



## Psychological Health and Injury Policy and Procedure

<b>Institution</b>	Kingsway Institute
<b>Policy Name</b>	Psychological Health and Injury Policy and Procedure
<b>Policy Governance</b>	Principal Executive Officer
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Kingsway Institute must ensure that it has a designated staff to be the official point of contact for international students. The student contact officer must have access to up-to-date details of the registered provider's support services. Kingsway Institute must also ensure that all staff members who interact directly with international students are aware of the obligations under the ESOS framework and the potential implications for international students arising from the exercise of these obligations, particularly as they relate to student visa conditions.

NB: This policy is associated with the following policies:

- Health and Safety Policy
- Critical Incidents Policy and Procedure
- Intervention Strategy for Students at Risk
- Student Handbook – under Student Support Services

### 1. Purpose and Scope

The purpose of this policy is to provide a systematic approach to:

- Create and sustain healthy conditions for the physical and psychological well-being of our students
- Prevent a psychological injury
- Identify and positively managing psychological injury

This policy applies to everyone in Kingsway Institute whether students or employees.

### 2. Definitions

**Stress** is “*the adverse reaction people have to excessive pressure or other types of demand placed on them<sup>1</sup>*”. This makes an important distinction between pressure, which can be a positive state if managed correctly, and stress which can be detrimental to health.

Pressure - if managed correctly - can be positive, challenging and helps to keep us motivated, but excessive pressure can lead to stress which undermines performance and affects health.



### 3. Principles

Kingsway Institute is committed to protecting and promoting the health, safety and welfare of its students and employees. Psychological injury is recognised as a health and safety issue and we acknowledge the importance of:

- supportive leadership and work-team and student climate
- increasing morale
- identifying and reducing stressors

Work and study related stress is an identifiable hazard within our general environment, and Kingsway Institute has a duty to make every effort to ensure good practice and safe systems of work.

### 4. Outcomes

- The life of study and general life is improved
- Individual, team and organisational effectiveness is improved
- Student engagement, motivation and commitment increases
- As far as possible, psychological injury will be prevented in Kingsway Institute students and staff.

If support services are identified, the following is a guide to support that can and should be provided at no additional cost to the student (Table 1):

Table 1:

Individual need	Support Service	Delegation/TASK
For international students' everyday psychological support services	<p>Close student liaison is to be maintained by the administration manager who will act as a central point of contact. The administration manager will provide advice and assist students with:</p> <ul style="list-style-type: none"> <li>– Students who are seeking support for psychological reasons in everyday life or with study</li> <li>– These services can be acquired through various organisations</li> <li>– Services such as <b>Beyond Blue</b> offer 6 free counselling services and can refer additional services</li> <li>– External Support Services example:</li> <li>– <a href="https://www.beyondblue.org.au/">https://www.beyondblue.org.au/</a> (Ph: 1300 22 4636)</li> </ul>	<p>Administration Manager</p> <ul style="list-style-type: none"> <li>• Ensure necessary resources are available for policy and implementation</li> <li>• Promote and maintain workplace health and safety</li> <li>• Ensure leadership, climate and morale are developed, measured and reviewed</li> <li>• Monitor risk management</li> </ul>



Individual need	Support Service	Delegation/TASK
	<p>– Kingsway Institute facilities and resources – Access to computer room and small rooms by students to these services in a confidential manner</p> <p>Please note that the designated point of contact for international student support requirements is: <b>Min (Sandy) Shi</b></p> <p><b><u>Additional services with links and brochure available for all students in student break area, noticeboards and front reception.</u></b></p> <p><b>National help lines and websites</b></p> <p><b><u>1800RESPECT</u></b> Ph: <b><u>1800 737 732</u></b> Web: <a href="https://www.1800respect.org.au/">https://www.1800respect.org.au/</a></p> <p>Confidential information, counselling and support service open 24 hours to support people impacted by sexual assault, domestic or family violence and abuse.</p> <p><b><u>Black Dog Institute</u></b> Ph: <b><u>(02) 9382 2991</u></b> Web: <a href="https://www.blackdoginstitute.org.au/">https://www.blackdoginstitute.org.au/</a></p> <p>Information on symptoms, treatment and prevention of depression and bipolar disorder.</p> <p><b><u>Carers Australia</u></b> Ph: <b><u>1800 422 737</u></b> Web: <a href="https://www.carersaustralia.com.au/">https://www.carersaustralia.com.au/</a></p> <p>Short-term counselling and emotional and psychological support services for carers and their families in each state and territory.</p>	



