



*We're working for
Western Australia.*



WELLBEING

FRAMEWORK



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North Metropolitan TAFE Wellbeing Framework

North Metropolitan TAFE (NMTAFE) is committed to ensuring that students can maximise their potential and that staff are provided a safe and supportive environment to help our students on their learning journey. The NMTAFE Wellbeing Framework is dynamic, based upon three key elements that underpin the College's activities and strategies which are shaped according to changing circumstances and implemented to support all staff and students to achieve a positive state of Wellbeing.

Safe, supportive and understanding environments

NMTAFE will do this by:

- Providing safe environments (physical and electronic) for staff and students to engage, interact, exchange and share ideas with each other,
- Providing a holistic approach to Wellbeing that supports staff and students personal and professional/academic activity,
- Providing staff and student support services throughout the College, and
- Making the College's physical environment, policies and processes accessible and inclusive of all staff and students.

Ongoing learning and development

NMTAFE will do this by:

- Providing ongoing professional development opportunities for staff focused on individual Wellbeing, mental health, suicide prevention, disability and inclusion, conflict/de-escalation strategies and contemporary class room management practices,
- Promoting health and Wellbeing information and education to staff and students,
- Providing students with access to Wellbeing resources and learning opportunities, and
- Recognising the different learning and development needs of staff and student groups within the College.

Strong support systems

NMTAFE will do this by:

- Documenting and communicating College processes to support staff to respond appropriately to staff and students at risk,
- Raising the awareness and visibility of support services available to staff and students,
- Having in place a Wellbeing Consultant, the OSH, Injury Management and Human Resources team supported by multiple mental health first aid officers as first responders, and
- Maintaining currency of College and third-party support services and encouraging staff and students to access them.

Wellbeing is a state in which every individual realises his or her potential, can cope with the normal stresses of life, can work productively and fruitfully and is able to make a contribution to his or her community.

The World Health Organisation (2014)





Understanding the key elements

1. Safe, supported and understanding environment

North Metropolitan TAFE is committed to ensuring the health, safety and welfare of all staff and students across our campuses and virtual environments. Committed to providing a holistic approach to Wellbeing support and services, the College recognises its responsibility in providing a safe and inclusive learning and work environment for students and staff.

To provide a safe and inclusive environment (physical and electronic), the College will:

- Ensure Wellbeing support services are accessible to all staff and students.
- Provide information, instruction and training to ensure the health and Wellbeing of staff and students.
- Develop and maintain policies and procedures to underpin safe behaviour and managing a safe environment.
- Collaborate and exchange relevant information with organisations providing Wellbeing support services.
- Incorporate health and Wellbeing awareness into everyday working practices and managerial responsibilities.
- Provide access to 'meeting spaces' for all staff and students i.e., multi-faith prayer rooms, student lounges, Yellagonga meeting place.
- Ensure physical and virtual environments are inclusive, safe and accessible to all.

2. Ongoing learning and development

Recognising the dynamic nature and daily complexities in achieving a positive state of Wellbeing, the College will provide ongoing training and professional development to staff to keep them current with industry knowledge and practices in Wellbeing management.

In addition to ongoing staff development, the College will provide learning opportunities and access to Wellbeing resources in a range of formats including digital and online.

Suicide Prevention Training

To ensure all staff have the appropriate skills and knowledge to identify and deal with individuals who present with possible self-harm thoughts, suicide prevention training will be made available to all levels of staff.

Suicide Prevention Training is available from a variety of not-for-profit and commercial organisations providing services to improve mental health and Wellbeing in local communities.

Training outcomes include:

- understand risk and protective factors,
- how to identify the warning signs that someone may be at risk of suicide,
- how to ask directly about suicide intent, and
- understand what local and national support and resources are available to support a person at risk.

Wellbeing strategies

Led by the Wellbeing Consultant, a cross-college working group will collaborate to identify ongoing training and development opportunities to assist staff in developing various strategies that can be implemented to promote positive staff and student Wellbeing.

The working group will comprise of staff from:

- Quality and Development
- Academic leadership teams
- Administration team leaders
- Human Resources team (HR & OSH)

The working group will provide recommendations on training topics/themes that can better inform staff about how to engage with individuals displaying possible signs of Wellbeing concern, refine training delivery and be more aware of activities impacting individual Wellbeing.

Potential training topics include: stress management, conflict/de-escalation strategies, assessment scheduling, online safety and communication/engagement strategies.

Self-awareness and resilience

Led by the Wellbeing Consultant, the College will provide students with access to various third-party tools and resources (physical and online) in the areas of anxiety/stress management, resilience and self-awareness, study techniques, time management etc. These tools and resources will provide information and learning opportunities for students to build their capacity to address some of the issues influencing Wellbeing.

