

<b>Procedure Name</b>	<b>STUDENT WELLBEING AND SUPPORT SERVICES PROCEDURE</b>
<b>Procedure Number</b>	<b>G018_PR (Governance)</b>
<b>Purpose</b>	This procedure details the steps the Whitehouse Institute of Design, Australia (Whitehouse) takes to determine and provide wellbeing and support services to students.
<b>Scope</b>	This procedure details the process, responsibilities and actions by the following: <ul style="list-style-type: none"> <li>• Students</li> <li>• Whitehouse Staff and Stakeholders.</li> </ul>
<b>Procedure</b>	<p><b>Support Provided</b></p> <ol style="list-style-type: none"> <li>1. Course inquiry and application process          Information and advice on wellbeing and support services are provided to prospective students (course applicants) during the application, selection and admission process. These services may include information and advice provided by Whitehouse staff, as well as referral to external services, as detailed in sections 11, 12 and 13 below.          (refer also Selection and Admission Policy and Procedure, Whitehouse Website and Student Handbook)</li> <li>2. Enrolled students who self-identify or are identified as needing additional learning support services, such as in English language proficiency and /or academic researching and writing, are supported by Whitehouse campus librarians who can offer advice on available resources (e.g. free online tutorials) and referral to external services. Referral services are at no additional cost to the student.</li> <li>3. Enrolled students (International)          For on shore international students, and international exchange program students at Whitehouse, Whitehouse can arrange for them to be met at the airport and taken to their accommodation, where required. Each student needs to indicate the need of this service when submitting their enrolment form.</li> <li>4. Orientation and Transition Support          All students go through an orientation program on day one, during their first week at Whitehouse. An orientation program may include:           <ol style="list-style-type: none"> <li>4.1 Welcome and orientation to living and studying in Melbourne and Sydney</li> <li>4.2 Details of the course and academic calendar</li> <li>4.3 Learning Management System (Google Classroom)</li> <li>4.4 Introduction to academic and support staff and key contact numbers</li> <li>4.5 Student rights and responsibilities (Code of Conduct)</li> <li>4.6 Details of other student services and support available, (as listed in the Student Handbook and below)</li> <li>4.7 Information on other support available e.g. Legal, emergency and health services available</li> </ol> </li> </ol>

- 4.8 Student id/log in / email / travel passes / locker hire
- 4.9 Student 'art kits'; materials; essential software for personal digital devices
- 4.10 A tour of the campus grounds, its classrooms, library, facilities, equipment
- 4.11 WH&S and emergency procedures
- 4.12 A copy of Student Handbook
- 4.13 International students attend an additional orientation to further support them with adjusting to study and life in Australia, as required in Standard 6 of The National Code 2018. At this overseas student orientation, they are provided with:
  - 4.13.1 a copy of International Student Orientation Handbook, and
  - 4.13.2 a copy of the International Student Support Services fact sheet which covers the required information in Standard 6.1.1 of The National Code 2018.  
<https://docs.education.gov.au/system/files/doc/other/esosstudentfactsheetv3.pdf>
- 4.14 On completion of their additional Orientation, international students also sign a Student Induction Checklist which is then placed on their student file.

## 5 Student Handbook

All students are provided with a copy of the Student Handbook during their first week at Whitehouse. It contains information on:

- 5.1 Services, facilities and resources available to students
- 5.2 Visa requirements for international students
- 5.3 Where to access Whitehouse Policies and Procedures
- 5.4 Other relevant information in assisting students to adjust to life and study on campus and in Australia.

## 6 Student Services Support - Campus arrangements

- 6.1 Whitehouse has staff designated to support students. Reception is open daily from 8:30am –5.00pm Monday to Friday. Students are free to approach any Whitehouse staff member for any help or make general enquiries, for example: directions, public transport and other day to day needs, banking, access to other services.
- 6.2 The official point of contact for students is Reception, where they will be directed to most appropriate staff member and who has access to up to date details of Whitehouse's support services.

## 7 Emergency Support

- 7.1 For emergency support after hours, students are advised to ring the staff member nominated for Melbourne or Sydney campus nominated for the particular year. This is updated for each year with their contact details available in the Student Handbook.

## 8 Critical Incidents

Whitehouse deals with critical incidents via a separate policy and procedure that cover the action/s taken in such an event, the required follow-up to the incident, the recording of the incident and its resolution.

Critical incidents are not limited to, but could include:

- missing students
- severe verbal or psychological aggression
- death, serious injury or any threat of these
- natural disaster, and

- issues such as domestic violence, sexual assault, drug or alcohol abuse.

For further information refer Critical Incident Policy and Procedure.

<https://whitehouse-design.edu.au/policies-procedures/>

## 9 Academic, Language and Learning Support

Academic support is the responsibility of the academic staff and Librarians. Students are advised to approach their Lecturers, Teachers or Course Coordinators if they need assistance in meeting course requirements. These staff members can assist students with the following:

- 9.1 Study Assistance Programs
- 9.2 Timetables
- 9.3 Learning Support Strategies (via an Individual Learning Plan)
- 9.4 Academic Questions/Issues
- 9.5 English Language Support.

