. ****

1.2.5 What to do if someone is intoxicated

- Check their intake of alcohol and establish what they've had from them or a friend (volume and type).
- If they are unconscious or unresponsive, call an ambulance and then contact staff on call and Night Porter or After-hours Security.
- Notify the staff member who is on duty ie Dean of Students, Deputy Head of College, or Head of College
- Let them vomit Put them in the recovery position or sit them in a chair and observe them.
- Continue to monitor them until ambulance arrives.
- Fill in an [Incident Report Form](#) (see p18).

1.2.6 Monitoring an intoxicated resident

If students are put to bed when intoxicated, they must be monitored by the RA and/or a sober friend. Check on them every half an hour and/or ensure a friend stays with them through the night. Put them in the recovery position if they can't sit upright in a chair. If they cannot remain upright in a chair and appear to be losing consciousness, then call an ambulance.

Do not try to make them shower, drink caffeine or eat anything. Do not let them go into the bathroom or encourage them to vomit into a toilet (due to hard surfaces)– use vomit bags if student is unwell.

If their symptoms are inconsistent with their intake, or if they are unconscious and can't be roused, call an ambulance.

Students who require monitoring/assistance due to intoxication should be flagged through the RA Duty Report Form: [Click here](#)

Those who are repeatedly requiring assistance may later be recommended to seek out appropriate counselling.

1.3 Emergency in Maintenance

In the case of a maintenance emergency, please firstly ensure the safety of all residents and contact the College Administration Team. Following this, you will need to file Maintenance and Incident Report forms (see p 11).

If needed, Ambulance, Fire & Police Emergency – 000

For help after hours, please call the Night Porters (5:00pm – 11:00pm) or Security (11:00pm – 6:00am), for advice and assistance.

Role and name	Contact details
Director of Operations Luiz Gomes	0435 674 427 l.gomes@womens.uq.edu.au
Conferences & Events Manager Belinda Andrieux	3377 4500 conferences@womens.uq.edu.au
Housekeeping Sakshi	housekeeping@womens.uq.edu.au
Maintenance Elliott Hampson	facilities@womens.uq.edu.au

1.4 Mental Health Concerns

If you suspect that a student is experiencing a mental health issue or an eating disorder, consult the Senior Resident Assistant, Dean of Students, Deputy Head of College, or Head of College confidentially. You are able to discuss situations and seek support from the Senior Resident Assistant and Senior staff while keeping a student's identity anonymous.

Along with monitoring the student, you should continue to provide wellbeing support to the friends who are supporting the individual. Please contact the Dean of Students or Deputy Head of College if you require further resources to help you know what signs to look out for, and for support and advice on what to do if you suspect someone is experiencing depression, suicidal ideations, non-suicidal self-injury (self-harm) or disordered eating.

If there is an immediate concern for a resident's mental health that is putting themselves or others in danger – call an ambulance 000.

What to do if you are concerned for someone's mental health:

- Fill out a Student File Note detailing the incidents or indicators that have led you have concerns for the student.
- Notify the Senior or Deputy Senior Resident Assistants about your concerns.
- Contact the Dean of Students or Deputy Head of College to discuss the best suitable treatment pathway available for the resident.

PLEASE NOTE: The role of an RA is to be a first responder ONLY and it is your responsibility to report all concerns to senior staff. While RAs have basic training to recognise indicators of poor mental health, you are not trained professionals and you are not expected to be able to provide psychological counselling or significant medical assistance.

24/7 Mental Health Resources

These resources can be provided to a student, friends of a student, or you can consult them for advice and support about how to respond to a situation.

Services	Phone numbers
Emergency Services	000
Lifeline	13 11 14
Kids Helpline (up to 25 y/o)	1800 55 1800
Suicide Call Back Service	1300 659 467
QLD Mental Health Access Line (1300 MH CALL)	1300 64 2255
Beyond Blue Support Service	1300 22 4636
1800RESPECT – sexual assault, family & domestic violence support	1800 732 732
Alcohol and Drug Info Service	1800 177 833

1.5 Sexual Assault

If a resident discloses a sexual assault incident, you will need to follow these three steps:

1. **Listen** – don't ask any questions or make any judgement statements
2. **Support** – provide reassurance and support; but let them decide the next steps
3. **Refer** – give the person options as to who they can reach out to for the support. You can ask them if they'd like for the Senior Resident Assistant, Dean of Students, Deputy Head of College, or Head of College to be advised, but that is not required.

For survivors of Sexual Assault:

- UQ Crisis Centre 1300 851 998 (out of hours); Student Support Services
- UQ Counselling 07 3365 1704
- UQ Sexual Misconduct Support Unit SMSU <https://respect.uq.edu.au/support/sexual-misconduct-support-unit-smsu>
- QUT Counselling 07 3138 2226 QUT - Support for students
- ACU Counselling Student services – ACU student life
- Griffith Counselling Student support (griffith.edu.au)
- Sexual Assault Helpline (DV Connect) 1800 010 120 (7:30am – 11:30pm)
- RBWH Sexual Assault Service 07 3646 5207
- Bravehearts (for survivors of child sexual abuse) 1800 272 831
- Women's College Senior Student Services staff – Dean of Students and Deputy Head of College are both trained and part of UQ First Responder Network
- College Counsellor
- Support Services and Resources listed in Wellbeing at the Women's College booklet on the Student Portal, including local psychologists and counsellors (GPs can refer for Medicare subsidised sessions via a Mental Health Treatment Plan)

Some reminders:

- Check in with the student – they must keep their agency
- Check what information they would like shared
- It's normal for the student and those who heard the disclosure to experience a range of different emotions
- Watch for self-medication and other potentially damaging coping mechanisms
- Do what you feel you need to do to feel safe/secure/protected (social/emotional protection) – remember that you can also access psychology/wellbeing resources/support services and/or discuss the situation with staff (the student's details can remain anonymous)

Section 2. Regular RA Duties

2.1 Rostered Duty RA Shifts

The RA on duty will:

- Be on the premises and on call for emergencies between 9:00pm and 7:00am. When on duty you must not leave the premises during the duty hours.
- Always keep the RA mobile with them, (if they are first on call/ they have the phone for the duty)
- If second on call/on duty without the phone, be alert and respond to all personal calls and messages.
- Work in conjunction with College staff and security to ensure all members of the College are safe and well.
- Report any issues incurred on the night in appropriate reporting processes – Duty Report, Incident Report, Student File Note, Maintenance Report (see p11)
- Utilise methods gained from RA training to ensure wellbeing and first aid care is completed sufficiently

2.2. RA Duty Report

The RA duty report must be completed by the duty RA with the RA phone **every morning after** the duty is completed. It must also be completed in instances where no assistance was required for the duty. The report is an electronic form that the SRA/DSRA and certain staff (ie., Head of College, Deputy Head of College, and Dean of Students) can see and take appropriate further action if required. For busy duties (e.g., Tier 1 or 2 events), when both RAs have been responding independently to situations/looking after students, **both RAs** on duty should complete a duty report. The Duty Report link is on the Student Portal or at this link **Duty Report Form: [Click here](#)**

2.3 Resident Assistant Roster

- The RA rosters for each month are completed by the SRA/DSRA before the beginning of the month
- An electronic copy must be provided to the Dean of Students and Deputy Head of College and a photocopy must be placed in the frame outside Reception

RAs are instructed to notify the SRA/DSRA their availability for the month, so that duties can be distributed equitably Each RA will have roughly 4 duties per month; approximately 2 of those duties you will have the phone.

2.4 RA Meetings

The RA team meets weekly, and these meetings are compulsory. One week is with just the RA team members, and the alternate week is with the Deputy Head of College and/or Dean of Students. The SRA and DSRA co-chair RA meetings.

