# UWA

# SAFER COMMUNITIES

# Working Group

THE UNIVERSITY OF
WESTERN
AUSTRALIA

SEEK WISDOM

Key Achievements in
Student Safety and Wellbeing
in 2019

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# Statement from
# THE CO-CHAIRS

The University of Western Australia and the Student Guild are committed to ensuring all members of the University Community are able to work and study in a safe and inclusive environment.

In 2019 the pre-existing Safety on Campus Working Group evolved to become the UWA Safer Communities Working Group, with a greater focus on student engagement and the introduction of Co-Chair leadership by the Student Guild President and Director of Student Life.

**Key achievements in student safety and wellbeing in 2019 have included:**

- The release of the independent, expert-led College Row Cultural Review, highlighting areas of success and opportunities for improvement in student wellbeing for residents on College Row;
- Introduction of the inaugural Safer Communities Award to celebrate success in the area of student safety, inclusion and wellbeing;
- The launch of a new Event Management Toolkit to guide the management of events by students residing on College Row; and
- The successful piloting of the Step Up Bystander Program that will be introduced during Orientation 2020.

We are determined to continue to build a safe, inclusive and supportive campus culture at The University of Western Australia which requires the commitment from our entire University Community, not just this year, but into the future.

We would like to thank all those members of the UWA Community who contributed in 2019 to ensure that the University is a safe, inviting and enjoyable place to study and work.

**Conrad Hogg**
106th President
UWA Student Guild

**Christopher Massey**
Director of Student Life
The University of Western Australia

# Leadership and
# GOVERNANCE

**The UWA Safer Communities Working Group was convened in 2016, with the delegated responsibility and support of the Vice Chancellor, to oversee and report on initiatives aimed at preventing and responding to safety concerns and concerning behaviour in the University-wide environment.**

The Working Group is Co-Chaired by the UWA Director of Student Life and the Student Guild President. Working Group membership includes representatives from a wide variety of University departments, representation from College Row and student leaders from the UWA Student Guild:

- Associate Director, Student Services and Engagement
- Associate Director, Strategy, Planning and Performance
- Graduate Education Officer, Graduate Research School
- Manager, Student Welfare
- Manager, Complaints Resolution Unit
- Representative, UWA College Row

- Medical Director, Medical Centre
- Manager, Health Promotion Unit
- Manager, Campus Operations
- Welfare Officer, UWA Student Guild
- Women's Officer, UWA Student Guild
- Residential Student Department President, UWA Student Guild
- Health Promotion Officer, Health Promotion Unit (Executive Officer)
- Associate Director, Success and Wellbeing
- Associate Director, Service Delivery (HR)
- General Manager, UWA Sport

The UWA Safer Communities Working Group developed a campus-wide Action Plan to guide action and identify areas for improvement in student safety.

## The Action Plan work streams are:

| POLICY | PREVENTION AND CULTURAL CHANGE | CHANGE TO RESPONSE AND REPORTING |
|---|---|---|
| SUPPORT SERVICES | ENVIRONMENTAL AND STRUCTURAL MEASURES | COMMUNICATIONS |

# 1. Policy

## 1.1 University Code of Conduct Review

The UWA Code of Conduct details the legal and ethical obligations and expectations of all staff and students to act in accordance with the expressed standards of conduct, integrity and accountability contained in relevant legislation, University policies and Agreements.

## 1.2 Sexual Misconduct Policy

The Policy Unit, in consultation with the Complaints Resolution Unit, developed the Sexual Misconduct Policy in July 2016. This Policy has been a source in several complaint and conduct matters since it came into force and has been featured in other web-based information.

## 1.3 EMERGING PROJECT: Policy Review and Development

The University is in the process of developing a clearer policy position for expected behaviours that will provide a framework for the management of incidents and provide one point of embedment of the Code of Conduct.  This will form part of the review of the complaint policies and the Regulations for Student Conduct and Discipline.

# 2. Response and reporting

## 2.1 Critical Incident Response

The University has commenced work to improve response to and management of critical incidents.  Further work will support review and development of procedures and resources including staff training and ongoing development.

**The University is in the process of developing a clearer policy position for expected behaviours that will provide a framework for the management of incidents and provide one point of embedment of the Code of Conduct.**

## 2.2 Guide to Responding to Disclosures of Sexual Misconduct

A process guide has been developed for student leaders and staff who may be first responders in cases of sexual misconduct. The guide provides information on responding supportively and empathetically and referral options specific to the needs of students who have experienced sexual assault or sexual harassment.

