ARH RECOMMENDATIONS FOR CHANGE | UWA Actions
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**RECOMMENDATION 1**
**LEADERSHIP AND GOVERNANCE**
Vice-Chancellors should take direct responsibility for the implementation of these recommendations, including decision-making and monitoring and evaluation of actions taken. To assist and advise them in this respect, Vice-Chancellors should have an advisory body within their institution which has responsibility for guiding the implementation of the recommendations made in this report. The advisory body should report directly to the Vice-Chancellor of each university and include representatives from:
- the university’s senior leadership
- the student body
- academic staff
- residential colleges affiliated with the university
- student services, such as: counselling services, medical services and campus security, and frontline sexual assault services.
The advisory body should be responsible for developing an action plan for the implementation of these recommendations. The development of an action plan should involve broad and extensive consultation with all relevant stakeholders from the university community and, where relevant, the wider community. The advisory body should also seek independent expertise where relevant and draw on existing research and best practice. The advisory body should assess and publicly report on the university’s progress towards implementation of these recommendations within 18 months of the release of this report. From then on, public reporting on progress should occur on an annual basis.

1. **Develop working group to identify gaps and drive University-wide actions and approach**
   ** Establishment of the Safety on Campus Working Group**
The Working Group was convened in 2017. Recently the Chair has been assigned to the Director Student Life and Experience. The group has delegated responsibility and complete support of the Vice Chancellor.
   - Representatives from the Student Guild: President, Women’s Officer, Welfare Officer and President of the Residential Students Department.
   - Members accountable for security, safety, complaints and policy
   - Frontline and management staff of University support and wellbeing services
   - Member from Affiliated Colleges
   - Member of the Communications team
   - Member of the Planning team

   **Safety on Campus Working Group Action Plan Work Streams**
   This Working Group undertook a University-wide review across 4 work streams to identify issues and areas for improvement, which were then addressed in the action plan:
   - Policy and process
   - Services and support
   - Training and education
   - Prevention and cultural change
   These work stream actions align with the recommendations of the Change the Course report.

   **UWA and the Guild undertook review of policies, procedures and support services**
   This review was underpinned by UWA’s policy on sexual misconduct.
   - Policy was broadened in definition and scope to not only students and staff whether they are on campus or elsewhere, as well as visitors.
   - Policy and process improvement is continuing as a result.
   - Engaged external subject matter experts to review and enhance policy.

   **Code Black Training**
Code Black Training relating to Threat Management was undertaken by 35 staff from Executive to Administrative, including representation from Student Guild.

The included expert advice contributing to the development of best practice approaches to support services; behaviour identification and response; disclosure, capture and reporting processes; and the approach to policy.

**Communications plan**
This plan was finalised and actioned.

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**RECOMMENDATION 2**

**CHANGING ATTITUDES AND BEHAVIOURS**

Universities develop a plan for addressing the drivers of sexual assault and sexual harassment that:

- provides students and staff with education about: behaviours that constitute sexual assault and sexual harassment, consent and respectful relationships, ‘violence supportive attitudes’ and bystander intervention, and
- identifies existing resources and communications campaigns that reinforce key messages of education programs for dissemination to staff and students.

Education programs and communications should:

- target all levels of the organisation – current and future students, staff, residential colleges, sports clubs, student societies and student unions
- be based on best practice and research
- be developed and delivered by individuals and/or organisations with expertise in sexual violence prevention
- be developed in consultation with university students, and

This is a summary of the Health Promotion Unit activities that are student focused. Human Resources also provide Online Staff programs (general staff and supervisors on Sexual Harassment)

The UWA Sexuality, Sexual Health and Relationships Education Project (SHARE) established in 2005 aims to increase positive attitudes, knowledge, skills, and behaviours associated with sexuality, sexual health and relationships among UWA community members, and promote the availability of support services on and off campus. The SHARE website provides comprehensive information regarding sexuality, sexual violence and sexual health, including sexual harassment, sexual assault, consent, safe sex, contraception, sexually transmitted infections and details of the range of support services available on campus and in the wider community. UWA supports the Universities Australia Respect. Now. Always. Campaign, to raise awareness of sexual assault and harassment issues and lift the visibility of support services.