2.5 Security for each night

- Every night, a Security Officer will come to the College at 11:00pm and conduct patrols until 6:00am.
- They can be called on 3377 4500 or found mostly at Reception.

2.6 RA Phone - 0478 757 742

- Ensure that you carry this phone with you at all times (including during any emergency evacuations of the College) and that it is charged. It must be left on at all times.
- If you are unfamiliar with this model of mobile phone, please ask questions to ensure that you can use the phone easily and readily.
- The phone charger is kept in the bag with the phone. Keep the phone charged at all times.
- Never turn the phone off or leave the phone unattended while you charge it.

2.7 Residents needing help outside of the College

- All students in College have been told that they can phone the 3377 4500 number if they are in trouble and need help but if they are outside of College and it is an emergency situation then they should seek help from either Police or Ambulance on 000.
- If someone calls the RA phone for assistance out of hours, you should try to assist in the best way possible and notify Reception if further assistance is required.

2.8 Where things are kept

Essentials for Duty RA

Item	Location
RA phone and charger	The previous RA on duty or at Reception
First Aid kit	In each RA Room and at Reception
EpiPen / Ventolin / Allergy relief tablets	Reception
Vomit bags	Wing Common Room cupboards
Vomit powder	Laundry area in Bourne?
Photocopier	Reception

Miscellaneous items

Linen and bedding	
Extra mattresses	Request via portal - laundry
Cleaning and chemical	
Cleaning gloves Mop and bucket Floor cleaner (for mop)	Ask Housekeeping
Toilet paper	See Reception (Night Porter) or ask the Housekeeping staff
Vomit powder	See Housekeeping or Night Porter *If powder is used, please log a Housekeeping request
Electrical	
Light bulbs	See the Night Porter in Reception / Lodge a Maintenance request

2.9 RA Wing Budget

The RA budget is based on \$2 per person per wing. In general, you will have the opportunity to run events that encourage wing-focused activities where the engagement in activities can be underwritten by the College. Here are the steps you need to take to get reimbursed for a wing inning or outing:

1. Discuss your idea and intended cost with the Deputy Head of College. Have details about what/when you'd like to hold an event and how much the event might cost based on the amount of people in your wing.
2. Once you have been given approval for the amount of money you can spend, you can purchase what is needed and **KEEP THE RECEIPTS!**
3. Send an email to the Deputy Head of College with a scanned copy of the receipt and a description of what was purchased.
4. Make sure you include your BSB and Account number in which the reimbursement will be deposited with the email/receipt.

The Deputy Head of College will send your details to the College Accountant for reimbursement. This usually takes about a week to show up in your account.

Section 3. Reporting Procedures & Forms

3.1 Mandatory Reporting

As RAs are the first point of call in many situations, your first response to emergency situations is important. Following your initial response, you will be required to report on the following situations using the Student File Note form:

1. Mental Health concerns (Emergencies/serious situations)
2. Any abuse or suspected abuse of a minor (Under 18 years of age)
3. Ambulance calls
4. Hospital visits/admissions

Student File Note Form: [Click here](#)

3.2 Duty Reports

As indicated in the Regular RA Duties section, the Duty Report is an electronic form that is to be completed by the on-call RA at the end of their duty. When completing the form please ensure that you are providing as much detail as possible and listing the names of the residents involved in any incidents. This is to ensure that the appropriate follow up care or check-ins can be conducted with the residents.

Duty Report Form: [Click here](#)

3.3 Incident Reporting or Workplace Health & Safety Hazard

A report must be completed in the event of any incident, hazard or near miss requiring your response in any situation. This form can be accessed on the Student Portal.

When completing the Incident Report Form, complete it with as much detail as possible. This allows the identification of recurring issues with the College so that the appropriate preventative or remedy solutions can be implemented.

Incident Report: [Click here](#)

3.4 Student File Notes

The Student File Note form is to be completed where there is a concern for a resident's wellbeing outside of your assigned duties. Similarly to the Duty Report form, complete this form with as much detail about the incidents, or occurrences that led to your concern about the resident, as possible. The details from these reports help to formulate open channels of communication to provide appropriate care and support to all students. It is always best to submit a file note (or have a discussion with the Deputy Head of College and or the Dean of Students) if you have a concern, as sometimes your report can also help us to understand the 'bigger picture' of what may be happening for a student.

Student File Notes: [Click here](#)

3.5 Maintenance Reports

Maintenance Reports are an online form which can be accessed through the Student Portal. Anyone can complete this form.

Maintenance Reports: [Click here](#)

3.6 Student Events

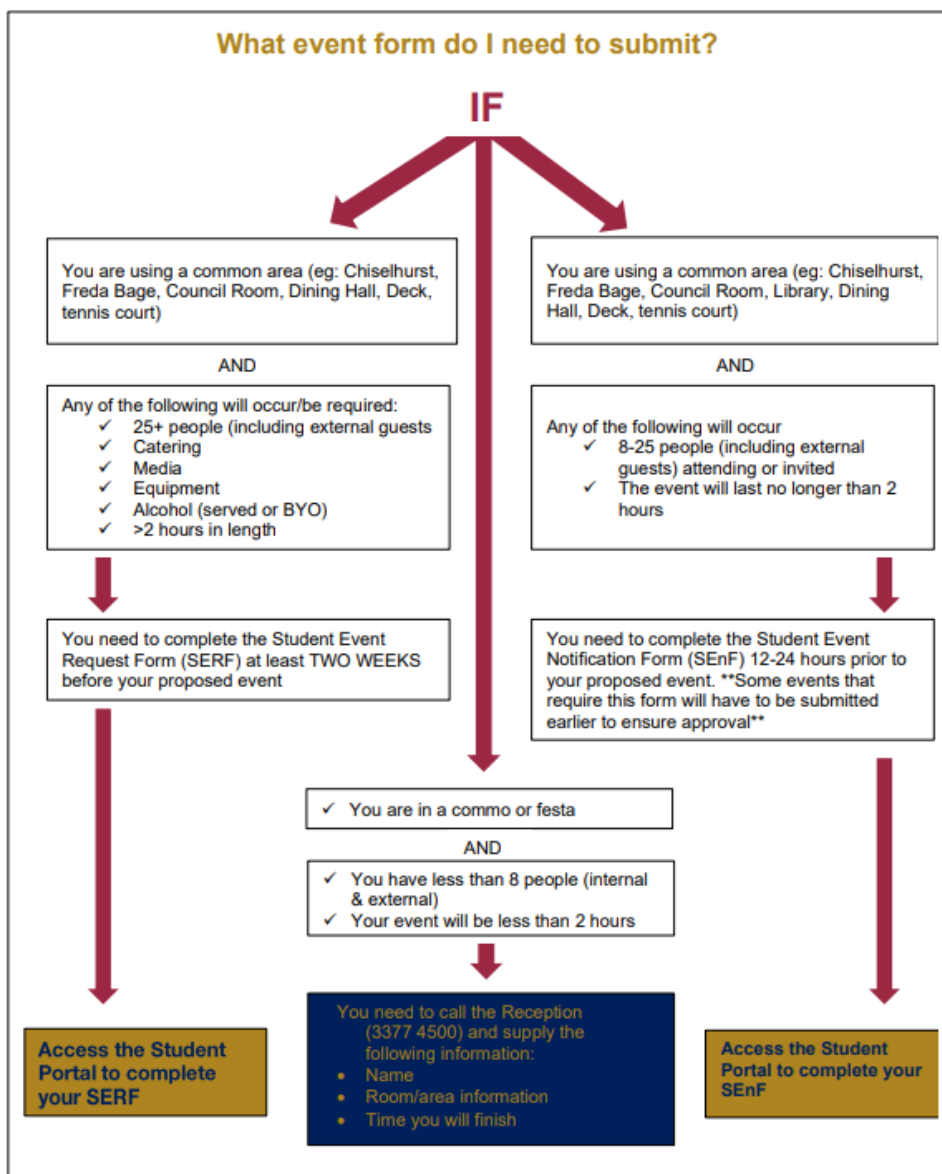
Student Event Notification Form (SEnF): [Click here](#)

This form is the booking system for all Women’s students. The students are required to complete the form when using the common areas and Vic’s Place (particularly when involving pre-drinking before events).

