

STU18 HEALTH, SAFETY AND WELLBEING POLICY AND PROCEDURE

Department	Student Services
Approval Authority	Board of Directors
Responsible Officer	Registrar
Effective Date for use	1 October 2026
Date of next review	September 2029 (3 years from approval date)

1. Purpose

TITAN HIGHER EDUCATION (TITAN/THE) is committed to providing a safe, inclusive and supportive learning environment that promotes the health, safety and wellbeing of all students.

The purpose of this Policy and Procedure is to establish a comprehensive framework for the provision of health, safety and wellbeing services that enable students to:

- participate successfully in higher education;
- maintain their physical, psychological and emotional wellbeing;
- access appropriate academic, personal and welfare support;
- receive timely assistance when circumstances affect their studies or wellbeing;
- be referred to appropriate internal or external services when specialised assistance is required.

This Policy and Procedure supports compliance with the *Higher Education Standards Framework (Threshold Standards) 2021*, the *Work Health and Safety Act 2011 (Cth)*, and reflects TITAN's commitment to student success, equity, inclusion, and continuous improvement.

2. Scope

This Policy and Procedure applies to:

- all domestic and international students enrolled in TITAN programs;
- prospective students requiring support during admission, and enrolment;
- all academic and professional staff engaged in student teaching, supervision or support activities;
- contractors and consultants involved in student health, safety or wellbeing initiatives;
- third-party providers delivering student services or wellbeing programs on behalf of TITAN.

3. Policy Principles

TITAN is committed to ensuring that all health, safety and wellbeing practices reflect the following principles:

3.1 Student Success

Health, safety and wellbeing services actively support student participation, progression, retention and completion across all programs.

3.2 Accessibility

Support services are accessible, equitable and culturally appropriate, ensuring responsiveness to the diverse needs, backgrounds and circumstances of all students.

3.3 Early Intervention

Students experiencing academic, personal, financial or health-related difficulties are identified early and offered timely, appropriate and proactive assistance.

3.4 Student Wellbeing

Student wellbeing is recognised as fundamental to learning, engagement and academic achievement, and is promoted through safe, supportive and inclusive environments.

3.5 Respect and Inclusion

All support services are delivered in a manner that is respectful, inclusive, culturally safe and free from discrimination, harassment, bullying or any form of harm.

3.6 Safety and Risk Management

TITAN maintains safe learning and campus environments through effective risk identification, mitigation and response processes that protect students and staff.

3.7 Trauma-Informed and Culturally Safe Practice

Support is delivered using trauma-informed, culturally safe and student-centred approaches that recognise individual experiences and promote dignity, empowerment and trust.

3.8 Confidentiality

Personal information obtained through health, safety and wellbeing support is managed confidentially and in accordance with privacy legislation and TITAN's data governance requirements.

3.9 Appropriate Referral

Where specialised, clinical or external expertise is required, TITAN will facilitate referral to qualified internal or external services to ensure students receive appropriate care.

3.10 Collaboration and Shared Responsibility

Health, safety and wellbeing are supported through collaborative practices involving students, staff and service providers, recognising shared responsibility for a safe and supportive learning environment.

3.11 Continuous Improvement

Health, safety and wellbeing services are regularly evaluated through student feedback, service utilisation data, risk monitoring and quality assurance processes to support continuous improvement.

4. Policy Statements

4.1 Student Support Framework

- TITAN will maintain an integrated health, safety and wellbeing framework that promotes student engagement, wellbeing and academic success.
- Support services will be appropriate to:
 - student cohorts;
 - mode of study;
 - course requirements;
 - identified student needs;
 - legislative and regulatory obligations.
- TITAN promotes student wellbeing and provides referral pathways to relevant support services.

4.2 Personal Wellbeing

- Students will have access to personal wellbeing support designed to promote safety, resilience and positive student experience, including:
 - wellbeing information and resources;
 - clear referral pathways;
 - welfare assistance;
 - financial guidance;
 - emergency and crisis support information;
 - peer support opportunities.

4.3 Welfare Support

- TITAN will provide students with access to welfare support services and assistance to promote wellbeing, safety and successful participation in study. Welfare support may include:
 - personal welfare assistance and guidance;
 - information regarding financial hardship support and available assistance options;
 - crisis support and emergency welfare assistance;
 - referrals to appropriate internal and external services where specialised support is required; and
 - coordination of support arrangements where a student's wellbeing may affect their capacity to engage in study.

4.4 Mental Health

- TITAN recognises mental health as a critical component of student success and overall wellbeing.
- TITAN will:
 - promote mental health awareness and reduce stigma;
 - encourage early help-seeking behaviours;
 - provide initial wellbeing support and guidance;
 - refer students to qualified health professionals where appropriate;
 - respond appropriately and sensitively to students experiencing mental health concerns.

