Student Wellbeing and Development (renamed from ‘Pastoral Care’) Work Slate Project - Project Initiation Plan

Project objectives
The Student Wellbeing and Development Project will investigate, report and make recommendations about the appropriate support of student wellbeing and development in the University, to the Deputy Vice-Chancellor (Education) and through him to the SEG Education Committee and thence the Senior Executive Group including:

1. evaluating the match between student needs and existing provision across all areas of the University for such services
2. practice elsewhere and potential practice in addition to such services, with reference to benchmark studies of other relevant institutions and a limited literature review
3. identified shortfalls in this University’s provision
4. proposed measures to bridge any identified gaps in the University’s service provision

Scope
The Scope of the project is to establish best practice systems and structures to facilitate student development and wellbeing. The overall goal of the project is to develop and subsequently implement, a model of student service delivery that meets student needs, is proactive, has an holistic view of student development and wellbeing, enriches the student experience, and encompasses the spectrum of support needs and development opportunities.

Initial scoping will include review of the following areas of activity and services:
- The Central ‘wellbeing’ services of the University: Counselling and Psychological Services, Disability Services, Financial Assistance Service, University Health Service; Child Care Information Office; Accommodation Information Service; University Housing Office; Security Services
- Faculty and School officers with student wellbeing responsibilities: typically Associate Deans, ProDeans and Course Coordinators
- Faculty and discipline-based student clubs and societies
- Associated bodies:
  - the Residential Colleges,
  - Student Organisations (USU, SRC, SUPRA, SUSF, Campus Rewards)
  - Multifaith Chaplaincy Centre

with a view to establishing a potential model of comprehensive and holistic service delivery.

The range of activity includes both responsive and proactive (eg. mentoring and other outreach schemes) approaches.

Schemes under the Sydney Access Program are included, as is the ‘Students at Risk’ policy (possibly to be renamed more appropriately).

Associated projects
It is noted that the following workslate projects are adjacent or overlap with this project:
- Student Co-curricular Experience
- International student support
- Family Friendly project
- Student complaints handling
## Project plan

It is proposed that the project will be completed by the end of September 2011 in line with the following timetable:

<table>
<thead>
<tr>
<th>Phase</th>
<th>Description</th>
<th>Completion date</th>
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<tbody>
<tr>
<td><strong>Project initiation</strong></td>
<td>Formation of working/reference group and confirmation of scope and parameters of report and recommendation</td>
<td>March 2011</td>
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<tr>
<td><strong>Phase 1</strong></td>
<td>Mapping of existing services and activities as individual units and services, and system analysis</td>
<td>April/May 2011</td>
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<td><strong>Phase 2</strong></td>
<td>External benchmarking and literature review</td>
<td>April/May 2011</td>
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<td><strong>Phase 3</strong></td>
<td>Develop model of student wellbeing and development, including evaluation mechanisms</td>
<td>June 2011</td>
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<td></td>
<td>Development of interim report</td>
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<td><strong>Phase 4</strong></td>
<td>Consultation with all stakeholders</td>
<td>June/July 2011</td>
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<td>Possible survey of students and service providers</td>
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<td></td>
<td>- during outreach events, though webtechnology,</td>
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<tr>
<td></td>
<td>- in other contexts, eg ‘at risk’</td>
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<td></td>
<td>- through community forums, Vice Chancellors</td>
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<td>student liaison committee,</td>
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<td><strong>Phase 5</strong></td>
<td>Draft final report and recommendations</td>
<td>August 2011</td>
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<tr>
<td><strong>Completion</strong></td>
<td>Final report and recommendations complete</td>
<td>September 2011</td>
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The recommendations will need to include a communication strategy and to outline mechanisms for integration into broader University community, including identification of possible areas for staff training.

## Project organisation

**Project Lead:** Professor Derrick Armstrong (Chair)  
**Project Manager:** Ms Jordi Austin

### Working Group membership

To be determined, to include Divisional representatives (including no less than one non-Camperdown/Darlington campus representative, and one representative engaged in clinical or practicum placement coordination), and to include at least one Associate dean or Pro dean  
Student Support Services representative  
SRC representative  
SUPRA representative  
Library representative  
USU, Cumberland Guild, or SUSF representative  
Chair  
Project manager  
Executive Director and portfolio manager, DVC(Ed)

Consultation may occur from the working group to an external expert for input and recommendations.

Stakeholder consultations to include: Residential Colleges, Mutlifaith Chaplaincy, Student Organisations from across campuses. Faculty staff, including faculty based advisors,  
Project Officer to provide administrative support to the working group, and to conduct project research and coordination to sit within Student Support Services.

### Resourcing implications

Resources will be required to support the administration and carriage of this project, including salary costs for the project officer.

Longer term implications of the final model and structure to be determined.

## Recommendation

It is recommended that the Vice-Chancellor approve the commencement of this Work Slate project in accordance with this project initiation plan.

**Jordi Austin** March 2011