

Implementation of recommendations from *Change the course: National report on sexual assault and sexual harassment at Australian universities*

| University name: UNIVERSITY OF SOUTHERN QUEENSLAND | | |
|--|---|--|
| Recommendation no. | Action already taken | Planned/future action |
| 1 | <p>The University has a Respect.Now.Always. Advisory Group that reports to the Vice-Chancellor's Executive to "take responsibility for guiding the implementation of the recommendations from the <i>Change the Course: National Report on Sexual Assault and Sexual Harassment at Australian Universities 2017</i> and the <i>Red Zone Report: An investigation into sexual violence and hazing in Australian University Residential Colleges - End Rape on Campus Australia 2018</i>." The group is responsible for the development, and implementation, of a USQ Action Plan. The University has completed the development of an Action Plan and is in the process of implementation.</p> <p>Membership of the Advisory Group includes:</p> <ul style="list-style-type: none"> Chair: Deputy Vice-Chancellor (Students & Communities) Executive Dean for each Faculty Executive Director (Campus Services) Director (Research Training and Development) Director (Student Success and Wellbeing) Director (Student Engagement & Leadership) Director (Workforce Strategy and Development) Associate Director (Health & Wellness) 2 x student representatives 2 x representatives from community sexual assault support services in Toowoomba and Ipswich | <p>The University is considering a change of name for the Advisory Group to a 'steering group' to emphasise the influence that this group has in decision-making at USQ within its terms of reference.</p> <p>The University will continue with the implementation of the USQ Action Plan.</p> |

| | | |
|----------|---|---|
| <p>2</p> | <p>The University has developed a multi-modal approach to educating and training the University community in relation to SA and SH.</p> <p>USQ Residential Colleges have embedded compulsory face-to-face training and education about SA and SH, consent, respectful relationships and bystander intervention in their induction processes for all residents bi annually. Promotion of support services and reporting processes in relation to SA and SH, counselling services for students living in Residential Colleges are clearly advertised to students, via the Handbook, website, student newsletters, promotional materials, educational programs and training.</p> <p>Guidelines for responding to disclosures of sexual assault and sexual harassment have been distributed widely across the university and are online via www.usq.edu.au/respect. They include key contact information both internal and external to the University, as well as critical steps and tips to support the individual sharing the information.</p> <p>Face to face and online sessions were conducted in 2017 to key staff in order to provide advice and information in relation to SA and SH and responding to disclosures. Selected content was also incorporated into the 2018 mandatory eInduction module for new USQ employees and refresher module for existing employees.</p> <p>The University has also launched an online module for staff called “Respect.Now.Always.” addressing awareness of SA and SH, bystander intervention, consent and responding to disclosures and support services. The module covers how to receive, respond, and refer disclosures of SA and/or SH. The online module was launched in April 2018. There is now a targeted promotional campaign underway to ensure individuals most likely to receive disclosures of SA and SH are equipped with appropriate knowledge and training. A training summary</p> | <p>The University has developed an online module for a student audience. This module is currently being reviewed by a group of students and industry experts. It is also presently being assessed for accessibility. This online module is expected to be launched to students in Semester 2, 2018.</p> |
|----------|---|---|

| | | |
|---|---|--|
| | <p>schedule was developed to deliver education programs and communication that targeted all levels of the university. Organisations with expertise in sexual violence prevention were consulted, including local sexual assault support services within the community.</p> <p>A social media campaign was deployed with messaging around respectful relationships and USQ's commitment to the 'Not Now, Not Ever' and White Ribbon campaigns. USQ has been a White Ribbon accredited workplace since September 2017.</p> | |
| 3 | <p>University has chosen multiple channels to ensure that students and staff are aware of support services and reporting channels for SA and/or SH.</p> <p>Guidelines for responding to disclosures of sexual assault and sexual harassment have been distributed widely across the university and are online www.usq.edu.au/respect. They contain: where to get help (both internal and external to the University); how to report a concern or incident; information on counselling and medical services, campus security, local sexual assault services, police, and hospitals. The guidelines also provide steps to ensure the safety and support for the person disclosing a SA or SH.</p> <p>Promotion of support services and reporting processes in relation to SA and/or SH as well as counselling services for students living in USQ Residential Colleges are clearly advertised to students, via Handbook, website, student newsletters, promotional materials, educational programs and training. The information includes advising students that they have a right to complain within Colleges as well as directly to the university and/or externally.</p> <p>The University has a dedicated College Wellness Educator position based in Residential Colleges who acts as a triage and referral point for residents and ensuring they are linked with appropriate services. The College Wellness Educator in</p> | <p>The University is navigating the process of ensuring the online module of Respect.Now.Always. for staff is included in mandatory annual induction for identified categories of staff who are more likely to receive disclosures of SA and/or SH.</p> <p>The online module for Respect.Now.Always developed and targeted at a student audience is to be released in Semester 2, 2018 contains information about reporting SA and SH at the University and externally, as well as appropriate support services.</p> |

