

STUDENT SAFETY AND WELLBEING FRAMEWORK

Approving authority	Executive Management Team
Purpose	To provide implementation guidelines for staff related to Student Safety and Wellbeing
Responsible Officer	President and CEO
Next scheduled review	September 2026
Document Location	R:\Managers\OIHE\Policies
Associated documents	<p>Academic Integrity Policy and Procedure</p> <p>Anti-Discrimination Policy and Procedure</p> <p>Anti-Bullying and Harassment Policy and Procedure</p> <p>Business Continuity Management Policy</p> <p>Child Safe Policy and Procedure</p> <p>Critical Incident Policy and Procedure</p> <p>Diversity and Equity Policy and Procedure</p> <p>Engaging Managing and Monitoring the Performance of Education Agents Policy and Procedure</p> <p>Human Resources Policy and Procedure</p> <p>Marketing and Advertising Materials Policy and Procedure</p> <p>Sexual Assault and Sexual Harassment (SASH) Policy and Procedure</p> <p>Student Code of Conduct Policy and Procedure</p> <p>Student Grievances and Appeals Policy and Procedure</p> <p>Student Services and Support Policy and Procedure</p> <p>Social Media Policy and Procedure (Students)</p> <p>Use of Information Technology Facilities and Services Policy and Procedure (Students)</p> <p>Younger Students Policy and Procedure</p>

1. PRINCIPLES

The Higher Education Standards Framework (Threshold Standards) 2021 (HES Framework) requires that the Institute provides timely and accurate advice to support student wellbeing and promotes and fosters a safe environment on campus and online.

2. SCOPE

This framework applies to all Institute staff, voluntary position holders, students, volunteers, visitors, and members of advisory and governing bodies, across the Institute, and at all times whilst engaged in Institute business or otherwise representing the Institute. The scope encompasses affiliates, contractors and consultants, appointed or engaged by the Institute, to perform functions and/or recognised for their contribution to the Institute.

3. COMMITMENT

OIHE is committed to enabling all staff and students to work and study in a safe and secure environment free from safety hazards and risks, discrimination, victimisation, bullying, sexual harassment, vilification and the seeking of unnecessary information. Fostering such a safe and secure environment will be congruent with the provision of a supportive learning environment that values and embraces cultural

diversity, where our students come from diverse cultural and socioeconomic backgrounds to interact with and experience each other's culture and so gain knowledge, skills and values from a range of cultures.

Underpinning this commitment is the Institute's framework of policies and procedures.

4. IMPLEMENTATION AND ACTIONS

HEALTH AND WELLBEING

- Regular workshops are conducted to raise awareness of the importance of maintaining health and wellbeing throughout student life. Workshop topics include:
 - Positive lifestyle habits;
 - Importance of physical activity;
 - Recognising signs of physical and mental health issues;
 - Drug education;
 - Sexual health education;
- A list of medical centres with contact details and fees charged are also provided in the Student Handbook. The Student Experience team are available to assist students who need assistance making bookings for medical appointments.
- Students are advised during orientation that they are free to seek assistance from the Institute for and report an incident that significantly impacts on their wellbeing, including critical incident.
- During enrolment, students are required to declare any disability that may affect their studies and the Head of Marketing and Student Experience will use the information provided to work on a support plan for students with disability.

STUDENT SAFETY

- Students are informed during orientation that some areas of the campus are under constant camera surveillance.
- The emergency evacuation plan is explained to students during orientation.
- Other safety aspects including personal safety, home safety travel safety are also covered in orientation and in the student handbook.
- Students are also informed via the Student Handbook that they are free to make contact with the Student Experience team if they feel that their personal circumstances are having an adverse effect on their study.

