



Student Wellbeing Policy

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Category	Academic Governance
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Approved by	Academic Board
Authorised by	Board of Directors

1. Purpose

The purpose of this policy is to ensure that OneGlobe Institute of Higher Education (OneGlobe) provides a supportive learning environment that promotes student wellbeing, safety, and success. This policy is aligned with the Higher Education Standards Framework (2021) and the regulatory requirements of the Tertiary Education Quality and Standards Agency (TEQSA)

2. Scope

This policy applies to:

- All students enrolled in OneGlobe programs. All staff, All campuses and modes of delivery (on-campus and online).

3. Policy Statement

OneGlobe is committed to promoting student wellbeing by providing a safe, inclusive, and respectful learning environment. The Institute recognises that wellbeing is integral to academic success and life-long learning. OneGlobe will implement proactive and responsive measures to support students' physical, mental, emotional, and social wellbeing.

4. Principles

OneGlobe will uphold the following principles:

- **Student-Centred Support:** Student needs are central to all wellbeing support services and activities.
- **Accessibility and Inclusivity:** Support is accessible to all students, regardless of background, ability, or circumstances.
- **Early Intervention:** Timely identification and response to emerging wellbeing issues.
- **Confidentiality and Privacy:** Student information will be handled sensitively and confidentially.



- **Continuous Improvement:** Wellbeing services and policies are regularly reviewed and improved based on student feedback and outcomes.

5. Role and Responsibilities

Role	Responsibility
Academic Board	Oversight of policy implementation and effectiveness.
Wellbeing Officer	Coordinate and deliver student wellbeing support services.
Student Services	Provide front-line support and referral to internal/external services.
All Staff	Promote a positive learning environment and refer students as needed.
Students	Engage with support services and contribute to a respectful community.

6. Student Support Services and Initiatives

OneGlobe will provide:

- **Mental Health and Counselling Services:** Free and confidential access to qualified counsellors.
- **Disability and Access Support:** Adjustments and support plans for students with disabilities.
- **Orientation and Transition Programs:** To help new students adjust to academic and social life.
- **Academic and Learning Support:** Access to academic advisors and study skills workshops.
- **Student Safety Measures:** Clear procedures for reporting incidents, including harassment and discrimination.
- **Health Promotion Activities:** Events and campaigns promoting physical and mental wellbeing.

7. Student Support Services and Initiatives

1. Identification:

- Staff trained to recognise early signs of distress (e.g., absences, changes in behaviour).
- Self-referral or peer-referral channels available.

2. Referral:

- Immediate referral to the Wellbeing Officer or Student Services.



- In urgent cases, referral to emergency services or crisis hotlines.

3. Follow-Up:

- Monitoring and case management with student consent.
- Regular check-ins and documented action plans.

8. Confidentiality and Record Keeping

- Student wellbeing records will be stored securely in compliance with the Privacy Act.
- Access is limited to authorised staff.
- Information may be disclosed only with student consent or where required by law.

9. Complaints and Appeals

Students dissatisfied with the support provided may lodge a complaint through the Student Complaints and Appeals Policy and Procedure. All complaints will be handled fairly, confidentially, and in a timely manner.

10. Version control

Version	Summary of changes	Approval Date	Review Date
1	Document Established	Board of Directors: Jul 25	Jul 28

Related Documents

- Student Code of Conduct
- Academic Support Policy
- Student Complaints and Appeals Policy
- Critical Incident Management Policy
- Privacy Policy



Related Legislation

- Higher Education Standards Framework (2021):
- TEQSA Act 2011
- Privacy Act 1988 (Cth)
- Disability Discrimination Act 1992
- Education Services for Overseas Students (ESOS) Act 2000
- Work Health and Safety Act 2011
- TEQSA Guidance on Wellbeing and Safety