3. Strong support systems

To assist staff and students in achieving a positive state of Wellbeing, the College will implement various support systems. The support systems will comprise:

- Wellbeing Consultant,
- OSH, Injury Management and HR team,
- Multiple Mental Health First Aid Officers at every campus,
- A contracted professional services provider, and
- Access to free third-party support agencies.

While the College acknowledges the important role it has to play in addressing staff and student 'Wellbeing,' the provision of a comprehensive and wide array of support services is not fiscally achievable. In this regard, the College actively encourages staff and students to seek appropriate professional assistance to deal with on-going issues.

Wellbeing Consultant

To implement the proposed College Wellbeing Framework, NMTAFE will establish the position of Wellbeing Consultant that will provide advice and training to College staff and students (domestic and international) who may be experiencing a Wellbeing issue.

The position will have five broad responsibilities:

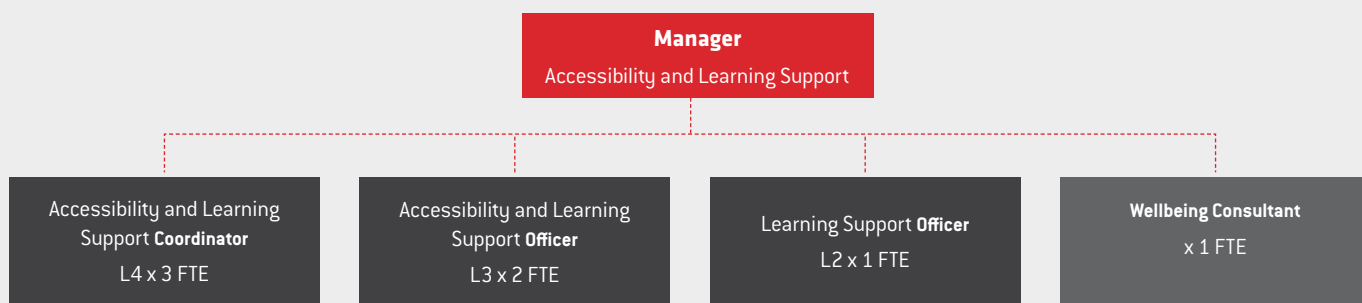
- Collaborating with areas to develop strategies, policies and procedures for staff on how to identify and respond to individuals that present in a Wellbeing crisis.
- Identification of resources and professional development opportunities for staff to develop appropriate engagement strategies (de-escalation, classroom behavioural management, assessment scheduling) to provide a supportive environment for positive staff and student Wellbeing.
- To assist staff during the debriefing of an incident in relation to post incident student/staff care.
- Provide education workshops/seminars for staff and students on various wellness topics.
- Maintain the Student Wellness section of the College's website and Staff Wellness section on the intranet site with relevant resources and information.

The position will be situated within what is currently the Accessibility and Learning Support team and report to the Manager, Accessibility and Learning Support. To work in collaboration and support the Wellbeing Consultant, the College will establish Mental Health First Aid Officers (MHFAO) at each campus to act as first responders, according to NMTAFE policy and procedures, who will be given the appropriate accredited training.

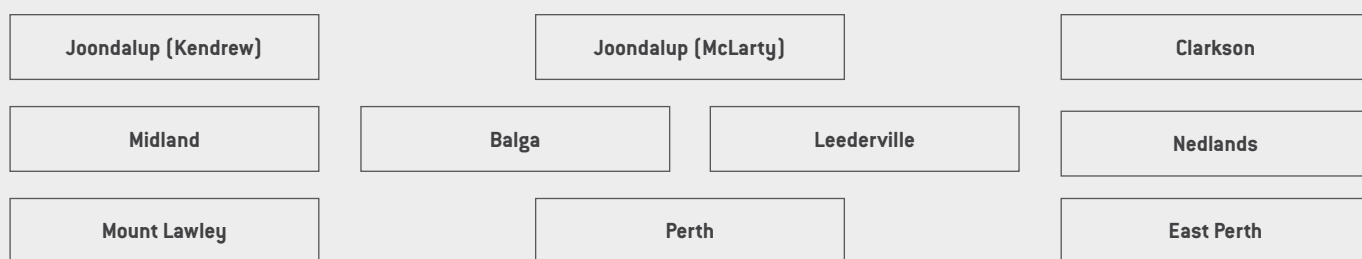
Mental illness is the leading cause of disability and poor life outcomes for young people, contributing 45% of the overall burden of disease in those aged 10–24 years.

