

RESPECT. NOW. ALWAYS.

ACTION PLAN 2017-2020

BE WHAT YOU WANT TO BE

FOREWORD

VICE-CHANCELLOR AND PRESIDENT



On 1 August 2017, Universities Australia (UA) and the Australian Human Rights Commission (AHRC) released the *Change the Course* report into sexual harassment and assault on Australian university campuses. The report was developed from the findings of the *Respect. Now. Always* survey that was delivered by UA during 2016. The report highlighted some shocking results for the sector and showed universities that more had to be done to create safe and respectful environments for university students and staff. What was also apparent was that the issues addressed in the report were also

issues affecting society at large and the fact that Australia has unacceptably high rates of sexual violence. Even more concerning is the fact that many instances of harassment and assault go unreported.

Universities across Australia must use this information and create change. As an integral part of our communities, universities need to do more to prevent such abuse from occurring in the first place, and to help build a culture of respect. We must work together to change expectations and attitudes and shape a culture that values and practices respect.

CQUniversity is committed to playing our part within the sector and the broader community and moving forward we hope to be able to make a real difference in addressing and responding to sexual harassment and assault.

PROFESSOR NICK KLOMP
VICE-CHANCELLOR AND PRESIDENT
CQUNIVERSITY AUSTRALIA

DEPUTY VICE-CHANCELLOR, STUDENT EXPERIENCE AND GOVERNANCE



CQUniversity is committed to providing every student with a positive student experience and one of the most important elements to this is ensuring our students are able to study in safe, respectful and supportive environments. The 2017 Australian Human Rights Commission's *Change the Course* report showed that all universities have much work to do in this space.

While the results of the report were shocking, I am confident that all Australian universities can use this data to review their processes and bring about positive change.

CQUniversity is committed to implementing world's best-practice policy, processes and support when it comes to addressing and preventing sexual violence and we will continue to place a strong focus on reinforcing a zero tolerance approach to any form of sexual and physical violence, harassment and bullying on campuses. We will do this through providing staff and students with education and training, regularly evaluating processes and continuing to ensure students have access to high quality support services.

In the long-term, I hope to see CQUniversity become a leader when it comes to addressing and responding to sexual harassment and assault, not just in the university sector but so too within the community.

JOANNE PERRY
DEPUTY VICE-CHANCELLOR
STUDENT EXPERIENCE AND GOVERNANCE
CQUNIVERSITY AUSTRALIA

Respect. Now. Always.

ABOUT THE CAMPAIGN

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

The *Respect. Now. Always.* campaign highlighted the determination of Australia's universities to ensure that our institutions are places of safety and respect and to build on work done by individual universities in Australia 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 university 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 is supported by the National Union of Students and the National Tertiary Education Union.

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.

ABOUT THIS ACTION PLAN

The CQUniversity *Respect. Now. Always.* Action Plan sets out 41 actions across five key delivery 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 of these pillars and associated actions have been designed to meet the recommendations set out in the *Change the Course* report and the Universities Australia 10-point action plan. The plan has been developed through consultation with a number of internal and external stakeholders and experts and will be driven and implemented by a *Respect. Now. Always.* Action Plan working group. This group will be made up of members from the following operational units, plus a student representative:

- » Student Experience (Student Communication and 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 actions within the plan will be implemented from January 2018 – December 2019. A full evaluation of the plan and associated outcomes will be conducted from the end of 2019.

OBJECTIVES

The objectives of the CQUniversity *Respect. Now. Always.* Action Plan include:

- » Developing clear consistent processes and guidelines for addressing and responding to sexual harassment and assault.
- » Developing policies and guidelines that are informed by consultation with students and experts.
- » Delivering evidence-based training, education, support and awareness tools.
- » Providing students with access to quality support and information resources.
- » Ensuring all staff and students are aware of their rights and responsibilities when it comes to the University's Code of Conduct and Student Charter.
- » Ensuring students feel comfortable to report sexual harassment, assault and other forms of misconduct.
- » Ensuring staff are equipped with the knowledge, tools and resources to respond effectively to student disclosures of sexual harassment and assault.
- » Ensuring staff and student leaders understand how to provide immediate support to students and refer them to expert support services.
- » Changing attitudes, behaviours and expectations in order to shape a culture of respect.
- » Encouraging anyone who has been impacted by sexual harassment or assault to report the incident/s to police and/or the University.

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, respectful 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 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:

- » **CQUniversity Code of Conduct** – CQUniversity has in place a 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 may result 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 Misconduct Policy sets out clear rules around the behaviour 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 that includes a personal safety app and an emergency mass messaging system which allows the University to send urgent safety messages to 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.