A blended education model has been established incorporating online learning modules with face to face training. Since it was established the SHARE program has delivered the Respectful Relationships and Sex and ethics courses in partnership with the Sexual Assault Resource Centre. Training currently being delivered includes:

1. **Reducing the Risk of Sexual Violence:** Established in 2013 in partnership with the Sexual Assault Resource Centre (SARC).

   i. **Workshop:** This training is facilitated by SARC staff, with expertise in sexual violence prevention, and forms part of the Student Leadership Training program (Guild and Colleges). Training objectives include what constitutes and sexual violence, prevalence of sexual violence in Australia, consent, the impact of sexual violence, what constitutes an ethical bystander and ways to respond to an incident or disclosure of sexual violence. UWA Staff also deliver a module within the training to outline university specific reporting avenues, the role of the UWA Disclosures Officer and internal and external services available staff and students.
• include measures for evaluating and refining the actions taken.

2. Consent Matters
Boundaries, Respect and Positive Intervention covering the areas of sexual consent, communication relationships, and bystander intervention.
  i. **Online**: This course was made available to all UWA students to voluntarily complete in semester 1, 2018. The course has been tailored to provide specific UWA information and services and is available on the Learning Management System (LMS).

3. Presentation: SHARE Respect: Designed for first year students the presentation provides an overview of consent and bystander interventions.

4. Negotiating Consent (Peer Educators)
Peer education activities aimed at challenging understanding of what constitutes consent, how to seek it and how to identify situations where it can’t be given. These are conducted by trained peer educators at events around campus.

5. Mental Health First Aid
  i. **Online/ Workshop/Blended**: Through evidence-based course content, scenarios and films specific to the tertiary environment, staff and students learn practical skills to give initial support to a fellow student or any other young person or adult who may be developing a mental health problem or in a mental health crisis, this includes traumatic events.

The 2017 Australian Human Rights Commission report identified alcohol as a contributing factor to sexual assault and sexual harassment in university settings. In recognition that a university residential environment is unique the University and Residential Colleges have worked together developing a Toolkit and Training Program. The UWA LDAT is planning to work together to develop a resource specifically for UWA College Row. The project aims to:
  • Support college staff to develop policies, procedures and guidelines that adhere to state-wide legislation and the processes for planning and managing events.
  • Support students with minimal event management experience with education regarding event management, risk identification and management and the importance of managing the sale, service and consumption of alcohol.

### RECOMMENDATION 3
**UNIVERSITY RESPONSES TO SEXUAL ASSAULT AND SEXUAL HARASSMENT**
In order to ensure students and staff know about support services and reporting processes for sexual assault or sexual harassment, universities should:
  • widely disseminate information about university reporting avenues to staff and students
  • widely disseminate information about internal and external services to staff and students, including: university counselling and medical services, campus security, local sexual assault services, police, medical

1. **Public response following the release of RNA Survey Results**
   • Promote research objectives of RNA survey to UWA students through a variety of social media channels.
   • Promote impact and benefits of the RNA survey to students through social media and traditional channels.

2. **Communications plan for RNA campaign developed**
   • Demonstrate action in this area through communicating policy and procedure review and improvement.
   • Encourage students to engage in dialogue about the issue.
   • Improve student safety by talking about this issue and how it is being addressed by the University (profile raising).

3. **Guild Women’s Department ran a lighting survey investigating student’s feelings of safety on campus at night.**
• The Survey findings indicated several areas of concern on the Crawley Campus where students identified poor lighting or felt unsafe. Security committed to undertaking a lighting audit immediately and this was completed over two nights – Tuesday 26 and Wednesday 27 June. The audit identified and reported approximately 35 light globes that will be repaired right away.

• WA Police worked with the Guild Women’s Department to run night-walks of campus.

• A lighting audit was undertaken and several areas for improvement identified and prioritised for action. Light bulb checks are undertaken each night as part of Security patrols.

• Better communication of the designated Walk Safe paths across the campus is being implemented.

4. Student representatives continue to identify resources about consent, trauma-informed practices and strategies around combatting sexual assault.

• Resource sharing to benefit from the progress other institutions around the country have made.

