



Student Wellbeing, Counselling and Support Guidelines

Version 2.0 February 2025

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Section A – Introduction

A.1 Overview

The purpose of this Guideline is to provide a simple summary and/or overview about the Policy and Procedure associated with Student Wellbeing, Counselling and Support available to students at Navitas Bundoora Pty Ltd (La Trobe College Australia, LTCA, The College).

Within the College's operational context, the following principles apply as taken from the La Trobe University Mental Health Framework.

It is anticipated that the Guideline will enable both staff and students to better understand the associated Policy and Procedure.

Detailed documentation is provided separately in the form of separate Policy and Procedure documents made available to students on the College website, reception and meeting with the student counsellor.

The Guideline has been developed to ensure that staff and students understand the parameters within which the College can provide support to students.

Section B – Guideline Details

B.1 Principles

The College's support services and programs are shared very early in the student journey to ensure that students know what is available and how they go about accessing them.

Service and support availability is made clear throughout the entire student lifecycle at the College.

The Student Learning Advisors will reach out to students who are identified to be at risk as part of a proactive, early intervention student at risk strategy.

All staff at the College, administrative and academic, will participate in the Student at Risk identification and support process.

B.2 Referring students to Academic Support Services

Students needing to make changes to their course or seek academic support or wish to see the Student Counsellor will be referred to the most appropriate staff member.

Referrals would normally start with the Academic Team and/ or the Student and Academic Services Team.

Academic and Program related concerns inclusive of: Program/Course changes; academic status; and queries relating to program quotas, will be referred to:

- Academic Coordinators
- Academic Director
- Scheduled, academic "Drop in" Sessions
- Discipline specific Academic team members
- Online Support and resources on the Student Portal
- LTCA Study Hub
- LTCA Reception

B.3 Referring students to non-academic Support Services

Non-academic, enrolment or organisational related matters will be referred to designated members of the Student and Academic Services team. Enquiries in this category include:

- general course enquiries
- course progress
- change of enrolment
- sponsored students
- student mentors
- College policies and procedures.

B.4 Student Life and Psychosocial Wellbeing Matters

The College has a qualified Student Counsellor who is available to provide students with a range of support services and structures.

All discussions with the Student Counsellor are confidential and students' privacy is always protected in accord with requirements of the Privacy Act .

The Counsellor will exercise the necessary duty of care where a student may be at risk of harm to themselves or others.

The services available include:

- Counselling and Physical or psychosocial support for individual students
- Referral to a La Trobe University Counsellor; medical practitioner and/or to an external or community organisation such as Beyond Blue
- Supporting students to build personal problem-solving skills and use feedback effectively
- Refer identified students who require reasonable adjustment to the Student Learning Advisor
- Refer students in need of reasonable adjustments to their learning plans or learning environment to the Student Learning Advisor, who will develop a learning access plan with the student
- Monitoring accommodation and wellbeing for Younger Students (U/18) enrolled at the College is managed by all members of the Student and Academic Services team.

B.5 Access to information

Students and staff will be provided with information on the wellbeing, counselling and support services offered by the College via the following mechanisms:

- Orientation – the program is designed to assist commencing students (domestic and international) with the transition to college and university life inclusive of information about accessing the:
 - College's policies such the Code of Conduct, Progress and Intervention, Complaints and Grievances etc;
 - Wellbeing support services, including Emergency and Health Services;
 - Academic Support, including access to information and materials;
 - General support and advice on life and study at the College;
 - Community Organisations such as Legal Aid, Fairwork, Lifeline, Beyond Blue etc.

The College website provides wellbeing information and a summary of support services provided by the college.

Pre-arrival information is available in the Guide for International Students. The Guide includes information regarding accommodation, arrival procedures and adapting to life in Australia. The Guide for International Students is available via the College website.

The Student Handbook is available electronically via the College Student Portal and on the website.

B.6 Wellness, Health and Safety

The College's Critical Incident Management Process covers what to do in the event an incident occurs that has the potential to, or actually does, affect the wellbeing of students, staff or the College. In the event a critical incident does occur it should be immediately reported to the first available senior staff member.

The Critical Incident Management Process is available on the College website. The College has appointed a WHS Committee that oversees any WHS matters with quarterly meetings and site audits.

This Committee also monitors and addresses any reported hazards at the College.

Section D – Governance

Policy Title	Student Wellbeing, Counselling and Support Guideline	
Policy Owners	College Director and Principal Student Counsellor	
Contact Persons	Quality Risk and Compliance Manager Student Counsellor	
Key Stakeholders	LTCA SMT	
Approval Body	LTM Management Team	March 2018
	LTCA Management Team	January 2020
	LTCA Senior Management Team	May 2022
	LTCA Senior Management Team	February 2025
Relevant Legislation	• Age Discrimination Act 2004 (Cth) • Australian Human Rights Commission – A Quick Guide to Australian discrimination laws • Disability Discrimination Act (1992) • Disability Standards for Education 2005 • Disability Services Act 1993 (WA), • Equal Opportunity Act 1984 • Higher Education Standards Framework (Threshold Standards) 2021 • Privacy Act 1988 • Racial Discrimination Act 1975 (Cth) • Sex Discrimination Act 1984 (Cth) • The National Code (specifically standard 6)	
Related Policies	Access, Diversity, Equity and Inclusion Policy Admissions and Student Selection Policy Care of younger students Policy	
Related Guidelines / Procedures	Staff Code of Conduct Student Code of Conduct Critical Incident Management Procedure	
File information	File number	Version number V2.0
Date Effective	February 2025	Next Review Date August 2026
Amendment History		
Revision Date	Version	Summary of changes
10/03/2018	1.0	Creation of guideline document
15 January 2020	1.1	Revised and updated document to meet changes in regulatory obligations
30 May 2022	1.3	Document reviewed and minor updates made
24 February 2025	2.0	Reviewed policy and replaced reference to Sexual Harassment and Assault to Sexual Harm.