



Student Wellbeing, Counselling and Support Policy

Version 2.0 February 2025

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Section A – Introduction

A.1 Overview

The purpose of this policy is to outline the Navitas Bundoora Pty Ltd (LTCA; La Trobe College Australia; The College) approach to ensuring the support provided at the College is accessible to all students, appropriate to a variety of needs and circumstances and, within the framework of the College's Code of Conduct. The College is committed to quality assurance and continuous improvement in all aspects of its operations as an Institution of Higher Education provider. The College abides by its Access, Diversity and Inclusion Policy with core principles underpinning a respectful culture and an engaged and resilient student community.

This policy has been developed in line with the requirements set out in:

- Higher Education Standards (Threshold Standards) Framework (HESF) 2021 particularly Standards 2.3.1 to 2.3.5 inclusive
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (2018) particularly Standard 5 Younger overseas students and Standard 6 Overseas student support services
- Education Services for Overseas Students (ESOS) Act 2000.

The purpose of this Policy is to assure and confirm that the College provides timely and accurate advice on how students access academic support services. Students are kept informed of a range of academic and support services, which include the provision of counselling, referrals to external specialists and organisations, guidance and support regarding academic progress and student psychosocial and wellbeing.

This Policy is reviewed by the Student Counsellor and members of the College Senior Management Team every two years or when there are any changes to the regulatory compliance requirements, legislation, regulation and guidelines.

This review process aims to ensure alignment to the strategic direction and continued relevance to the College's current and planned operations.

A.2 Scope

This policy applies to all currently enrolled students and prospective students undertaking their studies at the College, in courses listed on its current scope of registration. The College Senior Management Team and Managers are responsible for the management and implementation of this policy.

Section B – Policy Statement

B.1 Policy Principles

The College is committed to providing a safe environment for students and to assisting students to develop relevant skills, attributes and attitudes that will enable them to resolve problems in academic; psychosocial/educational; emotional and social contexts.

The following principles underpin the College’s approach to the management of student wellbeing and support:

- Safety and Security is a right: Students (and staff) have a right to a safe, secure, and comfortable learning (and work) environment that is characterised by a respectful, diverse, and inclusive community.
- Barriers will be removed: Barriers to seeking and/or accepting support will be addressed through education and early interventions delivered in a respectful and caring manner.
- Services will be easily accessible: Students will not need a referral to source free, readily available, trauma sensitive and easy to access Counselling services and support.
- Diversity is welcome, Equity a must: The general, psychosocial, general wellbeing and learning needs of students are diverse but the College has committed to providing Reasonable Adjustment in order to minimise obstacles to enable students to progress and flourish.
- Just-in-time support is critical: Early prevention, identification and intervention enables hurdles to progress and wellbeing to be minimised.
- Sensitive support is a priority: The College prioritises safety and recognises the sensitivities involved in dealing with incidents of Sexual Harm.
- Staff training is critical: Suitably qualified staff are available to handle any disclosures of Sexual Harm and to ensure students are referred to the most suitable service on a “point-in-time basis”.
- Awareness and access to information is vital: The College will engage in activities to raise student awareness about maintaining personal safety; information will be readily available through posters, weblinks, social media and drills e.g. fire drills.

B.2 Reporting

To provide decision makers with a line of sight of trends, effort and outcomes, the Academic Director, will provide a report to the Academic Board three times a year on support services including academic support utilised by students.

B.3 Responsibilities

Responsibility	CDP	AD/ DO S	SAS	SC	QCM	AC	Teacher	IT	All
Becoming familiar with college counselling services	A								R
Bring to the attention of the Counsellor any specific issues of concern relating to student under their care	A								R

Responsibility	CDP	AD/ DO S	SAS	SC	QCM	AC	Teacher	IT	All
Encourage students to seek counselling support where they feel the student would benefit from these services	A								R
Follow the guidelines and procedure associated with this Policy	A								R
Maintaining confidential records as and where necessary	I	S	R	A/R	S				
Managing SH events as per procedure	A	S	R	R	C				
Ensuring websites and links to sites are always up to date	I	S	R	A	S	S	S		
Training staff in identifying vulnerable students and effective referral processes	A	R	R	R	S	S			
Keeping student records up to date	I	S	A	R	S	S			
Preparing information for students and staff	I	S	R	A	S	S			
Developing a culture of awareness where students look out for each other and encourage each other to seek help	A								R
Managing an effective referral process	I	S	R	A	S	S			
Manage effective communication and incident notification procedures	A	S	R	R	S	S	S		
Initiating corrective actions where necessary	A	S	S	R	S	S			
Informing teachers and other staff, where appropriate and under confidentiality, of a student's circumstances	I	R	R	A	S	S			
Ensuring confidentiality and privacy in the management of student records	A	S	R	R	S	S	S		
Securing informed consent	A	S	S	R	S	S			
Providing counselling services to support students in managing short term issues at no additional cost	A	S	S	R	C				
Referring ongoing or acute concerns, beyond which the Counsellor can reasonably be expected to provide for, to external providers	A	S	S	R	C	S			

