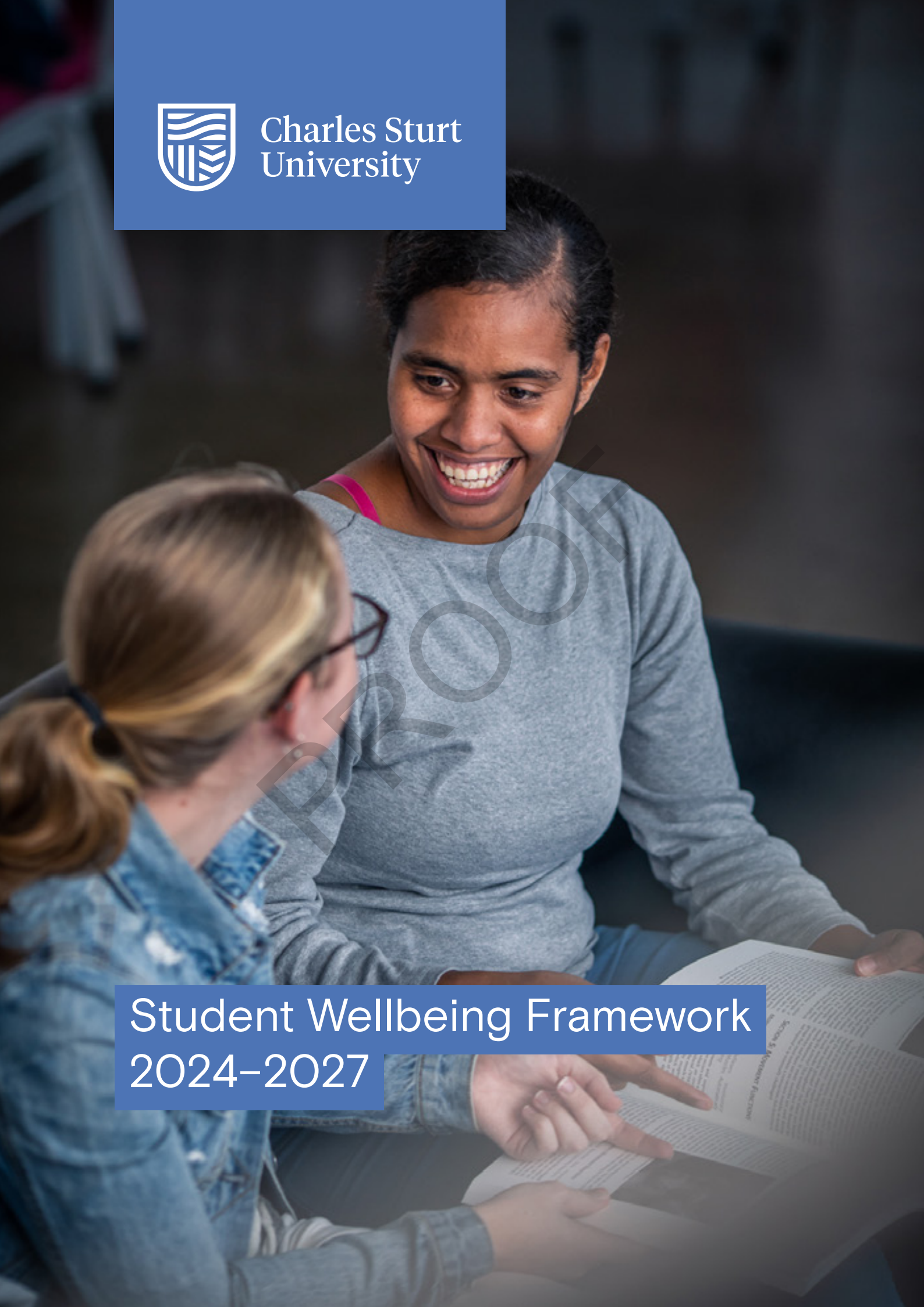![Charles Sturt University]

Student Wellbeing Framework 2024–2027

Acknowledgement of Country

We respectfully acknowledge the traditional owners and custodians of the lands on which we live and work together. Charles Sturt University and its staff pay respect to Elders within First Nations communities and acknowledge the continuity of cultures, languages, leadership and knowledge systems. We acknowledge First Nations peoples' continuous connection to Country, recognising the unique, diverse identities and cultures of peoples in our communities, regions and nation. As such, we value the collaboration to strongly position First Nations peoples in our university, through languages, leadership, cultures, knowledges, research and ceremonies.

