

Concurrent Session 1
11:30am - 12:00pm

Room 2

**WORLD-CLASS WELLBEING -
EXPERIENCING
#LOVEINWORK**

NATHANAEL SMALL

Wellbeing has been through a revolution in the last 20 years, ever since the Gallup organisation published its ground breaking book on the subject.

Since then there has been an explosion of content on the subject, with many organisations now beginning to appoint senior leaders responsible for wellbeing.

With the new ISO standards for psychologically and psychosocially safe workplaces coming into force, with SafeWork Australia being empowered to work with whistleblowers to investigate and impose fines, the time for wellbeing has come.

But what exactly is wellbeing, and how do you improve it individually, for your team and for Western as a whole.

Come and learn about world’s best practice and walk away with practical steps that you can implement immediately after the conference is over.

KEY MESSAGE

Learn how to integrate well-being across the five domains and how to love your work.

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Room 3

**COORDINATED TACTICAL
ACTIVITIES ALIGNED
WITH STRATEGIC GOALS**

PAOLO SPINETTI

- What are the must wins in 2024? or 2025?
- What areas must each division and each school, play to win?
- What actions must be fulfilled to make our people feel
 - safe;
 - engaged;
 - aligned to make our customers (students) feel they are no.1;
 - continually improve operations (get rid of time wasting activities); and
- How do we do this so everyone is working off the same (ONE) plan.

ONE WESTERN !!!!

The tool that helps global organisations, working in different countries, within different legislative frameworks, with different challenges, achieve global success under the ONE PLAN which can be articulated in 10seconds by every global employee.

KEY MESSAGE

- What are the priorities?
- How do they contribute to the overall strategy of Western?

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Room 4

**FROM A CUPPA AND
YARN: DEMONSTRATING
IMPACT OF INDIGENOUS
COMMUNITY
PARTNERSHIPS AT
WESTERN**

AMELIA CORR

Engaging with Indigenous communities is recognised as best practice for organisations aiming for success in Indigenous education. However, there is still a lack of understanding on how to effectively engage, including the need for time, resources, and skilled practitioners. In 2023, Western expanded its efforts significantly in this area.

Western has invested in community engagement and partnerships through steering committees, grassroots and interagency meetings, community events, and MOUs. In 2023, Western attended 55 Indigenous community events, a 1275% increase from the previous year. This effort is grounded in the belief that Indigenous communities and organisations are crucial partners in envisioning the future of Indigenous education.

This presentation highlights the outcomes achieved through committed partnerships with Indigenous communities. It discusses culturally grounded engagement principles that informed Western’s approach, defines ‘mutually beneficial outcomes’ in Indigenous contexts, and emphasizes the role of skilled Indigenous practitioners. Through case studies, it provides evidence of the transformative impact of these engagements and stresses the importance of sustained partnerships with Indigenous communities for educational institutions.

KEY MESSAGE

This presentation provides empirical evidence of the transformative impact of Indigenous community engagement and partnerships at Western. It explores culturally grounded principles of engagement which informed Westerns approach, what ‘mutually beneficial outcomes’ looks like in Indigenous spaces and the role of skilled Indigenous practitioners in balancing community and workplace obligations.

Concurrent Session 2
12:05pm - 12:35pm

Room 2

RESHAPING THE SERVICE
EXPERIENCE: HOW
FEEDBACK DRIVES
CHANGE

NICOLE ANDERSON
NICOLE MANCINI
EMILY PREVAL

Our annual staff satisfaction survey revealed that only 49% of staff are satisfied with university services, falling below benchmarks set by banks, the NSW Government, and the Federal Government. We aim to improve this satisfaction to enhance both staff and student experiences.

How can we reshape our service experience?

More mature service areas with higher satisfaction rates actively seek and act on feedback. As the saying goes, “Feedback is the breakfast of champions!” Effective communication and honest, constructive feedback are crucial for informing improvement initiatives.

We invite you to explore how feedback can enhance service experience. We’ll discuss what constitutes “good quality feedback,” including making it specific, immediate, and actionable, and linking it to service goals. Your feedback is essential in transforming our service delivery.

Avoiding feedback maintains the status quo. Be active in the service transformation journey!

KEY MESSAGE

- Learn how your feedback can shape service improvement. - What is ‘good quality feedback’.
- Being a good ‘customer’ or service user involves an ability to construct feedback purposefully

Concurrent Session 2
12:05pm - 12:35pm

Room 3

INCLUSIVE PATHWAYS:
EQUITY AND DIVERSITY
WORKING PARTY AT
WESTERN SYDNEY
UNIVERSITY

KATIE HAYES
DIMITY COCKER
NATASHA BOYCE

The Equity and Diversity Working Party (EDWP) initiative at Western is a crucial forum for discussing and reviewing equity and diversity within Schools, Divisions, and Institutes. It ensures localized implementation of policies and strategies, aligning with Western’s Strategic Plan to promote inclusive practices across the university.

Each EDWP includes members with diverse perspectives, enabling balanced solutions. The EDWP’s functions include promoting equity and inclusion, analysing barriers, facilitating local responses, and providing feedback channels. They lead initiatives fostering collaboration, co-creation, and staff wellbeing, share best practices, and contribute to strategic planning.

This presentation will outline the key drivers of the EDWP initiative and highlight current activities and focus areas. It will also provide an opportunity for staff to share their thoughts and insights on the equity and diversity priorities they feel should be considered by EDWPs moving forward.

