# Early Intervention - Student Health and Wellbeing Support Guidelines

## Purpose

(1) These Guidelines describe the University's processes for:

a. identifying students impacted by health (medical and psychological) and wellbeing concerns that may impede their ability to engage successfully in their studies;
b. connecting students with the most appropriate support services available to them;
c. If the student is at risk to themselves or others, establishing a Student Support Plan with the student and providing this to relevant stakeholders to ensure holistic support for the student; and
d. implementing an intervention strategy to support students before their case is escalated to the Medical Leave Authorised Officers under the University of Canberra (Medical Leave) Rules 2022.

(2) These Guidelines have been developed to support students experiencing a mental health problem or mental health crisis in line with the Support for Students Policy, the University's commitment to providing students with the support required to assist them to be successful in their studies. The purpose of these Guidelines is to engage with students in the navigation of their journey to success.

## Section 1 - Scope

(3) These Guidelines apply to:

a. students enrolled in coursework programs and students undertaking higher degrees by research at the University of Canberra (University)
b. students enrolled in English Language Intensive Courses for Overseas Students (ELICOS) courses and coursework programs at the University of Canberra College (UCC)
c. may need to also be shared with residential services staff (non-University staff) with the understanding and expressed consent of the student.

## Section 2 - Procedure

(4) The following process maps out the actions taken following an incident involving a University student:

| STEP | STAGE | DESCRIPTION |
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| **1** | Incident report submitted / referral made to support service | Students and staff are invited to submit reports of incidents both personally experienced, witnessed or after hearing a disclosure via the University online reporting tool.<br><br>All incidents in student residences are reported through the UniLodge Incident report process and sent to Student Wellbeing & International Support.<br><br>Students may also be referred to the Student Wellbeing & International Support team by staff or external contacts at any time (in person, via phone or email). |
| **2** | Student Wellbeing & International Support case created under student record (CRM) | The Customer Relationship Management (CRM) tool is used to record all student interactions with the Student Wellbeing & International Support team. These case notes are only available to specific University staff. |
| **3** | Student Wellbeing & International Support – outreach to student | The team will contact students impacted by an incident or on receipt of a referral from university staff, or an external source. This outreach may be via email, SMS or phone call depending on the context. All records are logged in the respective CRM case within the student record. |
| **4** | Support needs assessment | If the student chooses to engage with support, Student Wellbeing & International Support team member/s will assess the immediate, short and long-term support needs. This assessment is underpinned by trauma-informed practice and strengths theory, ensuring the student is central in the interaction, and that self-determination is enabled. |
| **5** | Triage / referral as appropriate | • Student assessed for immediate / longer term support needs as appropriate, safety check and level of distress assessed<br>• Student provided opportunity to identify support needs, networks and next steps<br>• Student consent to referral to internal or external service provider:<br>◦ Immediate support – safety concerns, immediate support with regards to mental health and wellbeing, immediate health/medical support. Referral to Medical & Counselling (and/or other service if relevant)<br>◦ Referral for support (not immediate) – safety concerns, support required with regards to mental health and wellbeing (not time critical), health/medical support needs (not time critical) |
| **6** | Development of Student Support Plan and Student Service Plan | The Student Wellbeing & International Support team will initiate discussion with the student to develop a support plan. Dependant on the seriousness of the incident or how critical the issue has been, Medical & Counselling, Director, Student Life and external services may be involved in the development of the plan. |
| **7** | Support Plan shared with relevant stakeholders | The Student Wellbeing & International Support team will work with the student to share the plan with relevant stakeholders to ensure their safety, wellbeing and success. |
| **8** | Ongoing support / case management | Student Wellbeing and Support offer ongoing support to students alongside any other services they are connected with and receiving care and support from. All case managed students are flagged in the CRM, and monthly case management notes and updates are recorded in the Student Wellbeing & International Support team restricted Sharepoint folder. |
| **9** | Escalation to Director, Student Life where required | If there are ongoing safety concerns, ongoing incidents on campus or in student residences, and/or where a student's unacceptable or intrusive behaviour continues to escalate, the Director, Student Life will consider the case and escalate the matter to the Deputy Vice-Chancellor (DVC) and/or Deputy Vice-Chancellor (DVC) for further action. |

## Status and Details

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