

Mental Health of Students Policy

Scope

This policy outlines Group Colleges Australia's (GCA) intentions on mental health support for students.

Guiding Principles

GCA is committed to promoting and ensuring the overall wellness of its students and that appropriate support is provided to meet student needs.

This is in order to:

- enhance the student experience and enable students to achieve their personal and educational goals;
- help students identify whether their personal circumstances are having an adverse effect on their education; and
- ensure wellbeing and foster an environment that is free from harm.

There are strategies in place to identify students who require additional support to achieve their personal and academic potential. The list includes -

- Information and access to advice, support and/or counselling is provided in a timely manner on a range of matters including, but not limited to, a student's course of study, educational experience, personal wellbeing and safety, sexual assault / sexual harassment support and counselling, accommodation issues, mental health, legal advice, disability and any other wellness needs. This is contained in more detail below in this document;
- Students who require additional support as a result of failing to maintain satisfactory academic progress will be managed in accordance with the UBSS Academic Progression, Monitoring and Intervention Policy, see - <https://www.ubss.edu.au/media/3000/academic-progression-monitoring-intervention-policy-v2.pdf>
- Where students may require support from external professional services (e.g. emergency services, health services, legal advice). Information on these services will be accurate and provided in a timely manner. Referrals to external professional services can be provided to students;

- Students are entitled and encouraged to request and/or access relevant internal or external advice, support and/or counselling services as needed while enrolled as a student. The list of touch points for a student is detailed below;
- Privacy will be upheld during all consultations and personal information will be handled confidentially in accordance with the GCA Privacy Policy. For additional information on privacy please refer to the GCA Privacy Officer at privacy@ubss.edu.au. Information may be disclosed if GCA has reasonable grounds for concern about the health and safety of the student or others, or there is a legal requirement to do so - for example, a court order;
- A variety of health, wellness, and safety initiatives/campaigns are promoted across the physical and online campus in order to foster a safe environment.

Role and responsibilities

Students are responsible for:

- seeking relevant support and/or professional assistance where personal circumstances are having an adverse effect on their education; and
- contacting relevant support services should they receive any informal or formal feedback regarding concerns for their progress or wellness.

Staff are responsible for:

- identifying students who may require some form of advice, support and/or counselling; and
- being aware of their own personal and professional limitations and refer the management of any student to those with relevant expertise as required.

Procedures

Strategies

There are strategies in place to provide support to students who require additional support to achieve their personal and academic potential.

Strategies include:

- a. identification through self-referral via email, TEAMS, or face-to-face;
- b. identification or intervention in the teaching period by staff and teaching Faculty; and/or
- c. identification by the Learning Support Coordinator.

Access to advice

Information and access to advice, support and/or counselling is available through the following services on a range of matters including, but not limited to, a student’s course of study, educational experience, personal wellbeing and safety, sexual assault / sexual harassment support and counselling, accommodation issues, mental health, legal advice, disability and any other wellness needs.

Type	How	Support
Academic		
Lecturers	<ul style="list-style-type: none"> • Lecturers are available for one hour per week, per subject, for consultations with students on academic matters. • Students are encouraged to contact teaching staff outside scheduled consultation times, where appropriate. 	<ul style="list-style-type: none"> • In person, via TEAMS, via email consultations •
Program Directors	<ul style="list-style-type: none"> • General academic support and advice is available from the Program Directors. 	<ul style="list-style-type: none"> • In person, via TEAMS, via email consultations

	<ul style="list-style-type: none"> Academic intervention support is provided as a result of failing to maintain satisfactory progress. 	
Senior academic staff	<ul style="list-style-type: none"> Additional academic support and advice is available from the Dean upon request. 	<ul style="list-style-type: none"> By appointment
Non-academic		
Learning Support Coordinators	<ul style="list-style-type: none"> Appropriate guidance and personal support is provided to students, by the Learning Support Coordinators. All staff are expected to refer potential cases to the Learning Support Coordinators. 	<ul style="list-style-type: none"> Students may contact the Learning Support Coordinators via email or TEAMS.
External counselling services	<ul style="list-style-type: none"> GCA may refer students to external services. This may include health, legal advice etc. Information about Black Dog and Head Space are available in the Student Handbook and orientation materials. 	<ul style="list-style-type: none"> This information is provided as needed and is contained in the Student Handbook and Orientation Materials.

