# RTO POLICIES AND PROCEDURES QUALITY AREA 2: VET STUDENT SUPPORT

## DIVISION 4 – WELLBEING

### RELEVANT STANDARDS 2.6

| | |
|---|---|
| **Document code:** | Q2-D4-Wellbeing-Policy |
| **Version / Status:** | 2025-01-00 (Approved) |
| **Next mandatory review:** | 01 Jul 2027 |
| **Owner / Approver:** | CEO |
| **Location in Register:** | Complyhub |



Newcastle Rescue and Consultancy Pty Ltd

RTO Number: 41033

Newcastle Rescue and Consultancy Pty Ltd

ABN: 16154146077

www.newcastlerescue.com.au

**Document Title:** Q2.D4-Wellbeing Policy JUL25-1.docx
**Version:** 2025.01.00 | **Last Updated:** 30-Mar-26
**Accountable Role:** CEO/Compliance Manager
© 2025 Newcastle Rescue and Consultancy Pty Ltd | 41033

Outcome Standards for RTOs (2025): ✓ (2.6)

Page 1 of 10

**Contents**

**Document Title:** Q2.D4-Wellbeing Policy JUL25-1.docx
**Version:** 2025.1.0 | **Last Updated:** 30-Mar-26
**Accountable Role:** CEO
© 2025 Newcastle Rescue and Consultancy Pty Ltd. 41033

Outcome Standards for RTOs (2025): ✔ (2.6)

Page 2 of 10

## Section 1: Purpose

To ensure that the wellbeing needs of all VET students are systematically identified, supported, and monitored across the training and assessment lifecycle, in alignment with the Outcome Standards for RTOs (2025). This includes identifying cohort-specific wellbeing risks, implementing appropriate support strategies, and ensuring students are aware of actions and services available to maintain their wellbeing.

## Section 2: Scope

This policy applies to all VET students enrolled in training products delivered by Newcastle Rescue and Consultancy Pty Ltd, including those delivered by third parties. It covers all wellbeing strategies, processes, and services offered directly or indirectly by the organisation throughout the training lifecycle.

## Section 3: Key Compliance Requirements

- Outcome Standards for RTOs (2025): Standard 2.6
- Practice Guide: Wellbeing (v1.0, 17 June 2025)
- National Code of Practice for Providers of Education and Training to Overseas Students (if CRICOS)
- Privacy Act 1988 (Cth)

## Section 4: Policy Statement

Newcastle Rescue and Consultancy Pty Ltd is committed to fostering a learning environment that identifies, supports, and responds to the wellbeing needs of students. This includes physical, mental, emotional, cultural, and psychological wellbeing. We implement proactive strategies to ensure students can access appropriate support services and continue to progress through their training successfully.

All staff are responsible for promoting wellbeing and referring students to the appropriate internal or external support services. Wellbeing is an integral part of the RTO's continuous improvement system.

We are also committed to maintaining a safe and respectful environment and have zero tolerance for abuse, harassment, or violence. Incidents or risks of harm will be addressed through documented response procedures, including referral to wellbeing services, WHS reporting, and external authorities where appropriate.

## Section 5: Procedures

### 5.1    Identify Cohort Wellbeing Needs

| # | Responsible | Action | Supporting Tool / Record | Std |
|---|-------------|--------|--------------------------|-----|
| 1 | Operations Manager | Complete wellbeing review for each training product and cohort | Q2.D4-Diversity, Inclusion and Wellbeing Framework Section 2<br><br>TAS | 2.6(a) |

**Document Title:** Q2.D4-Wellbeing Policy JUL25-1.docx
**Version:** 2025.1.0 | **Last Updated:** 30-Mar-26
**Accountable Role:** CEO
© 2025 Newcastle Rescue and Consultancy Pty Ltd. 41033

Outcome Standards for RTOs (2025): ✓ (2.6)

Page 3 of 10

| # | Responsible | Action | Supporting Tool / Record | Std |
|---|---|---|---|---|
| 2 | Operations Manager | Document wellbeing strategies in TAS | TAS for each course / cohort | 2.6(a) |

