

Introduction of a holistic approach to access, inclusion and wellbeing at ANU and the impact of change.

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In supporting the needs of students accessing University and meeting the needs of a diverse student population, ANU has created a new strategic focus around 'Access, Inclusion and Wellbeing'. Excepting Indigenous students, this area is responsible for delivery of services to all underrepresented student cohorts, including LGBTI, Low SES, Regional, Migrant, Faith, first generation students, Women in STEM, and students with a disability. In addition the Counselling Centre and Health Service have been aligned creating a virtual 'Centre for Health & Wellbeing' allowing ANU to more visibly package a wide range of high quality, prevention-oriented student and staff health care, mental health and counselling services for students, and a proactive program of outreach and education designed to provide students and staff with the information they need.

Access, Inclusion and Wellbeing provides strategic direction and leadership in the development of policies, procedures, programs and initiatives that foster student diversity and promote an academically enriching, healthy, welcoming and supportive community to students. In collaboration with colleges and service divisions, the office coordinates programs and services that foster an inclusive, welcoming and supportive campus community for all students including those from underrepresented and diverse backgrounds.

This presentation will take the form of a case study describing a significant change management process that has been undertaken across the new Division of Student Life. The aim was to develop an area that is 'fit for purpose' and able to deliver current and future strategic institutional objectives in what has become an ever changing landscape. The presentation will focus on how the cultural context of the institution had a significant impact on the implementation of the changes and the lessons learned when driving significant cultural change.

Key Words

Access, inclusion, wellbeing. Holistic, change management