	<p><b><u>Embrace Multicultural Mental Health</u></b>  <b>Ph: (02) 6285 3100</b>  <b>Web: <a href="https://www.embracementalhealth.org.au/">https://www.embracementalhealth.org.au/</a></b></p> <p>A national platform for multicultural communities and Australian mental health services to access resources, services and information in a culturally accessible format.</p> <p><b><u>Headspace</u></b>  <b>Ph: (03) 9027 0100</b>  <b>Web: <a href="https://headspace.org.au/">https://headspace.org.au/</a></b></p> <p>Free online and telephone service that supports young people aged between 12 and 25 and their families going through a tough time.</p> <p><b><u>Kids Helpline</u></b>  <b>Ph: 1800 55 1800</b>  <b>Web: <a href="https://kidshelpline.com.au/">https://kidshelpline.com.au/</a></b></p> <p>A free, private and confidential, telephone and online counselling service specifically for young people aged between 5 and 25.</p> <p><b><u>Lifeline</u></b>  <b>Ph: 13 11 14</b>  <b>Web: <a href="https://www.lifeline.org.au/">https://www.lifeline.org.au/</a></b></p> <p>A free, private and confidential, 24hr telephone crisis support and suicide prevention service.</p> <p><b><u>MensLine Australia</u></b>  <b>Ph: 1300 78 99 78</b>  <b>Web: <a href="https://mensline.org.au/">https://mensline.org.au/</a></b></p> <p>A telephone and online support, information and referral service, helping men to deal with relationship problems in a practical and effective way.</p> <p><b><u>Head to Health</u></b>  <b>Web: <a href="https://headtohealth.gov.au/">https://headtohealth.gov.au/</a></b></p> <p>An innovative website that can help you find free and low-cost, trusted online and phone mental health resources.</p>	
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	<p><b><u>MindSpot Clinic</u></b>  <b>Ph: <u>1800 61 44 34</u></b>  <b>Web: <a href="https://mindspot.org.au/">https://mindspot.org.au/</a></b></p> <p>An online and telephone clinic providing free assessment and treatment services for Australian adults with anxiety or depression.</p> <p><b><u>National Debt Helpline</u></b>  <b>Ph: <u>1800 007 007</u></b>  <b>Web: <a href="https://ndh.org.au/">https://ndh.org.au/</a></b></p> <p>Financial counselling is available from the National Debt Helpline. Financial counsellors are qualified professionals who provide information, advice and advocacy to people in financial difficulty. Their services are free, confidential, independent and non-judgmental.</p> <p><b><u>QLife</u></b>  <b>Ph: <u>1800 184 527</u></b>  <b>Web: <a href="https://qlife.org.au/">https://qlife.org.au/</a></b></p> <p>QLife is Australia's first nationally-oriented counselling and referral service for LGBTI people. The project provides nation-wide, early intervention, peer supported telephone and web-based services to diverse people of all ages experiencing poor mental health, psychological distress, social isolation, discrimination, experiences of being misgendered and/or other social determinants that impact on their health and wellbeing.</p> <p><b><u>Relationships Australia</u></b>  <b>Ph: <u>1300 364 277</u></b>  <b>Web: <a href="https://www.relationships.org.au/">https://www.relationships.org.au/</a></b></p> <p>A provider of relationship support services for individuals, families and communities.</p>	
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	<p><b><u>SANE Australia</u></b>  <b>Ph: <u>1800 18 7263</u></b>  <b>Web: <a href="https://www.sane.org/">https://www.sane.org/</a></b></p> <p>Information about mental illness, treatments, where to go for support and help carers.</p> <p><b><u>Support after Suicide</u></b>  <b>Ph: <u>(03) 9421 7640</u></b>  <b>Web: <a href="https://www.supportaftersuicide.org.au/">https://www.supportaftersuicide.org.au/</a></b></p> <p>Information, resources, counselling and group support to those bereaved by suicide. Education and professional development to health, welfare and education professionals.</p> <p><b><u>The Butterfly Foundation</u></b>  <b>Ph: <u>1800 33 4673</u></b>  <b>Web: <a href="https://butterfly.org.au/">https://butterfly.org.au/</a></b></p> <p>Phone, webchat and email support for those experiencing an eating disorder, friends, family, carers and professionals.</p> <p><b><u>Support groups and online forums</u></b></p> <p>Talking about what's going on with others who understand – or may be going through something similar – can really make a difference. Our friends at <a href="#">Black Dog Institute</a> have a <a href="#">list of support groups in every state and territory</a> that can help you connect with groups of people who meet regularly to discuss their experiences, their problems and their strategies for coping.</p> <p>The <a href="#">Beyond Blue online forums</a> are also a great way to connect with people online, in a safe and anonymous environment, to discuss anxiety, depression, suicide and a range of life issues. Anyone in Australia can participate in discussions, connect with others and share their experiences with our community.</p>	
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Individual need	Support Service	Delegation/TASK
Academic and English Language support	If the student requires academic and language support, please refer them to the Academic Manager	
Wellbeing	Students can contact  – <a href="https://www.beyondblue.org.au/">https://www.beyondblue.org.au/</a> (Ph: 1300 22 4636)  Additional services as listed above.	