## 5.2    Inform Students About Support Services

| # | Responsible | Action | Supporting Tool / Record | Std |
|---|---|---|---|---|
| 1 | Admin Staff | Provide wellbeing support information pre-enrolment and orientation, including lists of local and national support services | Student Handbook / Enrolment Pack and Induction PowerPoints | 2.6(b) |
| 2 | Trainers | Reinforce service access throughout Course duration | LMS / Class Announcements<br><br>Direct emails between VET Student and Trainer / Assessor | 2.6(b) |
| 3 | Admin/Trainers | Highlight types of available services (e.g. mental health, study skills, financial aid, culture-specific services) | Orientation materials / LMS | 2.6(b) |

## 5.3    Enable Disclosure and Support Planning

| # | Responsible | Action | Supporting Tool / Record | Std |
|---|---|---|---|---|
| 1 | Admin/Trainer | Invite voluntary disclosure during enrolment | Enrolment Form / LLN tool | 2.6(a) |
| 2 | Operations Manager | Initiate support plan when concerns are identified | Q2.D4-Wellbeing_SupportPlan | 2.6(a) |
| 3 | Operations Manager | File completed plan in student record securely | Student Management System | 2.6 |
| 4 | Operations Manager | Review and update plan as circumstances evolve | Q2.D2 Intervention Plan | 2.6 |

## 5.4    Respond to Emerging Needs

| # | Responsible | Action | Supporting Tool / Record | Std |
|---|---|---|---|---|
| 1 | Trainers | Monitor for signs of student distress | Q2.D2 Intervention Plan | 2.6(b) |

**Document Title:** Q2.D4-Wellbeing Policy JUL25-1.docx
**Version:** 2025.1.0 | **Last Updated:** 30-Mar-26
**Accountable Role:** CEO
© 2025 Newcastle Rescue and Consultancy Pty Ltd. 41033

Outcome Standards for RTOs (2025): ✓ (2.6)

Page 4 of 10

| # | Responsible | Action | Supporting Tool / Record | Std |
|---|---|---|---|---|
| 2 | Trainers | Notify Student Support Officer of concerns within 24 hours of issue | Internal Email / Incident Note | 2.6(b) |
| 3 | Operations Manager | Implement or update support strategies | Individual Support Plan-VET Student | 2.3-2.6 |

## 5.5    Prevent and Manage Abuse, Harassment or Violence

| # | Responsible | Action | Supporting Tool / Record | Std |
|---|---|---|---|---|
| 1 | Operations Manager | Investigate incidents affecting wellbeing | Q2-WHS Incident Form | 2.6 |
| 2 | All Staff | Promote respectful behaviour, respond to risks | Student Handbook / Incident Response | 2.6 |
| 3 | Operations Manager | Ensure preventative strategies are documented in induction and student handbook | Policy Handbook / LMS | 2.6 |

## 5.6    Monitor and Improve Wellbeing Services

| # | Responsible | Action | Supporting Tool / Record | Std |
|---|---|---|---|---|
| 1 | Operations Manager | Collect student feedback on wellbeing supports | Class Check-ins<br><br>Issue Inclusive Learning Experience Feedback Survey Diversity, (Located in Diversity, Inclusion and Wellbeing Framework Inclusive Learning Experience Feedback Survey) | 2.3-2.6 |
| 2 | Operations Manager | Log OFIs and actions in Governance Register | Q4-Governance Register.xlsx / OFI tab | 2.6 |
| 3 | Operations Manager | Use feedback and case reviews to enhance support strategies | Q4.D3-Governance Meeting Minutes / CI Plan | 2.6 |

**Document Title:** Q2.D4-Wellbeing Policy JUL25-1.docx
**Version:** 2025.1.0 | **Last Updated:** 30-Mar-26
**Accountable Role:** CEO
© 2025 Newcastle Rescue and Consultancy Pty Ltd. 41033

Outcome Standards for RTOs (2025): ✓ (2.6)

Page 5 of 10

## 5.7    Manage Third Party Wellbeing Support

| # | Responsible | Action | Supporting Tool / Record | Std |
|---|---|---|---|---|
| 1 | Operations Manager | Ensure third parties are audited for each training product, including post use Validation | Third Party Folder<br><br>Validation | 2.6(a) |
| 2 | Operations Manager | Audit third-party alignment with wellbeing strategy | Q2.D3-Third Party Agreement Checklist | 2.6(a)<br><br>4.2,4.3 |
| 3 | Operations Manager | Require third parties to escalate wellbeing concerns to RTO promptly | Support Plan / Escalation Pathway | 2.6(a)<br><br>4.3 (c) |
| 4 | Operations Manager | Require third parties to document support strategies used | Q2.D3 Diversity, Inclusion and Wellbeing Framework<br><br>Q2.D3-Individual Support Plan-VET Student<br><br>Q2.D2-Intervention Plan | 2.6(a)<br><br>4.4(c) |