Student Event Request Form: [Click here](#)

This form is utilised by the Student Club Executive representatives; however, it can be used by any student when planning a proposed event. This form should be completed at least 2 weeks ahead of the preferred date for the event, to ensure enough time is allocated to review and approve the request (this also applies to annual events). The submission of the form also includes the completion of an Event Management Plan (EMP) that reviews the risks of the proposed event.

If you are unsure which form needs to be completed, see below:



Section 4. Alarms

When a fire alarm sounds, you are required to evacuate the building. All RAs are responsible for assisting in the evacuation of the College. Each RA is a Floor Warden for emergency evacuations; if there is a Student Club Executive in your wing they will be appointed as the Deputy Floor Warden in case you are not in College when an alarm is activated. Make sure you are well versed on how to evacuate and the steps to follow (e.g., evacuation route, assembly point for your wing etc).

If the fire alarm has not sounded, or you need to conduct an emergency evacuation for another reason, you will need to manually sound the alarm system by breaking the red break glass call point. Call 000 for Emergency Services immediately. Follow the evacuation procedure and refer to Section 4 for instructions on how to sound the alarm.

IMPORTANT: Deputy Floor Wardens will be appointed by the Deputy Head of College at the beginning of Semester 1. This person will be a Second or Third year student who is more familiar with the College and is willing and capable of carrying out these duties (NOT a Fresher).

4.1 Emergency Officers After-Hours

Position	Area	Name of Warden	Location	Phone Number
Chief Warden	College	Night Porter	Reception	3377 4500
		Senior Staff in Residence	Head of College Residence	3377 4515 0423 476 394
			Dean of Students Residence	3377 4516 0423 340 448
		Senior RA <i>Izzy Nolke</i>	139 UH	0474 133 225
		Deputy Senior RA <i>Jillian Campbell</i>	093A LC	0488 545 521
Floor Warden	Lower Bourne Rooms 1-17	Ebony Turner	001 LB	0497 795 420
Deputy Floor Warden	Lower Bourne	Tara Lavery	009 LB	0404 020 931
Floor Warden	Upper Bourne Rooms 39-57	Sophie Posselt	017 LB	0499 681 442
Deputy Floor Warden	Upper Bourne	Hannah Meyer	043UB	0418 344 938
Floor Warden	Lower Philp Rooms 18-38, Garden 78A-G	Georgia Gargan	030 LP	0438 577 633
Deputy Floor Warden	Lower Philp, Garden	Lily Dewhurst	031 LP	0490 356 536
Floor Warden	Upper Philp Rooms 58-78	Charlotte Sutton	070 UP	0481 712 311
Deputy Floor Warden	Upper Philp	Claire Asquith	071 UP	0438 097 550
Floor Warden	Lower Cuppaidge Rooms 85-99 Garden 79A-84	Ella Hockam	085 LC	0472 538 789

Deputy Floor Warden	Lower Cuppaidge	Caitlin Brittain	091 LC	0402 594 188
Floor Warden	Upper Cuppaidge Rooms 118-138	Natalie Mabiza	099 LC	0413 028 779
Deputy Floor Warden	Upper Cuppaidge	Zimena Furey	138 UC	0422 558 781
Floor Warden	Lower Hartland Rooms 100-117, Garden 160A-E	Clem Sweetland	110 LH	0478 959 223
Deputy Floor Warden	Lower Hartland	Laura Charles	101 LH	0448 884 129
Floor Wardens	Upper Hartland Rooms 139-160	Olivia Taylor	111 LH	0402 170 634
Deputy Floor Warden	Upper Hartland	Dixie McNaught	160 UH	0467 089 134
Floor Warden	Centenary (G & 1) Rooms 189-221	Stephanie Jersmann	207 C1	0448 157 174
Deputy Floor Warden	Centenary (G)	Georgia Moor	189 CG	0420 227 288
Floor Warden	Centenary (2) Rooms 222-238	Chloe Evans	224 C2	0448 406 734
Deputy Floor Warden	Centenary (1 & 2)	Georgia McMullen	196 CG	0409 171 799
Floor Warden	Piddington Room 169-188 & Apts 1-6	Sarah-Jane Kiernan	APT 4 P1	0409 987 454
Deputy Floor Warden	Piddington	Sydney Peff	169 P1	0455 139 477
Floor Warden	Third Wing Rooms 161-168 & Apt 7	Kira Craig	APT 7 TW	0402 513 345
Deputy Floor Warden	Third Wing	Ally Thompson	163 TW	0459 562 319

4.2 When an Alarm Sounds

When a fire evacuation alarm (WHOOOP WHOOOP) sounds, all residents are required to evacuate. Each of you will be the designated **Floor Warden for your wing**. Your Deputy Floor Warden will cover your duties if you are not present when the fire alarm goes off.

4.3 Chief Fire Warden Role

- Chief Warden/Staff Member/Night Porter/Security responds to Fire Panel in main foyer.
- Fire System is addressable, so location of Alarm will be displayed on panel screen.
- Investigate Area in Alarm and report back to College staff or UQ Security so details can be communicated to QFES
- College Security or UQ Security will ensure that the boom gate is up so that QFES can attend

4.4 Investigation of Area in Alarm

If False Alarm

- Return to Main Fire Panel to update False Alarm
- Update UQ Security of False Alarm
- Call Chief Fire Warden or send runner to confirm evacuation of occupants in progress
- QFES arrive – update them on False Alarm
- QFES will investigate alarm location and re-set panel
- If unable to re-set the panel, they will isolate affected area and instruct College to call Fire Service contractor to replace detector
- QFES will advise Chief Warden to allow occupants to return to rooms/College
- Advise Floor Wardens to allow occupants back into College/rooms
- Once Fire Service Provider has responded and replaced detector, they will de-isolate the fire panel and confirm that affected area has been corrected.
- College returns to normal operations.

If Fire Detected

- Call 000 or get someone to call and confirm Fire
- Report back to Chief Warden/Staff Member/Night Porter/Security with all the details of the situation, as known
- Only engage with fire if safe to do so – do not endanger your life or anybody else's
- Chief Warden/Staff Member/Night Porter/Security to ensure Fire Wardens have evacuated buildings and reported back once all occupants evacuated
- Update UQ Security of situation, providing information of Room, Wing, Evacuation Update, Best Gate Entry
- QFES will take lead on arrival – Update them with all available information on the situation and follow their instructions.

Note:

- All Alarm Activations Go Directly to UQ Security & QFES
- College is unable to cancel callouts

College policy is for all occupants to evacuate College to nearest Assembly Point upon an Alarm Activation occurring regardless of whether it is a false alarm.

4.5 Floor Warden Role

You have three priorities:

1. Evacuate the area/wing under your responsibility
2. Mark the roll/s
3. Report to the Chief Warden/Deputy Chief Warden

When an alarm sounds, follow the instructions of the Chief Warden and:

1. Prepare to evacuate your designated area of responsibility quickly and safely.
2. Knock on students' doors and point students and guests to their nearest fire exits.
3. Mark the rolls for your wing and alert (via phone/text) the SRA/Chief Fire Warden if you have people unaccounted for (i.e.: room is empty and their whereabouts are unknown/cannot be confirmed).
4. Supervise the doors to make sure no one re-enters the building until the Fire Brigade or Chief Warden have indicated it is safe to do so.
5. Listen out/check your phone for the "all-clear" and then let everyone go back into the building.

