



National Dean of Students, Ombudsman, Complaints Managers & Student Advocates Conference 2017

DATE: Thursday 28th & Friday 29th September 2017

LOCATION: University of Newcastle, CBD Campus (NewSpace)

WEBPAGE: [Dean of Students Conference 2017](#)

Day One Theme: Complex cases

TIME	Thursday 28 September	Speaker
9.00am	Arrive (tea & coffee on arrival)	
	Welcome Acknowledgement of country	Jenny Allen
9.30am	<p>CHAIR: Bernie Marshall (Deakin University)</p> <p>Compassion fatigue & structural supports</p> <p><i>This presentation will look at the various pressure points in the sector and the impacts it has on front line staff, in particular Human Resources. UON offers a range of wellness support for staff from a workforce mental health plan to wellness programs and a psychological working party to respond to the sector's changing needs. This session will conclude with a brief discussion on how our EAP provider, AusPsych, support their own staff in a highly stressed environment and how these ideas can be used within the University sector.</i></p> <p>Self-care strategies to avoid compassion fatigue, vicarious trauma and to promote health & well-being.</p> <p><i>This session will focus on the early identification of risk factors and signs of compassionate fatigue. It will also consider self-care strategies to avoid compassion fatigue and ways to maintain resilience under pressure. Finally the session will consider how staff involved in issue resolution may be able to work together to promote wellbeing.</i></p>	<p>Mark Kelly (UON) Di Bunch (UON) Harry Parker (UON)</p> <p>Di Kirby (UON)</p>
11.00am	Morning Tea	

<p>4.15pm</p>	<p><i>This session will discuss some practices employed by UON to support the Complaints team resolve issues in an effective manner. It will also consider strategies to ensure that your processes support decision making and empowering your staff working within the complaints environment.</i></p> <p>Reflections on Code Black</p> <p><i>It is crucial that universities be able to manage the risks that confront them and an important part of this is an interdisciplinary threat assessment management team which involves all areas of the organisation. The Code Black symposium and masterclass laid out what has to happen for threat assessment and management to work—both before and after an event—and I will pass on some of the insights gleaned in this session.</i></p> <p>Using complaints as a flag for risks: Responding to risks in higher education: the Student Ombudsman as a catalyst for systemic change</p> <p><i>The performance of Australian higher education providers is evaluated against a framework of national threshold standards. This framework is a legislative instrument designed to facilitate internal quality assurance and respond to emerging risks. This interactive presentation considers how two Australian universities (one metropolitan and the other regional) are using the framework as a tool to evaluate university performance in responding to risks that emerge through student grievances. Both universities acknowledge that the capacity to respond to emerging risks is critical to maintaining and boosting quality and reputation. De-identified case study examples of student grievances and recommendations for change have been mapped to the national threshold standards and provided to senior executive to inform mandatory re-accreditation processes to commence in 2017. The evolving role of the Student Ombudsman as a catalyst for systemic change in this process is also discussed.</i></p> <p>Welcome to Country</p>	<p>Peter Hendriks (Australian National University)</p> <p>Deborah Peach (Qld University of Technology)</p> <p>Miriam Dayhew (Charles Sturt University)</p> <p>Bronwyn Chambers (UON)</p>
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	<u>HYPOTHETICAL</u> CHAIR: Bernie Curran (UON)	Paula Newitt (ANU) Bronwyn Chambers (UON) Shamus Smith (UON) Joel Walker (ACU) Marty Mag Uidhir (UON) Ash McIntyre (NUPSA)
5.00pm	End of Day 1 program	
5.30pm	Drinks & canapes	

