RESPECT. NOW. ALWAYS.

QUARTERLY PROGRESS REPORT: NOVEMBER 2018

CQUNIVERSITY AUSTRALIA – *RESPECT. NOW. ALWAYS* PROGRESS REPORT

31 AUGUST 2018 – 30 NOVEMBER 2018

BACKGROUND

In February 2016, Australia's universities launched a ground-breaking initiative to prevent and address sexual assault and harassment across the Higher Education sector.

The *Respect. Now. Always.* (RNA) campaign highlighted the determination of Australia's universities to ensure our institutions are places of safety and respect and build on work done by individual universities over many years, to develop policies, reporting procedures and support services.

The campaign aims were to:

» raise awareness of sexual assault and sexual harassment and lift the visibility of support services for students;

» obtain data to guide further improvement in university policies and services; and

» assist universities in sharing global best practice resources across the sector.

In late 2016, tens of thousands of Australian university students were asked to participate in Australia's first-ever national prevalence survey on university student experiences of sexual assault and sexual harassment.

The survey results gave Australian universities a clearer evidence base to guide further work to prevent and address sexual assault and sexual harassment and keep students safe.

The leaders of all 39 Australian universities funded the Australian Human Rights Commission (AHRC) to investigate the nature and scale of these behaviours. The survey was supported by the National Union of Students (NUS) and the National Tertiary Education Union (NTEU).

All survey responses were confidential and the privacy of everyone invited to take part was protected.

The survey findings were published by the Commission in the national *Change the Course* report released on 1 August 2017.

In response to the release of this report, CQUniversity established a RNA working group to develop and implement a comprehensive action plan that would ensure CQUniversity's commitment to addressing and responding to sexual harassment and assault.

The CQUniversity *Respect. Now. Always.* Action Plan sets out 41 separate actions under five key pillars.

These pillars are:

1. Leadership and governance
2. Awareness, prevention and education
3. Service and support
4. Safety and security
5. Evaluation and research

Each pillar and action has been developed by analysing the recommendations set out in the AHRC's Change the Course report and the Universities Australia 10-point Action Plan. It has also been informed by consultation with staff and students, and third-party experts.

The plan and all associated actions will be implemented by December 2019. Upon completion, CQUniversity will complete a thorough internal and external evaluation of the plan and the associated outcomes. This evaluation will guide future activity within this space and will also help CQUniversity to continuously improve its policies, processes, support services, education and awareness messages, and professional development offerings; so that we are better able to respond to the needs of our students.

PROGRESS

EXISTING ACTIONS

CQUniversity has always had a zero tolerance approach to any form of violence, harassment, abuse, bullying or misconduct. Every member of the CQUniversity community has a right to feel safe and to be able to work and learn in a supportive, caring and positive environment. CQUniversity therefore has a number of governance processes in place to ensure people understand their rights and responsibilities when it comes to their behaviour. Any formal complaint made by a staff member or student is fully investigated and dealt with fairly and compassionately. For many years, CQUniversity has had in place a number of mechanisms to ensure the health, safety and wellness of staff and students, these include:

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» **CQUniversity Code of Conduct** – CQUniversity has in place robust code of conduct for staff that outlines university expectations when it comes to behaviour, integrity and compliance with university values; including our zero tolerance approach to any form of harassment, abuse, assault or bullying. Any breach of these codes results in disciplinary action.

» **Student Charter** – The CQUniversity Student Charter sets out rules and expectations for both the University and students to adhere to in order to ensure a positive student experience.

» **Student Behavioural Misconduct Policy** – The Student Behavioural Misconduct Policy sets out clear rules around the behavioural expectations of all students and outlines different levels of disciplinary action that can be taken.

» **Zero Tolerance training** – CQUniversity delivers compulsory zero tolerance behavioural training to all staff, every two years. The completion of this training is a legal compliance requirement.

» **Employee Assistance Program (EAP)** – The Employee Assistance Program (EAP) provides staff with access to free, confidential health and wellness support including counselling.

» **Student Counselling** – CQUniversity provides all students with a free, confidential counselling service. The service provides students with counselling for a range of different issues and also provides students with referrals to other internal support services or to external specialist services.