• Slides shared with committee regarding trauma informed policies and procedures from:

  ✔ NUS Education Conference
  ✔ NOWSA (national organisation of women students Australia)

5. askUWA Q&As developed on this topic

• askUWA webpage updated with relevant content

• Staff and students are informed on how to respond to incidents or concern from the community

• http://ipoint.uwa.edu.au/
  o https://ipoint.uwa.edu.au/app/answers/detail/a_id/2671/~/advice-on-sexual-assault
  o https://ipoint.uwa.edu.au/app/answers/detail/a_id/1739/related/1

• Information on these pages also link back to the UWA Page on Sexual Harassment and Assault


• Page above also has the consent matters online (voluntary course) and the responding to disclosures of sexual violence links.

6. Respond to Guild enquiries and concerns over investigation on sexual assault and harassment on campus.

Symplicity software system purchased and being implemented in 2019 to assist with all student related matters and ensuring disclosure, reporting and tracking in complaint matters, student discipline matters, and reports of concerning behaviour.

Workshop reviewing online harassment completed with student representatives for embedding in policy and procedure.

7. Enhance SARC Outreach Service Provision

• SARC - Specialist training for Clinical and general front line staff to respond to disclosures of Sexual Violence. Reducing the Risk of Sexual Violence (RRSV) (2 hour)

• SARC face to face training with student leadership

• Funding is an issue. This was originally funded from 2012 - 2017. It is now a lecture based learning session as the numbers have increased rather than a workshop as originally designed.

8. Identify and implement training for clinical and general front line staff to respond to disclosures of Sexual Violence
Online training course Responding to Disclosures of SV available for student leaders and student support staff.
Additional training for campus medical staff in responding to disclosures
Campus Security also considering appropriate training.

- Several staff have now had front line training
- Planned in 2019 –
  - Equity Grievance Officer training for frontline staff and staff in CRU and HR focusing on interviewing a person disclosing/complaining
  - Attendance by a few staff at the Australasian University Safer Community Symposium in May which will focus on establishing an association and the sharing of best practice

9. In addition to the established education and training services, introduce online training programs which includes reference to UWA policy and campus support services.
- A combination of online training, workshops, peer education events and media campaigns have been incorporated into the education of students and staff around sexual consent, communication, relationship and healthy bystander intervention to generate a shift in favour of a healthy campus culture.
  - Training sessions continue to run
  - Review of the training materials is undertaken as required

10. Responding to disclosures
- Responding to Disclosures of Sexual Violence training - 1.5 to 2 hours. certificate provided on completion.

11. Review of female security officers to assist female assault victims
- Female security guards have been recruited
- Security Escorts are available to walk students to carparks or colleges, however the use of this service has declined in 2018. Understanding why this has occurred will help to improve the service
- Face to face training with Guild and security is proposed.

12. Refine and respond to current CCTV ‘blackspot’ audit
- Lighting and CCTV survey reports and campus safety zone assessments have been incorporated into campus planning activities.

13. Review of event management practices
- Guild Leadership Training includes:
  - Event Management
  - RRSV
  - Managing Alcohol at Events
  - Inclusivity
  - Camps (High Risk events)
14. **Train security staff on referral processes for access to 24/7 help / counselling line**

- Training areas to be addressed:
  - Better training of casual staff
  - Female security staff
  - Reporting obligations formalised

15. **Explore further actions and options to align culture with Code of Conduct to prevent incidents relating to personal safety**

- Be A Better Human campaign (Flinders University)
- Tell the Community "This is what our expectations are" Educate them to understand what are our expectation and what are the consequences when these are not upheld.
- Have taken some other steps and have joined the Tertiary Safer Community Network to consider different approaches.

16. **Review Sexual Harassment Policy**

- Sexual Harassment Policy was reviewed and new University Policy on: Sexual Misconduct went live in July 2017.
- University developing a policy focusing on respectful and appropriate behaviour to include sexual misconduct and to capture other types of behaviour which causes harm to others. Intended completion of policy and procedures mid 2019.

17. **Review policy position more broadly about personal safety, review in the scope of the Code of Conduct**

- Values consultation completed to ensure consistency and subsequent messaging around the revised Code of Conduct and linked policies
- Review of University Regulations on student conduct and discipline commenced and due for completion in 2019 – in consultation with Student Guild.
- UWA has funded a community of practice project looking at restorative practice and its use where a person or people have been harmed. This, in addition to mediation, is to be embedded in the complaint process where appropriate and will be considered in the review of Regulations.