The guide provides clear information on University and external services, including:
- WA Police,
- UWA Security,
- Sexual Assault Resource Centre,
- UWA Welfare Officer and Counselling Services,
- UWA Medical Centre,
- Guild Student Assist,
- UWA Complaints Resolution Unit.

This guide was designed to accompany the Responding to Disclosures of Sexual Violence online course for staff and student leaders.

## 2.3 EMERGING PROJECT: Case Management Software

The University introduced two software solutions to provide case management tools to improve student support and management of complex cases and incidents. "Access" is a database designed to manage and coordinate support for students with disability. "Advocate" is a database designed to support the management of complaints, investigations and complex student case management.

**This project aims to improve:**
- Support for students with disability to improve their access to education and provision of reasonable adjustments,
- Case management of at-risk students, students disclosing incidents of sexual assault or harassment, or complex incidents through improved information management and internal collaboration,
- Management of complaints, misconduct and incidents, and their associated investigations and actions, and
- Data management, including disclosure of sexual assault or harassment, with improved reporting capacity and protection of confidentiality.

# 3. Environmental and structural measures

### 3.1 UWA Security Services

UWA Security provide 24-hour security services to the UWA Crawley campus to ensure a safe environment for members of the University Community.

In response to Working Group feedback, UWA Security recruited two female Security Officers to the team in 2019 and have introduced a new SMS emergency service for those who cannot communicate by telephone.

**UWA Security services include:**
- 24/7 security patrols and emergency support
- 24/7 emergency SMS service for those who cannot communicate verbally
- Security escort service after-hours to parking, College Row or UWA Accommodation,
- Help point emergency phones around campus

### 3.2 Continual improvements to campus lighting, security and CCTV coverage

The Student Guild and Campus Management have conducted student surveys and audits to determine areas for improvement in student safety and facilities after-hours. In response to the findings, improvements have been planned in regard to campus lighting on designated 'Walk Safe' routes, to Security emergency service access for those with disabilities and CCTV blackspots around campus.

The University has recently completed the External Toilet Control Project across the Crawley, Nedlands and Claremont campuses. A University swipe card is now required to access toilets between the hours of 8:00pm and 6:00am to ensure access for only UWA Community members.

