

A REPORT ON THE

COLLEGE ROW CULTURAL REVIEW 2018

**IN THE UNIVERSITY OF WESTERN AUSTRALIA'S
RESIDENTIAL COLLEGE SETTING**

ST CATHERINE'S COLLEGE
ST GEORGE'S COLLEGE
ST THOMAS MORE COLLEGE
TRINITY
UNIVERSITY HALL

SEXUAL ASSAULT • SEXUAL HARASSMENT • RESIDENT EXPERIENCES • BULLYING
HAZING • ORIENTATION PROGRAMS • EVENTS • POLICIES & PROCEDURES
EDUCATION & TRAINING • LEADERSHIP & GOVERNANCE • SAFETY & SECURITY

A Report on the *College Row Cultural Review 2018* in The University of Western Australia's Residential College Setting

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- The University of Western Australia
- The University of Western Australia's owned or affiliated residential colleges:
 - St Catherine's College
 - St George's College
 - St Thomas More College
 - Trinity
 - University Hall

The following stakeholders and organisations are thanked for their participation:

- Members of the Steering Committee and Working Group.
- Stakeholders from The University of Western Australia who contributed a written submission or attended an interview.
- College Row staff who provided a written submission.
- Residents from College Row who completed the questionnaire and/or attended an interview.
- Representatives of The University of Western Australia's Health Promotion Unit and Student Guild who pre-tested the Resident questionnaire.
- The Sexual Assault Resource Centre and 1800RESPECT for information, advice and resources.

Disclaimer

The data and information presented in this report has been derived from qualitative and quantitative research and a review of literature conducted during the *College Row Cultural Review 2018*. Jahn Health Consultancy does not:




















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CONTENT WARNING

The *College Row Cultural Review 2018* examined a range of factors that may contribute to sexual misconduct in The University of Western Australia's residential college setting. This report contains information relating to incidents of sexual assault and sexual harassment. It also explores associated issues such as bullying and hazing.

If you experience any discomfort or distress during or after reading this report, please contact one or more of the following support personnel or services.

FOR LIFE-THREATENING EMERGENCIES DIAL 000 IMMEDIATELY.

THE UNIVERSITY OF WESTERN AUSTRALIA			
Disclosure Officer	Trained to deal with disclosures of sexual misconduct.	 	(08) 6488 2427 disclosure@uwa.edu.au
Complaint Resolution Unit	Helps in the lodgment and management of a formal complaint of misconduct.	   	(08) 6488 8547 (08) 6488 7986 0400 890 879 complaints@uwa.edu.au
Guild Student Assist	Provides counselling, external referral and confidential assistance to students.	 	(08) 6488 2292 assist@guild.uwa.edu.au
Counselling and Psychological Services	A confidential counselling service on the University campus.		(08) 6488 2423
Medical Centre	Appointments with a General Practitioner.		(08) 6488 2118
COLLEGE ROW			
St Catherine's College	Deputy Head of College		(08) 9442 0411
St George's College	Dean of Studies		(08) 9449 5555
St Thomas More College	Deputy Head of College		(08) 9386 0111
Trinity	Health and Wellbeing Counsellor		(08) 9423 9423
University Hall	Deputy Head of College		(08) 9273 3205
OTHER SUPPORT SERVICES			
Sexual Assault Resource Centre	Emergency sexual assault service for Western Australia.		24-hour emergency line: (08) 6458 1828 1800 199 888
1800RESPECT	National sexual assault, domestic and family violence counselling and referral service.		1800 737 732
Lifeline	Crisis support and suicide prevention services.		13 11 14
Beyond Blue	Mental health support services.		1300 224 636



REPORT SUMMARY

The College Row Cultural Review 2018

St George's College || St Catherine's College || St Thomas More College || University Hall || Trinity

This Review found no evidence of a systematic cultural problem within The University of Western Australia's College Row.

375

members of College Row and University community engaged in Review.

- 350 Resident questionnaires
- 7 Resident interviews
- 5 Head of College Audit Tool Packages
- 4 College Staff written submissions
- 6 University staff interviews
- 3 University staff written submissions



Factors considered in the Review

- Safety and supervision
- Event planning and management
- Governance and leadership
- Resident experiences
- Training programs
- Policies and procedures
- Sexual assault
- Sexual harassment
- Alcohol and other drugs
- Bullying
- Hazing
- Orientation programs

Safety and Supervision

97.1%

of Residents feel safe living at their College

93.4%

of Residents believe supervision is adequate

Policy

42.0%

of Residents reported receiving a copy of their College's sexual misconduct policy upon commencement of their residence.



100% of the Colleges have an alcohol and other drug policy or guideline.

- Inconsistency in the content and level of detail in sexual misconduct policies across College Row.



100% of the Colleges have a policy or guideline that addresses sexual misconduct.

61.8%

of Residents say their College has a sexual misconduct policy.

One College has a stand-alone Hazing Policy.



Governance and Leadership



All Colleges use a tiered leadership model.

57.5%

of Residents feel they are being supported to develop leadership skills.

79.7%

of Residents feel supported by College staff.



103 Resident Advisors across College Row.

Clear and comprehensive recruitment process for Resident Advisors across College Row.



86.1%

of Resident Advisors enjoy their role.



Residents' Clubs are viewed favourable by most Residents.

67.1%

of Residents feel supported by the Resident Advisors at their College.

- Some Residents are concerned over how Resident Advisors treat confidential information and the development of leadership cliques.

Disclosures and Complaints



20 disclosures and 15 complaints of sexual misconduct recorded in College Row since January 2016.

15 disclosures and 11 complaints of bullying recorded in the same period.

100% of Colleges have a disclosure and complaint procedure. The procedures vary across College Row.



Most Residents know they can disclose (84.0%) or file a complaint (82.1%) with their College.

- Some Residents are concerned over the length of the complaint process and the lack of support offered to them.

Training and Education Strategies

168 training programs with relevance to the Review conducted across College Row since 2016.

Training programs are viewed favourably by Residents and staff.



68.8% of Residents and 98.0% of Resident Advisors have received training in issues of sexual misconduct.

- Some University stakeholders implied an inconsistent approach to training at the University.



Orientation Programs



All Colleges conduct a comprehensive orientation program.

77.2%

of Residents indicated their College orientation program addressed sexual assault and sexual harassment.

College orientation programs are largely alcohol-free.



Orientation is viewed positively by Residents.

Social Media



100% of the Colleges have a guideline that addresses social media.

- Some Residents are concerned about unofficial College social media accounts.

Event Planning and Management

1,800

 events in College Row since January 2016.

39.3% of events had an Event Management Plan.



24.6% of events involved alcohol.

- Variation exists in the event planning and management policies and procedures across College Row.

80.6%

 of Residents attend events at their College and most feel welcome.

87.5% of Residents feel safe at College events.



- Some stakeholders are concerned about unsatisfactory incident management processes and the absence of a centralised process for event planning and management.



College Row and the University are implementing strategies to strengthen event planning and management.

Resident Experiences

80.6%

 of Residents enjoy living at their College.

Three-quarters of Residents think they fit in and feel involved in College life.



40.6%

 of Residents believe alcohol helps them to develop friendships and socialise.

10.1% of Residents strongly agree that a lot of focus is placed on drinking alcohol at their College.



- Some Residents and staff are concerned about alcohol at College events.

10.1%

 of Residents have been bullied at their College and 20.6% have witnessed bullying.

3.4% of Residents have been subjected to hazing at their College and 3.5% have witnessed another Resident being hazed.



- Hazing was not identified as an issue of concern by College staff or University stakeholders.

8 recommendation areas from the Review

- | | | |
|----------------------------------|----------------------------------|---------------------------------|
| 1. Leadership and governance | 4. Education and training | 7. Safety and security |
| 2. Policy | 5. Support services | 8. Broader institutional reform |
| 3. Response to sexual misconduct | 6. Event planning and management | |

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EXECUTIVE SUMMARY

Following the Australian Human Rights Commission's 2016 research study and resultant report titled *Change the Course: National Report on Sexual Assault and Sexual Harassment at Australian Universities*, issues of sexual misconduct have attracted widespread media attention. A mounting network of organisations and survivors are continuing to advocate for change and putting pressure on universities to better understand and address this matter.

In late 2017, The University of Western Australia and five of its residential colleges committed to the conduct of a review of sexual misconduct in the college setting. Over the past year, Jahn Health Consultancy has implemented the *College Row Cultural Review 2018* (the "Review") at St Catherine's College, St George's College, St Thomas More College, Trinity and University Hall; collectively referred to as *College Row*. The Review operated under a collaborative model with the University and Colleges jointly committing to resourcing its development and implementation. This report has therefore been prepared from a holistic point-of-view.

While sexual misconduct was the focus of the Review, the scope was widened to allow for an examination of the following interrelated factors: alcohol and other drugs; bullying and hazing; orientation programs; event planning and management; training; policies and procedures; and Resident safety and supervision. The term *culture*, as applied to the Review, symbolises the collective of these factors.

Although the consultation process enabled participants to share past experiences, including in relation to sexual assault and sexual harassment, focus was directed toward exploring the current culture in College Row. The Review sought to capture and celebrate existing strengths in the Colleges and identify areas requiring improvement.

The Review engaged 350 Residents in an online questionnaire, seven Residents in an interview, four College staff in a written submission, nine University stakeholders through an interview or written submission, and the five Heads of College via an audit tool. Given the sample size of the Resident and staff-focussed elements of the Review, care should be taken when inferring any commonality of the results with a broader college setting.

Summary of the findings

The Review found that Residents overwhelmingly enjoy living at their College, believe they fit in, have made friends, feel involved in College life and feel supported by other Residents. These sentiments were mirrored by subsets of the College community. Many Residents appreciate the diversity of the Resident population, the support systems in place and the variety of events on offer.

Resident reports of bullying were relatively low, as were the number of associated disclosures and complaints. Some Residents stated that they did not know they could make a disclosure or file a complaint, or how to do so. Others felt pressured to keep quiet or were embarrassed.

The Colleges each have a procedure for receiving and responding to disclosures and complaints of sexual and other misconduct. Multiple entry points are provided and communicated through policy. The level of detail varies noticeably between the Colleges, terminology is sometimes inconsistent and does not always reflect best practice, and there is no evidence of a standardised approach being used across College Row and with the University. A centralised system for recording and storing disclosure and complaint data does not exist within College Row, or between the Colleges and the University.

In line with best practice, the Review heard that Complainants and Respondents are referred to support services, though this was not always reflected in the examples cited by Residents. A small number of Residents advised they felt unsupported through disclosure and complaint processes, were not informed of support services and/or had a lengthy wait time for a counselling appointment at the University. Other Residents viewed the processes favourably; expressing their satisfaction with the support they were offered and the outcome.

A lack of communication between the Colleges and different sections within the University that have a role in responding to incidents and managing disclosures and complaints was identified by certain stakeholders as an issue requiring attention. Worry was expressed that the absence of strong and reciprocal communication poses a threat to the safety of all University students, including those residing in College Row.

The Review found no evidence of a widespread pattern of harmful hazing behaviour in College Row. Minimal data pertaining to hazing was recorded through the Resident questionnaire and interview process. No allegations or strong concerns were expressed by College staff or University stakeholders. Several Residents indicated that College traditions are often fun, safe and participated in willingly by Residents – with little coercion or force from Resident leaders. In no part of the Review were College administration or other staff implicated in hazing.

In relation to policy, one College maintains a stand-alone hazing policy. The other College's offer reference to hazing in policies or documents that address the broader issues of bullying, harassment and discrimination.

For the most part, Residents commended the support provided to them by College staff. There is an opportunity for College leaders to consider the criticism levelled at their position, particularly in relation to perceptions that they are inapproachable, protect the reputation of the College rather than Resident welfare and fail to act in response to matters raised.

Comprehensive and fair recruitment protocols exist for the selection of Resident Advisors and Resident Coordinators. Most Resident leaders enjoy their leadership role and are viewed in a largely favourable light by Residents. Dissatisfaction expressed by Residents pertained to a reluctance to trust Resident Advisors to keep personal information confidential and the formation of leadership cliques.

The Colleges have policies and/or guidelines that address sexual misconduct and reflect State and Commonwealth legislation. Statements extracted from these policies demonstrate a strong commitment to a zero-tolerance approach to sexual harassment, though less focus is placed on sexual assault. Although most Residents stated that their College has a sexual misconduct policy, less than half were completely or very familiar with its content.

There is a disparity in the content of these policies across College Row, and between the Colleges and the University. While some elements of the content recommended in a best practice policy were apparent, it is suggested that the Colleges expand upon the level of detail included and work collaboratively to establish greater alignment.

Each College has a disclosure and complaint procedure, however there were differences in the level of detail provided and variations in process between the Colleges. Currently across College Row there also appears to be a gap in the provision of vicarious trauma support services to those who witness an incident of sexual misconduct or are involved in disclosure and complaint procedures.

The five Colleges have a policy and/or guideline regarding alcohol and other drug use that outlines their stance on this issue. There is alignment with best practice, including reference to harm minimisation strategies. The policies are consistent with State and Commonwealth laws and, for certain Colleges, match their liquor licencing requirements. A strong stance against behavioural misconduct resulting from alcohol and other drug use is suggested by every College.

Residents view their College's orientation program auspiciously. The Colleges are commended for their ability to schedule an inordinate number of activities in their orientation schedules to familiarise Residents with the College and the University. Conducted during orientation and throughout the year are training programs that address a range of topics with relevance to the Review.

Almost all Residents attend their College's social events, feel welcome and think they are well-organised. Many Residents feel safe and do not worry about returning to College safely after events held off the premise. Resident criticism of events was narrowly focussed on the inappropriate behaviour of some Resident Advisors, events being poorly advertised, a lack of organisation and a focus on alcohol.

College Row staff view events favourably and expressed their commitment to improving event planning and management processes. Several University stakeholders discussed their concerns about off-premise events, insufficient event planning processes in the Colleges, the lack of a centralised approach to event planning and management, inadequate risk management, and the size and tone of various events held at the University.

The Colleges have policies or guidelines that address the use of social media by staff and Residents. In addition to noting the benefits of social media use, these policies acknowledge that social media can

be used inappropriately and in ways that constitute misconduct. The policies are appropriate and reflective of the law.

Each of the Colleges operate several official social media accounts. No issues were found in relation to these accounts. They are sources of information for staff, Residents and the wider community. Criticism of social media from Residents related to unofficial College social media accounts, which have reportedly facilitated bullying, harassment and the posting of sexually inappropriate content.

Based on the data and information collected through the *College Row Cultural Review 2018*, Jahn Health Consultancy found no evidence of a systemic *cultural problem* within St Catherine's College, St George's College, St Thomas More College, Trinity or University Hall.

Recommendations for reform


Amalgamation of the Review findings has facilitated the development of eight recommendation areas for consideration by the Colleges and The University of Western Australia:

- (1) Leadership and governance;
- (2) Policy;
- (3) Response to sexual misconduct;
- (4) Education and training;
- (5) Support services;
- (6) Event planning and management;
- (7) Safety and security; and
- (8) Broader institutional reform.

Each recommendation is supported by a list of suggested actions. The Colleges and the University are encouraged to read these actions in concurrence with a review of their existing policies, procedures, documentation, programs and known actions.


Many of the issues identified in the Review as requiring further consideration and improvement extend beyond the sole remit of the Colleges. Meaningful reform will more likely be achieved through the development of common goals and joint action from the Colleges and The University of Western Australia.

STATEMENTS OF COMMITMENT TO THE *COLLEGE ROW CULTURAL REVIEW 2018*




"The University of Western Australia welcomes the College Row Cultural Review 2018 and acknowledges the shared commitment of the University and College communities to work together to promote respectful behaviour. We are committed to supporting and maintaining a community where students, staff and visitors are valued and respected and are able to realise their full potential in a safe environment."

**Professor Dawn Freshwater
Vice-Chancellor
The University of Western Australia**



"The UWA Colleges fully endorse the College Row Cultural Review 2018 with a view to doing all that we can to ensure the physical and psychological safety of all students in our communities. The gravity of this responsibility is not lost on staff or students at the Colleges and we look forward to absorbing the findings of the Review and assessing how we can make improvements."

**Ms Fiona Crowe (Head of College, St Catherine's College)
Mr Ian Hardy (Warden, St George's College)
Mr Tom Mitchell (Head of College, St Thomas More College)
Mr Mike Shearer (Head of College, Trinity)
Mr Mark Sampson (Principal, University Hall)**



"The UWA Student Guild welcomes the College Row Cultural Review 2018. Every Resident deserves to be safe and supported at college, and this Review places College Row in the best position to continue to evolve its culture and create needed change with Residents' best interests at heart. We are committed to ensuring that every student is happy and safe while at university, and we will work with the University and the Colleges to promote respectful behaviour and create a safe environment for every Resident to thrive."

**Student Guild
The University of Western Australia**

PART 1 - BACKGROUND

1.1 SEXUAL MISCONDUCT IN THE AUSTRALIAN UNIVERSITY SETTING

Issues of sexual misconduct in the Australian university sector came to the forefront of public attention in 2015 following the first Australian screening of *The Hunting Ground*. This American film was one of six documentaries selected for broadcast in Sydney at the Good Pitch Australia initiative.¹

Led by The Hunting Ground Australia Project, the documentary has lifted awareness in the university sector and the wider community of sexual misconduct in Australian universities. A key outcome has been the establishment of the *Respect.Now.Always* initiative by Universities Australia to “raise awareness and lift the visibility of support services, to seek robust data to guide further improvements in policy and practice and to share best practice and resources among our member universities.”²

In February 2016, seed funding provided by The Hunting Ground Australia Project facilitated the development of a student survey to elicit a data-set of the national incidence of sexual misconduct in the university sector.¹ Independently led by the Australian Human Rights Commission, the survey explored the nature and prevalence of sexual assault and sexual harassment of university students, reporting of these incidents and how universities respond.³

The survey was conducted online between September and November 2016 with a random sample of 30,930 students from Australia’s 39 universities to measure their experiences in relation to the:

- prevalence of sexual assault and sexual harassment in 2015 and 2016;
- characteristics of people who experienced sexual assault and sexual harassment;
- characteristics of perpetrators of sexual assault and sexual harassment;
- settings in which students experienced sexual assault and sexual harassment at university;
- reporting of sexual assault and sexual harassment; and
- students’ recommendations for change.³

Supporting the survey was a written submission process that generated 1,846 responses. Students were asked to record their personal characteristics, their experiences of sexual assault and sexual harassment, and their views on approaches to dealing with these issues.³ The resultant report titled *Change the Course: National Report on Sexual Assault and Sexual Harassment at Australian Universities 2017* was released in August 2017.

Of the students who responded to the survey:

- 51% reported having been sexually harassed on at least one occasion in 2016;
- 26% reported having been sexually harassed in a university setting in 2016;
- 6.9% reported that they had been sexually assaulted on at least one occasion in 2015 or 2016;
- females experienced sexual assault and sexual harassment at higher rates than males;
- a significant proportion of those who were sexually assaulted or sexually harassed knew the perpetrator, who was most likely to be a fellow student from their university;
- most students who were sexually assaulted or sexually harassed did not make a formal complaint to their university for reasons such as not believing their experience was serious enough to warrant making a report and not knowing how or where to make a report; and
- 6% thought that their university was currently doing enough to provide and promote clear and accessible information on sexual harassment procedures, policies and support services. Four percent thought this was the case in relation to sexual assault.³

Of the 1,509 students from The University of Western Australia who participated in the research, 28.0% reported being sexually harassed at the University in 2016 and 2.2% indicated that they had been sexually assaulted.³

The research found that one in five of those students Australia-wide who reported having been sexually assaulted said that this occurred at a university or residence social event. Females were four times as likely as males to have been sexually assaulted in a residential college setting.³

The national survey findings were supported by students’ first-hand experiences of sexual assault and sexual harassment that were collected through the written submission process. Collectively, this research has contributed to the evidence base for prioritising university responses to sexual misconduct, and the Australian Human Rights Commission’s recommendations for reform. Nine recommendations across five action areas were presented in the Commissions’ report:

- (1) **Leadership and governance:** A strong and visible commitment to action from university leaders accompanied by clear and transparent implementation of these recommendations.
- (2) **Changing attitudes and behaviours:** Development of measures aimed at preventing sexual assault and sexual harassment.
- (3) **University responses to sexual assault and sexual harassment:** An independent, systematic review of university responses to sexual assault and sexual harassment and their effectiveness. The implementation of effective processes for responding to sexual assault and sexual harassment.
- (4) **Monitoring and evaluation:** Ensuring that the steps taken to prevent and respond to sexual assault and sexual harassment are evidence-based and that improvements are made over time.
- (5) **Residential colleges and university residences:** A review to further examine issues and solutions to address sexual assault and sexual harassment within residential colleges and university residences.³

Life in a residential college can play a pivotal role in a student's university experience, as does the attitudes and behaviours of their co-residents. The Australian Human Rights Commission recognised University-affiliated residential colleges as a unique environment in which young people live, work, study and socialise near other students, with many Residents living away from home for the first time.³

Data collected through the national student survey highlights the need for more to be done to provide a safe and supportive environment for all college students. Information attained through the written submission process provided insight into aspects of residential college culture and practice that the Australian Human Rights Commission viewed as requiring supplementary investigation.³

1.2 COMMENCING A REVIEW IN THE UNIVERSITY OF WESTERN AUSTRALIA'S RESIDENTIAL COLLEGE SETTING

In September 2017, The University of Western Australia's Health Promotion Unit prepared a Project Proposal to support the University's five residential colleges¹ (collectively referred to as College Row) to address Recommendation (9) of *Change the Course: National Report on Sexual Assault and Sexual Harassment at Australian Universities 2017*:

- **Recommendation 9:** *"In addition to considering the implementation of the university recommendations made in this report, residential colleges and university residences should commission an independent, expert-led review of the factors which contribute to sexual assault and sexual harassment in their settings. This review should consider:*
 - *appropriate responses by a college or university residence to reports of sexual assault and sexual harassment;*
 - *a trauma-informed and rights-based approach in a situation in which an allegation of sexual assault has been made;*
 - *the ways that hazing practices and college 'traditions' facilitate a culture which may increase the likelihood of sexual violence;*
 - *the role of alcohol in facilitating a culture which may increase the likelihood of sexual violence;*
 - *the level and nature of supervision in a twenty-four-hour residential setting in which large numbers of young people are living away from home; and*
 - *the level and adequacy of training required to equip residential advisors to serve as first responders or in response to matters of sexual assault and harassment."*²

The Project Proposal was tabled by the Director of Student Life/Acting Director of Student Experience with the Head of each College in October 2017. Consensus to commission the *College Row Cultural Review 2018* was reached. The Health Promotion Unit prepared a Project Plan and developed six audit tools (refer to section 2.4).

