

Student Welfare Support Process

Purpose

The process provides support for students at Monash College who are experiencing various welfare concerns, and provides guidance for staff assisting them.

Scope

The process applies to:

- all Monash College (the College) students who may be experiencing welfare concerns.
 - Housing
 - Financial concerns
 - Legal issues
 - Support in the wider community
- staff supporting these students.

For students facing complex or sensitive personal issues, it is strongly recommended that they contact the [Student Counselling team](#) for private, confidential conversations with qualified and experienced counsellors.

This may include:

- Stress, anxiety, depression, or homesickness
- Self-harm and suicidal thoughts or behaviours
- Pregnancy (to provide support plans)
- Behaviour difficulties related to sleep, eating, substance use, or internet use
- Academic concerns or other problems that hinder academic performance or class attendance
- Relationship difficulties or conflicts with family, friends, or peers
- Long-term medical concerns
- Loneliness
- Culture shock and difficulties adjusting to a new environment

Process

1. Student responsibilities

1.1 Students are responsible for:

- seeking support when they experience welfare concerns that may impact their studies or well-being
- speaking with a staff member at the Student HUB on Level 4 if they would like support from the College
- submitting [an absence form](#) if they have missed or expect to miss one or more classes
- providing supporting documentation where required, such as medical certificates or other documents issued by relevant body or authority
- maintaining regular communication with the College support team throughout their difficult period to ensure ongoing support.

Specific responsibilities for pregnant students

- 1.2 Students are responsible for:
 - consulting with a doctor about their studies and any pregnancy-related concerns.
 - notifying the Occupational Health and Safety (OHS) team if their studies, health and safety training, or events pose any potential risks to pregnancy.
 - contacting their health insurance provider for advice on pregnancy coverage.
- 1.3 Students may be required to provide a medical certificate from their healthcare provider (e.g., doctor, midwife, or obstetrician) that includes:
 - the expected due date,
 - confirmation of the safety of their participation in all program requirements, including lab classes or placements, if applicable.
 - any specific adjustments or restrictions recommended by the healthcare provider.

Specific responsibilities for students who are parents

- 1.4 Students are responsible for:
 - arranging appropriate childcare while attending classes,
 - ensuring children on campus do not unreasonably interfere with classroom requirements,
 - ensuring that children are not permitted in the following areas:
 - Laboratories, workshops and plant rooms,
 - Areas where chemicals or equipment are used or stored,
 - Any other hazardous areas.
 - maintaining the safety and wellbeing of their child(ren) while on campus.

Applicable to all circumstances

- 1.5 Students should inform the College of their expected return date to study in the absence form and/or their special consideration application, where applicable.
- 1.6 Students may request confidentiality about their specific welfare concerns.
- 1.7 Students with self-harm or suicidal thoughts or behaviors will be referred to the Counselling team for a support plan.
- 1.8 For students under 18:
 - Parents or guardians must be informed of any welfare concerns.
 - The Counselling team will consult with parents or guardians when there is a risk of harm to the student.
 - For any other cases, the Counselling team will only consult with parents or guardians if the student gives permission to disclose the information.

2. College support

- 2.1 The College is committed to providing a safe, inclusive, and supportive environment for all students, recognising that various circumstances may require additional support or adjustments.

Specific support for pregnant students

- 2.2 The College recognises that pregnant students may require additional safe working practices.

- 2.3 A dedicated parenting room is available for those requiring a private space to rest during pregnancy.

3. Staff responsibilities

- 3.1 Staff must respect student privacy and confidentiality and will only disclose the student's information to the relevant student support services or the OHS team with the student's consent.
- 3.2 Staff will refer students to appropriate support services within the College or externally as necessary.

4. Occupational Health and Safety

- 4.1 Students requiring extra assistance during building evacuations due to various conditions may be referred to the Occupational Health and Safety (OHS) team. These conditions include:
- Mobility impairment
 - Visual or hearing impairment
 - Pregnancy
 - Mental health conditions
 - Other health concerns
- 4.2 When a student notifies or is referred to the OHS team regarding injuries, long term medical conditions, or pregnancy, the team will:
- assess the nature of their study requirements and associated risks
 - provide information about areas of concern
 - determine what modifications, if any, can be made to their studies to minimise potential health-related risks
 - help students continue studying safely during and after pregnancy, if applicable.

5. Support options

- 5.1 Depending on their circumstances, students may:
- continue their studies,
 - request intermission, or
 - seek special consideration if experiencing immediate and exceptional circumstances that affect their ability to undertake or complete an assessment task.

Safer Community Unit

- 5.2 If staff are concerned about a student's welfare, but are not aware of any other risk or warning signs, they can contact the Safer Community Unit (SCU) for advice if they are unsure about what to do.
- 5.2.1 The SCU may ask the staff to provide further information. This information will help SCU to assess the level of risk, to conduct certain enquiries regarding the student's welfare, and to determine what additional action is necessary.
- 5.3 The SCU responds to reports and disclosures of concerning, threatening, and inappropriate behaviour, including sexual harm. The SCU staff will listen impartially to students' concerns, discuss ways to ensure their safety, help them find necessary support, and provide advice on reporting incidents.

