

Student Health, Safety and Wellbeing Policy

1 Purpose

UNSW College (the College) is committed to promoting and supporting student health, safety and wellbeing throughout their learning journey, ensuring support is appropriate, timely and geared towards providing the best chance of success.

This Policy outlines the principles that guide the College in promoting and supporting the health, safety and wellbeing of students when engaged in any College activity.

2 Scope

This Policy applies to:

- (a) all domestic and international students applying for and enrolled in College award or non-award programs; and
- (b) all College staff.

3 Policy Statement

The College:

- (a) supports the wellbeing and safety of all students through promoting and fostering a healthy and [safe environment on campus, online and off campus](#), when students are participating in an activity endorsed or arranged by the College;
- (b) ensures the wellbeing and safety of students is underpinned by compassion and a commitment to act in a timely, professional and inclusive manner;
- (c) provides staff and students with clearly defined and appropriate avenues to raise wellbeing and safety concerns about a student;
- (d) ensures students are afforded a fair opportunity to participate in processes outlined in this Policy; and
- (e) manages personal information in accordance with the College's [Privacy Policy](#).

4 Policy Principles

4.1 Students learn best when their health, safety and wellbeing are optimised.

In support of this principle, the College:

- (a) promotes student's safety (including cultural), health and wellbeing, encouraging and supporting students to flourish and enjoy a positive student experience, through [THRIVE](#), the College's Student Wellbeing Framework. THRIVE promotes positive mental health and wellbeing, builds positive relationships and connections and supports academic success through programs, workshops and student led initiatives;
- (b) communicates its commitment to student wellbeing and safety via information on the College [Current Student website](#) and other student facing communication channels; and
- (c) encourages students to register with [Equitable Learning Services](#) where appropriate to confidentially discuss disabilities or conditions that impact their

study, including neurodivergency, a physical or mental health condition, or carer responsibilities so that reasonable adjustments may be considered and implemented.

4.2 Supportive services enable students to manage their wellbeing and safety.

In support of this principle, the College provides:

- (a) confidential and free [counselling appointments and referrals](#) to all College students;
- (b) services that enhance [staying safe on campus](#);
- (c) easily accessible information about [24/7 mental health help and support](#);
- (d) a range of Indigenous support services including [Nura Gili Centre for Indigenous Programs](#);
- (e) a process for applying for [Special Consideration](#) when illness or circumstances might impact on students' assessment performance; and
- (f) reasonable adjustments as approved by [Equitable Learning Services](#) to support an equitable studying and learning environment for all students.

4.3 College policies, procedures and workflows optimise student health and wellbeing.

In support of this principle, the College:

- (a) provides staff with a [dedicated referral process](#) to escalate concerns regarding a student's health, wellbeing or safety;
- (b) provides students with [Guidelines for Assessing Compassionate or Compelling Circumstances](#); and
- (c) adheres to the principles of procedural fairness when making decisions that affect a student's interests and ensures that its partner organisations understand and are committed to these same principles.

4.4 Personal information is collected and treated confidentially for the purposes of supporting student health, wellbeing and safety.

In support of this principle, the College:

- (a) respects an individual's right to privacy and confidentiality when receiving College support services;
- (b) collects, generates and uses personal information for the purpose of discharging its responsibility to students and the wider College community; and
- (c) stores all personal information in accordance with the College [Privacy Policy](#) and will not disclose it to an external third party without the student's consent, unless required to do so by law or where the safety of the student or others are at risk.

5 Student support services

The College proactively offers a wide range of services supporting health, safety and wellbeing related issues experienced by a student.

5.1 Responding to a student critical incident that requires urgent action

In the event of a critical incident posing immediate risk to life and/or need for immediate assistance, call 000 or contact UNSW 24/7 Security Services on 02 9385 6666.

Further, between 9:00am – 5:00pm, Monday to Friday, students and staff can get immediate support from front line staff at Level 1 of the UNSW College L5 Building, or call (02) 8936 2200 or email: student.support@unswcollege.edu.au

In such circumstances, staff and students are required to follow the [Critical Incident Management Policy](#) and [Critical Incident Management Procedure](#) and Response Plan.