CONSENT MATTERS

- The Institute uses the online program "Consent Matters"
Consent Matters is a fully **interactive** and **evidence-based** course covering the areas of sexual consent, communication and relationships, and bystander intervention.
<https://www.epigeum.com/courses/support-wellbeing/consent-matters-boundaries-respect-and-positive-intervention/>

SOCIAL AND COMMUNITY EVENTS AND ACTIVITIES

- The Institute provides students with various opportunities to participate in social activities to enrich student experiences. Opportunities are provided to facilitate student involvement in community activities. Examples of activities provided include:
 - regular excursions and sports activities;
 - involvement with some of the Institute’s community partners: CERES, Cancer Council etc.;
 - social events to generate interaction between different student groups and help students build social network, enhance student sense of connectedness and gain valuable practical skills;
- Graduation Ceremony where all staff and students are invited to attend to celebrate the success of our graduates
 - International students Australian Federation of International Students (AFIS) and the Council of International Students Australia (CISA) are two Australia's peak representative organization for international students. Students are introduced to their services and encouraged to sign up with CISA and AFIS to get involved with the activities and programs organised by CISA and AFIS to enrich their study experience in Australia.
 - Other external events and activities in Melbourne appropriate for students are advertised in the Student Newsletters and the Institute’s intranet.

COUNSELLING AND PSYCHOLOGICAL SERVICES

- Students who are encountering difficulties in their personal life are welcome to utilise the counselling service. Students are required to make an appointment to see the Student Experience Officers who has extensive experience with student support. During the meeting, students are provided with the opportunity and free to discuss any issues in a relaxing and confidential setting.
- The Institute does not offer a professional psychological counselling service on campus but provides referrals to such services. The counselling offered on campus is for the purpose of assisting students to maintain the general well-being necessary to achieve satisfactory academic progress within the time frame of the student course.
- The role of the Student Experience team is to ensure that pathways between the Support Services and referral to appropriate community services are effective and clearly identified.

Specifically;

- making, or seeking information from students for the purposes of, psychological assessment prior to, or during, enrolment is not part of the role of the Institute’s Student Support Services;
- setting up emergency management plans for students identified as ‘at risk’ of aggressive or violent behaviours due to psychological issues is not the role of this service;
- providing risk assessment and management options for ongoing mental health issues or mental health emergencies, is not the role of the service. Local community after-hours mental health services have staff rostered and trained for mental health risk assessment and management of such emergencies. They also

- have direct access to the full range of health support and care options required by sufferers of serious mental health episodes.;
- in addition, the Student Support Service at the Institute cannot provide long-term counselling or intensive on-going support to students.
- With student consent, referral to an external counselling service with professional counselling can be organised. There is no charge for this counselling referral service. The external counselling practice we use is:
 - Add: Suite 2, 195 Thompsons Road
 - Bulleen, VIC 3105
 - Ph: 0425884437
 - [Stephy Xing Yu - Counsellor in Bulleen, VIC 3105 \(rightcounsellor.com\)](http://rightcounsellor.com)
- Students assessed as requiring professional psychological assistance will be referred to an external provider arranged by the Institute. There is no charge for this referral service.

LIAISON AND ADVOCACY SUPPORT

- At times, students may require help to understand or clarify the Institute's policies and procedures. They may feel that they have been treated unfairly or inequitably or unsure of their rights in a particular situation or need assistance with application for various procedures or appeals such as deferral application or academic progress appeal. Students' issues will usually relate to one of the following three broad areas:
 - academic issues ;
 - administrative issues;
 - issues involving discrimination and harassment.
- Students are free to approach the Student Experience staff to raise their concern. After listening to the student's concern, the Student Experience staff will explain the Institute's policies and processes in detail and help students navigate these processes in order to resolve their issue.
- Students can also receive free and confidential advice and support from the Head of Marketing and Student Experience. The Head of Marketing and Student Experience has responsibility for ensuring that students have access to staff who can represent them and help them to understand their rights and responsibilities within the Institute.

COMPLAINTS AND APPEALS

- Any students with a concern or complaint may raise the matter with the staff of the Institute and attempt an informal resolution of the question or concern.
- Students are free to seek the support and assistance of the Institute's student services staff as part of this process.
- The ***Student Grievances and Appeals Policy and Procedure*** will be implemented if an informal resolution cannot be reached.