Government of Western Australia
Mental Health Commission
Young People Priority Framework





Campus based Mental Health First Aid Officers



Mental Health First Aid Officers

To assist in providing emergency support to staff and students at each campus, it is recommended that a network of Mental Health First Aid Officers (MHFAO) be established. Any member of staff, ie, directors, managers, lecturers, customer service officers and administration staff, can nominate to become a MHFAO and will be provided with accredited training that will enable them to acquire the knowledge and skills to act as a first responder to an individual displaying signs mental health distress.

The 12-hour Mental Health First Aid course teaches adults how to provide initial support to individuals who are developing a mental health condition or experiencing a mental health crisis. The course curriculum is based on the **MHFA Guidelines** and teaches participants how to give mental health first aid using the MHFA Action Plan ALGEE.

Course participants learn about the signs and symptoms of common and disabling mental health conditions, how to provide initial help, where and how to get professional help, what sort of help has been shown by research to be effective, and how to provide first aid in a crisis situation.

Developing mental health conditions covered include:

- Depression
- Anxiety problems
- Psychosis
- Substance use problems

Mental health crisis situations covered include:

- Suicidal thoughts and behaviours
- Non-suicidal self-injury (sometimes called deliberate self-harm)
- Panic attacks
- Traumatic events
- Severe effects of drug or alcohol use
- Severe psychotic states
- Aggressive behaviours

The course can be undertaken as a 2-day training package (6 hours per day) or as 4 separate training modules (3 hours each).

Contracted provider

NMTAFE has a contracted provider in PeopleSense to provide professional support services to employees and students in time of crisis or need.

As part of the contracted service:

- Employees and eligible family members can access up to 6 counselling sessions annually. Any counselling sessions in addition to the 6 sessions for employees and their families will be at the individual's expense.
- Students, who are referred by a staff member, will receive up to 3 counselling sessions annually. Any counselling sessions in addition to the 3 sessions for students, will be at the individual's expense.
- Standard counselling sessions are to be provided within 48 hours of a request, generally at a PeopleSense premises.
- PeopleSense is to contact the referral within 15 minutes via telephone for an emergency request where a manager or lecturer believes that a staff member or student is in urgent need of support/counselling.
- Critical Incident response sessions are to be available 24 hours a day and 7 days a week. An initial phone response will be required to be provided within one (1) hour and a counselling session to be provided within 24 hours of a request.

Some of the professional counselling services to help resolve personal or work-related problems include: family or marital problems, depression, stress, anxiety, conflict, change, redundancy, interpersonal relationships, alcohol and other substance use problems, career management, grief and bereavement. Appointments and online counselling can be made by contacting PeopleSense.

Access to third-party agencies

To ensure staff and students have access to relevant and accessible information, NMTAFE will maintain a register of a variety of external and third-party support organisations. This information will be available via the College website, intranet and regularly promoted to staff and students via relevant social media and digital platforms.

Where appropriate the Wellbeing Consultant will engage with relevant agencies to provide onsite information and consultation sessions. i.e. 'Headspace' operating one day a week from the Northbridge JSC.

Key outcomes from the Wellbeing Framework and establishment of the Wellbeing Consultant position

The Framework is intended to enable NMTAFE to realise the three key elements which underpin it, namely:

- Safe, supportive and understanding environments
- Ongoing learning and development
- Strong support systems

NMTAFE is committed to ongoing monitoring and measurement of its performance against these key elements and to acting intentionally to maintain and develop the Framework.

NMTAFE's 5 Steps to Wellbeing are:

1. Connect with other people – good relationships are great for mental Wellbeing
2. Be physically active
3. Learn new skills
4. Give to others
5. Pay attention to the present moment (mindfulness)

Young People Priority Framework

The NMTAFE Wellbeing Framework is aligned to the WA Young People Priority Framework developed by the WA Government's Mental Health Commission. The Framework document and consultation can be found here: [Young People Priority Framework](#).

The purpose of the Young People Priority Framework is:

- to enable relevant government agencies, and the mental health and Alcohol and Other Drugs sectors to gain a current and clear picture of the gaps in services for young people (12 to 24 years) from prevention and early intervention to treatment and post treatment support;
- To identify the areas where priority action is needed in hospitals and the community; and
- To inform advice for consideration by Government about introducing new ways of working across existing services to achieve better outcomes for young people.

The Framework will build on existing knowledge, modelling and reports, primarily through consulting widely with young people and their families and carers, clinicians, service providers and all other relevant stakeholders, and seeking to update data wherever possible.

In Western Australia, for people aged 15 to 24, suicide is the leading cause of death.

Government of Western Australia - Mental Health Commission, Young People Priority Framework





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