




Country  
Universities  
Centre

WESTERN DOWNS



20  
26

STUDENT  
HANDBOOK



**WE WISH TO ACKNOWLEDGE THE  
TRADITIONAL CUSTODIANS OF THE LAND,  
THE BARUNGGAM, IMAN, BIGAMBUL,  
WAKKA WAKKA AND JAROWAIR PEOPLE,  
WHO WALKED THESE LANDS  
OF THE WESTERN DOWNS  
FOR GENERATIONS.  
WE PAY OUR RESPECTS TO ELDERS  
PAST, PRESENT AND EMERGING.**

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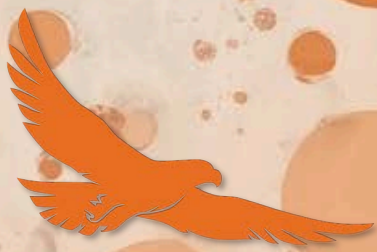
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## ABOUT OUR CENTRE

CUC Western Downs is a free dedicated study and learning space for students studying any course, from a certificate III/IV to a postgraduate qualification through any Australian university or higher education institute.

At CUC Western Downs we believe a student's potential should not be limited by their postcode. The establishment of the centre in the Western Downs provides local students with the opportunity to pursue higher education and realise their goals through studying in place, remaining connected to their home town and support networks while also strengthening regional capacity. By keeping students within the community, the centre can help develop a skilled local workforce, bolster local industries and services, and promote long-term economic sustainability and community resilience.

We also welcome all placement students to the CUC Western Downs. It can be difficult being in a new town where you do not know anyone. We are here to provide support, not only in placement studies, but also in making connections with other like-minded people in our community.

Students have access to a campus-like facility with high-speed internet, modern technology, general academic and administrative support, with the opportunity to connect with fellow students in our region.

The Centre has been established through financial support from the Commonwealth Government and our generous local foundational sponsors - Cameby Downs Mine, Chinchilla Chamber of Commerce and Industry, CS Energy, Origin Energy, Powerlink Queensland, Shell QGC, and Western Downs Regional Council .

*The journey of a thousand miles begins with one step - Lao Tzu*

# OUR CENTRE

## QUIET STUDY SPACES

Students come to our Centre because they want a quiet study space where they can focus solely on their studies without the interruptions and distractions they face at home. The Centre has been designed with our students at the forefront of our thinking.

## OUR CENTRE HAS FIVE KEY STUDY AREAS:

- A dedicated common study area with 9 stations with privacy screens, computers and docking stations for you to bring personal devices to work on;
- 6 individual study rooms, which can be used for quiet individual study, lectures, virtual meetings and exams;
- A Meeting room which can be used for workshops, group work, virtual intensives;
- A Training room offering an even larger space for workshops, group work, seminars and intensives; and
- a space for student collaboration and break out, including kitchens, lounge/dining areas.

*Take advantage of the FREE modern technology services available.*

- *High speed internet*
- *Desktop computers and BYO spaces*
- *Printing & copying services*
- *Video conferencing services*
- *Exam and lecture rooms*



*You miss 100 percent of the shots you don't take  
~ Wayne Gretzky*



# ACCESS, SAFETY AND ACCEPTABLE USE AT THE CENTRE

## ACCESS AND SAFETY

Use of the Centre is for registered students only. Our Centre is a secure space where students can focus entirely on their studies.

The Centre is staffed from 8:30am - 5:00pm weekdays (other than public holidays). The Centre offers extended, flexible access to help students balance their current commitments with study. Mobile access is from 5:00am to 12 midnight, 7 days a week.

## CCTV & Security:

Our Centre is continually monitored with internal and external CCTV, and records of mobile access usage. If there is an incident, footage and records will be reviewed.

The Centre is regularly patrolled by security outside of business hours.

You must be out of the Centre by 11:59pm, as the Centre is alarmed at midnight. Anyone triggering the alarm after midnight can be charged the security call-out fee.