## 5.8    Recordkeeping and Privacy

| # | Responsible | Action | Supporting Tool / Record | Std |
|---|---|---|---|---|
| 1 | Operations Manager | Maintain secure records of wellbeing disclosures | Wisenet | 2.6 |
| 2 | All Staff | Ensure consent is obtained prior to sharing information | Student Consent Statement (located in the Q2 Individual Support Plan-VET) | 2.6 |
| 3 | Operations Manager | Ensure all staff receive annual training in wellbeing support strategies | Training Attendance Record | 2.6 |

## 5.9    Work Health and Safety (WHS) Responsibilities

Newcastle Rescue and Consultancy Pty Ltd is committed to ensuring that all training environments, whether on-site or at placement locations, comply with the Work Health and Safety Act 2011 (Cth) to maintain a safe and healthy learning space.

**Document Title:** Q2.D4-Wellbeing Policy JUL25-1.docx
**Version:** 2025.1.0 | **Last Updated:** 30-Mar-26
**Accountable Role:** CEO
© 2025 Newcastle Rescue and Consultancy Pty Ltd. 41033

Outcome Standards for RTOs (2025): ✓ (2.6)

Page 6 of 10

| # | Responsible | Action | Supporting Tool / Record | Std |
|---|-------------|--------|--------------------------|-----|
| 1 | Operations Manager | Investigate all WHS incidents or near misses | Q2.D4-WHS Incident Form; Q4-Governance Register.xlsx/WHS tab | 2.6(b) |
| 2 | Trainers | Report hazards, incidents, or wellbeing risks within 24 hours | WHS Incident Report Form; internal email | 2.6(b) |
| 3 | Operations Manager | Distribute WHS induction info and maintain emergency signage | Induction PowerPoint; Fire Safety Checklist | 2.6(b) |
| 4 | Operations Manager | Support students post-incident and liaise with WHS Officer | Individual Support Plan | 2.6(b) |
| 5 | Trainers/Fire Wardens | Lead emergency evacuations and support drills | Evacuation Maps; Drill Attendance Log | 2.6(b) |
| 6 | Operations Manager | Ensure WHS incidents are reviewed at governance meetings | Q4.D3 CI Plan; Q4-Governance Register.xlsx/WHS tab | 2.6(b) |

## 5.10   Emergency Evacuation Procedure

Newcastle Rescue and Consultancy Pty Ltd maintains emergency response procedures in line with WHS regulations to ensure swift and safe evacuation of all persons in the event of a fire, natural disaster, or other emergency.

| # | Responsible | Action | Supporting Tool / Record | Std |
|---|-------------|--------|--------------------------|-----|
| 1 | Trainers/Fire Warden | Lead evacuation, confirm roll call at muster point | Evacuation Map, Drill Attendance Log | 2.6(b) |
| 2 | Trainers | Assist students to evacuate safely and report any missing persons | Emergency Checklist | 2.6(b) |
| 3 | Operations Manager | Maintain up-to-date evacuation maps and contact lists | Site Safety File | 2.6(b) |
| 4 | Operations Manager | Oversee annual emergency drills and post-drill debrief | Drill Schedule, Debrief Template | 2.6(b) |
| 5 | Operations Manager | Review drill results and log actions in Governance Register | Q4-Governance Register.xlsx/WHS tab | 2.6(b) |
| 6 | All Staff | Follow Fire Warden instructions and evacuate calmly | Staff Induction, LMS Policy Access | 2.6(b) |

**Document Title:** Q2.D4-Wellbeing Policy JUL25-1.docx
**Version:** 2025.1.0 | **Last Updated:** 30-Mar-26
**Accountable Role:** CEO
© 2025 Newcastle Rescue and Consultancy Pty Ltd. 41033

Outcome Standards for RTOs (2025): ✓ (2.6)

Page 7 of 10

All training facilities must display current evacuation signage, marked exits, and fire equipment locations. Emergency drills are conducted at least once per semester.

Post-incident or post-drill reviews must be documented, with outcomes discussed at the next Governance Meeting.