By the end of 2017 Jahn Health Consultancy had been engaged to independently implement the audit tools and prepare a Review report.

¹ Forrest Hall was not included in the *College Row Cultural Review 2018*. This residence opened in March 2018.

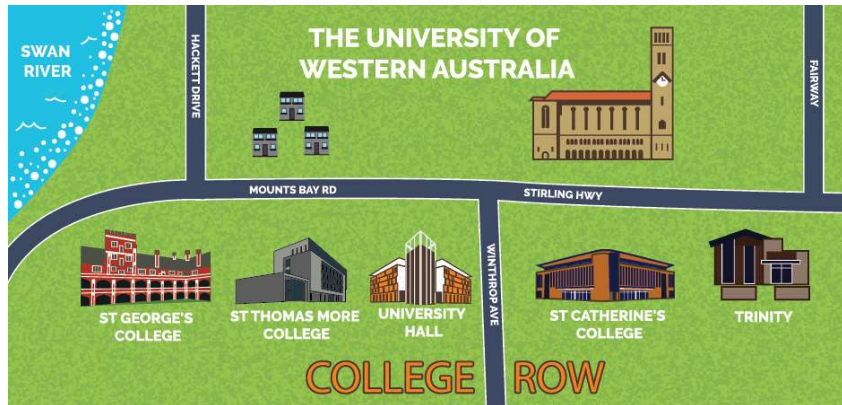
1.3 AN OVERVIEW OF COLLEGE ROW

College Row comprises five residential colleges opposite The University of Western Australia's main campus in Crawley, Western Australia:

- (1) St Catherine's College;
- (2) St George's College;
- (3) St Thomas More College;
- (4) Trinity; and
- (5) University Hall (Figure 1).

The Colleges exist under the University Colleges Act 1926 which ensures they are governed by a Council/Board and provide their students with satisfactory supervision and opportunities for study.⁴

Figure 1 Location of The University of Western Australia and College Row



At the time of the Review, there were 2,110 students residing in College Row. As shown in Table 1:

- 1,896 Residents (89.9%) were studying at The University of Western Australia;
- there were 973 domestic Residents (46.1%) and 1,137 international Residents (53.9%);
- there were more female (1,092 [51.8%]) than male (1,017 [48.2%]) Residents;
- three Residents recorded a disability (0.1%);
- there were 121 Aboriginal and Torres Strait Islander Residents (5.7%); and
- 103 Residents were employed as a Resident Advisor (50 males [48.5%] and 53 females [51.5%]).

Table 1 Resident data at the time of the *College Row Cultural Review 2018*

Number of:	St Catherine's College	St George's College	St Thomas More College	Trinity	University Hall	Total
Residents	397	224	376	357	756	2,110
Residents enrolled at The University of Western Australia	370	201	284	299	742	1,896
Domestic Residents	228	138	186	160	261	973
International Residents	169	86	190	197	495	1,137
Male Residents	161	120	188	185	363	1,017
Female Residents	236	104	188	172	392	1,092
Residents of an unspecified gender	0	0	0	0	1	1
Residents reporting a disability	2	0	0	1	0	3
Aboriginal and Torres Strait Islander Residents	68	3	15	0	35	121
Resident Advisors	26	14	18	15	30	103

PART 2 – AN OVERVIEW OF THE *COLLEGE ROW CULTURAL REVIEW 2018*

2.1 PURPOSE

The *College Row Cultural Review 2018* was established across St Catherine's College, St George's College, St Thomas More College, Trinity and University Hall.

Implemented by Jahn Health Consultancy, the purpose of the Review was to explore a range of issues related to sexual harassment and sexual assault in College Row and generate potential solutions based on best practice methods to:

- maximise the safety of Residents; and
- more efficiently and effectively respond to disclosures and complaints of sexual misconduct.

This required the Review to look beyond sexual misconduct and more broadly examine the current culture in College Row by considering factors such as:

- policies and procedures;
- Resident experiences, including bullying and hazing;
- orientation programs;
- safety and supervision;
- event planning and management;
- alcohol and other drugs;
- behavioural expectations; and
- education and training.

As well as identifying areas where improvement or change would be beneficial, the Review sought feedback on the positive aspects of residing in College Row and existing best practice in policy and practice.

Jahn Health Consultancy was not contracted to investigate any recent or historical incidents of sexual assault or sexual harassment in College Row. However, risk management strategies were prepared to assist any Resident seeking assistance with a disclosure, complaint or referral.

2.2 SCOPE OF THE REVIEW

The target group for the Review comprised:

- all College Row Residents;
- the Head of each College;
- all College Row staff; and
- University stakeholders.

The University of Western Australia and the Colleges selected this target group based on its intrinsic and current association with College Row.

The Review explored:

- University and College policies and procedures relevant to sexual misconduct and their consistency with State and Commonwealth laws and regulations.
- The consistency of policies and procedures between the University and College Row, and across College Row.
- College processes for receiving, reviewing and resolving an alleged incident of sexual misconduct. This included the timeliness of action, communication, record management, referral pathways and procedures and mechanisms under which disciplinary action may be taken.
- The process being applied to advise and educate College staff of their legal responsibilities for responding to an alleged incident of sexual misconduct.
- The training and resources available to College staff and other potential first responders to an alleged incident of sexual misconduct.
- The strategies being used to advise Residents and staff of the policies, procedures, services and resources available regarding sexual misconduct.
- Whether alcohol consumption and hazing practices facilitate a culture that increases the risk of sexual misconduct.
- How College events are planned, managed and reviewed.
- The level and nature of Resident supervision.

2.3 GOVERNANCE AND OPERATIONAL SUPPORT

As the Review was conducted across College Row, a Steering Committee was convened by The University of Western Australia to provide project governance and support the implementation phase. This Committee was chaired by the Director of Student Life/Acting Director of Student Experience at the University. Membership included the Manager of the University's Health Promotion Unit, the Head of each College and the Director of Jahn Health Consultancy.

A Working Group was established to provide operational support to the Steering Committee. Chaired by the Director of Jahn Health Consultancy, membership comprised two staff from the University's Health Promotion Unit, the Deputy Head of each College and two Resident representatives from each College who were of differing genders.

2.4 APPROACH

The Review utilised quantitative and qualitative research methods. Six audit tools were constructed by the University's Health Promotion Unit and independently administered by Jahn Health Consultancy. The following tools sought to assemble an evidence base to inform the development of recommendations and suggested actions for reform:

- (1) online questionnaire for College Row Residents;
- (2) individual interviews with College Row Residents;
- (3) audit tool package for completion by each Head of College;
- (4) written submission process for College Row staff;
- (5) individual interviews with University stakeholders; and a
- (6) written submission process for University stakeholders.

Participation was invited from every Resident and staff member in College Row (at the time of the Review), as well as stakeholders from The University of Western Australia with a strong connection to the scope of the Review.

Through the course of the research, information about alleged and substantiated cases of sexual misconduct, hazing and bullying were discussed by Residents, staff and stakeholders. Where relevant, details of these contributions have been integrated into this report. Care has been taken to protect the identity of the person(s) involved and those who provided this information.

2.4.1 RESIDENT QUESTIONNAIRE

A confidential online questionnaire containing 204 questions was used to gather data from Residents. A range of topics relevant to sexual misconduct were explored, including:

- bullying and hazing;
- life in College Row;
- orientation programs;
- training programs and educational resources;
- policy;
- Resident leaders and Residents' Clubs;
- alcohol and other drugs;
- safety, supervision and security;
- disclosure and complaint procedures; and
- event planning and management.

Demographic data (e.g. gender, age, mode of study, country of birth, sexuality, status as a Resident leader and the number of years of residence at College) was collected. This facilitated cross-tabulations to determine whether specific issues affect subsets of the College Row community.

The questionnaire was constructed in Qualtrics®. One copy was replicated for each College to:

- minimise the likelihood of Residents nominating residence at an alternate College;
- enable the provision of College-specific support details; and
- increase the specificity of the questionnaire by applying College names in the questions and response frames.

Residents completing the questionnaire may have been under 18 years of age. In accordance with the *National Statement on Ethical Conduct in Human Research*, the fact that these Residents were enrolled

in a University degree provided evidence that they were mature enough to understand and consent to participating in the research and were not likely to be vulnerable through immaturity in a way that warranted additional consent from a Parent or Guardian.⁵

Approval of the questionnaire sample population, content, methods of promotion and administration procedure was sought from and provided by The University of Western Australia's Human Research Ethics Office (reference RA/4/20/4306). Prior to being administered, the questionnaire was pilot tested by staff from the University's Health Promotion Unit, the Student Guild and Jahn Health Consultancy.

To keep Resident names and contact details confidential to their College, the recruitment of Residents was facilitated through the Heads of College. On 23 July 2018, each Head of College sent an advance notification email to their Residents advising of the forthcoming questionnaire.

An invitation to complete the questionnaire was sent to all Residents on 6 August 2018 via an email link.

All correspondence with Residents outlined the independence of the Review, the intent of the questionnaire and its voluntary nature. A list of support services at the College, University and externally was provided. These services were briefed on the purpose, scope and timing of the questionnaire and were available to respond to any increase in the demand for assistance from Residents.

To further promote the questionnaire to Residents, a poster was developed in consultation with the Steering Committee and Working Group and displayed in prominent locations at each College. Information about the questionnaire was added to the social media accounts accessible to College Residents.

The questionnaire closed at 5.00pm WST on 26 August 2018.

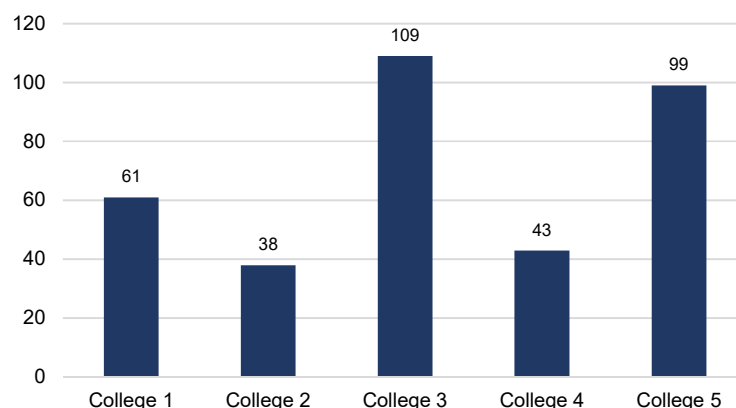
2.4.1.1 PARTICIPATION DATA

The questionnaire response rate was 16.6% (n=350).

Chart 1 illustrates the number of responses from Residents at each College. Participation across College Row ranged from 38 to 109 Residents².

The response rate across College Row ranged from 8.1% to 27.5% of Residents.

Chart 1 Number of questionnaires completed by Residents across College Row

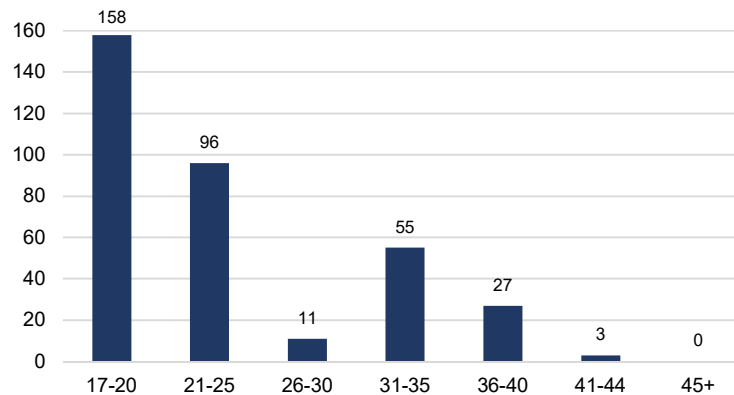


The age of Residents completing the questionnaire ranged from 17 to 42 years. As indicated in Chart 2, most Residents were aged:

- 17-20 years (n=158, 45.1%);
- 21-25 years (n=96, 27.4%); or
- 31-35 years (n=55, 15.7%).

² Each College was randomly assigned a College number. This number varies throughout the report.

Chart 2 Number of questionnaires completed across College Row, by age



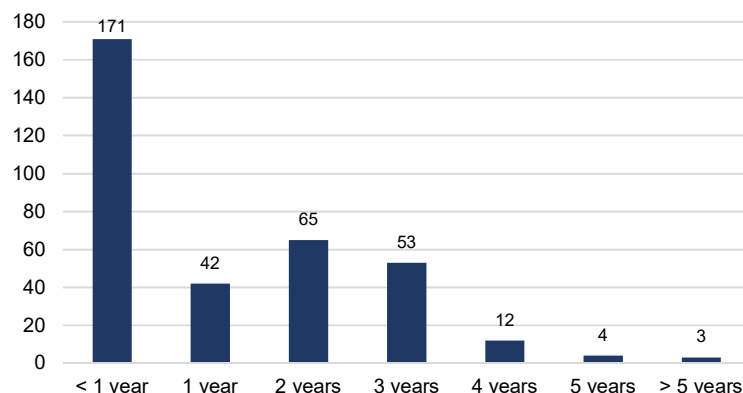
Of the Residents completing the questionnaire:

- 52.3% (n=183) were born in Australia;
- the most common overseas countries of birth were China, Singapore and Malaysia;
- 60.9% (n=213) were domestic students and 39.1% (n=137) were international students;
- 38.0% (n=133) were male and 61.4% (n=215) were female;
- 86.2% (n=301) identified as heterosexual/straight, 5.2% (n=18) identified as bisexual and 2.9% (n=10) identified as homosexual/gay/lesbian;
- 81.4% (n=285) were undergraduate students; and
- 14.6% (n=51) reported holding a Resident Advisor position.

Most Residents reported studying at The University of Western Australia (87.8%, n=307). The remaining 43 Residents noted their study institution as Curtin University (n=25), Murdoch University (n=9), The University of Notre Dame (n=5) or another institution (n=4).

Residents were asked how long they had lived at their current College. Most Residents had resided there for less than one year (48.8%, n=171) (Chart 3).

Chart 3 Number of Residents residing at their College, by years of residence



2.4.1.2 READING AND INTERPRETING THE RESULTS

The results are based on information and data collected from a specific sample of participants at a given point in time. For this reason, sampling variability exists. Based on the 350 completed responses, the results of the questionnaire have been analysed at a 95% confidence level. At the request of the University and each College, **all data has been aggregated across College Row**.

Due to rounding and the omission of categories from some content within this report (e.g. *Neither agree nor disagree*, *Don't know/not sure* and *Prefer not to say*) the percentages may not always sum to the total. The percentages have been rounded to the nearest tenth. All data from the questionnaire has been weighted by age and the year of residence at the College.

It is important to note that the data has been derived from a sample of the College Row Resident population. As participation in the questionnaire was voluntary, it indicates a conscious decision and motivation to participate by those involved. A response bias may have occurred if Residents who have been directly or indirectly affected by the research topics completed the questionnaire at a disproportionate rate to other Residents.

The data presented in this report should not be considered representative of the total College Row Resident population.

2.4.2 INTERVIEWS WITH COLLEGE ROW RESIDENTS

As an additional method of eliciting information from Residents, interviews were conducted by Jahn Health Consultancy. Approval to invite Residents to participate in an interview was provided by The University of Western Australia's Human Research Ethics Office (reference RA/4/20/4306).

Attendance at an interview was voluntary. The interviews were free and conducted on an individual basis in a consulting room in the University's Medical Centre. The maximum duration of each interview was 30 minutes.

The final page of the Resident questionnaire provided details of the interview process. A promotional flyer was developed in collaboration with the Working Group and Steering Committee. Every Resident was provided with a flyer on 6 August 2018. College social media accounts were also used to inform Residents of their ability to attend an interview.

Residents could schedule an interview by emailing Jahn Health Consultancy. The questionnaire noted that the Resident's email address would not be saved or linked to any of the information they had provided. All interviewees were emailed the interview details, a resource detailing a range of support services and a Consent Form to complete and return at the interview.

The interviews were conducted on Tuesday 13 and Thursday 20 September 2018. The following team of credentialed staff from the University were available if a Resident required assistance with their health and wellbeing, or in making a disclosure or complaint:

- Disclosure Officer/Manager of Student Wellbeing;
- Manager, Complaint Resolution Unit;
- Manager, Counselling and Psychological Service;
- Manager, Guild Student Assist; and the
- Manager, Health Promotion Unit.

2.4.2.1 INTERVIEW UPTAKE

Seven Residents were interviewed over a two-day period. To protect the identity of these Residents, their names and Colleges of residence were not recorded. Each interviewee was assigned a numerical identifier.

2.4.3 HEAD OF COLLEGE AUDIT TOOL

On 24 May 2018, an audit tool was provided to the **five** Heads of College for completion. The package was divided into the following 12 components:

- (1) Part A: Policies
- (2) Part B: College structure
- (3) Part C: Resident demographics
- (4) Part D: Event management
- (5) Part E: Resident exit procedure
- (6) Part F: Orientation program
- (7) Part G: Training and education
- (8) Part H: Disclosure, reporting and complaint management
- (9) Part I: Selection of Resident Advisors
- (10) Part J: Accreditation and licences
- (11) Part K: Safety and security
- (12) Part L: Sponsorship.

Responses were due by 22 June 2018.

2.4.4 WRITTEN SUBMISSION PROCESS FOR COLLEGE ROW STAFF

Jahn Health Consultancy invited written submissions from all staff working in College Row (excluding Resident leaders in paid employment positions) to address the following matters:

- policies and guidelines;
- event planning and management;
- alcohol management;
- bullying and hazing;
- staff training and education;
- disclosure, reporting and complaint management procedures;
- knowledge and confidence in being a first responder to an incident of sexual misconduct;
- disciplinary actions;
- awareness of support services;
- selection of Resident leaders; and
- safety, supervision and security.

A Briefing Paper was sent to all College Row staff via the Heads of College on 4 June 2018. It included questions that staff were asked to consider when preparing a submission. Brief or detailed responses to one or more of the questions were requested. Staff were asked to refrain from providing any information that could directly identify a person(s).

Four submissions were received by the closing date of 29 June 2018 and accepted into the Review.

2.4.5 STAKEHOLDER INTERVIEWS AND SUBMISSIONS

Stakeholders from The University of Western Australia who were considered to have a strong connection to the scope of the Review were invited to attend an interview conducted by Jahn Health Consultancy and offer their feedback on pre-advised questions.

Six interviews were conducted between June and August 2018 with staff from:

- the Medical Centre;
- Student Life/Student Experience;
- the Complaint Resolution Unit;
- Campus Operations;
- the Residential Students' Department; and
- Student Wellbeing.

Three staff from the following sections elected to provide a written submission:

- Campus Operations (Security Operations);
- the Health Promotion Unit; and
- the Student Guild.

2.4.6 LITERATURE REVIEW

Development and implementation of the audit tools was supported by a review of literature. In addition to examining legal information and definitions, this phase of the Review considered research that has been undertaken in Australia and internationally regarding sexual and other forms of misconduct in the university and residential college setting. Relevant information and evidence from the literature has been integrated into this report and used to guide the development of the recommendations and suggested actions for reform.

PART 3 – REVIEW FINDINGS: POLICY

3.1 COLLEGE ROW POLICIES

Submitted to the Review were College policies and guidelines³ addressing issues such as:

- alcohol and other drugs
- smoking
- bullying, discrimination and harassment
- critical incident management
- equity, diversity and inclusion
- event planning and management
- hazing
- occupational health and safety
- orientation
- mental health
- privacy
- publications and social media
- respectful relationships
- safeguarding
- safety and security
- sexual and other misconduct.

These policies were submitted as stand-alone documents, or as sections of information in an overarching policy document or Resident Handbook. Three of the Colleges provided a *Code of Conduct*.

3.1.1 COLLEGE POLICIES: SEXUAL MISCONDUCT

The Colleges have policies and/or guidelines that address sexual misconduct and reflect State and Commonwealth legislation. All are written from a gender-neutral perspective. Each College appears to have written its policies, procedures and guidelines independently.

The following sample of statements extracted from these policies demonstrate a written commitment to a zero-tolerance approach to sexual harassment in College Row. A lesser focus on sexual assault is evident:

- *“(The College) prohibits the harassment of a person because of their race, ethnic background, language, culture, sexuality or gender. Sexual misconduct violates the values of the College and will not be tolerated.”*
- *“Behaviour that is deemed to be racist, associated with sexual harassment, intimidation, bullying or discriminatory will not be tolerated.”*
- *“(The College) is committed to maintaining a culture of inclusivity and respect, upholding the rights of residents and staff to fair treatment. Sexual harassment has no place in our community. Any staff member or resident who is found to have sexually harassed another member of the College will be subject to significant consequences.”*

Several elements of the content recommended for inclusion in a best practice sexual misconduct policy were apparent in the College policies/guidelines. However, the Review found an inconsistency in the content and level of detail included in these documents across College Row, and between the Colleges and the University.

It was noted that some Colleges have multiple policies and/or documents which reference sexual misconduct. The information is disjointed and requires the review of several documents to form a more complete picture of disclosure and complaint procedures.

While the Colleges have a disclosure and complaint procedure in place for addressing alleged incidents of sexual misconduct, ambiguity was found to exist in the relationship between College and University procedures and referral pathways.

Across College Row and the University there appears to be a gap in the promotion of vicarious trauma support services to those who witness an incident of sexual misconduct or are involved in the disclosure and/or complaint procedure.

Best practice recommends that organisations have a stand-alone policy which addresses sexual misconduct. Table 2 provides a summary of the content recommended for inclusion.^{6,7}

³ The number and type of policies and guidelines submitted to the Review varied between the Colleges.

