



THE UNIVERSITY  
OF QUEENSLAND  
AUSTRALIA

CREATE CHANGE

# Student Services

Overview of services and support

*How to HASS – Health & Wellbeing Support at UQ*

# Acknowledgement of Country

The University of Queensland (UQ) acknowledges the Traditional Owners and their custodianship of the lands on which we meet.

We pay our respects to their Ancestors and their descendants, who continue cultural and spiritual connections to Country.

We recognise their valuable contributions to Australian and global society.





# What makes a successful student?

Let us know what qualities you think a successful student looks like:

1. Go to [www.menti.com](https://www.menti.com) or use the QR Code on this slide
2. Use the code: 5794 1451
3. Write down up to three individual words that come to mind when you think about what a successful student looks like



# What also makes a successful student

- Knowing your strengths and any needs you might have
- Use of effective support systems
  - Learning Advisers, Student Advisers, Counsellors etc.
- Proactivity (knowing when to ask for help!)
- Strategies to manage your wellbeing
  - Exercise, skin care, meditation, social connection, getting in nature, seeking support, journalling, establishing healthy boundaries, arts and crafts etc.
- Being open to learning new study skills



# Student Services

- Counselling
- Diversity, Disability & Inclusion
- Accommodation information
- Financial Hardship
- International and remote Student Support
- Learning support
- Chaplaincy Services
- Mentoring
- Volunteering
- Student Staff Partnerships
- Campus Activations



# Student Adviser Team



The Student Advice team provide advice and support for students who find themselves faced with hardship and challenges which impact on their study.

The Student Advice Team can support with:

- Accommodation information
- Financial hardship applications
- Health and wellbeing support
- Settling in at UQ
- Offshore international student support
- Setting up reasonable adjustments through Student Access Plans (SAP) or Exam Adjustments (EA)
- Advisers work closely with Course Coordinators, Library staff, Faculty staff, Examinations and external providers



# Student Access Plans

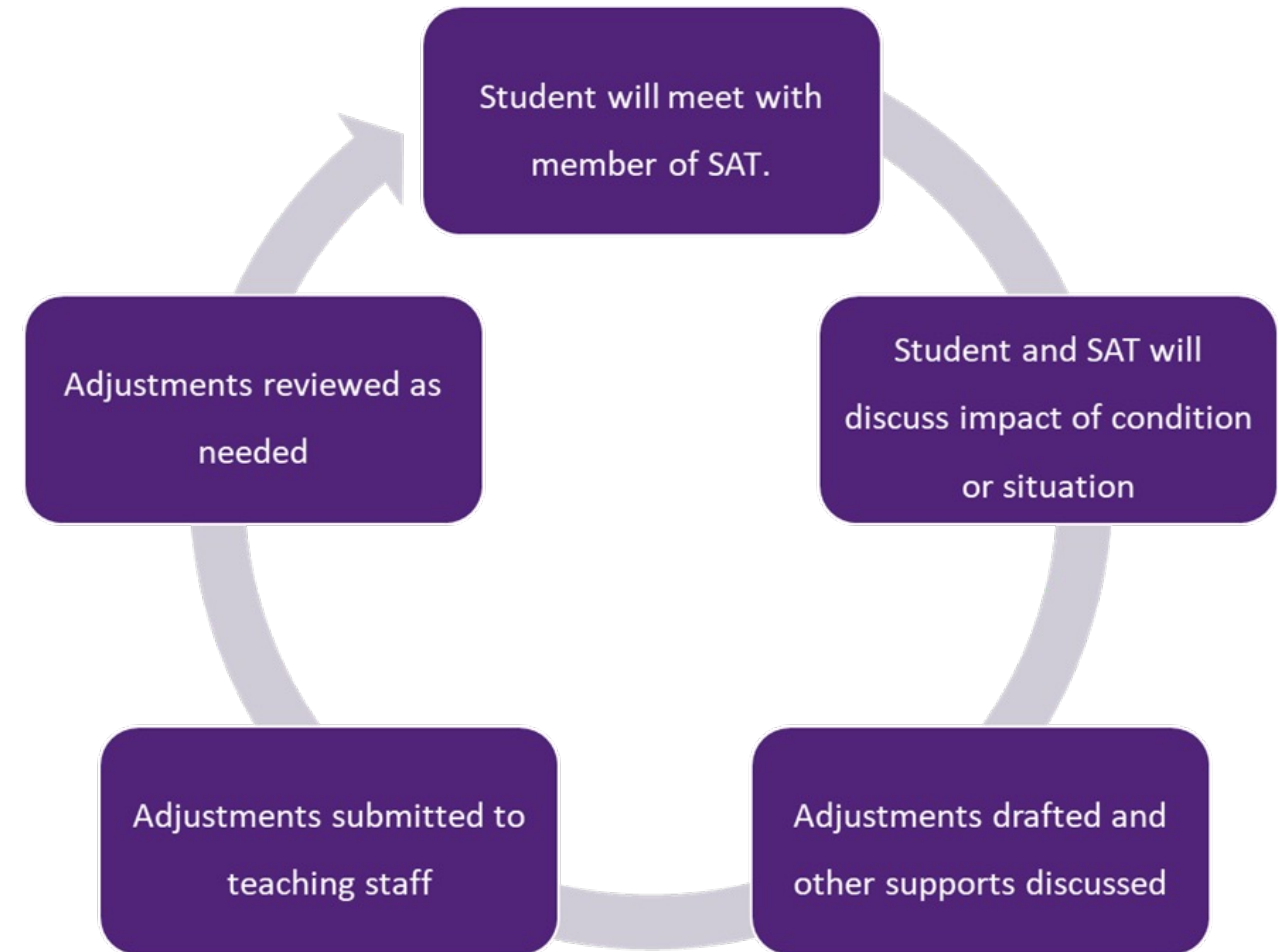
SAP is a communication tool that helps a student communicate the functional impacts of their condition to Course Coordinators, who in turn can work with the student to implement reasonable adjustments which will support them with their studies.

