



Student Housing Handbook

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Key Contacts

Security	07 5595 1234
Emergencies (ambulance/fire/police)	000
Student Housing Office	07 5595 5000
West Tower Duty Phone (Building 7)	07 5595 2107
East Tower Duty Phone (Building 8)	07 5595 2108
AC Duty Phone (Building 9)	07 5595 2109
The Halls Duty Phone (Building 11)	07 5595 2111
The Halls Duty Phone (Building 12)	07 5595 2112
The Foresters (Building 23)	07 5595 2107
Main Bond Switchboard	07 5595 1111
IT Helpdesk / Service Desk	07 5595 4444
Bond Medical Centre	07 5595 4043
Sports Centre (Gym)	07 5595 4100

Crisis Support details on Page 15

In the spirit of reconciliation, Bond University acknowledges the Kombumerri people, the traditional Owners and Custodians of the land on which the university now stands. We pay respect to Elders past, present and emerging.



Welcome from Campus Life

"A university education is not limited solely to achieving high grades and graduating; at Bond there is a rich cultural experience to enjoy that will enhance your educational experience."

Hello and welcome to Bond and to our on-campus residences.

Congratulations on starting this exciting new chapter in your life. Living on campus can be a fantastic way to fully immerse yourself in university life, make new friends, and take advantage of all the resources available to you.

Our Residential Team has been busy preparing for your arrival. As you settle into your new surroundings, there are a few things you should keep in mind to ensure that your experience is as positive and enjoyable as possible.

Get to know your Res Fellow - they are here to guide and support you, so feel free to ask them anything and do not hesitate about approaching them if you have a problem or need advice or information.

Familiarize yourself with the guidelines of the Student Housing Handbook governing conduct within university precincts. Make sure you read through this carefully and understand what is expected of you.

Get to know your roommates and neighbours. Living in close quarters with others can be challenging at times, but it can also be a great opportunity to make new friends and learn about different cultures and lifestyles. Take the time to introduce yourself and be friendly and approachable.

Keep your living space clean and organised. Sharing a living space with others means that you will need to be mindful of your own belongings and messes. Be respectful of your roommates' belongings and space.

Living on campus puts you at the heart of all the resources and events. Attend events, join clubs, and take advantage of the various services such as tutoring, academic skills, wellbeing services, counsellors, and health care.

One of the best parts of university is the life-long friendships made. I encourage you to immerse yourself in campus life, meet new people and try something new. There are lots of unique learning experiences outside classes and residence to explore.

I hope these tips help you get off to a great start. Good luck and enjoy your time with us. I wish you every success in the upcoming year.

Anthony Spegel

Director of Campus Life

Getting You Started

Complete the Safe & Respectful Community eLearning Module prior to check-in date. Access is via your Student Portal to iLearn. This is a compulsory module and sanctions will apply for non-completion.

Upload your photo to the CaptureME portal and collect your Student ID upon check in.

Attend the Official Residential Welcome on Tuesday afternoon of O-Week.

Register your car (via QR code p. 8) if you have one to avoid an \$88 parking penalty notice.

Confused by the numbers? Our numbering system explained: Building_level_room (i.e. Building 06_level 02_ room 31).

Get to know where you live:

- Your common room
- The laundry (you will need to supply your own detergent)
- Your emergency assembly point
- Lakeside Restaurant
- Bond Express
- Your faculty building
- The library
- Sports Centre (free to students!)
- Medical Clinic (bulk billed for domestic students)
- Security Office

Meet your Senior Res Fellow, and Resident Fellows! Pictures in foyer or lift.

Set up your room to make it feel like home!

Your student ID card is also your dining card, it has a pre-loaded credit on it and can be swiped at the register when you purchase food at any food and beverage outlet on campus (no alcohol).

Save important Uni contact numbers in your phone (see key contacts p. 14).

Join the "Bond Res" Facebook Group to keep up to date with the latest events & info.

Follow "Food@Bond" on Instagram or Facebook.

General Information

Students living on campus have access to a variety of support staff including the Student Housing Team, Senior Res Fellows, Res Fellows, and Tutor Fellows.