Day Two Theme: Issue Resolution in the University context

TIME	Friday 29 September	Speaker
9.00am	Arrival	
9.15am	<p>CHAIR: Andrew Brennan (La Trobe University)</p> <p>Value adding to Universities: reporting measures relevant to issue resolution.</p> <p><i>This session presents a number of elements that may be used in a conceptual framework for evaluating the value of roles such as Dean of Students, or Ombuds, or Complaints Managers or Student Advocates within Universities. Notions of 'benefit' are used as a starting point to explore how value might be determined. The link between institutional values and potential benefit are explored, as this can have a strong impact on the value that any given institution may perceive from having a roles that operate within issue resolution. Hypotheses are put forward as to what characteristics of a University or student cohort may correlate with these roles (or similar), and some options on how these characteristics may be measured and quantified. Limitations of measuring the value of roles in issue resolution are also discussed, principally the difficulty in isolating the benefit from a range of other exogenous factors.</i></p>	Joel Palmer (UON)
10.30am	Morning Tea	
10.45am	<p>CHAIR: Barrie O'Connor (Griffith University)</p> <p>Issue pathways in universities.</p>	John Fischetti (UON)

	<p><i>This session will focus on the big issues students face when an academic experience goes awry. We will text in answers to key questions using a polling tool and discuss best practice ideas in the field to prevent at best and to mitigate at worst student disengagement, student disconnect and student complaints. Approaches that consider the importance of issue resolution support at all stages from early intervention to formal complaint will be considered.</i></p> <p>Student voice: Natural justice & procedural fairness <i>The place of student voice, whilst present in the evaluation of the teaching and learning process in higher education institutions, is limited in the planning, provision and ownership of student support services that promote student success and retention. This session discusses the project that seeks to recognise that students have an active role and partnership in constructing their own success and their voice is integral to this partnership. To promote the importance of the student voice at the University of Newcastle (UON), this initiative has established the Office of Student Advocacy (OSA). This is a collaborative enterprise between university staff and student associations, a communication strategy for student-elected representatives on university committees and, a reporting mechanism for student concerns to be communicated to the relevant decision makers at UON. The project repositions students as co-creators of student support to inform student success.</i></p> <p>Student associations and university staff partnerships <i>This session will focus on student led advocacy in the postgraduate student space. The strategies the Newcastle University Postgraduate Student Association (NUPSA) represents students at UON in partnership with the Dean of Students, Office of Student Advocacy and other UoN student associations in 2017 and future directions.</i></p>	<p>Cath Nichols (UON) Meg Smith UON)</p> <p>James Pinkerton (NUPSA)</p>
<p>12.30pm</p>	<p>Lunch</p>	
<p>1.00pm</p>	<p>CHAIR: Craig Bird (University of Melbourne)</p> <p><i>Dispute resolution / Restorative communities</i></p> <p><i>Dispute resolution within the context of a restorative community is explicit and transparent in dealing with issues.</i></p>	<p>Jenny Allen (UON)</p>

	<p><i>The focus is: establishing a shared language and understanding of what constitutes healthy relationships and community when issues arise; the possibility of restored relationships in moving forward; a safe, honest and respectful way to express feelings (even anger); developing a community where decisions about appropriate behavior involves all stakeholders in a community and behavioural expectations are transparent and clearly stated; and developing a community which challenges inappropriate behavior, asks those who have brought harm to reflect on their actions and consequences and seek resolution with others.</i></p> <p>Student Living:</p> <ul style="list-style-type: none"> • Drug & alcohol use • Residential issues <p><i>Student Living recognises the protective factors associated with a well-functioning community, and approaches the development of such in their on-campus residences.</i></p> <p><i>This presentation will address the positive aspects of on-campus life, while acknowledging the issues that may be presented; the broader context of these within normal adolescent development; and the support and incident management system we use to address areas of concern.</i></p>	<p>Michelle Nunn (UON) Rachael McDermott (UON) Michelle Lampis (UON) Hamzah Bin Masagos Zulkifli, Residential Mentor (UON)</p>
2.30pm	Afternoon Break	
2.45pm	<p>CHAIR: Jenny Allen (UON)</p> <p>Issues that have emerged during discussion or emerge as requested prior to the conference</p> <p>Planning 2018</p>	ALL
4.00pm	Finish	