## Duress Alarms:

There are two duress alarms in the Centre: one in the study zone above the photocopier, and one in the chill-out zone alcove near the bathrooms. (They are red push buttons located on the wall).

When activated, the Centre Manager and two CUC Board members are immediately notified. Duress alarms are for genuine emergencies only, where urgent assistance is required and it may not be safe or practical to make a phone call.

They could be used if:

- Someone is behaving aggressively or making threats.
- There is a risk of physical harm to you or others.
- You feel unsafe due to harassment or intimidation.
- An intruder enters the building.
- A serious incident or medical emergency occurs requiring immediate help.



*Though no one can go back and make a brand new start,  
anyone can start from now and make a brand new ending ~ Carl Bard*

# ACCESS, SAFETY AND ACCEPTABLE USE AT THE CENTRE

## First-Aid:

A first-aid kit is located in the kitchen cupboard. If you use any items, please record them on the form inside the kit so we can ensure it remains fully stocked.

## Fire Safety:

The Centre is fitted with fire alarms. The location of the fire exits and the fire equipment is noted on the evacuation plan found on pages 21 and 22 of this handbook.

## RESPONSIBLE USE OF YOUR MOBILE ACCESS

For continued access, students must re-register with the Centre at the start of each semester. A personal link will be emailed to you.

**Mobile access is for you, and you only. Do not let anyone else into the Centre with your mobile access app.**

If you cannot access your mobile access app, notify the Centre so we can reissue the credential code.

## A QUIET PLACE TO STUDY

We take pride in offering a safe, inclusive, comfortable space that is conducive to study. As such, we do not tolerate loud or anti-social behaviour or the use of alcohol or other drugs at the Centre. Students found in breach of these requirements may risk losing their access to the Centre.

We are committed to respecting and valuing student diversity, inclusion and wellbeing. By practising the principles of equity, diversity and inclusion we seek to create a vibrant and inclusive learning environment that allows ideas to flourish, people to be empowered and communities to grow.

We expect our students to help keep our Centre's facilities clean, safe and welcoming for everybody.

Regrettably, we are unable to accommodate children or pets in the Centre at this time. Please speak to our Centre Manager to discuss arrangements for support and studying with children.

We are committed to assisting our students settle into study, improve their academic skills and make sure they feel like they have the tools to succeed in their studies.

# TECHNOLOGY

Our Centre offers students access to a high-speed internet connection and wifi, printing, scanning and photocopying facilities, dual-screen computers and space for BYO devices.

Access to our internet and printing facilities is subject to a fair use policy. We also recommend students bring earphones and regularly save their work.

Speak to our Centre Manager if you are new to online study and would like help using the computers.

## COMPUTERS

All centre computers have Deep Freeze installed. This means that when a PC is restarted, it reverts to its default settings and configuration. As a result, you cannot safely save documents directly to the computer.

Please **log in using your personal Microsoft account** so you can save your work to **OneDrive**. If you do not have Microsoft Office, contact the Centre Manager for a licence.

If you need specific software installed on a computer, please inform the Centre Manager. WiFi access is provided during your induction and orientation. If you forget the details, they are also clearly displayed throughout the Centre.

**Important:** All browsing activity can be tracked via your login. Only visit appropriate websites. Inappropriate use may result in your internet and computer access being revoked.

*It is never too late to be  
what you might have been ~ George Eliot*



# TECHNOLOGY

## USING THE PRINTER

Printing is free for all CUC Western Downs students. You can print from any CUC computer or from your own device by installing the appropriate printer driver, available on our website under Student Resources:

[www.cucwesterndowns.edu.au/student-resources](http://www.cucwesterndowns.edu.au/student-resources)

If the printer runs out of paper, check the cupboard next to it for refills. If no paper is available, please notify staff so we can restock. For any other printing issues, CUC staff are happy to assist.



## VIDEO CONFERENCING

Our meeting and training rooms come with TVs that support video conferencing and Zoom. Simply inform the Centre Manager when you'd like to book a room.



