

Student Wellbeing and Support Policy

1. Contents

1. Contents.....	2
2. Preamble.....	3
3. Purpose.....	3
4. Scope.....	3
5. Definitions.....	3
6. Policy.....	4
7. Referred Legislation and References.....	5
8. Relevant HEA Policies and Procedures.....	6
9. Document and Version Details.....	7
10. Policy Inquiries.....	7

2. Preamble

Higher Education Australia (HEA) places great importance on supporting the wellbeing of its students. Wellbeing or wellness comprises eight mutually co-dependent dimensions: emotional, physical, occupational, social, spiritual, intellectual, environmental and financial. In the absence of any of these dimensions, it will adversely affect one's health, wellbeing and quality of life.

This policy complies with the *Education Standards Framework (Threshold Standards) 2021*, the *National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code)* and the *Education Services for Overseas Students Act 2000 (Cth)*.

3. Purpose

This policy ensures that HEA appropriately fosters the wellbeing of its students and provides the appropriate support for mental health and wellbeing, creating an environment conducive to effective learning and achievement.

4. Scope

This policy applies to all HEA students, staff involved in applying this policy and any visitors engaging in relevant activities at HEA.

5. Definitions

Please refer to the Glossary of Terms.

6. Policy

6.1 Principles

- 6.1.1 Students are provided with a supportive learning environment which promotes physical and mental wellbeing, conducive to academic achievement and the completion of each student's course.
- 6.1.2 Students are made aware of the support services and resources available to them throughout their study.
- 6.1.3 Students self-identify risks to their wellbeing during the admissions process and are encouraged to seek help early if their wellbeing or mental health declines.
- 6.1.4 Student autonomy is promoted by teaching andragogy and through supporting students to take responsibility for their own learning.
- 6.1.5 Staff undertake Occupational Health and Safety training and professional development activities which relate to wellbeing and support strategies for students.
- 6.1.6 Students are evaluated in relation to their academic support needs, specifically in relation to English language and learning support.
- 6.1.7 Students are provided with adequate resources and support individual to their learning and wellbeing needs, with particular focus on the needs of international students as well as other cohorts identified as needing additional or alternative support and resources, including those from historically disadvantaged backgrounds such as Aboriginal and Torres Strait Islander peoples.
- 6.1.8 Continuous innovation and improvement inform the means and methods by which the institute caters to students' mental health, wellbeing and academic support needs.

6.2 Breach of this policy

Any breach of this policy will be dealt with in accordance with the relevant procedure. Actions taken will be consistent with procedural fairness.

6.3 Policy implementation

The procedure which relates to the implementation of this policy is the *Student Wellbeing and Support Procedure*.

6.4 Delegation and Responsibility

- 6.4.1 The Board of Directors has delegated responsibility of this policy to the Academic Board.
- 6.4.2 The Academic Board can further delegate their responsibilities in relation to this policy to relevant staff, in accordance with the Delegations Policy. Delegation of operational responsibility does not remove Board accountability.

6.5 Review and Improvement

- 6.5.1 The Board of Directors will ensure an internal review of this policy is conducted at least once every two years and will ensure that any improvements identified from the review are implemented, including updates to the policy itself.
- 6.5.2 The Board of Directors will engage external reviewers at least once every seven years to conduct a review of this policy and will ensure that recommended improvements are actioned.
- 6.5.3 At their own discretion, the Board of Directors may undertake a review of this policy as needed.

6.6 Feedback

Feedback, including recommended improvements, is welcomed in relation to this policy.

7. Referred Legislation and References

Aboriginal Wellness Foundation (Vic) https://healthinfonet.ecu.edu.au/learn/health-topics/social-and-emotionalwellbeing/organisations/2205/?title=Aboriginal+Wellness+Foundation+%28AWF%29&contentid=2205_3

Age Discrimination Act (2004) <https://humanrights.gov.au/our-work/employers/age-discrimination#:~:text=Age%20discrimination%20occurs%20when%20a,on%20the%20basis%20of%20age.>

Australian University Mental Health Framework <https://www.orygen.org.au/Orygen-Institute/University-Mental-Health-Framework/Framework/University-Mental-Health-Framework>

Charter of Human Rights and Responsibilities Act 2006 (Vic) https://www.education.vic.gov.au/hrweb/workm/Pages/Human_Rights.aspx#:~:text=The%20Victorian%20Charter%20of%20Human,%2C%20Respect%2C%20Equality%20and%20Dignity.

