



UNIVERSITY
OF WOLLONGONG
AUSTRALIA

17 July 2018

Ms Kate Jenkins
Sex Discrimination Commissioner
Australian Human Rights Commission
Level 3, 175 Pitt Street
SYDNEY NSW 2000

Dear Ms Jenkins

Thank you for the opportunity to provide an update of the University of Wollongong's actions in response to the Australian Human Rights Commission's Change the Course Report. As you are aware, I have committed the University of Wollongong to implement all of the nine recommendations in the report.

Please find attached UOW's actions completed against the recommendations to date, and the planned/future actions against each recommendation. We look forward to seeing the work of all Australian Universities in this very important area on the AHRC website on 1 August 2018.

Should you require any additional information about UOW's progress against the recommendations, please do not hesitate to contact me.

Yours sincerely

A handwritten signature in black ink, appearing to read 'P. Wellings', with a large, stylized flourish at the end.

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

University name: University of Wollongong		
Recommendation no.	Action already taken	Planned/future action
1	<p>UOW's Vice-Chancellor (VC) is leading the Safe and Respectful Communities (SARC) initiative across UOW and its subsidiaries (UOW College and UOW Pulse). The VC communicates with students and staff and monitors progress against the AHRC recommendations. The SARC Advisory Group and Working Party meet regularly and report to the VC.</p> <p>In addition:</p> <ul style="list-style-type: none"> • Regular SARC updates have been provided to University Council. • Direct mail out from VC to all students providing information on safety support services available. • Safety and respect included in VC welcome email to all staff. • SARC Advisory Group formed with two meetings held since December 2017 reporting directly to the VC. • Action Plan has been drafted and is available for extensive consultation until 10 August 2018. • SARC Working Party replaced the RNA Working Group and meets on a monthly basis including a planning day where work priorities were identified. 	<ul style="list-style-type: none"> • Public reporting on the recommendations by February 2019 to be published on the UOW website and to students and staff directly. SARC Advisory Group to conduct annual reporting thereafter. • VC to continue to include safety and respect in communications including strategic planning documents. • Complete refresh of UOW Respect.Now.Always website to reflect shift towards Safe and Respectful Communities to go live end of July 2018.
2	<p>UOW continues to provide students and staff with education that addresses the drivers of sexual assault and sexual harassment. These evidence based programs are available for all levels of the organisation, form part of the developed SARC Action Plan that will be implemented 2018/2019 and are tailored to engage students and staff. UOW is building on the evidence base by measuring the impact and refining the delivery of programs.</p> <p>Education for students currently in place:</p> <ul style="list-style-type: none"> • Wellbeing Programs including Mental Health First Aid training to all UOW students and staff and now incorporates elements of the MATES (Mentors in Violence Prevention) program, Consent Matters and Step UP Bystander programs. • Bystander intervention (Step UP). 	<ul style="list-style-type: none"> • Develop a student led discussion (possible debate) around mandatory training for students. • Explore delivery of online training module for first level responders to enhance staff and student access to training. • Explore external accreditations for UOW (e.g. White Ribbon). • Ongoing extensive and expert led training to staff regarding First level responder Training. (Multiple dates booked for 2018 training). • Continue to refine and deliver subsequent versions of training and awareness campaigns based on feedback from students, staff and the UOW community.