LEADERSHIP AND GOVERNANCE

In order to take real action in addressing and preventing sexual harassment and assault, CQUniversity must exhibit leadership by reviewing existing governance processes and establishing new initiatives that are informed by consultation with students and experts. Along with this, CQUniversity must ensure governance processes are clear and accessible. Actions must be meaningful and CQUniversity should exhibit transparency in the delivery of initiatives and their associated outcomes.

ACTION	RESPONSIBILITY	TIMING	DESCRIPTION, RATIONALE AND PROGRESS
<p>1. Establish a <i>Respect. Now. Always.</i> Action Plan working group</p>	<p>Deputy Vice-Chancellor, Student Experience and Governance</p>	<p>January 2018 (ongoing)</p>	<p>DESCRIPTION:</p> <p>The <i>Respect. Now. Always</i> (RNA) working group will oversee the development and delivery of all actions outlined in the University's <i>Respect. Now. Always.</i> Action Plan. The group will be made up of representatives from the following operational areas:</p> <ul style="list-style-type: none"> » Student Experience (Student Communication and 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 <p>The group will also include a student representative who will provide advice and feedback to the group related to the activities being delivered and any emerging issues that need to be considered.</p> <p>The group will be chaired by the Deputy Vice-Chancellor, Student Experience and Governance.</p> <p>RATIONALE:</p> <p>The establishment of this group will allow the University to deliver a consolidated whole-of-organisation response the prevention and management of sexual assault and harassment on campus.</p> <p>The group will include representatives from key operational areas, along with a student representative. Members of the group will oversee the implementation of all actions and ensure that these actions meet the key recommendations listed in the Australian Human Rights Commission's <i>Change the Course</i> Report and the Universities Australia 10-point action plan.</p>

ACTION	RESPONSIBILITY	TIMING	DESCRIPTION, RATIONALE AND PROGRESS
<p>2. Develop and implement a Student Critical Incident Policy</p>	<p>Student Experience Directorate (Counselling and Wellbeing)</p>	<p>February 2018</p>	<p>DESCRIPTION:</p> <p>CQUniversity will develop and endorse a policy that specifically deals with the management of student critical incidents. The policy will be informed by consultation with law enforcement, legal and health professionals, and specialist support service providers. It will set out a framework for student safety and wellbeing. In particular, it will deal with the prevention of sexual harassment and assault. The policy will also inform the University's response to reports of sexual harassment, assault and misconduct; set out steps to ensure student safety and wellbeing is prioritised; and help to ensure all complaints are dealt with fairly and compassionately.</p> <p>RATIONALE:</p> <p>CQUniversity already has in place a number of policy documents related to critical incidents, student wellbeing and student complaints. It was however determined, that a more detailed and dedicated policy needed to be developed to specifically address allegations of serious misconduct and disclosures of sexual harassment and assault. The development of such a policy will help to ensure the University meets and exceeds best practice and will also help to ensure all members of the university community clearly understand their rights and responsibilities when it comes to behaviour expectations, the Code of Conduct and the Student Charter.</p>
<p>3. Develop staff guidelines for responding to student complaints, students in crisis and disclosures of sexual violence</p>	<p>Student Experience Directorate (Counselling and Wellbeing)</p>	<p>June 2018</p>	<p>DESCRIPTION:</p> <p>A set of staff guidelines will be developed to clearly set out university expectations for appropriately responding to student complaints, students in crisis and disclosures of sexual violence.</p> <p>RATIONALE:</p> <p>The guidelines will act as a reference tool for all staff and will assist them in providing appropriate first responder support to students in crisis, even if they have not undertaken a related training course.</p>
<p>4. Review existing student service and support policies to ensure compliance with new policy and guidelines, and sector best practice recommendations</p>	<p>Student Experience Directorate (Counselling and Wellbeing)</p>	<p>July 2018 (ongoing)</p>	<p>DESCRIPTION:</p> <p>A review of all existing CQUniversity policies and procedures related to student governance matters will be conducted. This review will ensure the documentation adequately addresses the management of complaints and any disclosure of sexual harassment and assault.</p> <p>Annual reviews of all governance documentation should then be conducted to ensure they continue to meet best-practice standards.</p> <p>RATIONALE:</p> <p>This review will ensure existing governance documentation aligns with newly created documentation such as the Student Critical Incident policy and staff guidelines for responding to and supporting students who report sexual harassment and assault.</p> <p>The review should also seek to ensure that existing policies and procedures align with new sector best-practice recommendations.</p>

ACTION	RESPONSIBILITY	TIMING	DESCRIPTION, RATIONALE AND PROGRESS
<p>5. Establish a student-led governance advisory group</p>	<p>Deputy Vice-Chancellor, Student Experience and Governance</p>	<p>July 2018</p>	<p>DESCRIPTION:</p> <p>A student-led advisory group will be established, as a sub-committee of the Student Representative Council (SRC), to provide consultation and advice on all student governance matters and issues related to student support, wellbeing, health and safety.</p> <p>RATIONALE:</p> <p>A student-led advisory group will be able to provide a student voice when it comes to the development and management of university governance practices that relate to students. This will help to ensure the University is being inclusive and consultative when it comes to matters that affect students.</p>
<p>6. Consult with the QLD Police on the overall action plan and new governance documentation</p>	<p>Deputy Vice-Chancellor, Student Experience and Governance</p>	<p>September 2018</p>	<p>DESCRIPTION:</p> <p>The Deputy Vice-Chancellor, Student Experience and Governance will request the Queensland Police Service to evaluate university documentation related to student critical incidents and disclosures of sexual harassment and assault.</p> <p>RATIONALE:</p> <p>Inviting the Queensland Police Service to review policy documentation will help to ensure CQUniversity policy meets best practice standards when it comes to the University's duty of care in relation to student safety and responding to reports of misconduct and criminal activity. Any recommendations can be applied to future policy updates.</p>
<p>7. Improve the visibility and accessibility of all related governance documentation</p>	<p>Corporate Communications Student Experience Directorate (Student Communication)</p>	<p>Ongoing</p>	<p>DESCRIPTION:</p> <p>The University will commit to improving the accessibility of all student governance documentation and will continue to ensure that students are aware of how to find policy documentation. The University will also aim to ensure that critical information is communicated to students in a timely manner, using all available and relevant communication channels.</p> <p>RATIONALE:</p> <p>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.</p>
<p>8. Mandatory reporting of all disclosures of sexual harassment and assault</p>	<p>Deputy Vice-Chancellor, Student Experience and Governance Governance Directorate Student Experience Directorate (Counselling and Wellbeing)</p>	<p>Ongoing</p>	<p>DESCRIPTION:</p> <p>The University will implement 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.</p> <p>RATIONALE:</p> <p>Reporting all disclosures of sexual harassment or assault will help the University to get a clearer picture of how often incidences occur, where they are happening and what additional support needs to be provided to survivors. All reports will be de-identified to ensure privacy and confidentiality.</p> <p>Capturing this data will also help the University to evaluate whether current policy, education and awareness programs are working, and whether or not further steps need to be taken to ensure the safety and wellbeing of staff and students.</p>

ACTION	RESPONSIBILITY	TIMING	DESCRIPTION, RATIONALE AND PROGRESS
9. Communicate action plan outcomes via a public webpage	Corporate Communications	31 July 2018 (then every quarter following)	<p>DESCRIPTION:</p> <p>A web-landing page will be developed to highlight actions delivered and report on initiatives adopted by the University. The page will provide links to documents and content (where relevant) and will provide stakeholders with the opportunity to review the University's action plan and progress to-date. The page and action plan will be updated quarterly from 31 July 2018. The page will be available via a link on the existing www.cqu.edu.au/respectnowalways page.</p> <p>RATIONALE:</p> <p>Making this information available to the public will allow CQUniversity to be completely transparent about the action being taken to address and prevent sexual harassment and assault on campus.</p>

AWARENESS, EDUCATION AND PREVENTION

CQUniversity must deliver clear, consistent and frequent messages in order to address and respond to sexual harassment and assault. These messages must be delivered through a number of mechanisms including awareness and education campaigns, support services and training and professional development. In delivering these messages CQUniversity must use an evidence-based approach to ensure messages are sensitive and meaningful.

ACTION	RESPONSIBILITY	TIMING	DESCRIPTION, RATIONALE AND PROGRESS
1. Develop a <i>Respect. Now. Always.</i> StaffNet information hub	Corporate Communications	July 2017 (ongoing)	<p>DESCRIPTION:</p> <p>A StaffNet hub will be established to provide all staff with easy access to all RNA information, specific university governance documentation, important contact information, training information, and all education and awareness resources such as downloadable posters, videos and support material.</p> <p>RATIONALE:</p> <p>Developing a centralised hub for all related information will provide staff with easy access to specific information around preventing and responding to sexual harassment and assault, support services, policy documents, contact information and training programs.</p>
2. Develop a <i>Respect. Now. Always.</i> Student Portal Information hub	Student Experience Directorate (Student Communication)	July 2017 (ongoing)	<p>DESCRIPTION:</p> <p>A Student Portal hub will be established to provide all students with easy access to all RNA information, specific university governance documentation, important contact information, training information, and all education and awareness resources such as downloadable posters, videos and support material.</p>

ACTION	RESPONSIBILITY	TIMING	DESCRIPTION, RATIONALE AND PROGRESS
			<p>RATIONALE:</p> <p>Developing a centralised hub for all related information will provide students with easy access to specific information around preventing and responding to sexual harassment and assault, support services, policy documents, contact information and training programs.</p>
<p>3. Develop a <i>Respect. Now. Always.</i> web-landing page to provide students and the public with information and links to documentation, support services and contact details</p>	<p>Corporate Communications</p>	<p>July 2017</p>	<p>DESCRIPTION:</p> <p>CQUniversity will develop and maintain a publicly accessible page on the CQUniversity website to provide specific information around preventing and responding to sexual harassment and assault, support services, policy documents, contact information and education resources such as guides and videos.</p> <p>RATIONALE:</p> <p>Developing a centralised hub for all related information will provide staff, students and the public with easy access to information when they need it. It will also help to highlight CQUniversity's expectations around behaviour and our commitment to preventing and responding to sexual harassment and assault, and providing support.</p>
<p>4. Increase the visibility of internal and external support services</p>	<p>Corporate Communications</p> <p>Student Experience Directorate (Student Communication)</p> <p>Student Experience Directorate (Counselling and Wellbeing)</p>	<p>August 2017 (ongoing)</p>	<p>DESCRIPTION:</p> <p>CQUniversity will increase the volume of all internal student support messages and promotional materials across the campus network and will also increase the promotion of student services on digital platforms including social media. CQUniversity will also increase the promotion of external support services across the campus network and will establish and maintain a list of national and local (regional) services available across the campus footprint.</p> <p>RATIONALE:</p> <p>CQUniversity already heavily promotes its student support services and will continue to increase this coverage going forward. In particular, CQUniversity will place a stronger focus on promoting the internal student counselling service and other student wellbeing initiatives. By increasing the promotion of these services, as well as external support providers, CQUniversity will be able to provide a more accessible and inclusive service and assist more students than ever before. Increased promotion will also help to ensure students in crisis, particularly students who have been impacted by sexual violence, feel comfortable to access these services and seek help.</p>
<p>5. Add <i>Respect. Now. Always.</i> information and resources to the new staff induction and corporate refresher for existing staff</p>	<p>Corporate Communications</p> <p>People and Culture</p>	<p>March 2018 (ongoing)</p>	<p>DESCRIPTION:</p> <p>CQUniversity will add information about the <i>Respect. Now. Always.</i> campaign to the online new staff induction and compulsory online staff refresher program. The information will provide staff with university specific information, resources and contacts via the StaffNet page. All new staff will need to review this information as part of the mandatory new staff induction process. All existing staff will 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).</p>

ACTION	RESPONSIBILITY	TIMING	DESCRIPTION, RATIONALE AND PROGRESS
			<p>RATIONALE:</p> <p>Adding this information to the new staff and refresher induction programs will remind staff of CQUniversity's strict expectations around respectful behaviour and adherence to our code of conduct. It will also provide staff with updated information on how to access documentation and provide support to students.</p>
<p>6. Delivery of compulsory Mental Health First Responder training to all student facing staff, student peer leaders and residential advisors</p>	<p>Student Experience Directorate (Counselling and Wellbeing)</p> <p>People and Culture</p>	<p>April 2018</p>	<p>DESCRIPTION:</p> <p>CQUniversity will make mental health first response training compulsory for all student facing staff members, student peer leaders and residential advisors. Along with this, the training will be advertised to all staff, particularly academic staff, as recommended professional development. The training will also be offered to all students living at a residential college as a recommended activity.</p> <p>RATIONALE:</p> <p>The provision of compulsory mental health first aid training to all student-facing staff and student peer leaders will help to equip them with the skills and knowledge they need to provide immediate assistance to students in crisis, regardless of the situation.</p>
<p>7. Extend compulsory zero tolerance staff training to all student peer leaders</p>	<p>Student Experience Directorate (Counselling and Wellbeing)</p> <p>People and Culture</p>	<p>June 2017</p>	<p>DESCRIPTION:</p> <p>The compulsory zero tolerance staff training package will be extended so that all student peer leaders have to undertake the training as part of their leadership induction and orientation process.</p> <p>RATIONALE:</p> <p>Extending this training to student peer leaders will provide them with a fundamental understanding of conduct and behaviour expectations within the workplace. This knowledge will equip participants to lead by example.</p>

ACTION	RESPONSIBILITY	TIMING	DESCRIPTION, RATIONALE AND PROGRESS
<p>8. Develop a university-wide staff and student awareness campaign around respect and consent.</p>	<p>Corporate Communications</p> <p>Student Experience Directorate (Student Communications)</p> <p>People and Culture</p> <p>Student Experience Directorate (Counselling and Wellbeing)</p> <p>QCDFVR</p>	<p>July 2018</p>	<p>DESCRIPTION:</p> <p>CQUniversity will develop an evidence-based awareness, prevention and education campaign based on the findings of a research study being conducted by the University's Queensland Centre for Domestic and Family Violence Research (QCDFVR). The study is being run as a pilot project at CQUniversity and looks at the sexual experiences of university students. The anonymous study will look at issues such as attitudes and behaviours around respect and consent, experiences of harassment and assault, support service accessibility and whether students have been exposed to abuse or harassment using digital platforms.</p> <p>The results of this survey will allow the University to develop messages and tools that students can relate to and will also allow us to develop reference tools that will better support staff in their response to critical incidents.</p> <p>RATIONALE:</p> <p>Developing a university-wide awareness and education campaign in respect and consent will ensure all members of the university community are aware of their rights and responsibilities. The campaign will help staff and students to not just understand the notion of respect and consent but to also align their behaviours with these concepts. A university-wide awareness and education campaign will also highlight the availability of important student support services.</p> <p>Taking an evidence based-approach to the development of the campaign will allow CQUniversity to communicate sensitively and respectfully with students by providing them with the information and messages they have told us they need, rather than providing them with the information we think they need.</p>
<p>9. Develop online reference resources such as videos and guides for all students to access</p>	<p>Corporate Communications</p> <p>Student Experience Directorate (Student Communications)</p> <p>Student Experience Directorate (Counselling and Wellbeing)</p> <p>QCDFVR</p>	<p>July 2018</p>	<p>DESCRIPTION:</p> <p>CQUniversity will develop a suite of video resources and online guides for staff and student self-education and awareness. The assets will be made permanently available via the University's website, StaffNet and the Student Portal.</p> <p>RATIONALE:</p> <p>These resources will form part of the overall awareness and education campaign and will be a permanent reference point to help all staff and students to not just understand the notion of respect and consent but to also align their behaviours with these concepts. A university-wide awareness and education campaign will also highlight the availability of important student support services.</p>

ACTION	RESPONSIBILITY	TIMING	DESCRIPTION, RATIONALE AND PROGRESS
<p>10. Develop compulsory staff training programs</p>	<p>People and Culture Student Experience Directorate (Counselling and Wellbeing) QCDFVR</p>	<p>December 2018</p>	<p>DESCRIPTION: CQUniversity will develop and deliver a compulsory staff training package that specifically deals with respect, consent, first response, bystander response, support referral and how to respond to complaints.</p> <p>RATIONALE: CQUniversity already has in place a number of staff training and professional development programs, including compulsory zero tolerance behaviour training. Developing an evidence-based, compulsory training package for all staff, will ensure that the University is delivering staff with training that specifically deals with respect, consent, first response, bystander response, support referral and complaint management. This will ensure all staff members possess fundamental knowledge related to appropriate conduct and supporting students in distress. This training will complement existing packages.</p>
<p>11. Develop compulsory student leadership training programs</p>	<p>Student Experience Directorate (Counselling and Wellbeing) QCDFVR</p>	<p>December 2018 (for delivery in T1 2019)</p>	<p>DESCRIPTION: CQUniversity will develop and deliver a compulsory student training package that specifically deals with respect, consent, first response, bystander response, support referral and reporting misconduct. This training will be developed based on the findings of the QCDFVR pilot study and will be compulsory for all students in peer leadership roles (SRC members, student mentors and student ambassadors). The University will also move to make this a compulsory training program for all students living at a residential college.</p> <p>RATIONALE: Developing an evidence-based, compulsory training package for all student peer leaders, will ensure that the University is delivering student leaders with training that specifically deals with respect, consent, first response, bystander response, support referral and responding to complaints. This will ensure all student leaders possess fundamental knowledge related to appropriate conduct, leading by example and supporting their peers.</p>
<p>12. Develop a compulsory respect and consent education and awareness module and quiz for all students to complete as part of the Moodle induction and refresher</p>	<p>Student Experience Directorate (Counselling and Wellbeing) QCDFVR Learning and Teaching Services</p>	<p>December 2018 (for delivery in T1 2019)</p>	<p>DESCRIPTION: CQUniversity will develop and deliver a compulsory student education and awareness module around respect, consent, safety and support that will need to be completed as part of the Moodle induction and annual refresher. The module will require all students to complete a quiz and agree to the University's standards and expectations. Students will have to complete this module before gaining access to their study resources on Moodle. This module will be developed based on the findings of the QCDFVR pilot study.</p> <p>RATIONALE: All CQUniversity students are required to complete a compulsory academic integrity module and quiz, once every 12 months. The module and quiz are hosted on Moodle and all students must complete units within the module before gaining access to their course information. The addition of a respect, consent, safety and behaviour module will enhance this learning experience and ensure all students engage with the message.</p>

ACTION	RESPONSIBILITY	TIMING	DESCRIPTION, RATIONALE AND PROGRESS
13. Develop a consent and respect module for all staff to complete as part of the online new staff induction or annual corporate induction refresher	People and Culture Student Experience Directorate (Counselling and Wellbeing) QCDFVR	December 2018	<p>DESCRIPTION:</p> <p>CQUniversity will develop and deliver a compulsory staff education and awareness module around respect, consent and support that will need to be completed as part of the new staff induction and annual corporate refresher process. The module will require all staff to complete a quiz and agree to the University's standards and expectations. This module will be developed based on the findings of the QCDFVR pilot study.</p> <p>RATIONALE:</p> <p>Adding this information to the new staff and refresher induction programs will remind staff of CQUniversity's strict expectations around respectful behaviour and adherence to our code of conduct. It will also provide staff with updated information on how to access documentation, manage complaints and provide support to students.</p>
14. Develop reference materials to be used as part of the postgraduate and RHD student orientation	Student Experience Directorate (Counselling and Wellbeing) QCDFVR Office of Research	December 2018	<p>DESCRIPTION:</p> <p>CQUniversity will develop reference guides and tools specific to the needs of postgraduate and RHD students. These tools will be delivered as part of the student orientation and will also be made available on a permanent basis via a dedicated portal space.</p> <p>RATIONALE:</p> <p>Developing specific reference materials for RHD students will ensure students are aware of their rights and how to access support.</p>
15. Deliver face-to-face respect and consent training to all RHD students and supervisors	Student Experience Directorate (Counselling and Wellbeing) Office of Research	December 2018 (ongoing)	<p>DESCRIPTION:</p> <p>CQUniversity will develop and deliver a compulsory training package that specifically deals with respect, consent, first response, bystander response and support referral. This training will be developed based on the findings of the QCDFVR pilot study and will be compulsory for all RHD students and RHD supervisors. The training will be specifically tailored for this audience and will be delivered as part of an existing schedule of professional development.</p> <p>RATIONALE:</p> <p>Developing and delivering tailored training for RHD students and their supervisors will ensure both parties are aware of their rights and responsibilities. Students will better understand how to seek support and supervisors will better understand their responsibilities when it comes to the Code of Conduct and providing support to students.</p>

ACTION	RESPONSIBILITY	TIMING	DESCRIPTION, RATIONALE AND PROGRESS
16. Deliver consent and respect information sessions to all new students as part of the orientation program	Student Experience Directorate (Counselling and Wellbeing)	December 2018 (ongoing)	<p>DESCRIPTION: CQUniversity will develop a respect and consent orientation information session that will be delivered as part of the standard orientation program for all new students.</p> <p>RATIONALE: A standard orientation session will help to ensure a majority of new students engage with the respect and consent message. The session will also clearly highlight behaviour expectations, the bystander response, peer support and accessing student support services. This will complement other training programs being delivered to students and student leaders.</p>
17. Deliver respect and consent information sessions to all residential students as part of the residential college orientation program	Student Experience Directorate (Counselling and Wellbeing) Residential College management and staff	December 2018 (for delivery in T1 2019 and then every term thereafter)	<p>DESCRIPTION: CQUniversity will deliver a respect and consent information session to all students residing at a CQUniversity residential college. All students living on campus must complete a session once every calendar year.</p> <p>RATIONALE: A standard orientation session for all residential students, regardless of whether they are new students or not, will help to ensure they are engaging with the message and are fully informed of their rights and responsibilities. Students residing at a residential college are at a high risk of being impacted by sexual harassment and assault so additional training will provide an important refresher to the University's student charter, respect and consent principles, how to make a complaint and how to access student support.</p>
18. Compulsory training in respect and consent, mental health first response, cultural competency and basic first aid for all supervisory staff and nominated student leaders undertaking an outbound study tour	International Directorate Student Experience Directorate (Counselling and Wellbeing) TED/Schools		<p>DESCRIPTION: CQUniversity will implement compulsory training for all staff supervisors and nominated student leaders escorting student groups on outbound study tours. The training will be primarily delivered online with some face-to-face components. The training will cover key topics such as respect and consent, mental health first aid, cultural competency and basic first aid.</p> <p>RATIONALE: Making this training compulsory for staff supervisors will help to ensure that staff members are equipped with the skills and knowledge to respond to events and students in distress. This is vital when students are travelling in a foreign country and may have limited access to a qualified support person or service.</p>

SERVICE AND SUPPORT

In order to prevent and address sexual harassment and assault, CQUniversity must promote and deliver high-quality accessible student support services. As well as providing services, CQUniversity must also engage with external experts and specialist providers to provide options and choice to service users.

ACTION	RESPONSIBILITY	TIMING	DESCRIPTION, RATIONALE AND PROGRESS
<p>1. Increase the volume of mental health and wellness messages to all staff and students</p>	<p>Student Experience Directorate (Counselling and Wellbeing)</p> <p>Student Experience Directorate (Student Communication)</p> <p>People and Culture</p> <p>Corporate Communications</p>	<p>Ongoing</p>	<p>DESCRIPTION:</p> <p>CQUniversity will continue to deliver messages related to student services and mental health and wellness and will increase the volume, visibility and frequency of these messages.</p> <p>RATIONALE:</p> <p>Increasing the volume of messages related to mental health and wellness will assist staff and students to 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.</p>
<p>2. Provide university counselling staff with trauma training and ongoing professional development in sexual assault support</p>	<p>Student Experience Directorate (Counselling and Wellbeing)</p>		<p>DESCRIPTION:</p> <p>All CQUniversity counselling staff members will be provided with specific trauma response training and ongoing professional development in sexual assault support.</p> <p>RATIONALE:</p> <p>CQUniversity counselling staff are already highly trained specialists in providing mental health support and counselling. This ongoing training and professional development will build on their existing skills and ensure they are providing students with best practice support, guidance and referral.</p>
<p>3. Develop a dedicated mental health and student support hub on the student portal</p>	<p>Student Experience Directorate (Counselling and Wellbeing)</p> <p>Student Experience Directorate (Student Communication)</p>	<p>June 2018</p>	<p>DESCRIPTION:</p> <p>A dedicated mental health support hub will be developed and added as a feature on the Student Portal. The hub will provide contact information, health and wellness tips, information on providing support to others and information on seeking help from university support services or external service providers.</p> <p>RATIONALE:</p> <p>This hub will provide students with a central point to search for and access information related to mental health and how to seek support. It will be a tool to help students navigate their own mental health challenges and provide them with the information and guidance they need access the right support. Likewise, it will also provide students with information on providing support to others.</p>

ACTION	RESPONSIBILITY	TIMING	DESCRIPTION, RATIONALE AND PROGRESS
<p>4. Provide students in peer leadership roles with information on upcoming training and events related to mental health</p>	<p>Student Experience Directorate (Counselling and Wellbeing) Student Experience Directorate (Student Communication)</p>	<p>June 2018</p>	<p>DESCRIPTION: CQUniversity will provide student peer leaders with regular information on upcoming training and events related to mental health and wellbeing.</p> <p>RATIONALE: Providing student peer leaders with this information will assist them in developing their skills. They may also be able to share this information with other students who may have an interest in such training.</p>
<p>5. Facilitate the establishment of a student-led mental health mentor group to provide first-responder peer support and referrals to professional services for students experiencing distress</p>	<p>Student Experience Directorate (Counselling and Wellbeing)</p>	<p>July 2018</p>	<p>DESCRIPTION: CQUniversity will facilitate the establishment of a student-led mental health mentor group. Members of the group will undertake relevant training and will be able to provide their peers with first-responder support and guidance on access professional support services.</p> <p>RATIONALE: Establishing such a group may help students to feel more comfortable about accessing professional support. Many students may feel more comfortable to reach out to a peer in the first instance. By providing training to students to act in this peer role, the University may be able to reach out and help more students in times of crisis.</p>
<p>6. Develop and implement a university-wide mental health strategy</p>	<p>People and Culture Student Experience Directorate (Counselling and Wellbeing)</p>	<p>August 2018 (ongoing)</p>	<p>DESCRIPTION: CQUniversity will develop a university-wide mental health strategy. The scope will extend to staff and student mental health. The strategy will outline a framework for implementing actions that will assist in the improvement of staff and student wellness.</p> <p>RATIONALE: A university-wide mental health strategy will help to bring about action to raise awareness of mental health and wellness issues and improve outcomes for staff and students. This will likely lead to better staff and student retention outcomes and improved general health outcomes for individuals.</p>

SAFETY AND SECURITY

To address and prevent sexual harassment and assault on campus, CQUniversity needs to continuously improve safety and security. As well as providing a safe environment, staff and students should also be provided with personal safety mechanisms such as accessible on-campus security, safety apps, emergency alert systems and access to training where possible.