Student Housing Team

You can find our Student Housing Team located in Student Court next to Security in Building 10, and they can assist with all your accommodation questions.

Senior Res Fellows

Senior Res Fellows are Bond University staff members and/or postgraduate students who live in Student Residences. Their role is to generate community spirit and camaraderie while ensuring the rules are followed for the benefit of all.

Resident Fellows

Res Fellows are available to help with any issues relating to life on campus and ensuring your safety and wellbeing. They are mainly senior students, who have experience living in Student Residences.

Tutor Fellows

Tutor Fellows are available through the Limitless Learning Student Tutoring Program. This is a free academic support provided by students for students.

Students can connect with a Tutor Fellow for one-on-one academic tutoring. Bond's Tutor Fellows are high achieving students who have done extremely well at their studies at Bond.

You can book in regular sessions to ensure you receive the support you need.



Housekeeping

You are responsible for maintaining a standard of cleanliness and tidiness acceptable to the University in the Room and the Residence. Should you fail to maintain such standard, a Residential Standards Advice or Warning may be issued. The University at its discretion may impose a penalty charge and subsequent charges to the Occupant (s) in the interest of general hygiene standards within the Residence.

You will at all times observe socially acceptable hygiene practices in all areas of the Residence, refrain from discarding rubbish indiscriminately within the Residence, follow established procedures to maintain acceptable standards of hygiene and good order in the kitchen, bathroom and other common areas of the Residence. You must not put anything harmful, or which is likely to cause blockage in any pipes or drains.

Cleaning

- Your room will be refreshed weekly by university cleaning staff.
- Ensure you wash your own crockery and cutlery. The cleaners are not responsible for the cleaning of your personal items.
- When cleaners arrive at your door, they are there to commence refreshing your room. The cleaners maintain a cleaning schedule and will not back track to suit your time frame. Please dispose of your rubbish in the wheelie bins which are placed near the common rooms for your convenience. These bins are emptied daily, so please make use of them. Rubbish left in your room can attract vermin. Recycling bins are located near each building.
- If personal items are left on the bed, the cleaners will not handle these items. Any furniture or items against the beds will not be moved. Clean sheets will be left for students in this instance.
- Ensure you take your room keys with you on cleaning day, as the housekeeping team lock every room once they have finished cleaning.
- Should you have any issues, please contact the Student Housing Office (5595 5000) or your Res Fellow if after-hours.
- Residents are responsible for maintaining a reasonable standard of cleanliness in their rooms and common rooms.
- Residents may decline to have their room cleaned for one week but will receive advice that should room access be denied on the second week a Residential Standards warning will be issued. Housekeeping will not conduct the room clean if a student is sleeping.
- Housekeeping may photograph personal belongings in your room that raise concerns surrounding cleanliness or possession of prohibited items. The photograph will be sent to you by Student Housing to rectify or to seek further clarification as per the University Privacy Policy.

Cleaning schedule

<u>Building 11</u>	<u>Monday</u>
<u>Building 9</u>	<u>Tuesday</u>
<u>Building 8</u>	<u>Wednesday</u>
<u>Building 7 & 23</u>	<u>Thursday</u>
<u>Building 12</u>	<u>Friday</u>

Dining Card - SID card

- Your dining card is your Student ID card and can be used at all University food outlets and will have a pre-loaded dollar value added each semester.
- Your dining card can be swiped at the cash register at any of the food outlets on campus. Balance of funds not utilised will be forfeited at the end of each semester nor will they be rolled over to the following semester.

Fridges

- Individual fridges must be maintained in a clean and hygienic state.
- At the end of each semester, please dispose of any food items.

Laundry Facilities

- Each of the residential buildings has their own laundry facilities equipped with washing machines, dryers, and sinks.
- You will need to provide your own detergent. In consideration for others, please remove your clothes from the washing machines and dryers as soon as possible, set a timer as a reminder.
- You should also be aware that theft of clothes may occur from time to time and take steps to minimise the potential of this occurring. Student Housing is not responsible for lost or stolen items.

Gym

- All students can access the Sports and Aquatic Centre located in Building 18 - operating hours are on the website.