	<ul style="list-style-type: none"> • 'Consent Matters' currently provided to all students entering UOW student accommodation. • Pro-social blended workshops to complement On line 'Consent Matters' workshop on bystander intervention and consent being offered to student leaders at UOW. • 'Responsibilities, Rights and Respect' programme is available online. • Residential student leader training including first-responder training (more than 110 student leaders trained) • In partnership with NSW Police Local Area Command, safety training provided to international students. • Included Crossroads pilot with Department of Education (for 15 schools and 1,383 students in the local region) • Education programs provided for students attending University Games, Indigenous Games and extra-curricular activities such as ski trips. • Student leaders of Clubs and Societies were provided training on key principles of first level response and support-first model at UOW including support services. • Targeted education programs conducted for student led programs (e.g. Faces of UOW) to manage disclosures. <p>Education for staff:</p> <ul style="list-style-type: none"> • 'EEO Online' is compulsory for all staff, to be undertaken every two years. • Leadership training conducted on violence prevention. • Training conducted on diversity in workforces including gender awareness. • First Responder (>240) and bystander intervention training provided for staff including all security staff (30) and staff of UOW's subsidiaries. • Joined UA's RNA campaign. • Carried out UOW-specific "It's never OK" campaign. • Training evaluation conducted. • All training includes experts and best practice. <p>Awareness campaigns for UOW community including:</p> <ul style="list-style-type: none"> • Ongoing internal and external communication regarding SARC. • Promotion of the SafeZone app and other security offerings including campus escorts. • Presence at Orientation events regarding SARC. 	<ul style="list-style-type: none"> • Develop a Health, Safety and Wellness Strategy based on best practice that includes Students as Partners. • Develop a Staff Strategy that integrates Safe and Respectful Communities into recruitment, induction, performance reviews of staff and other staff programs.
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	<ul style="list-style-type: none"> • Posters, brochures and digital media disseminated regarding SARC. • ‘Ask for Angela’ safety initiative implemented at UniBar. 	
3	<p>UOW has implemented a range of measures to ensure students and staff know about support services and reporting processes for SASH.</p> <p>These include:</p> <ul style="list-style-type: none"> • A new position of Safe and Respectful Communities Manager has been created and recruited. The Safe and Respectful Communities Manager leads a coordinated approach in managing student critical incidents and general misconduct in accordance with external legislative and internal regulatory environments; provides advice and training to university stakeholders; reports on student incidents and misconduct; develops policy, processes and systems, and manages the Safe and Respectful Communities Advisory Group and Working Party. • Completed a review and overhaul of current ‘RNA’ website including increased information on reporting and awareness. • First level responder training for staff and students likely to receive disclosures includes reporting information. • Consultation fora with students on sexual assault and harassment. • Orientation events conducted, with information about reporting. • Successful rollout of new online Complaints Management reporting system. • Communication plan developed in consultation with stakeholders. • Evaluation of ‘Consent Matters’ and ‘Responsibilities, Rights and Respect’ programmes is complete. • Work Integrated Learning Advisory Group have formulated recommendations for preventing and responding to incidents of sexual assault and sexual harassment occurring in the context of work integrated learning • Targeted communications including in UOW’s staff newsletter, emails and briefings. • A Counselling Support pack is available for people disclosing incidents with information on support services and investigation processes. • Development of plain English and accessible collateral has been disseminated to all campuses including digital marketing developed regarding SARC. • Internal and External Reporting Procedures regarding complaints are set out in the current policy framework, e.g. University Council Risk, Audit and Compliance Committee Report and “Sexual Harassment Prevention Policy”. 	<ul style="list-style-type: none"> • Deliver and evaluate the communications plan developed to accompany UOW’s SARC Action Plan, including the dissemination of information about internal and external support services available and reporting processes for SASH. • Embed respect into induction programs for staff and students including information about support services available and reporting processes for SASH. • Engage with local councils and other external stakeholders on safety strategies including public transport.



	<ul style="list-style-type: none"> • Consultation about SARC Action Plan provides information on how to report. • Strong relationships have been developed with Police, Health professionals, and external specialist counselling and support services (VANS, Rape Crisis), Salvation Army, Education Centre against Violence, Lifeline Crisis Support and Department of Education. 	
4	<p>Expressions of interest have been called for the expert led policy review at UOW.</p> <p>Improvements to UOW’s response pathways include:</p> <ul style="list-style-type: none"> • Launch of Sexual Assault and Sexual Harassment (SASH) specialist service and 1300 number. • Triage/ SASH specialist engaged by UOW to provide single point of disclosure and support. • Students at UOW receive a priority appointment within 24 hours as required. <p>Improvements to policies include:</p> <ul style="list-style-type: none"> • Interim policy review complete • Terms of Reference for expert led review of UOW SASH policies has been developed. • Core policies have been updated. • Student Health Assessment and Leave Policy is under review. 	<ul style="list-style-type: none"> • Complete the expert led review of UOW’s policy environment and response pathways in relation to SASH. • Implement the agreed outcomes of the expert led review into UOW’s policies and response pathways. • Evaluate implemented initiatives to measure their effectiveness. • Review and update the UOW Student Charter and Student Conduct Rules.
5	<p>UOW is supporting staff and student representatives who are likely to receive disclosures of SASH by providing a range of training opportunities delivered by specialists with expertise in these areas.</p> <p>To support staff likely to receive disclosures, UOW has targeted participation in:</p> <ul style="list-style-type: none"> • Expert led training to staff including First Level Responder Training. (Multiple training dates delivered and booked for 2018) This includes all UOW Security staff. • Ethical Leadership in Violence Prevention provided to Student Resident Leaders. • All frontline support staff and staff in Critical Incident and Misconduct Management team completed trauma sensitive responses to sexual assault - NSW Health Education Centre Against Violence. 	<ul style="list-style-type: none"> • Ongoing extensive and expert led training to staff including first level responder training. (Multiple dates booked for 2018). • Rollout of agreed Universities Australia (UA) training modules in 2019.



