



UNIVERSITY OF
CANBERRA

Health, Safety & Wellbeing @ UC

STUDENT WELLBEING AND SUPPORT

University of Canberra, Bruce ACT 2617 Australia

ABN 81 633 873 422 | CRICOS 00212K | TEQSA Provider ID: PRV12003 (Australian University)



Acknowledgement of Country

Student Wellbeing and Support acknowledges the Ngunnawal people who are the traditional custodians of this land on which we are meeting and pay respect to the Elders of the Ngunnawal Nation both past and present. We extend this respect to all Aboriginal and Torres Strait Islander peoples in attendance today.

As we share our own knowledge, teaching, learning, and research practices within this University, may we also pay respect the knowledge and traditions of the Ngunnawal peoples.



Today's session

- Student Wellbeing and Support team
- Looking after your wellbeing
- Safety in Australia
- Emergency Contact information

Key support contacts

Seeking help will not impact your academic record or your student visa status.



- **STUDENT WELLBEING & SUPPORT**

- wellbeing@canberra.edu.au
- 02 6206 8841



- **MEDICAL & COUNSELLING**

- 02 6201 2351
- Download the hotdoc app

- **STUDENT CENTRE**

- Building 1, Level B
- internationalstudent@canberra.edu.au
- student.centre@canberra.edu.au
- 1300 301 727

- **UC CAMPUS SECURITY (24/7)**

- 02 6201 2222

Save this number in your phone!

- **EMERGENCY SERVICES (24/7)**

- 000

This is the number for police, ambulance and fire department

- **UC CRISIS LINE**

- Call: 1300 271 790
- text: 0488 884 227

Support after-hours and weekends

Student Wellbeing and Support

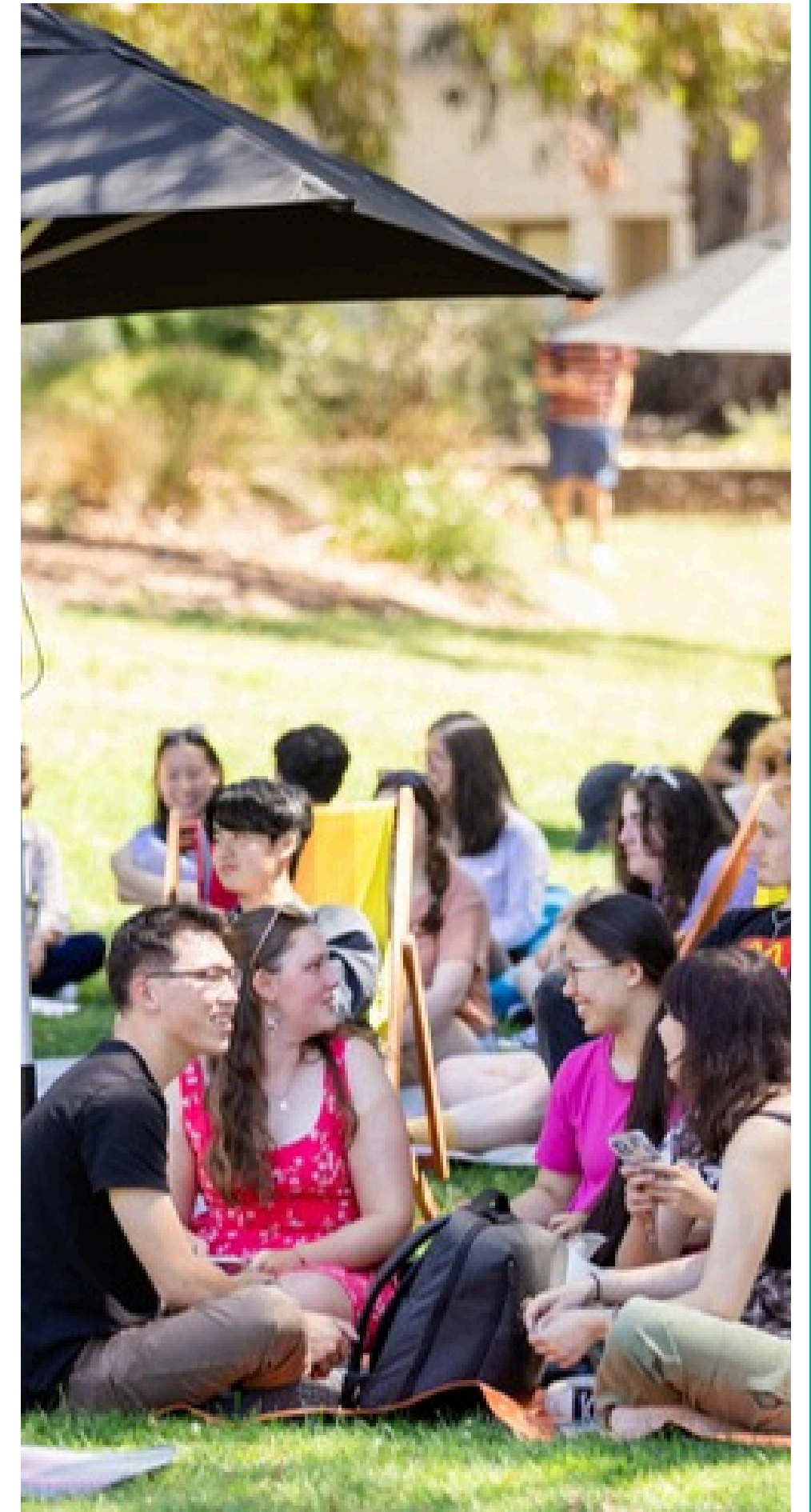
The Student Wellbeing and Support team offers care, support and connection to all students throughout your study journey.