Internet Access

- Select 'BondStudents' from available networks
- Enter your Student IT account login details
- Username: Student ID
- Password: Student IT account password
- If prompted, Accept / Trust not verified certificate

Should you experience any IT difficulties, contact the IT Service Desk on +61 7 5595 4444 Monday - Friday between 8am and 5pm AEST, or send them an email at any time on servicedesk@bond.edu.au

Lock Outs

- Please call your Resident Duty Phone or Security 07 5595 1234 for accidental lock outs. Continual calls for this service may incur a fee.
- If you are locked out during the day (8:30am - 5pm), please contact Security for assistance.

Mail

- Incoming mail for residential students should be addressed as:

**Your Name, Student Housing
14 University Drive
Robina
QLD 4226**

- Collection times from student housing are Monday to Friday, 11am - 4pm
- Note: no perishables are accepted
- Outgoing mail services are provided at:

**Australia Post Office
Market Square
201 Varsity Parade
Varsity Lakes**

Maintenance

- Please report any maintenance issues to Student Housing during business hours by uploading the form (accessed via the QR code).
- Contact your Senior Resident Fellow in your building or Security outside of business hours.



Parking

- All students (and guests) wishing to park a vehicle on campus must complete the online registration form and provide name, student number and vehicle registration. Please access this form via the student portal.



Room Move Request (Current Semester)

- From Week 2, subject to availability.
- Please collect a form from Student Housing & complete and submit by the due date.



Application Period for Following Semester

- Week 7 of the current semester: This is the designated time to submit your application for the following semester via the Student Housing Portal

Cancellation Policy

- 2-week cancellation fee will apply at the end of Week 8 to Week 14 for cancellation of next semester booking.
- 4-week cancellation fee will apply at all other times for cancellation of current semester booking. Current semester cancellations after week 10, the unused balance of semester Dining Plan will not be refunded.

Shopping

Bond Express is a convenience store on campus where you can purchase goods with your dining plan. Robina Town Centre and Pacific Fair are two major shopping centres with easy transport access. Market Square, located a short walk from Bond in Varsity Lakes, offers a range of restaurants and an IGA.

Support

- Each building has a Senior Resident Fellow and Student Resident Fellows who will be able to assist with your residential living. Please get to know them!
- If you have any concerns, please feel free to contact them via email or via the duty phone. Contact numbers found on p. 14.

Community

- Social gatherings are encouraged in student accommodation to create friends and a positive community. Social gatherings are positive until they negatively impact other residents.
- Student Housing seeks to create an environment where the consumption of alcohol and associated drinking behaviour does not adversely impact on your fellow residents or hinder academic success. Drinking alcohol is a personal choice, and likewise you may decide not to

consume alcohol and should not be pressured to do so. The provision of alcohol to those under the age of 18 is strictly prohibited. Student Housing reserves the right to make corridors or building dry if it deems necessary.

- Sustainability - The University has a strong commitment to global sustainability and encourage all residents to contribute to its mission through:
 - Residents are strongly encouraged not to leave lights, air conditioners or other electrical appliances on in their rooms whilst they are unattended.
 - Everyone is encouraged to conserve water wherever possible (e.g. turn off taps properly, limit showers and report leaking taps or toilets to Student Housing).
 - There are recycling facilities and residents are encouraged to sort their rubbish to ensure that as much waste as possible is recycled.

Transport

- A local bus stop is located on University Drive with popular bus routes 750 and 753 taking you to Robina Town Centre and Pacific Fair.



Semester Break Accommodation

- Students may stay on campus during semester breaks on application, at their normal weekly room rate except for the December/January break.
- Students residing in a university residence may be required to pack up their belongings over the semester break, subject to the needs of the University. Should a student fail to follow this direction, an external company will be employed to pack the student's belongings and securely store them. The student will be charged for this service.
- Communication on this will be sent out to relevant students when required.

Student Housing Terms and Conditions of Occupancy

As a member of the University residential student community, you are required to abide by these standards and under the Student Code of Conduct you are committed to the values of **honesty, fairness, trust, accountability, and respect**. At all times community members will behave in a way that upholds these values both as individuals and as a representative of the University in accordance with the Student Code of Conduct Policy and this agreement.