Table 2 Recommended sexual misconduct policy content

Part	Title	Content summary
I	Introduction	<ul style="list-style-type: none"> • Include a message from the Head of College that sexual assault and sexual harassment are forms of misconduct and are unacceptable. • Provide a clear statement of the College's intent and commitment to addressing sexual misconduct in a timely, efficient, fair and effective manner. • State that the safety and wellbeing of a person disclosing or filing a complaint is viewed as a priority by the College.
II	Scope	<ul style="list-style-type: none"> • Identify the persons, conduct, locations, programs, activities and relationships covered by the policy. • State that the policy applies to all Residents, Board/Council members, employees and visitors, regardless of their demographic characteristics. • Advise that the policy covers all third parties (affiliates). • Summarise the College's privacy and confidentiality policies and provide a link to these.
III	Options for assistance following a sexual misconduct incident	<ul style="list-style-type: none"> • <i>Immediate assistance:</i> Identify and provide support person/service contact details and outline the services they provide. Identify health care options on and off the College and University campus (including at other local universities). Advise that a person can contact the WA Police to report a sexual assault. • <i>Ongoing assistance:</i> Provide counselling and support service contact details at the College, University and externally. Outline the options for making a disclosure and lodging a complaint with the College and the University. Outline the academic and other interim measures that can be put in place while awaiting a finding.
IV	College contact	<ul style="list-style-type: none"> • Identify the main College contact, provide their contact details and briefly outline their role in the College's response to sexual misconduct.
V	Definitions	<ul style="list-style-type: none"> • List and define all forms of sexual misconduct prohibited by the policy (sexual harassment, sexual assault, sexual exploitation and sexual intimidation). • Technology-facilitated sexual harassment should be captured. • Additional terms that should be defined are consent and incapacitation.
VI	Reporting policies and procedures	<ul style="list-style-type: none"> • Outline the disclosure and formal reporting processes (who, contact details, how this process works). A clear outline of College and University options should be provided, as well as where overlap may occur. • Describe the College's confidentiality policy (cross-reference to the <i>Scope</i> section). • Outline all mandatory reporting requirements.
VII	Investigation procedures and protocols	<ul style="list-style-type: none"> • Identify the lead staff member with responsibility for this procedure, who is involved in an investigation and what this entails. • Specify a reasonably prompt time frame for conducting the investigation and resolving the complaint, as well as the process for extending the timeframe. • Explain the process for preserving evidence. • Define a Complainant and a Respondent. • Note that the Complainant and Respondent will be provided with equitable rights during the investigative process. • Set forth parameters and clarify what information may and may not be shared during a parallel investigation with law enforcement or the University. Communicate that the College's formal investigation process is not a substitute for a criminal process. • Explain that the College will take immediate steps to protect a Complainant pending the outcome of an investigation. • Explain the College's response if a Complainant's request for confidentiality limits the College's ability to investigate a matter.
VIII	Appeal procedure	<ul style="list-style-type: none"> • Explain the appeal procedure, including the grounds for an appeal, standards of review, who manages this process, who is involved, the steps it entails and the timeframe. • Outline the rights and roles of the Complainant and Respondent. • State the possible outcomes. • Explain how those involved will be advised of the outcome.
IX	Prevention and education	<ul style="list-style-type: none"> • Outline the College's approach to the prevention of sexual misconduct, including the type and frequency of prevention activities.
X	Training	<ul style="list-style-type: none"> • Outline the training that staff, Resident leaders and all other Residents will receive in relation to sexual misconduct and associated issues.
XI	Document control	<ul style="list-style-type: none"> • Policy development date, version number, last review date and next review date.

Most Residents reported that their College has a sexual misconduct policy. In response to the question *Does your College have a policy outlining the course of action for an incident of sexual harassment or sexual assault, including how to make disclosure and/or file a complaint?*

- 61.8% of Residents (n=216) answered Yes;
- 4.6% (n=16) answered No; and
- 33.6% (n=118) did not know or were not sure.

Of the 216 Residents who reported that their College has a sexual misconduct policy:

- 12.4% (n=27) were completely familiar with its content;
- 33.9% (n=73) were very familiar;
- 45.2% (n=98) were somewhat familiar;
- 8% (n=17) were not at all familiar; and
- 0.5% (n=1) did not respond.

As shown in Table 3, the questionnaire found that:

- 66.7% of Residents (n=232) have read their College's sexual misconduct policy;
- 73.3% (n=256) think the policy is appropriate; and
- 59.9% (n=208) think that their College keeps the policy up-to-date.

Overall, it is unclear how the policies are communicated. Several Colleges stated that Residents must agree to abide by College policies before being granted a residency contract, however the mode by which this occurs was not defined.

Residents were asked whether their College provided them with a copy of a policy that addresses sexual harassment and sexual assault when they commenced their residence. Forty two percent of Residents (n=147) reported having received a copy.

More than half of the Residents strongly agreed (19.0%, n=66) or agreed (39.4%, n=137) that their College has a good policy notification system in place. A further 16.8% (n=58) neither agreed nor disagreed, while 8.6% (n=30) disagreed and 6.3% (n=22) strongly disagreed. The remaining Residents did not know/were not sure (9.8%, n=34).

Table 3 Resident responses to College sexual misconduct policy statements (%)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/Not sure	Prefer not to say
I have read the College policy regarding sexual harassment and sexual assault	21.9	44.8	9.2	13.4	4.3	5.8	0.6
The College has an appropriate policy in place	27.2	46.1	9.0	2.0	2.0	13.6	0.0
The College keeps this policy up-to-date	23.1	36.8	14.2	1.5	2.0	22.4	0.0
The College has a good system in place to notify Residents of this policy	19.0	39.4	16.8	8.6	6.3	9.8	0.0

The four College Row staff who participated in the written submission process indicated their awareness of sexual misconduct policies held by their College. Three of the staff said that their College's policies are kept up-to-date and that staff are notified when changes are made.

One staff member commented that they became aware of the existence of the College's policies a significant time after commencing employment and have been unable to locate the policies since.

The nine University stakeholders consulted during the Review had not read any College Row policies regarding sexual misconduct.

3.1.2 COLLEGE POLICIES: ALCOHOL AND OTHER DRUGS

Each College has a policy and/or guideline that addresses alcohol and other drug use. While there is variation in the amount of detail provided in these policies across College Row, there is consistency with State and Commonwealth laws and, where relevant, liquor licencing requirements.

As evidenced in the following statements, a strong stance against behavioural misconduct resulting from alcohol and other drug use is suggested by every College:

- *“The College follows Federal and State laws pertaining to the use of legal and illegal substances. The College does not condone illegal drug use, nor will it protect users from the law.”*
- *“The College has a strong focus on the prevention of harm from alcohol and other drugs by having clear rules in place regarding use and possession.”*
- *“Residents who use, possess or distribute illegal substances can expect to have their residency terminated and to have the matter referred to the police for action.”*
- *“The College holds the view that the excessive consumption of alcohol is not an acceptable rite of passage and that such behaviour can lead to the point of harming self and/or others and can be life threatening.”*
- *“The health and well-being of the College residents is our major concern and all alcohol, drugs and substances (both legal and illegal) are considered to be potentially harmful.”*

The Colleges are commended for taking a proactive harm minimisation approach. This is evidenced through policy and a range of educational strategies that were sighted during the Review. As indicated in Table 4, elements of supply, demand and harm reduction are incorporated into each College’s policy⁴.

Table 4 Examples of harm minimisation in College Row policies on alcohol and other drugs

Strategy	Examples
Harm reduction	<ul style="list-style-type: none"> • Providing confidential support services for Residents. • Prohibiting the sale and service of alcohol to under 18s and consumption if under 18. • Referring Residents to health and wellbeing services. • Prohibiting drinking games and activities that encourage rapid alcohol consumption. • Providing beverages other than alcohol (and free drinking water) at all events. • Having sober Resident leaders at events involving alcohol. • Placing restrictions on driving College vehicles after consuming alcohol.
Demand reduction	<ul style="list-style-type: none"> • Encouraging Residents to avoid alcohol consumption before College dinners. • Sanctions for breaching the College policy. • Refusing dining hall service to an intoxicated person. • Making educational materials and training programs available. • Offering alcohol-free events on and off the College premise. • Prohibiting large gatherings of Residents and/or non-Residents at the College. • Linking community service infringements to any Resident requiring hospitalisation due to excessive alcohol consumption. • Ruling that Residents must clean up their own vomit due to alcohol intake. • Restricting how alcohol is advertised in the lead-up to events.
Supply reduction	<ul style="list-style-type: none"> • Prohibiting BYO alcohol at College dinners and sporting events. • Designating alcohol-free areas at the College. • Limiting the types of alcohol that can be consumed in College venues. • Setting time limits on when alcohol can be consumed. • Operating in accordance with Liquor Licence requirements. • Banning any equipment/material that encourages rapid alcohol ingestion. • Prohibiting the subsidisation of alcohol at Residents’ Club events. • Hiring trained bar attendants for events.

⁴ Strategies may fall into one or more of these harm minimisation categories. The strategies vary between the Colleges.

3.1.3 COLLEGE POLICIES: BULLYING, DISCRIMINATION AND HAZING

Policies or guidelines across College Row state that bullying, discrimination, vilification and harassment are unacceptable and will be promptly dealt with. For example:

- *“Behaviour that is deemed to be racist, associated with sexual harassment, intimidation, bullying or discriminatory will not be tolerated.”*
- *“Bullying, discrimination and harassment in any form (in relation to race, ethnicity, religious background, disability, sexual orientation, etc) are unacceptable.”*

While the amount of detail varied between the College policies, in most cases the behaviours that will not be tolerated are listed and the consequences of a policy breach are outlined. The detail provided about disclosure and complaint procedures for bullying and harassment was felt to be lacking for one of the Colleges.

There was no evidence of the Colleges engaging current staff, Residents or stakeholders in the development or cyclical review of bullying and harassment policies.

One College submitted a stand-alone Hazing Policy for consideration in the Review. A strong opening statement outlines the College’s position:

- *“Hazing is strictly prohibited and no residents, student groups, clubs or teams are permitted to plan, engage in or condone hazing whether on or off the College campus. [The College] is committed to ensuring that our Resident Advisors’ training includes education around the dangers of hazing and the zero tolerance policy for hazing within the College, and that College residents understand this from the time of their admission.”*

This policy defines hazing, provides examples of actions and behaviours that constitute hazing, specifies the locations covered by the policy and lists the consequences (i.e. disciplinary action, suspension, expulsion, civil and criminal penalties) for engaging in this behaviour.

Another College offers the following reference to hazing within a guideline that address the broader issues of bullying, harassment and discrimination:

- *“Within the College setting, any practice which imposes different demands or expectations on one group, but not another, is bullying. A typical example is when first year residents are “expected” to adhere to some “tradition”.*

The words “tradition”, “College spirit” and “group bonding” can be used to conceal bullying. Whilst these words have legitimate meanings, bullies subvert such meanings and force their view of the world on others. The College management explicitly forbids such practices and will deal with these sorts of behaviours very strongly.”

No reference to hazing was made in the policy documentation submitted to the Review by three of the Colleges.

3.2 UNIVERSITY POLICIES

The Review considered the following University policies:

- *Alcohol and Other Drugs;*
- *Diverse Sexualities and Genders;*
- *Mental Health;*
- *Prevention and Resolution of Bullying on Campus;*
- *Professional and Personal Relationships in the Workplace;*
- *Privacy;*
- *Sexual Misconduct;*
- *Social Media;*
- *Student Complaint Resolution;* and
- *Transgender.*

The University’s *Code of Ethics*, *Code of Conduct* and *University Charter of Student Rights and Responsibilities* were also reviewed.

The University policies demonstrate consistency with applicable legislation, notably the: *Equal Opportunity Act 1984*; *Fair Work Act 2009*; *Corruption and Crime Commission Act 2003*; *Health and Safety Act 1984*; and *Commonwealth Sex Discrimination Act 2009*.

Numerous links to University webpages and documents appears in the policies which reduced the ease of navigation and the timely acquisition of information. However, use of the search bar yielded instantaneous and relevant results for a range of terms associated with sexual misconduct, and disclosure and complaint procedures.

Considering the *University Policy on: Sexual Misconduct*, a range of best practice content is included, such as: document control; policy purpose and definitions; scope and behavioural examples; legislative controls; rights and responsibilities; vexatious complaints; conflicts of interest; policy consequences; procedures; mandatory reporting requirements; and how and when third parties are involved.

The policy also links to documentation about the University's complaint procedure. While comprehensive, a discrepancy was noted between the content of the policy and the experiences cited by some Residents who have participated in the disclosure and complaint procedures (refer to section 8.4).

The questionnaire asked all participating Residents⁵ to define their level of agreement with two statements regarding the University's policy on sexual misconduct (Table 5). The results indicate that:

- 21.8% (n=76) strongly agreed and 44.9% (n=157) agreed they are aware of the policy; and
- more than half of the Residents strongly agreed (16.4%, n=57) or agreed (35.8%, n=125) that the University makes sure that all students are aware of the policy.

Table 5 Resident responses to University sexual misconduct policy statements (%)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/Not sure
I am aware of The University of Western Australia's policy regarding sexual harassment and sexual assault	21.8	44.9	10.1	11.9	4.0	7.3
The University of Western Australia makes sure that all students are aware of this policy	16.4	35.8	17.8	13.9	5.3	10.8

At the time of the Review, the Strategy, Planning and Performance division was streamlining the University's policy framework into the following eight domains to be founded on the *Code of Conduct*:

- (1) *Respect*: Interpersonal behaviour, respect, courtesy, safety, welfare, bullying, violence and stalking.
- (2) *Information Privacy*: Confidentiality of personal and sensitive information, intellectual property, official data and security of information.
- (3) *Fraud and Corruption*: Fraud, corruption, risk management, reporting mechanisms and compliance.
- (4) *Integrity*: Professional and academic behaviour, accountability, responsibility, use of resources, misconduct and expenditure.
- (5) *Information Retention*: Archives, corporate records, disposal, access to records and freedom of information.
- (6) *Conflicts of Interest*: Personal gain, private interests, decision making, declarations, personal, private, gifts, and financial and political interests.
- (7) *Complaints*: Grievances, disclosures, reports, complaints, breaches, disciplinary actions, investigations, natural justice and procedural fairness.
- (8) *Inclusion and Diversity*: Full participation, optimum performance, identities, representation, fair access and equal opportunity for success.

⁵ Note: 12.2% of the Resident sample (n=43) was not enrolled at The University of Western Australia.

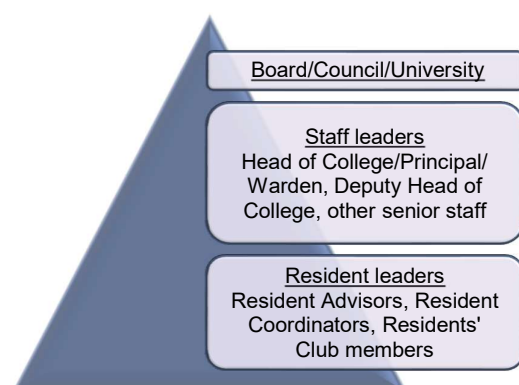
PART 4 – REVIEW FINDINGS: COLLEGE STRUCTURE, GOVERNANCE AND LEADERSHIP

4.1 COLLEGE STRUCTURES AND GOVERNANCE

St Catherine's College, St George's College, St Thomas More College, Trinity and University Hall have well-established structures that are publicly disclosed on their websites and in College documentation.

The Colleges employ a tiered leadership model; led by a Board, Council or The University of Western Australia. Organisational charts and staffing lists that were submitted to the Review indicate a virtuous mix of professional employees and Resident leaderships roles, including Resident Advisors, Resident Coordinators and Residents' Club members (Figure 2). The Review found evidence of regular communication and reporting between the leadership levels within each College.

Figure 2 Tiered leadership model used across College Row



4.2 LEADERSHIP: COLLEGE STAFF

The Australian Human Rights Commission identified leadership and governance as the first of five areas for action in the 2017 *Change the Course: National Report on Sexual Assault and Sexual Harassment at Australian Universities*.³

Information regarding the leadership offered by staff at the Colleges was collected through multiple elements of the Review. The feedback and documentation signify that College leaders acknowledge the importance of addressing alleged incidents of sexual and other misconduct. There appears to be a strong focus on promoting a safe and respectful culture that is free from all forms of misconduct at each of the Colleges.

As Chart 4 shows, the questionnaire found that most Residents strongly agreed (38.9%, n=135) or agreed (40.8%, n=142) they are supported by the College staff. More than half of the Residents strongly agreed (27.6%, n=96) or agreed (29.9%, n=104) they are being supported to develop their own leadership skills (Chart 5).

Chart 4 Resident responses to the statement *The staff support me* (%)

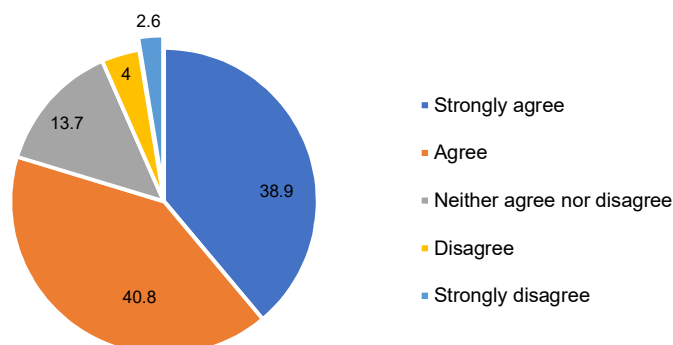
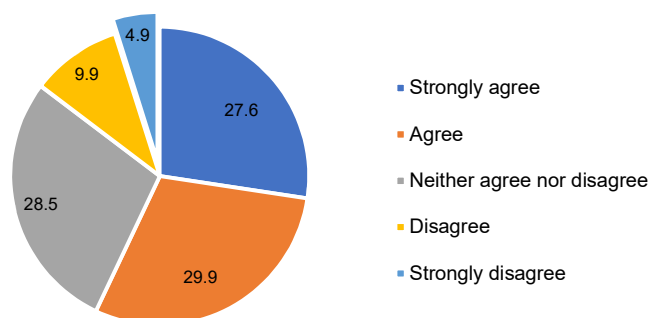


Chart 5 Resident responses to the statement *I am being supported to develop leadership skills* (%)



Positive feedback about College Row staff leadership was offered by Residents in relation to:

- Residents being guided to be aware and considerate of the College community, regardless of individual backgrounds, beliefs and values;
- the value of offering peer management roles;
- providing support to Residents who experience mental health issues;
- placing the College first and working toward common goals;
- striving to maintain a positive culture;
- the availability of staff to discuss concerns with;
- staff involvement in College activities; and
- the provision of academic support and opportunities to assist career development.

The availability of a dedicated health counsellor at one of the Colleges is viewed favourably. The value of this position was commended multiple times through the Resident questionnaire and interview process, and staff written submissions. Several Residents suggested that their College employ a counsellor to assist in matters of sexual misconduct and mental health.

The qualitative fields of the questionnaire and the interview process yielded criticism from Residents about College leadership, such as:

- their failure to address issues raised by Residents;
- staff being too busy to talk to;
- favouritism being directed toward certain Residents;
- a lack of transparency in the provision of information to Residents; and
- the inequitable administration of disciplinary action.

4.3 LEADERSHIP: RESIDENTS ADVISORS

Residents make up part of the leadership team in each College. This is commended and reinforces best practice.^{33,34}

Across College Row in 2018, there were 103 Resident Advisors (53 female and 50 male). The ratio of Resident Advisors to Residents ranged from 1:15 to 1:25.

The procedure used to select Resident Advisors is similar across College Row; typically involving an information session being held for potential candidates, a written application process, and group and individual interviews. A Panel presides over the process in each College.

An array of clear and comprehensive recruitment documentation was submitted to the Review by the Colleges, including promotional material, role descriptions, application forms, selection guidelines, interview questions and employment contract templates.

At each College, candidates and/or successful applicants for a Resident Advisor position are required to complete a training program. The duration and content of the program differs between the Colleges. For example, one College conducts a one-day leadership training program comprising six modules. Resident Advisors at another College complete a one-year certified program (150 hours of work) that comprises 12 core skill modules.

While the conduct of these leadership training programs is applauded, there is limited content relating specifically to sexual misconduct and associated issues. One College noted that its leadership courses are designed to develop young people as competent leaders, rather than address in detail sexual misconduct and associated issues.

Feedback received from the four College Row staff was mostly supportive of the process used to select Resident Advisors in their College. Staff descriptors of the selection and training process included *robust, thorough* and *rigorous*.

One staff member commented that the selection process applied at their College is too internal, with a lack of consideration being given to the best candidates for the roles. Another believes that the selection process lacks transparency and should be better organised. Concern was expressed that a comprehensive selection process is not undertaken when a Resident leaves a leadership role before their contract end date.

The Resident questionnaire gathered information from Resident Advisors, while also seeking the views of the Resident community about these leadership roles. The questionnaire was completed by 51 Resident Advisors. The majority had held the position for less than one year (54.9%, n=28) or for two years (31.4%, n=16).

The Residents Advisors were asked for their level of agreement against a variety of statements about their leadership role. As shown in Table 6, overall, the statements were met with positivity:

- all Resident Advisors reported having met the other Resident Advisors;
- most strongly agreed (72.7%, n=37) or agreed (21.4%, n=10) they feel supported by the other Resident Advisors;
- 74.4% (n=37) strongly agreed and 15.7% (n=7) agreed they feel supported in the role by College staff;
- 74.8% (n=38) strongly agreed and 11.3% (n=5) agreed they enjoy being a Resident Advisor;
- 74.6% (n=38) strongly agreed and 13.5% (n=6) agreed they would encourage others to become a Resident Advisor; and
- 62.4% (n=31) strongly agreed and 35.6% (n=18) agreed they receive enough training to confidently and competently perform this role.

Table 6 Resident Advisor responses to statements about their role (%)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I have met the other Resident Advisors	90.1	9.9	0.0	0.0	0.0
I feel supported by the other Resident Advisors	72.7	21.4	2.0	0.0	3.9
I feel supported in my role by College staff	74.4	15.7	5.9	2.0	2.0
I enjoy being a Resident Advisor	74.8	11.3	9.9	2.0	2.0
I would encourage others to become a Resident Advisor	74.6	13.5	7.9	2.0	2.0
I receive enough training to confidently and competently perform this role	62.4	35.6	0.0	0.0	2.0

Three Resident Advisors who attended an interview shared their experiences in this leadership role. The issues raised were:

- a lack of communication between staff and Residents when a critical incident occurs;
- incidents of suspected drug dealing that have been raised with College administration and allegedly ignored;
- the high expectations placed on Resident Advisors;
- a lack of concern for the wellbeing of Resident Advisors, particularly following an incident; and
- issues being ignored to protect the reputation of the College and the jobs of College administration.