### 3.3 EMERGING PROJECT: Audit of Campus Lighting on *Walk Safe* Routes

In response to feedback from students in the Safer Communities Working Group, an assessment of campus lighting along designated *Walk Safe* routes has been conducted to identify areas for improved lighting and infrastructure. Campus Management have committed to upgrading lighting infrastructure along *Walk Safe* routes as a matter of priority.
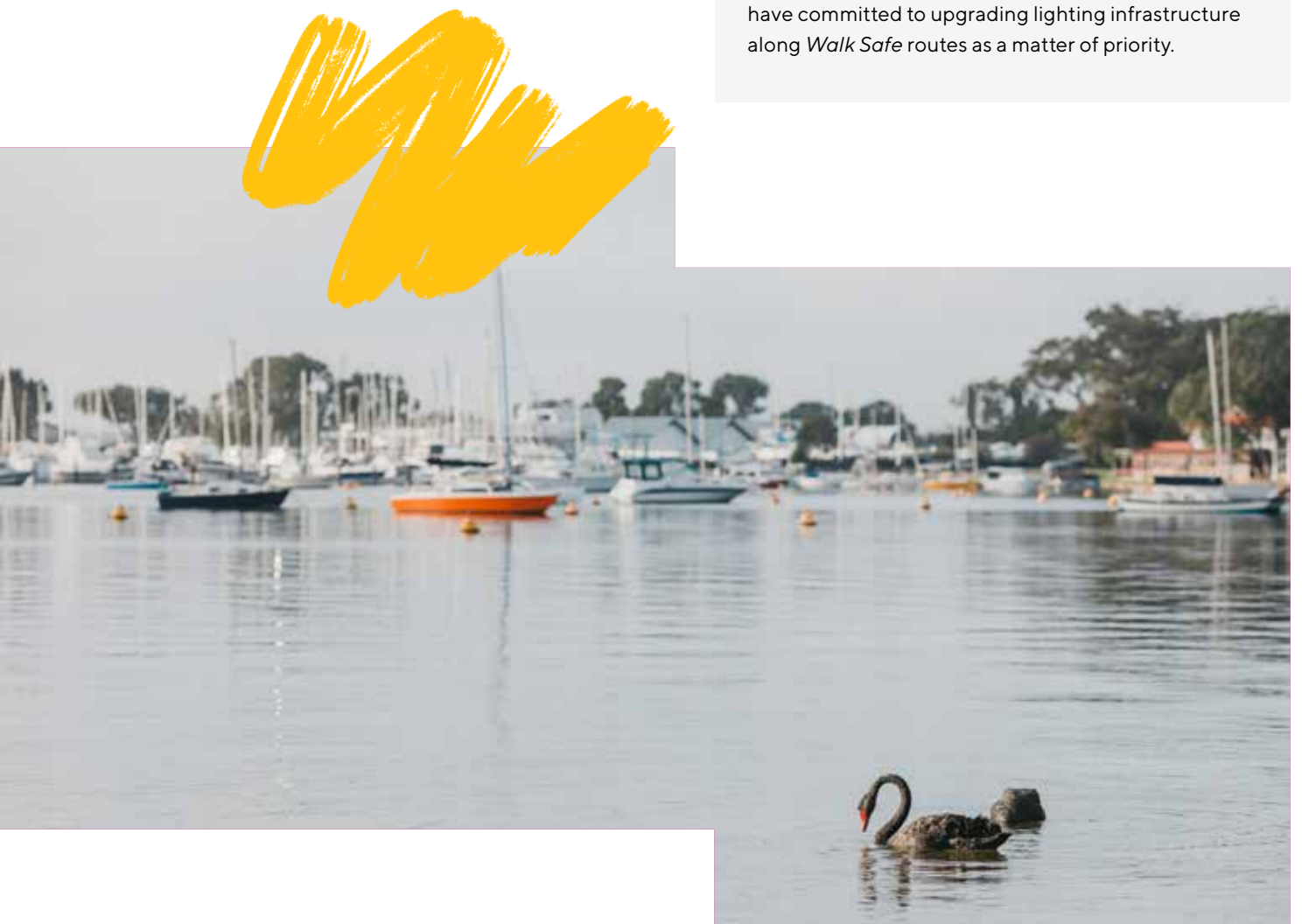
# 4. Support services

### 4.1 UWA Disclosure Service

Students who experience sexual assault or sexual harassment often require access to specialised and flexible support options and accommodations to maintain their studies. The UWA Disclosure Service is a free and confidential service for support with safety, practical or academic matters related to an incident of sexual assault or harassment. Accessing the service is confidential and is not linked with the formal reporting process and can be done via the Manager of Student Welfare.

### 4.2 Professional development for frontline student support staff

Key frontline University staff have received additional professional development to better support student safety and to manage incidents.

**Professional development has included:**

- Code Black Training: identification, response and reporting of concerning behaviour on campus
- Managing Vicarious Trauma,
- Trauma-informed Care,
- Domestic Violence support,
- Technology-facilitated abuse and its relationship to domestic and family violence: how technology-facilitated abuse can occur and how to make changes to reduce technology risks and the knowledge and confidence to support women and families experiencing or recovering from this type of abuse. Provided by the Office of the eSafety Commissioner,
- Responding to Disclosures of Sexual Violence for Clinical Staff: training for campus General Practitioners and Nursing staff in supporting those who have experienced sexual violence, and
- Responding to Disclosures of Sexual Violence online course: for general staff (see 5.2.4.).

### 4.3 EMERGING PROJECT: Review of Health Services

A Review of The University's health services is currently being conducted to align student health, wellbeing and support options under one portfolio: Student Success and Wellbeing. A new Student Welfare function has also been introduced to this portfolio to support students with complex needs during their studies, such as experiencing sexual assault or sexual harassment. This formal Review consulted broadly across the UWA Community and was led by a panel with external expertise in Health Service provision. The panel is expected to hand down its report and recommendations late 2019.

### 4.4 EMERGING PROJECT: Incorporation of Restorative Justice principles and practices

The University, College Row and Student Guild are exploring use of Restorative Justice principles and practices to complement existing counselling, mediation and disciplinary actions on offer. A Community of Practice has been convened to explore how the practices may be incorporated across the University Community.