Under this agreement, the University grants you permission to occupy a room in Bond Student Housing for the time stated on the Occupancy Agreement. You also agree to the Terms and Conditions referred to below on the signing of the Occupancy Agreement. Once the offer is accepted by you and confirmed by the University, this agreement becomes a legally binding contract between the parties. The Agreement is for one semester only, to continue in successive semesters or after the current term, you will need to re-apply.

1. Behaviour Standards

1.1 You are subject to and shall comply with all laws in force in the State of Queensland and with:

- All Student Housing rules and procedures
- All orders and directions given by university staff.
- Student code of Conduct policy

1.2 Any breach of this may result in disciplinary/administrative action by the University:

- The University reserves the right (in respect of breaches) to levy fines, provide warnings and/or penalties, including imposing conditions on your continuing residency and/or the non-renewal of student residences room booking (for following semester) or:
- A resident may be administratively removed for reasons including, but not limited to, non-payment, non-enrolment, failure to abide by the student housing standards outline in this document, inappropriate behaviour, violating Bond University Student Code of Conduct, or behaviour that threatens the health or welfare of members of the University community.
- In the case of multiple or severe breaches you may be referred to the disciplinary committee. Details of the Student Code of Conduct Policy can be found at www.bond.edu.au.

2. Conditions of Agreement

2.1 You shall not cause nor permit the Room, the Residence or Student Housing Premises to be used or occupied in any way or for any purpose which causes or is likely to cause unreasonable nuisance to or interfere with the peace, comfort, and privacy of any other person in or near the Residence.

2.2 You shall not conduct a business of any kind in the Room or the Residence, nor engage in any illegal, riotous, or noisy conduct, practices, or behaviour which may bring the reputation of the University into disrepute or is in the opinion of The University, prejudicial to the wellbeing of the residents.

- 2.3 Period of Occupancy - Subject to compliance with the provisions of this Agreement, you shall have the occupancy and use rights of the allocated room for the time stated in the Agreement.
- 2.4 Residence Acceptance - You accept a room in Bond Student Housing once paperwork is complete.
- 2.5 Other Charges - You shall pay any other charges attributable to or payable by you for which you will be invoiced separately before, during or at the completion of the stay. Such charges may include disciplinary fines, cost of attendance of fire brigade for irresponsible behavior associated with fire safety equipment, cost of repairs caused by either individual or group damage to a residential room, cost of specific loss of property, or cleaning or other services as advised to you in writing. The University reserves the right to apply other fees/charges to those already specified, and justification for such fees/charges will be provided to you in writing before payment is sought.

3. Alcohol, Drugs and Dangerous Items

- 3.1 Residents under the legal drinking age (18 years of age) are not permitted to consume or possess alcohol in the Residences or at any University affiliated events.
- 3.2 For the safety and wellbeing of Residences, activities such as, but not limited to, the promotion and organisation of drinking games, or use of equipment, posters or flyers that promote excessive consumption are not permitted. The University reserves the right to confiscate and dispose of items that celebrate or facilitate the excessive consumption of alcohol, including but not limited to, kegs, drinking games, beer bong etc.
- 3.3 Possession of open containers of alcoholic beverages in all outdoor areas of the University Residences is not permitted. Only newly purchased unopened alcoholic beverages in unopened containers are allowed to go directly to their Room upon return to the University Residences.
- 3.4 Unlawfully possessing, using, supplying, manufacturing, distributing or selling illicit, restricted or controlled substances, including but not limited to alcohol, poisons, drugs or drug paraphernalia.
- 3.5 Smoking (using smoking products, vapes or electronic cigarettes as defined in the Smoking on Campus Procedure) on any Bond University campus in all indoor and outdoor areas except for Designated Smoking Areas.
- 3.6 Possessing, using or storing any weapon, dangerous instrument, explosive device, fireworks or dangerous chemical is not permitted.
- 3.7 Legal substances which if used inappropriately result in similar effects of illegal drugs including but not limited to Amyl Nitrate and Nitrous Oxide are not permitted.
- 3.8 The university at its discretion may designate one or more areas of student housing 'dry'. Where an area has been designated 'dry' the possession, consumption or storage of alcohol outside of the individual's room is not permitted.