We support students through safe, respectful and inclusive wellbeing sessions, individual consultations and drop-in wellbeing support in a non-clinical setting.

We can be a positive place to seek support, guidance, connection and care if anything in life is feeling challenging or overwhelming. We can also offer support connecting with additional professional care where relevant.

We also manage the UC Student Mentor Program, run Orientation and Transition activities, offer specialised support for international students and deliver Wellbeing outreach activities.

wellbeing@canberra.edu.au



Our approach to support

Student Wellbeing and Support provides support with anything that may be impacting you - academic, personal, family, financial (and any other) concern or challenge that you may face.

- Safety is at the heart of our support - we respect you and honour your story. We centre your wellbeing and safety in our interactions, and have a genuine commitment to creating a safe space of care and respect.
- Strengths-based practice - we work with you and focus on opportunities, foster connections and provided relevant information and advice
- Short, medium & long term support - we can provide support with one off challenges, or work with you over a period of time - whatever you feel will be best
- Connection with support at UC and in the community

wellbeing@canberra.edu.au



Connect with us early

We want your experience at UC to be the best that it can be!

If you ever have concerns or challenges, are worried about safety, experience feelings of isolation or loneliness, or anything at all that you want support with - reach out.

We work closely with amazing supports at UC and in the broader ACT community to ensure that you are supported in the best way for you.



wellbeing@canberra.edu.au



We offer support to nurture your wellbeing

You can connect with our team for support with any of the following matters that may impact you throughout your time at UC.



- Accommodation & Housing
- Domestic and/or family conflict or concern
- Feelings of isolation, homesickness and/or loneliness
- Financial Support
- Gender diversity, Identity, Sexuality
- Grief and Loss
- Grievances or misconduct matters
- Personal safety
- Physical and/or emotional assault or violence
- Relationships and consent
- Specialised international student support
- Stress, anxiety or mental health concerns
- Study challenges including exam stress

wellbeing@canberra.edu.au

Financial Support

- Wellbeing Support - connect with us to explore financial assistance that is available to you. We will work with you to explore how we can offer support in the short term, while also thinking about ongoing support as well
- Scholarships - there are a wide range of scholarships available at UC: canberra.edu.au/scholarships/
- Financial Counselling - 1st Monday of every month, a financial Counsellor is on campus for students to meet with for individual support. You can also book in at any time off campus: carefcs.org
- UCX Food Pantry - Opening Hours @ UC Hub:
 - Tuesday 11am-1pm
 - Wednesday 4pm-6pm
 - Thursday 11am-1pm
 - + Free Breakfast - Tuesday 8am - 10am at UCX Student Lounge
- Emergency Housing - we can support you to access crisis housing and explore sustainable options
- Access to essential items - if you are experiencing financial insecurity, we can support you with immediate access to food, toiletries and any other essential items



wellbeing@canberra.edu.au





More resources:

- **MyUC**

Information about UC support, forms and details about other support services in ACT



canberra.edu.au/content/myuc/home.html

- **Safe Community**

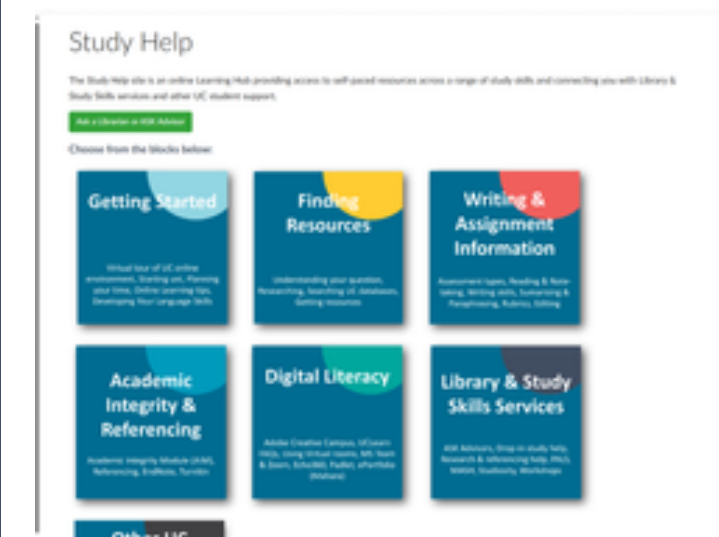
Support services, incident reporting, sexual violence resources and support



canberra.edu.au/safe-community

- **Study Support Hub**

Academic support, advice and guidance - tools, resources and access to 24/7 support



uclearn.canberra.edu.au/courses/501/wiki

wellbeing@canberra.edu.au

Safety in Australia

- Road safety
- Beach / water safety
- Safe partying
- Respectful relationships
- Emergency services



Road Safety in Australia

Drive on the left

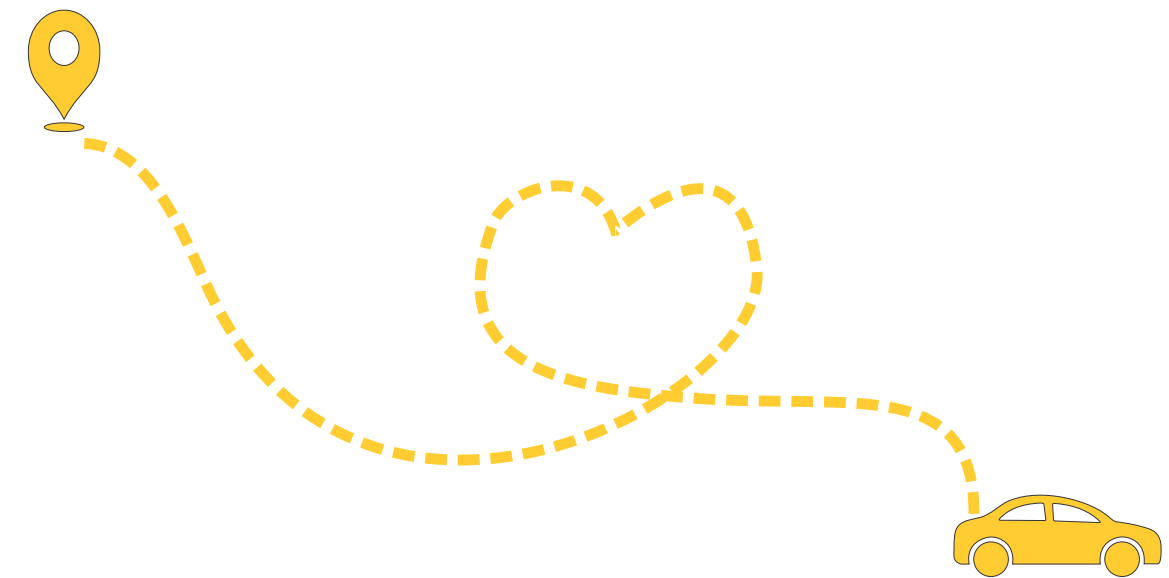
- remember that the driver should always be close to the centre of the road
- stay in the left lane unless you're overtaking (always pass on the right)
- a broken white line in the middle of the road means you can overtake if it's safe – if there are two lines you can only overtake when the one closest to you is broken.