ORIENTATION PROGRAM

- Orientation Sessions are generally held 1 week before course commencement date. The orientation program is organised by the Student Experience staff and delivered/presented jointly by the Academic and the Student Experience team.
- Information provided during orientation includes:
 - Campus tour of facilities, safety and security arrangement including emergency evacuation procedure;
 - Academic related information, policy and procedures, including preparation and expectation on HE learning, integrity and conduct, academic progress, assessment requirements and staff consultation;
 - Learning, academic and English language support available to assist students in maintaining course progress
 - Details of the course and staff members contact details including official point of contact for students;
 - Relevant policies and procedures related to student life, including:
 - ***Anti-Discrimination Policy and Procedure***
 - ***Anti Bullying & Harassment Policy and Procedure***
 - ***Diversity and Equity Policy and Procedure***
 - ***Social Media Policy and Procedure (Students)***
 - ***Use of Information Technology Facilities and Services Policy and Procedure (Students);***
 - Relevant policies and procedures related to student experience, including Student feedback and Student Grievances and Appeals;
 - Other support and services available to assist students with general or personal circumstances that might adversely affect their education including counselling, health and wellbeing, emergency and critical incidents, legal services, advocacy;
 - Details on how to seek assistance for, and report on incidents that significantly impacts on students' wellbeing, including critical incidents;
 - Student visa requirements and conditions relating to:
 - enrolment
 - course progress
 - work rights and conditions
 - health insurance
 - contact details
 - General information on living in Australia and Melbourne, including social and cultural norms and rules, general safety and accommodation options;
 - Information on working in Australia, including employment rights and conditions;
 - Social and community support available for student participation including Study Melbourne Centre
 - Library Induction Workshop (eg: library resources, journal search and referencing, use of Turnitin etc)
 - ICT induction Workshop (eg: Login, printing, ICT security, use of Moodle etc.)
 - For younger students, students under the age of 18 years please refer to the ***Younger Students Policy and Procedure*** for the additional orientation information supplied.

CONTACTS PROVIDED TO STUDENTS

Emergency Contacts - 24 Hour Helpline

Organisation Name	Phone	Website/Email
Poisons Information Centre	131 126	
Nurse on Call (health advice from a registered nurse)	1300 606 024	
Victoria State Emergency Services (SES – control agency for flood, storm, tsunami and earthquake in Victoria)	132 500	W: www.ses.vic.gov.au
Vic Emergency Hotline VicEmergency Hotline provides information during and after major incidents in Victoria (provides information during and after major incidents in Victoria)provides information during and after major incidents in Victoria	1800 226 226	W: emergency.vic.gov.au/respond/
Translating and Interpreting Services (TIS National)	131 450	W: https://www.tisnational.gov.au/

24 Hour Counselling/Helpline

Organisation Name	Phone	Website/Email
Lifeline Australia (Crisis Support & Suicide Prevention)	13 11 14	W: www.lifeline.org.au
Beyond Blue (Support for anxiety or depression)	1300 22 4636	W: www.beyondblue.org.au
Kids Helpline (counselling for young people aged 5 to 25)	1800 55 1800	W: www.kidshelpline.com.au E: counsellor@kidshelpline.com.au
1800 RESPECT (National Sexual Assault, Domestic Family Violence Counselling Service)	1800 737 732 Interpreter: 131450	W: www.1800respect.org.au

Health and Wellbeing Support

Organisation Name	Phone	Website/Email
National Home Doctor Service (after hours medical care)	137425	W: https://homedoctor.com.au/
Headspace (Information and support for young people)	(03) 9027 0100	W: https://headspace.org.au/
SANE (support for mental health)	1800 187 263	W: www.sane.org/
Quitline (to help people give up smoking)	13 78 48 (8am to 8pm Mon to Fri)	W: www.quit.org.au/
Mensline (support, information and referral service for men with family and relationship concerns).	1300 789978	W: https://mensline.org.au