18. **Feasibility and business case the introduction of mobile personal safety back-to-base apps (e.g., 'safeZone')**

- As an interim measure, staff and students can contact Security via SMS
- The Safety on Campus Working Group members to coordinate a report for the Safety on Campus Working Group recommending the best app for UWA. Some examples to be explore are:
  - NowForce – ECU has 5000 users currently using. GEO location, visual and audio also. Therefore should a formal complaint be made there is evidence of incident occurring. On campus the app is set to notify security and off campus to notify Police.
  - INVOLIO app. Includes safety app function. To be implemented 2019

19. **Guild to revise regulations and work with UWA to align policy and process to allow more effective action or escalation when required**
• Student representatives contributing to the best practice resources and guidelines both in terms of community engagement and cultural development, and responding to reports.
• Student Guild is also reviewing their own regulations on conduct and related policies as they apply to student volunteers.

20. **Clarify the processes and procedures for responding to and managing cases of harassment and/or violence where it has occurred in non UWA managed/controlled digital environments**
   
   • Code and policy review includes related documents such as guidelines and procedures – in development and for finalisation in 2019.
   • Scope of policy does now include out of UWA controlled spaced where the impact extends to the University experience. Inclusion in complaint resolution already approved and consideration of reflecting this in the revised regulations on student conduct and discipline scheduled for 2019.

21. **Distribute hundreds of mobile phone card holders containing security & emergency numbers**

   • Distribution hundreds of mobile phone card holders containing security & emergency numbers as part of orientation. Actioned in 2017. Also re-run in semester 1 2018. Positive response from students.
   • Re-run in semester 1 2019 for orientation, and all card holders purchased were distributed.

22. **Clarify roles and responsibilities where a person:**

   o Seeks support
   o Wishes to make a disclosure
   o Wishes to make a report

   • A landing page for communications has been developed which includes support, disclosures and reporting information. http://www.student.uwa.edu.au/experience/health/sexual-harassment-and-assault

**RECOMMENDATION 4**

**University processes for responding to sexual assault and sexual harassment**

1. **Agreement on where/how to report incidents of SA/SH achieved (previously this process was unclear)**

   • Providing students with training in UWA’s SA/SH policies, plus training in what constitutes SA/SH, how to report it and what the University response will serve to drive cultural change and provide the means to address an incident if it arises.
   ❖ University’s code of conduct and charter of ethics (as it relates to SH/SA) will be understood by all students.
Students who experience sexual assault and sexual harassment require a flexible, trauma-informed response from their university.

In order to ensure that actions taken by universities to prevent and respond to sexual assault and sexual harassment are appropriate, within a year of the release of this report universities should commission an independent, expert-led review of existing university policies and response pathways in relation to sexual assault and sexual harassment. This review should assess the effectiveness of existing university policies and pathways and make specific recommendations to universities about best practice responses to sexual assault and sexual harassment.

In the interim, and at an institutional level, universities should draw on sexual violence counselling expertise to develop and review processes for responding to sexual assault and sexual harassment of students to ensure that they:

- ensure the immediate safety and wellbeing of the individual who has experienced the sexual assault or sexual harassment are clear and accessible
- provide individuals with control over what happens to their report
- have the flexibility to suit individual circumstances
- provide students with support to continue with their studies
- provide specialist support, from someone who has specialist expertise and training in sexual assault, sexual harassment and trauma counselling of sexual assault survivors, and accommodate the needs of students from a diverse range of backgrounds.

Visibility of UWA’s policy in this space will be lifted, as will the availability of support services

- UWA continues to improve collaboration between Wellbeing, Security and Complaints Unit. Implementation of the Simplicity system will greatly improve linkages and reporting. Simplicity to be implemented in 2019.
- The Disclosure process now has precautionary measures that can be put in place and currently investigating a process other than special consideration so that precautionary measures can be more efficient.
- UWA now has an independent expert led review of our existing policies and procedures in plan.
- A new funded position of Student Case Management and Disclosure Officer expected to commence in 2019.

RECOMMENDATION 5
University processes for responding to sexual assault and sexual harassment

Universities should conduct an assessment to identify staff members and student representatives within their institution most likely to receive disclosures of sexual assault and sexual harassment.