Give way to the right

- Roundabouts (traffic circles) operate in a clockwise direction – give way to the right.
- Give way to the right at intersections, too.
- If you're driving a manual (stick shift) car you'll need to get used to changing gears with your left hand, rather than your right.
 - Indicators and windscreen wipers may also be on the opposite side of the steering wheel than you're used to, but the brake and accelerator pedals are always in the same place.

Licences

- You can drive using your foreign drivers licence for up to three months, as long as it is in English.
- If it doesn't have a photo you should always carry your passport with you when you drive. If your licence is not in English you'll need an International Driving Permit (IDP).



www.australia.com/en/facts-and-planning/getting-around/driving-in-australia.html

Road Safety in Australia

Road safety

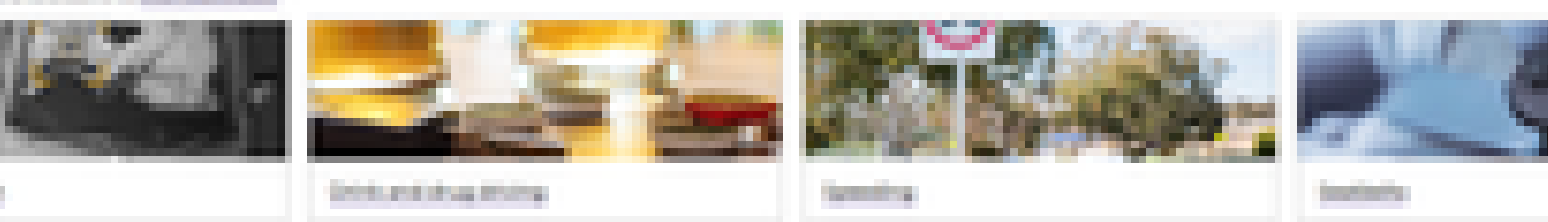
As an employer, you have a legal duty to ensure the safety of your employees. Road safety is a key part of this duty. You must ensure that your employees are safe when they are on the road. This means that you must provide them with the necessary training and equipment to ensure their safety. You must also ensure that your employees are aware of the risks of road safety and that they are taking the necessary steps to avoid these risks.

There are many ways in which you can ensure the safety of your employees. Some of the most important ways are:

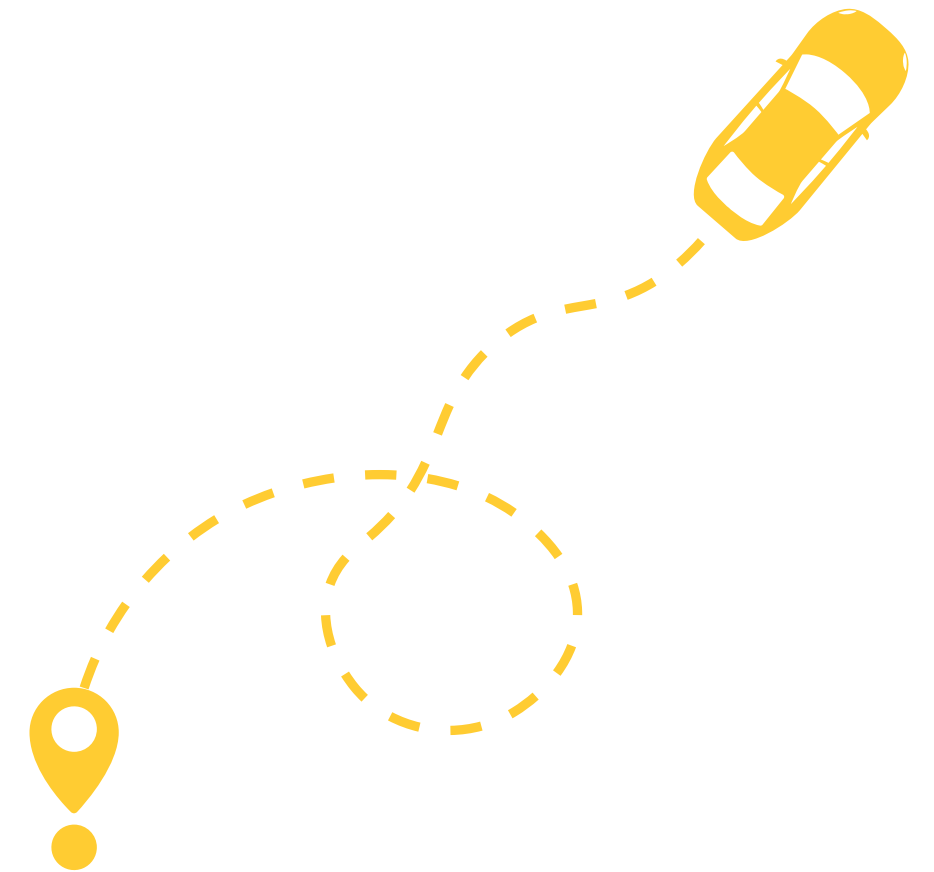
- Providing your employees with the necessary training and equipment.
- Ensuring that your employees are aware of the risks of road safety.
- Taking the necessary steps to avoid these risks.

