

Procedure Name	STUDENT WELLBEING AND SUPPORT SERVICES PROCEDURE
Procedure Number	G018_PR (Governance)
Purpose	This procedure details the steps the Whitehouse Institute of Design, Australia (Whitehouse) takes to determine and provide wellbeing and support services to students.
Scope	This procedure details the process, responsibilities, and actions by the following: • Students • Whitehouse staff and stakeholders.
Procedure	Support Provided 1. Course inquiry and application process Information and advice on wellbeing and support services are provided to prospective students (course applicants) during the application, selection, and admission process. These services may include information and advice provided by Whitehouse staff, as well as referral to external services, as detailed in sections 11, 12 and 13 below. (also refer Selection and Admission Policy and Procedure, Whitehouse Website and course Student Handbook) 2. Enrolled students who self-identify or are identified as needing additional learning support services, such as in English language proficiency and /or academic researching and writing, are supported by Whitehouse campus librarian/s who can offer advice on available resources (e.g. free online tutorials) and referral to external services. Referral services are at no additional cost to the student. 3. Enrolled students (International) For on shore international students, and international exchange program students at Whitehouse, Whitehouse can arrange for them to be met at the airport and taken to their accommodation, where required. Each student needs to indicate the need of this service when submitting their enrolment form. 4. Orientation and Transition Support All students go through an orientation program on day one, during their first week at Whitehouse. An orientation program may include: 4.1 Welcome and orientation to living and studying at Whitehouse campus 4.2 Details of the course and academic calendar 4.3 Learning Management System (Google Classroom) 4.4 Introduction to academic and support staff and key contact numbers 4.5 Student rights and responsibilities (Code of Conduct) 4.6 Details of other student services and support available, (as listed in the Student Handbook and below) 4.7 Information on other support available e.g. Legal, emergency and health services available

- 4.8 Student id/log in / email / travel passes / locker hire
- 4.9 Student 'art kits'; materials; essential software for personal digital devices
- 4.10 A tour of the campus grounds, its classrooms, library, facilities, equipment
- 4.11 WH&S and emergency procedures
- 4.12 A copy of Student Course Handbook
- 4.13 International students attend an additional orientation to further support them with adjusting to study and life in Australia, as required in Standard 6 of The National Code 2018. At this overseas student orientation, they are provided with:
 - 4.13.1 a copy of International Student Orientation Handbook, and
 - 4.13.2 a copy of the International Student Support Services fact sheet which covers the required information in Standard 6.1.1 of The National Code 2018.
<https://internationaleducation.gov.au/regulatory-information/Documents/National%20Code%202018%20Factsheets/Standard%203.pdf>
- 4.14 On completion of their additional Orientation, international students also sign a Student Induction Checklist which is then placed on their student file.

5 Student Handbook

All students are provided with a digital copy of the course's Student Handbook during their first week at Whitehouse. It contains information on:

- 5.1 Services, facilities, and resources available to students
- 5.2 Visa requirements for international students
- 5.3 Where to access Whitehouse Policies and Procedures
- 5.4 Other relevant information in assisting students to adjust to life and study on campus and in Australia.

6 Student Services Support - Campus arrangements

- 6.1 Whitehouse has staff designated to support students. Reception is open daily from 8:30am –5.00pm Monday to Friday. Students are free to approach any Whitehouse staff member for any help or make general enquiries, for example: directions, public transport and other day to day needs, banking, access to other services.
- 6.2 The official point of contact for students is Reception, where they will be directed to most appropriate staff member and who has access to up-to-date details of Whitehouse's support services.

7 Emergency Support

- 7.1 For emergency support after hours, students are advised to ring the campus staff member nominated for the particular year. This is updated for each year with their contact details available in the Student Handbook.

8 Critical Incidents

Whitehouse deals with critical incidents via a separate policy and procedure that cover the action/s taken in such an event, the required follow-up to the incident, the recording of the incident and its resolution.

Critical incidents are not limited to, but could include:

- missing students
- discrimination and / or harassment
- severe verbal or psychological aggression
- death, serious injury or any threat of these

- natural disaster, pandemic, conflict zone (war) and
- issues such as domestic violence, sexual assault, drug, or alcohol abuse.

For further information refer Critical Incident Policy and Procedure.

<https://www.whitehouse-design.edu.au/legals>

9 Academic, Language and Learning Support

Academic support is the responsibility of the academic staff and library services.

Students are advised to approach their Lecturers, Teachers, or Course Coordinators if they need assistance in meeting course requirements. These staff members can assist students with the following:

- 9.1 Study Assistance Programs
- 9.2 Timetables
- 9.3 Learning Support Strategies (via an Individual Learning Plan)
- 9.4 Assessments
- 9.5 Academic Questions/Issues
- 9.6 English Language Support.

