

STUDENT AND STAFF WELLBEING, SAFETY AND SECURITY PROCEDURES

1. Overview

The Student and Staff well-being, support and security procedures are available to the staff and students in Students Hub and Staff Hub.

In accordance with the Standards for Higher Education¹ and these procedures, students and staff are advised of the actions they can take, the staff they may contact and the support services that are accessible to them if their personal circumstances are having an adverse effect on their work, education or wellbeing. For students this includes the provision of timely and accurate advice on access to personal support services including learning support services, counselling, advocacy and welfare services². The College/Institute promotes and fosters a safe learning and work environment for all and advises students and staff on actions they can take to enhance their safety and security on campus and online. Where learning or work activities are conducted in a physical environment as opposed to a virtual environment the Institute provides procedures that cover immediate actions to be taken in the event of a critical incident and its management³.

2. Measures to enhance student and staff wellbeing

The following table details the types of information available to foster a safe and secure learning and work environment conducive to the wellbeing of all stakeholders.

Area of Wellbeing	Impacts	Safety &/or Security Measure	Documentation	Responsibility
Inclusive and safe culture	All stakeholders	Information on compliance with relevant Commonwealth, State and Territory laws, and compliance with regulatory requirements and statutory obligations	Website and Induction	CEO Dean

¹ HESF Standard 2.3 *Wellbeing and Safety*: <https://www.teqsa.gov.au/higher-education-standards-framework-2021>

² Student Welfare and Support Policy

³ Critical Incident Policy

Area of Wellbeing	Impacts	Safety &/or Security Measure	Documentation	Responsibility
	Students	Information about discrimination, bullying and harassment, including sexual harassment, sexual assault, and gender-based violence	Student Hub Prevention of Sexual Assault and Sexual Harassment Task force Terms of Reference Taskforce meeting minutes and updates from CEO to the BOD. On campus events Equity and Diversity Policy Critical Incident Policy and Procedure Student Grievance Handling Policy and Procedure Student Sexual Harassment and Sexual Assault Policy and Procedures. Publicly available information: Sexual Assault and Sexual Harassment (SASH) - Heli Reporting: Sexual Assault and Sexual Harassment Inc HELI Student Hub Critical Incident Report Form HELI Student Hub	CEO Dean Registrar
	Staff	Information about discrimination, bullying and harassment, including sexual harassment	Staff Hub Workplace Bullying Policy Sexual Harassment and Sexual Assault Policy and Procedures Equity and Diversity Policy Reporting: Sexual Assault and Sexual Harassment Inc HELI Student Hub	CEO Dean Registrar HR

Area of Wellbeing	Impacts	Safety &/or Security Measure	Documentation	Responsibility
The right to lodge a grievance	Students	Information about ready access to grievance procedures and lodging a grievance without fear of discrimination	Grievances and Appeals Policy and Procedure Reports to the BOD on the grievances and trends and measures to improve. Grievance HELI Student Hub	CEO Dean Registrar
	Staff	Information about ready access to grievance procedures and making complaints without fear of discrimination	Staff Hub In the HR website: Personal Grievance Policy Grievance and Complaints Procedure	CEO HR
The right to a safe & secure environment	Students	Information about responsibility to maintain a safe and secure environment respectful of the needs of others. Includes general information for international students on safety and awareness relevant to life in Australia. Includes advising international students on actions they can take to enhance their personal security and safety.	Student Welfare and Support Policy Emergency Contacts on the website Student Handbook Enrolment Information. Student Handbook Academic Information. Student Handbook Health Safety-Wellbeing. Equity and Diversity Policy; Report to the BOD/ AB/ sub-committees	CEO Dean Registrar
	Staff	Information about responsibility to maintain a safe and secure environment respectful of the needs of others	Work Health and Safety Policy Employee handbook	CEO HR

Area of Wellbeing	Impacts	Safety &/or Security Measure	Documentation	Responsibility
Code of Conduct	Students	Information about rights and obligations and disciplinary procedures for breaches	Student Hub Academic Integrity Policy and Procedure Student code of conduct	CEO Dean Registrar
	Staff	Information about rights and obligations and disciplinary procedures for breaches	Code of Conduct Drug and Alcohol Policy Workplace Bullying Policy Workplace Surveillance Policy	CEO HR
Personal support services	Students	Information on access to academic and personal support services (learning support, counselling, advocacy, welfare)	<p>Student Services Team</p> <ul style="list-style-type: none"> • with class timetables • with enrolment variation enquiries, or • to reach out to their respective lecturers where required • to the academic support team or learning and teaching team • in accessing Canvas, the Institute's learning management system (LMS) • information from the Student Hub • Information on appeals/ grievances • with queries on refunds/ fee payments, • special considerations and other related matters, • refer to counselling support (Through Converge International) • refer to an emergency contact <p>Unit Coordinators/ Academic Team</p> <p>Unit Coordinators reach out to students identified to be disengaged either through messages via Canvas or email. UCs are accordingly informed about the student's support needs. Team which can assist them with understanding assignment questions, reading academic texts, referencing requirements, English language support and any other academic-related enquiries.</p>	CEO Dean Registrar