Universities should ensure that these staff members and student representatives receive training in responding to disclosures of sexual assault and sexual harassment, delivered by an organisation with specialist expertise in this area.

- Student Leader Training continues to run training for student leaders which includes training about sexual assault and harassment
- Compulsory training for College RAs in Reducing the Risk of Sexual Violence
- Consent Matters online course available to all students, one college has made it a compulsory orientation component (591 completed as at 11/04/18)
- Mental Health First Aid (MHFA) 12 hours accredited course and blended e-learning course Established 2004
- Mental Health Awareness (MHA) 2 Hours Established 2011
- Responding to Disclosures of Sexual Violence. 1.5 to 2 hours. certificate provided on completion
- Sexual harassment –know where the line is (2 hour) EOC Established 2017
- SARC - Specialist training for Clinical and general front line staff to respond to disclosures of Sexual Violence. Reducing the Risk of Sexual Violence (RRSV) (2 hour)
- Funding is an issue. This was originally funded from 2012 - 2017. it is now a lecture based learning session as the numbers have increased rather than a workshop as originally designed.
- Guild Leadership Training includes:
  - Event Management
- RRSV
- Managing Alcohol at Events
- Inclusivity
- Camps (High Risk events)

- Training in use of SASH assessment tool if purchased for front line staff.
- One year restorative practice (community of practice) funded by UWA to provide education and training of the use of restorative practice, where appropriate, to assist restoring relationships – can go beyond the parties involved to witnesses and bystanders as well.

- A combination of interactive online training, face-to-face workshops, peer education events and media campaigns added to the existing the Sexuality, Sexual Health and Relationships Education (SHARE) Project at UWA since 2003.

- Responding to Disclosures of Sexual Violence Training:
  
  **Online:** The Responding to Disclosures of Sexual Violence Epigeum course is designed to equip university staff and student leaders with the understanding and skills to respond appropriately to disclosures of sexual violence. The course has been designed for the tertiary environment and allows for adaptation to provide UWA-specific referral information will also be included so that support services and reporting pathways are made clear. The course will be transferred to the Learning Management System (LMS) to include UWA specific information and services in semester 2, 2018.

  **Workshops:** The workshop was facilitated by SARC staff, with expertise in sexual violence prevention and provided General Practitioners working on campus. The training outlined sexual abuse and the impacts of trauma, the links between sexual abuse and difficulties in the healthcare setting, skills for responding effectively to a disclosure, helpful strategies, recommended approach for healthcare providers and an overview of SARC services. Additional specialised workshops are planned for Security Staff.

- UWA Sport has implemented pre departure training and awareness for all student athletes representing Team UWA at national events on risk management and incident response. In addition, UWA Sport staff and student leaders undertake training on managing a disclosure of sexual assault via the UWA online module.

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<th>RECOMMENDATION 6</th>
<th>Monitoring and evaluation</th>
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<td>Universities should ensure that information about individual disclosures and reports of sexual assault and sexual harassment is collected and stored confidentially and used for continuous improvement of processes, including:</td>
<td>1. <strong>Incident Reporting - Process Mapping</strong></td>
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<td>• details of the complaint/incident</td>
<td>Improve incident capture and reporting systems, and align with response and management processes.</td>
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<td>It was agreed that UWA should seek to implement the best “peer reviewed” software solution available to achieve the software solution for the reporting recommendations from the RNA report. This would close a critical gap identified. Simplicity now purchased and to be implemented in 2019.</td>
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<td>2. <strong>Identify gaps and a solution to achieve a centralised incident reporting system</strong></td>
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<td>• steps taken to respond to the complaint/incident, i.e.: whether the individual reported to police, whether the perpetrator was moved to a different lecture/tutorial, support or assistance received, i.e.: whether the person received counselling from university services, whether they reported to police, whether they received support from an external sexual assault service, time taken to respond to the report and/or refer the person to support services, and any feedback provided by the complainant/respondent in relation to the process. Access to this information should be limited to staff members with responsibility for responding to disclosures and reports and those responsible for improving university responses to disclosures and reports. On a regular basis – at least every six months – Vice-Chancellors should be provided with de-identified reports of this data, including any trends or identifiable concerns which arise, along with recommendations for any necessary improvements to processes.</td>
<td>• SE, CRU, IT and Business Process to be involved in software solution peer review (Curtin for Palomar; QU for Calysto and Lighthouse). Now completed.</td>
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**RECOMMENDATION 7**

**Monitoring and evaluation**

Within six months of this report, but as soon as possible, universities should conduct an audit of university counselling services to assess:

- the capacity of university counselling services to respond to students’ requests for counselling in an appropriately timely manner, and
- how many university counselling staff have received training in working with sexual assault survivors.