Respondents to the questionnaire who did *not* identify as being in a Resident Advisor role (n=299) were asked about the Resident Advisors at their College. The data indicates that these positions are mostly viewed in a favourable light (Table 7):

- most Residents (98.0%, n=270) reported having met the Resident Advisors;
- most strongly agreed (29.2%, n=87) or agreed (42.6%, n=127) there is diversity among the Resident Advisors;
- 24.9% (n=74) strongly agreed and 42.2% (n=126) agreed they feel supported by the Resident Advisors; and
- 31.5% (n=94) strongly agreed and 40.0% (n=119) agreed they feel comfortable asking the Resident Advisors for help.

In response to the statement *The Resident Advisors have too much power over other Residents*, just over half of the Residents disagreed (39.9%, n=118) or strongly disagreed (16.4%, n=48). A further 34.8% (n=103) neither agreed nor disagreed, while 5.4% (n=16) agreed and 3.5% (n=10) strongly agreed).

Less than half of the Residents (45.1%) strongly agreed (13.1%, n=38) or agreed (32.0%, n=95) that Resident Advisors are selected using a fair and transparent system. Most Residents (41.0%, n=122) neither agreed or disagreed with this statement.

Table 7 Resident responses to statements about the Resident Advisors at their College (%)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I have met the Resident Advisors	58.5	32.3	4.8	2.7	1.7
There is diversity among the Resident Advisors	29.2	42.6	17.9	6.8	3.5
The Resident Advisors have too much power over other Residents	3.5	5.4	34.8	39.9	16.4
Resident Advisors are selected using a fair and transparent system	13.1	32.0	41.0	9.8	4.1
I feel supported by the Resident Advisors	24.9	42.2	20.3	7.1	5.5
I feel comfortable asking the Resident Advisors for help	31.5	40.0	16.6	7.7	4.2

Qualitative feedback that was critical of the Resident Advisor role was provided by Residents at various points in the questionnaire. Recurring issues were:

- a lack of response to incidents which are reported to Resident Advisors;
- an inability to relate to Residents who are in these positions;
- segregation between new Residents and Residents who are older or in a leadership role;
- an elitist attitude held by some Resident Advisors;
- gossip and cliques between those in leadership roles; and
- concern that Resident Advisors share confidential information collected from Residents (i.e. disclosures) with other Residents.

4.4 LEADERSHIP: RESIDENTS' CLUBS

At the time of the Review, all but one College had an incorporated Residents' Club in operation. The Clubs have clear recruitment procedures and reporting requirements.

One College advised that the College's Leadership Team Model has evolved over the last four years from a traditional Residents' Club led by a Resident-elected President and supported by a team of Resident Advisors to a team of remunerated Resident Advisors who are responsible for all Resident-facing activities.

Another College provided advice that its current Residents' Club will dissolve as an Incorporated Body and will be replaced by an unincorporated association in 2019. All Residents with a formal residency contract will automatically become members. Residents will vote for members to form a Residents' Association Committee. This Committee will be an elected volunteer group that forms part of the Resident Leadership Team. Several Residents utilised the questionnaire to express their disappointment over the dissolution of the existing Club.

Of the Residents completing the questionnaire, 12.1% (n=42) reported they held a position on their College's Residents' Club. Over three-quarters (76.2%, n=32) had held this position for less than one-year, 11.9% (n=five) for one year and 9.5% (n=four) for two years.

Most of the feedback received from Residents through the Review was complimentary toward the Residents' Clubs, including:

- their provision of a range of activities for Residents to partake in;
- Residents being assisted to develop social skills and friendship groups;
- the provision of enjoyable social events;
- Committee members being safe and fun role models; and
- the Clubs helping to maintain a good College culture.

A small number of less favourable comments pertained to the perceived clique nature of the Residents' Clubs and a lack of representation from the wider Resident population. Concern was also expressed over recruitment being a *popularity contest* and the lack of staff involvement in member selection. The existence of a Constitution governing these Clubs limits the involvement of College administration.

PART 5 – REVIEW FINDINGS: RESIDENT EXPERIENCES

5.1 ENJOYMENT, FITTING IN AND BELONGING

The Review explored self-reported feelings of enjoyment, fitting in and belonging under the umbrella of the Resident experience. Often thought of as synonyms, *fitting in* and *belonging* have distinct meanings that also have different impacts on an individual.

- **Fitting in** refers to “*assessing a situation and becoming who you need to be to be accepted.*”⁸
- **Belonging** is “*The extent to which students feel personally accepted, respected, included and supported by others in the social environment.*”⁹

The questionnaire asked Residents to record their level of agreement with a range of statements about how they feel as a College Row Resident. As shown in Table 8, the results were overwhelmingly positive.

- 51.0% (n=178) strongly agreed and 37.4% (n=130) agreed they enjoy living at the College.
- 37.5% (n=131) strongly agreed and 38.9% (n=136) agreed they fit in.
- Almost all Residents strongly agreed (51.7%, n=180) or agreed (39.3%, n=137) they have made friends with other Residents.
- 40.1% (n=140) strongly agreed and 34.1% (n=119) agreed they feel involved in College life.
- 36.1% (n=126) strongly agreed and 43.3% (n=151) agreed they feel supported by other Residents.
- 38.9% (n=135) strongly agreed and 40.8% (n=142) agreed that the staff support them.

Table 8 Resident’s self-reported views on life in College Row (%)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I enjoy living here	51.0	37.4	6.3	2.9	2.3
I fit in	37.5	38.9	18.1	2.9	2.6
I have made friends with other Residents	51.7	39.3	5.5	2.3	1.1
I feel involved in College life	40.1	34.1	16.2	7.0	2.6
I feel supported by other Residents	36.1	43.3	14.0	5.6	1.1
The staff support me	38.9	40.8	13.7	4.0	2.6

Of the 137 international Residents who completed the questionnaire:

- 84.6% (n=116) enjoy living at the College;
- 65.7% (n=90) believe they fit in;
- 86.1% (n=118) have made friends with other Residents;
- 65.0% (n=89) feel involved in College life; and
- 79.6% (n=109) feel supported by other Residents.

Among the 10 Residents identifying as homosexual/gay/lesbian, 90.0% (n=9) enjoy living at the College, fit in, have made friends, feel involved in College life and feel supported by other Residents. Among the 18 Residents identifying as bisexual, 83.0% (n=15) enjoy living at the College. Fewer bisexual Residents think they fit in (66.7%, n=12), feel involved in College life (61.1%, n=11) and feel supported by other Residents (66.7%, n=12). The majority (83.3%, n=15) have made friends at the College.

Many comments were provided in response to the question *Can you please tell us what you enjoy about living at this College?* Themes of enjoyment, fitting in and belonging appeared frequently in this qualitative data contributed by Residents.

Enjoyment was strongly linked to:

- diversity in the Resident community;
- proximity of the College to the University;
- inclusiveness;
- being encouraged to try new things;
- the support systems in place;
- feeling safe;
- availability of events; and
- conduciveness of the College environment to academic study.

In relation to *fitting in*, Residents enjoy:

- a focus being placed on personal and friendship development, rather than alcohol and parties;
- being comfortable to talk to everyone and hear other people's world views;
- being oneself without being bullied; and
- the welcoming nature of the community.

Belonging was related to:

- the sense of community and comradery being built at the College and being a part of this;
- having a group of friends to laugh with and care for;
- the College making all Residents feel like they are part of one family; and
- respect being given to individual differences.

Among the 19 Residents who feel they do not fit in, the reasons provided were the age differences between Residents, cliques, bullying, pressure to socialise and a focus on alcohol at events. Several Residents would like to see more international students recruited into Resident Advisor roles and Resident groups established for subsets of the College population.

Qualitative feedback from some international Residents who completed the questionnaire and/or attended an interview referenced the varying ways that people from other countries socialise and develop friendships. Despite shifting away from their country of birth, attempting to move out of their comfort zones to socialise and having a strong desire to build friendships with Residents from other countries, these Residents reported having been subjected to derogatory behaviour and offensive comments about their social interactions and the way they *stick together*.

The 23 Residents who feel unsupported by other Residents and 23 Residents who feel unsupported by College staff were asked why. The main reasons given were:

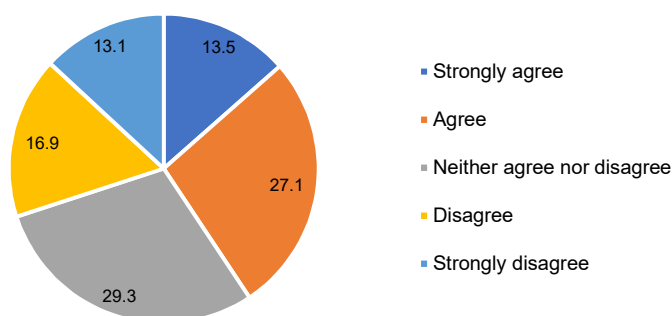
- having no one to talk to about serious matters;
- unrelatable and unreachable staff;
- confidential information being exposed by Resident Advisors to other Residents;
- staff and Resident Advisors acting in an aggressive or disrespectful manner;
- the lack of professionally trained staff to speak to about issues;
- the method used to select Resident Advisors;
- normalised alcohol consumption; and
- prioritisation of the College's reputation over Resident wellbeing.

5.2 ALCOHOL AND OTHER DRUGS

Research conducted in Australian higher education settings has identified alcohol use and residential settings as recurrent themes in incidents of sexual misconduct, while The Australian Human Rights Commission's 2016 research found the use of alcohol by perpetrators to be a factor in many of the submissions received.^{3,10}

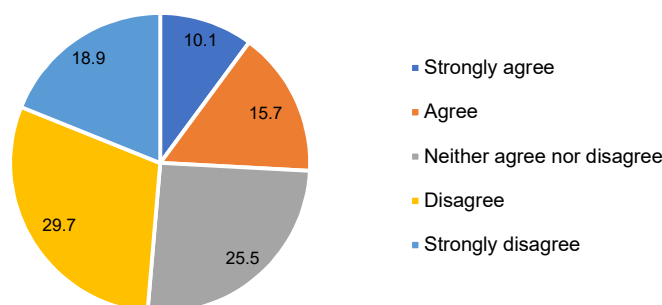
The Review explored the availability and use of alcohol and other drugs. As shown in Chart 6, the questionnaire found that 13.5% of Residents (n=47) strongly agreed and 27.1% (n=94) agreed that drinking alcohol helps them to develop friendships and socialise with other Residents. A further 29.3% (n=102) neither agreed nor disagreed, 16.9% (n=59) disagreed and 13.1% (n=45) strongly disagreed.

Chart 6 Resident responses to the statement *Drinking alcohol helps me develop friendships and socialise with other Residents* (%)



Almost half of the Residents disagreed (29.7%, n=104) or strongly disagreed (18.9%, n=66) that a lot of focus is placed on drinking alcohol at the College (Chart 7).

Chart 7 Resident responses to the statement *A lot of focus is placed on drinking alcohol* (%)



Several comments received from Residents through the questionnaire complimented the way that alcohol is managed at their College. These related to:

- a focus being placed on other areas of personal development;
- there being a balance in the number of Residents who do and do not like to drink alcohol;
- not being pressured to consume alcohol to excess;
- safe drinking strategies being promoted; and
- the delivery of alcohol-free events.

A small number of Residents used the questionnaire to express their concern over:

- the lack of alcohol-free events being offered;
- events being marred by inappropriate behaviour from intoxicated Residents and Residents' Club committee members;
- a lack of competency in event planning by the organisers; and
- peer pressure to consume alcohol.

College data submitted to the Review suggests that most events are offered as alcohol-free. Between January 2016 and June 2018, an average of 24.6% of all College events involved alcohol. Part 7 provides further information about alcohol availability at College Row events.

The interview process gathered additional feedback from Residents about alcohol and other drugs in College Row. An alleged incident of drink spiking at a recent College event was discussed by one Resident, who was surprised that drugs entered the venue despite multiple security checks being in place. Another Resident claimed that drug dealing has occurred at their College. It was reported that evidence was submitted to College administration, but no action was taken.

In response to this claim, the Heads of College were asked whether any Resident(s) from their College had contacted them, or another College staff member, to discuss allegations of illicit drug dealing and, if so, the process that was followed upon receiving this allegation. In summary:

- (1) **College 1:** One allegation of drug dealing has been received. Following police involvement, the student was arrested and expelled from the College. College staff have been approached regarding some Resident leaders allegedly using illicit drugs. Three Residents were interviewed and admitted to experimenting with illicit drugs at private parties. They were reminded of the College values and advised that if there was any repetition they would be removed from the College.
- (2) **College 2:** Two incidents were reported. Both Residents were spoken to and it appeared that the allegations were just that. Warnings were issued and the College received no further reports of this behaviour.
- (3) **College 3:** Residents have been expelled in the past for personal use or possession of illicit drugs. In some cases, the College gave the Resident a first and final warning, however if the drug or quantity of drug involved warranted a zero-tolerance approach this was taken. In each case, the College ensured the Resident had alternative accommodation but in no case was a transfer to another College organised. The Residents were connected to support services.

Two Colleges reported they have not received any reports of illicit drug dealing or use by Residents.

It appears that allegations of illicit drug use and dealing are acknowledged and responded to in a timely and appropriate manner that reflects College policy and the law.

Several University stakeholders view alcohol as an issue in College Row. Their comments related to:

- alcohol-influenced behaviours from College events that cause problems back at the University;
- the safety of Residents returning to their accommodation under the influence of alcohol from events conducted by the Guild or faculty societies, particularly if inviting someone back to their room;
- what responsibility the University has when an alcohol-related incident occurs off campus or away from the Colleges following an event; and
- the College's possibly promoting events as alcohol-free yet this not being the case.

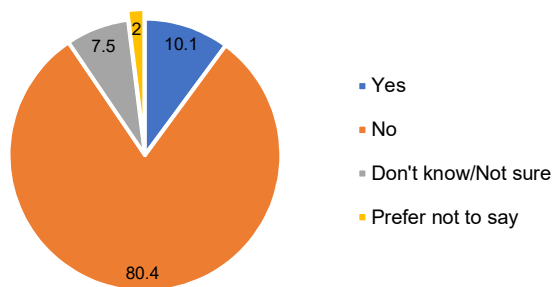
5.3 BULLYING

The Review examined incidents of bullying. Hazing was addressed separately (refer to section 5.4).

5.3.1 DIRECT EXPERIENCES OF BULLYING

Chart 8 shows that most Residents have never been bullied while living at their College (80.4%, n=281). Thirty-five Residents (n=10.1%) have been bullied, while 7.5% (n=26) did not know/were not sure.

Chart 8 Resident responses to the question *Have you ever been bullied while living at the College?* (%)



Among the 35 Residents who reported having been bullied, the most common types were:

- having rumours spread (n=20);
- feeling pressure to engage in uncomfortable behaviours (n=12);
- feeling pressure to consume alcohol (n=12);
- feeling excluded from College activities and events (n=11);
- receiving racist remarks (n=10);
- receiving sexist comments (n=10);
- feeling pressure to perform intimate acts like kissing and touching (n=8); and
- having derogatory comments made about their sexual orientation (n=6).

The most commonly identified leaders of the bullying behaviour were a:

- Resident (not holding a leadership position) at the College (42.3%, n=8);
- Resident from another College at The University of Western Australia (15.8%, n=3); and
- Resident Advisor from the College (10.7%, n=2).

Males were usually the leaders of the bullying (46.0%, n=16) followed by both males and females (31.4%, n=11) and females (14.0%, n=5).

Among the 10 Residents identifying as homosexual/gay/lesbian, 20.0% (n=2) reported having been bullied. Among the 18 bisexual Residents, 11.1% (n=2) had been bullied. Seven of the 137 international Residents (5.1%) had been bullied compared to 13.1% of domestic students (n=28).

The 35 Residents who reported having been bullied were asked whether they had disclosed or filed a complaint to anyone from their College or the University. The results showed that 42.7% (n=15) disclosed the incident and 8.6% (n=3) had filed a complaint. The reasons cited by 20 Residents for *not* making a disclosure and 32 Residents for *not* filing a complaint are shown in Table 9. Residents were

asked to nominate one or more reasons. For the seven Residents who cited *Other reasons* for choosing not to disclose, these included:

- the bullying not being considered serious enough to disclose it;
- fear of being excluded from future activities by the group that the bully is friends with;
- other people also being bullied but not complaining;
- the bullying being witnessed by others; and
- not taking it personally.

Table 9 Reasons why Residents did not make a disclosure or file a complaint after being bullied

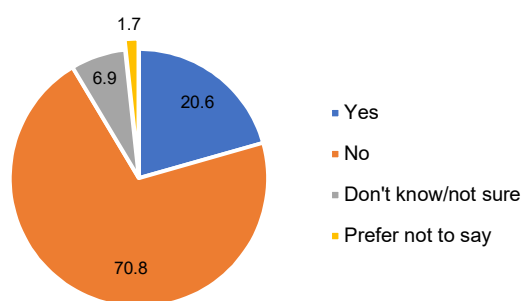
Reason	Percentage (%)	Number
Not making a disclosure		
I felt pressured to keep quiet	13.0	7
Other reasons	12.9	7
I didn't want other Residents and the College staff to know	9.3	5
I was embarrassed	9.3	5
People wouldn't have believed me	9.2	5
I was worried the bully would retaliate	7.3	4
I thought the bullying would continue and get worse if I did	7.3	4
I thought it was fully or partly my fault	7.4	4
I did not know I could make a disclosure	5.6	3
I did not know how to make a disclosure	5.6	3
I thought I would get into trouble with College staff	5.5	3
I didn't want the bully to get into trouble	5.6	3
Don't know/not sure	1.8	1
Not filing a complaint		
Other reasons	15.9	12
I did not know I could file a complaint	12.0	9
I felt pressured to keep quiet	10.7	8
I was embarrassed	8.0	6
I was worried the bully would retaliate	8.0	6
I didn't want other Residents and the College staff to know	8.1	6
I thought the bullying would continue and get worse if I did	6.6	5
People wouldn't have believed me	6.7	5
I didn't want the bully to get into trouble	6.7	5
I thought it was fully or partly my fault	5.3	4
I thought I would get into trouble with College staff	5.3	4
I did not know how to file a complaint	4.1	3
Don't know/not sure	2.7	2

The most common recipients of a disclosure were a Resident Advisor (27.7%, n=3) and the University's Complaint Resolution Unit (27.1%, n=3). Two complaints were filed with both the University's Disclosure Officer and the WA Police⁶.

5.3.2 WITNESSED INCIDENTS OF BULLYING

Most Residents (70.8%, n=248) have not witnessed another Resident from their College being bullied, while 20.6% (n=72) reported they have (Chart 9).

Chart 9 Residents who reported witnessing another Resident from their College being subjected to bullying (%)



⁶ One Resident lodged a complaint with the University and the WA Police.

The following types of bullying have been witnessed:

- online harassment;
- making fun of others;
- people being excluded from friendship groups;
- manipulative behaviour;
- persistent banter of an unpleasant nature; and
- pressure to drink alcohol.

Residents who had witnessed bullying reported that the leader of this behaviour (in the most recent incident) was a Resident from their College (44.0%, n=18), a Resident Advisor from their College (8.9%, n=4) or a Resident from another College (8.8%, n=4).

The bullying incidents occurred at the College (48.3%, n=15), online (9.6%, n=3) and during an event held at The University of Western Australia (7.3%, n=2). Eleven Residents (34.9%) reported they did not know/were not sure where the incident occurred.

Males were usually the leaders of the bullying incident (46.2%, n=33) followed by both males and females (35.9%, n=25) and females (11.6%, n=8).

The questionnaire found that after a Resident witnessed the bullying:

- 64.5% (n=47) talked to the Resident that was bullied;
- 40.3% (n=44) talked to the leader of the bullying behaviour;
- 30.8% (n=22) made a disclosure about the incident;
- disclosures were most commonly made to College staff (26.5%, n=4), a Resident Advisor (13.4%, n=2) and The University of Western Australia's Medical Centre (6.8%, n=1);
- 40.2% (n=6) made a disclosure to another source; and
- most did not file a complaint (95.8%, n=70).

Table 10 indicates the reasons cited by Residents for not making a disclosure (n=51) or filing a complaint (n=Residents). Seventeen Residents (19.7%) cited *Other reasons* for not making a disclosure, including:

- that the Resident being bullied did not want the incident followed up;
- the process for making a disclosure was unclear;
- another Resident reported the incident to a Resident Advisor;
- not wanting to become a target;
- the person being bullied took their own action; and
- not thinking it was serious enough.

Table 10 Reasons why Residents did not make a disclosure or file a complaint after witnessing bullying

Reason	Percentage (%)	Number
Not making a disclosure		
It wasn't my business	23.0	19
Other reasons	19.7	17
I didn't think the Resident needed help	16.1	13
Don't know/not sure	9.1	8
I feared retaliation	8.8	7
I did not know how to make a disclosure	7.5	6
I did not know I could make a disclosure	6.2	5
I felt pressured to keep quiet	5.2	4
I wouldn't have been believed	2.9	2
I didn't want to get the bully into trouble	1.2	1
I didn't want to get into trouble with College staff	0.4	0
Not filing a complaint		
Other reasons	19.8	24
It wasn't my business	16.0	20
I didn't think the Resident needed help	11.6	14
I did not know I could file a complaint	9.9	12
I feared retaliation	8.4	10
Don't know/not sure	7.6	9
I did not know how to file a complaint	6.6	8
I wouldn't have been believed	6.7	8
I didn't want to get into trouble with College staff	5.0	6
I felt pressured to keep quiet	5.2	6
I didn't want to get the bully into trouble	3.3	4

Twenty-four Residents who did not file a complaint cited *Other reasons* for not doing so, including:

- the bully having already apologised;
- viewing the incident as very minor;
- the bullied Resident was already handling the situation;
- thinking it would not make any difference;
- not believing it was their responsibility to do so; and
- not wanting the situation to escalate.

