

# Accessibility and Welfare Appointment Visual Story

# Introduction

Visual stories are simple and easy to understand guides that help people know what to expect in a new environment or situation.

This visual story is designed to help you feel more confident and prepared for an appointment with an Accessibility and Welfare Adviser.

If you have any questions about your appointment, please contact the Accessibility and Welfare Team by email [accessibility.welfare@uq.edu.au](mailto:accessibility.welfare@uq.edu.au) or call [1300 275 870](tel:1300275870).







## Your appointment

You are meeting an Adviser in Student Central to talk about support for your study. Student Central is on the ground floor of Building 42 of the St Lucia Campus. If you need help navigating campus, click on this [link to a map of UQ showing Student Central](#).



## Arriving at Student Central

When you arrive, you will see the appointment check in digital sign and an arrow pointing to the check-in computer. The check-in computer is behind the sign to the right.





## Checking in

You can check in by either entering your student number in the computer or tapping your student ID card on the scanner. If you need help checking in, you can speak with a Service Ambassador.



## Service Ambassador Help

You can find Service Ambassadors at the front of Student Central wearing a black shirt and holding an iPad. You may need to wait in line to speak with them and they may ask for your student number.





## Waiting for my appointment

Once you have checked in, head to the waiting area to wait for the Adviser. Other people may also be in the waiting area. If the Adviser has not arrived five minutes after your scheduled meeting time, please ask a Service Ambassador for help.



## Time for my appointment

When it is time for your appointment the Adviser will come to the waiting area and call your name. They will then walk with you to the appointment room.



## The appointment room

The room will have some seats, a desk and a digital screen. You can ask the Adviser to dim the lights if they are too bright.



## Meeting the Adviser

Each Adviser has a slightly different way of starting appointments. Usually, they will introduce themselves and confirm the reason for your appointment.





## Talking about my needs

The Adviser will ask questions about things that affect your studies. They may also ask questions about your courses, strengths, and any challenges you may have. Your discussion is confidential, so you can share anything that will help them understand how to support you.



## Identifying adjustments and support

The Adviser will use the answers from your questions and the information in your supporting documents to identify adjustments and support for you.



## Recording adjustments

The Adviser will record adjustments or support in the Student Management System and explain how they will be put into action. They will also check you are happy with what has been arranged.



## Contacting Course Coordinators

Sometimes, the Adviser will need to contact your Course Coordinators to discuss your adjustments before they can be entered in the Student Management System. This will happen after your appointment, and the Adviser will let you know if this is needed.





## Asking questions

If you have any questions or concerns, you can ask the Adviser. They are there to help you.



## What happens next

Once the Adviser has updated the Student Management System, and answered any of your questions, they will let you know what will happen after the appointment.





## End of appointment

The Adviser will thank you for coming they may open the door for you. If you are not sure how to exit the building, you can ask the Adviser or a Service Ambassador.



## Zen Zone and bathrooms

If you are feeling overwhelmed after your appointment, you can spend some time in the Zen Zone. The Zen Zone is at the back of Student Central; it is a safe, quiet place to reset. The bathrooms are through the glass doors behind the Zen Zone if you need them.



# The Accessibility and Welfare Team

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