## Who is eligible for a SAP?

- Students living with a disability, mental health or medical condition, illness, injury or exceptional circumstances.
- Elite Athletes

## Examples of reasonable adjustments:

- Extension to assignments
- Occasional absences
- Accessible formatting.



# Counselling & Wellbeing

## One-on-one appointments:

- Ten FREE sessions a year, no Mental Health Plan required
- Students can self-refer, bookings are through Student Hub or the website
- Face to face, or via zoom, or phone
- Counsellors are professionally trained, and have backgrounds in Psychology, Social Work and Counselling



## UQ Counsellor Connect:

A student-led counselling service that is run by final-year professionally trained Master of Counselling students.

## Workshops and group programs:

- Mindfulness Inside and Out
- Self-compassion chat
- Art for Wellbeing
- Healthy Relationships





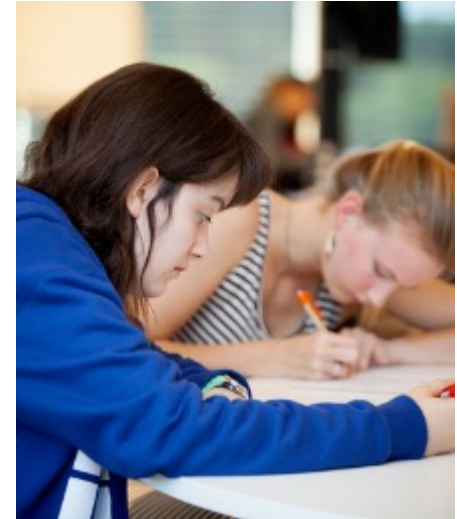
# Academic Learning & Study Support

**Learning Advisers** are a team of academic who support 1st year through to PHD students to improve their study skills through:

- Effective study strategies, problem solving, critical reading
- Provide feedback on assignments before submitting
- Develop effective reading, writing and time management strategies
- Preparing for exams
- Clarifying assignment expectations

## Workshops:

- Reading strategies
- Referencing well and avoiding plagiarism
- Studying effectively
- Effective listening and note-taking



# What are some signs support might be beneficial?

- Falling behind and not understanding content / feeling lost
- Avoiding uni classes
- Struggling with sleep
- Struggling to focus and concentrate
- Become easily annoyed or angered
- Unhealthy habits develop or worsen e.g. rely on energy drinks
- Feel constantly stressed/anxious
- Not submitting assignments
- Procrastination/avoidance behaviours
- Takes longer to process new information
- Feeling isolated or homesick



# UQ Neurodiversity Program

## Tertiary Transition Toolbox

Two consecutive half-day face-to-face sessions designed to help students who identify as neurodiverse transition to university.