5.4 HAZING

In 2016, the Australian Human Rights Commission received submissions detailing the involvement of hazing in incidents of sexual misconduct. Participants provided examples of hazing that frequently comprised excessive alcohol consumption and pressure to perform embarrassing acts. Some traditions continued throughout the academic year and included incidents constituting sexual misconduct.³

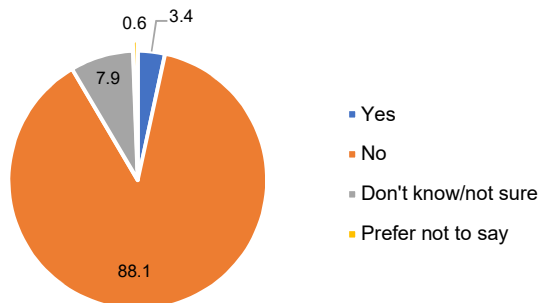
Participation in hazing can result in physical and psychological damage, not only to those subjected to the behaviour but also to the perpetrator(s) and bystanders. Ripple effects can be experienced by family members and friends of students who have been harmed.¹¹

The Review examined direct and witnessed incidents of hazing in College Row⁷.

5.4.1 DIRECT EXPERIENCES OF HAZING

Most Residents have not been subjected to hazing (88.1%, n=308). A direct hazing experience was reported by 3.4% of Residents (n=12), while 7.9% (n=27) did not know/were not sure (Chart 10).

Chart 10 Resident responses to the question *Have you ever been subjected to hazing while living at the College?* (%)



Of the 3.4% (n=12) Residents who reported having been subjected to hazing:

- 33.3% (n=4) were in their third year of residence;
- 25.0% (n=3) had been at the College for less than one year; and
- 25.0% (n=3) had been at the College for two years.

Ten of the Residents (83.3%) were domestic students.

The most frequent types of hazing experienced were:

- challenges involving alcohol: 66.1% (n=7);
- feeling pressured to do something that caused embarrassment: 33.4% (n=4);
- doing an activity that could have caused injury: 33.3% (n=3);
- invasion or damage of personal space: 33.2% (n=3); and
- feeling pressured to perform intimate acts: 25.0% (n=3).

There was one report each of a Resident *being pressured to expose body parts* and *pressure to touch or be touched by others*.

⁷ For the purpose of this Review, the following definition of hazing was provided to participants: *Hazing may also be known as an 'initiation ritual', 'initiation ceremony', 'orientation challenge' or 'college tradition'. It is a deliberate action or situation that puts the health and safety of a Resident at risk. It can occur with or without consent of the Resident and may cause injury, embarrassment, discomfort, humiliation or distress.*

Ten incidents of hazing were reported to have taken place in 2018. Three incidents occurred during the academic year (excluding orientation programs) while one incident took place during The University of Western Australia's orientation program (Semester 1 or 2).

There were minimal responses to a question asking who led the hazing incident. Two Residents reported being unsure of who the leader was. When asked for the gender identity of the leader(s):

- 66.6% (n=8) reported both male(s) and female(s);
- 17.1% (n=2) did not know/were not sure; and
- 16.3% (n=2) reported male(s).

Three-quarters of the Residents (n=9) who reported being subjected to hazing did not disclose it. One Resident disclosed the incident to a friend and one disclosed to another Resident. None of the Residents filed a complaint about the incident.

The 10 Residents who responded affirmatively to being subjected to hazing were given the opportunity to provide additional qualitative feedback about the most recent incident. Their comments referenced:

- the hazing being uncomfortable but not serious;
- the incident being a tradition;
- appreciating the bonding experience; and
- a simple initiation that resulted in being a part of the College community.

One Resident advised that they would not have participated had they been made aware beforehand what the activity involved.

The following examples of self-experienced hazing were provided by Residents in the questionnaire:

- taking off all clothes before running across a highway and swimming in the river at night;
- a drink-for-drink initiation ceremony for incoming Committee Members against resigning Members during which the first person to vomit, not finish their drink or pass out would lose the challenge; and
- singing chants of a sexual nature that are viewed as degrading to women.

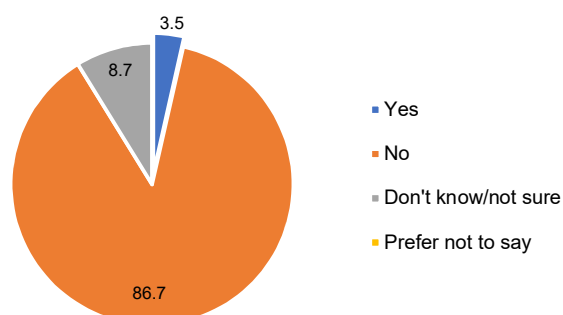
The issue of hazing was raised more comprehensively and in a positive light by several Residents in the qualitative components of the questionnaire. These Residents discussed:

- rebranding within the College and changes in the leadership structure to improve the Resident experience and reduce the likelihood of bullying, hazing and unwanted sexual interactions;
- improved communication within the College between administration, Resident leaders and Residents;
- the College placing a greater focus on pastoral care in recent years;
- the lack of tolerance within the College for hazing and sexual harassment;
- the enjoyment that can come from activities that could be classed as hazing; and
- no coercion coming from Resident leaders to participate in hazing.

5.4.2 WITNESSED INCIDENTS OF HAZING

Residents were asked if they had ever witnessed another Resident from their College being subjected to hazing. Most Residents indicated they had not (86.7%, n=303). Twelve Residents (3.5%) reported having witnessed an incident and 8.7% (n=30) did not know/were not sure (Chart 11).

Chart 11 Resident responses to the question *Have you ever witnessed another Resident from the College being subjected to hazing?* (%)



In relation to the 12 witnessed incidents:

- four occurred in 2018, two in 2017 and two in 2016 (four incidents were not linked to a year);
- 61.9% (n=5) occurred during the academic year (excluding orientation programs);
- two incidents were witnessed during the College orientation program (Semester 1) and one was reported during The University of Western Australia's orientation program (Semester 1 or 2);
- 75.0% of Residents (n=9) did not talk to the Resident who was subjected to the hazing; and
- one Resident spoke to the leader(s) of the hazing incident.

No disclosures were made. The main reasons cited by Residents for not disclosing the incident were:

- the incident not being my business (18.4%, n=4);
- thinking the Resident did not need assistance (18.1%, n=4);
- being unaware that a disclosure could be made (9.1%, n=2); and
- not knowing how to make a disclosure (9.1%, n=2).

No complaints were filed by Residents who had witnessed an incident. The main reasons were that *it was not my business* (19.3%, n=4) and *I did not think the Resident needed assistance* (18.9%, n=4).

Each of the following reasons for not filing a complaint were given by two Residents:

- not knowing a complaint could be filed;
- not knowing how to file a complaint; and
- fearing retaliation.

Behaviours considered to fall under the banner of hazing were discussed during the Resident interview process. One Resident spoke of an online group chat and associated competition involving the second and third-year male students at the College. Said to be instigated by the Resident Advisors and Residents' Club Committee Members, it involves picking who they believe is the *ugliest Fresher* and holding a competition to *get with her the quickest*.

Two other examples, which mirror those collected through the questionnaire, were described during the Resident interview process.

One Resident described an unofficial *lock in* activity involving excessive alcohol consumption and drinking games that was conducted by the Residents' Club during the orientation program. The alcohol supplied during this activity was said to be left over from previous College events. The Resident noted that members of the Residents' Club and Resident Advisors offer to drive Freshers to the bottle shop to purchase additional alcohol. It was acknowledged that the Residents' Club members and the Resident Advisors remain sober during the night, however the Resident believes this generates a power imbalance and ongoing *trust issue* between Freshers and the Residents in leadership positions.

The second example took place in the semester two orientation program in 2017 and 2018. It involved Freshers running to the river to skinny dip before being allowed back in the College. The Resident reported being terrified to participate.

The four College Row staff have not witnessed or received any disclosures or complaints of hazing that have adversely affected Resident safety or wellbeing. One staff member commented that the College works hard to ensure hazing does not occur.

Hazing in College Row was not identified as an issue of concern by any of the University stakeholders consulted during the Review. The stakeholders in student-facing roles have not received any reports or complaints from Residents which have been associated with hazing.

PART 6 – REVIEW FINDINGS: ORIENTATION PROGRAMS

6.1 A SUMMARY OF COLLEGE ROW ORIENTATION PROGRAMS

Comprehensive orientation schedules and associated documentation for each College was sighted in the Review.

Each College conducts two orientation programs each year which comprise an array of activities to familiarise Residents with the College and the University. The Colleges are commended for their ability to schedule an inordinate number of activities into their orientation schedules.

The orientation programs include the delivery of training. Positively, training across College Row addresses:

- consent and relationships;
- sexual health and misconduct;
- mental health;
- de-escalation strategies;
- alcohol and other drugs;
- inclusivity;
- bystander intervention; and
- how to respond to disclosures.

It appears that a greater focus on training sessions that have relevance to sexual misconduct are delivered in the semester one orientation program when the number of new Residents is highest.

It is felt that some Colleges lack training provision in several of the aforementioned areas. However, it is not considered imperative for this training to be included within already demanding orientation schedules. Opportunity exists for training to be scheduled at regular intervals throughout the academic year.

The College orientation programs purport to be largely alcohol-free. A harm minimisation approach is taken at events. It is commendable that every College offers many events (both during and outside of the orientation program) without alcohol to appeal to those who chose not to drink as well as underage Residents.

6.2 RESIDENT COMMENTS ON COLLEGE ROW ORIENTATION PROGRAMS

The questionnaire found that College orientation weeks are viewed favourably by Residents. They enjoy the program of activities and getting to know the staff and other Residents, and acknowledge that certain activities are designed to raise awareness of sexual misconduct.

The Resident interview process elicited additional feedback about College orientation programs. Already outlined in Section 5.4.1 are examples of orientation week hazing as described by Residents.

Residents were asked whether their College's orientation program addressed issues relating to sexual assault and sexual harassment. Most Residents indicated that it did (77.2%, n=27). Almost one-fifth of Residents did not know/were not sure (19.6%, n=68) while 3.2% (n=11) Residents said it did not.

Residents were asked which orientation program addressed sexual assault and sexual harassment and indicated:

- *Both Semester 1 and 2*: 58.6% (n=158);
- *Semester 1*: 21.0% (n=57);
- *Semester 2*: 11.8% (n=32); and
- *Don't know/not sure*: 8.7% (n=23).

Fifteen percent of Residents (n=80) said that their College's orientation programs would be the most effective method of learning about the resources available to assist following an incident of sexual misconduct.

Seventy-two Residents (13.6%) think the University's orientation program would be the most effective method of receiving this information, while 12.8% (n=68) reported that information displays around the University would be best.

6.3 STAFF AND STAKEHOLDER COMMENTS ON COLLEGE ROW ORIENTATION PROGRAMS

College Row staff and University stakeholders were asked to provide their comments on the College orientation programs and whether any concerns had been raised with them. No staff comments were received.

Three University stakeholders expressed their concern over the availability of alcohol at orientation events that are advertised as alcohol-free. One of these stakeholders has become aware of incidents that have occurred during orientation that are associated with excessive alcohol consumption. They believe that the role of alcohol in the College orientation programs warrants further consideration.

PART 7 – REVIEW FINDINGS: EVENTS, EVENT PLANNING AND MANAGEMENT

7.1 COLLEGE ROW EVENTS

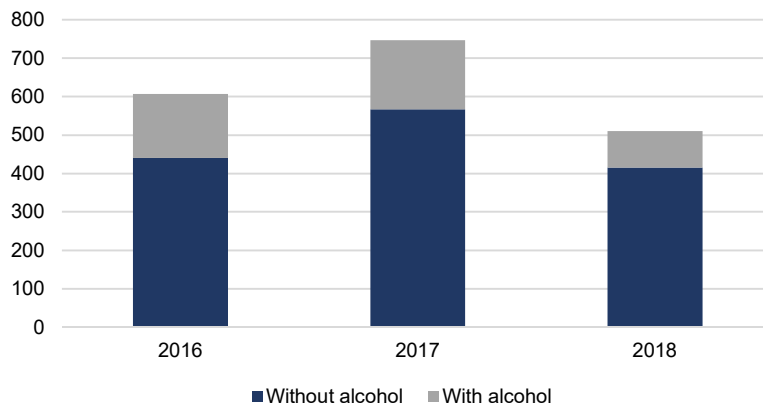
As shown in Table 11, between January 2016 and 22 June 2018, **1,800** events were conducted in College Row. The number of events held across the Colleges ranged from 64 across the three-year period to 1,347. Most of the events were held on College premises (84.9%, n=1,528).

In the same period, an average of 24.6% (n=442) of events involved alcohol. Most events have been alcohol-free (Chart 12). The percentage of events involving alcohol ranged from 13.1% to 67.2% across College Row.

Table 11 Breakdown of events for the period January 2016 to 22 June 2018, all Colleges

	Total number of events	Total number of events with alcohol	Events - off College premises	Events - off College premises with alcohol	Events - on College premises	Events - on College premises with alcohol
College 1						
2016	418	67	58	4	359	63
2017	544	73	87	6	449	67
2018	385	37	68	7	317	29
Total	1,347	177	213	17	1,125	159
College 2						
2016	70	40	14	8	56	31
2017	83	42	15	5	68	37
2018	41	21	4	1	37	20
Total	194	103	33	14	161	88
College 3						
2016	65	29	20	8	45	21
2017	64	32	14	6	50	26
2018	40	15	10	3	30	12
Total	169	76	44	17	125	59
College 4						
2016	22	17	6	5	16	12
2017	25	17	5	4	20	13
2018	17	9	7	5	10	4
Total	64	43	18	14	46	29
College 5						
2016	32	14	8	6	24	10
2017	31	16	5	4	26	12
2018	27	13	6	5	21	8
Total	90	43	19	15	71	30
TOTAL	1,800	442	327	77	1,528	365

Chart 12 College Row events with and without alcohol, January 2016 to 22 June 2018



7.2 A SUMMARY OF COLLEGE ROW EVENT PLANNING AND MANAGEMENT PROCESSES

Event planning and management were explored through the Head of College audit tool. Each College was asked to provide their procedure for planning and delivering an event. Copies of completed and approved Event Management Plans were also requested.

Considerable variation was found to exist in the event planning and management policies and procedures across College Row. Positively, *one or more* of the Colleges provided documentation that suggests:

- the existence of an event management policy or guideline;
- the delivery of varied events to cater for the culturally diverse Resident community;
- a greater focus being placed on conducting alcohol-free events;
- adherence to liquor licence requirements;
- consultation between Residents, staff and stakeholders in the planning and delivery of events;
- event approval being sought from and provided by College administration;
- the conduct of pre and post-event briefings;
- cross-referencing to The University of Western Australia's Event Management Toolkit (refer to section 7.7.1) when events are being organised;
- the implementation of risk analysis and control strategies;
- a requirement for Event Managers to remain sober at events; and
- the delivery of training programs to Resident leaders in event planning and management.

Several issues, inconsistencies and omissions were noted across College Row, particularly:

- a lack of stand-alone policies or comprehensive guidelines addressing event planning and management;
- the lack of a risk management process;
- use of risk matrices that do not address the consequences of risks and how the risks will be mitigated;
- inconsistency regarding what events require an Event Management Plan;
- Event Management Plans not containing a section to note the training completed by the Event Manager and event team;
- a lack of Event Management Plans for overnight camps;
- the type and quality of training offered to staff and Residents and who is required to attend this training;
- identification of who has the ultimate responsibility for events;
- several Event Management Plans already approved in the Colleges were missing sections of information;
- insufficient strategies to identify under 18s at events involving alcohol;
- unclear processes and criteria for how event debrief sessions are conducted;
- inconsistent processes for providing Event Management Plans to Campus Operations if an event is held on the University campus;
- a lack of information about how incidents are recorded, actioned and followed-up on; and
- no guideline for how incident information is shared between stakeholders to identify trends and minimise the risk of future incidents of a similar nature.

The Colleges reported that an Event Management Plan is required for events. However, the data analysed during the Review found an inconsistency between this stated requirement and the number of events that had an approved Event Management Plan (Table 12). Of all events conducted between January 2016 and 22 June 2018, 39.3% were accompanied by an Event Management Plan.

Table 12 College Row events with an Event Management Plan, January 2016 to 22 June 2018

	Total number of events	Number of events with an Event Management Plan	Percentage of events with an Event Management Plan (%)
2016	607	298	49.1%
2017	747	293	39.2%
2018	510	141	27.6%
Total	1,864	732	39.3%

7.3 COMMENTS ON EVENT PLANNING AND MANAGEMENT FROM RESIDENT ADVISORS AND RESIDENTS' CLUB MEMBERS

The questionnaire asked Resident Advisors (n=51) how much they agreed or disagreed with a variety of statements about event planning and management at their College.

Table 13 shows the results. Most Resident Advisors reported there are clear guidelines in place, they know the process to follow, complete an Event Management Plan and undertake a risk assessment. The majority reported that Event Management Plans are approved by staff and that Event Managers are identified.

Table 13 Resident Advisor views on event planning and management in College Row (%)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
There are clear guidelines for planning and managing College events	52.7	31.4	4.0	9.9	2.0
I know the process for planning a College event	52.5	33.6	8.0	4.0	2.0
I complete an Event Management Plan	42.7	35.3	14.0	6.0	2.0
I undertake a risk assessment	46.7	19.4	25.9	6.0	2.0
The Event Management Plans are approved by staff	74.4	13.7	8.0	4.0	0.0
The events have a designated Event Manager	62.7	23.4	10.0	4.0	0.0

Residents' Club members (n=42) were asked for their level of agreement with the same statements. Table 14 shows that the percentage of members strongly agreeing or agreeing exceeded 55.0% for all statements.

Table 14 Residents' Club member views on event planning and management in College Row (%)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
There are clear guidelines for planning and managing College events	38.2	35.4	17.0	9.5	0.0
I know the process for planning a College event	30.6	38.1	24.2	7.1	0.0
I complete an Event Management Plan	28.4	28.5	33.6	9.5	0.0
I undertake a risk assessment	33.1	28.4	29.0	9.5	0.0
The Event Management Plans are approved by staff	47.3	28.6	24.1	0.0	0.0
The events have a designated Event Manager	42.7	35.6	21.8	0.0	0.0

7.4 RESIDENT COMMENTS ON COLLEGE ROW EVENTS

The questionnaire asked Residents a range of questions about College social events.

Table 15 provides a complete picture of their responses to questions about:

- attendance at events;
- the variety of events on offer;
- the involvement of alcohol at events;
- safety and supervision; and
- perceptions of how the events are organised.

Table 15 Resident responses to questions about events organised through their College (%)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/Not sure
I attend social events	36.1	44.5	10.2	5.8	2.6	0.9
There is a good variety of social events offered	37.1	44.7	10.5	5.8	1.4	0.6
I feel welcome	38.7	43.5	11.6	2.9	1.4	1.8
Most events include alcohol	10.4	24.3	23.9	27.9	9.5	4.1
The events are well organised	27.4	52.0	14.1	2.7	0.6	3.2
I worry about being sexually assaulted or sexually harassed at these events	2.3	4.1	7.8	28.7	55.3	1.8
I feel safe at these events	46.6	40.9	6.4	2.0	1.2	2.9
There is adequate supervision	34.4	47.1	12.1	2.0	1.2	3.2
Alcohol is well managed	25.5	44.5	16.9	6.1	2.6	4.4
I worry about getting back to College safely after events held off-site	3.8	9.5	14.4	33.9	32.2	6.1

Most students attend social events at their College (80.6%, n=281) and think there is a good variety of events offered. Residents generally reported feeling welcome at events, with 38.7% (n=135) strongly agreeing and 43.5% (n=152) agreeing with this statement.

Many Residents strongly agreed (27.4%, n=95) or agreed (52.0%, n=182) that the events are well organised by the College. Comments received from the 11 Residents who did *not* agree include:

- the Resident leadership team acting unprofessionally and staff turning a blind eye to their behaviour;
- not enough notice of events being provided to Residents; and
- a lack of effort being directed into organising events.

Resident responses to the statement *Most events include alcohol* were mixed:

- 10.4% (n=36) strongly agreed;
- 24.3% (n=85) agreed;
- 23.9% (n=83) neither agreed nor disagreed;
- 27.9% (n=97) disagreed;
- 9.5% (n=33) strongly disagreed; and
- 4.1% (n=14) did not know/were not sure.

Residents were asked whether alcohol is well-managed at events. Many Residents strongly agreed (25.5%, n=89) or agreed (44.5%, n=155). During the interview process, one Resident expressed surprise at the amount of money their College spends on alcohol at events.

The issue of safety during and following events was explored. Residents reported minimal worry about being sexually assaulted or sexually harassed at College events:

- 2.3% (n=8) strongly agreed that they worried about being sexually assaulted or sexually harassed;
- 4.1% (n=14) agreed;
- 7.8% (n=27) neither agreed nor disagreed;
- 28.7% (n=100) disagreed;
- 55.3% (n=193) strongly disagreed; and
- 1.8% (n=6) did not know/were not sure.

Most Residents feel safe at their College's events with 46.6% (n=163) strongly agreeing and 40.9% (n=143) agreeing with this statement. Two percent of Residents (n=7) disagreed while 1.2% (n=4) strongly disagreed.

Supervision at events was viewed favourably with 34.4% (n=120) of Residents strongly agreeing and 47.1% (n=164) agreeing that it is adequate. The comments received from the 11 Residents who *do not* believe that supervision is adequate focussed on an insufficient number of people supervising events, high amounts of alcohol being consumed, and Resident leaders being intoxicated and therefore difficult to approach for assistance.

Residents were asked whether they worry about getting back to College safely after events held off-site. Most Residents disagreed (33.9%, n=118) or strongly disagreed (32.2%, n=11), while 3.8% of Residents (n=13) strongly agreed and 9.5% (n=33) agreed.

7.5 STAFF COMMENTS ON COLLEGE ROW EVENTS

The four College Row staff who took part in the Review commented positively about the way events are planned and managed at their College. There was consensus that they are well organised, have event management plans in place, and that the Colleges are mindful of unacceptable behaviour and have demonstrated a willingness to immediately address any misconduct.

One staff member expressed concern about issues that seem to occur when Residents attend events off the College premise (e.g. private parties). The issues of pre-loading with alcohol and post-event parties were raised by another staff member who emphasised that while College events are well-managed in relation to acceptable alcohol consumption, most of the alcohol consumption occurs before and following the event. The staff member commended the way in which the College would support a Resident who is identified as a heavy drinker. Three of the staff feel that the availability of alcohol at College events has a role in facilitating circumstances that may increase the likelihood of sexual misconduct.

