PP5.11 Wellbeing Support Policy and Procedure

Policy
FireWatch Safety Results Group is committed to providing a safe, inclusive, and supportive learning environment for all students. Wellbeing support staff play a crucial role in identifying and addressing the wellbeing needs of students, ensuring that they have the necessary resources and assistance to succeed in their studies. Staff involved in student wellbeing will act with professionalism, confidentiality, and care in all interactions with students.

Roles and Responsibilities
The Compliance Manager is responsible for ensuring that this process is followed.

All trainers and assessor and all staff are required to follow and adhere to the requirements.

PROCEDURE

1. Roles and Responsibilities of Wellbeing Support Staff:

Wellbeing support staff at FireWatch Safety Results Group are responsible for providing guidance, assistance, and support to students in various areas of wellbeing, including mental health, emotional wellbeing, academic stress, disability support, and access to external services. The key responsibilities of wellbeing support staff include:

Offering students accurate information about wellbeing support services available both within FireWatch Safety Results Group and through external organisations (e.g. mental health services, financial counselling, and community support). Refer to the support services list.

Respecting the confidentiality of student disclosures regarding personal, emotional, or mental health issues, in line with FireWatch Safety Results Group privacy policy and relevant laws.

Offering initial guidance for students experiencing emotional distress, mental health challenges, or stress related to academic performance, and referring them to professional counselling or mental health services where needed.

Assisting students with disabilities by arranging reasonable adjustments, ensuring access to assistive technologies, and coordinating with relevant academic staff to implement adjustments.

Following up with students who have sought wellbeing support to ensure their needs are being met and to provide on-going assistance where necessary.

Proactively identifying students who may be struggling with their studies, health, or personal challenges, and offering support or referrals as appropriate.

Respond to urgent student wellbeing issues and providing immediate assistance, such as connecting students with emergency services or crisis support hotlines if necessary.

2. Expectations and Standards for Wellbeing Support Staff:

Wellbeing support staff must act professionally in all interactions with students, maintaining a non-judgmental and supportive approach to addressing student concerns.

Staff must be empathetic and understanding, offering students a safe space to discuss their concerns and seek assistance without fear of judgment.

All wellbeing-related discussions between staff and students must be handled with the utmost confidentiality. Information about a student's wellbeing will only be shared with relevant parties if consent is given by the student, or if it is necessary to prevent harm or comply with legal obligations.

Wellbeing support staff must be trained in and adhere to cultural safety principles, ensuring that support provided to students from diverse cultural backgrounds, including First Nations students, is respectful, appropriate, and inclusive.

Staff must maintain accurate and secure records of all wellbeing support interactions, ensuring compliance with privacy regulations and providing documentation of actions taken to assist students.

Wellbeing support staff are expected to respond to student requests for assistance in a timely manner, with urgent requests being prioritised according to the nature of the concern.

3. Training and Professional Development:

Wellbeing support staff will be provided with on-going professional development opportunities to ensure they are equipped with the latest knowledge and best practices in student wellbeing. This may include training in:

- Mental health first aid
- Counselling techniques
- Disability support and reasonable adjustments
- Cultural awareness and safety
- Crisis management and conflict resolution

Staff are required to stay up to date with any changes in regulations or best practices related to student wellbeing.

4. Procedures for Providing Wellbeing Support:

Students will be informed about how to access wellbeing support services through the Student Handbook, website, and during orientation. Students can reach wellbeing support staff through scheduled appointments, drop-in services, or through referrals from other staff.

Wellbeing support staff will assess the needs of students seeking assistance and, based on this assessment, determine the most appropriate support or referral pathway (e.g. internal support services, external professional services).

Where a student's needs extend beyond FireWatch Safety Results Group's capacity, wellbeing support staff will refer the student to external support services, such as healthcare providers, counsellors, or community organisations. Staff will follow up with students to ensure they are able to access the external services as needed.

In cases of crisis or emergency, wellbeing support staff will respond by ensuring the student receives immediate assistance, which may involve contacting emergency services, crisis hotlines, or mental health professionals.

5. Supporting Wellbeing During Training:

Wellbeing support staff will work closely with FireWatch Safety Results Group staff to ensure that students' wellbeing needs are considered in the design and delivery of training products. This may include:

- Coordinating reasonable adjustments for students with disabilities.
- Supporting FireWatch Safety Results Group staff to manage students who may be experiencing stress, mental health concerns, or personal difficulties affecting their studies.
- Providing input on the development of student wellbeing initiatives, such as wellness workshops or mindfulness activities.

6. Feedback and Continuous Improvement:

Wellbeing support staff will actively seek feedback from students who have accessed wellbeing services to evaluate the effectiveness of the support provided.

Feedback will be used to make improvements to the wellbeing support services offered, ensuring they continue to meet the needs of the student cohort.

Regular reviews of wellbeing support policies and procedures will be conducted to ensure that FireWatch Safety Results Group is providing the highest standard of care to students.

7. Legal and Ethical Considerations:

Wellbeing support staff must operate in accordance with all relevant legislation, including:

- **Privacy Act 1988 (Cth)**
- **Disability Discrimination Act 1992 (Cth)**
- **Racial Discrimination Act 1975 (Cth)**
- **Fair Work Act 2009 (Cth)**

Staff are required to uphold the ethical standards of their respective professional bodies (where applicable) and adhere to FireWatch Safety Results Group's code of conduct in all matters relating to student wellbeing.

Monitoring and Review

FireWatch Safety Results Group will review the performance of wellbeing support services on an annual basis in line with the quality calendar, taking into account student feedback, staff input, and the overall wellbeing of the student cohort.

This policy will be reviewed annually in line with the quality calendar or as needed to ensure compliance with best practices and legislative requirements.