

Policy Name	STUDENT WELLBEING AND SUPPORT SERVICES POLICY
Policy Number	G018_PO (Governance)
Purpose	To provide clear information on the well-being advice and support services available to students to help them succeed in the course they are enrolled in.
Scope	This policy is for all Whitehouse enrolled students at all its campuses. This policy applies to Whitehouse staff involved in the provision of timely and accurate advice on student support services. This policy relates to: • The Higher Education Framework (Threshold Standards), 2015, Standard 2.3.1 to 2.3.4 • The Standards for RTOs 2015, Standards 1, 4 and 5, and • the ESOS Act 2000 and The National Code 2018, Standard 6 for international students.
Policy Statement	1. Whitehouse is committed to providing clear information about support for students' wellbeing from the moment of course inquiry to the enrolment application process, transition into adult learning and successful course completion. Whitehouse supports all enrolled students in their adjustment to campus study and, for international students support for adjusting to life in Australia, so they can make satisfactory academic progress and achieve their individual learning goals and course learning outcomes (refer to sections 1 – 3 of the Procedure) 2. All Whitehouse staff are required to follow the relevant ASQA regulations, TEQSA standards and ESOS framework. 3. Whitehouse provides fair and equitable access to quality resources that enable support for student wellbeing during the transition from school, work or life into a new learning environment and culture. These include: 3.1 Academic Staff: Teacher / Course Co-ordinator / Senior Academic staff: 3.1.1 Academic counselling related to their learning progression 3.1.2 Development of an individual learning plan for students at risk 3.2 Student Administration Staff & Assigned Support Staff (e.g. Welfare Officer under point 5. in the Procedure). The following support services are detailed under point 8. in the Procedure: 3.2.1 Campus facilities and resources 3.2.2 Tuition Fees & Loans 3.2.3 Legal & Financial matters 3.2.4 Visa conditions for international students 3.2.5 English language support (section 9 of the Procedure) 3.2.6 Accommodation 3.2.7 Emergency, health & wellbeing services (section 6 in the Procedure) 3.2.8 Complaints and resolutions 3.3 Clearly written and up to date policies, procedures, codes of conduct, and course handbooks which explain the rights and responsibilities of students and staff, learning and teaching practices, and support for student learning and completion.

	3.4 Clearly written and up to date information about courses, course requirements, assessment criteria, and broader communications with students 3.5 Technology and equipment 3.6 Library and library services 3.7 Learning management system (Google Education suite of apps) 3.8 Whitehouse Website and Student Portal 3.9 Orientation day program and regular assemblies 3.10 Frequent communications about key academic calendar dates for events and activities (e.g. academic calendar schedule and classes timetable; Open House; end-of-Trimester exam assessment panels; graduation exhibition and runway; industry opportunities – awards, competitions, prizes, work experience, internships, employment) 3.11 Staff are conversant with the policy and referral protocols. 4. Whitehouse students are free to discuss issues that are concerning them and may be impacting their wellbeing, attendance and /or impeding their academic progress with relevant staff in confidence (Refer to section 12. Accessing Support Services – Protocols in the Procedure) 5. Whitehouse ensures that students have information about, and access to relevant external support services to help them address social issues that may impact their wellbeing. These services are listed in points 11 and 12 of the Procedure and on the Whitehouse Website at: https://www.whitehouse-design.edu.au/student-portal under Student Wellbeing Services Note: Privacy, grievance and complaints resolution, and critical incident processes are covered by separate policies and procedures. 6. Whitehouse understands that students will have varied support needs and conducts risk assessments and implements preventative, mitigation or management controls and strategies for the risks identified to student wellbeing. 7. Matters relating to Critical Incidents are dealt with by the <i>G002 Critical Incidents Policy and Procedure</i> which place the interests and wellbeing of the student at the forefront. Refer Whitehouse website at: https://www.whitehouse-design.edu.au/legals 8. All information disclosed is treated with strict confidence and placed on the student file, securely in the student administration system. 9. The Chief Executive Officer ensures that student support services are reviewed regularly by the Whitehouse Executive Management Committee (EMC) and corrective actions are applied as appropriate.
Relevant Legislation	• Higher Education Standards Framework (Threshold Standards) 2021, Standards 2.3.1 to 2.3.4. TEQSA Guidance Note: Wellbeing and Safety, ver.1.2 https://www.teqsa.gov.au/latest-news/publications/guidance-note-wellbeing-and-safety • Standards for Registered Training Organisations (RTOs) 2015 • ESOS Legislative Framework