4.5 Students with Disability or Medical Conditions

Students requiring reasonable adjustments will be supported through fair, transparent and equitable processes consistent with disability legislation and TITAN's accessibility commitments. Adjustments will be designed to enable equal participation without compromising academic integrity or learning outcomes.

4.6 International Student Welfare

- International students will receive tailored information and support to assist with transition and wellbeing, including:
 - living and studying in Australia;
 - accommodation options;
 - access to health services;
 - Overseas Student Health Cover (OSHC);
 - emergency assistance;
 - cultural adjustment and settlement support;
 - available student support services.
- Additionally, information regarding accommodation, local services, transportation, and banking as appropriate.

4.7 Safe Learning Environment

- TITAN is committed to maintaining learning environments that are:
 - safe;
 - respectful;
 - inclusive;
 - free from discrimination;
 - free from harassment and bullying;
 - supportive of diversity and cultural safety.
 - This commitment applies to all physical, digital and online learning spaces.

4.8 Privacy

Student health, safety and wellbeing information will only be collected, accessed, used and disclosed in accordance with privacy legislation and TITAN's institutional privacy and data governance policies. Information will be handled sensitively and confidentially, with access limited to authorised personnel.

4.9 Critical Incident Response

TITAN will maintain procedures for responding to critical incidents that may affect student health, safety or wellbeing. Responses will prioritise immediate safety, communication, and support, followed by appropriate reporting, documentation and review.

4.10 Risk Management and Reporting

Health, safety and wellbeing risks will be identified, assessed and managed through proactive monitoring and reporting mechanisms. Staff will be trained to recognise and escalate risks in accordance with TITAN's risk management framework.

4.11 Collaboration with External Providers

TITAN will collaborate with qualified external providers to deliver specialised health, counselling, and wellbeing services where internal expertise is limited. Partnerships will be governed by clear agreements ensuring quality, confidentiality and compliance with relevant standards.

4.12 Continuous Improvement and Monitoring

Health, safety and wellbeing services will be regularly reviewed through student feedback, service data, risk analysis and quality assurance processes. Findings will inform continuous improvement initiatives and strategic planning to enhance student experience and institutional performance.

The effectiveness of health, safety and wellbeing services will be reviewed at least annually through student feedback, service utilisation data, cohort performance indicators and quality assurance processes.

5. Procedures

5.1 Early Identification of Students at Risk

- 5.1.1 Students may be identified as at risk through:
 - observable wellbeing or behavioural concerns;
 - self-referral;
 - Staff referral.
- 5.1.2 Where concerns are identified, Student Services will:
 - contact the student promptly;

- discuss support needs and presenting issues;
- develop an appropriate support plan where required;
- monitor progress and adjust support as needed;
- refer to additional internal or external services if necessary;
- document actions taken in accordance with privacy and records management requirements.

5.1.3 Where appropriate, an individual support plan may be developed in consultation with the student to identify support strategies, referral pathways, review points and agreed actions.

5.2 Wellbeing Support Procedure

5.2.1 Where wellbeing concerns are identified:

- staff should engage respectfully and sensitively with the student;
- immediate risk should be assessed (e.g., safety, crisis indicators);
- appropriate support options should be discussed;
- referrals should be made where necessary;
- follow-up contact should be arranged where appropriate;
- records should be maintained securely and confidentially.

5.2.2 Staff should use trauma-informed, culturally safe approaches when engaging with students.

5.3 Health Support Procedure

5.3.1 TITAN does not provide medical treatment.

5.3.2 Where health concerns arise, staff will:

- encourage students to seek appropriate medical care;
- provide information regarding local health services and clinics;
- facilitate emergency assistance where required;
- document actions taken in accordance with privacy and records management requirements.

5.4 Welfare Support Procedure

5.4.1 Where welfare concerns are identified:

- staff should discuss the student's circumstances in a respectful and supportive manner;
- appropriate welfare assistance and information should be provided where available;
- students experiencing financial hardship, housing difficulties, personal crises or other welfare concerns should be referred to appropriate support services;
- referrals to internal or external providers should be documented where appropriate; and
- follow-up support should be provided where required.

5.5 Mental Health Response

5.5.1 Where a student presents with mental health concerns:

- staff should remain calm, supportive and non-judgmental;
- immediate safety should be assessed;
- emergency services must be contacted if an immediate risk exists;
- referral should be made to appropriate internal or external professionals;
- wellbeing follow-up should be undertaken where appropriate;
- documentation should be completed in line with privacy and risk protocols.

