


STUDENT HANDBOOK

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Country
Universities
Centre
CAPE YORK



We respectfully acknowledge the Country on which we learn, work, and gather, and recognise the deep enduring connection of the Traditional Custodians. CUC acknowledges the diversity and richness of Aboriginal and Torres Strait Islander peoples and cultures and pays respect to all Elders, past, present, and future. This land was, is, and always will be Aboriginal land

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OUR NETWORK

CUC Cape York is part of a well established Country Universities Centre (CUC) network. This network provides local solutions across Eastern Australia. Successful regional development is led by local communities and aligned with regional strengths. The Country Universities Centre (CUC) model is designed and developed by regional people for regional people and their communities to provide equitable access to education. It is both a grassroots and agile model.

Each Centre is owned, governed, and driven by its local community through an independent Board of Directors. This framework provides for place-based learning solutions. Each CUC can respond quickly to the unique higher education challenges and needs of local communities





OUR CENTRE

CUC Cape York is a welcoming, safe and well-equipped study space designed to support you throughout your learning journey.

Our centre offers:

- 24/7 access for registered students (5:00am – 12:00am)
- Open every day of the year
- A safe and secure environment with CCTV and security lighting
- Quiet study areas and private study rooms
- Dual-screen communal computers with docking stations
- Free, fast Wi-Fi
- Free printing, scanning and photocopying for study-related materials
- Teleconferencing facilities
- Exam support, including room bookings and exam supervision
- Academic and administrative support services
- A kitchen stocked with free hot drinks and snacks
- Lockers available on request

*The guest WIFI password
is located in each room*

REGISTRATION

All students who use CUC Cape York facilities and/or services must be registered with the centre. During registration, we collect some general information to help with reporting to our funders, applying for future funding, and promoting our services. Your personal information will never be shared without your consent.

To register, you must be currently enrolled with a tertiary education provider. We welcome adult students studying any course, through any education provider, for any length of study.

Students under 18 years of age are also welcome to use the centre; however, access is subject to certain conditions. These will be explained during registration and are outlined in our student policies.



CENTRE ACCESS

CUC Cape York is available for use by registered students only. Access to the centre is provided via swipe fob entry, allowing you to study in a safe and flexible environment that fits around your schedule.

The centre is staffed from 8:30am - 5:00pm weekdays. Outside of these hours, students can continue to access the centre using their swipe fob. We offer extended access from 5:00am to 12:00am (midnight), seven days a week, to support students balancing work, family and other commitments alongside their studies.

The centre is continually monitored with internal CCTV, and records of swipe access usage. The centre is regularly patrolled by security outside of business hours. You must be out of the centre by 11.59, as the Centre is alarmed at midnight. If the alarm is triggered after this time, the student responsible may be charged the security call-out fee.

To maintain ongoing access, students are required to re-register at the beginning of each semester (January and July). A personalised registration link will be sent to your email and only takes a few minutes to complete.

RESPONSIBLE USE OF YOUR FOB

Your swipe fob is issued for your personal use only and must not be shared with anyone else. Do not allow other people to enter the centre using your fob, as this compromises the safety and security of all users.

If your swipe fob is lost or stolen, please notify the centre as soon as possible so access can be cancelled. Replacement costs may apply.

STUDENT SAFETY

We provide a safe, inclusive and comfortable space for study. Loud or anti-social behaviour, and the use of alcohol or other drugs, is not permitted. Students are expected to help keep the centre clean, safe and welcoming.

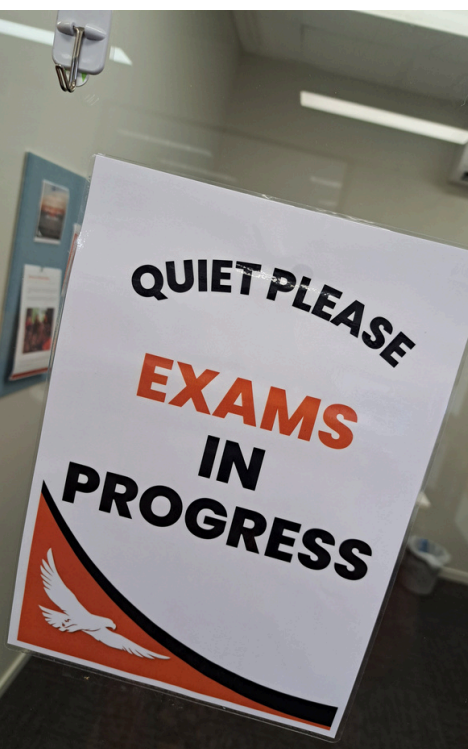
Children cannot be accommodated at the centre at this time. Please speak with the Centre Manager if you need support or alternative arrangements.

