



THE UNIVERSITY
of ADELAIDE



WELLBEING PLAN

Building resilience,
staying connected.

adelaide.edu.au

OUR WELLBEING PLAN



The COVID-19 pandemic has presented us with a situation none of us have ever experienced before. We recognise that for our entire community, and especially our students, life is changing very quickly, and this brings with it a heightened degree of uncertainty, stress and anxiety.

We understand that our students are:

- adapting to a new method of online learning
- isolated from their peers and networks due to social distancing
- balancing financial burdens and housing pressures
- managing news overload, general community worry, and uncertainty about their future.

Some students will face added challenges, including the potential escalation of pre-existing or underlying mental and physical health conditions, relationship issues, and additional caring responsibilities.

Many of our international students are facing uncertainty regarding their travel and study plans, and are far away from their family, friends and support networks.

It's our job to support our students in maintaining their wellbeing, and to ensure they have the tools to support themselves, and one another, through these challenging times.

We've been working closely with our students, the Adelaide University Union, Student Representative Council, and Adelaide University Sport to create a Wellbeing Plan that will offer students a comprehensive resource. We support a holistic approach to wellbeing. This means we are focused on promoting resilience, and preventing or reducing the impact of ill health.

This plan is designed to be iterative. This means we anticipate that it will evolve as we receive feedback from students about what is and isn't working, and as our students' needs change.

What do we mean when we talk about wellbeing?

- Mental health.
- Physical health.
- A sense of connection and community.

The four goals of our Wellbeing Plan

- Reduce isolation by helping students stay connected, virtually.
- Promote the importance of staying well, maintaining nutrition and staying active.
- Help students manage stress, anxiety and other emotions related to COVID-19.
- Encourage healthy study routines and a balanced lifestyle.

Who is this plan for?

This plan is for all of our students. However, we recognise that individual circumstances and backgrounds can have a significant impact on coping capacity. Specialised cohort support is important to address specific needs.

We will be creating additional strategies and developing collaboration with specialised community supports for:

- international students
- first-year students
- primary carers
- sponsored students
- Aboriginal and Torres Strait Islander students
- low-SES students
- mature-age students
- HDR students
- women
- LGBTIQ students
- refugee and humanitarian students.

OUR APPROACH TO WELLBEING RESOURCES

We are using a 'stepped care' approach. This means we can ensure that the right level of support is available to meet students' needs, at the time they need it. For our students, we are delivering resources and support in three key areas:



Crisis support

During University hours call Student Life Counselling Support on +61 8 8313 5663.

After hours, contact the University Crisis Line on 1300 167 652, or text 0488 884 197 (Monday to Friday, 5pm – 9am, 24-hour weekend support).



Direct personalised support

Students can access key University support services through remote channels, including phone, email and Zoom.



Building community capacity

Students can:

- access online resources and virtual engagement opportunities to proactively support good mental health
- get involved in peer-to-peer support to build a strong sense of community.



How are we going to implement this plan?

We'll do it together

This plan has been developed with our students, for our students. We are working with student leaders, club presidents, volunteers and ambassadors to help shape and share resources and initiatives.

We have established a Wellbeing Operational Group, with representatives from AUU, SRC, International Student Support, Counselling Support, AU Sport, Wirltu Yarlur, Adelaide Graduate Centre, Student Life and External Relations. This group will develop, oversee and implement a range of activities, resources and events for our students.

We will connect with students through a number of different channels, including:

- University of Adelaide Facebook, Instagram, SnapChat and WeChat
- AUU social media channels
- AUU and AU Sport clubs' social media channels
- [@uofastudentwellbeing](#) Instagram
- *OnDit*
- student ambassadors and volunteers
- MyUni
- Student News and other emails.

What will this plan deliver?

New resources, activities and events

We have designed a range of new activities to promote resilience and wellbeing in our student community. As new ideas are suggested, and students share their feedback, these programs may adapt and change. Current initiatives planned include:

- daily themed social media content
- physical wellbeing—promoting at-home workouts, challenges, and healthy eating tips
- looking after yourself—developing a self-assessment tool as a mental health checkpoint, mindfulness, meditation and yoga activities
- looking out for one another—sharing resources about peer-to-peer support and social connection activities (e.g. CommuniTEA, Coffee Collective, Netflix party)
- social media engagement activities—running the [uofastudentwellbeing](#) Instagram, the wellbeing blog, and encouraging students to upload content and share updates
- isolation survival guide—creating a guide to help students adjust to studying at home, how to structure their day and stay motivated video tips and other online activities to stay engaged
- Student Wellbeing Volunteers—student-led 'What messes with your head?' blog, provision of care packs for students in University accommodation
- guest webinars
- cultural celebrations tied to national holidays and dates of significance
- promotion of external resources and support services
- new and innovative online event and activity programs to foster connectivity and maintain study/life balance will be rolled out by the University, AUU, AU Sport and clubs.