## ADHD Coaching Sessions

Students will receive group ADHD coaching to develop connections and learn strategies for their studies.

## Neurodiversity Mentoring

Students partner with a mentor for one-on-one support. They'll have the opportunity to collaborate and share ideas.

## Neurodiversity Meet-up

Students connect with other neurodiverse students and staff to get advice on university life and learn new skills in a casual setting.

## Neurodiversity Check-in

The session helps students feel more confident progressing through the semester with this check-in workshop.



The UQ Neurodiversity Hub helps students who identify as neurodiverse to adapt to university life and find success at UQ.

The UQ Neurodiversity Hub is for any student who identifies as neurodiverse (you do not need a diagnosis to join the program).



# Connect with Student Services

## UQ St Lucia Student Services

Student Central (Building 42, St Lucia)

T: 3365 1704

E: [student.services@uq.edu.au](mailto:student.services@uq.edu.au)

## UQ Gatton Student Services

N.W. Briton Admin Annexe

T: 1300 275 870

[uq.edu.au/student-services](https://uq.edu.au/student-services)



**Chat with us now online**

Monday to Friday (8.30am—4.30pm)

[support.my.uq.edu.au/app/chat/chat\\_launch\\_general](https://support.my.uq.edu.au/app/chat/chat_launch_general)





**! If you think you might harm yourself or someone else, seek help immediately.**

Don't try to manage on your own. It's important to find support as soon as possible.

You can call:

- [Triple Zero \(000\)](#) off campus
- [Campus Security \(3365 3333\)](#) on campus
- [UQ Counselling and Crisis Line \(1300 851 998\)](#)
- Text a Crisis Counsellor [0488 884 115](#) (4:30pm to 8am)

Let the support person know if you're feeling suicidal or might harm someone else.



# Getting more connected to opportunities at UQ





# GET INVOLVED

in the UQ community with:

- Volunteering
- Mentoring
- Student Voice
- Student Representation

[life.uq.edu.au/get-involved](https://life.uq.edu.au/get-involved)





# GET SET

A must do program for all new students

- Connect with students in your faculty
- Learn tips from students who have done it all before
- Meet your group online & in person
- Get the support you need
- Settle into uni life
- Have fun!

[life.uq.edu.au/getset](https://life.uq.edu.au/getset)

Peer Mentoring



# Student-Staff Partnership Projects

Students and Staff connect as equal partners and co-collaborators on projects that enhance the student experience at UQ.

## Four rounds per year

- 2 per semester

## Eligibility

- Must be an enrolled full-time student at UQ
- Enrolled for the entirety of the partnership project (i.e. not graduating in the same semester)

## Grant

- \$1,500 max. depending upon level of engagement

*“Without a doubt, the Student-Staff Partnerships have made me feel the most connected to the behind-the-scenes running of UQ than any other activity I have participated in at UQ ” (Student Partner).*

<https://employability.uq.edu.au/ssp-projects>





# UQLife

Your life at UQ is more than just study. Studying at UQ also means having new experiences, making memories, forging friendships, and so much more. UQLife gives you opportunities to connect through a number of events, experiences and programs to keep you engaged, motivated, and supported while you study. With events weekly, there is something for everyone.

Check out the UQLife website and Instagram to stay updated with upcoming events, including Orientation Week events, Employability Week, Volunteer Week, and more.