| | | |
|---|---|--|
| | <p>conjunction with the USQ Health Service, runs health promotional workshops on topics such as sexual health, consent, bystander intervention, SA and SH.</p> <p>During orientation week since Semester 2, 2017, information about internal and external reporting procedures and support services was communicated to students during 'Meet your Support Team' sessions, disclosure cards were handed out and pertinent information is included on presentation slides.</p> <p>Ongoing relationships exist with the Toowoomba and the Ipswich sexual assault support services for referrals and sharing of resources and information.</p> <p>The online module for staff called Respect.Now.Always. contains specific information about reporting SA and SH as well as appropriate support services.</p> <p>USQ's 24/7 Student Advice Line has been provided with protocols on where to direct students for support should they phone the advice line directly.</p> | |
| 4 | <p>The University continues to support a rolling review of all University policies which now has incorporated a dedicated review of policies and procedures associated with reports of SA and/or SH.</p> <p>The University continues to support a long-standing program of Harassment and Discrimination Contact Officers at USQ who are trained respond to disclosures of SA and/or SH.</p> <p>During the development of the guidelines for responding to disclosures of SA and SH, which can be located from www.usq.edu.au/respect, there was a desktop review of local procedures and policies. These clear and widely accessible guidelines provide information in relation to safety, options for reporting, and access to specialised support.</p> | <p>The University is continuing its review of existing university policies and response pathways in relation to SA and SH in S2, 2018.</p> |

| | | |
|----------|--|--|
| <p>5</p> | <p>A working group was formed in August 2017 consisting of representatives from Human Resources and student services. They were tasked by the Vice-Chancellor to identify (1) key stakeholders within the university who were more likely to receive disclosures of SA and SH, and (2) what key training resources were available to train such personnel in receiving disclosures. This working group developed a tiered approach to training requirements for all university staff with an accompanying schedule.</p> <p>Face to face and online sessions were conducted in 2017 to key staff in order to provide advice and information in relation to SA and SH and responding to disclosures. Selected content was also incorporated into the 2018 mandatory eInduction module for new USQ employees and refresher module for existing employees. Online training is now available as well for all staff.</p> <p>Promotion of support services and reporting processes in relation to SA and SH, as well as counselling services for students living in Residential Colleges, are shared with all members of the Residential Collegiate team during induction and each semester thereafter. Residential Colleges Student Leadership training is conducted by professionals annually (and additionally as required) and includes session topics on SA and SH, first responder, bystander effect, sexual consent, healthy relationships, hazing, university policies and internal and external support available.</p> | <p>The University is continuing its implementation of the training schedule for all University staff, including those staff most likely to receive disclosures of SA and/or SH. It is also intended that key student leaders are to receive training in an ongoing capacity, for example, Meet up Leaders, Student Ambassadors, and Residential College Assistants.</p> <p>The University is currently exploring the possibility of the online module of Respect.Now.Always being included in the mandatory annual induction for identified categories of staff in 2019.</p> <p>Another strategy being explored, is an investigation into whether engaging an organisation with specialist expertise in SA and SH to provide further, in-person training for the staff most likely to receive disclosures of SA and SH is appropriate.</p> |
| <p>6</p> | <p>The University has a thorough process for managing all complaints and feedback at USQ. This process includes taking details of the complaint, providing options to the complainant, and ensuring the person is connected with appropriate support/s. The person is made aware of other reporting options as well as the University's obligations and commitments in responding to the complaint.</p> | <p>The University has identified that the Vice-Chancellor will receive de-identified reports of data associated with disclosures of SA and SH in January and July each year.</p> |

| | | |
|---|--|---|
| | <p>All reports of SA and/or SH, whether they are received through the formal complaints process or are acquired by other service centres at the University, are stored securely and confidentially. Details of all complaints are strictly limited to minimal authorised staff members.</p> <p>Should a student wish to make a complaint via the Student Complaints Management Procedure, there is a specific option for a 'sexual assault/sexual harassment' disclosure. A disclaimer about the privacy of the information, who sees it and where it goes, is also included for students.</p> <p>Residential Colleges records details in the Star Rez incidents module for any incidents involving college students and details are only accessible by authorised residential college staff. Any disclosures shared through confidential counselling are stored in a confidential case note management system, accessed only by authorised persons.</p> | |
| 7 | <p>As part of the University's regular review of operations, an audit of the University's counselling services was conducted in early 2017. A subsequent restructure and realignment of Health & Wellness services resulted to improve service delivery. This included increased resources at our Ipswich campus and the addition of an intake team to assist with managing demand. Assessment, triage, drop in and priority appointments are now available daily and as a result there is no waiting list for anyone who may present reporting SA and/or SH.</p> <p>All university student counsellors have received training in sexual assault and domestic violence and this is now a mandatory training requirement for all student Health and Wellness staff from 2018.</p> <p>University Health and Wellness team continue to maintain close working relationships with sexual assault support services located within local areas.</p> | <p>In consultation with external sexual assault support services, training to be provided to key counselling and support staff who are supporting individuals affected by SA and SH. Counselling staff will be adequately trained in the psychological effects of trauma.</p> |

| | | |
|---|--|--|
| 8 | The University has agreed to engage in national conversations about a further survey in two years' time. | USQ will engage in conversations with the sector as to an approach to conduct the national university student survey of SA and SH in 2020. |
| 9 | The University has agreed to commission an independent review of its University Residential Colleges in Toowoomba and it forms part of USQ's Action Plan overseen by the Respect.Now.Always. Advisory Group. | The University is exploring options for a review of the factors which contribute to SA and SH in its Residential Colleges. |