## **5. Policy Implementation**

The management will perform a pivotal role in ensuring that this policy is implemented. All students will have access to policies and procedures relating to psychological injury. Tailored training is provided to persons with specific tasks where psychological injury is a risk.

Records of activities are maintained, including training undertaken, information provided to students and the use of strategies to prevent and manage psychological injury.

## **6. Policy Detail**

### **Leadership to support student wellbeing**

Managers are educated, supported and reviewed in regards to the following:

#### **Promotion of students' wellbeing:**

- Empathy (trustworthy, even-handed, understanding, pro-active)
- Clarity (clear goals, micro and macro objectives, delegations)
- Engagement (decision-making, goal-alignment, teamwork)
- Learning (feedback, coaching, professional development)

#### **Identification of, and response to, students' disengagement:**

- Withdrawal behaviours
  - Discretionary
  - Absenteeism
  - Lateness
  - Turnover
  - Cynicism
- Counterproductive behaviours
  - Productivity (eg. misuse of time and resources, unsafe behaviour, poor attendance, presenteeism, alcohol/drug use)



- Property (eg. theft, destruction, misuse of information)
- Political (eg. gossip, favouritism, blaming behaviours)
- Interpersonal (eg inactivity, harassment, bullying and violence)

## **7. Risk Management Approach**

Kingsway Institute will identify workplace stressors and conduct risk assessments to eliminate stress or control the risks from stress. These risk assessments will be regularly reviewed. These risk assessments will be regularly reviewed.

Kingsway Institute will use SafeWork Australia's four-stage process for identifying and managing risks for study-related stress for students at the college.

1. Identify hazards – find out what could cause harm
2. Assess risks if necessary – understand the nature of the harm that could be caused by the hazard, how serious the harm could be and the likelihood of it happening
3. Control risks- implement the most effective control measure that is reasonably practicable in the circumstances
4. Review control measure to ensure they are working as planned

**Identify the hazards** – the first step in the risk management process is to identify hazards. This means looking for those things that have the potential to cause harm.

Indicators related to these stressors include: productivity levels, rates of absenteeism, separation rates/turnover, interviews, student engagement / morale, feedback and analysis of data.

**Assess and prioritise the risk** – By finding the likelihood and consequences of injury or illness that may result from exposure to the stressors.

How to conduct a risk assessment – Risk factors for psychological injury can be assessed by understanding student complaints, observing interactions between students, gaining feedback from students, having one-on-one discussions with students and through the use of focus groups or a student survey. Findings from focus groups or student surveys would then inform a decision about the likelihood and consequences of injury or illness from exposure to college stress and make it clear which risk factors are contributing to that risk.



**Decide on control measures** - After assessing the risk and determining which factor (s) have the greatest contribution to that risk, the most appropriate control measure (s) to enable it to be properly managed needs to be selected. When selecting a particular control, it is important to be able to justify why it was chosen over a different measure.