7.6 STAKEHOLDER COMMENTS ON COLLEGE ROW EVENTS

Feedback on College Row events collected from University stakeholders contradicted some of the data and comments collected through other elements of the Review. Stakeholders hold different concerns about events than those identified by Residents and believe there is an inextricable link between College and University events.

Themes of concern emerging from the stakeholder consultation process were:

- compromised safety of Residents during and after events held away from the College;
- lack of diligence in event planning and management, and attention to risk identification and control;
- whether student Event Managers are sufficiently trained to safely plan and manage events;
- unsatisfactory and uncoordinated incident recording and management systems;
- the existence of too many entry points in the University's event planning process;
- absence of a centralised process for planning events (across the University and Colleges) that causes logistical issues and risks when different departments are unaware of concurrent events;
- inadequate collaboration between the Colleges and University; and
- the large size of many events and the involvement of alcohol.

Certain events held away from College Row that target Residents were identified as problematic. These events are not organised by staff or Residents from the Colleges. One example that was cited during the Review was a weekly bar night at a local hotel. The Review heard that while this bar night can offer social integration for Residents and other students, it is primarily targeted around alcohol sale and consumption. Two stakeholders did not denigrate this weekly event but did express concern over whether alcohol is served responsibly and incidents that have occurred.

The Review received a claim from one stakeholder that local hotels recruit College Residents as ambassadors and provide them with incentives for bringing other Residents to the venue. There were reports that transport is arranged for Residents to bring them to the venue.

There is confusion among stakeholders about where responsibility lies when a Resident is returning from an event held off campus and is subjected to sexual misconduct. They seek clarity regarding what authority the University and Colleges have. All acknowledged the need for police involvement.

Unease was indicated by two stakeholders about the tone of some events held for all University students, particularly in relation to alcohol and an increased risk of sexual misconduct. One stakeholder requested that the tone of University events be adjusted to be more inclusive and less alcohol-focussed.

The safety of College camps and retreats was questioned by two stakeholders. Concern was voiced about how well these events are planned and whether appropriate risk management is undertaken. In relation to this issue, analysis of the event management documentation submitted by the Colleges found:

- a deficit in the information provided to Residents about behavioural expectations at camps (including the use of alcohol); and
- evidence of camps being conducted without an approved Event Management Plan.

Several stakeholders doubt the thoroughness of the event planning and management processes used by the Colleges and would like to see a considerable improvement in this area through greater collaboration. Related to this is the finding that an overlap exists in event planning and management between the Colleges and certain sections within the University, particularly the Student Guild and Campus Operations.

The involvement of Campus Operations in event planning and management by the Colleges is said to be ad-hoc due to staff turn-over across College Row and the lack of a formalised agreement. Communication occurs with Residents if they submit an Event Management Plan for review.

It was advised that liquor permit requests for events and the accompanying Event Management Plan (for events held on unlicensed University premises) are sent to Campus Operations for review and approval. Approximately 500 requests are received each year which does not account for all events conducted on campus. A desire was expressed by multiple stakeholders for a designated resource at the University to have overall responsibility for event planning and management (including event approvals). This resource would:

- act as a conduit between stakeholders for all events held on the campus; and
- maintain a central register of events.

One stakeholder commented that many events that include alcohol are delivered by student Event Managers who are members of Guild-affiliated clubs or societies. These Event Managers are required to submit an Event Management Plan to the Guild that is processed and approved by the Guild Events Team. It was reported that Event Management Plans for large-scale events with alcohol (i.e. 200+ attendees) must be presented for review to a stakeholder group at the University and then the City of Perth.

Question was raised over why there is still no overarching approval process for events to ensure they are compliant with the law and all University policies and procedures. One stakeholder described the current process as *inconsistent* and *self-regulated*; with no approval process in place for student-led University events (including camps).

The Residential Students' Department run events that target College Row residents. The Review found that these events include a Ball (with an open bar), nightclub parties and events at The Tavern on the University campus. These events are run via the Student Guild and Event Management Plans are required. A greater concern was indicated by one stakeholder for other events run by College Residents' Clubs that are not captured or governed by the Residential Students' Department.

Most University stakeholders are unclear about where and how incidents that occur at events are recorded and the process used to follow-up on these incidents. While referring to College Row events, this concern was also linked to events run by or approved by the Student Guild.

7.7 PAST AND CURRENT PROJECTS TO STRENGTHEN EVENT PLANNING AND MANAGEMENT ACROSS COLLEGE ROW

7.7.1 EVENT MANAGEMENT TOOLKIT AND TRAINING PROGRAM

In 2009, the University's Health Promotion Unit led the development of a resource titled *Managing Alcohol at Events: A Toolkit for Students, Staff and External Users*. Copies were provided to each of the Colleges and the Student Guild. The toolkit was designed to increase awareness of safe drinking levels and behaviour, the health and social risks of excessive alcohol consumption, factors and processes required by staff and students to conduct safer and more enjoyable events, and the services that are available on campus to address alcohol-related issues for students.¹³

The Health Promotion Unit also developed and delivered a two-hour Event Management Training Program that aimed to:

- increase knowledge of the process for planning and managing an event that would involve alcohol on unlicensed University premises or at an external venue (including in College Row);
- increase knowledge about planning a culturally inclusive event; and
- increase knowledge about the link between alcohol and sexual violence.

7.7.2 TRAINING PROGRAM DELIVERY

In response to The University of Western Australia's 2012 Review of Orientation, the Health Promotion Unit made available several training programs that focussed on alcohol harm reduction, preventing sexual violence, mental health and event management. Most participants were student leaders from College Row, members of the Guild Council or the executive of Guild-affiliated clubs and faculty societies.

During the University's 2013 first semester orientation period, 19 training courses were delivered by facilitators with specialised content knowledge and/or the necessary accreditation. These were:

- six *Responsible Service of Alcohol* training courses (108 participants);
- six *Managing Alcohol at Events* training courses (121 participants);
- one *Reducing the Risk of Sexual Violence* training course (18 participants);
- four *Mental Health First Aid* courses (76 participants); and
- two *Mental Health Awareness* training courses (40 participants).

Evaluation of the training package drew the following recommendations from the Health Promotion Unit:

- establishment and communication of accountabilities and sanctions for clubs and societies;
- creation of a public register of events;
- development of a Panel to review Risk Management Plans and Event Management Plans;
- development of event compliance review procedures;
- prioritisation of training attendance by social club members;
- implementation of a complaint mechanism;
- development of College-specific event management training;
- delivery of *Responsible Service of Alcohol* training by external providers; and
- attendance from College staff at *Responsible Service of Alcohol* and event management training.

7.7.3 WORK OF THE STUDENT GUILD

Consultation during the *College Row Cultural Review 2018* collected the following information about how events are planned, approved and managed by the University's Student Guild:

- The Student Guild uses a digital solution for the submission, management and approval of events.
- The Guild's Event Management Team conduct a two-day event-related training session each quarter.
- Consultation is undertaken with internal and external stakeholders to ensure that work is undertaken in accordance with best practice.
- No events with alcohol are promoted or organised during official orientation events.
- The Student Guild has an *Event Management Policy* that is updated annually. For events involving alcohol, the policy follows the *Liquor Control Act 1988* and the *University Policy on: Alcohol and Other Drugs*.
- An Event Management Plan must be completed for all events.

The Student Guild's incident management process was submitted to the Review and appears comprehensive. However, consultation with some stakeholders found they are unclear of the procedure that is followed when an incident occurs at a Guild event.

A request for improved communication between the Guild and relevant sections within the University was made to identify trends and minimise the risk of future incidents.

The Student Guild's Residential Students' Department represents all College students and offers events to Residents. The President completes several training programs at the commencement of their term and encourages other members to undergo comprehensive Student Leadership Training addressing sexual misconduct, mental health, diversity and inclusion, event management, alcohol, risk management and camps.

The Guild's Student Assist team provided examples of welfare events they have conducted across College Row. For example, in 2018, Student Assist and the Residential Students' Department ran an event titled *Yellow Brick Row* to promote the services available through Student Assist to Residents studying at the University. The team also promote these services through promotional materials, a weekly Guild email and other initiatives in the Colleges.

The Student Assist Manager liaises with the Residential Students' Department on events, initiatives and projects and is involved in training for Resident Advisors across four of the Colleges.

7.7.4 COLLEGE ROW SMALL GRANTS SCHEME

The University of Western Australia's Local Drug Action Group has provided funding for the Colleges to plan and deliver events that are student-focussed, inclusive, well-planned, safe and focus on the prevention of alcohol-related harm. As of November 2018, two grants had been secured through this *College Row Small Grants Scheme*: Guild Welfare Week activities; and training in the responsible service of alcohol at one of the Colleges. Three grants were yet to be allocated.

The University of Western Australia's Residential Students' Department conducted a Welfare Week across College Row in the second semester of 2018. The grant supported *Mental Health Tuesday*. A *Fit for Study* Lived Experience Panel was run at one College, with three speakers and a doctor from the University's Medical Centre. There was also a *5 Ways to Wellbeing* installation at each College.

Training in the responsible service of alcohol (SITHFAB002 – Provide Responsible Service of Alcohol certification) will be delivered to 13 staff at one of the Colleges before the 2019 first semester orientation program.

7.7.5 COLLEGE ROW COMMUNITY ACTION PLAN

In 2018, the University's Health Promotion Unit secured funding from the Australian Drug Foundation to develop and implement a project titled the *College Row Community Action Plan*. The aim of this project is to develop a *College Row Event Management Toolkit* that will fill gaps in the event management process across College Row.

Phase one has seen the preparation of this plan and its endorsement by the Deputy Head of each College. Phase two includes the implementation of the plan and the delivery of a train-the-trainer program.

The five Colleges are actively engaged in this project. A College Row Local Drug Action Team meeting was held in September 2018 to workshop the Colleges' requirements for the toolkit. The content will include:

- event management planning templates;
- additional templates for events;
- guidelines for all templates;
- event management information;
- information about alcohol and how to manage it at events;
- risk management guidelines and templates; and
- the training program content.

The event management planning templates will cover four categories:

- (1) *Minor* (less than 50 attendees, floor/wing events);
- (2) *Onsite* (more than 50 attendees, with or without alcohol);
- (3) *Offsite* (more than 50 attendees, with or without alcohol); and
- (4) *Offsite* – overnight stay.

7.8 SPONSORSHIP

The Review found that the Colleges do not receive or provide any sponsorship that is deemed to be of concern.

PART 8 – REVIEW FINDINGS: DISCLOSURE AND COMPLAINT DATA AND PROCEDURES

8.1 DISCLOSURE AND COMPLAINT DATA: SEXUAL MISCONDUCT

Between January 2016 and 22 June 2018, **20** disclosures of alleged sexual misconduct were made across College Row.

The disclosures were received by:

- other staff (10 disclosures);
- the Deputy Head of College (six disclosures);
- the Head of College (three disclosures); and
- a Resident leader (one disclosure).

There were **15** complaints filed across College Row that alleged an incident of sexual misconduct during the same period.

The complaints were received by:

- an undisclosed recipient (nine complaints);
- other staff (three complaints);
- the Deputy Head of College (two complaints); and
- a Resident leader (one complaint).

Of these complaints, 11 were investigated and resolved by the College and one was transferred to The University of Western Australia's Complaint Resolution Unit for investigation and resolution. The WA Police were engaged in the investigation of four complaints.

Underreporting of sexual misconduct was identified as likely by some Residents, Heads of College, staff and stakeholders. One College reported having implemented the following strategies to encourage Residents to report incidents:

- a high Resident Advisor to Resident ratio;
- regular formal and informal meetings between Resident Advisors and Residents;
- having a staff mentor for every first-year Resident;
- linking every third-year and above Resident to a professional mentor;
- requesting parents and friends voice any concerns they have without fear of getting anyone into trouble;
- holding a College meeting each week to address community issues;
- information posters, a Facebook page and Weekly Bulletin, noticeboard messages and the availability of relevant print resources; and
- having potential first responders trained in disclosure and complaint procedures.

8.1.1 DISCIPLINARY ACTION FOR SEXUAL MISCONDUCT

Various forms of disciplinary action have been taken in College Row when investigations have substantiated an incident of sexual misconduct. Internal and external investigations have given rise to the following actions:

- internal and external mediation;
- development and implementation of behaviour plans and social probation agreements;
- interviews with the Deputy Head of College involving reiteration of: expectations; policies; the seriousness of the matter; and that further misconduct may result in expulsion;
- formal written warnings;
- room relocation;
- mandatory counselling;
- residency contracts not being renewed; and
- expulsion.

8.2 DISCLOSURE AND COMPLAINT DATA: BULLYING

Between January 2016 and 22 June 2018, **15** disclosures of alleged bullying were made across College Row.

The disclosures were received by:

- the Deputy Head of College (eight disclosures);
- other staff (six disclosures); and
- the Head of College (one disclosure).

During the same period, **11** complaints were filed across College Row that alleged an incident of bullying.

The complaints were received by:

- the Head of College (four complaints);
- other staff (three complaints);
- a Resident leader (two complaints);
- the Deputy Head of College (one complaint); and
- a Resident (one complaint).

8.3 DISCLOSURE, COMPLAINT AND RECORD MANAGEMENT PROCEDURES

Each Head of College was asked to provide a written description of their College's disclosure, reporting and complaint management process, including:

- the process used to receive, record, investigate, manage and resolve an alleged incident of sexual misconduct;
- who at the College receives disclosures and complaints; and
- whether any mandatory reporting requirements are in place at the College (what must be reported, to who, the method of reporting and the follow-up action taken by the College).

The Head of College audit tool also requested:

- the College's record management process (i.e. identifying, classifying, storing, securing, retrieving, tracking and destroying or permanently preserving records of a disclosure and complaint);
- the staff with responsibility for reviewing disclosures and complaints;
- how often disclosures and complaints are reviewed; and
- the support services that a Complainant and Respondent are referred to.

The five Colleges have a process in place for receiving and responding to disclosures and complaints of misconduct. While not evident in the documentation submitted by each College, in general, it is commended that:

- a range of positions can accept a disclosure and complaint;
- multiple entry points are provided and communicated through policy and educational strategies;
- Residents can lodge a disclosure informally, formally and anonymously;
- staff and Resident leaders undertake training in responding to disclosures of misconduct;
- incidents are logged;
- the process is provided to Residents;
- confidentiality is highlighted;
- Residents who disclosure or lodge a complaint are offered a range of support, including referral and transport to medical and counselling services, and assistance with filing a complaint;
- Residents are supported through the disclosure and complaint process;
- procedural fairness is applied;
- the involvement of external parties is highlighted (e.g. WA Police and the University);
- a Support Officer is provided to the reporting Resident and the Respondent (if a Resident); and
- regular meetings are held between those involved.

The level of detail included in College Row policies and procedures regarding disclosures and complaints varies considerably between the Colleges. Terminology is sometimes inconsistent and does not always reflect best practice. There is little evidence of a standardised approach across College Row, and between the Colleges and University.

Most of the Colleges presented a suitable record management procedure comprising an online or paper-based storage system. Confidentiality was addressed as well as the timeframe for reviewing disclosures and complaints.

One of the Colleges purports to make decisions on the storage of documents on an *ad hoc basis*.

8.4 RESIDENT COMMENTS ON DISCLOSURE AND COMPLAINT PROCEDURES

Resident Advisors are often first responders. It is therefore vital that Residents in these positions and other potential first responders are upskilled in the College's procedure for receiving and responding to disclosures and complaints.

Encouragingly, of the 51 Resident Advisors who took part in the questionnaire, 98.0% (n=50) indicated they know the procedure to follow if a Resident wants to disclose or file a complaint about an incident of sexual misconduct. A further 88.1% (n=45) are confident in their knowledge and skills to act as a first responder.

Most Residents (84.0%, n=294) are aware they can disclose an incident of sexual harassment or sexual assault to their College and 82.1% (n=287) know they can file a complaint. As outlined in Part 5, the number of disclosures and complaints following an experienced or witnessed incident of bullying or hazing was low for a variety of reasons.

Among Residents who did disclose, their reasons for being satisfied or dissatisfied with the process were explored.

Satisfaction related to:

- the helpful, supportive and understanding nature of the University's Complaint Resolution Unit and Campus Operations staff;
- the respect shown by those involved in the process;
- being informed of the options available;
- being updated on the progress of the disclosure process; and
- the disclosure being resolved appropriately.

Dissatisfaction was attributed to:

- the length of time the process took to reach a resolution;
- a lack of support being offered, including mental health and academic support;
- nothing being done to resolve the issue; and
- not being given the option of lodging a formal complaint.

In relation to witnessed incidents of bullying, 22 Residents disclosed an incident. Over three-quarters were satisfied with the process (77.3%) due to appropriate action being taken by the College, the College taking steps to ensure such an incident is not repeated and confidentiality being maintained.

Those Residents who were dissatisfied commented that nothing had changed and that no action was taken following the disclosure.

Three Residents filed a complaint after witnessing an incident of bullying. The Residents felt the complaint was dealt with appropriately by the College.

Prior to reading the definitions provided in the questionnaire, 91.1% (n=319) of Residents were aware of what constitutes sexual harassment and 91.4% (n=320) were aware of what constitutes sexual assault. Slightly fewer Residents (88.3%, n=309) were aware of State and Commonwealth laws that prohibit sexual misconduct.

It should be noted that 61.7% (n=216) of Residents agreed their College has a policy outlining the course of action for an incident of sexual harassment or sexual assault, including how to make a disclosure and/or file a complaint. An additional 33.7% (n=118) were unsure.

Forty-two percent of Residents (n=147) agreed their College provided them with a copy of its policy on sexual harassment and sexual assault (including the disclosure and reporting process) when commencing their residence, while 36.0% (n=126) were not sure.

Resident awareness of the resources available at their College should they experience sexual misconduct vary:

- *Completely aware:* 23.4% (n=82);
- *Very aware:* 25.4% (n=89);
- *Somewhat aware:* 37.7% (n=132); and
- *Not aware at all:* 12.3% (n=43).

The most commonly reported ways that Residents became aware of their College's resources are the semester one College orientation program, information posted around the College and the University, verbal information from a Resident Advisor and during a training program delivered at the College.

Residents were asked a range of questions about their views on disclosure and complaints (Table 16). Positively:

- 31.6% of Residents (n=110) strongly agreed and 39.3% (n=137) agreed that staff and Resident Advisors at the College are well-trained to handle a disclosure or complaint;
- 20.2% (n=70) strongly agreed and 40.0% (n=140) agreed they know the College's process for disclosing an incident;
- 23.7% (n=83) strongly agreed and 42.1% (n=147) agreed their complaint would be actioned in a timely manner; and
- 21.4% (n=74) strongly agreed and 41.0% (n=143) agreed the outcome of their complaint would be appropriate.

Table 16 Resident responses to statements on College disclosure and complaint procedures (%)

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/Not sure	Prefer not to say
The staff and Resident Advisors at the College are well trained to handle a disclosure or complaint	31.6	39.3	9.3	3.3	3.4	12.8	0.3
I know the process at College for disclosing an incident	20.2	40.0	14.3	12.2	6.1	7.3	0.1
I would feel comfortable disclosing an incident with the College	26.9	44.1	10.2	9.3	5.6	4.1	0.0
I would feel comfortable filing a complaint with the College	27.2	43.2	11.9	8.4	5.6	3.8	0.0
I would be supported by staff at the College if I disclosed or filed a complaint	34.4	43.2	10.2	2.9	3.2	6.1	0.0
I would rather speak to a Resident Advisor about an incident than a staff member	18.2	22.6	28.7	16.2	9.0	4.7	0.6
College staff would dissuade me from disclosing or filing a complaint	4.1	9.5	15.7	22.6	34.4	13.7	0.0
I know which support services I could contact following an incident	22.5	49.1	11.9	7.0	2.9	6.4	0.3
My privacy would be protected if I disclosed or filed a complaint	30.3	45.5	8.1	3.2	2.0	10.5	0.3
My complaint would be actioned in a timely manner	23.7	42.1	10.1	3.5	3.5	17.1	0.0
I would be kept updated on the status and outcome of my complaint	22.0	42.0	12.2	3.5	1.0	19.4	0.0
The outcome of my complaint would be appropriate	21.4	41.0	12.5	2.3	3.2	19.7	0.0

The qualitative components of the Resident questionnaire educed further thoughts on disclosure and complaint procedures. Areas cited for improvement by several Residents related to:

- College staff needing to hear the Resident voice;
- disclosures and complaints being taken more seriously;
- a need for more clarity in the disclosure and complaint procedure;
- quicker and consistent interim action and disciplinary action being taken;
- more effective communication about the support services on offer; and
- having professionally trained staff available to receive disclosures and complaints.

Additional information critiquing the disclosure and complaint procedures was contributed by three Residents during the interview process. These Residents discussed:

- a *victim-blaming* mentality among College administration;
- long wait times for a counselling appointment at the University;
- lack of trust in Resident Advisors to follow confidentiality guidelines;
- insufficient support being offered to Resident leaders who receive disclosures and complaints;
- Complainants not being kept updated on the status of their complaint;
- the need for counselling staff within each College; and
- inconsistent logging of sexual misconduct disclosures and complaints and a broader lack of transparency in the record management process.

One Resident commented that Residents (not in leadership positions) receive disclosures from other Residents who do not trust the Resident Advisors and think that any complaint they make will not be taken seriously due to the identity of the alleged perpetrator. This has put an uncomfortable level of responsibility on Residents who, while appearing confident in voicing their concerns to College administration about a range of issues, are not trained in disclosure and complaint procedures.

Two narratives pertaining to disclosure and complaint processes were provided during the Resident interviews.

One Resident provided the details of a substantiated incident of sexual assault they were subjected to while residing at College. While the Resident appreciated the fast referral to the University's Counselling and Psychological Service and was offered multiple options for making a complaint, the following criticism was offered:

- confidential information being shared by those involved in the process;
- the time taken for the University's complaint process to be completed;
- sporadic updates on the investigation being received; and
- the transparency of the College and University complaint management process.