KEY MESSAGE

Equity, diversity and inclusion are priorities at Western. EDWPs provide a mechanism for collaboration around best practice and support improved outcomes for all our staff and students. You can get involved and make a difference!

Concurrent Session 2
12:05pm - 12:35pm

Room 4

CLINICAL ADVISORY
TEAM- CRISIS MENTAL
HEALTH SUPPORT FOR
STUDENTS

RABYH BARHOUM
RHIANNON GRIME

The Clinical Advisory Team (CAT) is a multidisciplinary service comprising Mental Health Advisors and allied health staff from Western’s Wellbeing Services. CAT provides crisis support and first response for students with complex mental health needs, risk, and challenging behaviours, offering immediate assessment and intervention to connect students with appropriate support. Additionally, CAT advises and supports Professional and Academic staff on student mental health concerns by providing clinical consultation. CAT adopt a collaborative care approach and have strong partnerships with external community mental health providers.

CAT employs a stepped care approach, utilizing therapeutic, strength-based, person-centred interventions under a brief intervention framework to ensure rapid response and better student outcomes. Since its inception in 2018, CAT has supported thousands of students, with referrals increasing significantly each year since its inception. The team has also noted a significant rise in the complexity and risk of cases they handle.

In response to the growing demand for mental health support, CAT has helped reduce wait times for University Wellbeing Supports, ensuring urgent needs are promptly addressed.

KEY MESSAGE

The Clinical Advisory Team is a mental health crisis service for students at WSU. The team provide consultation support and advice to staff who are concerned about the wellbeing of students.

Concurrent Session 3
2:10pm - 2:40pm

Room 2

CO-CREATING 5 MOMENTS
THAT MATTER THROUGH
STUDENT-STAFF
PARTNERSHIP

JEN ALFORD
TAMIMA RAHMAN

It’s a resource that has the whole university talking. It’s based on “student feedback, pedagogy, and research” (Academic Senate, 2024). "5 Moments that Matter" addresses the challenge of creating engaging educational environments for both teachers and students. It tackles a 40-year-old problem with tools and activities that teaching staff can easily implement. This resource is informed by research, student feedback, and lived experiences, resulting from the Engaged Teaching Project's collaboration with Western Student Partners.

Using co-inquiry, where students and staff work in partnership, we established that the "5 Moments" resource had to be simple, feasible, and actionable. It’s designed for both teachers and students, fostering reciprocal curiosity and a common purpose. Shared responsibility and continuous reflection are key, allowing for adjustments to meet project needs.

We’ll share with you how we used co-inquiry to co-create a resource, that we hope will better support student engagement and the well-being of teachers, tutors, and lecturers. Our next step is to expand the reach of "5 Moments that Matter" within the university community.

KEY MESSAGE

Genuine partnership co-creation between staff and students can lead to the development of quality resources.

Concurrent Session 3
2:10pm - 2:40pm

Room 3

COLLABORATIVE
INSIGHTS: HARNESSING
THE POWER OF
ANALYTICS TOGETHER

IMAN SOHAIL
MATT ALTAIE

When you think about 'Together We Are Stronger,' data and analytics might not immediately come to mind. It might even seem unimportant. McKinsey recognises that in today’s organisations, data analytics is an omnipresent reality, yet the importance of fostering a data culture often gets overlooked.

The Strategic Insights and Analytics Team will present to you the prominent takeaways from our cohesive aim in building strong working relationships through data literacy, transformative co-creation through data democratisation and how this has empowered individuals and teams to be thought partners and culture catalysts.

As we showcase examples of how data and analytics in the Office of Student Experience & Marketing has underpinned our power in partnerships, you will see how our cross-collaboration across experts and their channels has increased our workload efficiency, new opportunities and more importantly, a strong workplace culture.

If you’re interested in anything related to data or analytics, you’ll also get a sneak peek into some of the cool things we do daily.

KEY MESSAGE

- Become a culture catalyst through data and analytics
- Organisational partnerships and co-creation can be accelerated through the analytics and data
- A healthy data culture promotes accountability and empowers your team

Concurrent Session 3
2:10pm - 2:40pm

Room 4

SUSTAINABLE
PARTNERSHIPS – THINK,
CARE, DO, AND U!

CIARAN SMYTH
ALICIA PINNING
JEN DOLLIN

In September, 150 high-potential Year 10 students will gather at Parramatta South campus for the third annual Academy U Sustainable Futures Hackathon. This event is structured around the United Nations Sustainable Development Goals (SDGs), encouraging students to develop solutions to pressing issues in their communities and beyond, fostering global citizenship and responsibility.

Their journey starts months before the event with university-developed modules and microcredentials in Sustainability, developing foundational knowledge and fostering new skills. Their contributions are highlighted in Western’s Annual Sustainability Report.

In this session, we will share insights and outcomes from previous events and discuss the importance of collaboration among professional, academic, and student engagement staff. This collaboration enhances the learning experience and promotes impactful solutions to real-world sustainability challenges.

Learn how you can get involved in this, and other, exciting future student engagement initiatives.

Collaboration and co-creation with future students can enhance learning experiences for both staff and students – expanding the audience/impact of academic work, building student understanding and confidence, and encouraging high-school contributions to Sustainability, real world solutions, and Western’s strategic goals. Hear WHY and HOW professional and academic staff have benefitted from this collaboration – and how to get involved as a changemaker!