



Student Wellbeing

Organisational Area

RTO

Authorisation

This policy was reviewed and adopted by the Park Orchards Community House & Learning Centre Incorporated (POLCH&LC) on 8th of April 2025.

Review date

This Policy will be reviewed every 3 years or sooner if required.

Scope

This policy applies to the Executive Manager and all staff members at Park Orchards Community House & Learning Centre Inc. (POCH&LCI) involved in the management of student enrolments in Vocational Education and Training (VET) programs.

Additionally, this policy applies to all course applicants and enrolled students at Park Orchards Community House & Learning Centre Inc. (POCH&LCI).

Objective

The objective of this policy is to ensure that POCH&LCI creates and maintains a supportive, inclusive, and nurturing environment that prioritises the physical, mental, and emotional wellbeing of all students and staff involved in the RTO.

Policy

This policy aims to promote a positive, safe, and supportive environment that addresses the diverse needs of individuals, reduces stress, promotes work-life balance, and provides access to relevant support services. Through ongoing initiatives, assessments, and fostering a culture of respect and empathy, POCH&LCI strives to enhance the overall wellbeing of its staff and students, supporting both personal growth and academic success. By ensuring access to appropriate resources and proactive support.

Principles and objectives

1. Students learn best when their wellbeing and safety is optimised

In support of this principle POCH&LCI:

- Promotes students' safety, including their cultural, psychological, and physical health and wellbeing, encouraging and supporting them to flourish academically and enjoy a positive student experience.
- Communicates its commitment to student wellbeing and safety via website, notice boards and other communication channels.

- Supports students to disclose and discuss confidentially disabilities or conditions that impact their study, including neurodivergence, a physical or mental health condition, or carer responsibilities so that flexibility/adjustments may be considered and implemented

2. Supportive services enable students to manage their wellbeing and safety

In support of this principle POCH&LCI:

- Implements reasonable proactive and effective mitigation and risk management strategies to make every effort, where reasonably practicable, to eliminate or control risks for students from hazards, including cultural, psychological and physical wellbeing and safety hazards associated with education and learning. This includes providing warnings about specific triggering subject
- Provides easily accessible information about mental health assistance and support including 24/7 mental health help and support.
- Provides a range of support services at the centre, including referral services to support learning (such as Parents Next and Reconnect), support staff for learning, student learning support sessions, and flyers and information from local support organisations.
- Provides a process for applying for Special Consideration when illness or circumstances might impact on students' assessment performance.
- Implements reasonable adjustments to support an equitable study and learning environments for all students with a disability.

3. POCH&LCI policies and procedures optimise student wellbeing and safety

In support of this principle POCH&LCI:

- Provides training to staff around mental health, first aid, and complex learning needs to better support learners' wellbeing needs.
- Treats students fairly, impartially, equitably and with compassion.
- Adheres to the principles of procedural fairness when making decisions that affect a student's interests and ensures that its partner organisations understand and are committed to these same principles.

4. Personal information is collected and treated confidentially for the purposes of supporting student wellbeing and safety

In support of this principle POCH&LCI:

- Respects an individual's right to privacy and confidentiality when receiving support services.
- Collects, generates, and uses personal information or feedback according to its privacy and confidentiality policy
- Stores all personal information in accordance with the organisations Privacy Policy and will not disclose it to an external third party without the student's consent, unless required to do so by law or where the safety of the student or others are at risk.

Student Support

Mental health assistance and support including 24/7 mental health help and support

If you are in immediate danger, call 000

Beyond Blue 13 11 14 or www.beyondblue.org.au

Head Space 1800 650 890

Lifeline Text message support 0477 131 114

Safe Steps 24/7 1800 015 188

1800 Respect 1800 737 732

Domestic Violence support

Orange Door 1800 271 150

Other Supports- Shelter, food, health, legal advice, support and counselling

Ask Izzy service <http://askizzy.org.au>

Definitions

N/A

Related Documents

Pre-Training Review Policy
Pre-Training Review Procedure
Privacy Policy
Student Enrolment Policy
Student Enrolment Procedure
Student Information Handbook
Student Welfare Policy

Document Locations

Policy and Procedures Manual
Student Information Handbook
Website

Related Legislation

Privacy Act
Standards for Registered Training organisations (RTOs) 2025

Area of Compliance

ASQA RTO Standards 2025 Outcome 2.1 (2ii), 2.6 (1, 2a, b)

Date reviewed	Version	Details of changes (if any)	Updated by	Approved by	Date of next review
08/04/2025	1	New policy – added to reflect revised ASQA standards 2025	C Harris	L Denman	08/04/2028

Master document is the Electronic File.

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