As part of this audit, universities should collect data on:

- the average length of time students are required to wait to see a university counsellor, and
- the number of urgent/crisis requests for counselling received.

This data should be assessed to determine whether additional counselling services are required to meet the urgent needs of students.

The University has undertaken a review of the availability and specialisation requirements of our internal and external counselling services. This was supported by an increase to services during the time of the release of the Change the Course report, and during the same sex marriage campaign. This remains an ongoing area for review for the University.

The Counselling Service’s 2018 Annual Report reflected an average of 5.2 FTE staffing across the year. 2.6 FTE (excluding the manager) are psychologists able to respond to higher level presentations. The service had a 1:5125 staff: student ratio, based on 2017 enrolment number with 24091 students. Clients are offered 6 sessions across the year and therefore continuation of staff availability is important. Staff are able to work within a trauma informed model (The Head of Counselling attended a 3 day Domestic Violence course offered by Relationships Australia.

Counselling was able to provide same-day emergency support when required but wait periods for follow up sessions were on average 3-4 weeks across the year.

Triage was based on a first come first served walk-in model with a capacity to triage between 5-8 students per day. When triage was fully booked students were requested to come back the following day.

131 urgent / crisis sessions were delivered throughout the year, ranging from suicidiation; trauma related to violence / sexual assault / accidents / crimes; and psychosis.
students who have experienced sexual assault or sexual harassment. If additional counselling services are required, universities should ensure that these additional resources are in place as soon as practicable.

### RECOMMENDATION 8
**Monitoring and evaluation**
Universities should engage an independent body to conduct the National university student survey of sexual assault and sexual harassment at three-yearly intervals to track progress in reducing the prevalence of these incidents at a sector-wide level.

To be confirmed.

### RECOMMENDATION 9
**Residential colleges and university residences**
In addition to considering the implementation of the university recommendations made in this report, residential colleges and university residences should commission an independent, expert-led review of the factors which contribute to sexual assault and sexual harassment in their settings.

The five residential colleges with support of UWA and The Student Guild have embarked on a unified approach to responding to Recommendation 9 through the implementation of a Cultural Review by an independent expert led review. Surveys and interviews have occurred across all stakeholder groups and a report is now being prepared with recommendations. The independent review is in the process of finalising the report with a view for college to adopt recommendations and develop plans of action to support them. This may include alignment of Code and Policies, removal of any barriers to reporting, and the development of consistency between the University and Colleges.

The information obtained during this review will also generate solutions that can be implemented by College Row to: prevent incidents of sexual assault and sexual harassment; and respond to incidents of sexual assault and sexual harassment reported by residents.

The review will explore:
- The laws relevant to sexual assault and sexual harassment.
- Relevant UWA and College Row policies and procedures, and their consistency with laws and regulations.
- The consistency of policies and procedures between UWA and College Row, and across College Row.
- College Row processes for receiving, reviewing and resolving reports of sexual assault and sexual harassment.
- Processes being applied to advise and educate College Row staff of their legal responsibilities for preventing and responding to incidents of sexual assault and sexual harassment.
- The training and resources available to College Row staff and other potential first responders to respond to complaints of sexual assault and sexual harassment.
- Processes currently being applied to: maximise the safety of College Row residents while residing in the college and at college events; advise College Row residents of the services and resources available regarding sexual assault and sexual harassment; educate College Row staff about strategies for maximising the safety of Residents; and inform College Row residents of relevant policies and procedures.
• the level and nature of supervision in a twenty-four hour residential setting in which large numbers of young people are living away from home, and
• the level and adequacy of training required to equip residential advisors to serve as first responders or in response to matters of sexual assault and harassment.