



THE UNIVERSITY  
OF QUEENSLAND  
AUSTRALIA

CREATE CHANGE

# Diversity, Disability & Inclusion





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Acronyms glossary			
DDI	Diversity, Disability & Inclusion	ICTE	Institute of Continuing & TESOL Education
DDIA	Diversity, Disability & Inclusions Advisors	GP	General Practitioner/Medical Doctor
SAP	Student Access Plan	ECP	Electronic Course Profiles
PWD	Persons With Disability	UQU	UQ Union
UQ	The University of Queensland	PF	Property and Facilities
HDR	Higher Degree Research	OSHC	Overseas Student Health Cover

## About Diversity, Disability & Inclusion

The Diversity, Disability & Inclusions Advisors provide advice, support, referrals and assistance to students who have a condition, and for those with significant responsibilities caring for a person with a condition, that impacts on their study. The service sits within Student Services, all of these student support services are free and can be accessed throughout the year (except during public holidays).

# What support is available?

Support is individual and is determined by discussions with the student and takes into account the supporting information/documentation provided. Ideally, this needs to be arranged in advance of the start of each semester. Supports/services available include,

- Support to discuss the functional impact of condition on studies with academic staff
- Access on campus
- Accessible learning materials
- Extensions to course work
- Exam adjustments.

This is not an exhaustive list of support and services, to find out more email [inclusion@uq.edu.au](mailto:inclusion@uq.edu.au)

Tutoring, proofreading assessment pieces and personal care are not provided as part of our support, please refer to service and resources offered on page 9, 10 and 11.

## Student Access Plan

A SAP is a document outlining the impact a condition has on the student's capacity to undertake study and reasonable adjustments to be considered. The plan will only note the condition if the student feels comfortable with consenting to disclose. The plan lists reasonable accommodations to be considered for course work (for example, extensions or where a student may have issues with attendance). The plan is shared with Course Coordinators and other relevant teaching staff to support the student. It is designed to open up communication between the student and teaching staff. Plans can be developed for course work, various placements and HDR. Plans are submitted each semester as requested by the student.

## Exam Adjustments

Adjustments to exams will depend on the nature of the condition and how it impacts the student. Adjustments can include,

- extra time breaks
- use of computer
- scribe
- ergonomic furniture.

With the exception of unexpected, serious, unavoidable circumstances or injury, exam adjustments need to be in place two weeks before the exam block.

Deferring exams is a separate process and not managed by our service. For information regarding deferring an exam, refer to Deferring an exam on my.UQ.

[my.uq.edu.au/information-and-services/manage-my-program/exams-and-assessment/deferring-exam](https://my.uq.edu.au/information-and-services/manage-my-program/exams-and-assessment/deferring-exam)

## Mobility Scooter

Students can apply to access a mobility scooter while they are on campus for their classes or study related activities. They are returned daily to scooter cages, located throughout the St Lucia campus. **Scooters cannot be taken/stored off campus.**

## Transcription

The program is available to students who have difficulty taking notes in lectures as a result of various types and degrees of sensory, physical or other disabilities. This service cannot be used as a substitute for attendance.

## Assistive Technology

Selected equipment is available for use by students who have a disability to aid academic access. Some items of equipment are located at specific venues on campus for use by eligible students. Other items are transportable and available for loan to individual students.

## Physical access arrangements

For students who require specific access to classes, arrangements can be made to ensure classes are in appropriate locations, where possible.



# Inherent requirements and reasonable adjustments

## Inherent requirements

Refers to key learning outcomes of a course or program of study a student should expect to demonstrate an understanding of. These are demonstrated through a variety of assessments, which may include assignments, exams and practicals.

In assessing whether an adjustment to a course or program in which a student is enrolled, or proposes to be enrolled, is reasonable, the University is entitled to maintain the academic integrity of the course or program, and other requirements or components that are inherent in or essential to its nature (Disability Standards for Education 2005).

Students can refer to their Electronic Course Profiles to get an understanding of what the inherent requirements are for their particular courses.

## Reasonable adjustment

An adjustment is a reasonable adjustment unless providing it would impose an unjustifiable hardship to the educator or institution, or involve changing/compromising the inherent requirements of a program of study. Reasonable adjustments are designed to promote an equitable opportunity for students with a condition that impacts on their study; it should not unfairly advantage them or disadvantage other students.

## Who is able to access support?

Any current student (domestic and International) who has a condition that impacts on their study, either full time or part time, is able to access support. Students can be enrolled as an undergraduate, post-graduate, through UQ College or through Institute of Continuing & TESOL Education. Conditions can be temporary or ongoing.

Conditions can include,

- Physical
- Sensory
- Mental health
- Developmental disorders
- Learning disorders
- Neurological disorder
- Chronic health conditions
- Temporary injury
- Individuals undertaking a carer's role (i.e. caring for an individual with a significant physical or mental health condition).