Foreword by the Vice-Chancellor

At Charles Sturt University, our commitment to the wellbeing of our university community is paramount. Guided by the principles of *yindyamarra winhanganha*, which encapsulate the wisdom of respectfully knowing how to live well in a world worth living in, we strive to create a safe and healthy environment for all members of our community. This commitment is deeply ingrained in our ethos, reflecting the very essence of who we are. We recognise the importance of nurturing the overall wellbeing of our students, understanding that success in education is not solely measured by grades but also by the development of resilient, engaged, and fulfilled individuals.

This framework reflects our evolving commitment to empowering students to thrive in all aspects of their lives. As we navigate the complexities of the modern educational landscape, it is crucial to acknowledge the diverse challenges that students may encounter. Central to the framework are four key priority areas: mental health and wellbeing, healthy lifestyle, respectful relationships and safe environments. These priority areas highlight our commitment to the wellbeing of each unique student, and are supportive of an action plan that is flexible, responsive, and tailored to the individual journey of every student.

To our students, I am confident that this framework will contribute to a thriving and vibrant community of learners, whose aspirations are the driving force behind our commitments to excellence. I look forward to witnessing the positive impact it will undoubtedly have on our university culture. Together, let us continue to foster an environment where each student can flourish academically, socially, and personally.

Professor Renée Leon PSM
Vice-Chancellor and President
Charles Sturt University

Strategic commitments

At the heart of our university's strategic plan is our commitment to advancing students' knowledge, skills, and careers. We are dedicated to empowering them to become leaders in their fields and to succeed in their studies and beyond.

We are committed to:

Empowering student success and wellbeing

We will place students at the centre of everything we do by continuously engaging with their needs and perspectives to enhance their educational experience and overall well-being, including a commitment to the Student Wellbeing Framework.

Empowering every student

We will embed diversity, equity, and inclusion as core values, creating an environment where every student can thrive by celebrating diverse perspectives and promoting social equity.

Plan for the future

We will explore new opportunities and drive innovation. Adapting to the future of higher education and making impactful contributions to our regions and our communities.

Wellbeing vision

Our wellbeing vision is for all students studying at Charles Sturt to experience a cultivating thriving community, that empowers individuals to flourish academically, personally and socially. By investing in their wellbeing, we believe our students will not only excel in their studies but also develop into well-adjusted, resilient and empathetic leaders of tomorrow.

We strive to nurture the holistic wellbeing of our students. We are committed to creating an inclusive and supportive community that fosters an integrated approach to health and wellbeing, ensuring every student thrives in their academic journey and beyond.

We envision a university where students feel valued, respected and heard. Through comprehensive programs and services, we aim to promote a culture of wellbeing that prioritises self-care, resilience and personal growth. Our commitment extends beyond mere academic success, as we recognise that a healthy mind and body are essential foundations for achieving one's full potential.

We strive to provide a safe and welcoming environment that encourages open dialogue, understanding and compassion. By actively engaging with our diverse student population, we aim to address individual needs and promote inclusivity, regardless of background, identity or circumstance.