» **Emergency Notification Alert System (ENAS)**– CQUniversity has in place an Emergency Notification Alert System (ENAS) that includes a personal safety app and an emergency mass messaging system that facilitates the delivery of urgent safety messages to staff and students during an emergency situation.

» **Critical Incident Procedure** – The University has in place a Critical Incident Procedure which outlines the University's response to critical incidents' such as an emergency, disaster or a traumatic event.

ACTION PLAN PROGRESS

As part of the implementation of CQUniversity's *RNA* Action Plan, the following report provides an update on the status of all action plan initiatives and the progression of delivery within the past 15 months:

LEADERSHIP AND GOVERNANCE

1. *Respect. Now. Always.* Working Group

CQUniversity has established a *Respect. Now. Always.* Working Group to oversee the implementation of the University's action plan. The group is made up of representatives from the following operational areas:

» Student Experience (Student Communication, Student Life and Wellbeing)

» People and Culture

» Queensland Centre for Domestic and Family Violence Research (QCDFVR)

» Corporate Communications

» Tertiary Education Division

» Student Residences

» International

» Campuses and Engagement

The group works with the Student Representative Council who provide advice and feedback to the group, related to the activities being delivered and any emerging issues that need to be considered.

The group is chaired by the Deputy Vice-Chancellor, Student Experience and Governance, who reports outcomes to the University's executive management team, Vice-Chancellor, University Council and Student Representative Council.

The establishment of this group has allowed the University to deliver a consolidated whole-of-organisation response to all issues related to the prevention and management of sexual assault and harassment on campus, while also ensuring that the actions delivered are meeting the key recommendations listed in the AHRC's Change the Course report and the Universities Australia 10-point Action Plan.

Status: *Complete – the working group meets monthly to record actions and make key decisions. At the end of 2019, the working group will be required to self-evaluate all actions and appoint an independent body to conduct a final evaluation.*

2. Student critical incident policy

CQUniversity has developed and endorsed a policy that specifically deals with the management of student critical incidents. The policy was informed by consultation with law enforcement, legal and health professionals, and specialist support service providers. It sets out a framework for student safety and wellbeing. In particular, it deals with the prevention of sexual harassment and assault. The policy also informs the University's response to reports of sexual harassment, assault and misconduct, sets out steps to ensure student safety and wellbeing is prioritised at all times, and outlines recommendations to ensure all complaints are dealt with fairly and compassionately.

Status: *Complete – the CQUniversity Student Wellbeing team was responsible for the development of this policy. This team is now educating staff on the policy as part of regular training sessions on mental health first response. The policy has also been fully endorsed by the University Executive and the Vice-Chancellor's Advisory Committee (VCAC).*

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3. Staff guidelines for responding to students in crisis

A comprehensive set of staff guidelines has been developed that clearly set out university expectations for appropriately responding to student complaints, students in crisis and disclosures of sexual violence. The guidelines act as a reference tool for all staff and assist them in providing appropriate first responder support to students in crisis, even if they have not undertaken a related training course. The guidelines clearly set out a process for responding to students, recording information and referring students to relevant support services.

Along with these guidelines, the University student wellbeing team has also developed a comprehensive, evidence-based set of staff guidelines for responding to disclosures of sexual violence. Both sets of guidelines are available to all staff via the online RNA hub on StaffNet (intranet) and have also been added to the online staff induction. An online quiz tool to assess knowledge of the guidelines, is also being developed for the online staff induction and is scheduled to be ready by the end of March 2019. Educational video overviews of each set of guidelines are also in development.

Status: Complete – the guidelines are now being promoted and shared across the University via associated training and online staff inductions.

4. Review existing governance documentation

Members of the RNA Working Group are currently reviewing policies and procedures related to student governance matters. This review will ensure the documentation adequately addresses the management of complaints and any disclosure of sexual harassment and assault. It will also ensure existing governance documentation aligns with newly created documentation such as the student critical incident policy and staff guidelines.

This process is continuing with an analysis of documentation being conducted. Upon completion of this, consultation will occur with key areas to understand what changes need to be made to existing policy and whether any new policy needs to be developed.

Status: Ongoing – initial activity has commenced but due to the volume of existing documentation and a need to consult thoroughly with several stakeholders, it is expected this exercise will be ongoing until at least mid-2019.

5. Establish a student-led governance advisory group

No action to report.