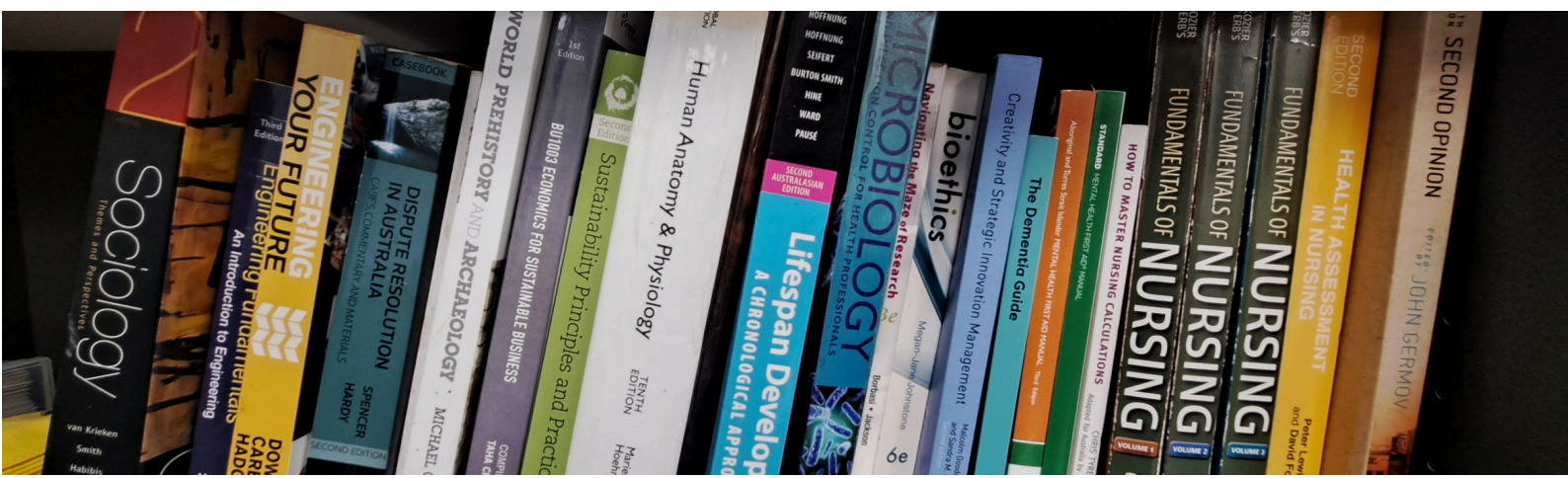
TECHNOLOGY

Students have access to high-speed internet (up to 100 Mbps) and Wi-Fi, printing, scanning and photocopying, dual-screen computers, and space for BYO devices.

Internet and printing are subject to a fair use policy. We recommend bringing earphones, saving work regularly to the cloud or a USB, and restarting computers after use to clear personal data.

If you are new to online study or need help with the technology, our friendly staff are happy to assist.







ACADEMIC SUPPORT

The team at CUC Cape York is here to help students of all levels with their studies. Whether you are just starting out or have some experience under your belt, we offer one-on-one personalised study sessions to help answer any questions – no matter how big or small.

Our team can assist with:

- Getting comfortable with your studies
- Creating study planners
- Tips for effective studying
- Proper referencing techniques
- Breaking down assignment questions
- Feedback on writing assignments
- Coping with procrastination
- Managing and reducing stress
- Academic writing guidance
- Research skill development
- Preparing for exams
- Any other study-related concerns you may have

Our Learning Skills Advisor (LSA), Kerry Clough, is available on Wednesdays and Thursdays to provide additional guidance and support.

To schedule a session, simply drop by the centre for a chat, speak with any of our friendly staff, or scan the QR code to book a time. We're more than happy to sit down with you and help you succeed in your studies.