Through collaborative partnerships and innovative approaches, we endeavor to enhance accessibility to resources and support systems. We aspire to equip our students with the tools necessary to navigate the challenges of university life and successfully transition into the professional world.
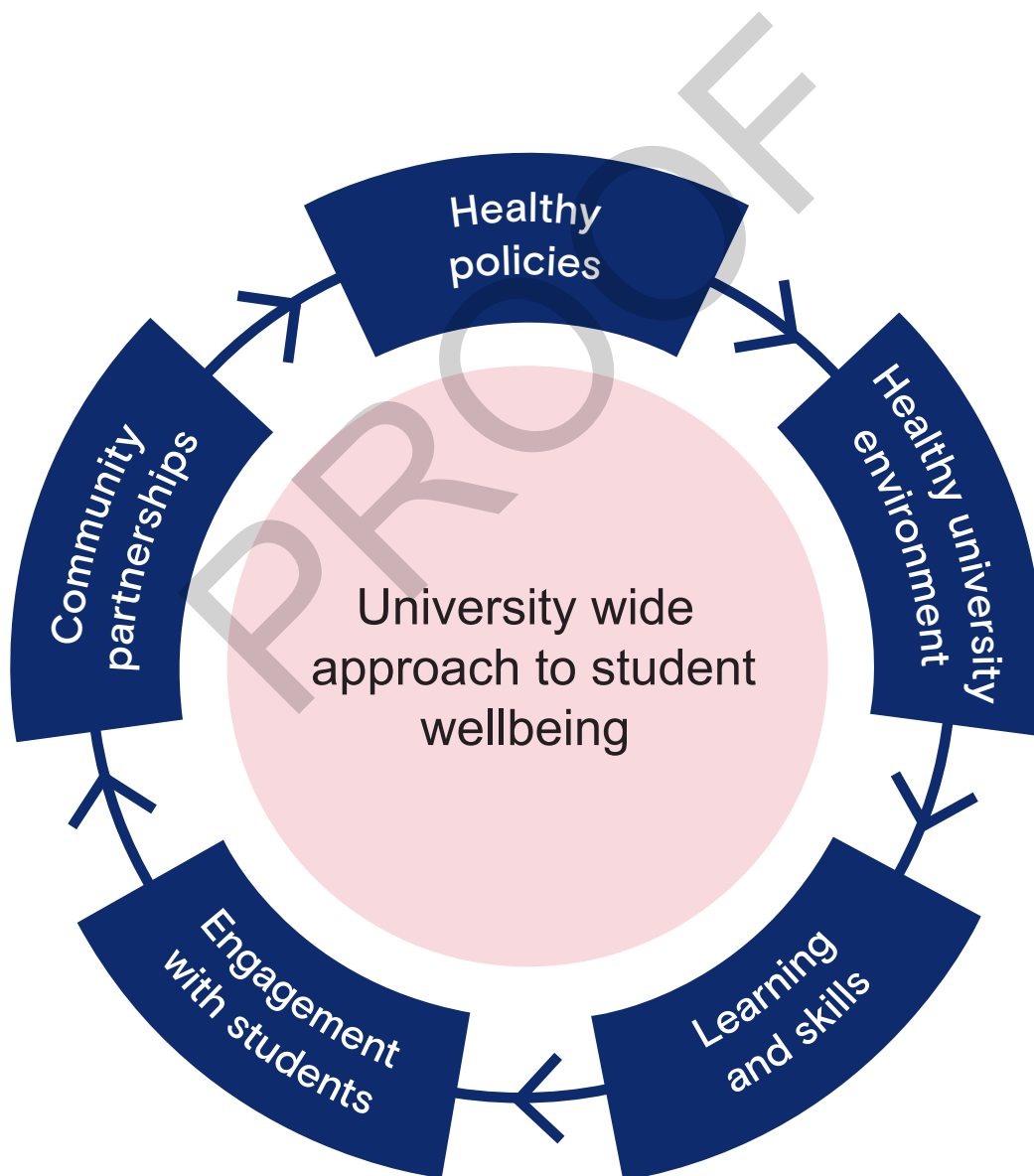
"Your strongest support system for your success is your mental wellbeing."

Irene Sunny, current student

An integrated approach to student wellbeing

Through our university–wide integrated approach to student wellbeing, we strive to embed five holistic pillars to create an environment that fosters physical, mental and emotional wellbeing. We are dedicated to providing our students with the tools, support and resources to help them thrive academically, personally, and socially, both during their time at the university and beyond.

University wide approach to student wellbeing

- Healthy policies
- Healthy university environment
- Learning and skills
- Engagement with students
- Community partnerships

Holistic pillars for wellbeing

Healthy policies

Our commitment to student wellbeing is embedded in inclusive policies that prioritise equality. We want to foster a culture of wellbeing that embraces the unique needs of each student. This commitment extends to all our students, whether on campus or online. We want to ensure that every individual, regardless of mode of study or location, experiences a supportive university environment.

Healthy university environment

We believe that a healthy university environment is essential for student wellbeing. We strive to provide safe and inclusive spaces for both online and on campus students that promote physical movement, relaxation, and overall wellbeing. We also recognise the importance of social connections and creating a sense of belonging.