Status: Outstanding

6. Consult with the Queensland Police Service (QPS) on the final action plan and the development of any future governance documentation

Consultation with a local QPS representatives occurred at the commencement of the development of the University's action plan. Depending on the results of the policy review, the working group may re-engage with the QPS for further input on new policy development.

Status: Complete – ongoing engagement to be conducted when it comes to the development of any new policies and guidelines.

7. Improved visibility of governance documentation

The University has improved the visibility of governance documentation by developing specific RNA online hubs on StaffNet, Student Portal, and the University website. These hubs list and link to related documentation, provide audiences with useful reference material and outline available internal and external support services. This action will help to ensure that all students know how and where to find information and what their rights and responsibilities are when it comes to their behaviour, safety and wellbeing, and that of others.

Status: Complete – ongoing review and maintenance required.

8. Mandatory reporting of disclosures of sexual harassment and assault

The University has implemented a requirement for all staff or student disclosures of sexual harassment and assault to be de-identified and officially reported to the University Executive group. Reporting all disclosures of sexual harassment or assault will help the University to get a clearer picture of how often incidents occur, where they are happening and what additional support needs to be provided to victims and survivors. All reports are de-identified to ensure the privacy and confidentiality of those involved.

Status: Complete – ongoing review required.

1. Development of online information hubs

CQUniversity has created three online information hubs for the sharing of RNA related information and content. The hubs have been created on StaffNet, the Student Portal and the CQUniversity website. The hubs provide a centralised space for staff, students and the public to access information about preventing and responding to sexual harassment and assault.

Status: *Complete – ongoing review and maintenance required.*

2. Development of online student information hub

As above.

3. Development a *Respect. Now. Always.* public webpage

As above.

4. Increased visibility of internal and external support services

CQUniversity has increased the volume of all internal student support messages and promotional materials across the campus network and has also increased the promotion of student services on digital platforms including social media. CQUniversity has also established stronger links with external support services (regional, state and national) and increased the promotion of these support services across the campus network.

A new digital and poster campaign is currently in development to promote all student services across the University. The campaign will use simple messages to remind students about the availability of support and breakdown the stigma around accessing these services.

The objective of the campaign is to increase enquiries and contact with the University's student services an improve student experiences.

Status: *In progress.*

5. Incorporate *Respect. Now. Always.* information and resources in new staff induction and existing staff induction refresher

CQUniversity has added information about the RNA campaign to the new staff online induction and compulsory online staff refresher program. The information provides staff with reference material and documentation, specific information, resources and key contacts via the StaffNet page. All new staff need to review this information as part of the mandatory new staff induction process and all existing staff need to review this information as part of the annual corporate refresher program. Going forward, additional content and training modules will be added to the induction programs. The full induction module will be completed by the end of 2019 (requiring ongoing maintenance and review thereafter).

Adding this information to the new staff and refresher induction programs reminds staff of CQUniversity's strict expectations around respectful behaviour and adherence to our code of conduct. It also provides staff with updated information on how to access documentation and provide immediate support and referral to students.

Status: *Implemented – further developments underway.*

6. Compulsory mental health response training for student facing staff

CQUniversity has made mental health first response training compulsory for all student facing staff members, student peer leaders and residential advisors. Along with this, the training is being advertised to all staff, particularly academic staff, as recommended professional development.

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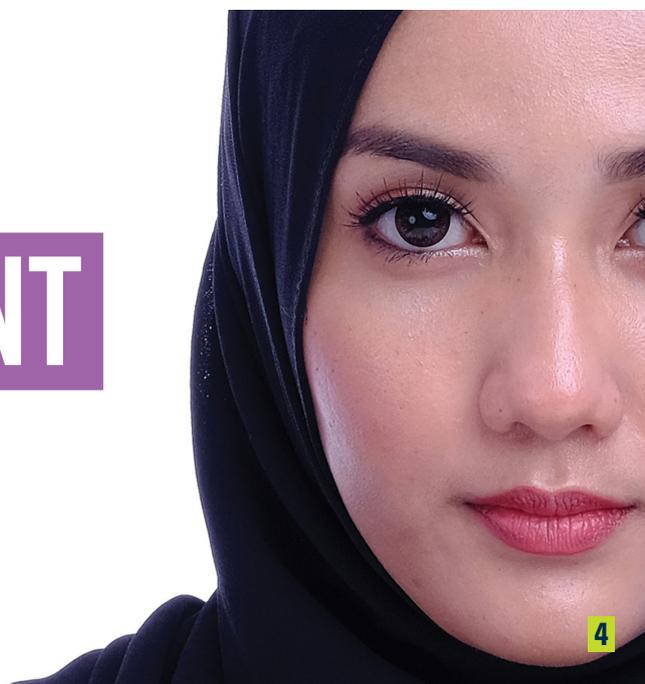
7. Extend compulsory Zero Tolerance training to all student peer leaders and mentors