A new Student Welfare function has also been introduced to this portfolio to support students with complex needs during their studies, such as experiencing sexual assault or sexual harassment.

# 5. Prevention and cultural change

Educational initiatives aiming to promote a safe, respectful and healthy University Community for students have been embedded in multiple leadership programs across College Row, the Student Guild and the award-winning UWA Fit For Study Program.

## 5.1 Collaborative Projects

### 5.1.1 College Row Cultural Review
*Jahn Health Consultancy, College Row, Health Promotion Unit, Student Guild*

In October 2017, the University and the five residential colleges (College Row) commissioned a review of sexual misconduct in the college setting in accordance to Recommendation 9 of the Australian Human Rights Commission (AHRC) report *Change the Course: National Report on Sexual Assault and Sexual Harassment at Australian Universities,* released in 2017.

The Review engaged residents in an online questionnaire, interviewed a number of residents, and commissioned written submissions from College staff and other University stakeholders. The Heads of College were also tasked to complete an audit tool for each College.

The Review was completed and released in July 2019, and found no evidence of a systematic cultural problem within College Row, with 97.1% of respondents to the survey expressing that they feel safe living at their college.

While all of the Colleges have a policy or guidelines that address sexual misconduct, there was a degree of inconsistency in the content and level of detail in those policies in the Colleges. Recommendations were also made about education, training and support services.

The University and colleges have committed to accept and implement the recommendations. This will ensure best practice into the future and ensure that college residents continue to experience the safest environment possible.

### 5.1.2 College Row Event Management Toolkit
*Health Promotion Unit, College Row,*
*Australian Drug Foundation*

Well planned and successful events encourage a sense of community spirit and social cohesion. The enjoyment and satisfaction of those attending is influenced by the way the event is planned and conducted. Inexperienced event organisers require guidance and training in event management, including the management of alcohol, to build their skills and confidence and support safer communities.

The Health Promotion Unit, UWA College Row, student leaders and external agencies collaborated to develop the College Row Event Management Toolkit and Training Program supported with funding from the Alcohol and Drug Foundation. The Toolkit utilises G-Suite and is hosted on a Google Site, providing accessible best practice resources across all Colleges, while allowing for personalisation using each College's procedures and processes.

The Toolkit provides students with information regarding;
- Alcohol at events;
- Liquor licensing and Responsible Service of Alcohol; and
- Templates and guidelines for Event Management Plans, Risk Management Plans, budgets and Event Evaluation.

Each College has administrative access to receive and approve documents submitted by students. The Toolkit provides a detailed framework for students to plan autonomously, while allowing timely oversight and guidance by staff.

### 5.1.3 'Ask for Angela' Initiative
*The Student Guild, Guild Tavern and The Captain Stirling Hotel*

'*Ask for Angela*' is an initiative which aims to help patrons to seek help to safely extricate themselves from difficult situations in licensed venues. Patrons can ask the bar staff for 'Angela', who will then discretely guide the person away from a potentially unsafe situation.

This initiative has been successfully implemented in the Guild Tavern since 2017, and has recently also been introduced at The Captain Stirling Hotel, a venue frequented by students living in College Row. There are some ongoing issues promoting the initiative to patrons at the Hotel, however the Guild is continuing to work closely with the venue's management. Furthermore, the Guild has recently reached agreement with Varsity Bar in Nedlands to extend to program to their venue.

### 5.1.4 Safe Walking Tours
*The Student Guild Women's Department*

The UWA Student Guild Women's Department run tours of the Crawley campus at night to raise awareness of lighting on campus after dark, and to show students *Walk Safe* pathways. This initiative is continuing to be implemented throughout the academic year.

### 5.1.5 EMERGING PROJECT: additional professional development in the area of eSafety
*Safer Communities Working Group*

Promoting safety and wellbeing in The University's online spaces has been highlighted as an emerging issue. Additional professional development by the Office of the eSafety Commissioner was conducted during semester 2 2019, to upskill staff to best support students who have experienced online harassment and to develop new education strategies.

**The workshop covered:**
- Key functions of the Office of the eSafety Commissioner;
- The reporting processes for serious cyberbullying; image-based abuse and prohibited online content;
- Advice and strategies for those impacted by adult cyber abuse and image-based abuse – removal of online imagery from third party sites
- Case studies from the image-based abuse team;
- Online safety resources and prevention messages.

