

Student Wellness Procedures

1. Governing policy

The *Student Wellness Procedures* (“procedures”) relate to the *Student Wellness Policy*. They describe how the policy is enacted and the different aspects of wellness support at the Institution.

2. Scope

These procedures apply to all students who require wellness support.

3. Procedures

3.1 Strategies

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

- i. identification through self-referral via email, face-to-face or online meetings (e.g. Zoom, Teams, etc);
- ii. identification or intervention in the teaching period by staff and teaching Faculty; and/or
- iii. identification through a Residential Leader.

3.2 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 harm support and counselling, accommodation issues, mental health, legal advice, disability and any other wellness needs.

Type	How	Support
Academic		

<p>i. Lecturers and discipline leads</p>	<ul style="list-style-type: none"> • Lecturers and discipline leads are available for at least one hour per week, per subject, for consultations with students on academic matters. • Students are encouraged to contact teaching staff and discipline leads in addition to scheduled consultation times or outside of class times, where appropriate. 	<ul style="list-style-type: none"> • In person, online consultations (e.g. Zoom, Teams, etc.), via email consultations or casually before and after class. • Students may expect a response from teaching staff within two business days.
<p>ii. Program Managers</p>	<ul style="list-style-type: none"> • General academic support and advice is available from the Program Manager. • Academic intervention support is provided as a result of failing to maintain satisfactory progress. See <i>Academic Progression Policy and Academic Progression Procedures</i>. 	<ul style="list-style-type: none"> • In person, online consultations (e.g. Zoom, Teams, etc.) or via email.
<p>iii. Senior academic staff</p>	<ul style="list-style-type: none"> • Additional academic support and advice is available from the Dean/Associate Dean upon request. 	<ul style="list-style-type: none"> • By appointment
<p>Non-academic</p>		

<p>iv. Wellness Officers</p>	<ul style="list-style-type: none"> • Appropriate guidance and personal support is provided to students, through a dedicated Wellness Team who provide free, confidential support to students to enhance their physical and emotional health and wellbeing. • Students should be proactive in seeking the wellness support they require. • All staff are expected to refer potential wellness cases to the Wellness Officers. 	<ul style="list-style-type: none"> • Students may contact the Wellness Team directly, via email or walk-in for a private consultation at the Student Success Centre or other Wellness Officers' offices.
<p>v. Student Success Centre Manager</p>	<ul style="list-style-type: none"> • Sexual harm support and referral to external counselling. • Support to students with a disability who have registered documentation with the college, throughout their studies. • Mental health support and referral to external counselling. <ul style="list-style-type: none"> • Reasonable adjustments. 	<ul style="list-style-type: none"> • By telephone 02 9466 1025. • In person, online (e.g. Zoom, Teams, etc.) consultations available by appointment.

<p>vi. Residential Leaders</p>	<ul style="list-style-type: none"> • On campus students can contact their Residential Leader on their accommodation floor who will provide limited guidance and personal support • Residential Leaders may refer the student to a Wellness Officer. 	<ul style="list-style-type: none"> • In person
<p>viii. Internal services</p>	<ul style="list-style-type: none"> • The Student Success Centre Manager provides support to all students. 	<ul style="list-style-type: none"> • In person, online consultations (e.g. Zoom, Teams, etc.) or via email. • To be scheduled by appointment.
<p>ix. External counselling services</p>	<ul style="list-style-type: none"> • Wellness Officers refer students to an external counselling provider, a complimentary service provided by the Institution. Referrals are provided at no additional cost to the students. 	<ul style="list-style-type: none"> • Appointments provided within two days in person or telephone.