5.5.2 Staff should escalate concerns promptly to Student Services or senior staff when risk indicators are present.

5.6 Critical Incidents

5.6.1 Critical incidents will be managed in accordance with the ***Critical Incident Policy and Procedure*** and may include:

- immediate response and safety actions;
- contacting emergency services;
- communication with appropriate internal and external parties;
- provision of student welfare and wellbeing support;
- documentation of actions taken;
- post-incident review and improvement planning.

5.7 Reasonable Adjustments

5.7.1 Reasonable Adjustments will be reviewed in line with the ***Reasonable Adjustments Policy and Procedure***.

5.7.2 Students seeking reasonable adjustments should:

- submit supporting documentation where required;
- discuss their support requirements with Student Services;
- participate in developing an adjustment plan.
- Academic staff will implement approved adjustments while maintaining academic standards, learning outcomes and assessment integrity.

5.8 Referral to External Services

5.8.1 Where specialised assistance is required, TITAN may refer students to:

- general practitioners;
- psychologists;
- counsellors;
- hospitals or medical clinics;
- crisis support services;
- community organisations;
- financial counselling services;
- legal services;
- Disability support agencies.

5.8.2 Referral pathways should be clearly communicated and documented.

5.9 Record Keeping

5.9.1 Records relating to student support will:

- be maintained securely;
- only be accessed by authorised personnel;
- comply with privacy and confidentiality obligations;
- be retained in accordance with records management requirements;
- be stored in approved institutional systems.

5.10 Escalation Pathways

5.10.1 Concerns will be escalated according to risk level:

- **Low risk:** managed through routine support and monitoring.
- **Moderate risk:** referred to Student Services for coordinated support.
- **High risk:** escalated immediately to senior management or emergency services.

5.10.2 All escalations must be documented and reviewed.

5.11 Staff Responsibilities

5.11.1 All staff share responsibility for student health, safety and wellbeing.

- **Academic staff:** identify and refer students at risk.
- **Professional staff:** provide timely, confidential and appropriate support.
- **Student Services:** coordinate wellbeing responses and maintain records.
- **Senior staff:** oversee risk management and ensure compliance with institutional policies.

5.12 Communication Protocols

- Communication with students regarding support will be:
- respectful, timely and clear;
- documented appropriately;
- conducted through approved institutional channels;
- followed up where ongoing support is required.

5.13 Documentation Standards

5.13.1 All case notes, referrals and risk assessments must:

- be factual, objective and concise;
- record dates, actions and outcomes;
- avoid subjective or personal commentary;
- be stored in secure systems consistent with privacy legislation.

6. Roles and Responsibilities

6.1 Board of Directors are responsible for:

- approving and overseeing the implementation of the ***Health, Safety and Wellbeing Policy and Procedure***;
- ensuring compliance with relevant legislation, standards and institutional governance requirements;
- monitoring strategic outcomes related to student wellbeing and safety;
- reviewing reports on health, safety and wellbeing performance and risk management;
- promoting a culture of care, inclusion and continuous improvement across TITAN.

6.2 Chief Executive Officer is responsible for:

- ensuring institutional compliance with health, safety and wellbeing legislation and standards;
- allocating adequate resources to support student wellbeing and safety initiatives;
- overseeing the development and implementation of strategic wellbeing frameworks;
- ensuring effective communication of policy and procedures to all staff and students;
- reporting significant health, safety or wellbeing matters to the Board of Directors.

6.3 Academic Board is responsible for:

- overseeing academic governance related to student health, safety and wellbeing within learning and teaching contexts;
- ensuring that academic policies, procedures and practices promote inclusive, safe and supportive learning environments;
- endorsing academic support strategies and reasonable adjustment frameworks;
- reviewing reports on student wellbeing, academic integrity and learning support outcomes;
- oversight of:
 - student retention;
 - progression;
 - success trends.