### 5.1.6 Wellbeing Volunteers
*The Student Guild, Health Promotion Unit*

This year the Student Guild launched a Wellbeing Volunteers program through its Guild Volunteering and Student Assist Departments. This program focuses in building capacity within student leaders to empower them to support other students to live well. Volunteers undertake training programs including Mental Health First Aid. In its initial stages, the program has focused on providing support to students at events. The Guild is looking to convene a working group with the Health Promotion Unit to investigate the best way for this program to grow and make an impact, especially focusing on how this program can take a peer-support focus.

## 5.2 Education and training programs for students

### 5.2.1 Reducing the Risk of Sexual Violence Training
*Sexual Assault Resource Centre (SARC) and the UWA Health Promotion Unit*

This training was developed by the UWA Health Promotion Unit and is delivered by SARC staff, with expertise in sexual violence prevention. The training forms part of Student Leadership Training Programs (Student Guild and College Row).

**Training objectives include:**
- What constitutes and sexual violence,
- Prevalence of sexual violence in Australia and Australian Universities,
- Consent and respectful use of technology,
- The impact of sexual violence,
- Being an ethical bystander, and
- Responding to an incident or disclosure of sexual violence.

Volunteers undertake training programs including Mental Health First Aid. In its initial stages, the program has focused on providing support to students at events.
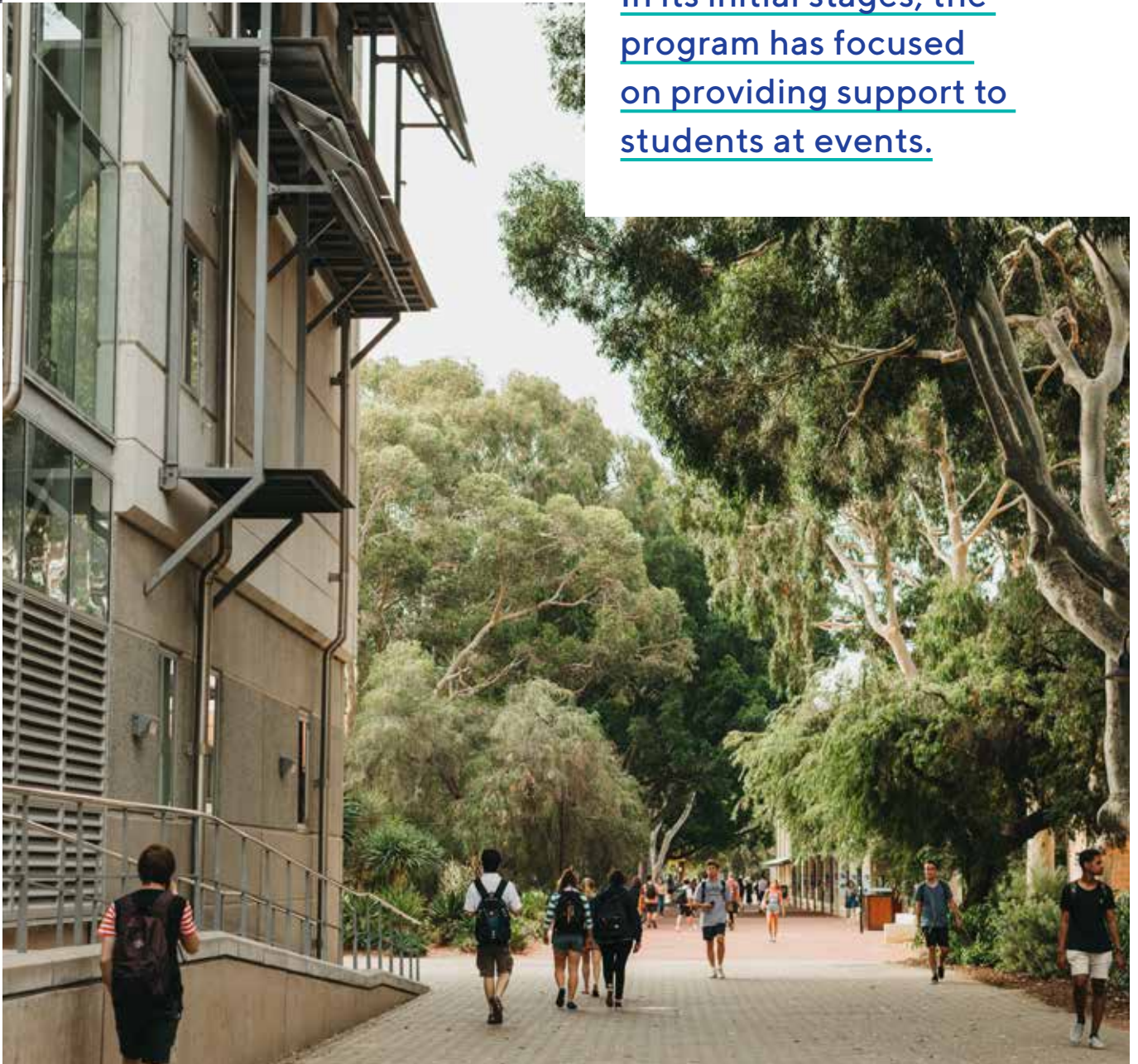
UWA staff deliver the final module within the training to outline university-specific reporting avenues, the role of the UWA Disclosures Officer and internal and external services available staff and students.