*Success is the sum of small efforts, repeated day in and day out ~ Robert Collier*



# BOOKING A STUDY ROOM OR A STUDENT SUPPORT SESSION

To book one of the Centre staff members for a support session or to book one of our study or training rooms you will need to go to our [Student Resources](#) online:

[www.cucwesterndowns.edu.au/student-resources](http://www.cucwesterndowns.edu.au/student-resources)

Choose the appropriate option: [Study Room Booking](#) or [Student Support Session](#).

- [Study Room Booking](#): Select the office, staff (if needed), and your preferred date and time. Enter your details, then click "Book."
- [Student Support Session](#) (with CUC staff): Choose the staff member, date, and time for your session. Enter your details, then click "Book."

If you have any problems please see one of the CUC Western Downs staff for assistance.

## Housekeeping

Please treat the Centre with the same care and respect as you would your own home. You can help by:

- Keeping your study area tidy for the next person. Antibacterial wipes are provided to clean your space.
- Cleaning up in the kitchen and breakout areas: wash and put away your dishes, wipe down benches and tables, and remove any personal items from the fridge once finished.
- Being cautious with drinks around computers.
- Avoiding dirty shoes indoors, especially on carpets—leave them at the front door if needed.
- Disposing of food properly: do not put scraps in study zone or study room bins; use the larger bins in the kitchen.
- Maintaining a quiet environment in the study zones to respect fellow students.



Scan the QR code to find [Student Resources](#)

*The expert in anything was once a beginner ~ Helen Hayes*

# STUDENT SUPPORT

## Academic Skills Support

All registered students can access support to strengthen their general academic skills, including workshops (e.g. referencing and essay writing) and one-on-one assistance.

We also provide additional guidance for students who are new to study or returning after a break, helping them build confidence, develop academic literacy, and understand university processes.

*We can provide a range of support for study skills & resources to help you achieve your academic goals.*

- Workshops
- One on one support
- Exam prep workshops
- Referencing
- Researching skills

## Face to Face Support

We are here to support you. On a practical level this can be offered through:

1. Individualised face to face academic skill development sessions; and
2. Academic skills workshops

If there's something you're unsure about, struggling with, or simply want more confidence in, please let us know.

This could be in relation to:

- Academic writing (basic & advanced)
- Assignment planning
- Breaking down a question
- Digital Literacy
- Effective notetaking, summarising and paraphrasing
- Effective reading
- Exam preparation
- Referencing
- Research skills (basic)
- Settling into study
- Source analysis
- Structure (Essay/paragraph)
- Structure (Report)
- Study planning/time management
- Wellbeing/personal
- Writing feedback
- Making connections

*You don't have to be great to start, but you have to start to be great - Zig Ziglar*

# STUDENT SUPPORT

## Wraparound Support

We offer practical support to both future and current students to help them succeed.

For future students, this includes exploring course and university options, understanding pathway programs, assistance with enrolment, and guidance on processes such as HECS-HELP and census dates. We help simplify university systems and terminology to make starting study less overwhelming.

For current students, we assist with navigating learning portals, connecting with university support services, applying for extensions or special consideration, accessing library services, and finding and applying for scholarships.

## Exams

Our Centre provides in-person exam invigilation with supervised, exam-style conditions in private study rooms.

We also support remote proctoring for the growing number of online exams.

## Mental Health

Our centre staff are mental health first aid trained, and offer wellbeing support for all students, from sitting down and having a coffee, through to referral to university or other support services.

We can help you manage your study workloads with other demands and encourage open conversations about your health and wellbeing.

Above all, our centre is a safe, welcoming space where you can speak openly without fear of judgement. Our staff approach every conversation with empathy, respect and confidentiality, ensuring you feel heard and supported. Whether you're facing a small challenge or something more overwhelming, you'll be met with understanding, compassion and a genuine commitment to helping you feel comfortable and confident in seeking support.



