

Policy Name:	WELLBEING INCLUSION POLICY
Policy No.	SP7.0
Issued:	26 August 2025
Reviewed:	

Purpose

This policy outlines our commitment to fostering a safe, supportive, and inclusive environment that promotes the wellbeing of all students, staff, and stakeholders. It provides a framework for initiatives, services, and practices that encourage physical, mental, social, and emotional health within HITsa.

Areas Affected

Enrolled students
Staff, trainers, assessors, and contractors
Visitors and partner organisations of HITsa

General

We recognise that wellbeing is essential for effective learning, professional performance, and personal growth. Our approach is guided by five key pillars:

1. Give – Kindness & Community

We promote a culture of giving, volunteering, and community connection through:

- Opportunities to volunteer and contribute to community projects
- Encouraging acts of kindness and peer support
- Connecting individuals with practical support services

Guiding Principle: *Do something kind—thank someone, smile, help a neighbour, or volunteer to create belonging and strengthen your community.*

2. Connect – Social & Emotional Wellbeing

We foster strong relationships and a sense of belonging through:

- Encouraging peer and staff connections
- Organising inclusive activities and events
- Providing access to wellbeing support services

Guiding Principle: *Connect with those around you - family, friends, peers, and colleagues. Nurture relationships as they strengthen and support you daily.*

3. Energise – Physical Wellbeing

We promote healthy routines and active lifestyles through:

- Encouraging movement breaks and physical activity
- Promoting safe, clean, and supportive environments
- Providing resources on healthy habits

Guiding Principle: *Keep your mind and body active through activities you enjoy—exercise, sport, or outdoor activities—to boost mood and clear your mind.*

4. Reflect – Holistic Wellbeing

We encourage reflective practices, cultural safety, and self-awareness through:

- Providing culturally respectful spaces
- Promoting mindfulness and reflection activities
- Offering resources for mental and emotional wellbeing

Guiding Principle: *Be present—notice the world around you and how you feel. Awareness helps you stay calm and reduce stress.*

5. Grow – Learning & Growth

We encourage continuous personal and professional development through:

- Flexible learning and skill-building opportunities
- Reasonable adjustments for diverse learning needs
- Access to study tools and development resources

Guiding Principle: *Try something new or revisit an old interest. Learning builds confidence, achievement, and enjoyment.*

Responsibilities

- **Executive Management** - Drive a positive wellbeing culture throughout the organisation
- **Head of Wellbeing** - Embed wellbeing initiatives into organisational culture and operations
- **Staff and Trainers** - Promote wellbeing within learning environments and act as role models
- **Students** - Engage positively in wellbeing activities and access support when needed
- **Visitors and Partners** – align operations with the expectations of HITsa’s positive wellbeing culture

Cultural Safety and Diversity

To ensure a culturally safe and inclusive environment that respects and values the diversity of all individuals within the organisation.

Commitments

- **Cultural Safety:** We are committed to creating an environment that is culturally safe for Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse (CALD) communities, and other marginalised groups.
- **Diversity and Inclusion:** We celebrate diversity and promote inclusion by recognising and respecting the unique backgrounds, experiences, and perspectives of all individuals.
- **Culturally Appropriate Support:** Access to culturally sensitive wellbeing services and resources is provided to meet the needs of diverse groups.

Actions

- Deliver cultural awareness training for staff and trainers.
- Promote inclusive practices in all activities, events, and communications.
- Partner with culturally appropriate organisations to enhance support services.
- Operate in line with our Access & Equity Policy

Digital Wellbeing

To promote healthy digital habits and online safety for students and staff.

Commitments

- Encourage a balanced approach to technology use to support mental and physical wellbeing.
- Provide guidance on managing screen time and fostering positive online interactions.
- Address cyber safety concerns, including online harassment or bullying.

Actions

- Offer resources on maintaining a healthy balance between digital and offline activities.
- Provide training on cyber safety and responsible online behaviour.
- Ensure access to support services for individuals affected by online harassment.