By following these steps, you can ensure the safety of your employees and avoid any legal consequences.

For more information, please visit the [Road Safety](#) page on the [HSE website](#).



A grid of 12 video thumbnails illustrating various road safety topics. The thumbnails are arranged in a 3x4 grid. The topics represented are: Mobile distraction, Drink and drug driving, Speeding, Seatbelts, HGVs, Lorry and goods vehicle safety, Road safety cameras, Vehicle safety, Bikes, Motorcycles, Road safety, Cycle safety, Motorcycles, Road safety, Road safety cameras, Road safety cameras, Road safety cameras, Road safety cameras.



www.cityservices.act.gov.au/roads-and-paths/road-safety

Water Safety in Australia

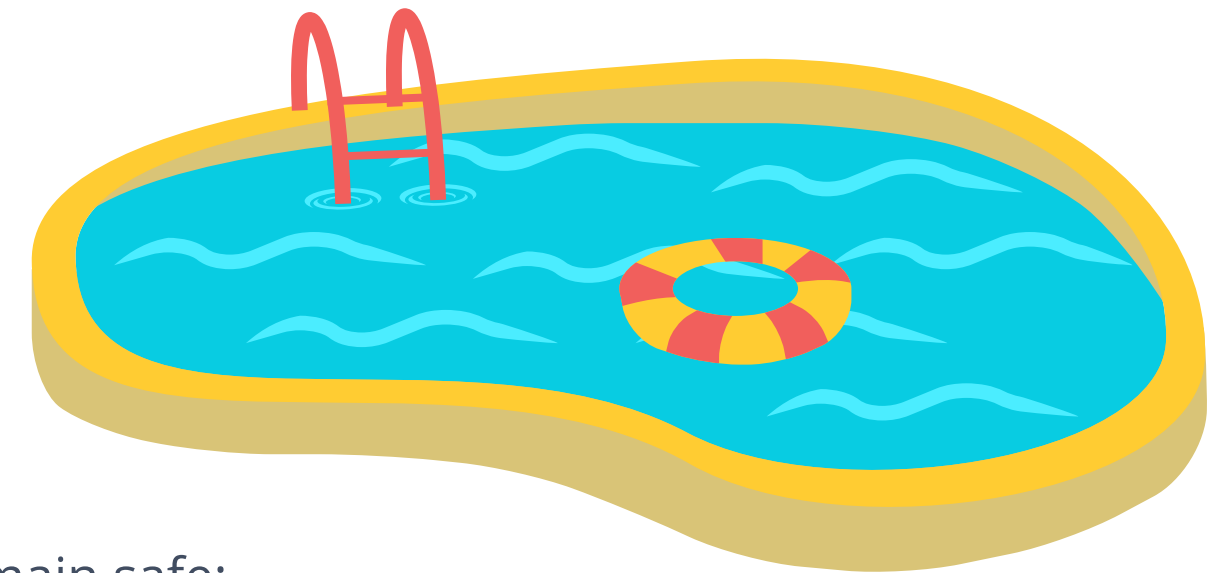
To stay safe around water, follow these simple rules:

- always supervise children around water
- learn swimming, water safety and lifesaving skills
- wear a lifejacket when boating, rock fishing or paddling
- swim at a patrolled beach between the red and yellow flags
- avoid alcohol and drugs around water.