*Believe you can and you're halfway there ~ Theodore Roosevelt*

# OUR PEOPLE



Alexandra is passionate about the importance of higher education and the integral role it plays in providing avenues for success, particularly for those living in rural communities. She has lived and worked in the Chinchilla and Brigalow communities for over 25 years and recently completed a Master of Education online through QUT whilst working locally as a teacher-librarian. This experience gives Alexandra first-hand contemporary perspectives on the challenges remote online learning presents, helping her assist and support students in navigating the complexities of study, along with other responsibilities they may have in their lives.

## ALEXANDRA RUMMENIE, CENTRE MANAGER

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Available for wrap-around support: university guidance, wellbeing, study support, Centre registration and technical support.

Availability: Monday to Friday 8.30am to 5pm

Phone: 0447 063 539

email: [manager@cucwesterndowns.edu.au](mailto:manager@cucwesterndowns.edu.au)



# OUR PEOPLE



Jamie is committed to helping students in the Western Downs access education opportunities, realise their potential, and achieve their goals. Raised on a grazing property in Durong South, Jamie began her university studies on campus before returning to the local area. She completed both her languages degree and a Masters of Applied Linguistics online.

Jamie later completed a law degree online while raising very young children, before going on to practise as a solicitor for a number of years.

With her own children now at university, and extensive experience both supporting students and studying online herself, Jamie is well placed to understand the challenges faced by regional and rural students. She is currently completing studies in marketing alongside her role supporting our CUC students.

## **JAMIE ALLSOP, STUDENT SERVICES COORDINATOR**

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Available for wrap-around support: university guidance, wellbeing, study support, Centre registration and technical support.

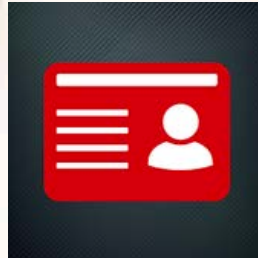
Availability: Monday to Wednesday 8.30am to 5pm

email: [student.coord@cucwesterndowns.edu.au](mailto:student.coord@cucwesterndowns.edu.au)



To access the Centre we use a mobile phone app called:

**ir mobile access**



You can download this app from your app store.



Google play



App store

Once you are registered you will be sent a credential invitation code from "Inner Range".

Please check your emails and follow the instructions to activate your front door access as the code will expire.

## MOBILE ACCESS

Connect to our free WIFI to access our high-speed internet.

**WIFI name: CUC**  
**Password: 2Connect**

### FREE PRINTING

We provide free access to our printer/photocopier/scanner. If you wish to use your own device to access the printer you will need to download the printer drivers.

You will find the printer drivers on the CUC Western Downs webpage under Student Resources

Scan the QR code to find the Printer Drivers



## WIFI

## PRINTER ACCESS

# CONTACT US



CUC Western Downs  
27 Bell Street,  
Chinchilla, QLD 4413



[www.cucwesterndowns.edu.au](http://www.cucwesterndowns.edu.au)



[manager@cucwesterndowns.edu.au](mailto:manager@cucwesterndowns.edu.au)



0447 063 539



[www.facebook.com/cucwesterndowns](http://www.facebook.com/cucwesterndowns)

# USEFUL CONTACTS

## **Chinchilla Hospital**

106 Slessar Street  
Chinchilla, QLD 4413  
(07) 4662 8888

## **Southern Cross Care**

24 Zeller Street,  
Chinchilla, QLD 4413  
(07) 4662 7182

## **South Queensland Rural Health (SQRH) training hub**

24 Zeller Street,  
Chinchilla, QLD 4413  
0438 384 426

# WELLBEING

## Helpful Wellbeing Resources to Use

**Headspace** is the national youth mental health foundation dedicated to improving the wellbeing of young Australians. Their website provides information and resources on mental health, physical health, work, support, study support, and alcohol and drug services. Support for young people, their family and friends can be accessed through this website including a local headspace centre, online/phone counselling service headspace, and the digital work and study service. You can visit their centre at 1 Snell Street, Toowoomba.