5.2 Supporting students' mental health

When a student has expressed suicide ideation or is engaging in self-harm, the [mental health service](#) should be contacted in the first instance, unless there is an emergency when the above procedure for a critical incident should be followed.

Information for College students requiring 24/7 mental health support can be found in the [Support section of the Current Student website](#).

Students can seek help in relation to other wellbeing and safety issues [by contacting the College's Student Support Wellbeing Advisers](#) located at the College L5 Building on Level 1.

6 Supporting students with complex wellbeing and safety needs

6.1 Behavioural issues

Where a student is behaving in a manner inconsistent with the Student Code of Conduct, an action may be taken according to the [Student Misconduct Policy](#) and [Student Misconduct Procedure](#).

Where a student's health, wellbeing or safety appear to be seriously compromised in complex circumstances, the Head of Student Experience may make a referral in writing to the Executive Director, Students to convene the Student Wellbeing Response Group (SWRG) under the following circumstances:

- (a) the seriousness or complexity of the issues requires expertise and guidance from a range of individuals with relevant expertise;
- (b) a critical incident has occurred however ongoing concerns require attention;
- (c) the affected student is declining to engage with support services; or
- (d) repetitive actions or seriously concerning behaviour by the student indicate no apparent improvement or risk reduction is occurring.

The purpose of the SWRG is to assess available information, and if necessary seek further information and make recommendations to manage the current or emerging risks. If at any time it becomes clear that a Critical Incident may occur, the [Critical Incident Management Procedure](#) and Response Plan should be followed.

6.2 Convening a Student Wellbeing Response Group (SWRG)

Core membership of a SWRG will comprise:

- (a) Executive Director, Students (Chair);
- (b) Executive Director, Academic;
- (c) Head of Legal & Compliance;

- (d) Head of Student Experience; and
- (e) Senior Manager, Student Wellbeing.

Co-opted membership of a SWRG will be determined on a case-by-case basis and may include:

- (a) Chief of Staff;
- (b) Student Support Advisors;
- (c) Academic Heads;
- (d) Education Managers;
- (e) Nominee from Nura Gili; and
- (f) Any other member/s of staff as required.

The Executive Director, Students will:

- (a) ensure the student has been informed of the referral and, where appropriate, invite the student to both attend and make a submission to the SWRG;
- (b) ensure a Student Advisor has been assigned to the student to assist with collating information and liaising with the student;
- (c) ensure the information provided to the SWRG accurately identifies the concerns and potential issues;
- (d) identify and invite the relevant co-opted staff, having particular regard to the student's particular cohort.
- (e) ensure the SWRG meets at the earliest possible opportunity; and
- (f) ensure the SWRG considers all information available, including any submissions made by or on behalf of the student.

6.3 Outcome of a SWRG

The SWRG will prepare written recommendations to be considered by the College Chief Executive Officer for action to be taken to mitigate the risk posed by the student's behaviour.

Recommendations from a SWRG might include but are not limited to:

- (a) the student agreeing to meet with the Case Manager with defined and monitored regularity;
- (b) the student agreeing to engage with support services with defined and monitored regularity;
- (c) The student being placed on program leave for a period of time, with any conditions of return to study clearly specified.

The College Chief Executive Officer will provide a written record of their decision.

The Student Advisor will liaise with the student about the outcome of the SWRG, including any decisions made.

The Student Advisor may also, with the express prior consent of the affected student, inform the person who initially raised the concern.

In the event that a student is required to take program leave, the Student Advisor will be responsible for liaising with the student and relevant academic, enrolment and admissions staff and support services to ensure that the student has a managed,

scaffolded transition back to their studies that is appropriate to the student's circumstances at their time of return to study.

6.4 Review Process

- (a) A student who wishes to review the outcome of a decision may do so only on the grounds of a lack of procedural fairness.
- (b) An application for a review should be made in accordance with the [Student Appeal Policy](#) and [Student Appeal Procedure](#). Students further have the right to lodge a complaint to the NSW Ombudsman following a decision of the Appeals Committee and details can be found at <https://www.ombo.nsw.gov.au/>

6.5 Notetaking and record keeping

At all stages of process, accurate and timely notes and documentation must be kept, including records of meetings, discussions, recommendations, decisions, and actions proposed or taken, and stored on an appropriate confidential university file.