4. Guest /Social Gatherings

- 4.1 All visitors are required to leave the premises by 11pm and may not stay in your room or common areas overnight. You will be held responsible for any breach of the rules by your guests.

- 4.2 The University Residences are intended primarily for academic study, responsible socialising, sleep, and quiet relaxation. Residents will restrict noise to a level which is consistent with these purposes including a noise curfew of 11pm.
- 4.3 The maximum number of people in a common room must not exceed 15 persons at any time.
- 4.4 Quiet Hours are established subject to Academic Schedules with a 9pm noise curfew during these times. No social gatherings (parties) are permitted at these times.
- 4.5 Residents hosting social gatherings must clean up, remove, and dispose of any rubbish at the end of the social gathering and reinstate all furniture to its original position.
- 4.6 A Social Gathering form must be completed and approved before any social gatherings in common rooms.

5. Prohibited Items

- 5.1 The University reserves the right to immediately remove from your allocated room, Building or Common Areas any prohibited items even if notice has not been given. The item will be returned upon occupancy termination or disposed of at owners expense.
- 5.2 The following are examples of prohibited pieces of electrical equipment: portable air conditioners, portable heaters (fan/ceramic/radiator or other) portable dishwashers, oil diffusers, cooking appliances (i.e. air fryers, fry pans, toasters, rice cookers) or any other electrical equipment not complying with Australian standards. Use of electrical equipment that overload circuits are also not permitted. Coffee pod machines and electric kettles that feature an auto shut-off are permitted.
- 5.1 No pets of any nature may be kept within Student Housing. If a pet is found to be in residence, it will need to be removed immediately and the resident will be charged cleaning costs for treating the residence. Assistant animals or service dogs are not considered pets and must be approved prior to taking up residence.
- 5.2 The following items are not permitted in **residents' rooms or common areas**:
 - Naked flames of any kind including candles, incense, oil burners, gas bottles, sparklers
 - Bikes/scooters (including electric) Not to be kept inside buildings
 - Large electrical devices and commercial equipment
 - Bed stilts
 - Additional beds such as swags, hammocks or camping equipment
 - Wading pools and slippery slides
 - Large, amplified sound sources such as electronic devices, amplified musical instruments, drum equipment, live music/bands, DJ equipment.
 - Glass containers of alcohol less than 500mL are not permitted in residential buildings. Wine and spirits bottles over 750ml are acceptable. Items found will be emptied and containers disposed of.
 - The above list is not exhaustive and any items deemed inappropriate will be removed and resident advised.

5.3 The following items are not permitted in **common areas or balconies**.

Sporting equipment

Clothes, washing, shoes

Additional furniture

No items are to be stored on balconies or externally of buildings

6. Personal Property / Right to Enter Rooms

6.1 All property is brought on to University Residences at your own risk. The University is not responsible for any loss or damage, however caused, to Residents' property including property seized in accordance with these Rules and items placed in storage.

6.2 The University shall reserve the right to seize property for reasons of occupational health and safety, hygiene and where the use or presence of such property in University Residence is in breach of the Rules.

6.3 We recommend you arrange your own insurance cover for all property (including bicycles, vehicles, and personal belongings).

6.4 The University reserves the right to enter rooms for concerns of student safety, Health and Safety reasons, scheduled maintenance or if there is evidence or suspected evidence of violation of university policy.

6.5 Room Inspections will be conducted mid semester and end of semester. (Notice will be provided prior to access)

6.6 The University reserves the right to pack and remove personal belongings at your cost if left behind outside of the occupancy agreement.

6.7 Personal items not in the resident's room during the semester break must be kept in the storeroom and securely boxed and clearly labelled. All items not clearly labeled will be disposed of.

6.8 All personal items must be removed from common rooms during the break. Any items left in common rooms will be disposed of.

7. Cleaning, Damage and Maintenance

7.1 Room refresh is included in your accommodation charges and will take place on the same day every week. The cleaners carry out a refresh of your room and bathroom. If you deny the cleaner access to your room for 2 consecutive weeks a Residential standards warning, will be incurred. Housekeeping will not conduct the room clean if a student is sleeping. Cleaners will remove rubbish from common rooms daily. The cleaning of microwaves, fridges and dishes in common rooms or kitchen areas in the flats is the responsibility of students.