## 10 Student Welfare Services – International Students

A student support officer(s) is available to international students to help them access study support and welfare-related services such as:

- 10.1 Legal Services – Whitehouse refers a student who requires legal practitioner advice. The referral is at no cost to the student. The student would be responsible for any cost related to the legal advice provided.
- 10.2 Accommodation – Accommodation advice is available to all international students from the point of application through to the completion of their course. Whitehouse provides up to date information on accommodation options and or providers. This advice is provided free of charge. The fees for external agencies will be at the cost of the student.
- 10.3 Emergency and Health Services – During orientation students are advised on campus safety and how to access emergency and health services in Australia. For non-urgent services students are encouraged to talk with Reception as the first point of contact to determine the way forward. For medical or other emergencies students are instructed to contact the appropriate services, e.g. 000 and inform Whitehouse as soon as possible.
- 10.4 Facilities and Resources – At orientation students are given a guided tour of the campus and all Whitehouse facilities and during that process they become aware of all the resources available to them.
- 10.5 Complaints and resolutions processes – The Student Grievances & Complaints Resolution policy and procedure is detailed on the website and made available from administration at any time. The policy is explained both in the Student Handbook and during orientation.
- 10.6 Student Visa condition – Students are advised at orientation about their Visa conditions relating to course progress and or attendance, and of the need for them to continue to meet their Visa conditions requirements. More specifically, the expectations for course progress and attendance (for ELICOS students) are described in the Student Handbook and explained during orientation.
- 10.7 In addition to the normal support services, international students can be provided with a range of specialist services such as assistance with resume-writing and looking for part-time work through the Whitehouse industry network. These services are available to all Whitehouse students.

**11. External Counselling Service - arrangements**

- 11.1 Whitehouse can also refer students to an external Counselling Service for various issues if necessary, however each issue is dealt with on a case by case basis. There is no fee attached to this support and referral service.
- 11.2 If the professional psychologist recommends further treatment, a referral from this external professional is free, but additional counselling services will be paid for by students.

**12. Accessing Support Services – Protocols**

- 12.1 Students direct their concerns in the first instance to the receptionist who will listen and depending on the nature of the issue, contact the most relevant staff member to support the student. This may be a teacher, Course Coordinator, Campus Manager, Student Administration, Academic Director, Co-Executive Director, Founder and Executive Director.
- 12.2 Lecturers / teachers will report to the relevant Course Coordinator any concerns they have about changes in a student's behaviour, attitude, health or general demeanour for immediate follow up.
- 12.3 The assigned staff member will consult the student using the Student Consultation Form, which guides the question and answer interaction with the student. Where the student's issue is of serious concern, the staff member will escalate the student's issue to a more senior staff member.
- 12.4 The Academic Director, Course Coordinators and teachers provide students with academic counselling based on the support strategies documented in the Student Consultation Form and / or Individual Learning Plan. A record of discussions notes, outcomes and follow up communication. This information is to be forwarded to student administration to add to the students record to help monitor the student's academic performance and progress.
- 12.5 In cases where the student's issue is academic related, the most relevant staff member will consult the student on their academic performance and how they meet the course progression requirements. The staff member may need to consult other teachers and student administration, and/or more senior staff for assistance in resolving the academic issue.
- 12.6 The staff member may assist with accommodation or general wellbeing issues by providing appropriate advice and direction. The staff member is authorised to refer the student to professional wellbeing assistance (Social Workers, Legal Aid, etc) as they see fit.
- 12.7 Where students require professional help (e.g. psychological; counselling) and support, Whitehouse will refer them to a suitable outside agency at no charge.
- 12.8 In cases where students are not able to independently access external support services, Whitehouse may assist them with accessing counselling services. The recommended agencies are:

Counselling Referral Agency:  
Associated Counsellors & Psychologists Sydney  
Phone; 02 8205 0566  
[admin@counsellingsydney.com.au](mailto:admin@counsellingsydney.com.au)

Counselling in Melbourne  
Phone: 0429 139 725  
[greg.redmond@counsellinginmelbourne.com.au](mailto:greg.redmond@counsellinginmelbourne.com.au)

### 13. External Wellbeing Services Organisations - Details


Below is a list of external support organisations and their contact details for a support service students could access. Students having difficulty accessing help from the support organisations listed below can contact a Whitehouse Student Administration Officer for further assistance.