At Australian beaches:

Follow these guidelines and you will have lots of fun at our beaches and remain safe:

- Always swim between the red and yellow flags on beaches with lifeguards and surf lifesavers.
- Look for the beach signs at the entrance to the beach, they have lots of local information and will explain to you the meaning of the signs placed on the beach.
- Never swim alone, always with a friend.
- Never swim under the influence of alcohol or after a big meal.



www.australia.com/en/facts-and-planning/health-and-safety/water-safety.html

Beach Safety in Australia

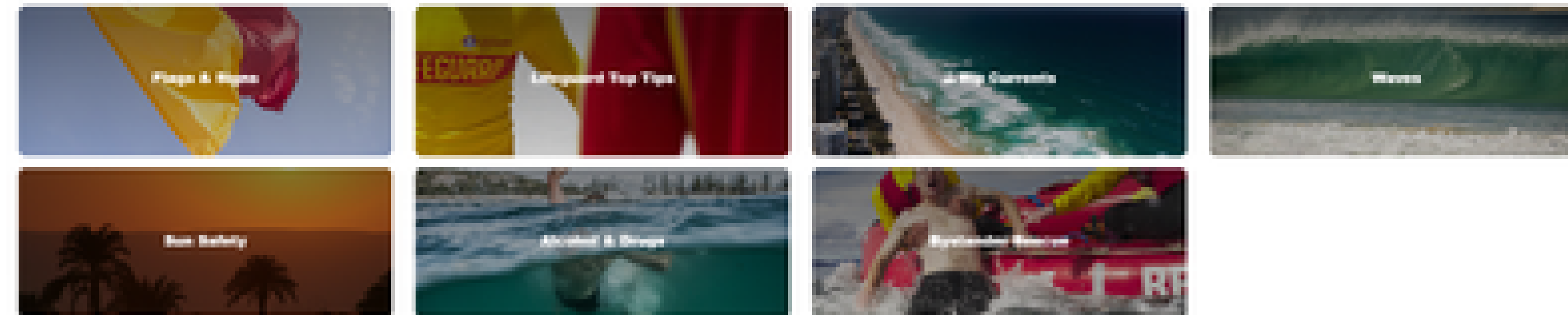
SURF SAFETY

We all love a day at the beach, but the surf can be unpredictable. That's why lifeguards use the red and yellow flags to show you the safe area to swim.

Staying safe and making the most of the coast requires knowledge and skills. This website is designed to help you learn about the beach, the science of the surf and the conditions in our oceans. Just choose a topic below, or view our [Beachsafe app](#).

It's all about helping you to enjoy and stay safe on beautiful coasts.

Surf Safety



<https://beachsafe.org.au/surf-safety>



Safe partying - alcohol



Alcohol

We want you to have a safe and fun time with alcohol, if you choose to drink.

Some ideas to ensure that you have a safe time:

- plan a safe way home - if you drink, do not drive a vehicle
- don't leave your drink unattended and make sure you watch your friends' drinks
- it's ok to say no if friends offer you more alcohol than you had planned to drink, or if you don't want to drink
- look after your friends and be aware of what is happening around you
- don't let a stranger buy you a drink
- eat food and drink plenty of water throughout the night
- know your drinking limit and stick to it. Remember everybody handles alcohol differently and don't try and keep up with anyone
- if you want to take other substances (see the next slide) :)
- know what an Australian standard drink is - www.health.gov.au/topics/alcohol/about-alcohol/standard-drinks-guide

www.health.gov.au/topics/alcohol

Safe partying - other substances

SUPPORT INFORMATION

INFORMATION ABOUT ALCOHOL AND OTHER DRUGS:

adf.org.au/drug-facts/

INFORMATION AND SUPPORT FOR TAKING MORE THAN ONE SUBSTANCE AT A TIME:

adf.org.au/reducing-risk/polydrug-use/

KNOW YOUR MIND, KNOW YOUR BODY, KNOW YOUR SUBSTANCE, AND KNOW YOUR LIMITS.

RESOURCES ABOUT SUBSTANCES:

www.dancewizensw.org.au/drug-resources

DETAILS OF ILLICIT SUBSTANCES IN THE ACT:

www.police.act.gov.au/safety-and-security/alcohol-and-drugs/illicit-drugs



Safe partying - other substances

CanTEST Health & Drug Checking

The ACT Government has launched Australia's first fixed-site health and drug checking service as a six-month pilot. The CanTEST Health and Drug Checking Service is operated by Directions Health Services and CAHMA with technical assistance from Pill Testing Australia.