Website



Instagram





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**UQ Respect**  
[respect.uq.edu.au](https://respect.uq.edu.au)

# Who are we?

Sexual Misconduct  
Support Unit (SMSU)

**Support  
Reporting**

Prevention

**Education  
Training**

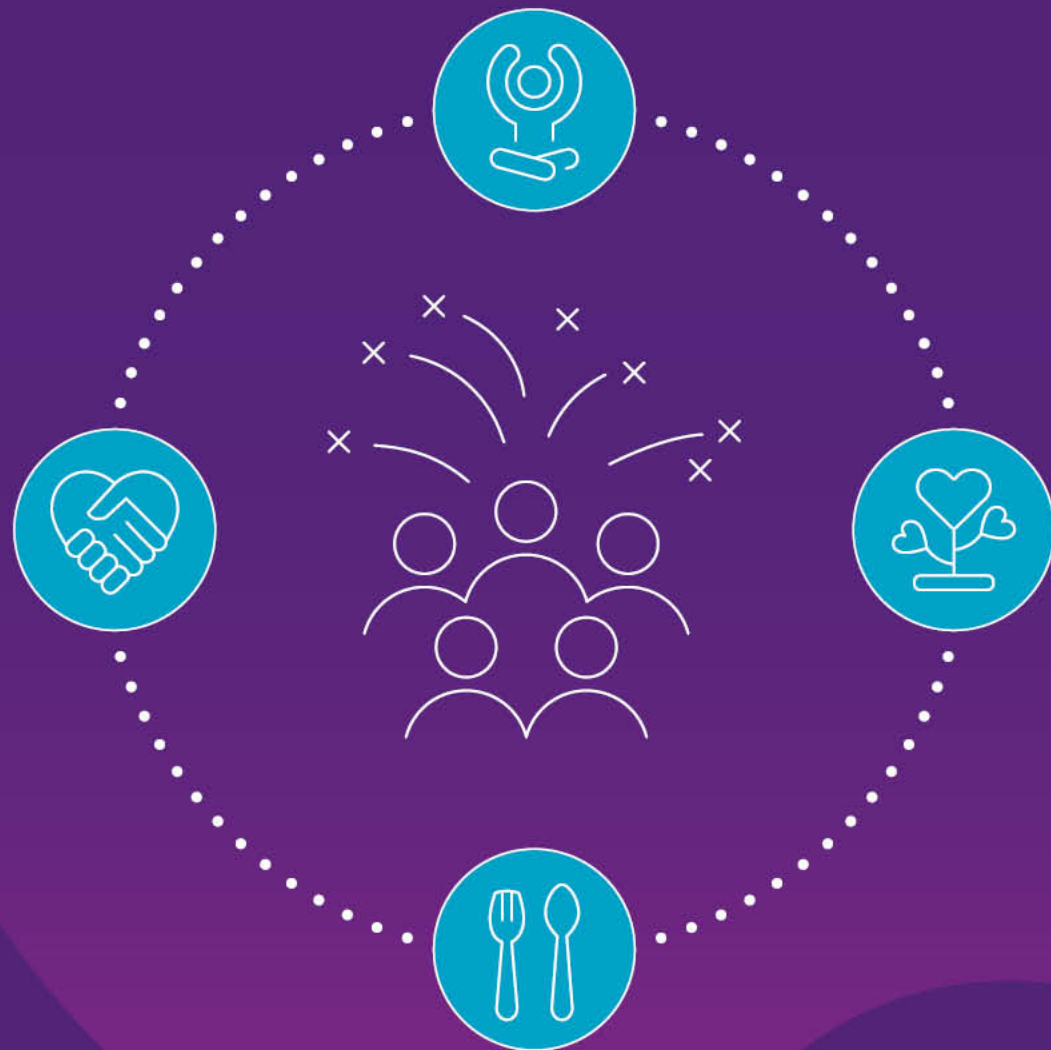
# UQ Wellbeing

health. culture. connections

Promoting the health and wellbeing of students from culturally and linguistically diverse backgrounds in four key areas:

- Mental health
- Healthy relationships and reproductive health
- Nutrition and physical health
- Community and cultural connections

[life.uq.edu.au/uqwellbeing](https://life.uq.edu.au/uqwellbeing)







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# Help us to improve!

## 2 minute survey





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# Questions

Student Services

[student.services@uq.edu.au](mailto:student.services@uq.edu.au)