### 5.2.2 Know the Line: Sexual Harassment Training
*Equal Opportunity Commission and the Student Guild*

This training is provided by the Equal Opportunity Commission as part of Student Leadership Training (Student Guild and College Row).

**The workshop provides information regarding:**
- Sexual harassment,
- Where and how often sexual harassment occurs,
- Laws that relate to sexual harassment,
- The impact of sexualized behaviour on workplace culture, and
- Strategies to minimise the risk of sexual harassment.

### 5.2.3 Consent Matters online course
*Epigeum and the Health Promotion Unit*

Consent Matters is an online course developed by Epigeum and tailored for UWA, covering the areas of sexual consent, communication, relationships, and bystander intervention.

**The course provides students with information on:**
- Sexual consent, the law, and situations where consent can or cannot be given,
- The verbal and non-verbal signs of consent,
- The importance of clear communication and personal boundaries around sex and relationships,
- Bystander intervention, and
- Support services available at UWA and externally.

The course was introduced to the suite of training in 2018, providing UWA-specific examples and service information. The course is available to all students via Blackboard LMS.

### 5.2.4 Responding to Disclosures of Sexual Violence online course
*Epigeum and the Health Promotion Unit*

This is an online program, developed by Epigeum, and tailored for the UWA context. The course upskills staff and student leaders to respond appropriately, empathetically and confidently to a disclosure of sexual assault or sexual harassment.

**The course provides students with information on:**
- What constitutes consent and the law related to consent,
- Common myths and misconceptions around sexual violence,
- Responding appropriately to a disclosure demonstrating empathy and understanding, and
- Recognising when a first responder may require support with a disclosure.

The course outlines relevant support services and reporting processes for disclosures including self-care information for first responder. The course has been embedded in induction programs across the University, including the Student Guild, College Row, UWA Sport, Counselling and UniAccess.

### 5.2.5 SHARE Respect Presentation
*Health Promotion Unit*

*SHARE Respect* is a presentation for new students living in College Row. It provides an overview of sexual consent, healthy relationships, bystander intervention and support services available while studying at UWA. Students are encouraged to discuss common myths around consent and discuss ways to be a supportive and ethical bystander.

### 5.2.6 Negotiating consent: peer education activities
*Health Promotion Unit*

The Fit For Study Peer Educators run activities around campus and on College Row to encourage students to talk about consent negotiation, healthy relationships and accessing support services.

Activities are conducted in partnership with student groups such as the Guild Women's, Pride or Welfare Departments at awareness-raising events. All Peer Educators are trained in Responding to Disclosures of Sexual Violence prior to volunteering.

### 5.2.7 Mental Health First Aid Training (MHFA)
*MHFA Australia and the Health Promotion Unit*

MHFA Training enables staff and students to develop the knowledge and skills to provide support to a fellow student, family member or co-worker who may be developing a mental health problem or in a mental health crisis, including traumatic events.

MHFA has been delivered at UWA since 2002. In 2019, UWA achieved Gold Level recognition through the Mental Health First Aid Skilled Workplace Program. This is an acknowledgement of the University's commitment to building a mentally healthy environment for our staff, students and wider community.