Deciding on control measures many mean altering a problem risk factor (eg. Reducing work demands, increasing the level of control of a student has over his/her study regime, increasing the amount of peer support a person is receiving.

**Implementing control measures** - After the most appropriate control measures have been identified, the next step is to put these controls into place. Examples of control measures to manage the risk of psychological injury include:

- Improving student skills by being able to analyse and determine the context of the issue by teacher
- Planning assessment workloads to meet requirements of course for potential students at risk
- Setting clear performance goals for study
- Ensuring role clarity and reassessing study options
- Providing assistance (eg a student support system)
- Communicating policy and availability of assistance
- Checking on understanding and implementation of risks
- Promoting effective early rehabilitation of effected students back to studies

**Monitor and Review** - The final approach is the risk management process to monitor and review the effectiveness of the control measures. Kingsway Institute will weigh up whether the chosen controls are effective or whether they need some modification.

## **8. Consultation**

Kingsway Institute will consult with regulator of Safety Work Australia on proposed action relating to the prevention of psychological injury.

Administration Manager and /or Work Health Safety Representative for Kingsway Institute as appointed must be:

- Meaningfully consulted on any changes to student psychological practices or study that precipitate stress
- Able to consult to students on the issues of stress including conducting any surveys
- Meaningfully involved in the risk management process for Kingsway Institute



- Recommend the use of private providers for psychological counselling as listed above in table

### **Prevention**

In order to prevent psychological injury from developing, Kingsway Institute will, as far as is reasonably practicable:

- Promote supportive leadership
- Focus on student morale and wellbeing
- Proactively manage stressors such as:
  - Demands
  - Control
  - Support
  - Role clarity
  - Relationships
  - Recognition
  - Change
  - Fairness

For individuals the manager should be aware of the following and take any necessary action:

- Consider adjustment of students who have a recognized disability which comes under the scope of the Disability Discrimination Act 1992
- Be aware of additional training or development needs for students
- Ensure bullying and harassment are not tolerated
- Refer to relevant Kingsway institute policies and guidelines where students have been involved in an incident, complaint, or has been asked to be a witness. Immediate support should be offered if necessary.

### **Keeping an eye on early signs of disengagement**

To help recognize early signs of employee disengagement Kingsway Institute managers will:

- Under supervision/appraisal/reviews talk to student/s about any issues or concerns they may have
- Refer to suitable organizations for professional assistance
- Foster a culture in which students feel comfortable disclosing mental health issues
- Regularly monitor students as to how they are feeling
- Cultivate positive, open relationships with students, talk with, and listen to, students



### **Immediate support staff**

Students experiencing health symptoms related to stress or anxiety are able to receive immediate support from administration and academic staff or via the related organisations as listed above in Table 1.

Kingsway Institute does not employ an on-site counsellor, however a specific room has been set aside for confidential meetings and associations eg. Beyond Blue will provide on-line counselling for 6 free sessions to students. After the initial 6 sessions the student can be referred to other providers for support.

Additional information as Appendix 1 Counselling Brochure – available to all staff and students of Kingsway Institute.



## Appendix 1

### Counselling Support Guide

At our College we do not have counsellors on-site, we can only refer students to the following providers.

Visit your local Medical centre or take advantage of these providers -

[Salvation Army](#) | 13 72 58

[Men's Help Line – Catholic Care](#) | 13 72 58

[Anglicare](#) | 1300 111 278

[Kids Helpline](#) | 1800 55 1800

[MensLine Australia](#) | 1300 78 99 78

[Suicide Call Back Service](#) | 1300 659 467

[Beyond Blue](#) | 1300 22 4636 [Open Arms – Veterans & Families Counselling](#) | 1800 011 046

If you need support for an eating disorder, or as a carer of someone with an eating disorder, please call the number below.

[The Butterfly Foundation](#) | 1800 33 4673

If you don't feel like you can call any of the above services, you can also:

talk to someone you trust.

contact your GP, a counsellor, psychologist or psychiatrist.

visit a hospital emergency department.

### Other Emergency support

If your life is in danger call emergency services:

- [Emergency Australia](#) – 000