STUDENT-LED INITIATIVES

If you're interested in representing CUC Cape York, you can apply to join our Student Ambassador Program. Ambassadors have opportunities to attend community events, network with local organisations, and give talks to future students. We value every student's contribution to our community and encourage everyone to participate in centre events.

We're always looking for ways to improve how we support students, and your feedback is important. All students are asked to complete our Semester Student Survey to help shape and strengthen our services – keep an eye out for the email!

WRAPAROUND SUPPORT

CUC Cape York supports students at every stage of their journey toward vocational or university education:

- For future students: We can provide guidance on choosing the right course or university, understanding different pathways, and navigating the world of higher education or training.
- For current students: We equip you with the skills and information to manage your study load, navigate learning portals, connect with university and training organisation services, and understand their policies. We can also help you find and apply for scholarships, placements, and internships.

Our aim is to provide wraparound support, helping you succeed academically, professionally, and personally throughout your time at CUC Cape York.

OUR TEAM



ANNA HUMPHRIES

CENTRE MANAGER

With 10 years of experience as a midwife, Anna is passionate about supporting people and being there when they need it most. At CUC Cape York, she brings that same care to students, helping make their learning journey smooth, enjoyable, and supported. Whether it's finding resources, offering guidance, or just having a friendly chat, she is here to help students feel confident and connected at the study hub.

Phone: 0499 202 249

Email: anna.humphries@cuccapeyork.edu.au



KERRY CLOUGH

STUDENT SUPPORT & OUTREACH COORDINATOR

With a background rich in training and mentoring, Kerry provides student support, guidance, and mentoring across all academic levels. Through her support and direction, students can navigate their academic path with confidence to reach their objectives.

Phone: 0474 098 700

Email: kerry.clough@cuccapeyork.edu.au



TIANNIE OTTO

INDIGENOUS ENGAGEMENT COORDINATOR

Every study journey has its ups and downs, and Tiannie is there to help along the way. From practical study support to general check-ins, she is committed to creating a space where students feel supported and encouraged.

Phone: 0499 162 345

Email: tiannie.otto@cuccapeyork.edu.au

INCIDENT REPORTING

At CUC Cape York, the safety and wellbeing of our students is our top priority. We know accidents can happen, and everyone has a role in contributing to a safe and supportive learning environment.

WHAT IS AN INCIDENT?

An incident is any unplanned event that causes, or has the potential to cause, harm, injury, damage, or disruption. This can include:

- Accidents or near misses
- Safety hazards or concerns
- Behavioural issues affecting students, staff, or visitors
- Damage to property or equipment
- Anything that disrupts normal operations

HOW DO I REPORT AN INCIDENT?

To report an incident at CUC Cape York, speak directly with your Centre Manager, or submit your report via the QR code provided in the centre. All reports are treated seriously and confidentially, and we will follow up to resolve any issues promptly.

By reporting incidents, you help us maintain a safe, inclusive, and supportive environment for all students.

SOMETHING NOT QUITE RIGHT?

If something doesn't feel right, don't hesitate to speak to your Centre Manager. Your feedback helps us identify issues quickly and keep the centre safe for everyone.

You can also provide suggestions on how CUC Cape York can improve our facilities or student services. Use the QR code in the centre or speak directly to your Centre Manager — we value every piece of feedback.



CONCERNED ABOUT SOMETHING ELSE?

If you notice behaviour, incidents, or situations that fall outside what we consider acceptable at the centre, please reach out immediately to your Centre Manager.

**CONTACT ANNA, 0499 202 249 OR
ANNA.HUMPHRIES@CUCCAPEYORK.EDU.AU**



EMERGENCY PROCEDURES

In the event of an emergency, all CUC Cape York students and staff must follow the centre's emergency procedures and any directions provided by CUC Cape York staff or emergency services.

Where students are using the centre outside of staffed hours, individuals are responsible for their own health and safety and must respond to emergencies in the most appropriate and safe manner.

DURING BUSINESS HOURS

The centre is staffed between 8:30am and 5:00pm, Monday to Friday.

During this time, students must follow all instructions provided by CUC Cape York staff and emergency services.

Students are encouraged to familiarise themselves with:

- The location of emergency exits
- Evacuation diagrams displayed throughout the centre
- Fire extinguishers and first aid kits

If you are unsure where these are located, please ask a staff member.