10 Student Welfare Services – International Students

A student support officer(s) is available to international students to help them access study support and welfare-related services such as:

- 10.1 Legal Services – Whitehouse refers a student who requires legal practitioner advice. The referral is at no cost to the student. The student would be responsible for any cost related to the legal advice provided.
- 10.2 Accommodation – Accommodation advice is available to all international students from the point of application through to the completion of their course. Whitehouse provides up to date information on accommodation options and or providers. This advice is provided free of charge. The fees for external agencies will be at the cost of the student.
- 10.3 Emergency and Health Services – During orientation students are advised on campus safety and how to access emergency and health services in Australia. For non-urgent services students are encouraged to talk with Reception as the first point of contact to determine the way forward. For medical or other emergencies students are instructed to contact the appropriate services, e.g. 000 and inform Whitehouse as soon as possible.
- 10.4 Facilities and Resources – At orientation students are given a guided tour of the campus and all Whitehouse facilities and during that process they become aware of all the resources available to them.
- 10.5 Complaints and resolutions processes – The Student Grievances & Complaints Resolution policy and procedure is detailed on the website and made available from administration at any time. The policy is explained both in the Student Handbook and during orientation.
- 10.6 Student Visa condition – Students are advised at orientation about their Visa conditions relating to course progress and or attendance, and of the need for them to continue to meet their Visa conditions requirements. More specifically, the expectations for course progress and attendance (for ELICOS students) are described in the Student Handbook and explained during orientation.
- 10.7 In addition to the normal support services, international students can be provided with a range of specialist services such as assistance with resume-writing and looking for part-time work through the Whitehouse industry network. These services are available to all Whitehouse students.

11. External Counselling Service - arrangements

- 11.1 Whitehouse can also refer students to an external Counselling Service for various issues if necessary, however each issue is dealt with on a case-by-case basis. There is no fee attached to this support and referral service.
- 11.2 If the professional counselling service (e.g. a psychologist) recommends further treatment, a referral from this external professional is free, but additional counselling services will be paid for by students.

12. Accessing Support Services – Protocols

- 12.1 Students direct their concerns in the first instance to the Receptionist who will listen and depending on the nature of the issue, contact the most relevant staff member to support the student. This may be a teacher, Course Coordinator, Campus Manager, Student Administration, Senior Academic staff, Co-Executive Director, or Founder and Executive Director.
- 12.2 Academic staff will report to the relevant Course Coordinator or senior staff any concerns they have about changes in a student's behaviour, attitude, health, or general demeanour for immediate follow up.
- 12.3 The assigned staff member will consult the student using the Student Consultation Form, which guides the question-and-answer interaction with the student. Where the student's issue is of serious concern, the staff member will escalate the student's issue to a more senior staff member.
- 12.4 Academic staff provide students with academic counselling based on the support strategies documented in the Student Consultation Form and / or Individual Learning Plan. There is a record of the discussion (notes, outcomes and follow up communication/s). This information is to be forwarded to student administration to added to the student's record to help monitor the student's academic performance and progress.
- 12.5 In cases where the student's issue is academic related, the most relevant staff member will consult the student on their academic performance and how they meet the course progression requirements. The staff member may need to consult other teachers and student administration, and/or more senior staff for assistance in resolving the academic issue.
- 12.6 The staff member may assist with accommodation or general wellbeing issues by providing appropriate advice and direction. The staff member is authorised to refer the student to professional wellbeing assistance (Social Workers, Legal Aid, etc) as they see fit.

13. External Wellbeing Services Organisations - Details

There are a range of external support services available. Below is a list of external support organisations and their contact details for a support service that students can access.

Organisation	Support	Phone	Web
Lifeline	Crisis Support	13 11 14	https://www.lifeline.org.au/
Beyond Blue	Depression & Anxiety	1300 22 4636 (24/7)	https://www.beyondblue.org.au/get-support/get-immediate-support
Suicide Call Back Service	Suicide	1300 659 467	https://www.suicidecallbackservice.org.au/
Kids Help Line (< 25 years old)	Any time. Any reason.	1800 55 1800	https://kidshelpline.com.au/
Mens Line	Support for men	1300 78 99 78	https://mensline.org.au/
Head Space Mental Health for youth	Life issues Work and study	03 9027 0100	https://headspace.org.au/
Black Dog	Clinical resources for mental health	02 9382 2991	https://www.blackdoginstitute.org.au/clinical-resources
Better Access Program	Access to clinics for mental health	n/a	https://www.healthdirect.gov.au/low-cost-or-free-mental-health-services
National Sexual Assault, Domestic Family Violence Counselling Services	Support for people experiencing sexual, domestic, and family violence	1800RESPECT	https://www.1800respect.org.au/help-and-support/

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](#)

Key Related Documents	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 • 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 Procedure: Support Services – refer to: (i) internal information and advice using various internal communication forms and media provided to students by Whitehouse (e.g. Website, student handbooks, teacher announcements in class, email notifications) (ii) internal support services related to the student journey from application to graduation, as detailed in this and related Whitehouse Procedures, and website. (iii) information and advice about support related to external services, as detailed in this and related Whitehouse Procedures, and website.

	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 procedure, sections 5, 8, 9, 11, 12. Checked and updated links, key documents, and definitions sections. 02/2020 Added new sections 1, 12, 13 and text. Revised existing sections 2- 5, 7 – 10. Incorporated list of external support service organisations details Numbered sections and clauses and sub-clauses Updated Relevant legislation and Key Documents sections Added a Definitions section and terms. 02/2019 Inclusions of support services to overseas students with reference to The National Code 2018. 05/2018 Re-branding – Header & Footer only 12/2016

	Policy and Procedures separated. Updated formatting and minor amendments Hyperlinks updated 01/2013 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	Leanne Whitehouse	20 12 2023
	Signature	Name	Date

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