	<ul style="list-style-type: none"> • SASH specialist counsellors completed training in Neuropsychological Aspects of trauma. • Full Stop Foundation workshops were provided to Student Residence Leaders. • Full Stop Foundation – ‘Ethical leadership to prevent gender based violence on campus’ workshop were delivered to key staff. • Bystander awareness training for students. • ‘Consent Matters’ is compulsory for student leaders and is provided to all new students in UOW student accommodation. • Review of ‘Consent Matters’ and other training used has been reviewed. 	
6	<p>UOW is vigilant in ensuring that information about individual disclosures and reports of SASH are collected and stored confidentially and used only to assist or improve our practices.</p> <p>This includes:</p> <ul style="list-style-type: none"> • Counselling Unit maintaining confidential records of non-identifying and identifying incidents. • Student Services Division (SSD) managing records of reports confidentially • Only de-identified reports are submitted to Risk, Audit & Compliance Committee (RACC), a formally constituted committee of UOW Council. • Improvement action has been implemented regarding trend analysis, for example bystander reporting of sexual harassment has increased at UOW in 2018 compared to 2017. • Completed rollout of new confidential Complaints Management system including the ability for individuals to provide feedback. • Staff dealing with matters are trained in information management, privacy and confidentiality. • VC receives de-identified reports (via VCAG) on complaints reporting. • VC reviews regular de-identified misconduct reporting (including SASH) provided to RACC. • Privacy education is provided in First Responder training and new FAQ information has been provided to all staff. 	<ul style="list-style-type: none"> • Ongoing reporting to UOW’s Risk, Audit and Compliance Committee of UOW Council. • Database enhancement to be undertaken in 2018 to improve data management.
7	<p>A peer review audit of Counselling Services has been conducted to assess demand and ongoing resource and staff training requirements. This has identified how Support Services can provide an effective and timely Support-First response.</p>	<ul style="list-style-type: none"> • Implement agreed recommendations from the audit of counselling services. • Continue to enhance response pathways and support/training for Counsellors.



	<p>Improvements to response pathways include:</p> <ul style="list-style-type: none"> • Trauma Counsellor available on a short term basis within the Counselling Service to respond to initial increased presentations surrounding the 2017 release of the AHRC Survey report. <p>Training of Counsellors has been assessed including:</p> <ul style="list-style-type: none"> • Training needs analysis of Counsellors were undertaken as part of the Audit. • Triage/SASH Specialist was engaged by UOW. • Launch of SASH Service and 1300 disclosure and support number. • All counsellors have been provided with first level responder training and information on specialist services. <p>Resource requirements and improvements include:</p> <ul style="list-style-type: none"> • Assessment of support need is conducted within 24 hours of referral for support. • Priority counselling appointments are available on the hour. • Resources to Counselling are increased during identified peak periods. 	
8	<p>UOW remains committed to participating in any national student survey of sexual assault and sexual harassment.</p> <ul style="list-style-type: none"> • UOW participation in the first survey of this kind run by the AHRC. 	
9	<p>UOW has committed to an expert led review of the factors which contribute to sexual assault and sexual harassment in the residential college setting.</p> <p>An expert led review of the factors which contribute to sexual assault and sexual harassment in UOW's student accommodation setting has been commenced in July 2018.</p> <p>Additional action within UOW student accommodation includes:</p> <ul style="list-style-type: none"> • First Responder training for residence managers. • Alcohol Awareness program for students in residence. • Full Stop Foundation workshops are run for student resident leaders. 	<ul style="list-style-type: none"> • Implementation of the agreed recommendations from the expert led review of UOW student accommodation.