Area of Wellbeing	Impacts	Safety &/or Security Measure	Documentation	Responsibility
			Learning Support Team <ul style="list-style-type: none"> • increased in-class workshops, • consultation bookings, • academic-skills workshop, • academic integrity guidance, • referencing in assessments, • assistance with understanding assignment questions, • English language and other academic-related support, Report to the BOD/ AB/ sub-committees	
	Staff	Information on access to personal support services	Staff Hub Staff Events Staff Induction Academic Staff Handbook Employee Handbook	
Workplace Health & Safety (WHS) procedures	Students	Information on WHS procedures and mechanisms Includes information to international students about how to seek assistance for and report an incident that significantly impacts on their wellbeing, including critical incidents	Student Hub Work Health and Safety Policy Report from CEO on WHS	CEO
	Staff	Information on WHS procedures and WHS compliance	Work Health and Safety Policy Report from CEO on WHS	CEO HR

Area of Wellbeing	Impacts	Safety &/or Security Measure	Documentation	Responsibility
Online safety and security	Students	Information on actions to enhance online safety and security	Internet and Email Usage Policy Use of Personal Electronic Devices for Work-Related Purposes Social Media Policy Cyber Security Policy	CEO Dean Registrar
	Staff	Information on actions to enhance online safety and security	Internet and Email Usage Policy Use of Personal Electronic Devices for Work-Related Purposes Social Media Policy Cyber Security Policy	CEO HR
Security of personal information	Students	Information about privacy and personal information	Student Data management Policy Privacy Policy	
	Staff	Information about privacy and personal information	Privacy Policy	CEO HR
Physical location: Security of premises	Students	Information on building management security and hours of access; advice on how to limit personal risk; engaging security personnel as appropriate	After hours swipe card Security guards	CEO Dean Registrar
	Staff	Information on building management security	After hours swipe card Security guards	CEO HR

Area of Wellbeing	Impacts	Safety &/or Security Measure	Documentation	Responsibility
Physical location: Evacuation & emergency procedures	Students	Information on adherence to safety procedures (emergencies and evacuations) and safe locations	Evacuation Maps Fire wardens First-aid officers CPR trained officers Emergency Contacts	CEO Dean Registrar
	Staff	Information on adherence to safety procedures (emergencies and evacuations) and safe locations	Evacuation Maps Fire wardens First-aid officers CPR trained officers	CEO HR

3. Associated documents

- Workplace Surveillance Policy
- Workplace Bullying Policy
- Working from Home Policy
- Use of Personal Electronic Devices for Work-Related Purposes
- Staff Development Policy
- Social Media Policy
- Return to Work Policy
- Recruitment and Selection Policy
- Personal Grievance Policy
- Parental Leave Policy
- Mobile Phone Policy
- Leave Policy
- Internet and Email Usage Policy
- Grievance and Complaints Procedure
- Flexible Workplace Policy
- Drug and Alcohol Policy
- Code of Conduct
- Student Welfare and Support Policy

- Student Sexual Harassment and Sexual Assault Policy and Procedures
- Student Progression Policy
- Equity and Diversity Policy
- Critical Incident Policy and Procedure
- Student Grievance Handling Policy and Procedure
- International Student Transfers between Registered Providers Policy and Procedure
- International Student Deferment, Suspension and Cancellation of Study Policy and Procedure
- Student Withdrawal and Refund Policy
- Student Code of Conduct and Disciplinary Procedures

4. Version history

Version	Approved by	Approval Date	Sections modified
1.0	Executive Management Committee	8 July 2016	Document creation and initial approval
2.0	Executive Management Committee	4 May 2018	To incorporate cross-reference to HELI website, Canvas LMS, HELI Staff Handbook, HESF2015
2.1	CEO	16 March 2020	Minor amendments to recognise face-to-face delivery and international students in light of CRICOS approval.
2.2	CEO	8 February 2022	Minor amendments to nomenclature and updates to associated documents and locations.
3.0	Executive Management Committee	8 July 23	Document harmonised with other IHEs

Document owner: CEO