Organisation	Support	Phone	Web
Lifeline	Crisis Support	13 11 14	<a href="https://www.lifeline.org.au/">https://www.lifeline.org.au/</a>
Beyond Blue	Depression & Anxiety	1300 22 4636 (24/7)	<a href="https://www.beyondblue.org.au/get-support/get-immediate-support">https://www.beyondblue.org.au/get-support/get-immediate-support</a>
Suicide Call Back Service	Suicide	1300 659 467	<a href="https://www.suicidecallbackservice.org.au/">https://www.suicidecallbackservice.org.au/</a>
Kids Help Line (< 25 years old)	Any time. Any reason.	1800 55 1800	<a href="https://kidshelpline.com.au/">https://kidshelpline.com.au/</a>
Mens Line	Support for men	1300 78 99 78	<a href="https://mensline.org.au/">https://mensline.org.au/</a>
Head Space Mental Health for youth	Life issues Work and study	03 9027 0100	<a href="https://headspace.org.au/">https://headspace.org.au/</a>
Black Dog	Clinical resources for mental health	02 9382 2991	<a href="https://www.blackdoginstitute.org.au/clinical-resources">https://www.blackdoginstitute.org.au/clinical-resources</a>
Better Access Program	Access to clinics for mental health	n/a	<a href="https://www.healthdirect.gov.au/low-cost-or-free-mental-health-services">https://www.healthdirect.gov.au/low-cost-or-free-mental-health-services</a>
National Sexual Assault, Domestic Family Violence Counselling Services	Support for people experiencing sexual, domestic and family violence	1800RESPECT	<a href="https://www.1800respect.org.au/help-and-support/">https://www.1800respect.org.au/help-and-support/</a>

#### Relevant Legislation

- [Higher Education Standards Framework \(Threshold Standards\) 2021, Standards 2.3.1 to 2.3.4.](#)  
[TEQSA Guidance Note: Wellbeing and Safety, ver.1.2](#)  
<https://www.teqsa.gov.au/latest-news/publications/guidance-note-wellbeing-and-safety>
- [Standards for Registered Training Organisations \(RTOs\) 2015](#)
- [ESOS Legislative Framework](#)
- [Education Services for Overseas Students Act 2000 \(ESOS\)](#)
- [2016 Higher Education Support Act \(2003\)](#)
- [Commonwealth Register of International Courses for Overseas Students \(CRICOS\)](#)
- [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#)
- [Department of Fair Trading \(Victoria\) \(NSW\)](#)
- [Administrative Appeals Tribunal](#)

<b>Key Related Documents</b>	<ul style="list-style-type: none"> <li>• Code of Conduct</li> <li>• Privacy Policy and Procedure</li> <li>• Selection and Admission Policy and Procedure</li> <li>• Access and Equity Policy and Procedure</li> <li>• Student Grievances and Complaints Resolution, Non-Academic Policy and Procedure</li> <li>• Critical Incident Policy and Procedure</li> <li>• Student Handbook</li> <li>• Student Induction Checklist (International)</li> <li>• Student Wellbeing Support (Form)</li> </ul>
<b>Definitions</b>	<p>The following definitions apply for the purpose of this Procedure:</p> <p><b>Support Services</b> – refer to:</p> <p>(i) internal information and advice using various internal communication forms and media provided to students by Whitehouse (e.g. Student Handbook; Website)</p> <p>(ii) internal support services related to the student journey from application to graduation, as detailed in this and related Whitehouse Procedures</p> <p>(iii) information and advice about support related to external services, as detailed in this and related Whitehouse Procedures.</p> <p><b>Student Well Being</b> - a sustainable state of positive mood and attitude, resilience, and satisfaction with self, relationships and experiences at school. Student wellbeing is described as pervasive in that it affects most aspects of a student's functioning at school.</p> <p><a href="https://www.education.gov.au/student-resilience-and-wellbeing">https://www.education.gov.au/student-resilience-and-wellbeing</a></p>
<b>Responsible Officer</b>	Executive Directors
<b>Approval Authority/ Authorities</b>	Academic Board Board of Governors
<b>Date Approved</b>	26/05/2020
<b>Date of Commencement</b>	27/05/2020
<b>Date for Review</b>	26/05/2023
<b>Documents superseded by this Procedure</b>	N/A

<b>Amendment History</b>	<p><b>02/2020</b>                  Added new sections 1, 12, 13 and text                  Revised existing sections 2- 5, 7 – 10.                  Incorporated list of external support service organisations details                  Numbered sections and clauses and sub-clauses                  Updated Relevant legislation and Key Documents sections                  Added a Definitions section and terms.</p> <p><b>02/2019</b>                  Inclusions of support services to overseas students with reference to The National Code 2018.</p> <p><b>05/2018</b>                  Re-branding – Header &amp; Footer only</p> <p><b>12/2016</b>                  Policy and Procedures separated. Updated formatting and minor amendments                  Hyperlinks updated</p> <p><b>01/2013</b>                  Changed formatting - included procedure and policy in one document                  Changed title                  Major adjustments and inclusions to policy wording                  Material changes have been made. Delete ACPET                  Add external agencies</p> <p><b>25/1/ 2013</b>                  Approved</p> <p><b>19/09/2012</b>                  Prior Approval</p>		
<b>Signed and dated for Whitehouse Institute Pty Ltd</b>		Leslie Taylor	26/5/20
	<b>Signature</b>	<b>Name</b>	<b>Date</b>

INFORMATION FOR PUBLISHING ON POLICY REGISTER	
<b>Category</b>	Governance
<b>Stakeholders</b>	Academic Board Executive Management Academic Staff Administration Staff Students