Support process

- If a student has a personal wellness circumstance, they are able to make contact with a Learning Support Coordinator to receive the appropriate support.
- For high risk indicators of sexual assault or sexual harassment refer all enquiries in line with the GCA Sexual Misconduct Prevention and Response Policy. See - https://www.gca.edu.au/Uploads/files/SEXUALMISCON_001.pdf
- Privacy is upheld during all personal consultations and all personal information will be handled confidentially in accordance with the GCA *Privacy Policy*. See - [https://www.gca.edu.au/Uploads/files/PRIV_001\(1\).pdf](https://www.gca.edu.au/Uploads/files/PRIV_001(1).pdf)

Reporting

- The Learning and Support Coordinators are responsible for regularly documenting all information related to the students' personal circumstances.
- The Deputy Dean (Student Experience) is responsible for regular reporting to the Student Experience Committee.

Records management

All documents will be handled in accordance with GCA *Privacy Policy* - [https://www.gca.edu.au/Uploads/files/PRIV_001\(1\).pdf](https://www.gca.edu.au/Uploads/files/PRIV_001(1).pdf) requirements. All documents will be stored within the Student Management System.

Related Legislation

Education Services for Overseas Students Act 2000 (Cth)
Fair Work Act 2009 (Cth)
Workplace Health and Safety Act 2011 (Cth)
Occupational Safety Act 2004 (Vic)
Work Health and Safety Act 2011 (NSW)
Privacy Act 1988 (Cth)

Related Documents

GCA Critical Incident Policy
GCA Privacy Policy
GCA Staff Recruitment Policy and Procedure
GCA Workplace Discrimination and Harassment Policy
GCA Group of Companies Work, Health and Safety (WHS) Policies and Procedures
UBSS Grievance Policy (Non Academic)
UBSS Wellbeing and Safety Policy



National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (Cth)

National Code Factsheet Standard 6: Student Support Services.

Version Control and Accountable Officers

Policy Category	GCA		
Responsible Officer	Director, Human Resources		
Review Date	January 2023		
Approved By	Executive Management Team		
Previous Version	V1		
Version	Authored By	Description of Changes	Approved By
001	Anurag Kanwar	New policy	December 2021

Schedule 1

Emergency contacts:

- (1) In an emergency, students should contact emergency services by dialling triple zero (000).
- (2) Counselling and medical services are available for anyone who has been sexually assaulted.
- (3) Student Services can arrange transport to Royal Prince Alfred Hospital or St Vincent's Hospital, where possible.

Students and former students who have experienced sexual assault can contact:

NSW Rape Crisis Service on 1800 424 017, 24 hours a day;

1800RESPECT on 1800 737 732 or online via www.1800respect.org.au, 24 hours a day;
Royal Prince Alfred (RPA) Hospital Sexual Assault Service on 9515 9040 (Monday to Friday) or 9515 6111 (after hours).

Additional Support Services NSW

Deaf Society NSW

Telephone: (02) 9893 8555

Email: deafsoc@tig.com.au

www.deafsocietynsw.org.au

DoCS Domestic Violence Line

Telephone: 1800 656 463

TTY: 1800 671 442

http://www.community.nsw.gov.au/parents_carers_and_families/domestic_and_family_violence/dv_line.html

Family Planning NSW

FPA Healthline: 1300 658 886

<http://www.fpnsw.org.au/index.html>

Gay and Lesbian Counselling Service

Counselling available 5.30pm-9:30pm

General: (02) 8594 9596 Freecall 1800 184 527

Lesbian Only: (02) 8594 9595 Freecall 1800 144 527

http://www.glcsnsw.org.au/index.php?option=com_content&view=frontpage&Itemid=197

Intellectual Disability Rights Service

Telephone: (02) 9318 0144

Email: info@idrs.org.au

<http://www.idrs.org.au/>

Kids Helpline

Telephone: (07) 3369 1588

Email: admin@kidshelp.com.au

<http://www.kidshelp.com.au/>