This is a free service. Drug checking is a harm reduction service (also known as pill testing) that analyses the contents of drugs to help service users better understand the unknown and potentially dangerous substances in illicit drugs. Appropriate information, counselling and advice are provided to service users based on their specific test result, to encourage choices that reduce overall drug use and the harms associated with taking illicit drugs.

CanTEST Health and Drug Checking Service
Ground floor, City Community Health Centre
1 Moore Street, Canberra City, ACT

- Every Thursday from 3pm – 6pm
- Every Friday from 6pm – 9pm

www.cahma.org.au/services/cantest/

**CARE FOR
YOURSELF**

Scams



Unfortunately, there are scams targeting international students

- **Money muling -**

- A money mule is a person who receives money from a third party into their bank account, transfers it into another account and obtains a commission for it.
- If someone asks you to move money through your bank account in exchange for payment, then they are asking you to be a money mule.
- Job adverts which require no experience and offer weekly payments and flexible work arrangements.

- **Visa phone scams**

- A student receiving a phone call from someone claiming to be from immigration authorities, an education agency, or another legitimate organization
- They are told there is a problem with their visa or other immigration documents

- **Virtual kidnapping scam**

- Scammers call the student pretending to be high ranking officials from China
- They inform the student that they're involved in a criminal plot in China and are at risk of arrest
- The scammers threaten them and their families if they don't comply with the requests

www.scamwatch.gov.au/

Scams



What to do if you think you have been contacted by a scammer:

1. Stop all communication (or DO NOT REPLY)
 2. Do not make any transfers, or any further transfers of money.
 3. Call your bank if you have made a transfer, or your bank account has been threatened
 4. Report it to police using the using the Report button at www.cyber.gov.au
- If you were recruited via social media, report the scam to the social media platform you saw the scam on.
 - If you are concerned that your identity has been compromised, contact the national identity and cyber support service IDCARE at www.idcare.org

You can reach out to our team for support, advice and guidance - wellbeing@canberra.edu.au

If you are unsure, please contact a support service BEFORE taking any action

www.scamwatch.gov.au/

Respectful relationships

DEFINING TERMS

CONSENT -

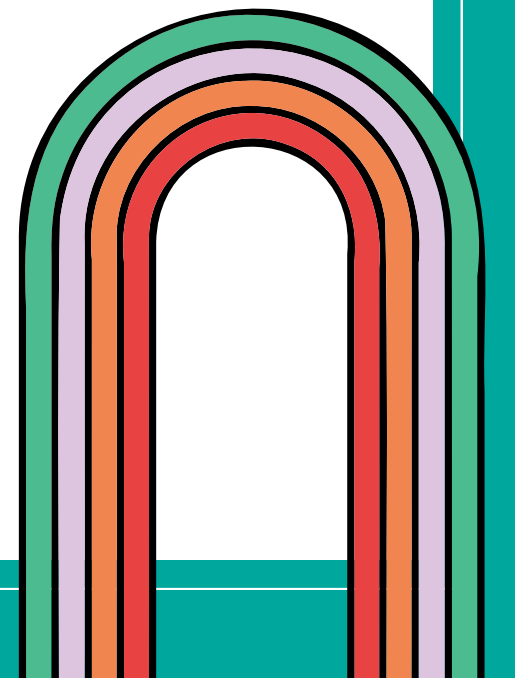
give permission for something to happen

RELATIONSHIPS -

the way in which two or more people or things are connected

RESPECT -

due regard and consideration for the feelings, wishes, or rights of others



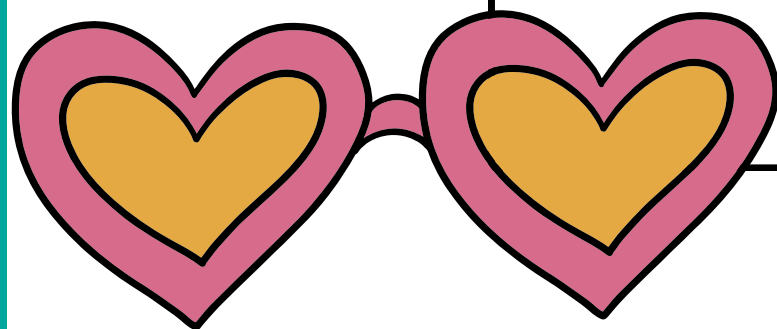
Respectful relationships

RESPECT

Every person has a right to feel safe, respected and celebrated for who they are.