Wellbeing for Remote or Online Learners

To ensure that remote and online learners have equitable access to wellbeing and inclusion initiatives.

Commitments

- Foster connection and inclusion for remote learners through virtual engagement.
- Provide resources and support tailored to the needs of online learners.

Actions

- Offer virtual wellbeing sessions, such as mindfulness workshops or peer support groups.
- Provide guidance on ergonomic setups and managing stress in remote environments.
- Ensure remote learners have access to the same wellbeing services as on-campus students.

Crisis Management

To ensure a structured and effective response to crises that may impact the wellbeing, safety, or inclusion of students, staff, or stakeholders. A crisis is any situation posing an immediate risk to physical, mental, or emotional wellbeing, such as:

- Mental health emergencies (e.g., self-harm, suicidal ideation).
- Safety threats (e.g., violence, harassment).
- Natural disasters or critical incidents.

This policy must be read in conjunction with HITsa's Crisis Management Plan.

Response Plan

- **Immediate Actions:** Ensure safety and contact emergency services (e.g., 000) if required. Notify the Head of Wellbeing and Executive officer.
- **Support Services:** Provide access to counselling or external crisis services (e.g., Lifeline, Beyond Blue).
- **Communication:** Manage internal and external communication while maintaining confidentiality.
- **Post-Crisis:** Offer follow-up care and conduct debriefing sessions. Review the incident to improve future responses.

Roles and Responsibilities

- **Head of Wellbeing & Management:** Oversee crisis response and ensure staff training.
- **Staff and Trainers:** Identify, report, and support during crises.
- **Students:** Report crises and access support.

Training and Awareness

- Regular training for staff and trainers on identifying and responding to crises, including mental health first aid and emergency procedures.
- Awareness campaigns for students on recognising crises and accessing support services.

Student Wellbeing Referral Policy

As part of our commitment to fostering a supportive and inclusive environment, the Student Wellbeing Referral Policy ensures that students have access to appropriate support services when wellbeing concerns arise.

The policy outlines the process for identifying, referring, and addressing student wellbeing needs, with the following key principles:

- **Early Identification:** Recognising and addressing wellbeing concerns promptly.
- **Confidentiality:** Ensuring all referrals are handled with privacy and respect.
- **Clear Pathways:** Providing structured processes to connect students with support services.
- **Student-Centred:** Prioritising individual needs and preferences in all referrals.

This policy must be read in conjunction with HITsa's Student Wellbeing Referral Policy

Feedback and Reporting Mechanisms

To provide clear and accessible processes for reporting concerns or providing feedback related to wellbeing and inclusion.

Feedback and Reporting Process

1. **Raising Concerns:** Students, staff, and stakeholders can report wellbeing or inclusion concerns (e.g., harassment, discrimination) to their Supervisor, Trainer or Executive Officer in line with HITsa's Grievances, Complaints and Appeals policy.
2. **Confidentiality:** All reports will be handled with confidentiality and individuals will be protected from retaliation, in line with HITsa's Privacy and Complaints policies.
3. **Resolution:** Concerns will be addressed promptly, with outcomes communicated to the individual where appropriate.
4. **Feedback:** Feedback on wellbeing initiatives can be submitted through surveys, suggestion boxes, or directly to the Head of Wellbeing.

Feedback and complaints are to be recorded in the complaints register maintained by the Manager, Process Improvement. The register will be reviewed at quarterly governance meetings.

Related Frameworks & Policies

The following policies complement and support the Wellbeing and Inclusion Policy by providing additional guidance on specific areas related to student and staff wellbeing, safety, and ethical practices:

- HITsa Wellbeing Framework
- Student Wellbeing Referral Policy
- Workplace Health and Safety Policy
- Code of Conduct
- Privacy and Confidentiality Policy
- Learner Support Policy
- Grievances, Complaints and Appeals Policy
- Crisis Management Policy

Date	Version	Amendment(s)
29/08/2025	SP7.0	Original document

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Peer Review:	Julie Holliday
Date:	29.08.25

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