- advising the Board of Directors and CEO on academic implications of wellbeing and safety initiatives;
 - ensuring compliance with the *Higher Education Standards Framework (Threshold Standards) 2021*, particularly *Standards 1.3, 2.3 and 7.3*.
- 6.4 Senior Management Team is responsible for:
- implementing and monitoring health, safety and wellbeing strategies within their areas of responsibility;
 - ensuring staff are trained and supported to identify and respond to student needs;
 - reviewing data and feedback to inform continuous improvement;
 - ensuring compliance with institutional and legislative requirements;
 - escalating critical incidents or high-risk matters to the CEO.
- 6.5 Academic staff are responsible for:
- fostering a safe, inclusive and supportive learning environment;
 - identifying students who may be at risk and referring them to appropriate support services;
 - maintaining confidentiality and professionalism when managing student concerns;
 - implementing approved reasonable adjustments while maintaining academic integrity;
 - participating in wellbeing and safety training as required.
- 6.6 Professional staff are responsible for:
- providing timely, confidential and appropriate support to students;
 - maintaining accurate records of student interactions and referrals;
 - ensuring students are aware of available support services;
 - collaborating with academic staff and external providers to coordinate support;
 - contributing to continuous improvement through feedback and evaluation.
- 6.7 The Quality Assurance and Compliance function is responsible for:
- monitoring the effectiveness of health, safety and wellbeing policies, procedures and practices;
 - ensuring alignment with the *Higher Education Standards Framework (Threshold Standards) 2021*, the *Work Health and Safety Act 2011 (Cth)*, and other relevant legislation;
 - conducting regular audits and reviews of student support and wellbeing services;
 - maintaining records of compliance activities and continuous improvement initiatives.
- 6.8 The Student Support Officer is responsible for:
- coordinating student wellbeing and support services;
 - managing referrals and follow-up processes;
 - maintaining secure and confidential records;
 - liaising with internal and external service providers;
 - reporting emerging trends or risks to senior management.
- 6.9 Students are responsible for:
- engaging proactively with available support services;
 - seeking assistance early when experiencing difficulties;
 - providing accurate information when requesting support or adjustments;
 - treating staff and peers with respect and contributing to a safe learning environment;
 - complying with institutional policies and procedures.
- 6.10 External service providers engaged by TITAN are responsible for:
- delivering services in accordance with contractual agreements and professional standards;
 - maintaining confidentiality and privacy of student information;
 - reporting concerns or risks to TITAN in a timely manner;
 - collaborating with TITAN staff to ensure continuity of care and support.

7. Definitions

Definitions for key terms are presented in the Glossary of Terms which may be accessed on the TITAN website.

8. Relevant Legislation, Guides, and/or Websites

8.1 Legislation:

- [Australian Human Rights Commission Act 1986 \(Cth\)](#) (accessed September 2026)
- [Disability Discrimination Act 1992 \(Cth\)](#) (accessed September 2026)
- [Education Services for Overseas Students Act 2000](#) (accessed September 2026)
- [Higher Education Standards Framework \(Threshold Standards\) 2021](#), as amended, Standards 1.3, 2.3 and 7.3 (accessed September 2026)
- [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#) (accessed September 2026)
- [Privacy Act 1988 \(Cth\)](#) (accessed September 2026)
- [Tertiary Education and Quality Standards Agency Act 2011](#) (accessed September 2026)
- [Work Health and Safety Act 2011 \(Cth\)](#) (accessed September 2026)

8.2 Guides:

- TEQSA Guidance Note: [Wellbeing and Safety](#) (accessed September 2026)

9. Related TITAN Documents

- Assessment Policy and Procedure
- Academic Progress Policy and Procedure
- Critical Incident Policy and Procedure
- Enrolment Policy and Procedure
- Grievances Policy and Procedure
- Learning Resources Policy and Procedure
- Privacy Policy and Procedure
- Reasonable Adjustment Policy and Procedure
- Risk Management Policy and Procedure
- Student Diversity and Equity Policy and Procedure
- Student Non-Academic Conduct and Misconduct Policy and Procedure

Version Control

Combined Policy and Procedure Version Control		
Version #	Date of Change	Change Summary
2026.1	August 2026 Approved BoD 23.09.2026	Original Policy and Procedure Documents were reviewed and relevant information combined into one complete document. Layout of the document updated, more information added into each section. Added links to relevant legislation and websites. Document has been recoded and irrelevant information removed.

Student Wellbeing, Orientation and Support Original Policy Version Control		
Version #	Date of Change	Change Summary
1.0	16-Mar-20	Draft approved by Board of Directors 21-Feb-20 including minor amendments (move references section to procedure plus administrative updates.
1.1	22-Jul-20	Administrative updates.
1.2	8-Dec-21	Revised for HESF 2021 and administrative updates.
1.3	29-Jun-23	Added cl8, approved by CEO 29-Jun-23 plus administrative updates following TEQSA registration.

Student Wellbeing, Orientation and Support Original Procedure Version Control		
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1.0	6-Mar-20	Draft approved by Board of Directors 21-Feb-20 including minor amendments plus administrative updates.
1.1	22-Jul-20	Administrative updates.
1.2	8-Dec-21	Revised for HESF 2021 and administrative updates.
1.3	8-Jul-23	Administrative updates following TEQSA registration.

Warning –

- Document uncontrolled when printed! The current version of this document is maintained on the TITAN website.