	• Education Services for Overseas Students Act 2000 (ESOS) • 2016 Higher Education Support Act (2003) • Commonwealth Register of International Courses for Overseas Students (CRICOS) • National Code of Practice for Providers of Education and Training to Overseas Students 2018 • Administrative Review Tribunal • Consumer Affairs Victoria • Fair Trading NSW • Fair Trading Queensland • Student Resilience and Wellbeing HELP LINES: • Australia wide: 1800 RESPECT (1300 737 732). In an emergency call 000. • NSW Rape Crisis Centre: (02) 9819 6565. Outside Sydney: 1800 424 017 • VIC Sexual Assault Crisis Line 1800 806 292 • QLD Sexual Assault Helpline 1800 010 120 • Human Rights Commission 1300 656 419 (local call) • National Student Ombudsman https://www.nso.gov.au/ • Australian Counselling Service https://www.acscounselling.com.au/ • Lifeline (Crisis Support) - 13 11 14 • Beyond Blue (Depression and Anxiety) - 1300 224 636 • Blackdog (Clinical resources for Mental Health) - 02 9382 2991 • Suicide Call Back Service (Help with Suicidal thoughts) - 1300 659 467 • Kids Help Line Age 25 and Under (Any Reason, Any Time) - 1800 551 800 • Mens Line (Support for Men) - 1300 789 978 • Headspace Mental Health for Youth (Life issues in work and study) - 03 9027 0100
Key Related Documents	• Code of Conduct (students) • Access and Equity Policy and Procedure • Privacy Policy and Procedure • Selection and Admission Policy and Procedure • Student Grievances and Complaints Resolution, Non-Academic Policy, and Procedure. • Critical Incident Policy and Procedure • Supporting Students Policy and Procedure • Sexual Assault, Sexual Harassment Policy, and Procedure. • Whitehouse Student Wellbeing Framework • Student Wellbeing and support – first response protocols • Student Handbooks • Student Induction Checklist (International)

	• Student Consultation Form • Individual Learning Plan.
Definitions	The following definitions apply for the purpose of this Policy: Support Services – refer to: (i) internal information and advice (using various internal communication forms and media) provided to students by Whitehouse (refer Student Handbook) (ii) internal support services related to the student journey from application to graduation, as detailed in this and related Whitehouse Policies and Procedures (iii) information and advice about support related to external services, as detailed in this and related Whitehouse Procedures. Student Well Being - a sustainable state of positive mood and attitude, resilience, and satisfaction with self, relationships, and experiences at school. Student wellbeing is described as pervasive in that it affects most aspects of a student's functioning at school. https://www.education.gov.au/student-resilience-and-wellbeing
Responsible Officer	Chief Executive Officer
Approval Authority/ Authorities	Board of Governors
Date Approved	20/12/2023
Date of Commencement	21/12/2023
Date for Review	21/12/2026
Documents superseded by this Procedure	N/A
Amendment History	10/2025 Updated Relevant Legislation section vis Help Lines. Checked and updated broken links 12/2023 Updated policy, sections 3, 8. Checked and updated links, key documents, and definitions sections. 02/2020 Amended title to include 'wellbeing', given its primacy by the national regulators Updated Purpose and Scope statements with reference to the relevant legislation. and advice on external support services. Revised and updated Policy Statement with reference to and alignment with the relevant RTO and TEQSA standards.

	Added URL link to Whitehouse Student Portal of the Whitehouse website for related Policies and information Updated the related legislation and Key Documents sections; checked URL links. Added definitions. 02/2019 Formatting, English Language Requirements and Assistance Available 05/2018 Re-branding – Header & Footer only 12/2016 Policy and Procedures separated. Updated formatting and minor amendments Hyperlinks updated 12/2013 Changed formatting - included procedure and policy in one document Changed title Major adjustments and inclusions to policy wording Material changes have been made. Delete ACPET Add external agencies 25/1/2013 Approved 19/09/2012 Prior Approval		
Signed and dated for Whitehouse Institute Pty Ltd			
	Signature	Name Leanne Whitehouse	Date 20 12 2026

INFORMATION FOR PUBLISHING ON POLICY REGISTER	
Category	Governance
Stakeholders	Academic Board Executive Management Academic Staff Administration Staff Students