# Process for accessing support

Students are invited to book an initial 1 hour appointment with a DDIA. Due to high demand for appointments before and early semester, as well as exam period in late semester it is encouraged that students to book appointments early. Students are encouraged to bring their supporting documentation/medical information to this appointment.

Bookings can be made online at [uq.edu.au/student-services/disability](http://uq.edu.au/student-services/disability)



# Medical and supporting documentation

To ensure we are able to provide appropriate support, up-to-date medical documentation is required. Reasonable adjustments cannot be put into place until appropriate documentation has been provided. Students can have their registered health professional complete a medical form or alternative documentation can be provided.

It is important documentation is,

- dated
- provides information on the diagnosis (present symptoms and whether the condition is mild, moderate or severe in nature; and if it is long or short term)
- impact the diagnosis has on study
- recommended adjustments
- qualifications of the appropriate treating professional is also required.

In order to provide a high standard of continued support, documentation is regularly reviewed. Depending on your condition, you may be asked for new documentation on an on-going basis.

For more specific information on conditions, refer to the table below.



## Forms

### Medical

[uq.edu.au/student-services/pdf/disability/Medical-Document-\(FillablePDF\).pdf](http://uq.edu.au/student-services/pdf/disability/Medical-Document-(FillablePDF).pdf)

### Carer

[uq.edu.au/student-services/pdf/disability/Carer%27s-Document-\(FillablePDF\).pdf](http://uq.edu.au/student-services/pdf/disability/Carer%27s-Document-(FillablePDF).pdf)

### Condition

**Physical** - conditions that affect mobility/walking or fine and gross motor skills.

**Sensory** - conditions that impact sight, hearing, speech

**Mental health** - can include anxiety, depression, eating disorders, schizophrenia, post-traumatic stress disorder, obsessive compulsive disorder

**Developmental** - can include autism spectrum disorder, attention deficit disorder, Attention Deficit Hyperactive Disorder

**Learning Disorders** - can include dyslexia, dyscalcula, dysgraphia, difficulties with input, integration, storage and/or output of information

**Neurological** - can include Cerebral Palsy, epilepsy, stroke, acquired brain injury, migraine, sleep disorders

**Chronic health conditions** - can include chronic pain, skin conditions, asthma, diabetes, chronic fatigue syndrome

**Temporary injury** - can include broken limbs, recovery from surgery, complications due to pregnancy



# Confidentiality and privacy

When a person seeks support or service from Student Services, information is collected and retained. The information we collect depends on the services you need but generally, we collect information such as your name, contact details and other information relevant to the services you need (such as your enrolment and course information).

While Student Access Plan is shared with Course Coordinators and other relevant teaching staff; medical documentation is not accessed outside of our service and engagement with our service is not reflected in the transcript or university academic records.

For further information regarding privacy, refer to the following webpages

[uq.edu.au/student-services/privacy-information](http://uq.edu.au/student-services/privacy-information)

[ppl.app.uq.edu.au/content/1.60.02-privacy-management](http://ppl.app.uq.edu.au/content/1.60.02-privacy-management)

## Student communication

When emailing students, we will use their student email address, and we encourage students email UQ staff using their student email. This is to ensure your email doesn't get blocked by spam filters, and so that the recipient can verify who you are.

Students who would like parents or caregivers to have permission to discuss matters on their behalf are requested to provide consent in writing. We are unable to disclose information to external parties without consent from the student.

# Student Services resources

## Student Services Counsellors

You can have up to 10 sessions a year. This may be useful to help develop strategies to help manage anxiety, develop coping strategies or to discuss any other issues that may be causing you concern. Appointments can be made online at

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

## UniWellbeing

An online program that runs for 5 weeks. In this program you have access to one of the student counsellors. See below for more details

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

## UQ Counselling and Crisis Line

Call **1300 851 998**

Text **+61 488 884 115**

## Student Services Workshops

[uq.edu.au/student-services/upcoming-workshops](http://uq.edu.au/student-services/upcoming-workshops)

## Learning Advisors

Provide one-on-one advice on assignment writing, exam preparation, note taking, time and study management.

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

## International and Welfare Advisors

Student Advisers can provide general information, support and referral for understanding university processes, international and domestic students with families, transition to living in Brisbane and Australia, accommodation issues and homelessness for international and domestic students, financial, welfare and health issues, English language, OSHC, and understanding student visas.

[uq.edu.au/student-services/international-students](http://uq.edu.au/student-services/international-students)

## Peer Mentoring

If you identify as having a lived experience of disability and or mental illness, Peer Mentoring will help you achieve your goals at UQ by providing specific knowledge and support to assist you with

- Practical advice – study tips, navigating university life and insight into programs
- Social support – making friends and networking
- Matching you with a peer who can share their experience of university.