Students in leadership positions have been informed that they must complete training as part of their role. Zero tolerance training – customised for students – was delivered to available SRC members and mentors in October 2018. The next training session is scheduled for April 2019. Training is current for two years – if students continue in their leadership roles for longer than this period they must refresh their training.

Status: *Implemented – ongoing delivery required.*

8. Develop a university-wide awareness and education campaign

A university-wide print and digital awareness campaign is currently in development. The campaign is being developed in consultation with the student counselling team and gendered violence experts from CQUniversity. The campaign will feature several key messages that reinforce positive behaviours and reassure victims and survivours that they will be heard and supported at CQUniversity.

Status: *Outstanding – currently in development.*

9. Develop online information resources for such as videos and quizzes for staff and students

No action to report.

Status: *Outstanding.*

10. Develop compulsory staff training programs on consent and respect

The Student Counselling team have re-designed their mental health First Response Training package to include a session on consent and respect, and responding to disclosures of sexual assault and harassment. Additional content is also being developed for the online staff induction programs. Staff will need to complete the online training and assessment every 12 months.

Status: *In progress – ongoing work required to expand the suite of offerings.*

11. Develop compulsory student leadership training programs on consent and respect

The Student Counselling team have re-designed their mental health First Response Training package to include a session on consent and respect, and responding to disclosures of sexual assault and harassment. This training package is now being delivered to all student peer leaders including SRC Members, Residential Advisors and Student Mentors as a compulsory requirement.

Status: *Complete – ongoing delivery required.*

12. Develop a compulsory online student learning module and assessment tool

CQUniversity is currently looking at different options for this and whether an existing external solution is appropriate, or if an in-house module should be developed. This decision will be informed by the outcomes of the survey being conducted by the QCDFVR.

Status: *Outstanding – different options being assessed.*

13. Develop a compulsory online staff learning module and assessment tool for staff inductions

The Student Wellbeing Centre and the Occupational, Health, Safety and Development team are currently working together to develop a compulsory quiz on the staff guidelines for dealing with a student in distress and responding to disclosures of sexual violence. This quiz will assess the knowledge and understanding of staff when it comes to these guidelines. Staff will need to achieve full marks before being able to complete and submit their induction program. Going forward, video overviews of the guidelines will also be added to the staff induction. These videos will be an additional learning resource and help to further improve peoples' understanding of the guidelines.

Status: *In progress.*

14. Develop reference materials for postgraduate and RHD student orientation

No action to report.

Status: *Outstanding.*

15. Develop and deliver face-to-face consent and respect training to all RHD students and supervisors

No action to report.

Status: *Outstanding.*

16. Deliver consent and respect information sessions to all new students as part of the orientation program

A session on student health and wellbeing is included in every orientation program. Within these sessions, presenters also cover information on positive behaviour, consent, respect, the bystander response and seeking support. This session will continue to be delivered at every new student orientation event, with content to be updated as required. Additional work does however need to be done when it comes to the online orientation program, including the development of video presentations and information guides.

Status: *Implemented – ongoing delivery required. Additional work required to improve the information provided as part of the online orientation program.*

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17. Deliver respect and consent information sessions to all residential college students as part of the official residential college induction program

No action to report.

Status: Scheduled.

18. Implement a requirement for all supervisors and student leaders undertaking outbound study tours to complete compulsory consent and respect, mental health first aid and cultural competency training

No action to report.

Status: Action required.

SERVICE AND SUPPORT

1. Additional mental health messages delivered to students

As well as increasing the promotion of student support services, CQUniversity has also increased the volume and frequency of mental health and self-care messages delivered to staff and students. It is hoped that by increasing the volume of messages related to mental health and wellness, staff and students will feel more comfortable in accessing services and seeking help when they need it. Likewise, promoting these messages more frequently will also help students who have been impacted by sexual assault and harassment, to access support and report their experience.