Another Resident (Complainant) shared details of sexual misconduct allegedly perpetrated by another College Row Resident (Respondent). After disclosing the incident to the College, the Resident filed a complaint with the Complaint Resolution Unit. The Resident offered the following feedback of the process that followed:

- University staff were unresponsive to multiple emails requesting academic support.
- The length of time it took for the University to implement an academic support measure.
- The six-month complaint process. Reference was drawn to the University procedure stating: *"Complainant must be provided with a: complaint outcome in writing within 30 University working days of receipt of complaint. Where this requirement is not met, a progress update in writing and updates every 10 University working days thereafter."*¹⁴
- Insufficient receipt of updates during the investigation.
- The lengthy waitlist for a University counselling appointment.
- Receipt of the outcome a long time after the investigation was completed.
- The lack of a formal template to lodge an appeal.

Other issues raised as problematic by the Resident included:

- perceived inequity in the rights of the Respondent and Complainant during the appeal process;
- the seeming lack of awareness by the senior staff member leading the appeal regarding details of the case;
- the omission of responses to certain aspects of the appeal, particularly in relation to equal opportunity and student rights; and
- the lack of a timely outcome regarding the request for academic adjustment of marks.

8.5 STAFF COMMENTS ON DISCLOSURE AND COMPLAINT PROCEDURES

The four College Row staff expressed confidence in being a first responder to an alleged incident of sexual or other misconduct and are confident in their ability to provide support. They reported knowing the process to follow, their legal responsibilities and the support services that a Complainant and Respondent can be referred to. The staff praised their College's procedure for receiving, reviewing and resolving a disclosure or complaint of sexual misconduct.

One staff member believes that their College requires better documentation to support this process in the form of a standardised disclosure record form and a risk assessment report form to assist in identifying whether a Resident is at risk of harming themselves or others.

The staff reported having undertaken the following types of training in issues of sexual misconduct:

- *Step UP! Bystander Intervention Training*;
- *Mental Health First Aid*;
- training delivered by the Sexual Assault Resource Centre; and
- *Responding to Disclosures of Sexual Violence*.

While staff recognised that they are unable to speak on behalf of Residents, there was a consensus that Residents likely feel confident in their ability to make a disclosure or file a complaint and to have this handled in a timely, coordinated and appropriate manner.

Resident awareness and understanding of the resolution of a disclosure or complaint was questioned by one staff member.

One staff member referred to a Resident being placed on a long waitlist at an external counselling service, however they were able to support the Resident until their appointment. Another staff member commented that a system needs to be put in place to ensure that Residents are supported when required to wait long periods of time for a counselling appointment at the University or through an external service.

Reference was also made to the benefit that employing a dedicated counsellor on-site has, particularly the way it allows Residents to make a disclosure or complaint that is then handled confidentially by a trained professional.

Regarding the disciplinary action taken against Residents found to have perpetrated an incident of sexual or other misconduct, one staff member expressed concern over the length of the process and the adverse effect this has on those involved.

8.6 UNIVERSITY DISCLOSURE AND COMPLAINT PROCEDURES

As most College Row Residents study at The University of Western Australia, the Review considered:

- the University's disclosure and complaint procedures; and
- the nature of any alignment between University and College Row procedures.

The University maintains a *University Policy on: Student Complaint Resolution* to set out the stages of the complaint procedure and explain the appeal process.¹⁵ A *Sexual misconduct disclosures and reports* webpage outlines the options available to students wanting to disclose or make a report (complaint). The webpage also provides the contact details for the University's Medical Centre, Counselling and Psychological Service, Guild Student Assist Program, as well as the Western Australian Sexual Assault Resource Centre.

Fragmentation was found to exist in disclosure and complaint procedures at the University. As previously noted, there are several services and departments that are positioned to receive disclosures and complaints within the University. Despite each having a procedure in place and reporting to follow University policies, consistency and collaboration are lacking. There was no evidence of a centralised system for recording, storing and reviewing disclosure and complaint data within the University (and extending into College Row).

• **Disclosure Officer**

The University employs one Disclosure Officer. It was advised that this is not a formalised position and the staff member in this role undertakes other duties as the Manager of Student Wellbeing.

One stakeholder questioned whether a formal position should be created, with the incumbent staff member dedicated to the disclosure process.

The University's disclosure space is confidential and does not involve the provision of medical or psychological services. The Disclosure Officer can direct a student to the Complaint Resolution Unit if they seek to file a formal complaint, the Guild Student Assist Program for independent advice and/or a psychologist. Disclosure notes have been recorded since October 2017. At the time of the Review, there was no template for recording a disclosure.

- ***Complaint Resolution Unit***

The Complaint Resolution Unit receives and manages student complaints. The Unit works in alignment with multiple documents, including the University policies regarding sexual misconduct, bullying and harassment.

After a student engages the Complaint Resolution Unit an assessment phase begins. Triage is the priority to ensure the student and the wider community is safe. Students may be referred to the Disclosure Officer to discuss the matter and determine whether they wish to file a formal complaint. Alternately, students can register a pre-complaint that allows file notes to be prepared without progression to the formal complaint stage. In all instances, students are offered additional support through the Student Guild, the University's Medical Centre and external services.

Once a formal complaint is filed, an allegation may be formed, and the Complaint Resolution Unit commences an investigation. The Complainant and Respondent are notified of the outcome and of their right to appeal. If the matter being described by a student indicates that the Respondent might pose a threat to the safety of others, an early intervention group is assembled. This comprises the Director of Student Wellbeing, Director of Student Life/Acting Director of Student Experience, staff from the Complaint Resolution Unit and legal representation. Action is implemented accordingly.

Students may contact the Complaint Resolution Unit to discuss an incident they have witnessed. If an Incident Report is completed, the student is not entitled to further information about the process thereafter. The student is offered access to support services.

Reports may also be received by the Complaint Resolution Unit following an incident that required involvement from other sections of the University, including Campus Operations and the Colleges. There is no requirement for the person making the report to be updated on the outcome.

All paper and electronic records are maintained in TRIM; a record and document management software system. The Review found that the Complaint Resolution Unit does not operate a comprehensive database for logging and managing complaints. Staff advised that the University is exploring options for a database that will enable data analysis and reporting.

One stakeholder and one Resident consider the Unit to be insufficiently staffed to efficiently manage the number of complaints it receives.

- ***Student Guild***

The Student Guild operates in accordance with relevant University policies. It was reported that best practice in responding to disclosures is addressed in the Guild's *Student Leadership Training Program*. The Guild submitted guidelines on how its staff should respond to a disclosure of sexual harassment, sexual assault and bullying.

Student Assist are a team of social workers and a wellbeing counsellor employed by the Student Guild to support students on an independent basis. The team can provide academic, financial and welfare support to students of The University of Western Australia.

It was reported that Students are not pressed to engage any of the support services on offer through Guild Student Assist. If assistance is required, the Team can implement a range of strategies such as scheduling appointments, attending appointments in a support role, helping in the preparation of statements, providing emotional support and ensuring the situation is prioritised by University staff.

Student Assist have their own casework procedures. Records are stored on an internal secure database.

- ***Campus Operations***

Campus Operations discussed a *Security Operations Procedures* manual that was being updated at the time of the Review. Reference was made to a tightening of procedures related to assault and bullying with input being sought from the Complaint Resolution Unit. Campus Operations also referenced following the University's Critical Response Plan.

- ***University Medical Centre***

The University Medical Centre advised that the action taken upon the receipt of a disclosure will vary depending on the circumstances. If a Student discloses a recent sexual assault, the Sexual Assault Resource Centre would typically be the initial contact point if a forensic examination is required. Students seeking to lodge a formal complaint would be supported through the University's procedure. Medical records are stored in the Centre's medical records system and are not released externally, except as required by law.

PART 9 – REVIEW FINDINGS: TRAINING AND EDUCATION STRATEGIES

9.1 TRAINING PROVIDED TO COLLEGE ROW STAFF AND RESIDENTS

The Review considered **168** training programs that have been delivered to College Residents, Resident leaders and staff since January 2016. The number of programs delivered in each College ranged from 10 to 96.

There is evidence of training being provided across a variety of topic areas, including but not limited to:

- sexual misconduct (sexual assault and sexual harassment);
- responding to disclosures of sexual misconduct;
- *Responsible Service of Alcohol*;
- *First Aid and Mental Health First Aid*;
- duty of care;
- incident reporting;
- alcohol and other drug awareness;
- culture and diversity;
- consent and relationships;
- social media;
- transgender awareness;
- bullying and hazing;
- the law;
- responsible clubs;
- protective behaviours;
- *Respect. Now. Always*; and
- bystander intervention.

In line with best practice, the Colleges utilise a mix of training methods, including:

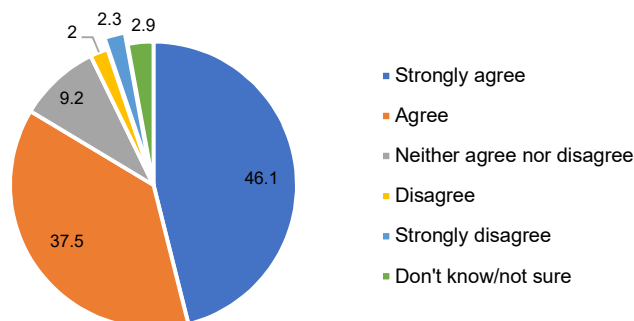
- online courses;
- specialist programs for subsets of the College community;
- train-the-trainer courses;
- Fresher induction sessions; and
- modules within student leadership programs.

The Colleges use staff, Resident leaders and external organisations to deliver training programs.

9.2 RESIDENT COMMENTS ON TRAINING

Almost half of all Residents who completed the questionnaire strongly agreed that all College Residents should complete training in matters relating to sexual harassment and sexual assault (46.1%, n=161) while a further 37.5% agreed (n=131) (Chart 13).

Chart 13 Resident responses to the statement *All College Residents should complete training in matters relating to sexual harassment and sexual assault* (%)



In response to the question *In your position as a Resident (not in a student leadership position) have you attended any training courses/workshops/sessions through the College that address matters relating to sexual harassment and sexual assault:*

- 68.8% of Residents (n=218) indicated they have;
- 30.3% (n=96) have not; and
- one percent (n=3) preferred not to say.

Of the 218 Residents who have attended training, the name of the training or the topic(s) addressed include:

- *Step UP! Bystander Training*;
- general bystander training principles;
- *Consent Matters*;
- *Respectful Relationships*;
- Dr Yes mental and sexual health training;
- *Learning to Lead* modules;
- *Looking After Yourself: Keeping Safe and Staying Healthy*;
- information sessions on sexual assault and sexual harassment; and
- alcohol and other drug awareness.

Most Residents feel that the training they have attended increased their awareness and knowledge of matters relating to sexual harassment and sexual assault (85.3%, n=186) while 7.8% (n=17) disagreed and 6.4% (n=14) did not know/were not sure.

Several Residents became aware of the resources that could assist them following an incident of sexual misconduct through a training program conducted by their College (10.0%, n=42). A further 8.1% of Residents (n=43) suggested that the College's should use training programs to impart this information.

Residents offered a range of suggestions on how their College can improve training and education processes, which included making training more accessible, providing more training and placing additional focus on mental health awareness.

9.3 RESIDENT ADVISOR COMMENTS ON TRAINING

Almost 15.0% of Residents (n=51) who completed the questionnaire reported being a Resident Advisor in their College. Almost all (98.0%, n=50) agreed that they have been trained in matters relating to sexual assault and sexual harassment in this leadership role.

Of the 29 Residents who provided the details for where they completed this training, most indicated it was at their College (55.2%, n=16). A further nine Residents (31.0%) received training through The University of Western Australia while four (13.8%) completed training outside of their College and the University.

Residents were asked for the name(s) or a description of the training programs they have attended. The examples provided were:

- Sexual Assault Resource Centre training (consent and sexual assault);
- mental health;
- bystander interventions;
- *Consent Matters*;
- information on College processes;
- *Respectful Relationships*;
- sexual health;
- alcohol and other drug awareness;
- confidentiality; and
- the law.

Fewer Resident Advisors reported having completed training in event management (56.9%, n=29). Most of the Resident Advisors that have completed training did so at their College (72.7%, n=8). The training attended by these Residents was named or focussed on:

- delivering safe and inclusive events;
- O-Week overview;
- Red Frogs Australia;
- risk assessment;
- de-escalation;
- procedures at the College for events;

- Guild event training; and
- how to use an Event Management Plan.

The majority of Resident Advisors strongly agreed (62.5%, n=31) or agreed (35.6%, n=18) they receive enough training to confidently and competently perform their role. Two percent (n=1) strongly disagreed. Residents Advisors did not identify any additional training requirements.

9.4 RESIDENTS' CLUB MEMBER COMMENTS ON TRAINING

Twelve percent of Residents who completed the questionnaire (n=42) reported being a member of the Residents' Club at their College. Among these 42 Residents, 61.9% (n=26) agreed that they have received training in issues relating to sexual assault and sexual harassment in this role.

Of the 17 Residents who provided the details of where they completed this training, most noted it was at their College (58.8%, n=10). A further six Residents (35.3%) received training through The University of Western Australia while one (5.9%) has completed training outside of their College and the University.

Fewer Residents' Club members reported having completed training in event management (38.1%, n=16). Among those that had, most had undergone training at their College (60.0%, n=6). The name or type(s) of training undertaken by Residents' Club members were the same as those noted by Resident Advisors in the preceding section.

9.5 STAFF COMMENTS ON TRAINING

The four College Row staff have attended training in issues related to sexual misconduct, such as:

- annual training provided by the Sexual Assault Resource Centre;
- Epigeum's online *Responding to Disclosures of Sexual Violence*;
- bystander intervention training; and
- *Mental Health First Aid*.

Staff view the training programs positively and expressed an interest in undertaking further training in the areas of bystander intervention, respectful relationships, responding to disclosures, consent, mental health and de-escalation strategies.

College Row staff reiterated the importance of ensuring all Resident Advisors are well-trained in issues of sexual misconduct, including College disclosure and complaint procedures. One staff member suggested that all Resident Advisors receive *Mental Health First Aid* training.

9.6 UNIVERSITY TRAINING PROGRAMS FOR STAFF, COLLEGE STAFF AND RESIDENTS

Consultation with the Complaint Resolution Unit elicited information about *Code Black* training that was conducted in 2017. College staff were invited to attend. This program addresses violence prevention, early intervention and risk management, and assists organisations to provide a safe work environment.

The Student Guild offers a *Student Leadership Training Program* covering the modules: *Reducing the Risk of Sexual Violence*; *Sexual Harassment*; *Mental Health Awareness*; *Courageous Conversations*; *Event Management*; *Event Management and Alcohol*; *Event Management and Inclusivity*; *Risk Management*; and *Camps (Event Management and Risk Management)*.

Since 2002, the Health Promotion Unit has delivered the *Fit for Study* Program which recognises that positive student engagement in academic study requires a level of physical, psychological, emotional and social wellbeing. The program addresses peer education, alcohol and other drugs, mental health, sexual health, sexuality and relationships. All program activities are available to College Residents, regardless of their academic institution.

The Health Promotion Unit developed partnerships with the five Colleges in 2002. The types of programs offered to the Colleges is grouped into the following four categories.

(1) Community engagement

A Local Drug Action Group was established at the University in 2002 with support provided by each College. It provides a forum for regular meetings and funding opportunities. In 2018, funding was

secured for a Local Drug Action Team and meetings are attended by all Deputy Heads of College, the President of the Student Guild's Residential Students' Department and student representatives from each College.

A *College Row Health Promotion Working Group* was convened in 2018. Bi-monthly meetings are held with representation from relevant internal and external stakeholders.

(2) Education, training and services

A suite of education and training programs has been developed by the Health Promotion Unit and/or made available to the Colleges, including:

- *Mental Health First Aid*;
- *Reducing the Risk of Sexual Violence*;
- *Know the Line – Sexual Harassment*;
- *Consent Matters*;
- *Responding to Disclosures of Sexual Violence*;
- *Managing Alcohol at Events*;
- *Responsible Service of Alcohol*;
- *Brief Alcohol Intervention Training*; and
- *Brief Alcohol Intervention (EChug and THRIVE)*.

The Alcohol and Other Drug Counselling Service was established at the University in 2005. Appointments are available weekly for all staff and students, including College Residents. College Row staff can refer Residents to three sessions with an Alcohol and Other Drug Counsellor as a condition of their residency.

Since the Australian Human Rights Commission's 2016 research into sexual misconduct at Australian universities, the Health Promotion Unit has organised the delivery of a workshop for General Practitioners employed in the University's Medical Centre. Facilitated by staff from the Sexual Assault Resource Centre, the workshop outlined:

- sexual abuse and the impacts of trauma;
- skills for responding effectively to a disclosure;
- the recommended approach for health care providers; and
- an overview of the services offered by the Sexual Assault Resource Centre.

(3) Outreach

Trained Peer Educators attend each College a minimum of three times each year to deliver outreach activities. This agreement has been in place since 2003. The activities vary and in 2017 included: Brief Alcohol Interventions; general alcohol education; health assessments; and sexual health and relationships education.

(4) Advocacy

The Health Promotion Unit initiated The University of Western Australia and College Row response to Recommendation (9) of *Change the Course: National Report on Sexual Assault and Sexual Harassment at Australian Universities 2017* and has received funding to support the implementation of two online training programs for the Colleges: *Consent Matters* and *Responding to Disclosures of Sexual Violence*. Staff from the Unit are adapting these programs to be specific to the University.

9.7 STAKEHOLDER COMMENTS ON TRAINING

The feedback provided by stakeholders implied a sporadic and inconsistent approach to training at the University. Comments were made about the lack of widespread training for all University staff in responding to and managing disclosures of sexual and other misconduct. This was confirmed upon a review of the training programs that stakeholders have completed. Concerningly, several potential first-responders did not report having received any training in how to respond to and manage a disclosure.

Each of the following suggestions for improving training in College Row and the University were made by one or more stakeholders:

- ensuring that all training programs outline the support services available and how they can be accessed;

- providing more bystander intervention training programs;
- reintroducing peer education programs through the University;
- ensuring that all staff in student-facing roles and those who may be first responders are trained in how to respond to a disclosure;
- implementing a system for case reviews;
- making it mandatory for Residents' Club members to complete the Student Guild's *Student Leadership Training Program*; and
- establishing a system to enable security contractors at the University to participate in training programs.

PART 10 – REVIEW FINDINGS: SOCIAL MEDIA AND PUBLICATIONS

10.1 COLLEGE ROW SOCIAL MEDIA POLICIES AND ACCOUNTS

The Review found that the Colleges have policies or guidelines in place that address the use of social media by staff and Residents. In addition to noting the benefits of social media use, these policies acknowledge that social media can be used inappropriately and in ways that constitute misconduct. The policies are considered appropriate and reflective of applicable laws.

Each of the Colleges operate several official social media accounts across platforms such as Facebook, Instagram, Twitter and LinkedIn. The Review found no issues related to these accounts. They are sources of important information for staff, Residents and the wider community. Residents recognised the helpful role social media plays in promoting College events and activities, advising of security-related issues and imparting information about support services.

Most of the concern raised by Residents pertained to unofficial social media accounts established within the Colleges. Several Residents allege that these accounts provide an avenue for bullying, harassment and sexually inappropriate content.

Specific examples of misconduct through unofficial College accounts were discussed by two Residents. They expressed dismay that some senior staff within the Colleges appear to be members of these pages, witness inappropriate behaviour and take no disciplinary action.

10.2 MATTERS RELATING TO PUBLICATIONS

Considered in the Review was an article titled *Letters to Freshers* that was published in Volume 89 Edition 1 of The Pelican Magazine (The University of Western Australia's Student Newspaper). Described by one University stakeholder as a *satirical piece*, the article contained five letters; each addressed to the Freshers in their respective College.

The article was published anonymously and independently from the Colleges and contained references to excessive alcohol consumption and sexual behaviour. It was heard that the Head of each College did not approve this article for publication nor had any other staff at the College.

Several University stakeholders shared their opinions on the same article. One stakeholder was keen to distance them self from the article, noting that its content was written by students and does not reflect the views of their department. Two stakeholders were adamant that students have the right to speak freely.

PART 11 – REVIEW FINDINGS: SAFETY AND SUPERVISION

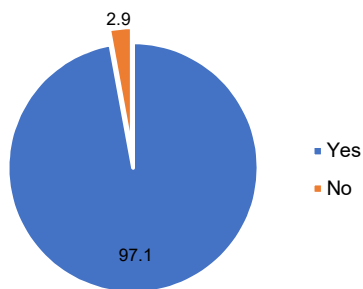
11.1 RESIDENT COMMENTS ON SAFETY

Safety and supervision are positively regarded by most Residents who participated in the Review. As Chart 14 illustrates, 97.1% of Residents (n=340) reported feeling safe living at their College.

Their qualitative feedback indicated common threads, such as:

- feeling safe at College events;
- safety in numbers;
- having a safe and supportive *home-away-from-home*;
- Resident leaders who create a safe environment;
- security patrols in operation; and
- having sober representatives at events.

Chart 14 Resident responses to the question *Do you feel safe living at your College?* (%)



The Review found that:

- 99.2% of male Residents and 95.8% of female Residents reported feeling safe living at their College.
- All Residents identifying as homosexual/gay/lesbian reported feeling safe compared to 97.7% of heterosexual/straight Residents and 88.9% of bisexual Residents.
- There was little difference in feelings of safety between:
 - Residents born in Australia (97.2%) and those born overseas (97.0%); and
 - Resident Advisors (98.0%) and other Residents (97.0%).

Feelings of safety at College Row events was high, with 46.6% of Residents (n=163) strongly agreeing and a further 40.9% (n=143) agreeing they feel safe. Safety at the Colleges was commended in numerous comments from Residents.

Slightly fewer Residents strongly agreed (34.4%, n=120) or agreed (47.1%, n=164) that the supervision is adequate. Worry about getting back to College safely after events held off-site was relatively low with 3.8% of Residents (n=13) strongly agreeing and 9.5% (n=33) agreeing that they worry.

The 2.9% of Residents (n=10) who reported that they *do not* feel safe living at their College were asked to provide a rationale. Comments included: inadequate lighting around the College; bikes and other property being stolen; and the risk of harm from others consuming alcohol to excess.

Several strategies for improving safety and security were proposed by Residents:

- the Colleges taking issues of sexual misconduct more seriously;
- expelling Residents who are found to have perpetrated incidents of sexual misconduct;
- installing more CCTV cameras in and around the Colleges;
- ensure that Resident Advisors are more approachable so Residents will raise issues with them;
- increasing the involvement of College staff in everyday life to build stronger and more trusting relationships with Residents; and
- expediting the complaint resolution process.