### 5.2.8 College Row Event Management Training
*Health Promotion Unit*

To complement the Event Management Toolkit, an Event Management Training Program has been developed for student leaders. The program is embedded in the College Row Leadership Programs for Residential Advisors.

### 5.2.9 Student Guild Managing Alcohol at Events Training
*Student Guild Events Department*

The Student Guild provides Student Leadership Training four times a year to club executives, and other student leaders to ensure that they run safe, professional and inclusive events. This training includes training on consent, inclusion, event management, mental health awareness, alcohol and event management, and risk management.

### 5.2.10 Guild Camps Training
*Student Guild Events Department*

The Student Guild provides additional training for student leaders who are running camps. This includes training about the risks involved in running a camp and appropriate strategies to manage these risks. This is complementary to the detailed risk management and stakeholder meetings that camp leaders are required to undertake before running a camp.

### 5.2.11 EMERGING PROJECT:
### Step UP Bystander Program
*Health Promotion Unit, Trinity Residential College and The Student Guild*

*Step UP!* is a prosocial behaviour and bystander intervention program developed by The University of Arizona, adapted for use in Australia by Trinity Residential College. The Program encourages individuals to actively help others in their communities.

The program builds participant knowledge and confidence to intervene in a wide variety of unsafe or risky situations, including harmful alcohol or other drug consumption, bullying, sexual assault, gambling or acute mental health concerns. Step UP! Has been tailored to the UWA context to encompass the Code of Conduct and online safety scenarios that have been highlighted as concerns by the Safer Communities Working Group to encourage individuals to take action to support others, creating a culture of safety, equity and respect. The Step Up Program was successfully piloted in semester 2, 2019 and will be introduced during Orientation 2020.

# 6. Communications

## 6.1 Respect. Now. Always. Campaign

UWA supports the Universities Australia Respect. *Now. Always.* Campaign which aims to raise the awareness of sexual assault and harassment in the tertiary setting and lift the visibility of support services.

As part of the campaign, a comprehensive website has been developed to outline options for students who have experienced sexual assault or harassment, including the Student Guild and University support services and a variety of reporting options, including anonymous reporting. An *askUWA* web page has also been developed to provide both students and staff with information on support services available.

## 6.2 Introduction of the UWA App: Involvio

The UWA App has been introduced in semester 2, 2019 to improve communications across the UWA Community. The App incorporates safety, support, event and academic information into one user-friendly resource for students. Safety functions include a tap-to-call function for UWA Security, a contact directory for campus services, and a directory of 24-hour services such as the Lifeline Crisis Support Line.

Further enhancements to support safety, health and wellbeing are planned or being investigated.

### 6.3 EMERGING PROJECT: Consent Video Campaign

The Health Promotion Unit, Communications and the Education Enhancement Unit released an online media campaign to explore the importance of consent and healthy relationships and to promote the Consent Matters online course to students. The videos feature UWA students discussing what consent means to them and why it is important in the UWA Community. The online campaign will commence during semester 2, 2019 and will continue into Orientation 2020.

## 6.4 UWA Safer Community Award

The UWA Safer Communities Award is a new inaugural award scheme to recognise the successes of key individuals or teams who have delivered projects that aim to create a safe, inclusive and supportive environment at the University for students, in line with the *UWA Student Experience Strategy* pillar of celebrating success.

The winners of the 2019 UWA Safer Communities Award are the **Juris Doctor Boarding Pass** and the **College Row Event Management Toolkit**.

The Juris Doctor Boarding Pass is an initiative from the Academic Services Team at the UWA Law School that showcases an engaging way of presenting important information about student welfare services for students.

The College Row Event Management Toolkit is an innovative product that ensures a consistent and best practice approach to running safe and inclusive events at the Colleges. A collaboration by the UWA Health Promotion Unit and the five residential colleges, the sustainable model developed is already being adapted for us by other areas of the Universities and other institutions.

**Shortlisted finalists included:**
- Blackstone Fitness Pass – Blackstone Law Society
- THRIVE@UNIVERSITY – Trinity Residential College
- Emma Hawkins – Health Promotion Officer, UWA Health Promotion Unit
- Kaleigh Spithoven – Student Leader, Science Union
- Matias de Menezes – Security Officer, UWA Security
- Liberty Cramer – Learning Designer, UWA Education Enhancement Unit

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