Status: Complete – ongoing delivery required.

2. Professional development for counselling staff

CQUniversity has provided all counselling staff with additional opportunities for professional development in the area of trauma response and sexual assault. This professional development has been achieved through formal learning experiences and through consultation with experts in this area, including sexual and gendered violence experts from CQUniversity's own QCDFVR. CQUniversity also sponsored the QCDFVR to facilitate a visit by world-renowned sexual violence and restorative justice expert Professor Mary Koss. During her visit in the first half of 2018, Professor Koss provided counselling staff with training and resources related to restorative justice and responding to disclosures of sexual violence.

Status: Complete – ongoing delivery required.

3. Develop a dedicated mental health and wellness hub on the Student Portal

The student counselling team is currently developing and collating resources for this hub.

Status: Outstanding.

4. Provide student leaders with information on upcoming mental-health training and education events

All student leaders are now invited to upcoming staff training on various welling being topics. Likewise, all student leaders need to undertake Zero Tolerance and Metal Health First Response training as part of their leadership roles.

Status: Implemented – ongoing delivery required.

5. Facilitate the establishment of a student-led mental health mentor group to provide first responder peer support and referrals

No action to report.

Status: Outstanding.

6. University-wide mental health strategy

CQUniversity has developed a university-wide mental health strategy. The scope of the strategy extends to staff and student mental health and outlines a framework for implementing actions that will assist in the improvement of all aspects of staff and student wellness. The strategy is awaiting endorsement by the executive management group and VCAC. The strategy is expected to be endorsed by the end or 2018 for implementation throughout 2019.

Status: In progress.

SAFETY AND SECURITY

1. Recruit a dedicated student safety and wellbeing officer

The University mental health strategy supports the appointment of a dedicated student safety and wellbeing officer. Upon endorsement of this strategy, actions will be taken to recruit and appoint this resource.

Status: Outstanding – awaiting endorsement of the university mental health strategy.

2. Safety and security audit

CQUniversity is currently conducting a full safety and security audit of all campuses. The audit will identify issues that impact negatively on safety and security and outline recommendations to rectify these issues. In particular, the audit will assess the promotion of security contact information, the availability and accessibility of emergency buttons, CCTV and lighting.

Status: In progress.

3. Offer free self-defence classes on campus

Regional Associate Vice-Chancellors have been asked to implement this action as part of the schedule of activities rolled out by the various regional Campus Life Committees.

Status: In progress.

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EVALUATION AND RESEARCH

1. QCDFVR research project

CQUniversity's QCDFVR is currently undertaking a pilot project at CQUniversity that looks at the past sexual experiences of university students. The anonymous study will look at issues such as attitudes and behaviours around respect and consent, relationships, experiences of harassment and assault, support service accessibility and whether students have ever been exposed to abuse or harassment using digital platforms.

The results of this survey will allow the University to develop messages and tools that students can relate to and understand. It will also allow CQUniversity to develop reference tools that will better support staff in their response to critical incidents. Furthermore, using an evidence-based approach, that is informed by students as the primary audience, will ensure CQUniversity is engaging with students and using messages that they have told us they need, rather than delivering messages we think they need.

As of November 2018, this survey is still being run. The Centre wanted to capture the responses of new students entering the University in Term 3, 2018.

Status: *Outstanding – the survey has been extended in order to increase the response rate.*

2. Include questions on consent, respect and support information provided at orientation

Questions on these topics will be added to the Term 1, 2019 orientation survey.

Status: *In progress.*

3. Communicate Action Plan outcomes via a public webpage

A public webpage for RNA is available on the University's webpage. The target audience for this page is students as it provides extensive information on policy, behaviour expectations and support services. The page also provides a link to quarterly progress updates (such as this). Quarterly reporting was instigated on 1 August, 2018, and will continue until February 2020, when all Action Plan initiatives should have been implemented.

Status: *Implemented – ongoing action required.*

4. Conduct an annual student focus group on issues related to support, behaviour, consent, respect and safety

No action to report.

Status: *Outstanding.*

5. Complete a formal evaluation of the University's Action Plan

No action to report – this task is due for completion in 2020.

Status: *Scheduled.*