

Greystone Institute Student Welfare Policy

Policy Purpose

The Student Welfare Policy at Greystone Institute aims to:

- Establish a framework for identifying specific student needs as they arise, encompassing academic, language, health, and other requirements, including the special needs of Aboriginal and Torres Strait Islander peoples.
- Provide a comprehensive orientation program, either through online resources or physical events, to facilitate the smooth transition of domestic, international, and LGBTQ students commencing studies at Greystone Institute.
- Offer accessible information and pathways to welfare and support resources, including specialised support for international students such as English Language programs.
- Implement strategies to enhance student resilience, foster a sense of belonging, and develop academic and life coping skills.
- Develop actionable plans to address student welfare concerns.
- Implement processes to identify and track student subgroups and their specific needs, ensuring tailored support and resources.

This policy is applicable to all students and staff members at Greystone Institute.

Definitions and Terms

- *Welfare:* For the purposes of this policy, welfare encompasses the emotional, physical, intellectual, cultural, and social wellbeing of all students enrolled at Greystone Institute.
- *Integrity:* Integrity entails truthfulness, honesty, straightforwardness, and adherence to strong moral values, particularly in matters of moral integrity.

Policy

Student Handbook

Greystone Institute will provide a Student Handbook to current and prospective students. This handbook will include information about facilities, safety and welfare policies and procedures, academic support, and external resources relevant to domestic, international,

and LGBTQ students. The Student Handbook will also outline the Student Code of Conduct and provide contact details for a designated Welfare Specialist.

Student Safety

To ensure the safety of staff members, visitors, and students, Greystone Institute will:

- Identify and assess workplace hazards.
- Implement measures to control and review hazards.
- Provide training and education on health and safety.
- Promote activities and initiatives that offer support to students.

The institute will adhere to current safety and health legislation and establish a Health and Safety Policy.

Greystone Institute has also arranged for all students to have access to Sonder, a 24/7 'keep me safe' and student support app. Students have details to download Sonder on their Student Connect site, and in their Student Handbook.

Student Support

Greystone Institute is committed to creating a supportive environment for all students. This involves:

- Implementing policies against harassment, discrimination, and bullying.
- Enforcing a Student Code of Conduct.
- Providing Student Advisors to address student welfare needs.
- Referring students to counselling services when issues are beyond the institute's resources.
- Monitoring student progress and providing academic support as needed.

Student Advisors

Greystone Institute has Student Advisors to address student welfare queries and make referrals to external resources when required. This includes medical issues, mental health, crisis intervention, disability concerns, accommodations, tutoring, legal inquiries, financial matters, and stress management. The institute will specify whether appointments are required or drop-in questions are allowed. These details will be included in the Student Handbook.

Access to the Welfare Specialist is free for students. If external services are recommended, students are responsible for associated costs.

International students who have bought Greystone Institute's Student Health Cover from Bupa will have 24/7 access to medical and emergency help in addition to the Sonder App.

Academic Support

Greystone Institute will offer academic support to students with learning difficulties or disabilities, including referrals to external resources, intervention for at-risk students, and academic assistance through course instructors. All students can access support services through referrals to the Student Advisors. Equal access to resources, programs, and materials will be provided to all students, alongside access to staff members. The process for resolving student complaints will be clearly outlined in the Student Handbook.

Disabled Students

Greystone Institute adheres to the Disability Discrimination Act 1992 and the Disability Standards for Education 2005. Reasonable adjustments will be made on a case-by-case basis for students with disabilities, ensuring equal access to assessments without providing competitive advantages. Adjustments must not alter the fundamental assessment criteria.

Aboriginal and Torres Strait Islander Students

Greystone Institute recognises the special needs of Aboriginal and Torres Strait Islander students and is committed to providing culturally appropriate support and resources. This includes:

- Developing culturally sensitive programs and support services.
- Providing access to Aboriginal and Torres Strait Islander support advisors.
- Creating awareness and understanding among staff and students about the unique challenges faced by these communities.

International Students

Greystone Institute is dedicated to supporting the welfare of international students by:

- Providing tailored orientation programs to help international students acclimate to their new environment.
- Offering specialised support services, including English Language programs and cultural adjustment resources.
- Ensuring access to legal, health, and financial support services specific to the needs of international students.

LGBTQ Students

Greystone Institute is committed to fostering an inclusive and supportive environment for LGBTQ students by:

- Implementing policies that promote equality and prohibit discrimination based on sexual orientation and gender identity.
- Offering resources and support groups specifically for LGBTQ students.
- Providing training for staff and students to increase awareness and understanding of LGBTQ issues.

Procedures

Reports and Investigations

Comprehensive reporting and investigation of complaints are essential for creating a safe environment. Staff members have a responsibility to maintain a safe workplace. Complaints should be submitted in writing to the Academic Dean who will review and address them. If a complaint is substantiated, the Academic Dean may take disciplinary action against staff members. Disciplinary actions will be documented in staff members' records. Frivolous or vexatious complaints may be dismissed.

Roles and Responsibilities

The Academic Dean is responsible for workplace health and safety and must conduct audits and manage hazards. The Academic Board provides safety leadership, and the institute will maintain processes for identifying and resolving welfare issues. Training for staff members will cover safety and welfare responsibilities.

Emergency Response Plans

Greystone Institute will develop, review, and practice Emergency Response Plans to ensure the health, welfare, and safety of staff members and visitors during emergencies. Please refer to the most current Risk Management Framework and the Business Continuity Plan.