How to turn on the alarm manually

If there is an emergency that does not trigger the alarm system, you will need to sound the alarm on the Red Panel manually. This type of emergency could include:

- A bomb threat;
- A chemical or gas hazard;
- A flood or earthquake
- A collision or accident; and
- Structural damage.

Call Emergency Services on 000 immediately and prepare for evacuation if necessary.

ASK THE STUDENTS TO DO THE FOLLOWING:

"PLEASE MAKE YOUR WAY TO THE NEAREST FIRE EXIT AND REPORT TO YOUR WARDEN"

4.6 Emergency Evacuation Procedures – All Hours

In the event of a confirmed emergency in the building, staff/student wardens should:

- Alert all occupants in your area only and in the immediate danger area
- Ensure an alarm has been raised (break Manual Call Point if alarm is not already sounding)
- If there is any doubt regarding whether there is a fire situation, the Fire Services should be called. Phone 000 and ask for Fire Brigade.

On hearing the alarm tone:

- Staff/Students are to evacuate
- Phone 000 (on public or mobile phones) ask for Fire Brigade and confirm that the Fire Brigade has received alarm. Note – only if presence of Fire is confirmed.
- Never enter the building while alert tones or alarms are sounding.
- Do not re-enter the building until the Fire Brigade has declared it safe to do so.

In the event of an emergency or alert tone sounding on another floor; you should evacuate the building.

Emergency Coordinator – weekends, evenings and night shifts.

Senior Resident Leader on Duty perform the role of Chief Warden, Emergency Coordinator with Emergency Services.

Key staff telephone numbers

Position	Emergency after-hours contacts
UQ Security	3365 3333
Resident Leader On site (Dean of Students)	Emma Campbell – 0423 340448
Resident Leader Office Hours (Deputy Head of College)	Gayle Harris - 0423 476 397
Head of College & CEO	Flo Kearney – 0423 476 394
Director of Operations	Luiz Gomes – 0435 674 427
Night Porter	3377 4500
Security - After hours	3377 4500

4.7 Fire Exits

Fire Exits are not to be used as general College exits. Please only use in an emergency.

Section 5. Lockdown Procedures – Active Shooter/Armed Intrusion

These Procedures aim to limit the offender's access to potential targets by initiating immediate response activities, restricting the offender's movements where possible, removing people from danger, preventing people from entering the scene and helping police locate the offender.

Because of the constantly evolving nature of an active shooter event, fast decision making must be made in line with the following principles. It must also be understood that no one strategy will be the logical approach as the event unfolds and occupants/respondents must constantly assess their best available response options.

- Evacuate: if you have visibility of your entire evacuation route and maintain cover, an Evacuation Strategy should be initiated, but only if deemed safe to do so.
- If outside, seek refuge in the nearest building.
- If inside, remain where you are (unless unsafe to do so; in which case move to the nearest occupied or safe space).
- Lock all doors/windows and draw blinds/curtains.
- Lights should be turned off and all phones turned to silent.
- Sit on the floor and keep out of sight.
- Do not peer through windows or doors.
- If with other students give reassurance to help them remain calm and quiet.
- Remain where you are until the "all-clear" is given, or you are instructed to move by a Warden.

Annexure 1. Resident Assistant Position Descriptions

Senior Resident Assistant

Introduction

The Women's College is a leading academic residential college for women. Established in 1914, it has enjoyed a rich history as part of the University of Queensland. Now a residential community for students attending the five Brisbane-based universities, the College is home to both residential and non-resident members. Our mission is to create an inclusive and nurturing environment that allows our residents to achieve their academic potential and form lasting relationships with their peers.

The position of Senior Resident Assistant (SRA) provides professional advancement opportunities for a senior resident who shows a particular aptitude in pastoral and College leadership. The SRA leads and guides the RAs in their duties and supports the Head of College, Deputy Head of College and Dean of Students with after-hours and weekend supervision of the College. Behaving as a role model for The Women's College, the SRA will assist the Deputy Head of College and Dean of Students with mentorship, management and training within the RA program, as well as being their delegate as necessary and under the direction of the Head of College.

The Senior Resident Assistant must live on site. The Senior Resident Assistant holds all responsibilities and expectations of a Resident Assistant.

The Senior Resident Assistant reports to the Deputy Head of College and their appointment is at the discretion of the Head of College & CEO.

The position

- Outstanding leadership and role modelling within the RA team
- Liaise and ensure strong communication channels between the RA team and the Student Club Executive, such as by presenting/answering questions at Student Club Executive Meetings and inviting the Student Club President to present/answer questions at RA team meetings as necessary
- Chair/Assistant Chair for RA meetings, including ensuring compliant and comprehensive minutes are taken and distributed
- Assisting the Deputy Head of College and Dean of Students in the delivery of training for new RAs
- Assisting the Deputy Head of College and Dean of Students in the mentorship/team building of RAs
- Willingness to undertake additional training to supplement wellbeing and safety skills knowledge and experience
- Initiate and implement ideas and programs to improve the RA program in collaboration with the Deputy Head of College and Dean of Students

Wellbeing support

- Always serve as a role model of positive behavior to residents and associates
- Lead the team of RAs in College by demonstrating strong communication skills, attention to detail and care for development of the wellbeing focus within and throughout the College
- Share the development of the RA rostered duties for both weekly and event rostering with DSRA
- Take an active and genuine interest in the wellbeing of the students

- Ensure that residents and associates observe the College Code of conduct and other relevant policies
- Work closely with the Deputy Head of College and Dean of Students in ensuring that the wellbeing of the students is a priority
- Communicate and collaborate with the Deputy Head of College, Dean of Students and DSRA to ensure a high level of teamwork exists within the RA team

College Leadership

- Participate fully in all Pre-P Week, P Week and O Week activities, or as requested
- Maintain a positive working relationship with the Head of College, Deputy Head of College and Dean of Students and keep them informed with regards to student incidents and wellbeing
- Attend fortnightly meetings as a member of the Student Life Leadership Team (HOC, DHOC, DOS, SRA, SC Pres, DSRA and SC VP) and alternate minute taking
- Collaborate with the Deputy Head of College and Dean of Students with the planning and oversight of O Week in conjunction with the O Week Committee
- Attend official College functions, such as Formal Dinners, Ready to Lead events and other special events conducted during the year e.g. College Birthday Morning Tea, Academic Dinner, Valedictory Dinner, Open Day(s)
- Participate in Student Club activities such as the Women's at Home, College Ball, (including attending smaller events organised by both Executive and RA teams)
- Oversee the running of Formal Dinner in consultation with the Dean of Students
- Actively engage in the co-curricular program at the College, or be an enthusiastic spectator at ICC events
- Be familiar with emergency protocols and intervene in crisis situations as directed.
- Inform Nightporters and/or Security, staff member on call, and/or DSRA of all emergency situations occurring in the College as quickly as possible
- Always maintain strict standards of confidentiality
- Keep accurate written records of meetings with Resident Assistants, residents and associates
- Demonstrate warmth towards and rapport with all residents and associates without favour or bias
- Maintain absolute discretion and confidentiality
- Elevate and promote the culture of the College by role-modelling and calling-out behaviours that do not align with College values
- Complete First Aid training, Leadership training course and Mental Health training course as part of the leadership week unless a current fully valid certificate exists
- Complete Fire Safety Training as required and act as Fire Warden during emergency evacuations
- Prepare the RA roster for the At Home, College Ball, and other functions involving a significantly large number of Women's guests – these are referred to as Tier 1 and Tier 2 Events. There should be an equitable sharing of duties between the various functions.
- SRA and DSRA will be on duty at the Ball and therefore abstain from alcohol.

