

Understanding and Supporting Students Policy

Purpose

This policy sets out Construction Industry Training Centre (CITC)'s commitment to promoting the health, safety, and wellbeing of all learners. It recognises that wellbeing is critical to quality learning, teaching, and working environments, and supports retention and success for all participants.

Scope

This policy applies to:

- All enrolled learners and students.
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Policy Statement

The CITC is committed to fostering a safe, healthy, and inclusive environment where the wellbeing of learners and staff is valued and supported. We recognise that wellbeing is shaped by physical, mental, emotional, social, and cultural factors, and seek to address these holistically.

Principles

The CITC will:

1. Prioritise Wellbeing

- Recognise wellbeing as essential to effective learning and work.
- Promote a culture of care, respect, and inclusion.

2. Safe and Supportive Environment

- Maintain a learning and working environment free from bullying, harassment, discrimination, and violence.
- Provide clear procedures for reporting and responding to concerns.

3. Mental Health Support

- Encourage help-seeking behaviours.
- Provide information on support services, including counselling and crisis contacts.

- Promote awareness of mental health and wellbeing.

4. Physical Health and Safety

- Ensure compliance with Work Health and Safety (WHS) obligations.
- Promote healthy lifestyle choices where appropriate.

5. Inclusive Practice

- Recognise and respect diversity, including cultural, linguistic, religious, gender, and ability diversity.
- Support equitable access to learning and employment.

6. Learner Support

- Offer reasonable adjustments to meet individual learner needs.
- Provide support services, referrals, and information.

7. Continuous Improvement

- Review wellbeing practices regularly.
- Gather feedback from learners and staff to improve support.

Wellbeing Resources and Services (South Australia)

To support our commitment to learner wellbeing, the CITC provides the following list of recommended services and contacts available in South Australia:

General Mental Health Services

- **SA Health – Mental Health Services**

Public mental health services including community and inpatient care.

- Telephone: (08) 8226 6000
- sahealth.sa.gov.au/

- **Medicare Mental Health**

A free confidential service from the Australian Government.

- Telephone: 1800 595 212
- medicarementalhealth.gov.au

- **Sonder**

Mental health, employment, and Aboriginal health support.

- Telephone: (08) 8209 0700
- sonder.net.au

- **Mind Australia – SA**
Psychosocial supports and recovery services.
 - Telephone: 1300 286 463
 - mindaustralia.org.au/south-australia
 - **Skylight Mental Health**
NDIS and community mental health supports.
 - Telephone: (08) 8378 4100
 - skylight.org.au
 - **Lives Lived Well**
Free mental health and wellbeing services in Northern Adelaide.
 - Telephone: 1300 727 957
 - liveslivedwell.org.au
 - **UnitingSA – Mental Health Services**
Community mental health support and advocacy.
 - Telephone: (08) 8440 2200
 - unitingsa.com.au
 - **Neami National – Southern Wellbeing Hub**
Individual and group mental health supports in Southern Adelaide.
 - Telephone: (08) 8326 3591
 - neaminational.org.au
 - **AnglicareSA**
Wide range of mental health and crisis supports.
 - Telephone: (08) 8305 9200
 - anglicaresa.com.au
 - **Country SA Services Directory**
Searchable directory of health and wellbeing services across regional South Australia.
 - servicesdirectory.org.au
 - **Ask Izzy**
One website, thousands of support services. Free, anonymous and easy to use.
 - askizzy.org.au
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Crisis and Immediate Support

- **Lifeline (24/7 crisis support)**
 - Telephone: 13 11 14
 - lifeline.org.au
 - **Beyond Blue (mental health support and information)**
 - Telephone: 1300 22 4636
 - beyondblue.org.au
 - **Suicide Call Back Service**
 - Telephone: 1300 659 467
 - suicidecallbackservice.org.au
 - **1800RESPECT (family, domestic, and sexual violence support)**
 - Telephone: 1800 737 732
 - 1800respect.org.au
 - **Mates in Construction**
 - Telephone: 1300 642 111
 - mates.org.au
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Responsibilities

- **The CITC Management**
 - Promote wellbeing as an organisational priority.
 - Allocate resources for wellbeing initiatives.
 - Ensure staff are aware of this policy.
 - **Trainers and Assessors**
 - Foster inclusive, respectful learning environments.
 - Identify and refer learners needing additional support.
 - **Learners and Staff**
 - Treat others with respect and care.
 - Seek help when needed.
 - Report concerns about wellbeing or safety.
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Procedures

- Provide orientation information on wellbeing resources.
 - Share contact details for internal/external support services.
 - Encourage staff to complete training in mental health awareness and student support.
 - Maintain a confidential process for reporting wellbeing or safety concerns.
 - Review this policy at least every two years.
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Review

This policy will be reviewed at least every 2 years or as required to ensure relevance and effectiveness.

Approved by: Simon Last (CEO)

Date of Approval: 01/07/2025

Next Review Date: July 2027