Responsibility	CDP	AD/ DO S	SAS	SC	QCM	AC	Teacher	IT	All
Tracking students through Student at Risk Register	I	A	R	S	C	S	S		
Managing discipline breaches of this Policy	A	R	S	S	S	S			
Provision of feedback on effectiveness of Student Support and Counselling services	A								R
Managing continuous improvement of student support services	A	S	R	S	C	S	S		
Managing continuous improvement of counselling services	A	S	S	R	C	S	S		
Management of Critical Incidents	A/R	S	S	S	S	S	S		
Promotion of a safe environment	A								R
Ensuring support services accommodate needs of different cohorts of students e.g., ATSI; First in Family; Disadvantaged; Disabled; LGBTQi+	A/R			C					S
Conducting effective risk assessments specific to student support services and implementing preventative and mitigating controls	A/R								S
Conducting evidence based sexual violence, drug and alcohol abuse prevention and anti-bullying education and training programmes	A/R								S
Ensure emergency support avenues are available and known to students and staff	A	R	R	R	C				S
Reporting breaches of privacy and/or confidentiality	A	R			S				S
Management of third parties involved in the provision of services and support to students	A		R	R					S
Collecting, analysing and reporting on student feedback for relevant area	I	A	R	R	C	S	S		
Maintenance of secure IT systems and services	A							A/R	S
Oversight of Student at Risk Programme	A	S	R	R	C	S	S		

Responsibility	CDP	AD/ DO S	SAS	SC	QCM	AC	Teacher	IT	All
Management of Academic Integrity procedure and reporting	I	A/R	S	S	C	S	S		

R = Responsible, A = Accountable, S = Supporting, C = Consulting, I = Informed

Section C – Compliance

C.1 General

This policy is available to view on the College website for students. This policy and related procedures will be communicated to staff via email, intranet and at staff information sessions.

C.2 Breaches

Breaches of compliance with this policy and all associated documents may result in disciplinary action being taken against the offender.

C.3 Relevant Legislation

The College Director and Principal at the College will ensure that staff are aware of all relevant legislation as noted below:

- Higher Education Standards (Threshold Standards) Framework (HESF) 2021
- Higher Education Standards Framework (Threshold Standards) 2021 (legislation.gov.au)
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (2018); National Code of Practice for Providers of Education and Training to Overseas Students 2018 (legislation.gov.au)
- Education Services for Overseas Students (ESOS) Act 2000; The ESOS legislative framework (internationaleducation.gov.au)
- TEQSA's Guidance Note Guidance Note: Wellbeing and Safety| Tertiary Education Quality and Standards Agency (teqsa.gov.au)

Awareness is managed through staff meetings and training sessions in the wake of regulatory change and expectations.

Section D – Governance

Policy Title	Student Wellbeing, Counselling and Support Policy	
Policy Owners	College Director and Principal Student Counsellor	
Contact Persons	Quality Risk and Compliance Manager Student Counsellor	
Key Stakeholders	LTCA SMT	
Approval Body	College Senior Leadership Team	10/03/2018
	LTCA Senior Management Team	15 January 2020
	LTCA Senior Management Team	16 November 2021
	LTCA Senior Management Team	30 May 2022
	LTCA Senior Management Team	24 February 2025
Relevant Legislation	<ul style="list-style-type: none"> • 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	September 2024	Next Review Date August 2026
Amendment History		
Revision Date	Version	Summary of changes
10/03/2018	1.0	Creation of policy document
15 January 2020	1.1	Revised and updated document to meet changes in regulatory obligations
16 November 2021	1.2	Revised Responsibility Table
30 May 2022	1.3	Document reviewed and minor updates made
24 February 2025	2.0	Reviewed policy and replaces reference to Sexual Harassment and Assault to Sexual Harm.