Academic Leadership

- Be approachable and proactive in identifying students who are experiencing academic difficulties and refer them to the Academic RA and/or the Dean of Students.
- Be a good role model by maintaining a positive and effective focus on your studies and maintaining an acceptable GPA and study load

Roster duties

- Perform roster duties on a rotating basis from 11:00pm to 7:00am. with a minimum of two duties per week, and two RAs rostered onto each shift. During your duty you will be asked to be “on call,” either via the Resident Assistants’ mobile phone, or via your personal mobile if you are second on call, remain in College and refer emergency calls to either the Nightporter, Security/UQ Security or the staff member on call. This roster also includes weekends and the one-week mid-semester break periods. Both the first and second RA on call must be sober (i.e. abstain from alcohol) during their duty.
- You may also be expected to contribute to a Tier 1 and/or Tier 2 Event Duty. Being on duty for Tier 1/Tier 2 Event may involve the extension of normal RA Duty Hours and impact on your ability to attend the event.

During an RA duty shift, as a guide, you would be expected to:

- Provide minor first aid, and/or recommend that the student consult a doctor/go to the Emergency Department; or in some cases you may need to take that person to the Emergency Department
- Support students if necessary to care for their friend, particularly in the event of intoxication
- Contact the emergency services such as police, University Campus Security, the Queensland Fire and Emergency Services, or an ambulance as necessary
- Take responsibility for the general tidiness and presentation of the College, or refer to the relevant Wing RA or Nightporter.

Occasional duties

- Attend and participate in all professional development sessions and training for RAs (Pre-P Week and P Week and the mid-year Student Leadership Retreat) as scheduled by the Deputy Head of College and/or Dean of Students. Attend scheduled meetings of the RA team weekly. One meeting a fortnight will be with the Deputy Head of College and Dean of Students.
- Maintain a high level of professional contact with the Deputy Head of College and Dean of Students
- Inform the Deputy Head of College and/or Dean of Students as soon as possible of concerns
- Perform other occasional duties as per the direction of the Deputy Head of College, Dean of Students
- Act as Fire Warden during evacuation and lockdown emergencies, in adherence with procedures, including receiving evacuation updates from Floor Wardens
- Complete the mid-year reflection and review survey and meet with the Deputy Head of College to discuss
- The SRA may be requested to assist in welcoming new students outside of “roster duty” times, particularly during busy periods at the beginning or end of semester

Qualifications and experience

- A significant commitment to and passion for College life
- At least one full years’ experience of college residential living and full-time university study
- An academic record commensurate with ability
- Demonstrated leadership experience
- Creative problem-solving skills and solution-focussed approach to decision-making
- Demonstrated high level administrative and organisational skills
- Ability to liaise professionally with College staff and stakeholders
- Embody the College Values of Community, Diversity, Excellence, Integrity and Respect and uphold the College Equity Pledge
- Ability to deal appropriately with confidential and sensitive information

- Ability to work collaboratively and energetically within a team
- Demonstrated pastoral care aptitude amongst peers
- Tertiary study in education, medicine, allied health, psychology and social work may be advantageous in this role, but not essential

Benefits

- You will be assigned an ensuite room at a reduced rate (i.e.at the normal single room rate) at the discretion of the Head of College
- Mentorship and Professional Development from the Deputy Head of College, Dean of Students and/or other Senior Staff
- Registration at the NAAUC (National Association of Australian University Colleges) Annual Conference

Deputy Senior Resident Assistant

Introduction

The Women's College is a leading academic residential college for women. Established in 1914, it has enjoyed a rich history as part of the University of Queensland. Now a residential community for students attending the five Brisbane-based universities, the College is home to both residential and non-resident members. Our mission is to create an inclusive and nurturing environment that allows our residents to achieve their academic potential and form lasting relationships with their peers.

The position of Deputy Senior Resident Assistant (DSRA) provides professional advancement opportunities for a senior resident who shows a particular aptitude in pastoral and College leadership. The DSRA supports the Senior Resident Assistant (SRA) to lead and guide the RAs in their duties and supports the Head of College, Deputy Head of College and Dean of Students with after-hours and weekend supervision of the College. Behaving as a role model for The Women's College, the DSRA will assist the SRA with mentorship, management and training within the RA program. The Deputy Senior Resident Assistant must live on site.

The Deputy Senior Resident Assistant holds all responsibilities and expectations of a Resident Assistant and will work with Associates to strengthen the College's support and inclusivity of these members of the College community.

The Deputy Senior Resident Assistant reports to the Deputy Head of College and their appointment is at the discretion of the Head of College & CEO.

The position

- Outstanding leadership and role modelling within the RA team
- Provide liaison and strong communication channels between the RA team and the Executive of the Student Club
- Chair/Assistant Chair for RA meetings, including ensuring compliant and comprehensive minutes are taken and distributed
- Assisting the Deputy Head of College and Dean of Students in the delivery of training for new RAs
- Assisting the Deputy Head of College and Dean of Students in the mentorship/team building of RAs
- Willingness to undertake additional training to supplement wellbeing and safety skills, knowledge and experience
- Initiate and implement ideas and programs to improve the RA program in collaboration with the Deputy Head of College, Dean of Students and SRA
- Provide a link between the Associates and other residents in the College

Wellbeing support

- Always serve as a role model of positive behavior to residents and associates
- Lead the team of RAs in College by demonstrating strong communication skills, attention to detail and care for development of the wellbeing focus within and throughout the College.
- Share the development of the RA rostered duties for both weekly and event rostering with the SRA
- Take an active and genuine interest in the wellbeing of the students
- Ensure that residents and associates observe the College Code of Conduct and other relevant policies
- Work closely with the Deputy Head of College and Dean of Students in ensuring that the wellbeing of the students is a priority
- Communicate and collaborate with the Deputy Head of College, Dean of Students and SRA to ensure a high level of teamwork exists within the RA team
- Facilitate interaction and promote the needs and of Associates throughout the year
- Encourage Associates to attend events such as Formal Dinner, Ready to Lead Workshops, Women of the World Q&A series and to spectate at ICC events.

College leadership

- Participate fully in all Pre-P Week, P Week and O Week activities or as requested
- Maintain a positive working relationship with the Head of College, Deputy Head of College and Dean of Students and keep them informed with regards to student incidents and wellbeing
- Attend fortnightly meetings as a member of the Student Life Leadership Team (HOC, DHOC, DOS, SRA, SC Pres, DSRA and SC VP) and alternate minute taking
- Work with the Deputy Head of College, Dean of Students and SRA in the planning and implementation of O Week with the O-Week Committee
- Co-Chair the O-Week Committee with the Student Club Vice President
- Attend official College functions, such as Formal Dinners, Ready to Lead events and other special events conducted during the year e.g. College Birthday Morning Tea, Academic Dinner, Valedictory Dinner, Open Day(s)
- Participate in Student Club activities such as the Women's at Home, College Ball, (including attending smaller events organised by both Executive and RA teams)
- Coordinate the wing innings/outings arrangements with the wing RAs to ensure a balance of activities across the year
- Support the SRA to mentor the Equity and Academic RAs
- Oversee the provision of passive information (e.g. noticeboards and notices) regarding pastoral care and wellbeing support information for residents and associates
- Actively engage in the co-curricular program at the College, or be an enthusiastic spectator at ICC events
- Be familiar with emergency protocols and intervene in crisis situations as directed. Inform Nightporters and/or Security, staff member on call, and/or SRA of all emergency situations occurring in the College as quickly as possible
- Always maintain strict standards of confidentiality
- Keep accurate written records of meetings with Resident Assistants, residents and associates
- Demonstrate warmth towards and rapport with all residents and associates without favour or bias
- Maintain absolute discretion and confidentiality
- Elevate and promote the culture of the College by role-modelling and calling-out behaviours that do not align with College values
- Complete First Aid training, Leadership training course and Mental Health training course as part of the leadership week unless a current fully valid certificate exists