Organisation Name	Phone	Website/Email
Child Protection (Advice or to report concerns about child abuse after hours)	13 12 78	W: https://www.police.vic.gov.au/content.asp?Document_ID=43369
Safe Steps Family Violence Reponse Centre	1800 015 188	W: www.safesteps.org.au
Sexual Assault Crisis Line (Victorian Centres Against Sexual Assault)	03 9635 3610/ 1800 806 292	W: www.casahouse.com.au E: casa@thewomens.org.au
Melbourne Sexual Health Centre	03 9341 6200	W: https://www.mshc.org.au
Queerspace (support for the LGBTIQ+)	03 9663 6733	W: https://ds.org.au/our-services/queerspace/
QLife (counselling and referral service for LGBTIQ+ people)	1800 184 524	
Eating Disorders Victoria (help with eating disorder)	1300 550 236	W: www.eatingdisorders.org.au/
The First Stop (Alcohol & drug support)	1300660068	W: https://thefirststop.org.au/
Gambling Help Online	1800 858 858	W: www.gamblinghelponline.org.au/
Road Trauma Support Services	1300 367 797	W: https://rtssv.org.au/
Child Abuse Prevention	02 9716 8000	W: https://childabuseprevention.com.au/

Legal / Consumer/ Work Services

Organisation Name	Phone	Website/Email
Victoria Legal Aid (free information about the law and legal help)	1300 792 387	W: https://www.legalaid.vic.gov.au/
YouthLaw – At Frontyard (free legal advice for under 25)	03 9611 2412	W: http://youthlaw.asn.au
Court Network (support and referral to people going to court)	1800 681 614 or 1800 267 671	W: https://courtnetwork.com.au/
Fair Work Ombudsman	13 13 94	W: https://www.fairwork.gov.au/
Consumer Affairs	1300 55 8181	W: https://www.consumer.vic.gov.au/
Tenants Victoria	03 9416 2577	W: https://www.tuv.org.au/

TABLE 1 RELEVANCE OF POLICIES

Policy/Plan	Relevancy: Purpose of policy
Anti-Bullying and Harassment Policy and Procedure	This Policy and Procedure ensures that the Institute provides a fair and supportive environment free from all forms of bullying and harassment, that promotes personal respect and respect for others, as well as providing physical and emotional safety for all.
Anti-Discrimination Policy and Procedure	This Policy and Procedure ensures that the Institute provides a fair and supportive environment free from all forms of discrimination, discriminatory practice and beliefs, that promotes personal respect, values diversity, and provides physical and emotional safety
Diversity and Equity Policy and Procedure	This Policy and Procedure articulates and supports the ongoing commitment of the Institute to promoting and providing all current and prospective students and staff with conditions of access to and participation in higher education based on equal opportunity, cultural diversity and academic freedom.
Critical Incident Policy and Procedure	This Policy and Procedure sets out how the Institute complies with Standard 6 of the ESOS National Code 2018 ie. have and implement a documented policy and process for managing critical incidents that could affect the overseas student’s ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm. This Policy and Procedure ensures that the Institute has: <ul style="list-style-type: none"> • an effective approach in response to critical incidents as they occur; • appropriate support and counselling services available to those affected; • appropriate training and information resources provided to staff.
Business Continuity Management Policy	This policy provides the principles and responsibilities for responding to disruptions in a way that ensures critical functions are maintained or restored in a timely fashion, whilst minimising the impact to students
Human Resources Policy and Procedure (Manual)	This Policy and Procedure ensures that the Institute recruits appropriately skilled, qualified and competent staff able to fulfil the Institute objectives. The Institute aims to fully comply with all relevant legal obligations including minimum award provisions and legislations.
Academic Integrity Policy and Procedure	This Policy and Procedure outlines the obligations of students and staff to conduct themselves in an ethical and proper manner in all academic matters and to ensure the integrity of teaching, learning and related activities.
Student Code of Conduct Policy and Procedure	This Policy and Procedure sets out the Student Code and Conduct. The Policy and Procedure provides the framework and clarifies the standards of conduct that are expected of students at Ozford Institute of Higher Education.
Student Grievances and Appeals Policy and Procedure	This Policy and Procedure covers all forms of student complaints and appeals in relation to the operations of the Institute that may include, but are not limited to the quality of