[my.uq.edu.au/mentoring](http://my.uq.edu.au/mentoring)

## International and Welfare Advisors

UQ offers a number of mentoring programs that provide valuable leadership and guidance through all stages of your time at UQ and beyond.

From supporting new students in the transition to uni life to fostering positive cultural, social and professional connections, this is your first stop in learning how you can get involved.

[my.uq.edu.au/mentoring](http://my.uq.edu.au/mentoring)

# Student resources

## Peer tutoring and support

Some schools offer peer tutoring/support

- Psychology Student Support Tutors  
[psychology.uq.edu.au/current-students/psychology-student-support-tutors](https://psychology.uq.edu.au/current-students/psychology-student-support-tutors)
- First Year Learning Centre (Engineering)  
[eait.uq.edu.au/first-year-learning-centre](https://eait.uq.edu.au/first-year-learning-centre)
- Peer-assisted study sessions (PASS)- Chemistry (for certain courses only)  
[scmb.uq.edu.au/student-support/peer-assisted-study-sessions-pass](https://scmb.uq.edu.au/student-support/peer-assisted-study-sessions-pass)

## Neuropsychological Assessments /UQ Psychology Clinic

If you require an assessment for a new condition or updated assessment for a condition, you can explore having this done through the UQ Psychology Clinic. The interview(s), testing and feedback to clients are charged at \$40 per hour (\$25 per hour for concession). Be mindful, due to demand there may be a waitlist to access the service.

[clinic.psychology.uq.edu.au/neuropsychological-assessment](https://clinic.psychology.uq.edu.au/neuropsychological-assessment)

## Medical Action Plan

If you have a condition that requires specific medical care/support in the event of an emergency, it's recommended you register a medical plan with UQ Emergency Services in order for them to be aware of your unique needs.

You can send them an e-mail to [ss@pf.uq.edu.au](mailto:ss@pf.uq.edu.au) with a detailed account of your relevant medical requirements in case of a medical emergency. It may also be beneficial to provide information in regards to your emergency contacts (family, GP, etc), if an ambulance is required, relevant medications and other important and relevant.

## UQ Health Care

UQ Health Care is a primary care, clinical innovation and research organisation, owned by The University of Queensland.

Our dedicated team of GPs, nurses, allied health professionals and specialists provide care across our five medical clinics in Ipswich, Annerley, Meadowbrook, St Lucia and Gatton.

[www.uqhealthcare.org.au](http://www.uqhealthcare.org.au)

## Accessibility Maps

Access and mobility maps are also available, showing accessible exits, entrances and lifts for the buildings on campuses.

- St Lucia  
[campuses.uq.edu.au/files/2768/01-st-lucia-accessibility-map.pdf](https://campuses.uq.edu.au/files/2768/01-st-lucia-accessibility-map.pdf)
- Gatton  
[campuses.uq.edu.au/files/2771/29-gatton-accessibility-map.pdf](https://campuses.uq.edu.au/files/2771/29-gatton-accessibility-map.pdf)

# External supports and services

## UQU Student Advocacy and Support

Student Advocacy and Support is a free, independent, short term support service for all UQ students. Providing you with assistance on matters relating to the following services: Education & Equity, Employment, Gender & Sexuality, Legal, Migration, and Welfare.

[uqu.com.au/supporting-u](https://uqu.com.au/supporting-u)

- UQU has details to access tutors (fee-for-service)  
[uqu.com.au/tutoring](https://uqu.com.au/tutoring)
- UQU Proofreading list (fee-for-service)  
[uqu.com.au/proofreaderslist](https://uqu.com.au/proofreaderslist)

## the desk

Free online resource

[thedesk.org.au](https://thedesk.org.au)

## Headspace

offers free/low cost support for people under 25. There is a centre close by at Taringa. See below for more information on them on their website.

[headspace.org.au/headspace-centres/taringa](https://headspace.org.au/headspace-centres/taringa)

## Khan Academy

A free online resource that offers practice exercises, instructional videos, and a personalised learning dashboard that empower learners to study at their own pace in and outside of the classroom. Not technically tutoring, but may help with understanding specific concepts.

[khanacademy.org](https://khanacademy.org)



# Contact us

In the case of an emergency, contact Security at **3365 3333** or call **000**.

St. Lucia	Gatton	Herston
Building 21D	Morrison Hall	UQ Oral Health Centre Level 5, Building 883
+61 7 3365 1704 <a href="mailto:inclusion@uq.edu.au">inclusion@uq.edu.au</a>	+61 7 5460 1046 <a href="mailto:ssgatton@uq.edu.au">ssgatton@uq.edu.au</a>	+61 7 3365 1704 <a href="mailto:ssherston@uq.edu.au">ssherston@uq.edu.au</a>
Mon-Fri 8:00am - 5:00pm	Mon-Fri 8:30am - 4:30pm	Mon-Fri 8:30am - 4:30pm

## Student Services

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



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