We proudly support opportunities for social interaction, including clubs and organisations, and student-led initiatives that encourage collaboration, friendship, networking and interpersonal growth.

Learning and skills

We understand that academic success and personal development are intertwined. We aim to provide students with a range of academic, professional and emotional support services. These services are designed to equip students with essential skills, empowering them to navigate challenges effectively and build resilience.
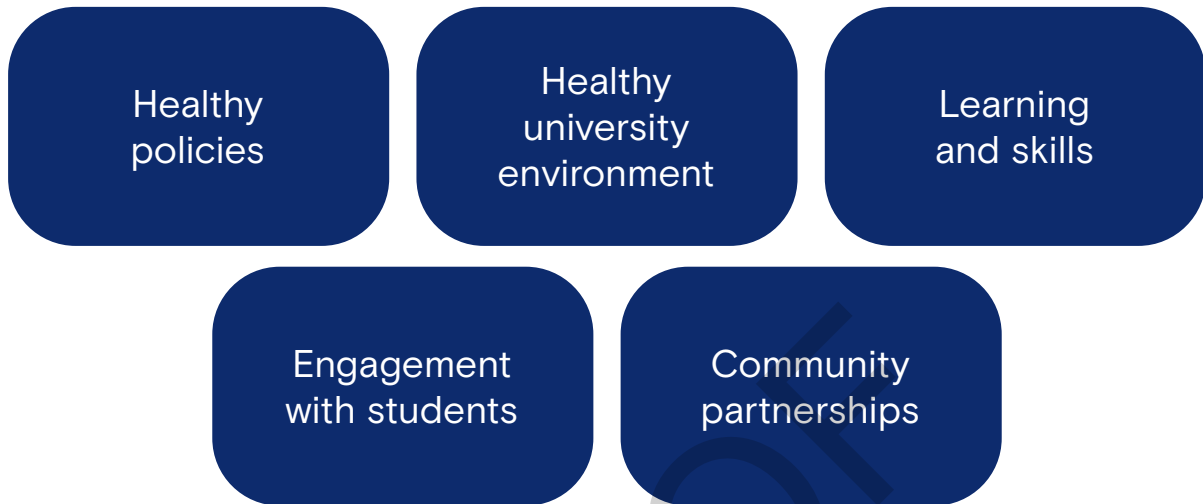
Engagement with students

We actively collaborate with our students to understand their aspirations and challenges. We value student input and involve them in the development and implementation of wellbeing initiatives. We strive to ensure wellbeing is integrated into the way we operate as a university and that it's accessible to all. Through co-design with students, we want to ensure the student voice is representative of our entire student cohort and that everyone, regardless of how they study, feel heard and their opinions shape the university's approach to student wellbeing.

Community partnerships

We believe that strong community partnerships are crucial for promoting student wellbeing. By collaborating with external organisations such as health services and community groups, we enhance the range and effectiveness of our support services.

Holistic pillars for wellbeing

Healthy policies

Healthy university environment

Learning and skills

Engagement with students

Community partnerships

Priority focus areas

Mental health and wellbeing

Healthy lifestyle

Respectful relationships

Safe environments

"You can't do your best if you don't feel your best."

Elizabeth Butt, alumni

Priority focus areas

Mental health and wellbeing

Healthy lifestyle

Respectful relationships

Safe environments

Mental health and wellbeing

We recognise that the university setting plays a key role in shaping and supporting students' mental health and wellbeing. We want to ensure our students are set up to thrive and maintain positive mental health.

	Action areas
Healthy policies	• Review and enhance existing health policies to ensure they comprehensively address the mental health and wellbeing needs of all staff and students. • Review and enhance existing health policies to ensure they encompass comprehensive support for staff and students, with a focus on early intervention and response strategies for those at risk of self-harm or harm to others.
Healthy university environment	• Ensure all environments both physical and virtual are supportive of mental health and wellbeing. • Provide timely access to student services to support wellbeing and learning. • Foster partnerships with student clubs and associations and groups at risk of isolation or discrimination, including – e.g. First Nations students, students with disabilities, international students, LGBTIQA+ students, and mature-aged students.
Learning and skills	• Enhance visibility of the Mental Health First Aid training for students.
Engagement with students	• Involve students in developing and delivering wellbeing activities during key events e.g. orientation, exam periods and open days. • Explore opportunities to design sustainable peer-to-peer support.
Community partnerships	• Promote wellbeing support services to connect our diverse students cohorts through various communication channels. • Enhance our existing initiatives by identifying additional opportunities to up-skill staff in supporting students experiencing mental health challenges, including but not limited to effectively referring them to appropriate services.