	the teaching, administration, student support and services, bullying, harassment, discrimination and any other areas of perceived inappropriate, unfair or discriminatory treatment, action or decision.
Student Services and Support Policy and Procedure	This Policy and Procedure is consistent with the Mission and Values of the Institute and consistent with the Higher Education Standards Framework (Threshold Standards) 2011 which specifies that a higher education provider documents its responsibilities to students and meets its responsibilities to students, through the provision of information, support and equitable treatment. This is in accordance with the Standard 6 of the National Code 2018, which specifies that providers are responsible for providing access to certain services to ensure the mental and physical wellbeing of their overseas students.
Social Media Policy and Procedure (Students)	This Policy and Procedure embeds the following five principles in relation the use of social media for Institute staff and students: <ul style="list-style-type: none"> • Show respect for human dignity and adhere to the Institute Mission and values; • Do not use social media to bring Institute, staff or students into disrepute; • Do not imply Institute endorsement of personal views; • Ensure confidentiality of information obtained through the Institute is maintained; and • Do not use social media to the detriment of Institute academic and professional activities.
Use of Information Technology Facilities and Services Policy and Procedure (Students)	This Policy and Procedure requires that users take responsibility for using ICT facilities and services in an ethical secure and legal manner; having regard for the objectives of the Institute and the privacy, rights and sensitivities of other people.
Engaging Managing and Monitoring the Performance of Education Agents Policy and Procedure	This Policy and Procedure ensures that the Institute enters into an agreement with an education agent is for the education agent to recruit high quality genuine students to enrol and study in the Institute’s courses approved for delivery at locations in Australia.
Marketing and Advertising Materials Policy and Procedure	This Policy and Procedure ensures that all marketing and advertising materials and methods which promote courses and services provided by Ozford Institute of Higher Education (herein after referred to as ‘the Institute’) are professional, accurate, timely ethical, not false or misleading and is consistent with Australian Consumer Law and readily accessible by prospective students to assist in their decision making process and to support current students.
Sexual Assault and Sexual Harassment (SASH) Policy and Procedure	The Policy and Procedure set out the Institute’s preventative and reactive SASH processes and confirms that Institute is committed to providing a respectful, safe and inclusive environment that is free of sexual assault and sexual harassment.
Child Safety Policy and Procedure	This Policy and Procedure set out the Institute’s preventative and reactive child safe processes and confirms that Institute is committed to providing child safe environment.
Younger Students Policy and Procedure	This Policy and Procedure ensures that the Institute has effective processes for supporting younger students including those students

	that the Institute has CAAW responsibility for ie. living in homestay arrangements.
--	---

5. QUALITY ASSURANCE

To ensure that this framework is fit for purpose and meet the requirements of the HES Threshold Standards the procedure will be:

- 5.1 internally approved by the Executive Management Team on development or review;
- 5.2 externally reviewed as part of any independent review of the HES Threshold Standards approved by the Governing Board;
- 5.3 internally reviewed by the Responsible Officer every three years from the date of approval (if not earlier);
- 5.4 referenced to the applicable HES threshold Standard and/or other legislation/regulation.

6. FEEDBACK

Feedback or comments on this framework is welcomed by the listed responsible officers of the Institute.

VERSION CONTROL

Version	Date approved	Description	Approved by
1.0	October 2018	Initial issue	EMT
2.0	June 2023	Internal Review	EMT
2.1	September 2023	Internal review – minor formatting changes	EMT
Related legislation/ regulation/standard	Tertiary Education Quality and Standards Act 2011 Higher Education Standards Framework (Threshold Standards) 2021 Education Services for Overseas Students Act (ESOS) 2000 Education Services for Overseas Students Regulations 2019 The National Code of Practice for Providers of Education and Training to Overseas Students Racial Discrimination Act 1975 (Cth) Sex Discrimination Act 1984 (Cth) Disability Discrimination Act 1992 (Cth) Disability Standards for Education 2005 (Cth) Australian Human Rights Commission Act 1986 (Cth) Workplace Gender Equality Act 2012 (Cth) Age Discrimination Act 2004 (Cth) Fair Work Act 2009 (Cth) Victorian Legislation Equal Opportunity Act 2010 Racial and Religious Tolerance Act 2001 (VIC) Spent Convictions Act 2021		