- Complete Fire Safety Training as required and act as Deputy Fire Warden during emergency evacuations

Academic leadership

- Be approachable and proactive in identifying students who are experiencing academic difficulties and refer them to the Academic RA and/or the Dean of Students.
- Be a good role model by maintaining a positive and effective focus on your studies and maintaining an acceptable GPA and study load

Roster duties

- Perform roster duties on a rotating basis from 11:00pm to 7:00am. with a minimum of two duties per week, and two RAs rostered onto each shift. During your duty you will be asked to be “on call,” either via the Resident Assistants’ mobile phone, or via your personal mobile if you are second on call, remain in College and refer emergency calls to either the Nightporter, Security/UQ Security or the staff member on call. This roster also includes weekends and the one-week mid-semester break periods. Both the first and second RA on call must be sober (ie., abstain from alcohol) during their duty.
- You may also be expected to contribute to a Tier 1 and/or Tier 2 Event Duty. Being on duty for Tier 1/Tier 2 Event may involve the extension of normal RA Duty Hours and impact on your ability to attend the event.

During an RA duty shift, as a guide, you would be expected to:

- Provide minor first aid, and/or recommend that the student consult a doctor/go to the Emergency Department; or in some cases you may need to take that person to the Emergency Department
- Support students if necessary to care for their friend, particularly in the event of intoxication
- Contact the emergency services such as police, University Campus Security, the Queensland Fire and Emergency Services, or an ambulance as necessary
- Take responsibility for the general tidiness and presentation of the College, or refer to the relevant Wing RA or Nightporter

Occasional duties

- Attend and participate in all professional development sessions and training for RAs (Pre-P Week and P Week and the mid-year Student Leadership Retreat) as scheduled by the Deputy Head of College and/or Dean of Students. Attend scheduled meetings of the RA team weekly. One meeting a fortnight will be with the Deputy Head of College and Dean of Students.
- Maintain a high level of professional contact with the Deputy Head of College and Dean of Students
- Inform the Deputy Head of College and/or Dean of Students as soon as possible of concerns
- Perform other occasional duties as per the direction of the Deputy Head of College, Dean of Students
- Act as Deputy Fire Warden during evacuation and lockdown emergencies, in adherence with procedures, including receiving evacuation updates from Floor Wardens
- Oversee the running of Formal Dinner in consultation with the Dean of Students (if the SRA is unavailable)
- Complete the mid-year reflection and review survey and meet with the Deputy Head of College to discuss
- The SRA may be requested to assist in welcoming new students outside of “roster duty” times, particularly during busy periods at the beginning or end of semester

Qualifications and experience

- At least one full years' experience of full-time university study
- An academic record commensurate with ability
- Demonstrated leadership experience
- Creative problem-solving skills and solution-focussed approach to decision-making
- Demonstrated high level administrative and organisational skills
- Ability to liaise professionally with College staff and stakeholders
- Value highly the College values of care, respect, confidence, leadership and excellence
- Ability to deal appropriately with confidential and sensitive information
- Ability to work collaboratively and energetically within a team
- A significant commitment to and passion for College life
- Demonstrated pastoral care aptitude amongst peers
- Tertiary study in education, medicine, allied health, psychology and social work would be advantageous in this role, but not essential.

Benefits

- You will be assigned a Studio Room at a reduced rate at the discretion of the Head of College.
- Mentorship and Professional Development from the Deputy Head of College, Dean of Students and/or other Senior Staff
- Registration at the NAAUC (National Association of Australian University Colleges) Annual Conference

Academic Resident Assistant

Introduction

The Women's College is a leading academic residential college for women. Established in 1914, it has enjoyed a rich history as part of the University of Queensland. Now a residential community for students attending the five Brisbane-based universities, the College is home to both residential and non-resident members. Our mission is to create an inclusive and nurturing environment that allows our residents to achieve their academic potential and form lasting relationships with their peers.

The Resident Assistant (RA) program is at the core of the College's wellbeing program. The RA Team is led by the Senior Resident Assistant (SRA), who is supported by the Deputy Senior Resident Assistant (DSRA). The RA team consists of sixteen senior students who are residents at College in the second year (or above) of their undergraduate degree. There are 12 Wing RAs, Academic RA, Equity RA, the Senior Resident Assistant and the Deputy Senior Resident Assistant. The RAs are members of the Student Leadership Team (SLT), behaving as role models by providing wellbeing and general support to all residents and associates. The Academic RA is primarily responsible for enhancing the academic performance of all residents and associates in the College.

They also have the general wellbeing of all students at heart must live on site and participate fully in the Orientation Week program.

The ARA will report to the Deputy Head of College and Dean of Students and their appointment is at the discretion of the Head of College & CEO.

Wellbeing support

- Establish good relationships between Wing RAs, residents and associates; Take an active and genuine interest in the wellbeing of the students
- Ensure that residents and associates observe the College Code of Conduct and other relevant policies
- Ensure that the College Equity Pledge is understood and adhered to
- Join different wing functions throughout the semester.
- Identify any personal problems, including health concerns and refer them to either to the Senior Resident Assistant or Deputy Head of College, Dean of Students and/or the Head of College for assistance as necessary or appropriate
- Listen to complaints carefully and take the necessary steps to resolve the issue which may include referring on, reporting to the Senior Resident Assistant, the Deputy Head of College or Dean of Students
- Work closely with the Deputy Head of College and Dean of Students in ensuring that the wellbeing of the students is attended to as priority
- Communicate and collaborate with the Deputy Head of College and Dean of Students, the SRA and DSRA and Wing RAs to ensure a high level of teamwork exists within the RA team

College leadership

- Attend official College functions, such as Formal Dinners, Ready to Lead events and other special events conducted during the year e.g. College Birthday Morning Tea, Academic Dinner, Valedictory Dinner, Open Day(s).
- Participate in Student Club activities such as the Women's at Home, College Ball, (including attending smaller events organised by both Executive and RA teams).
- Actively engage in the co-curricular program at the College or be an enthusiastic spectator at ICC events.
- Participate/assist in team-building events run by the Deputy Head of College, Dean of Students and/or the RA team
- Be familiar with emergency protocols and intervene in crisis situations as directed. Inform Reception, Nightporters and/or Security, the staff member on call or SRA of all emergency situations occurring in the College as quickly as possible
- Always maintain strict standards of confidentiality
- Keep accurate written records of meetings with residents and associates. Keep accurate notes on attendance of residents and associates at College events when directed

Academic leadership

- Be approachable and proactive in identifying students who are experiencing academic difficulties, provide support and refer any concerns to the Dean of Students as required
- Be a good role model by maintaining a positive and effective focus on your studies and an acceptable GPA and study load
- Provide support to first year residents in their transition to university
- Develop a working knowledge of how each university shares their academic information and be able to assist students in navigating these systems
- Keep students informed of the various study support systems available both in College and at university
- Support the Dean of Students in the allocation of Academic Mentors and assist the Dean of Students in the management of the Academic Mentor team
- Inform students through social media posts of upcoming academic and university opportunities
- Post about important academic dates for each university e.g. Census Date, SWOTVAC

- Prepare academic events with the support of staff e.g. Academic Lunch, Fresher Academics Ready to Lead Presentation

Roster duties

- Perform roster duties on a rotating basis from 11:00pm to 7:00am. with a minimum of two duties per week, and two RAs rostered onto each shift. During your duty you will be asked to be “on call,” either via the Resident Assistants’ mobile phone, or via your personal mobile if you are second on call, remain in College and refer emergency calls to either the Nightporter, Security/UQ Security or the staff member on call. This roster also includes weekends and the one-week mid-semester break periods. Both the first and second RA on call must be sober (ie., abstain from alcohol) during their duty.
- You may also be expected to contribute to a Tier 1 and/or Tier 2 Event Duty. Being on duty for Tier 1/Tier 2 Event may involve the extension of normal RA Duty Hours and impact on your ability to attend the event.

