

Welfare Support Policy (GC)

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Document

Document Name	Welfare Support Policy (GC)
Brief Description	This Document outlines the welfare support available to all students at Griffith College.
Responsibility	Director Student and Academic Services
Initial Issue Date	08/04/2008
Authorising Body	Management Committee

Version Control

Date	Version No.	Summary of Changes	Reviewer Name and Department/Office
26/02/2020	3	Policy changes prior to December 2019 are found on H drive.	Director, Student and Academic Services
09/11/2022	4	Reviewed for currency and accuracy	Director, Student and Academic Services

Related Documents

Name	Location
Sexual Assault, Harassment, Discrimination, Victimization and Bullying Policy	Policy Hub
Welfare Arrangements for Under 18 International Students studying at Griffith College	Policy Hub

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1 Purpose and Scope

1.1 Introduction

This Welfare Support Document sets out the approach of Griffith College relating to the management of welfare support for Griffith College students.

1.2 Purpose

The purpose of this Document is to outline the welfare support available or students at Griffith College.

1.3 Scope

This Document applies to all Griffith College students.

2 Document Statement

- a) The welfare and overall wellbeing of the Griffith College student is paramount to the Griffith College ethos and vision.
- b) Griffith College has created a 'Mental Wealth' framework to embed the importance of student welfare.
- c) Griffith College is committed to ensuring students are given every opportunity to succeed academically, socially and emotionally to achieve their full potential.
- d) Griffith College endeavors to create a supportive and confidential environment and provide a contact (Student Counsellors) for students to discuss their welfare and well-being needs.
- e) The Griffith College Student Counsellors are available for students to consult for issues related to but not limited to the following:
 - i. loneliness and homesickness
 - ii. adjusting to a new environment
 - iii. personal relationships
 - iv. harassment and trauma
 - v. accommodation
 - vi. employment and financial concerns
 - vii. health and legal concerns
 - viii. stress and techniques to overcome stress
 - ix. referrals to other professionals
 - x. medical insurance procedures
 - xi. student visa concerns
 - xii. handling conflict
 - xiii. sexual assault and sexual harassment
 - xiv. anxieties and stress
- f) The Student Counsellors work closely with the support services offered by Griffith University.
- g) In some cases, the Student Counsellors may require further expert assistance to manage some issues.
- h) These issues may be referred to individuals and/or organisations who are qualified in a chosen area, for example, lawyers, medical doctors/other qualified medical

professionals and others as deemed suitable by the Student Counsellors or Griffith College Academic Department.

- i) The Student Counsellors also works closely with the Griffith College Student Learning Advisors, teaching and academic staff and other Griffith College personnel to assist students achieve success in their studies.
- j) Appointments to see the Griffith College Student Counsellors can be made through the Griffith College receptions on Level 5 of the International Building, M14, Mt Gravatt Campus and Level 4 of the International Building, G52, Gold Coast Campus. Both in person and online appointments can also be made via the digital campus <https://students.griffithcollege.edu.au/book-an-advisor/>

3 Responsibilities

Responsibility	CDP	AD	SC	DSAS	PC	AB	All
Maintain currency of policy	A			R			I
Check Pipefy forms that relate to Student Welfare.	A	C	R	S			
Meet with students at requested time	A		R				
Refer students appropriately	A		R			I	
Correspond with academic staff where appropriate		C	R	A	C	C	
<p>CDP = College Director & Principal, AD = Academic Director, SC= Student Counsellor, DSAS = Director, Student & Academic Services, PC = Program Convenor, AB = Academic Board, All = Staff</p> <p>R = Responsible, A = Accountable, S = Supporting, C = Consulting, I = Informed</p>							

4 Compliance

4.1 General

The Director of Student and Academic Services will ensure staff are informed about this Policy through staff meetings and communications.

Students will be made aware of this Policy through information provided at Orientation, as well as via the Griffith College website and Digital Campus.

4.2 Relevant Legislation

[Higher Education Standards Framework 2021 \(Threshold Standards\): Standard 2.3](#)

[National Code of Practice for Providers of Education and Training to Overseas Students 2018: Standard 5 and 6](#)

4.3 Review

This Policy is tested and reviewed at least every 24 months and when at the time of any changes to the regulatory compliance requirements, legislation, regulation and guidelines. This review process aims to ensure alignment to appropriate strategic direction of Griffith College and continued relevance to Navitas' current and planned operations.

4.4 Records Management

All records in relation to this document will be managed as follows:

Record type	Owner	Location	Retention	Disposal
Policy	Director, Student & Academic Services	Policy Hub	Permanently with control in place for revisions	Policy Hub archive