The file must be created and stored in conformity with university privacy, data security, and other relevant policies.

6.6 Confidentiality

Subject to this paragraph, all parties involved in a SWRG are to maintain confidentiality.

Information and records about a student matter are not to be divulged to anybody without direct involvement in the case, with the following exceptions:

- (a) where breach of confidentiality is justified by serious and imminent threat of harm to a person or persons; and
- (b) where there is a legal obligation that overrides this confidentiality provision.

7 Acknowledging diversity

All activities undertaken as part of this Policy should respect the uniqueness of each student and the diversity of the College community, including but not limited to students' cultural, religious, gender, sexuality, and linguistic diversity, Indigenous Australians, students with disabilities and/or neurodiversity. Diversity of such nature is essential to a just College community, and a broader just society.

This includes providing information to students in other languages where appropriate, offering interpreting services if a student requires this for any meetings, and ensuring that any Equitable Learning Plan and/or advice about the impact of a disability or condition where appropriate is taken into account in any decisions made as part of the support offered or provided to students.

8 Roles, responsibilities and delegations

Role	Responsibility
Health Promotions Officer	Plans and activates on campus weekly health and wellbeing activities, workshops, skill-shops including engagement with external health professionals and health related organisations.
Student Wellbeing Advisers	Ensures a trauma informed approach to support impacted students and provides timely and appropriate support, including connecting students to appropriate services, resources and external supports as required.
Student Support Manager	Ensures that all referrals from students and staff are attended to as soon as possible and that the Student Wellbeing team consistently provides high levels of service, support and referrals where required.
Senior Manager, Wellbeing	<p>Ensures that all elements of THRIVE, the College's student wellbeing framework are inclusive and available to students in all programs.</p> <p>Ensure that all THRIVE elements are relevant and support the personal health, safety and wellbeing of students.</p> <p>Ensures that all THRIVE curriculum and activations are assessed regularly and reviewed with student feedback</p> <p>Escalates complex behavioural issues to the Head of Student Experience for SWRG support and advice.</p>

9 Definitions

Definitions and Acronyms	
Student Critical Incident	A student critical incident is an acute or serious event that has or can cause immediate physical or psychological harm or an imminent threat of harm and requires urgent action.

Related Policy Documents and Supporting Documents	
Legislation and policy frameworks	<ul style="list-style-type: none"> • Higher Education Support Amendment (Response to the Australian Universities Accord Interim Report) Act 2023 • Higher Education Provider Amendment (Support for Students Policy) Guidelines 2023 • Higher Education Support Act (2003) • Higher Education Standards Framework (Threshold Standards) (2015, 2021) • Education Services for Overseas Students Act (2000) with its associated National Code of Practice for Providers of Education and Training to Overseas Students (2018)
Policies	<ul style="list-style-type: none"> • Assessment Policy • Critical Incident Management Policy • Equity, Diversity and Inclusion Policy

Related Policy Documents and Supporting Documents	
	<ul style="list-style-type: none"> • Sexual Misconduct Policy • Student Appeal Policy • Student Code of Conduct • Student Grievances and Complaints Policy • Students with a Disability Procedure
Procedures	<ul style="list-style-type: none"> • Critical Incident Management Procedure • Academic Progression and Exclusion Procedure • Guidelines for Assessing Compassionate or Compelling Circumstances • Student Appeal Procedure • Student Guide to Special Consideration • Student Grievances and Complaints Procedure
Forms	<ul style="list-style-type: none"> • Special Consideration Form • Student Appeals Form • Stage 3 Appeals Form • Formal Complaint Form

10 Policy Governance

Student Health, Safety and Wellbeing Policy	
Category/Business Group	Students
Published Externally (Yes/No)	Yes
Approver	Academic Board
Responsible Officer	Executive Director, Students
Contact Officer	Head of Student Experience
Effective Date	23 May 2024
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11 Revision History

Version	Approved By	Approval Date	Effective Date	Sections Modified
1.0	Academic Board	23 May 2024	23 May 2024	N/A

Please visit our website to ensure that you have the latest version of this Policy. Policies are available at: the.college.edu.au/about/policies