<p>x. Other external professional services</p>	<ul style="list-style-type: none"> • The Institution recognises that in some instances students may require support from external professional services (e.g. emergency services, health services, legal advice, etc) as there are limits to the extent of the support that can be provided by the Institution. Referrals are provided at no additional cost to the students. • The Wellness Officers will refer students to external professional services. 	<ul style="list-style-type: none"> • Information provided as needed.
<p>Resources</p>		
<p>xi. Wellness and wellbeing</p>	<ul style="list-style-type: none"> • Resources from the institution and external providers like Headspace, Black Dog Institute, Northern Beaches Mental Health Service and AccessEAP are available for students to utilise. 	<ul style="list-style-type: none"> • Online and in the Student Success Centre.

3.3 Support process

3.3.1 Students may choose to disclose a personal wellness circumstance at any time. Disclosure means telling another person about an incident that happened either in the past or it may be ongoing. The primary aim of disclosure is to offer information and support to the person sharing their experience. They may choose to disclose face to face with a trusted staff member (with or without a support person present) or online via the Institution’s confidential [student disclosure form](#) or via the [student anonymous disclosure form](#). When disclosures are

submitted anonymously, the actions available to the Institution may be limited.

3.3.2 For high risk indicators of sexual harm refer to the *Sexual Harm Policy*.

3.3.3 Privacy is upheld during all personal wellness consultations and all personal information will be handled confidentially in accordance with the Institution's *Privacy Policy*.

3.3.4 Information will be disclosed if the Institution has reasonable grounds for concern about the health and safety of the student or others, or there is a legal requirement to do so.

3.3.5 In exceptional cases, evidence-based assessment extensions may be granted on the basis of a personal wellness issue at the discretion of the Institution. An extension granted under this provision is for **one-off cases** only. All extension requests due to a personal wellness issue are approved by the Student Success Centre Manager. Extensions may be granted for a maximum of three days in the final two weeks of the study period or up to a maximum of seven days outside of this time period. In rare circumstances where an extension beyond these parameters is required, the Student Success Centre Manager consults with the relevant Program Manager.

3.3.6 Students who require **ongoing** extensions over a period of time (e.g. due to an ongoing wellness issue or ongoing illness) are required to have an approved Academic Access Plan by completing the **academic access plan form**. These Plans are approved by the DVC (Learning and Teaching).

3.3.7 The Academic Access Plan is an agreement, which identifies the student's wellness situation for reasonable adjustments for their academic studies. These include:

- alternative presentation delivery;
- alternative assessment;
- extra time to complete assessments (i.e. extension requests);
- extra time for time assessments (one-off situation);
- alternative timed assessment;
- room on their own to sit a time assessment (face to face classes)

3.3.8 Any reasonable adjustment requested must be supported with supporting

medical documentation / evidence.

3.3.9 Students must formally accept and agree to the terms outlined in the Academic Access Plan.

4. Roles and responsibilities

4.1 The **Wellness Officers** are responsible for supporting and monitoring students with personal wellness circumstances for the duration of their time at the Institution.

4.2 The **Student Success Centre Manager** is responsible for approving evidence-based assessment extension requests for students with personal wellness circumstances within the approved parameters outlined in these procedures. Any extensions beyond these parameters is required, the Student Success Centre Manager consults with the relevant Program Manager.

4.3 The DVC (Learning and Teaching) is responsible for approving Academic Access Plans.

5. Reporting

5.1 The Wellness Officers are responsible for regularly documenting all information related to the students' personal wellness circumstances.

5.2 The Deputy Registrar is responsible for regular reporting to the Learning and Teaching Committee.

6. Records management

6.1 The Wellness Officers will receive, record and store all documents tendered by a student with personal wellness circumstances.

6.2 All documents will be handled in accordance with the institution's *Privacy Policy* requirements.

6.3 All documents will be stored within the Student Management System.

7. Related documents

Diversity and Equity Policy

Privacy Policy

Student Wellness Policy

[*Student Wellness Flowchart*](#)

[*Responding to Suicide Risk*](#)

Approved by Learning and Teaching Committee on 29 April 2022 (minor update approved by EMG on 12 February 2026)