7.2 Common rooms and shared bathrooms that are deemed to be unacceptably untidy, and unhygienic including fridges, excess personal belongings and communal kitchen areas may incur a Residential standards advice and/or warning to each resident in the corridor.

- 7.3 Payment and Repair of Damaged Property: You shall be responsible for the cost of any repairs to or replacement of any part of the Room, the Residence, the fittings, fixtures, and furnishings therein or any other article provided by the University that sustains damage caused or contributed to by you, or any of your visitors. Where damage caused to any common area within a Residence cannot be attributed to any individual, all occupants of the Residence will be charged a proportion of the cost to rectify the damage. You shall notify Student Housing as soon as is practicable of any damage sustained to University Property.
- 7.4 Please report any maintenance issues to Student Housing during business hours by uploading the form (accessed via the QR Code). Contact your Senior Resident Fellow in your building or Security outside of business hours.
- 7.5 Room decorations are to be safe and not leave permanent damage to the room. Any decorative lighting (i.e. fairy lights) is to be battery powered only.
- 7.6 Permission must be sought from Student Housing or your Senior Resident Fellow before decorating shared areas.

8. Security and Safety

- 8.1 Residents will familiarise themselves with all emergency procedures of their University Residence (as outlined on their evacuation signage in their rooms) and respond immediately to all evacuations.
- 8.2 Residents who fail to take keys and/or SID requiring security/Res team in attendance will receive a residential standards advice notice. Repeated call outs may result in residential standards warnings being issued.
- 8.3 Residents identified as tampering with, damaging, or activating safety devices or alarms of any kind, both intentionally and unintentionally may be billed for the full costs incurred as a result of the interference. The current call-out cost is \$1,500 per occurrence.
- 8.4 For safety reasons, residents are not allowed to climb or sit on balcony railings.
- 8.5 Hazing or any act that willfully or recklessly endangers the mental, emotional, or physical health and/or safety of any student or other person for the purpose of initiation, admission into, affiliation with, or continued membership in any group regardless of the person's consent to participate, is prohibited.
- 8.6 Blocking of Fire doors or allowing them to be unsecured and propped open by objects is prohibited and a breach of Queensland Fire Safety Regulations (2008), if an individual is not able to be identified then the corridor will be issued a Residential standards warning and if applicable share the penalty fine.

9. Keys and Security

- 9.1 Any keys issued to you are always to remain in your possession and are not to be lent to any other person. If you lose your keys, you must report the matter immediately to Student Housing. You will be invoiced \$150.00 for the cost of a lock change and replacement key.

10. Departure

- 10.1 On departure at the end of each semester room keys must be returned for key auditing purposes. If room keys are not returned, you will be charged \$150 for non-key return.

11. Limitation of Liability

- 11.1 The University attempts so far as is practicable to provide you with a residential environment that is safe, conducive to study and without disturbance. You agree that the University is not liable for and releases the university from any and all liability for:
- 11.2 any loss of or damage to your personal property howsoever caused.
- 11.3 any loss resulting from the use of, or unavailability of, the IT Network facilities provided by the University.
- 11.4 any injury sustained by you howsoever caused.
- 11.5 any interruptions to the supply of water, electricity and/or gas provided to the Residence.
- 11.6 the presence of pests in the Residence despite reasonable attempts by the University to control pests.
- 11.7 The University, through its Residential Support Team, is concerned for your physical welfare and academic progress of you but accepts no legal responsibility for either of these matters. The onus is on you to advise the University of any special needs that you may have and make any necessary arrangements for accommodation prior to accepting the offer of residence. You release and indemnifies the University for any claim, loss, cost, demand for or in relation to injury, or death.

