

Student Wellbeing, Counselling and Support Guidelines (CC)

Colleges of Business and Technology (WA) Pty Ltd
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Document

Document Name	Student Wellbeing, Counselling and Support Guidelines (CC)
Brief Description	The purpose of this document is to provide staff at Curtin College with support as to how they should be engaging in the Student Wellbeing, Counselling and Support process at the College.
Responsibility	Student Counsellor CC
Initial Issue Date	10/3/2021

Version Control

Date	Version No:	Summary of Changes	Reviewer Name and Department/Office
10/03/2021	1.0	This is a new Guideline document	Student Counsellor CC
1/6/2022	1.1	Updated website links	Student Counsellor CC
4/6/2024	2.0	Updated section 2.4d	Student Counsellor CC
20/5/2026	2.1	Reviewed no updates	Student Counsellor CC

Related Documents

Name	Location
Privacy Policy	Policy HUB
Student Handbook	College Portal
Student Guide for International Students	College website
Student Wellbeing, Counselling and Support Policy	Policy HUB

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1 Summary

1.1 Purpose

- a) 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.
- b) Within the College's operational context, the following principles apply as taken from the *University Mental Health Framework – Orygen, Revolution in Mind” see: [University Mental Health Framework - Orygen, Revolution in Mind](#).
- c) It is anticipated that the Guideline will enable both staff and students to better understand the associated Policy and Procedure.
- d) Detailed documentation is provided separately in the form of separate Policy and Procedure documents.

1.2 Trigger

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

2 Guideline Details

2.1 Principles

- a) 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.
- b) Service and support availability is made clear throughout the entire student lifecycle at Curtin College.
- b) The Student Counsellor and Program Managers will reach out to students who are identified to be at risk as part of a proactive, early intervention student at risk strategy.
- c) All staff at the College, administrative and academic, will participate in the Student at Risk identification and support process.

2.2 Referring Students to Academic Support Services

- a) 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.
- b) Referrals would normally start with the Academic Team. Student and Academic Support Team.
- c) Academic and Program related concerns inclusive of: Program/Stream changes; academic status; and queries relating to program quotas, will be referred to:
 - i. Unit Coordinators;
 - ii. Program Managers;
 - iii. Scheduled, academic “Drop in” Sessions;
 - iv. Discipline specific Academic team members;
 - v. Online Support and resources in the Study Kiosk on the Student Portal.

2.3 Referring Students to Non-academic Support Services

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

- i. general program enquiries;
- ii. program progress;
- iii. change of enrolment;
- iv. sponsored students;
- v. student mentors; and,
- vi. College policies and procedures.

2.4 Student Life and Psychosocial Wellbeing Matters

- a) Curtin College has a qualified Student Counsellor who is available to provide students with a range of support services and structures.
- b) All discussions with the Student Counsellor are confidential and students' privacy is always protected in accord with requirements of the Privacy Act .
- c) The Counsellor will exercise the necessary duty of care where a student may be at risk of harm to themselves or others.
- d) The services available include:
 - i. Counselling and Physical or psychosocial support for individual students;
 - ii. Referral to a Curtin University Counsellor; medical practitioner (based at Curtin University) and/or to an external or community organisation such as Beyond Blue;
 - iii. Supporting students to build personal problem-solving skills and use feedback effectively;
 - iv. Refer identified students who require reasonable adjustment to the Student Learning Advisor;
 - v. 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;
 - vi. Monitoring accommodation and wellbeing for Younger Students (U/18) enrolled at Curtin College;

2.5 Access to Information

- a) Students and staff will be provided with information on the wellbeing, counselling and support services offered by the College via the following mechanisms:
 - i. 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.
 - ii. The Curtin College website provides wellbeing information and a summary of support services provided by the college: <https://www.curtincollege.edu.au/future-students/wellbeing>
 - iii. 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: <https://www.curtincollege.edu.au/student-life/pre-arrival-guide/>; and,

- iv. The *Student Handbook* is available electronically via the Curtin College Student Portal.

2.6 Wellness, Health and Safety

- a) 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.
- b) The Critical Incident Management Process is available at: [Policies & Procedures - Curtin College](#).
- c) The College has appointed a *Safety and Health Representative*.
- d) The College has established a *Wellness, Health and Safety Working Group*, which monitors and addresses any reported hazards at the College.
- e) Full details of Wellness, Health and Safety support structures and services are available from Student and Academic Services team.