<https://www.headspace.org.au/>

**Mood Gym** is a free online program designed to help people learn and practise skills to prevent and manage symptoms of depression and anxiety. It is like an interactive, online self-help book which teaches skills based on cognitive behaviour therapy.

<https://moodgym.com.au/>

**myCompass** is a free personalised self-help program developed by the Black Dog Institute for people with mild-to-moderate depression, anxiety, and stress. The program aims to help you recognise unhelpful thoughts, feelings, and behaviours, and develop skills to manage them based predominantly on cognitive behaviour therapy.

<https://www.mycompass.org.au/>

**MindSpot** is a free telephone and online service developed by Macquarie University for Australian adults experiencing symptoms of anxiety or depression. They offer free online or phone screening assessments to help you learn about your symptoms. You will then receive recommendations from a MindSpot therapist on free online MindSpot Clinic Treatment Courses to help you recover, or local services that can help. Note. You must be eligible for Medicare-funded services in Australia to access Mindspot.

<https://mindspot.org.au/>



# WELLBEING

## Helpful Wellbeing Resources to Use

**Medicare Mental Health** (formerly Head to Health (H2h)) is a website that aims to connect people with a range of mental health professionals for support. To find a location near you call 1800 595 212.

You can also browse a range of resources and services on the website to support yourself or someone else.

<https://www.medicarementalhealth.gov.au/>

**Beyond Blue** is an organisation that provides information, and support for, depression, anxiety, and suicide prevention. Their website contains information, resources, and services for depression.

<https://www.beyondblue.org.au/>

**The Black Dog** website has up to date information and resources on mental illness, online self-testing, current treatments and wellbeing. The institute aims to reduce the incidence of mental illness and stigma around it, actively reduce suicide rates, and empower everyone to live the most mentally healthy lives possible.

<https://www.blackdoginstitute.org.au/>

The logo for Medicare Mental Health, featuring the word "medicare" in a green box and "Mental Health" in black text.

The logo for Beyond Blue, featuring a stylized bird icon in pink and yellow and the text "Beyond Blue" in blue.

The logo for the Black Dog Institute, featuring a hand icon with a black dog silhouette and the text "Black Dog Institute" and "BETTER MENTAL HEALTH".

*Small steps every day*

# EVACUATION DIAGRAM

27 BELL ST, CHINCHILLA QLD 4413



### EVACUATION

On being given a signal to Evacuate ....  
Follow instructions as directed  
Leave the building via nearest safe emergency exit  
Ensure a final search of your area  
Proceed to the assembly point as indicated in this evacuation diagram

### FIRE -- In event of

Remove people from immediate danger  
Alert people in the nearby areas and raise alarm  
Contain the fire/smoke if safe to do so  
Evacuate via your nearest safe emergency exit to the assembly point

### MOBILITY IMPAIRED PERSONS

Mobility impaired persons should evacuate immediately on hearing the alarm assisted by a nominated person