Key Contacts

<u>Security</u>	<u>07 5595 1234</u>
<u>Emergencies (ambulance/fire/police)</u>	<u>000</u>
<u>Student Housing Office</u>	<u>07 5595 5000</u>
<u>West Tower Duty Phone (Building 7)</u>	<u>07 5595 2107</u>
<u>East Tower Duty Phone (Building 8)</u>	<u>07 5595 2108</u>
<u>AC Duty Phone (Building 9)</u>	<u>07 5595 2109</u>
<u>The Halls Duty Phone (Building 11)</u>	<u>07 5595 2111</u>
<u>The Halls Duty Phone (Building 12)</u>	<u>07 5595 2112</u>
<u>The Foresters (Building 23)</u>	<u>07 5595 2107</u>
<u>Main Bond Switchboard</u>	<u>07 5595 1111</u>
<u>IT Helpdesk / Service Desk</u>	<u>07 5595 4444</u>
<u>Bond Medical Centre</u>	<u>07 5595 4043</u>
<u>Sports Centre (Gym)</u>	<u>07 5595 4100</u>

Emergency Contacts

**In an emergency, call campus security 07 5595 1234 or 000
(24 Hours/Day 7 Days/Week)**

Crisis Support Services

13HEALTH	13 432 584
1800RESPECT	1800 737 732
Crisis Assessment and Treatment Team	1300 642 255
Beyond Blue	1300 224 636
Brisbane Sexual Assault Service	07 3636 5206
Domestic Violence Line	1800 811 811
Gold Coast Centre Against Sexual Violence	07 5591 1164
Gold Coast Homelessness Service	07 5579 6060
Headspace	1800 650 890
Homeless Persons Information QLD	1800 474 753
Lifeline	13 11 14
Men's Line Australia	1300 789 978
Q-Life	1800 184 527
SANE Counselling Support	1800 187 263

BondCare

Bond University is committed to building a safe and supportive campus for everyone.



Student Success & Wellbeing Support Services

BondCare

Students are able to submit the following referrals or reports within the BondCare Student Safety & Wellbeing Reporting/Referral System:

- Wellbeing Referrals (including physical or mental wellbeing self-referrals)
- General Misconduct & Unwanted Behaviour Reporting
- Sexual Assault Sexual Harassment (SASH) Reporting

Academic Skills Centre (ASC)

The ASC provides free one-on-one support, including:

- Oral presentations
- Time management planning
- Referencing

bond.edu.au/asc

Phone: 07 5595 4783

Email: asc@bond.edu.au

Accessibility and Inclusion

- Strategies for overcoming barriers.
- Learning Access Plans

bond.edu.au/accessibility

Phone: 07 5595 4002 Email: accessibility@bond.edu.au

Bond University Student Association (BUSA)

Student Experience, Support and Advocacy

bond.edu.au/busa

Phone: 07 5595 4009

Email: busa@bond.edu

Building A Better Bondy iLearn Page

Self-care and self-awareness learning modules including:

- Being Well, Living Well
- Consent Matters
- Tackling Harassment

ilearn.bond.edu.au/ultra/organization

Career Development Centre (CDC)

- Career planning, resumes and interview training

- Internships, work experience and placements
- Graduate employment

bond.edu.au/cdc

Phone: 07 5595 3388

Email: cdc@bond.edu.au

Counselling

- Free and confidential counselling services

bond.edu.au/student-counselling

Phone: 07 5595 4002

Email: studentcounselling@bond.edu.au

LGBTIQ Services and Support

- Ally Network
- Pride in Diversity training and support

bond.edu.au/lgbtiq

Library Services

- Ask-A-Librarian chat service
- Book a personal consultation with a Faculty Librarian

library.bond.edu.au

Phone: 07 5595 1510

Email: library@bond.edu.au

Limitless Learning Mentoring & Tutoring

- Tutoring and social connectivity support provided by Bondies.

bond.edu.au/limitless-learning

Medical Clinic

- Book an appointment with the GP or Nurse for a range of medical services.

bond.edu.au/medical-clinic

Phone: 07 5595 4043

Email: ssmc@bond.edu.au

Nyombil Indigenous Support Centre

- A place of learning with a dedicated team who will help you transition to university life and throughout your degree.

bond.edu.au/nyombil-centre

Phone: 07 5595 5652 Email: nyombilcentre@bond.edu.au

bond.edu.au



CRICOS Provider Code 00017B
TEQSA Provider ID PRV12072

The information in this document is correct at the time of printing (2024).