Healthy lifestyle

Good physical health promotes academic performance which is why we are committed to ensuring healthy lifestyles are supported and encouraged. We provide all students with access to programs to sustain healthy learning, working, and living environments.

	Action areas
Healthy policies	• Provide university-wide educational fact sheets, resources and guidance documents that promote five ways to wellbeing, including information on healthy eating, nutritious foods and physical activity.
Healthy university environment	• Foster a safe environment that promotes healthy behaviours for students. • Promote access to the university's and community's sports programs, clubs, and fitness facilities.
Learning and skills	• Promote financial literacy resources to equip students with knowledge and skills to manage their finances effectively.
Engagement with students	• Collaborate student representative groups to create engaging initiatives that foster healthy lifestyle choices.
Community partnerships	• Raise awareness of community support services for students.

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Respectful relationships

Respectful relationships are essential for fostering meaningful connections and preventing bullying, harassment, discrimination, and violence. We acknowledge that the university sector plays a vital role in driving cultural change to address the root causes of unwanted behaviours and to create a future free from discrimination and harm.

|	Action areas
Healthy policies	• Benchmark and promote the Sexual Harm Prevention and Response Policy, and the Sexual Harm Response procedure – students. • As part of the policy review process seek to codesign with students, policies and procedures focused on bullying, harassment, and gender-based violence.
Healthy university environment	• Building skills for effective bystander intervention • Explore the use of gender-affirming, inclusive and respectful language, such as the use of self-identified pronouns. • Explore opportunities to support cultural safety across the university.
Learning and skills	• Explore and support the development of guidance tools for academic staff on ensuring that curriculum content and presentation positively reflects the diversity of background and experiences of members of the university community and beyond.
Engagement with students	• Provide opportunities for students to be empowered to be effective bystanders to address issues around consent, respectful relationships, inequality, gender-based violence, and other drivers of unwelcome behaviour.
Community partnerships	• Work in partnership with community organisations and services to take action and participate in activities that support equality and respectful relationships.
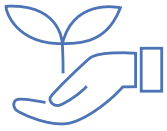
Safe environments

We are committed to cultivating a secure and thriving university environment that prioritises the safety and wellbeing of all students, staff, contractors, visitors, and anyone impacted by our actions. This commitment extends to the digital realm, encompassing online safety measures to ensure a holistic and secure university experience for everyone associated with our community.

	Action areas
Healthy policies	• Promote the Health, Safety, and Wellbeing policy by raising awareness of the procedures for reporting injuries, incidents, and near misses, ensuring a safe environment for everyone. • Review relevant, existing policies with the aim to align to the Sustainable Development Goals.
Healthy university environment	• We are committed to creating a secure and thriving environment, both on campus and online, promoting engagement, vibrancy, social connection, and safety across all facets of our university community.
Learning and skills	• Offer students a variety of wellbeing modules to choose from, helping them improve their health and safety knowledge and skills.
Engagement with students	• Engage students in activities and programs aimed at enhancing campus safety and promoting sustainability.
Community partnerships	• Foster partnerships with community organisations, involving both on-campus and online students, to actively engage in initiatives promoting sustainability and shared responsibility for health and safety within our university community.

Implementation

To support this framework, an annual action plan will be developed and implemented through collaboration with staff and students.

Our commitment to the ongoing success of the student wellbeing framework will be enacted by:

- Ensuring the action plan and implementation is co-designed by students, staff and other members of the Charles Sturt community.
- Ensuring the implementation is inclusive, diverse and accessible.
- Integrating existing services and partnerships.
- Including activities and initiatives that are holistic, informed and where available evidence-based.
- Taking a strength-based approach.
- Ensuring that the implementation aligns with the student experience principles.
- Setting realistic, timely, sustainable, achievable goals and monitoring progress.