Disability Discrimination Act 1992 (2018) <https://www.legislation.gov.au/Details/C2018C00125>

Education Services for Overseas Students Act (2018) ESOS Act <https://www.legislation.gov.au/Details/F2017L01182>

Equal Opportunity Act 2010 (2022) (Vic) <https://www.legislation.vic.gov.au/in-force/acts/equal-opportunity-act-2010/020>

Fair Work Act 2009 (2021) <https://www.legislation.gov.au/Details/C2021C00421>

Human Rights and Anti-Discrimination – Australian Government – Attorney General's Department <https://www.ag.gov.au/rights-and-protections/human-rights-and-anti-discrimination>

Gee, G., Dudgeon, P., Schultz, C., Hart, A., Kelly, K.. (2014). Aboriginal and Torres Strait Islander social and emotional wellbeing. In Dudgeon, P. Milroy, H. Walker, R. (Ed.), Working together: Aboriginal and Torres Strait Islander mental health and wellbeing principles and practice (2nd ed.,pp. 55-68). Canberra: Department of the Prime Minister and Cabinet. https://healthinfonet.ecu.edu.au/key-resources/publications/28917/?title=Aboriginal+and+Torres+Strait+Islander+social+and+emotional+wellbeing&contentid=28917_1

Mental Health and Wellbeing <https://www.healthdirect.gov.au/mental-health-and-wellbeing>

National Code of Practice for Providers of Education and Training to Overseas Students 2017 (National Code) <https://www.legislation.gov.au/Details/F2017L01182>

National Strategic Framework for Aboriginal and Torres Strait Islander peoples' mental health and social and emotional wellbeing 2017-2023
https://healthinfonet.ecu.edu.au/learn/health-topics/social-and-emotional-wellbeing/country-culture-spirituality/policies-and-strategies/33834/?title=National+strategic+framework+for+Aboriginal+and+Torres+Strait+Islander+peoples%27+mental+health+and+social+and+emotional+wellbeing+2017-2023&contentid=33834_

Occupational Health and Safety Act 2004 (Amendments 2021)
<https://content.legislation.vic.gov.au/sites/default/files/2021-12/04-107aa038%20authorised.pdf>

Sex Discrimination Act 1984 (2014) (Under Victorian Equal Opportunity and Human Rights Commission) <https://www.legislation.gov.au/Details/C2014C00002>

World Mental Health report – Transforming mental health for all (WHO) 2022
<https://www.who.int/publications/i/item/9789240050860>

Baik, C., Larcombe, W., Brooker, A., Wyn, J., Allen, L., Brett M., Field, R. & James, R. (2017) Enhancing Student Mental Wellbeing: A Handbook for Academic Educators
https://melbourne-cshe.unimelb.edu.au/_data/assets/pdf_file/0006/2408604/MCSHE-Student-Wellbeing-Handbook-FINAL.pdf

TEQSA Guides and Resources Compliance Focus Student Wellbeing and Safety
<https://www.teqsa.gov.au/guides-resources/compliance-focus/compliance-focus-student-wellbeing-and-safety>

8. Relevant HEA Policies and Procedures

- Aboriginal and Torres Strait Islander Peoples Policy
- Bullying Discrimination and Harassment Prevention policy
- Code of Conduct
- Critical Incident Management and Business Continuity Policy
- Equity and Diversity Policy
- Health and Safety Policy
- Health and Safety Procedure
- Records and Information Management Policy
- Risk Management Policy
- Staff Complaints and Appeals Policy
- Staff Complaints and Appeals Procedure
- Student Academic Progression Policy
- Student Academic Progression Procedure
- Student Complaints and Appeals Policy
- Student Complaints and Appeals Procedure
- Student Wellbeing and Support Procedure

9. Document and Version Details

Approval Authority	Board of Directors
Approval Date	4 March 2026
Review Date	4 March 2029
Version	5.0

10. Policy Inquiries

For any inquiries about this policy, please email us. (studentsupport@heau.edu.au)