In relation to maintaining Resident safety, a small number of participants in the Review expressed their concern at the process applied by the Colleges when terminating the lease of a Resident (Respondent) found to have perpetrated an incident of sexual misconduct against another Resident (through a criminal investigation or a violation of the College's *Code of Conduct*).

The Colleges appear to prioritise the safety and wellbeing of Residents and understand the need to apply procedural fairness until such time that a finding is made. This issue is dealt with on a case-by-case basis in line with set policies and procedures that were sighted during the Review.

Concern was raised that the Respondent may be excluded from one College and take up accommodation at another College Row residence. Each College was asked whether they would assist the Respondent to find accommodation at another residence or in another University's college system. The responses were inconsistent across the Colleges. Two Colleges would not support the Respondent to find alternative College accommodation, while two Colleges were less defined in their approach; stating that several factors would be considered.

Responses from the Colleges were limited in relation to what information would be provided to another College if a Resident was seeking accommodation following an incident of sexual misconduct. While one College would share all details of the incident, other Colleges would consider what information needed to be shared based on the situation. One College noted that they would not expel a Resident without ensuring they have a safe place to go. Where necessary, Parents/Guardians would be engaged, as well as support staff from the University.

11.2 RESIDENT COMMENTS ON SUPERVISION

Residents were asked whether they think the level of supervision provided at their College is suitable. Most Residents (93.4%, n=327) agreed that it is. The 23 Residents who disagreed were asked to provide the reason(s) why.

Varied responses were received, such as:

- inappropriate behaviour due to alcohol intoxication at events;
- supervision being directed to unnecessary areas (e.g. social media pages);
- the imbalance of supervision responsibilities between staff and Resident Advisors (staff should be taking a lead role);
- Residents being treated differently by staff depending on their age, country of birth and leadership status;
- staff turning a *blind-eye* to incidents that should be investigated;
- untimely responses by staff when issues are raised with them;
- inconsistent application of policies; and
- having only Resident Advisors on duty during the evenings and on weekends.

11.3 STAFF COMMENTS ON SAFETY AND SUPERVISION

The participating College staff offered generally positive feedback on the safety and supervision provided to Residents at their College. It was felt that high levels of security exist. Justification was provided through the following factors:

- good lighting, gates and fences;
- the use of CCTV;
- senior staff residing on site and employment of supervisors/duty managers that work through the night;
- Resident Advisors patrolling the grounds at night and being on an after-hours duty roster;
- Resident Advisors being trained to report any suspicious or threatening circumstances; and
- efficient and effective communication processes within the College that allow staff and Residents to be informed of an incident.

Staff maintain that being trained in issues relating to sexual harassment and sexual assault will promote a greater sense of safety and security among the College community. One staff member praised the fact that all staff at the College are trained in *Mental Health First Aid*, while another commended their College's introduction of de-escalation training for staff. The only safety concerns expressed by staff related specifically to alcohol at events.

11.4 STAKEHOLDER COMMENTS ON SAFETY AND SUPERVISION

The Security Operations team within Campus Operations endeavour to provide a safe and secure environment for the University's students and staff. Managed by the Security Operations Lead, the team comprises five Officers, three Security Operations Officers, 30 security contractors and two Security

Systems Officers. Security Operations receive requests from the Colleges to provide security assistance for a range of incidents, which have included violent and threatening behaviour, threats of self-harm, the presence of suspicious persons and fires.

A Service Level Agreement outlining the provision of security services is in place between the University-owned College and Security Operations. The team provides security patrols to this College and are often one of the first responders to a critical incident. As part of the response, Security Operations act as a conduit between the College and other sections of the University. When the investigation of an incident begins, Security Operations retracts from the process unless required to provide further input.

If a critical incident occurs at the four affiliated Colleges, the Security Operations Team may be asked to attend. Two stakeholders advised that these Colleges have their own security arrangements in place.

One stakeholder believes that College staff have been reluctant to report incidents of misconduct to Security Operations due to the past attitudes and behaviours of some contracted security personnel. The ongoing development of stronger working relationships between the Security Operations Team and the Colleges was noted by this stakeholder.

A lack of communication between the Colleges and several sections within the University when a Resident engages in a behaviour that may jeopardise the safety and wellbeing of other Residents or the University community was raised during the Review. Several stakeholders expressed their frustration at confidentiality barriers that prevent detailed communication about incidents or students exhibiting concerning behaviour. The lack of a reciprocal flow of information between the University and the Colleges was also highlighted as an issue requiring consideration.

There was a request from one stakeholder for the development of a formal agreement between the University and the Colleges that addresses several issues, including what, how and when information relating to sexual misconduct disclosures and complaints is shared.

Identified by several stakeholders as requiring further action is the provision of first response training to University and College Row staff (including contracted security personnel) and students in leadership positions. Common threads revealed through the Review were:

- inconsistent responses by first responders to incidents of misconduct;
- lack of awareness of escalation points within the University and each College;
- poor knowledge and understanding of the process to be followed when an incident has occurred and when a disclosure or complaint is made; and
- insufficient clarity in reporting protocols.

Campus Operations use an incident and communications database called *Noggin*. Most incidents are recorded automatically. It was noted that incidents of sexual assault are handled differently given the sensitivity of the issue and the need for greater confidentiality.

The vetting and approval of College Row Event Management Plans was described as ad-hoc. Campus Operations reported receiving some Event Management Plans from Residents who are organising events, however a formalised process has not been implemented.

As discussed in Part 7, events being held on the University premise that involve alcohol must have an event management plan and liquor permit request approved by Campus Operations. It was reported that at least 500 requests are submitted to Campus Operations annually. The University has clear guidelines and a form for obtaining a liquor permit.

In the past, Campus Operations have explored the feasibility of providing security services to all Colleges. This was reportedly deemed financially unviable by some of the Colleges and was not pursued.

One stakeholder expressed an interest in seeing a Memorandum of Understanding developed to formalise the provision of University security services at the four affiliated Colleges.

PART 12 – RECOMMENDATIONS AND SUGGESTED ACTIONS

12.1 INTRODUCTION

Presented in this Part are **eight recommendations** for reform that are underpinned by best practice and the findings of the *College Row Cultural Review 2018*. Each recommendation should be viewed as equally important and essential as part of a comprehensive approach to preventing and addressing sexual misconduct in the residential college setting.

A list of **suggested actions** is included to support the achievement of each recommendation. While most of these actions are directed toward reform in College Row, some are relevant to The University of Western Australia.

The University and each College is encouraged to read the following sections in concurrence with a review of their existing policies, procedures, documentation, programs and known actions.

Recommendations

- **Recommendation 1: Leadership and governance**
The display of committed, proactive and trusted leadership to continue building a value-driven culture that is focussed on reducing the risk of sexual misconduct and improving the College experience for Residents.
- **Recommendation 2: Policy**
A collaborative review and redevelopment of policy to achieve:
 - greater alignment of policy content across College Row and with The University of Western Australia while countenancing for the issues unique to each setting; and
 - content that reflects an evidence-based best practice approach.
- **Recommendation 3: Response to sexual misconduct**
The development and implementation of a clear, coherent, efficient and transparent system for the receipt, investigation and management of sexual misconduct disclosures and complaints.
- **Recommendation 4: Education and training**
The provision of a comprehensive, regular and interactive suite of training programs to:
 - reinforce College values and behavioural expectations;
 - convey policies and procedures;
 - advise of the consequences of sexual misconduct;
 - identify risks and harm minimisation strategies; and
 - provide information about support services.
- **Recommendation 5: Support services**
An increase in awareness of referral pathways and the provision of high quality and timely psychological, medical and academic support services to those affected by sexual misconduct.
- **Recommendation 6: Event planning and management**
The continued development and implementation of an event planning and management resource package and complementary training program for delivery in College Row.
- **Recommendation 7: Safety and security**
An increased commitment to protecting and maximising the safety and security of all College Row Residents, staff and affiliates.
- **Recommendation 8: Broader institutional reform**
A commitment from The University of Western Australia to review and strengthen policy and process, and to work in partnership with College Row to reduce the risk of sexual misconduct and maximise student health and wellbeing.

12.2 RECOMMENDATION 1: LEADERSHIP AND GOVERNANCE

The display of committed, proactive and trusted leadership to continue building a value-driven culture that is focussed on reducing the risk of sexual misconduct and improving the College experience for Residents.

Suggested actions:

- The College Board/Council, the Head of the College, senior staff and Resident leaders read this report, discuss the findings and identify the recommendations and actions to be accepted.
- Each Head of College disseminate this report to all Residents and staff with a written statement that reinforces the College's zero-tolerance approach to sexual and other misconduct and a commitment to addressing the accepted recommendations and actions.
- Each College develop a *College Row Cultural Review 2018 Response Plan* to set forth objectives, strategies, responsibilities, timeframes, resourcing, progress indicators, monitoring methods, a communication strategy and reporting procedure.
- Progress against each *College Row Cultural Review 2018 Response Plan* form a standing item on the agenda of relevant College and University meetings.
- All Resident leaders be invited to participate in the development, implementation and cyclical review of the *College Row Cultural Review 2018 Response Plan*, policies and procedures.
- All applicants or successful candidates for Resident leadership roles attend a mandatory program of training facilitated by experts in the subject field as part of the selection process that empowers them to develop the knowledge and skills to be caring, trusted and effective leaders. Consideration should be given to training that addresses:
 - how to respond to disclosures of sexual and other misconduct (e.g. process, legalities, de-escalation, confidentiality, record keeping, referral pathways and vicarious trauma support);
 - bystander intervention principles;
 - diversity and inclusion;
 - event planning and management, including risk analysis and control;
 - incident reporting and management;
 - alcohol and other drugs;
 - hazing;
 - mental health; and
 - sexual health and relationships.
- The composition of the Selection Panel for Resident leadership roles be gender-balanced and include representation from College administration, the wider staff body, senior Resident leaders and an external representative.
- The recruitment of Resident leaders outside of the annual selection period complies with the usual recruitment process.
- All College staff and Residents receive written notification from the Head of the College that advises them of the successful applicants as well as any change in the composition of the Resident leadership team throughout the year.
- All Resident leaders sign a Confidentiality Agreement as part of their employment contract or membership term to protect the privacy of the College's Residents and sensitive matters of the office.
- All Residents' Clubs prepare a plan to detail the strategies they will implement to address the recommendations and actions accepted by the College.
- Residents' Club meeting minutes be available for all College staff and Residents to view.

12.3 RECOMMENDATION 2: POLICY

A collaborative review and redevelopment of policy to achieve:

- **greater alignment of policy content across College Row and with The University of Western Australia while countenancing for the issues unique to each setting; and**
- **content that reflects an evidence-based best practice approach.**

Suggested actions:

- Each College establish a policy on sexual misconduct that stands alone from other College policies and guidelines and addresses the elements in a best practice model.
- Each College develop a stand-alone policy on alcohol and other drugs that takes a harm minimisation approach and includes:
 - document control;
 - purpose and scope (who and what is covered, legal and illegal drugs);
 - College policy statement;
 - links to other College and University policies and legislation;
 - definitions;
 - demand, harm and supply reduction strategies;
 - alcohol at events;
 - strategies to maximise the safety of an intoxicated person;
 - sanctions for a breach in this policy; and
 - support service contact details.
- Each College develop a stand-alone policy on bullying, harassment and discrimination that:
 - clearly states that all forms of bullying, discrimination and harassment are unacceptable and will be addressed fairly and promptly;
 - provides a list of behaviours that will not be tolerated;
 - includes a clear definition of hazing;
 - articulates that hazing or any behaviour that places a person's health, wellbeing and safety at risk is prohibited;
 - outlines the consequences for a breach in this policy;
 - describes the College's process for disclosing and filing a complaint, and outlines University and external reporting options; and
 - includes support service contact details.
- Each College review and update their policies on an annual basis in a cross-College and University consultative manner to maintain a standardised approach. Consideration should be given to utilising the skills, experience and expertise of College administration, College staff, Resident leaders, University staff and, where relevant, external experts.
- Each College make its policies available in formats that are accessible to all Residents.
- Each College provide multiple access points to its policies, such as:
 - maintaining a centralised Policy Manual that is accessible to all staff and Residents;
 - providing a hard-copy and an email copy as part of all residency and employment agreements;
 - developing a central policy repository on College applications, social media and websites; and
 - visual displays in prominent College locations.
- Policies be shared across College Row and with relevant staff/departments at The University of Western Australia.
- All College Row staff and Resident leaders be informed of the content and application of College policies pertaining to sexual misconduct and associated issues.
- Each College implement a system for incoming staff and Residents to formally acknowledge they have read, understood and will act in accordance with all College policies.

12.4 RECOMMENDATION 3: RESPONSE TO SEXUAL MISCONDUCT

The development and implementation of a clear, coherent, efficient and transparent system for the receipt, investigation and management of sexual misconduct disclosures and complaints.

Suggested actions:

- The Colleges consider employing a trained counsellor with experience in issues of sexual misconduct to receive disclosures and complaints, and support Complaints and Respondents through an investigation. This specialist role could extend to building links between the Colleges and with The University of Western Australia, liaising with stakeholders, facilitating training and implementing best practice programs.
- To foster greater transparency and procedural fairness, consideration be given to engaging an independent specialist to investigate all complaints of sexual misconduct in College Row.
- The Colleges work in partnership to develop a protocol for the reaccommodating of Residents who have been involved in an alleged or substantiated incident of sexual misconduct.

12.5 RECOMMENDATION 4: EDUCATION AND TRAINING

The provision of a comprehensive, regular and interactive suite of training programs to:

- reinforce College values and behavioural expectations;
- convey policies and procedures;
- advise of the consequences of sexual misconduct;
- identify risks and harm minimisation strategies; and
- provide information about support services.

Suggested actions:

- Each College develop an Annual Training Framework that identifies compulsory and optional programs for staff, Resident leaders and Residents.
- The Annual Training Framework include programs that are:
 - evidence-based;
 - targeted to the audience;
 - delivered by qualified and experienced facilitators or, where appropriate, peer educators;
 - varied to enable online and face-to-face learning;
 - based on knowledge transfer, participant interaction and case studies that connect to the College setting;
 - offered throughout the year to reinforce learning and increase the likelihood of attitudinal and behavioural changes; and
 - evaluated to measure effectiveness and enable adjustments to be made.
- The training programs address:
 - policies, guidelines and the law;
 - responsibilities of the College, staff, Resident leaders and Residents;
 - bystander intervention principles;
 - first aid;
 - disclosure and complaint procedures;
 - confidentiality;
 - consent, sexual health and relationships;
 - alcohol and other drugs;
 - bullying, harassment and discrimination;
 - hazing;
 - event planning and management, including risk analysis and control;
 - diversity and inclusion;
 - de-escalation;
 - incident reporting and management; and
 - mental health.
- College staff and Resident leaders complete a trauma-informed first responder training program at the start of the academic year that addresses:
 - their legal obligations;
 - the procedure for responding to and managing an alleged incident of sexual misconduct;
 - reporting options;
 - referral pathways and support services;
 - the data collection and recording protocol; and
 - vicarious trauma support services.
- Each College develop and maintain a webpage or application that is dedicated to the provision of information about sexual misconduct, including policy, legislative links, disclosure and reporting options and procedures, support services, educational resources and training programs.
- Each College disseminate sexual misconduct education and support materials using a variety of strategies. It is recommended that these materials meet the needs of the diverse Resident community.

12.6 RECOMMENDATION 5: SUPPORT SERVICES

An increase in awareness of referral pathways and the provision of high quality and timely psychological, medical and academic support services to those affected by sexual misconduct.

Suggested actions:

- The Colleges consider increasing their professional health and wellbeing support services by employing a counsellor who has qualifications and experience in issues of sexual misconduct.
- The availability of vicarious trauma support services to all University and College personnel involved in responding to an incident of sexual misconduct, and those participating in disclosure and complaint procedures.

12.7 RECOMMENDATION 6: EVENT PLANNING AND MANAGEMENT

The continued development and implementation of an event planning and management resource package and complementary training program for delivery in College Row.

Suggested actions:

- The Colleges continue a partnership project with The University of Western Australia to develop and implement the *College Row Community Action Plan* that will standardise and strengthen event planning and management.
- All events (including camps) have an approved Event Management Plan and a Risk Management Plan.
- That the Event Management Plan specify what relevant training has been undertaken by the Event Manager and members of the event team.
- College-approved Event Management Plans for major events be submitted to Campus Operations at The University of Western Australia to advise of the event and any security implications.
- Event Managers and members of the event team undergo training in event planning and management.
- The designation of sober Resident leaders at all College events involving alcohol.
- At least one senior College staff member attend all College-organised events (held on and off the College premise).
- The continuation of alcohol-free events by the Colleges.
- A post-event report be prepared by the Event Manager and submitted to College administration that includes:
 - a review of any incidents that occurred;
 - identification of all stakeholders that need to be advised or consulted following an incident.
- The continued offering of a comprehensive and varied schedule of Orientation Week activities and events to bond new Residents with College staff and Resident leaders, and familiarise them with the College, The University of Western Australia and the surrounding area.
- The College orientation programs continue to place a strong focus on the delivery of alcohol-free activities and events.
- Except for mandatory functions and compulsory training sessions, all other College events and activities be promoted as *participation by choice*.

12.8 RECOMMENDATION 7: SAFETY AND SECURITY

An increased commitment to protecting and maximising the safety and security of all College Row Residents, staff and affiliates.

Suggested actions:

- ☐ Each College explore the feasibility of installing CCTV at all accommodation entry points.
- ☐ All Resident requests for safety-related assistance be reviewed and considered by College staff and actioned in a timeframe that maximises Resident safety.
- ☐ Event Managers in College Row implement strategies to maximise the safety of Residents returning from College-organised events held off the premise and provide these details in the corresponding Event Management Plan.

12.9 RECOMMENDATION 8: BROADER INSTITUTIONAL REFORM

A commitment from The University of Western Australia to review and strengthen policy and process, and to work in partnership with College Row to reduce the risk of sexual misconduct and maximise student health and wellbeing.

Suggested actions:

Leadership and governance

- A Strategic Working Group comprising senior staff and Student/Resident leaders from The University of Western Australia and each College be convened to discuss the findings of the *College Row Cultural Review 2018* and use them as a basis for planning and enacting a more cohesive approach to preventing, responding to and managing sexual misconduct.
- The Strategic Working Group develop and maintain an Affiliation Agreement between The University of Western Australia and each affiliated College to delineate roles, responsibilities and expectations of each party in relation to matters identified as having convergence between both settings.
- The Affiliation Agreements be signed at the executive level of The University of Western Australia and the Colleges to display a strong commitment to the safety, health and wellbeing of the wider University community.

Response to sexual misconduct

- The Colleges and The University of Western Australia work collaboratively to develop a procedural framework for:
 - informing Residents of their ability to disclose and file a complaint and the mechanisms for doing so;
 - responding to disclosures and complaints of sexual misconduct;
 - navigating referral pathways for a Complainant and a Respondent;
 - managing the investigation and appeal process in a timely manner;
 - notifying the Complainant and Respondent of progress and the outcome; and
 - data collection and reporting.
- The procedural framework be reviewed at agreed intervals by the Colleges and The University of Western Australia and updated as required.
- Consideration be given to the development and implementation of an anonymous sexual misconduct reporting system within each College and at The University of Western Australia.
- The University of Western Australia consider reviewing its appeal process to ensure:
 - so far as possible under the law, Complainants and Respondents have equitable rights;
 - submission templates exist for all appeal types;
 - the process is led by senior staff with the knowledge, skills and experience to make findings in relation to sexual misconduct; and
 - requests for academic adjustment are reviewed and responded to in a reasonable timeframe.
- Notwithstanding exceptional circumstances, The University of Western Australia and the Colleges are encouraged to strive toward responding to and investigating complaints of sexual misconduct in a reasonable timeframe.
- The University of Western Australia and the Colleges consider developing a Communication Plan to advise staff and students/Residents of this framework.
- The University of Western Australia and the Colleges agree what information relating to incidents of sexual misconduct will be shared between stakeholders and how this will occur.
- The University of Western Australia and each College work in partnership to create and maintain a secure, standardised central database of disclosures and complaints that records demographic information, the timing and location of an incident, the nature of the incident, the procedure applied

and the outcome. The names of the Complainant and Respondent should remain confidential to the designated Case Manager.

- Reports from this database be collated and reviewed by the Colleges and The University of Western Australia at least once per annum to identify any patterns of unacceptable conduct and inform system-wide prevention efforts. The reports should follow a model that ensures the confidentiality of all those concerned.
- Deidentified reports from this database be shared between the Colleges and The University of Western Australia to increase transparency and foster a more cohesive approach to the prevention and management of sexual misconduct.

Education and training

- The University of Western Australia establish a training framework at all levels of the institution that incorporates strategies to prevent and respond to alleged incidents of sexual misconduct.
- The University of Western Australia consider implementing a compulsory training session for all student-facing staff in receiving and managing a disclosure or complaint, referral pathways, reporting requirements and vicarious trauma support.
- To improve the quality of responses to incidents of sexual misconduct, consideration be given to the training that The University of Western Australia's contracted security personnel are required to undergo.

Support services

- The University of Western Australia conduct a review of its campus support services and personnel to ensure they are adequately resourced to provide psychological, medical and academic support to students within a reasonable time frame.

Event planning and management

- The University of Western Australia and the Colleges work in partnership to develop a centralised, online incident report system for events.
- De-identified data from this system be reviewed at least once per annum by The University of Western Australia and each College to identify trends and inform future prevention efforts.
- These data reports be shared across College Row and with The University of Western Australia as part of a broader community prevention strategy.
- The University of Western Australia consider its event planning and management procedures with a view to:
 - establishing a single-entry point for the review and approval of Event Management Plans;
 - establishing a Committee of relevant stakeholders to review these Plans;
 - providing a clear delineation of the roles and responsibilities of the Committee members;
 - developing a centralised, online incident reporting system in collaboration with College Row; and
 - collating incident data at least annually and sharing de-identified reports with the Colleges and relevant stakeholders.

Safety and security

- Consideration be given to the development of an agreement that formalises the provision of security services by The University of Western Australia to the affiliated Colleges.

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