**Campus Wellbeing Review - Report on Progress July 2011**

**Background:**

In November 2007 a Review of Student Support Services proposed ten recommendations regarding changes to the Student Wellbeing suite of services. Five of the ten recommendations have been completed, with the final five in varying degrees of progress. The most difficult being: e-based learning materials for students with a disability; medical accreditation; and integrative curriculum embedded career modules. These are due for finalization by end 2012.

In June 2010 a review of Campus Wellbeing service delivery was conducted. A range of issues were raised. These highlighted spatial concerns, issues with consistent customer service, lack of service integration, need for staff training, need to introduce theoretical service and evidence based practice model (s) to underpin service approaches, duplication of paperwork/systems, need to review operating hours to meet demand, and a need for triage.

Following the appointment of a new Director, in November 2010 a change paper was produced to redress the above. It proposed a structural and service model to lead, manage and integrate Campus Wellbeing and Engagement student support services. It was adopted by the University in December 2010 and introduced in January 2011.

**Progress Report:**

From 2007 Report

* **Recommendation 1**. Student Wellbeing consist of 6 elements: Medical; Counselling; Equity/Disability; Welfare; Careers; and Chaplaincy. Completed with the exception of ‘equity’.
* **Recommendation 2.** Career Development Centre is called Career Centre. Completed.
* **Recommendations 3 and 4.** Career service enhances online services including jobs online. Commenced. Career hub listing jobs online. Website revamped and resume assistance and basic career information now online.
* **Recommendation 5.** Integration of careers with student learning. Commenced. Career conceptual frame developed and introduced. Linkages with 1-2 learning modules and ‘moodle’ interface being investigated.
* **Recommendation 6.** Assess compliance and move towards e-learning and web-ct in to meet accessibility standards. Commenced. To be resolved and introduced in 2012.
* **Recommendation 7.** Special Equipment Area is relocated to new Library. Commenced. Equipment ordered.
* **Recommendation 8.** Hire Nurse. Completed.
* **Recommendation 9.** Medical Centre is Accredited. Commenced. Due for assessment end 2011.
* **Recommendation 10.** Integration of U&MQ student life activities within broader University aspirations. Commenced. Campus Engagement strategy developed and adopted. Conjoint delivery.

From 2010 Report (s)

* **Recommendation 1.** Student Services Reception needs to change to meet service (s) demand. Medical Centre Service demand creates congestion and its location needs to be reviewed. Completed. In the current service area three terminals now operative, new furniture and TV added in 2011. Medical Service will move to the Hospital precinct (Clinic) in August.
* **Recommendation 2.** Lack of any service model, poor integration between practitioners, little service consistency, no triage and need for staff training. Evidence based, multidisciplinary allied health, and case management model introduced. Completed. Restructure proposed and introduced. Conceptual model discussed and agreed. Triage trialled and formally introduced. All key staff trained in mental health fundamentals.
* **Recommendation 3.** Change to operating hours. To commence on trial basis in semester two.
* **Recommendation 4.** System enhancement. Commenced. Integration and information controls set for client records. System functional needs including accessibility requirements currently being reviewed in line with University CRM contemplation.