UNIVERSITY RESOURCES



We understand that support services are critical to our students' success. In recent weeks we have transitioned and scaled up key support services from face-to-face to online delivery. This means our students can access the resources they need to stay healthy and engaged with their learning.

Counselling Support

- Students can connect with our team of qualified counsellors for a one-on-one online appointment via Zoom, or by phone on +61 8 8313 5663.
- The first step is to complete the [counselling registration form](#). One of our Triage and Assessment Counsellors will get in touch with you, usually within one to two business days.

University Crisis Line

- Students with an urgent need for help can access after-hours support (5pm – 9am), and 24-hour weekend support. Call the University Crisis Line on 1300 167 652, or text 0488 884 197.
- Please contact the Crisis Line if you are experiencing thoughts of self-harm, intense emotional distress or mental health issues.

Student Care

- Students can contact Student Care for independent advice, information, welfare and advocacy, particularly if they have concerns around their study, housing or employment.
- Student Care is run by the Adelaide University Union, and offers appointments by phone on +61 8 8313 5430, online via Zoom, or [email](#).

Disability Support

- Students who need personalised support to manage a disability or medical condition can seek support from the Disability

Support team, with appointments available by phone or online via Zoom.

- To set up an appointment, contact the team on +61 8 8313 5962, by [email](#) or by completing the [online registration form](#).

International Student Support

- The International Student Support team has expanded its online support for international students.
- Students can connect with the ISS team through:
 - [live chat](#), from Monday to Friday, 10am – 12pm and 2 – 4pm
 - virtual drop-in, from Monday to Friday, 2 – 4pm
 - phone, on +61 8 8313 4828
 - submitting an [online enquiry](#).

Wellbeing Hub

- Students can access a collection of resources covering: study tips, mental health, physical health, finding meaning, relationships, and links to other support services.
- Students can also explore the resources to support them when [dealing with anxiety and natural disasters](#).

Adelaide Unicare

- Adelaide Unicare is a medical clinic on the University's North Terrace campus. Students are bulk-billed, and international students are billed in accordance with their health insurance company (most services are covered for students with Allianz OSHC).

- Students can [book an appointment](#) online or by calling the clinic on +61 8 8313 5050. The initial appointment will be by phone, and a face-to-face consultation can then be arranged if necessary.

Wirltu Yarlū

- Aboriginal and Torres Strait Islander students can connect with the Wirltu Yarlū support team by calling +61 8 8313 3623.
- Student Support Officers can help you overcome challenges, with culturally safe, personal and academic advice and support.
- Wirltu Yarlū can connect you with the University's [Cultural Advisors](#), the [Wirltu Yarlū Academic Mentoring Program](#), and can support students in completing student success plans and applications for [scholarships](#), grants and Centrelink.

AU Sport

- Sporting clubs are an integral part of creating positive, active and connected communities. AU Sport offers students the ability to stay motivated through [UniMoves](#) (a home exercise challenge) and the [AU Sport Home Programs Facebook group](#).

Fitness Hub

- Members can access personal training sessions, group fitness classes and nutrition seminars, all via Zoom.
- Students can explore the new free fitness videos on the [Fitness Hub Facebook page](#).
- Gym equipment is also available for rent —contact the [Fitness Hub](#) for details.

Chaplaincy

- All students are welcome to [contact a Chaplain](#) for support. Anglican, Baptist and Lutheran Chaplains are available, and all Chaplains welcome the opportunity to provide pastoral care and counsel to students of any religious denomination.



EXTERNAL RESOURCES

There are a range of organisations who offer key support services relevant to our students.

Lifeline

- Lifeline offers telephone, text and webchat services to support mental health and well-being. Students can connect with Lifeline by:
 - phoning 13 11 14 (24/7)
 - texting 0477 13 11 14 (6pm – midnight, 7 days)
 - webchat.

Be Well Plan

- The Be Well Plan was released in March 2020 as a collaboration between researchers and mental health professionals from the SAHMRI Wellbeing and Resilience Centre and the Orama Institute at Flinders University.
- The program offers tailored solutions to strengthen mental health. It operates on a ‘pay what you can’ model, and is made up of five online sessions (10 hours total).

Beyond Blue

- Students can access free counselling with mental health professionals by calling 1300 224 636 (24/7).
- There are also online options, including [forums](#), [email](#) and chat (the online chat service is available 3pm – midnight, 7 days).

Headspace

- This website offers resources to help students manage stress related to COVID-19.

Students can also find [targeted support](#) for specific wellbeing matters, including:

- mental health
- domestic violence and sexual assault
- drug and alcohol use
- sexuality and sexual health.



EVALUATION

How will we know if our Wellbeing Plan is working?

Student feedback will drive a process of continual improvement. We will invite students to share their feedback on the activities, events and resources outlined in this plan.

Through the Wellbeing Operational Group, student voices will be central to the resources and activities we design and deliver. This collaboration means student representatives will have direct input into resource creation, and will be able to share student feedback and sentiment.

FOR FURTHER ENQUIRIES

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