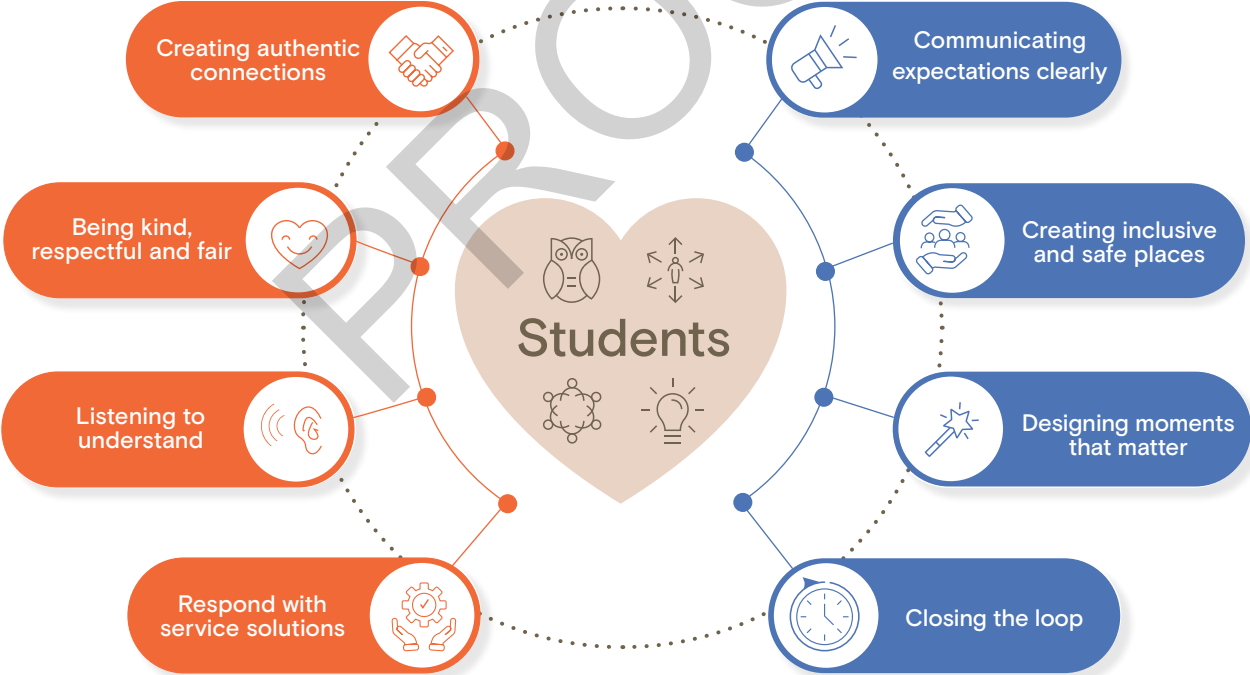# Ensuring and measuring success

The Division of Safety, Security and Wellbeing will take a strategic lead in ensuring a university-wide approach is adopted to develop and deliver the Student Wellbeing Framework and its action plan.

Progress of the plan and monitoring of agreed key performance indicators (KPIs) will be reported to the student experience committee. Evaluation and continuous improvement of the framework will be informed by these metrics and data. For example, number of referrals, service engagement and utilisation rates, number of special consideration applications, engagement and evaluation of health and wellbeing initiatives.

Student experience principles

Act with empathy

We put our students, customers, communities and each other at the centre of our thinking by.

Easy to do business with

We genuinely engage with our students, customers, communities and each other by.

Creating authentic connections

Being kind, respectful and fair

Listening to understand

Respond with service solutions

Students

Communicating expectations clearly

Creating inclusive and safe places

Designing moments that matter

Closing the loop

"Wellbeing concerns the quality of the journey, not the importance of the destination."

Anonymous

For further information, please contact the
Student Safe and Respectful Communities Unit

safecommunities@csu.edu.au

Charles Sturt University
Panorama Ave, Bathurst NSW 2795

Authorised by Executive Director of Safety,
Security and Wellbeing

Endorsed by Professor Renée Leon PSM,
Vice-Chancellor and President

Charles Sturt University