### To operate an extinguisher:



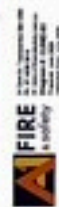
### SITE - EMERGENCY ASSEMBLY POINT



### LEGEND

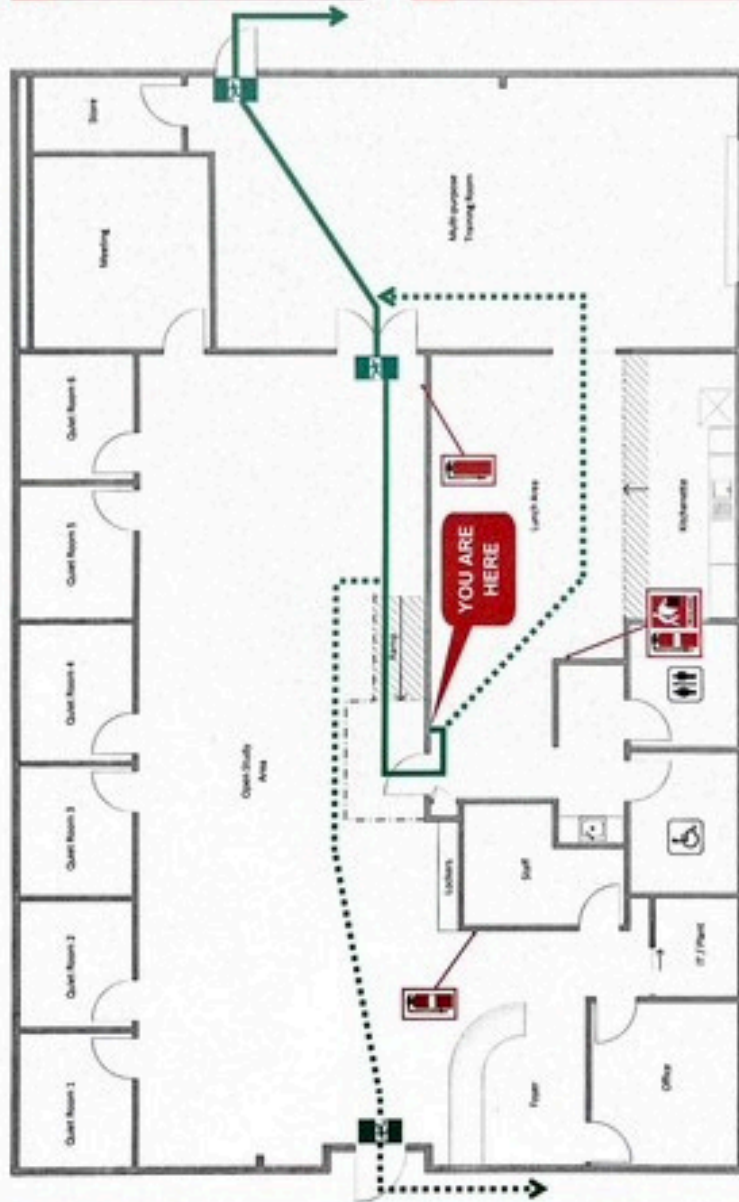
	Dry Chemical Powder Fire Extinguisher		Fire Blanket		Water Fire Extinguisher		Emergency Assembly Point
	Emergency Exit		Exit Path Primary		Exit Path Secondary		

Evacuation Diagrams are to be reviewed annually with results recorded in the Fire & Evacuation Plan for the building



# EVACUATION DIAGRAM

27 BELL ST, CHINCHILLA QLD 4413



**LEGEND**

Dry Chemical Powder Fire Extinguisher	Emergency Assembly Point	Emergency Exit
Fire Blanket	Exit Path Primary	Exit Path Secondary
Water Fire Extinguisher		



**EVACUATION**

On being given a signal to evacuate -  
Follow instructions as directed  
Leave the building via nearest safe  
emergency exit  
Ensure a final search of your area  
Proceed to the assembly point as indicated  
in this evacuation diagram.

**FIRE - In event of**

Remove people from immediate danger  
Alert people in the nearby areas and  
raise alarm  
Contain the fire/smoke if safe to do so  
Evacuate via your nearest safe emergency  
exit to the assembly point.

**MOBILITY IMPAIRED PERSONS**

Mobility impaired persons should  
evaluate immediately on hearing the alarm  
assisted by a nominated person.

**To operate an extinguisher:**

**P**ull the handle  
**A**im at the base of the fire  
**S**queeze the trigger  
**S**weep from side to side

Never use a extinguisher unless you have been trained to do so.  
Call 0000 for help.

Evacuation Diagrams are to be reviewed annually, with updates incorporated into Fire & Evacuation Plans for the building.

**Bringing degrees  
closer to regional,  
rural and remote  
Australia.**



**Country  
Universities  
Centre**

WESTERN DOWNS



Australian Government  
Department of Education

0447 063 539

[www.cucwesterndowns.edu.au](http://www.cucwesterndowns.edu.au)