## Section 6: Evidence and Records Matrix

| Record | Location | Retention Period | Responsible |
|---|---|---|---|
| Student wellbeing referral records | Student Management System | 7 years | Operations Manager |
| TAS (cohort wellbeing needs) | Training Product Folder | Duration + 7 yrs | Operations Manager |
| Q2.D4-Wellbeing Risk Scan Template | Training Product Folder | Duration + 7 yrs | Operations Manager |
| Q2.D4-Wellbeing Support Plan | Student Management System | 7 years | Operations Manager |
| Feedback on wellbeing services | Q4-Governance Register.xlsx/OFI tab | 7 years | Operations Manager |
| Third-party wellbeing audit results | Third Party File / THP tab | 7 years | Operations Manager |
| WHS incident reports (wellbeing) | Q2-WHS Incident Form / WHS tab | 7 years | Operations Manager |
| WHS Incident Report Forms | Q2.D4-WHS Incident Form / LMS | 7 years | Operations Manager |
| WHS Register (log of incidents) | Q4-Governance Register.xlsx/WHS tab | 7 years | Operations Manager |
| Fire Drill Attendance Logs | Site Safety File | 2 years | Trainer/Fire Warden |

**Document Title:** Q2.D4-Wellbeing Policy JUL25-1.docx
**Version:** 2025.1.0 | **Last Updated:** 30-Mar-26
**Accountable Role:** CEO
© 2025 Newcastle Rescue and Consultancy Pty Ltd. 41033

Outcome Standards for RTOs (2025): ✓ (2.6)

Page 8 of 10

## Section 7: Roles and Responsibilities (RACI Table)

| Task | Responsible | Accountable | Consulted | Informed |
|---|---|---|---|---|
| Identify cohort wellbeing needs | Operations Manager | CEO/CM | Trainers | Student Support |
| Deliver wellbeing information | Operations Manager | Student Support | Trainers | Students |
| Provide support/referrals | Operations Manager | Student Support | Trainers | CEO |
| Monitor student wellbeing | Trainers | Student Support | Operations Manager | CEO |
| Collect/respond to feedback | Operations Manager | CEO/CM | Student Support | Trainers |
| Audit third-party support | Operations Manager | CEO/CM | Student Support | Third Party |
| Prevent and manage abuse/harassment | Operations Manager | CEO/CM | Student Support | Students |
| Report and investigate WHS incidents | Trainer / WHS Officer | WHS Officer | Student Support, Admin | Operations Manager |
| Maintain emergency systems & signage | Admin Staff | WHS Officer | Fire Wardens | All Staff |
| Lead evacuations during drills/emergencies | Fire Wardens | Operations Manager | Trainers | Students |
| Monitor and review WHS risks in wellbeing | Operations Manager | CEO | WHS Officer, Student Support | Governance Committee |

## Section 8: Monitoring and Review Cycle

- Annual review of wellbeing strategies and tools by the Operations Manager.
- Quarterly review of student feedback recorded in the Q4-Governance Register.xlsx/OFI tab.
- Post-incident reviews following wellbeing-related WHS incidents.
- Third party reviews conducted annually or after significant delivery changes.
- All planned strategies and outcomes to be reported to the RTO CEO.
- WHS incidents affecting student wellbeing are reviewed during each Governance Meeting.
- WHS emergency drills and post-incident debriefs are documented and reviewed quarterly.
- WHS Officer provides an incident trend report annually.

**Document Title:** Q2.D4-Wellbeing Policy JUL25-1.docx
**Version:** 2025.1.0 | **Last Updated:** 30-Mar-26
**Accountable Role:** CEO
© 2025 Newcastle Rescue and Consultancy Pty Ltd. 41033

Outcome Standards for RTOs (2025): ✓ (2.6)

Page 9 of 10

## Section 9: Document Control History

| Version | Date | Change Summary | Approved By |
|---|---|---|---|
| 2025-01-00 | 1 July 2025 | Initial release aligned to Outcome Standards 2025. | CEO |

**Document Title:** Q2.D4-Wellbeing Policy JUL25-1.docx
**Version:** 2025.1.0 | **Last Updated:** 30-Mar-26
**Accountable Role:** CEO
© 2025 Newcastle Rescue and Consultancy Pty Ltd. 41033

Outcome Standards for RTOs (2025): ✔ (2.6)

Page 10 of 10