AFTER HOURS

If an emergency occurs while using the centre outside staffed hours (5:00am – 11:59pm):


- Stay calm and assess the situation.
- Evacuate immediately using the nearest exit and go to the designated assembly area.
- Call 000 for fire, medical, or police emergencies. Give clear details of the situation.
- Do not re-enter the building until it is safe.
- Alert others nearby if it is safe to do so.
- Report the incident to CUC Cape York staff as soon as possible during business hours.
- Take responsibility for your own safety and avoid any actions that could put yourself or others at risk

SAVE THESE CONTACTS IN YOUR PHONE!

Anna Humpries, Centre Manager

 0499 202 249

South Cape Security

 0407 632 452

CENTRE EVACUATION

EVACUATION SIGN & DIAGRAM

GROUND FLOOR
100 CHARLOTTE STREET,
COOKTOWN QLD 4895

REVISED: APRIL 2023

CHARLOTTE STREET

EVACUATION PROCEDURES

IN CASE OF FIRE

R REMOVE PEOPLE FROM IMMEDIATE DANGER
(DO NOT OBSTRUCT EXITS & EXIT ROUTES)

A ALERT PEOPLE NEARBY AND RAISE AN ALARM
(DIAL 050 AND ASK FOR THE BRIGADE)

C CONFINE FIRE & SMOKE
(CLOSE DOORS BEHIND YOU AND WHERE POSSIBLE WINDOWS - IF SAFE TO DO SO)

E EVACUATE TO THE NEAREST ASSEMBLY AREA

SITE PLAN

MOBILITY IMPAIRED PERSONS SHOULD EVACUATE ACCORDING TO THEIR INDIVIDUAL PERSONAL EMERGENCY EVACUATION PLAN (PEEP), VISITORS FOLLOW DIRECTIONS FROM WARDENS.

EXTINGUISHER OPERATION

INDUSTRY FIRE SERVICES

4/170-182 MAYERS ST
MANUNDA QLD 4879

LEGEND

EXIT PATH	MAIN SWITCH BOARD
ALTERNATIVE EXIT PATH	FIRE EXTINGUISHER
ASSEMBLY AREA	FIRE BLANKET
EMERGENCY EXIT	

EMERGENCY CONTACTS

Emergency	000
Ambulance/Fire	000
Police Link	131 444
South Cape Security	0407 632 452
Centre Manager	0499 202 249

CONTACT US



100 Charlotte Street, Cooktown



www.cuccapeyork.edu.au



study@cuccapeyork.edu.au



0499 202 249



@CountryUniversitiesCentreCapeYork



@cuccapeyork

USEFUL WEBSITES

www.coursesseeker.edu.au

www.gooduniversitiesguide.com.au/scholarships

www.studyassist.gov.au

www.jcu.edu.au

www.cqu.edu.au

www.tafeqld.edu.au

www.yourcareer.gov.au

FINANCIAL SUPPORT

CEF <https://cef.org.au/student-support/>

UNIS <https://linktr.ee/cucstudentfinancialassistance>

STUDY AUS <https://search.studyaustralia.gov.au/scholarship/search-results.html>

GOV <https://www.servicesaustralia.gov.au/higher-education>

WELLBEING & SUPPORT SERVICES



headspace offers tailored support to help young people achieve their work and study goals. Their services include one-on-one support with Work and Study Specialists, available both in-person and online via video calls, webchat, or phone. They also provide career mentoring, where young people can connect with volunteer Career Mentors for guidance. Additionally, Headspace hosts peer group chats and professional-led group chats to discuss topics like resumes, interviews, and study habits. All services are private, confidential, and free of charge, making Headspace a valuable resource for students seeking to enhance their career and study prospects.
headspaceAW@gatewayhealth.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/>



Royal Flying Doctor service RFDS (Queensland Section) delivers more than 12,100 mental health consultation annually and has the largest mental health service of RFDS sections across Australia. Our clinicians operate in areas as remote as Lockhart River in the Cape York and all the way to Camooweal on the Northern Territory Border.
<https://www.flyingdoctor.org.au/qld/what-we-do/mental-health/>



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/>

Bringing degrees closer to regional,
rural and remote Australia



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