We want you to thrive at UC - this means fostering a community that supports one another and celebrates your successes.

In Australia, you have rights - to say no, to speak up
At UC, you have an obligation to respect when someone says no, and to actively check in, ask, respect a response from someone, even if it is different to what you want.

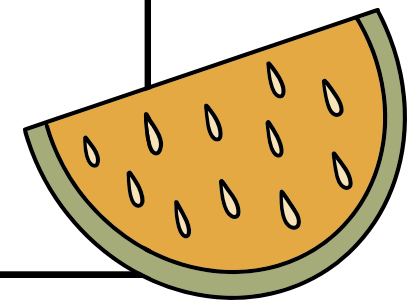


Respectful relationships

University of Canberra Student Charter

The University of Canberra is committed to providing a great student experience, appropriate to the age, stage, background and circumstances of its diverse student population. In order to achieve this goal there is a need for active and reciprocal engagement by all members of the University community. The Student Charter sets out the rights and responsibilities of all students within the University context.

- [University of Canberra Rules](#)
- [Sexual Misconduct Policy](#)
- [Student Charter](#)



Support online

Respect.
Now.
Always.

The University has no tolerance for sexual misconduct, harassment, assault and gender-based violence and promotes respect for all on our campus. We want to build a community where every student and staff member feels safe, and are dedicated to preventing sexual violence.

[Sexual Misconduct Policy](#)

[Sexual Misconduct Procedures](#)

[UN Charter on Sexual Harassment](#)



Report an incident

If you have experienced any form of sexual violence or harassment, we encourage you to reach out and report an UN Safe Community Report.

[Find out more](#)



Support for survivors

If you have experienced sexual violence, you are not alone. There is help and support available.

[Find out more](#)



Our commitment

We continue to work to prevent sexual violence within our community and partner with universities across Australia in the Respect. Now. Always. (RNA) initiative.

[Find out more](#)



Learn about consent

Our online Consent Matters program educates students and staff on respectful relationships, understanding sexual consent, and when consent is or is not given.

[Sign up to learn more](#)

www.canberra.edu.au/safe-community/sexual-violence-information-and-resources

Reporting an incident

The screenshot displays the 'SAFE COMMUNITY' website interface. On the left is a dark blue sidebar with a white menu containing the following items: 'Report an Incident', 'COWS-19 (coronavirus) advice', 'Sexual violence resources', 'National Student Safety Survey (2021)', 'Respectful community', 'Where to get help', 'Security', and 'Cyberbullying advice and initiatives'. Each item has a small white icon to its right. The main content area has a white background. At the top of this area is a blue header with the text 'SAFE COMMUNITY' in white. Below the header is a breadcrumb trail: 'Home / Safe Community / Report an Incident'. The main heading is 'Report an Incident' in a large, bold, dark blue font. Below this heading is a paragraph: 'If you have experienced or witnessed a safety issue or concern, we really hope you or email, let us know.' This is followed by two large, light blue rectangular buttons with white text. The left button says 'SUBMIT A SAFE COMMUNITY REPORT' and the right button says 'SUBMIT A REPORTING TO REPORT'. Below the buttons is a paragraph: 'Your safety and well-being is of the utmost importance to us. We are committed to providing a safe and healthy environment, and reporting concerns is an important part of ensuring this.' This is followed by another paragraph: 'If you have experienced any form of violence or harassment, sustained an injury or identified a potential hazard, we encourage you to reach out to us and let us help. Having a record of all incidents (even if no injury occurred) will allow us to take preventive action to address the concerns you have raised.' The final paragraph states: 'If you report an incident, your case will be treated confidentially and with respect. You are able to report anonymously should you wish. All incidents reported will be responded to within 24 hours (where contact details are provided).'

www.canberra.edu.au/safe-community/report-an-incident

Connect with Student Wellbeing and Support

Phone - 02 6206 8841

Email - wellbeing@canberra.edu.au

Drop-in - Student Centre, Building 1 - 10:00am-4:00pm
Monday-Friday (excluding public holidays)

After-hours support - UC Crisis Line 1300 271 790 | text 0488 884 227

Find out more and book appointment:

