



**In safe hands:
Guiding support in
international student
safety**

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Today's Presentation

- The Why
 - The Role of the Peak Body
 - Sharing Best Practice Across the Sector
 - An issue of National Importance
- The How
 - Member College Insights
- The What
 - Challenges for Education Providers
 - Elements of Good Practice
 - Research Findings and Case Study Examples

The Role of the Peak Body



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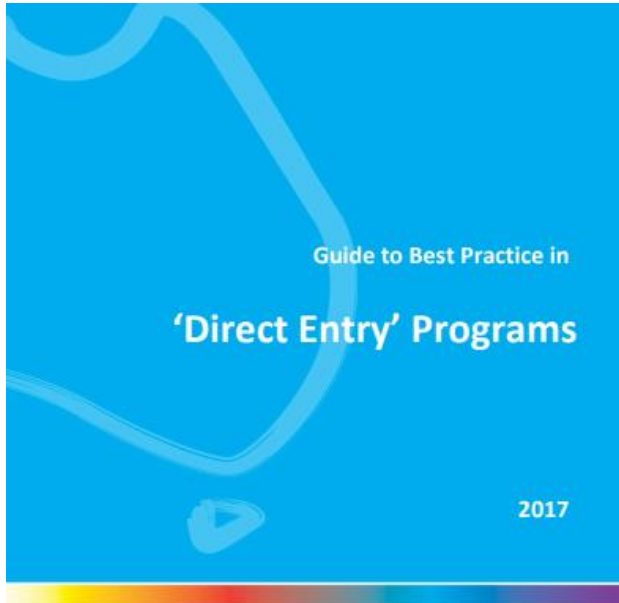
Sharing Best Practice Across the Sector

Best Practice Guides

English Australia regularly prepares **Guides to Best Practice in ELICOS** (Best Practice Guides), collating information provided by member institutions who represent the full spectrum of provider types, purposes and locations in Australia, and incorporating current TESOL research.

With its overall strategic plan of providing leadership in raising professional standards within English Australia member colleges, English Australia develops these Best Practice Guides to achieve five main goals:

Sharing Best Practice Across the Sector

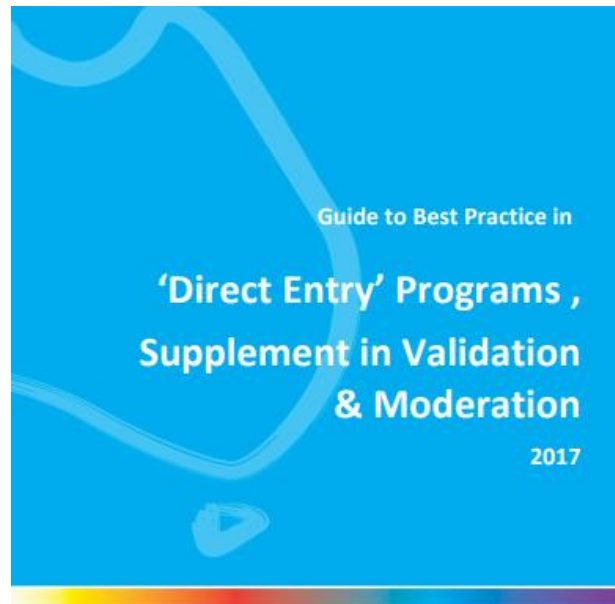


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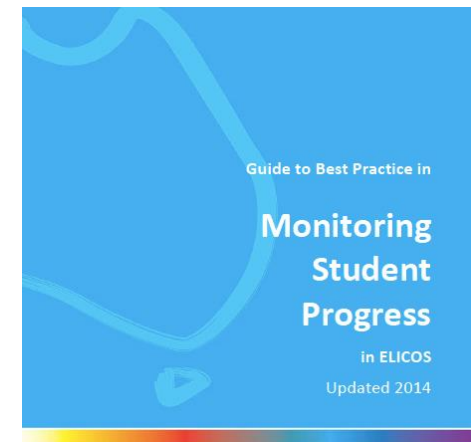
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University of Sydney
University of Western Australia
University of Wollongong
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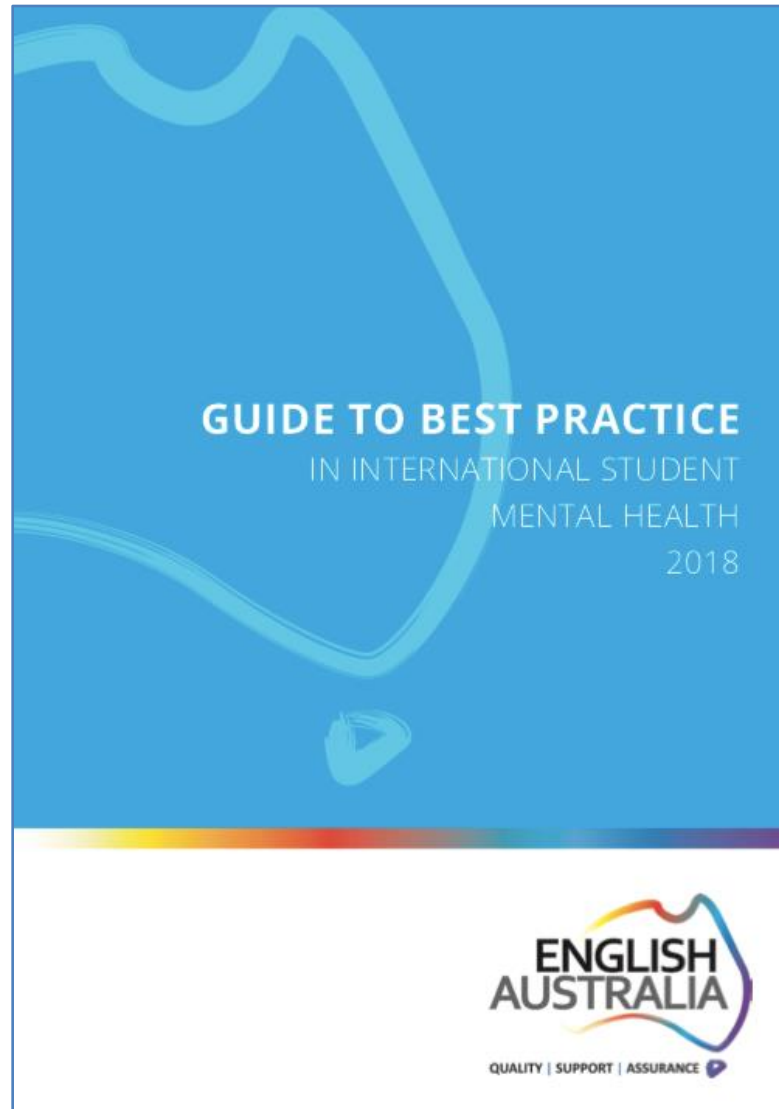


Guide to Best Practice: International Student Mental Health



Global Assistance

Allianz 



Guide to Best Practice: Delivering on the student experience



- Guide to Best Practice: **Delivering on the International Student Experience**
- English Language Teaching Barometer (ELB) – survey report
- **Registrations now open for ELB 2019-20**

Ensuring the safety of international students

[Home](#) > [The Hon Dan Tehan MP](#) > [Ensuring the safety of international students](#)

Tuesday 4 June 2019

Media Release

The Hon Dan Tehan MP

Minister for Education

The Morrison Government condemns the targeting of international students by criminals.

International students are welcome in Australia and all students should be safe on campus and in the wider community.

Our Government wants to ensure all students who come to Australia are living in a safe, supportive environment.

Under the Education Services for Overseas Students Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018, education providers must provide access to support services to ensure the mental and physical wellbeing of their international students.



Heightened Media Coverage



Recent campus attacks show universities need to do more to protect international students



A gathering at Latrobe University to pay tribute to international student Ailia Maasarwe who was studying there she was murdered Source: AAP

After a series of attacks targeting international students questions are being asked about how institutions can improve safety.

UPDATED 10/07/2019

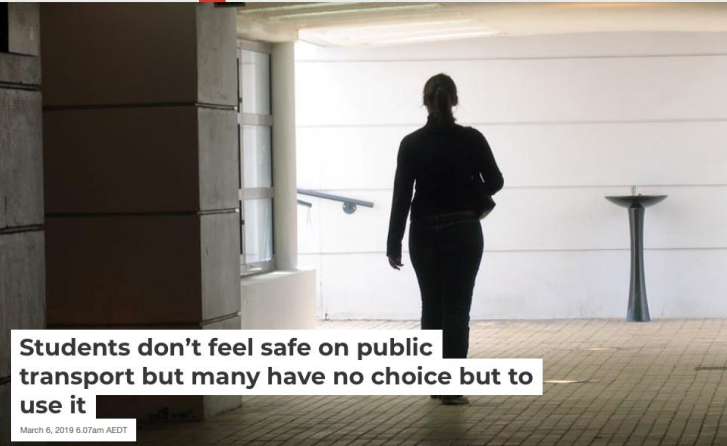
BY JEFF WILKS

SHARE  

THE CONVERSATION

Academic rigour, journalistic flair

Arts + Culture Business + Economy Cities Education Environment + Energy Health + Medicine Politics + Society Science + Technology



Students don't feel safe on public transport but many have no choice but to use it

March 6, 2019 6:07am AEDT

The Sydney Morning Herald



Advertisement

NATIONAL NSW POLICE

Chinese student safe after demand for \$1.2 million Bitcoin ransom

By Nick Bonyhady and Yan Zhuang
September 4, 2019 – 5:20pm

A Chinese international student reported missing from Sydney after his father received a \$1.2 million Bitcoin ransom demand has been found on the state's Central Coast.

Member College Insights

Student Safety Survey

[View this email in your browser](#)



Call to complete our Student Safety Survey

How do we make students feel safe while studying in Australia? From apps to alarms, we're seeing more and more services available to improve student safety. But what practices work and what data do we have to support these practices?

In 2019, we will publish a **'Guide to Best Practice in International Student Safety.'** The Guide will collate data and best practice examples from the ELICOS sector to create a user-friendly resource that can help inform your institution's policies and practices in Student Safety.

Help shape the Guide by completing a survey

To gather this information, we would like your institution to complete a scoping survey.

How long will the survey take?

The survey should take around 30 minutes to complete. We understand this is a considerable time investment, but this will ensure that the Guide is packed with both useful data and comprehensive examples of best practice.

Dr. Paula Durance

Dr Paula Durance is a highly qualified and experienced international education professional delivering programs, resources and peer reviewed articles.



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I provide consultancy services to international education providers, especially in the field of international student management, organisational reviews, professional development and international



Survey Question:

To the best of your knowledge, which 5 issues from the list provided are the most frequently reported by students at your institution?

Cyber scams

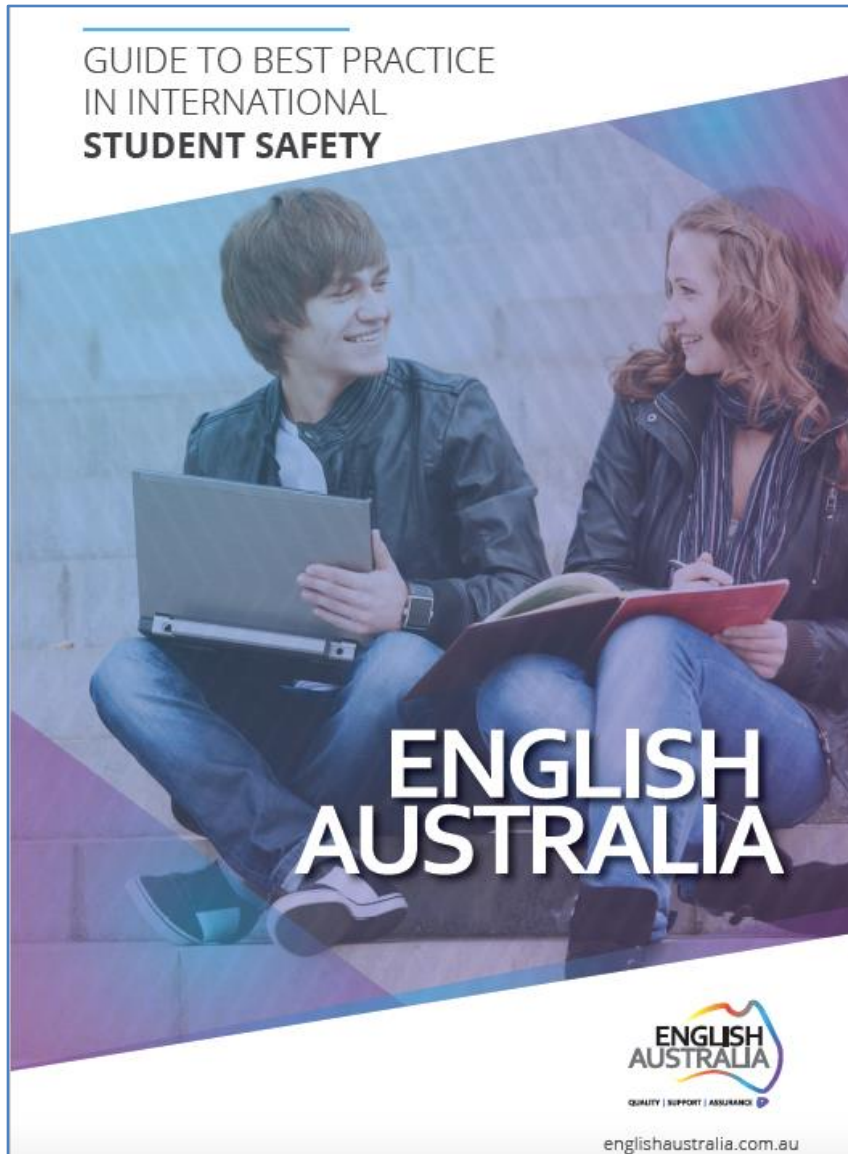
Bullying

Cyber bullying

Unplanned
pregnancies

Feeling unsafe
in public
places

Guide to Best Practice: International Student Safety



Special thanks to our Guide partners



Health & Care



Challenges for Education Providers



“The information could be taken in different ways, it could scare people or make them think about their safety.” (ELICOS student)

- Promoting safety versus causing anxiety
- Barriers to students reporting safety issues
- Raising awareness of safety beyond the campus
- Developing staff to respond to safety issues
- Limited staff and time resources

Elements of good practice

1. Develop a safety plan
2. Provide a safe environment
3. Identify and address safety issues
4. Develop & deliver targeted information
5. Recognise vulnerable student cohorts
6. Facilitate student reporting
7. Collect and use data & review practices
8. Manage threats to safety
9. Engage adequately trained staff
10. Work with stakeholders

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Develop & Deliver Targeted Information



- Regularly delivered and reinforced
- Consider student lifecycle
- Specific content tied to real relatable situations
- Involve students
- Embed into curricula

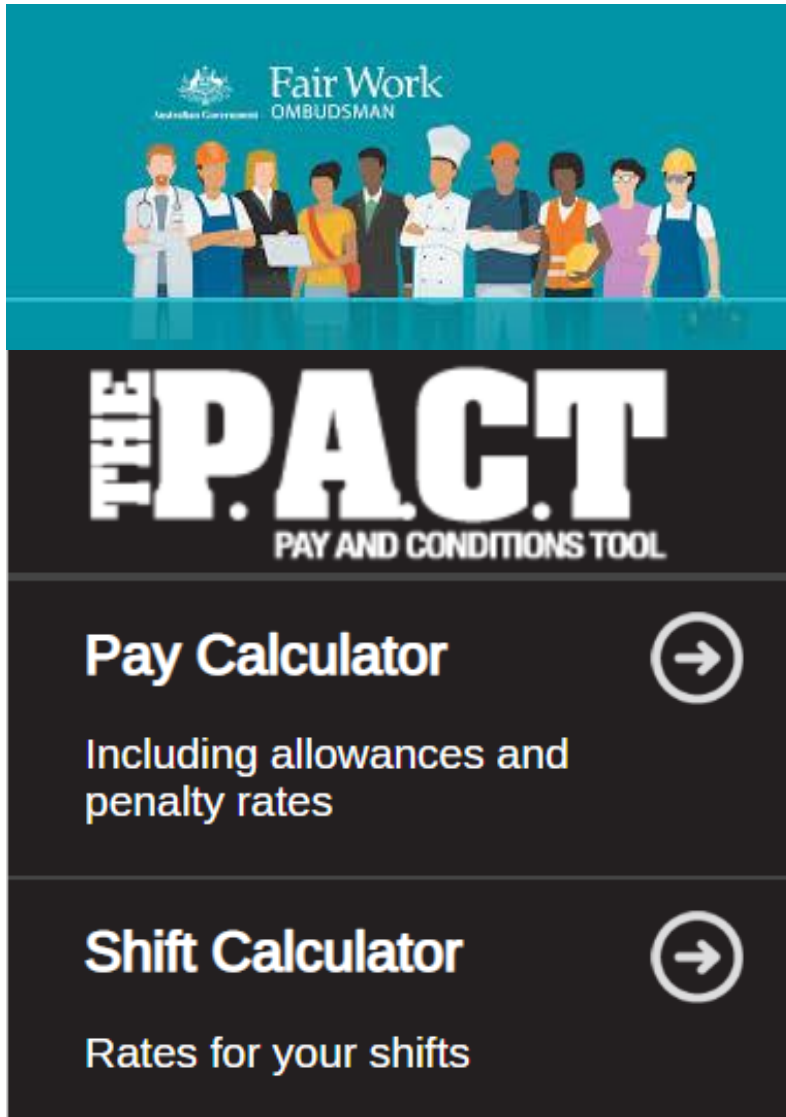
Curriculum Embedded Content



1. You are alone in a city and it is late. You need to get home. Would you ...
 - a. take the bus or train, even if you have to wait a long time?
 - b. walk home quickly but without being very concerned?
 - c. decide not to go home, but to stay with some friends nearby?

- Curtin LIFE course at Curtin English
- Mental health, well-being & safety outcomes embedded into curriculum

Timely Delivery of Information

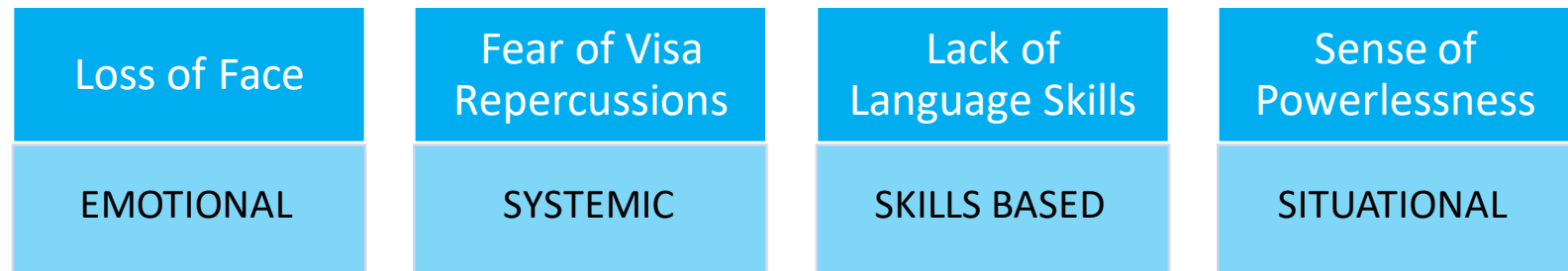


One ELICOS institution delivers weekly drop-in job support classes.

They cover writing CVs, job interviews, workplace safety, exploitation and wage theft.

Facilitate Student Reporting

81.25% respondents said they believe some student safety issues go unreported.



Facilitate Student Reporting

Sexual Misconduct Portal:



Students can provide personal details and information about the type of support service they require or they can complete a report without disclosing personal details.

Student Welfare Mentors



Students from diverse language backgrounds are trained as mentors. They are available every Friday to speak to their peers. Their emails are also made available to other students.

Work with Stakeholders

OUTSOURCE & COLLABORATE

STAKEHOLDERS

Specialists

Community Agencies

Emergency Services

Health & Care Providers

Other Relevant Organisations

ADVANTAGES

Increased efficiency
through collaboration

Greater access to shared
resources

Engaging specialist staff
relevant to your situation

Important to properly manage,
monitor and audit third parties

Public awareness of international education, peer networks and policy change can be enhanced by collaboration and shared experience across institutions, professional networks and community groups

Work with Stakeholders



- Police
- Surf Life Saving
- Women's Health Centre
- ATO
- Domestic Violence Services
- HIV Services
- Problem Gambling Services
- OSHC providers

Develop a Safety Plan

What should be included in a safety plan?

A suggested safety plan template is included as **Appendix 2**.

Safety plans should contain guidance for staff and students on:

1. How to identify and manage safety issues such as:
 - physical safety (transport, accommodation, going out, domestic violence)
 - personal safety (in relationships, discrimination, racially based abuse, bullying, assault)
 - cyber safety (scams, sexual harassment, bullying, extortion)
 - sexual safety (STDs, unplanned pregnancies, sexual assault and harassment)
 - workplace safety
 - water safety.
2. Develop and deliver relevant and accessible information that is appropriate to particular student cohorts.
3. Describe the process of student reporting of safety issues.
4. Outline the steps the institution will take to respond to issues.
 - describe the process and procedures the institution will adopt to manage critical incidents
 - indicate the scope and level of responsibility the institution has in managing safety issues.
5. Set protocols for documentation and data collection
6. Provide guidance for the institution to engage and collaborate with third parties and stakeholders
 - indicate the processes the institution has to consult and share information with third parties and to monitor third party relationships.
7. Clarify the roles and responsibilities of institutional staff dealing with student safety
8. Meet ESOS compliance obligations and relevant state and territory legislation such as child protection and consumer law, privacy and professional codes of conduct

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