During an RA duty shift, as a guide, you would be expected to:

- Provide minor first aid, and/or recommend that the student consult a doctor/go to the Emergency Department; or in some cases you may need to take that person to the Emergency Department
- Support students if necessary to care for their friend, particularly in the event of intoxication
- Contact the emergency services such as police, University Campus Security, the Queensland Fire and Emergency Services, or an ambulance as necessary
- Take responsibility for the general tidiness and presentation of the College, or refer to the relevant Wing RA or Nightporter
- Support students if necessary to care for their friend, particularly in the event of intoxication

Occasional duties

- Attend and participate in all professional development sessions and training for RAs (Pre-P Week and P Week and the mid-year Student Leadership Retreat) as scheduled by the Deputy Head of College and/or Dean of Students. Attend scheduled meetings of the RA team weekly. One meeting a fortnight will be with the Deputy Head of College and Dean of Students.
- Take minutes at weekly RA meetings
- Maintain a high level of professional contact with the Deputy Head of College and Dean of Students
- Inform the Deputy Head of College and/or Dean of Students as soon as possible of concerns
- Perform other occasional duties as per the direction of the Deputy Head of College, Dean of Students and/or Senior/Deputy Resident Assistant
- Complete the mid-year reflection and review survey and meet with the Deputy Head of College/Dean of Students/SRA/DSRA to discuss
- An RA may be requested to assist in welcoming new students outside of “roster duty” times, particularly during busy periods at the beginning or end of semester

Qualifications and experience

- A significant commitment to and passion for College life
- At least one full years’ experience of full-time university study
- An academic record commensurate with ability
- Demonstrated leadership experience
- Demonstrated high level administrative and organisational skills
- Ability to liaise professionally with College staff and stakeholders

- Embody the College Values of Community, Diversity, Excellence, Integrity and Respect and uphold the College Equity Pledge
- Ability to deal appropriately with confidential and sensitive information
- Ability to work collaboratively and energetically within a team
- Demonstrated pastoral care aptitude amongst peers
- Tertiary study in education, medicine, allied health, psychology and social work may be advantageous in this role, but not essential

Benefits

- You will be assigned an ensuite room at a reduced rate (i.e. at the normal single room rate) at the discretion of the Head of College.
- Mentorship and Professional Development from the Deputy Head of College, Dean of Students and/or Senior Staff

Equity Resident Assistant

Introduction

The Women's College is a leading academic residential college for women. Established in 1914, it has enjoyed a rich history as part of the University of Queensland. Now a residential community for students attending the five Brisbane-based universities, the College is home to both residential and non-resident members. Our mission is to create an inclusive and nurturing environment that allows our residents to achieve their academic potential and form lasting relationships with their peers.

The Resident Assistant (RA) program is at the core of the College's wellbeing program. The RA Team is led by the Senior Resident Assistant (SRA), who is supported by the Deputy Senior Resident Assistant (DSRA). The RA team consists of sixteen senior students who are residents at College in the second year (or above) of their undergraduate degree. There are 12 Wing RAs, Academic RA, Equity RA, the Senior Resident Assistant and the Deputy Senior Resident Assistant. The RAs are members of the Student Leadership Team (SLT), behaving as role models by providing wellbeing and general support to all residents and associates. The Equity RA is primarily responsible for encouraging more inclusive and accepting atmosphere and celebrating the differences and diversity of all residents and associates. They also have the general wellbeing of all students at heart must live on site and participate fully in the Orientation Week program.

The Equity RA will actively support the work of Wing RAs, serve as a point of referral for equity-related issues, as well as promoting conversations about gender identity, sexual preferences, race, religion, disability, and to assisting those struggling with mental health and body image issues, other medical concerns, and family problems, in addition to general wellbeing.

The ERA will report to the Deputy Head of College and Dean of Students. Their appointment is at the discretion of the Head of College & CEO.

Wellbeing support

- Establish good relationships between Wing RAs, residents and associates; take an active and genuine interest in the wellbeing of the students
- Ensure that the College Equity Pledge is understood and adhered to
- Foster an aware, respectful and accepting atmosphere through events such as Straight Up Chats, and Mind Your Own Business, as well as alerting people to national/international awareness days (e.g. R U OK Day)
- Keep informed about support options outside of the College that may be of interest to students

- Ensure that residents and associates observe the College Code of Conduct and other relevant policies
- Join different wing functions throughout the semester
- Identify any personal problems, including health concerns, and refer them to either the Senior Resident Assistant or Deputy Head of College, Dean of Students and/or the Head of College for assistance as necessary or appropriate
- Listen to complaints carefully and take the necessary steps to resolve the issue which may include referring on, reporting to the Senior Resident Assistant, the Deputy Head of College or Dean of Students
- Work closely with the Deputy Head of College and Dean of Students in ensuring that the wellbeing of the students is attended to as priority
- Communicate and collaborate with the Deputy Head of College and Dean of Students, the SRA and DSRA and Wing RAs to ensure a high level of teamwork exists within the RA team

College leadership

- Attend official College functions, such as Formal Dinners, Ready to Lead events and other special events conducted during the year e.g. College Birthday Morning Tea, Academic Dinner, Valedictory Dinner, Open Day(s).
- Participate in Student Club activities such as the Women's at Home, College Ball, (including attending smaller events organised by both Executive and RA teams).
- Actively engage in the co-curricular program at the College or be an enthusiastic spectator at ICC events
- Collaborate with the Dean of Students to select students to do the Acknowledgement of Country at Formal Dinner, and other College events
- Participate/assist in team-building events run by the Deputy Head of College, Dean of Students and/or the RA team
- Be familiar with emergency protocols and intervene in crisis situations as directed. Inform Reception, Nightporters and/or Security, the staff member on call or SRA of all emergency situations occurring in the College as quickly as possible
- Always maintain strict standards of confidentiality
- Keep accurate written records of meetings with residents and associates. Keep accurate notes on attendance of residents and associates at College events when directed

Academic leadership

- Be approachable and proactive in identifying students who are experiencing academic difficulties and refer them to the Academic RA and/or the Dean of Students.
- Be a good role model by maintaining a positive and effective focus on your studies and an acceptable GPA and study load

Roster duties

- Perform roster duties on a rotating basis from 11:00pm to 7:00am. with a minimum of two duties per week, and two RAs rostered onto each shift. During your duty you will be asked to be "on call," either via the Resident Assistants' mobile phone, or via your personal mobile if you are second on call, remain in College and refer emergency calls to either the Nightporter, Security/UQ Security or the staff member on call. This roster also includes weekends and the one-week mid-semester break periods. Both the first and second RA on call must be sober (ie., abstain from alcohol) during their duty.
- You may also be expected to contribute to a Tier 1 and/or Tier 2 Event Duty. Being on duty for Tier 1/Tier 2 Event may involve the extension of normal RA Duty Hours and impact on your ability to attend the event.