ACTION	RESPONSIBILITY	TIMING	DESCRIPTION, RATIONALE AND PROGRESS
<p>1. Recruit a dedicated student wellbeing and health promotion officer</p>	<p>Student Experience Directorate (Counselling and Wellbeing) People and Culture</p>	<p>September 2018</p>	<p>DESCRIPTION: As part of the implementation of the University's mental health strategy, CQUniversity will recruit a permanent student wellbeing and health promotion officer.</p> <p>RATIONALE: The student wellbeing and health promotion officer will promote health and wellbeing initiatives to students, advocate for student safety and develop initiatives to support student health and wellbeing.</p>
<p>2. Conduct a safety and security audit of all campuses and make identified improvements</p>	<p>People and Culture Facilities Management Directorate</p>		<p>DESCRIPTION: The Occupational Health and Safety team will work with the Facilities Management Directorate and various external consultants to conduct a safety and security audit of all campuses.</p> <p>RATIONALE: This audit will allow the University to identify safety and security risks and make required rectifications.</p>
<p>3. Offer free self-defence classes on campus</p>	<p>Campuses and Engagement Division through the Campus Life Committees</p>	<p>Term 1 2019 (ongoing)</p>	<p>DESCRIPTION: Campus Life Committees (CLC) operate on each campus and develop a schedule of activities and initiatives for their local campus. As part of this, all CLC's will be required to organise and offer a free self-defence class program at least once every year or where possible, in Term 1 and 2.</p> <p>RATIONALE: Providing free classes will allow interested students to access an additional service and will add value to their overall student experience. The classes may also help students in acquiring skills that could assist them should they ever find themselves in a situation where their personal safety is compromised.</p>

EVALUATION AND RESEARCH

In order to continuously improve processes, service delivery and education when it comes to preventing and responding to sexual harassment and assault, CQUniversity must put in place effective evaluation mechanisms to assess the outcomes and impact of activities within this plan. To do this, CQUniversity should conduct regular internal and external reviews both during and after the implementation period of this plan.

ACTION	RESPONSIBILITY	TIMING	DESCRIPTION AND PROJECTED OUTCOMES
<p>1. QCDFVR to conduct a pilot study on sexual experiences and develop a research report detailing recommendations for a university education and awareness campaign and respect and consent training</p>	<p>Queensland Centre for Domestic and Family Violence (QCDFVR)</p>	<p>July 2018 (report due)</p>	<p>DESCRIPTION:</p> <p>The University's Queensland Centre for Domestic and Family Violence Research (QCDFVR) will deliver a pilot project at CQUniversity that looks at the sexual experiences of university students. The anonymous study will look at issues such as attitudes and behaviours around respect and consent, experiences of harassment and assault, support service accessibility and whether students have ever been exposed to abuse or harassment using digital platforms.</p> <p>RATIONALE:</p> <p>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.</p>
<p>2. Include questions on the orientation program survey to evaluate messages and information provided on support services and respect and consent training</p>	<p>Student Experience Directorate (Student Communications)</p>	<p>August 2018</p>	<p>DESCRIPTION:</p> <p>Specific questions about respect and consent, and service knowledge and accessibility will be added to the official orientation evaluation survey.</p> <p>RATIONALE:</p> <p>Incorporating these questions into an official evaluation process will help the University gain an insight into the student voice and identify areas of focus to ensure students are exposed to a positive student experience.</p>
<p>3. Establish a public web presence to highlight the deliverables achieved as part of this action plan</p>	<p>Corporate Communications</p>	<p>August 2018</p>	<p>DESCRIPTION:</p> <p>CQUniversity will share all progress related to this action plan via a dedicated public webpage. The page will provide stakeholders with access to a copy of our action plan and a summary of progress.</p> <p>RATIONALE:</p> <p>CQUniversity values openness and transparency. Providing access to the University's action plan and progress summary will highlight that CQUniversity is committed to changing attitudes and behaviours, and supporting students.</p>

ACTION	RESPONSIBILITY	TIMING	DESCRIPTION AND PROJECTED OUTCOMES
<p>4. Conduct an annual focus group on respect and consent issues and the awareness, accessibility and impact of current support services among students</p>	<p>Student Experience Directorate (Counselling and Wellbeing)</p>	<p>August 2018</p>	<p>DESCRIPTION: CQUniversity will conduct annual focus groups at the beginning of Term 1 to get feedback and input from new and existing students about their experiences related to orientation, the accessibility of support services and general culture on campus.</p> <p>RATIONALE: Conducting focus groups such as this will help the University gain an insight into the student voice and identify areas of focus to ensure students are exposed to a positive student experience.</p>
<p>5. Complete a formal evaluation of the CQUniversity Action Plan and outcomes</p>	<p>Action Plan Working Group</p>	<p>December 2019 (plan to be delivered by April 2020)</p>	<p>DESCRIPTION: The Action Plan Working Group will commission a formal evaluation of the CQUniversity <i>Respect. Now. Always.</i> Action Plan by the QCDFVR and one or more external service providers.</p> <p>RATIONALE: Commissioning an evaluation by an expert group such as the QCDFVR in conjunction with an independent service provider, will provide the university with an objective overview of the plan's effectiveness and the impact of its outcomes. Such an evaluation will also allow the University to identify issues and develop ongoing plans and activities to address and prevent sexual harassment and assault.</p>