Support from Monash University Disability Support Services (DSS)

- 5.4 Students can register with [Disability Support Services \(DSS\)](#) for:
- an ongoing medical or mental health condition,
 - an ongoing disability,
 - a short-term severe medical condition or injury,
 - responsibilities as a student carer, or
 - pregnancy complications.
- 5.5 Students can submit [a registration form](#) or email disabilitysupportservices@monash.edu to complete the registration.
- 5.6 Students can also contact the [Student Counselling team](#) to seek advice on the next course of action or for assistance with the DSS process.
- 5.7 Students whose pregnancy is impacting their studies may contact DSS for advice.
- 5.8 The DSS team will recommend appropriate reasonable adjustments to the relevant College team.

Intermission

- 5.9 Students experiencing significant welfare issues may apply for a temporary break of up to one year from their studies by requesting [intermission](#) from their program. All applications require supporting evidence. Intermission requests are subject to approval.
- 5.10 Before submitting an intermission application, students should reach out to the Student Welfare team to understand the available support services.
- 5.11 Students are responsible for seeking advice from the [Department of Home Affairs](#) regarding potential impacts on their visa if they go on intermission.

Special consideration

- 5.12 Students experiencing immediate and exceptional circumstances that affect their ability to undertake or complete an assessment task can apply for [special consideration](#), as outlined in Appendix B of the [Assessment Procedure](#). Such circumstances may include:
- family relationship breakdown, including family violence or severe disruption to domestic arrangements
 - hardship or trauma, including sudden loss of income or employment
 - pregnancy-related illness
 - premature labour
 - unexpected labour before the due date
- 5.13 Special consideration may be granted for acute illness or unexpected events related to welfare issues. However, it is not usually granted for ongoing conditions. Students with ongoing medical conditions should contact DSS to discuss alternative arrangements or adjustments.
- 5.14 Students without pregnancy complications may not be eligible for special consideration. In such cases, they should contact DSS to discuss alternative arrangements or adjustments.
- 5.15 Welfare issues impacting a student's studies will be assessed on a case-by-case basis. These assessments will consider factors such as the recency of the event and its impact on the student's ability to complete assessments. Each case will be evaluated individually to ensure appropriate support and adjustments.

Under 18 Pregnant Students

- 5.16 Students registered with the Under 18 Guardianship program can contact their respective Guardians, who will coordinate with the Student Counselling team to create a support plan.
- 5.17 All other under 18 students can contact the Student Counselling team as the first point of contact for creating a support plan.

Visa implications

- 5.18 Students should seek advice from the [Department of Home Affairs](#) or [a registered migration agent](#) if they have questions related to their visas or their family's visas.

6. Additional Information

- 6.1 Table 1 details key contacts who can provide assistance, advice, and support on a range of matters.

Table 1: Student Support Contacts

Student Support	Details
Student Welfare	For welfare concerns, contact engagement@monashcollege.edu.au
Student Counselling	For free and confidential short-term support for personal, academic, or emotional issues, contact Counselling .
Safer Community Unit	For reports and disclosures of concerning, threatening, or inappropriate behaviour, including sexual harm, contact the Safer Community Unit (SCU) : <ul style="list-style-type: none">● Phone: 9905 1599 (Monday-Friday, 9am-5pm)● Email: safercommunity@monash.edu● Online report: monash.edu/report-incident
Monash University Disability Support Services	For students whose pregnancy impacts their studies, contact disabilitysupportservices@monash.edu .
Occupational Health and Safety	For health, safety, and wellbeing concerns, contact ohs@monashcollege.edu.au
Student Administration	For questions related to intermission, contact student.admin@monashcollege.edu.au .

- 6.2 Other Resources:

- Monash College provides resources on [safety and security](#) related matters.
- Monash College provides a range of support services for students. Please refer to [this website](#) for further information.
- For students who wish to report or disclose concerning, threatening, or inappropriate behaviour, the [Monash University Safer Community Unit](#) offers support.
- Monash University provides [health resources](#) on pregnancy and related matters.
- The Australian Government provides the following resources on pregnancy and related matters:
 - [Department of Home Affairs](#)
 - [Pregnancy, Birth and Baby](#)

Related Documents

Legislation and Standards	Education Services for Overseas Students Act 2000 (Cth) Higher Education Standards Framework (Threshold Standards) 2021 National Code of Practice for Providers of Education and Training to Overseas Students 2018
Reference Policies, Procedures and Supporting Documentation	Assessment Procedure Enrolment Policy

Version control and accountability table

Accountable Area		Student Services Academic Operations Education			
Responsible Officer		Head of Student Services			
Review Date		October 2026			
Approved by					
Executive Director, Operations Support					
Version	Authored by	Brief Description of the changes	Approved by	Date Approved	Effective Date
1.0	Senior Consultant, Education Policy and Procedures	New process	Executive Director, Operations Support	15/10/2024	15/10/2024