During an RA duty shift, as a guide, you would be expected to:

- Provide minor first aid, and/or recommend that the student consult a doctor/go to the Emergency Department; or in some cases you may need to take that person to the Emergency Department
- Support students if necessary to care for their friend, particularly in the event of intoxication
- Contact the emergency services such as police, University Campus Security, the Queensland Fire and Emergency Services, or an ambulance as necessary
- Take responsibility for the general tidiness and presentation of the College, or refer to the relevant Wing RA or Nightporter

Occasional duties

- Attend and participate in all professional development sessions and training for RAs (Pre-P Week and P Week and the mid-year Student Leadership Retreat) as scheduled by the Deputy Head of College and/or Dean of Students. Attend scheduled meetings of the RA team weekly. One meeting a fortnight will be with the Deputy Head of College and Dean of Students.
- Maintain a high level of professional contact with the Deputy Head of College and Dean of Students
- Inform the Deputy Head of College and/or Dean of Students as soon as possible of concerns
- Perform other occasional duties as per the direction of the Deputy Head of College, Dean of Students and/or Senior/Deputy Resident Assistant
- Complete the mid-year reflection and review survey and meet with the Deputy Head of College/Dean of Students/SRA/DSRA to discuss
- An RA may be requested to assist in welcoming new students outside of “roster duty” times, particularly during busy periods at the beginning or end of semester

Qualifications and experience

- A significant commitment to and passion for College life
- At least one full years’ experience of full-time university study
- An academic record commensurate with ability
- Demonstrated leadership experience
- Demonstrated high level administrative and organisational skills
- Ability to liaise professionally with College staff and stakeholders
- Embody the College Values of Community, Diversity, Excellence, Integrity and Respect and uphold the College Equity Pledge
- Ability to deal appropriately with confidential and sensitive information
- Ability to work collaboratively and energetically within a team
- Demonstrated pastoral care aptitude amongst peers
- Tertiary study in education, medicine, allied health, psychology and social work may be advantageous in this role, but not essential

Benefits

- You will be assigned an ensuite room at a reduced rate (i.e.at the normal single room rate) at the discretion of the Head of College.
- Mentorship and Professional Development from the Deputy Head of College, Dean of Students and/or Senior Staff
- Registration at the NAAUC (National Association of Australian University Colleges) Annual Conference

Resident Assistant

Introduction

The Women's College is a leading academic residential college for women. Established in 1914, it has enjoyed a rich history as part of the University of Queensland. Now a residential community for students attending the five Brisbane-based universities, the College is home to both residential and non-resident members. Our mission is to create an inclusive and nurturing environment that allows our residents to achieve their academic potential and form lasting relationships with their peers.

The Resident Assistant (RA) program is at the core of the College's wellbeing program. The RA Team is led by the Senior Resident Assistant (SRA), who is supported by the Deputy Senior Resident Assistant (DSRA). The RA team consists of sixteen senior students who are residents at College in the second year (or above) of their undergraduate degree. There are 12 Wing RAs, Academic RA, Equity RA, the Senior Resident Assistant and the Deputy Senior Resident Assistant. The RAs are members of the Student Leadership Team (SLT), behaving as role models by providing wellbeing and general support to all residents and associates. Wing RAs are primarily responsible for the residents located in their wing and for associates who are allocated to their wing during the Orientation Week Program; they also have the general wellbeing of all students at heart. Resident Assistants must live on site and participate fully in the Orientation Week program.

Resident Assistants report to the Deputy Head of College and their appointment is at the discretion of the Head of College & CEO.

Wellbeing support

- Establish good relationships between the members of their wing; Take an active and genuine interest in the wellbeing of the students
- Ensure that residents and associates observe the College Code of Conduct and other relevant policies
- Conduct wing functions regularly throughout the semester. Identify any personal problems, including health concerns and refer them to the Senior Resident Assistant or Deputy Head of College, Dean of Students and/or the Head of College for assistance as necessary or appropriate
- Listen to complaints carefully and take the necessary steps to resolve the issue which may include referring on, reporting to the Senior Resident Assistant, the Deputy Head of College or Dean of Students
- Work closely with the Deputy Head of College and Dean of Students in ensuring that the wellbeing of the students is attended to as priority
- Communicate and collaborate with the Deputy Head of College and Dean of Students, the SRA and DSRA to ensure a high level of teamwork exists within the RA team
- Organise Wing Merch and Wing decorations

College leadership

- Attend official College functions, such as Formal Dinners, Ready to Lead events and other special events conducted during the year e.g. College Birthday Morning Tea, Academic Dinner, Valedictory Dinner, Open Day(s)
- Take attendance at Formal Dinner of all the residents in your wing. Note and follow up absences as required
- Take responsibility for the general tidiness and presentation of the College
- Participate in Student Club activities such as the Women's at Home, College Ball, (including attending smaller events organised by both Executive and RA teams)
- Actively engage in the co-curricular program at the College or be an enthusiastic spectator at ICC events

- Participate/assist in team-building events run by the Deputy Head of College, Dean of Students and/or the RA team
- Be familiar with emergency protocols and intervene in crisis situations as directed. Inform Reception, Nightporters and/or Security, the staff member on call or SRA of all emergency situations occurring in the College as quickly as possible
- Always maintain strict standards of confidentiality
- Keep accurate written records of meetings with residents and associates. Keep accurate notes on attendance of residents and associates at College events when directed

Academic leadership

- Be approachable and proactive in identifying students who are experiencing academic difficulties and refer them to the Academic RA and/or the Dean of Students.
- Be a good role model by maintaining a positive and effective focus on your studies and an acceptable GPA and study load

Roster duties

- Perform roster duties on a rotating basis from 11:00pm to 7:00am. with a minimum of two duties per week, and two RAs rostered onto each shift. During your duty you will be asked to be "on call," either via the Resident Assistants' mobile phone, or via your personal mobile if you are second on call, remain in College and refer emergency calls to either the Nightporter, Security/UQ Security or the staff member on call. This roster also includes weekends and the one-week mid-semester break periods. Both the first and second RA on call must be sober (i.e. abstain from alcohol) during their duty.
- You may also be expected to contribute to a Tier 1 and/or Tier 2 Event Duty. Being on duty for Tier 1/Tier 2 Event may involve the extension of normal RA Duty Hours and impact on your ability to attend the event.

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- Support students if necessary to care for their friend, particularly in the event of intoxication
- Contact the emergency services such as police, University Campus Security, the Queensland Fire and Emergency Services, or an ambulance as necessary
- Take responsibility for the general tidiness and presentation of the College, or refer to the relevant Wing RA or Nightporter

Occasional duties

- Attend and participate in all professional development sessions and training for RAs (Pre-P Week and P Week and the mid-year Student Leadership Retreat) as scheduled by the Deputy Head of College and/or Dean of Students.
- Attend scheduled meetings of the RA team weekly. One meeting a fortnight will be with the Deputy Head of College and Dean of Students.
- Maintain a high level of professional contact with the Deputy Head of College and Dean of Students
- Inform the Deputy Head of College and/or Dean of Students as soon as possible of concerns
- Act as Floor Warden and lead your Wing during evacuation and lockdown emergencies, in adherence with procedures
- Complete the mid-year reflection and review survey and meet with the Deputy Head of College/Dean of Students/SRA/DSRA to discuss

- An RA may be requested to assist in welcoming new students outside of “roster duty” times, particularly during busy periods at the beginning or end of semester
- Perform other occasional duties as per the direction of the Deputy Head of College, Dean of Students and/or Senior/Deputy Resident Assistant

Qualifications and experience

- A significant commitment to and passion for College life
- At least one full years’ experience of full-time university study
- An academic record commensurate with ability
- Demonstrated leadership experience
- Demonstrated high level administrative and organisational skills
- Ability to liaise professionally with College staff and stakeholders
- Embody the College Values of Community, Diversity, Excellence, Integrity and Respect and uphold the College Equity Pledge
- Ability to deal appropriately with confidential and sensitive information
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Benefits

- You will be assigned an ensuite room at a reduced rate (i.e.at the normal single room rate) at the discretion of the Head of College.
- Mentorship and Professional Development from the Deputy Head of College, Dean of Students and/or Senior Staff