



1 May 2020

Elliott Harris

To: fyi-request-12369-57f7edfd@requests.fyi.org.nz

Dear Elliott

**Official information request – Education (Pastoral Care) Amendment Act 2019 - Interim Code Compliance**

I refer to your official information request dated 3 April 2020 as follows:

**“Please provide a summary of how the University’s pastoral care practices and processes have been altered or changed in order to ensure its compliance with the Education (Pastoral Care of Domestic Tertiary Students) Interim Code of Practice 2019.**

**If the University considered that it was already compliant with the Education (Pastoral Care of Domestic Tertiary Students) Interim Code of Practice 2019, what practices, processes and or services does the University provide that enable it to believe so?**

**How have individual contracts with students, within an accommodation context or otherwise been changed to as to recognise the University’s obligations under the Education (Pastoral Care of Domestic Tertiary Students) Interim Code of Practice 2019?**

**What additional pastoral care systems (if any) have been put in place for 2020 in the accommodation context?**

**How many complaints are made on average per year against the University under the Education (Pastoral Care of International Students) Code of Practice 2016? (The details of the specific complaints need not be outlined).”**

Following our letter of 31 March 2020, the University releases the following information in response to your request.

1. Over and above the Halls of Residence regular pastoral care practices, the Accommodation Service has instituted a combination of weekly/fortnightly monitoring of all residents through residential staff contacts/meetings.
2. The University has a comprehensive pastoral care support system coordinated through the University's Student Services and Health and Wellbeing services. Specific details can be viewed at <https://calendar.waikato.ac.nz/generalinfoservices/sasd.html>.
3. The current Halls of residence contracts were processed prior to the Code coming into force in 2020. We are currently reviewing the accommodation contracts to ensure that future agreements make explicit reference to the Code for B trimester.

4. As noted above, the University has a comprehensive pastoral care support system. The services provided under this system are constantly evolving and improving. The major change since the introduction of the Code has been in the extent of monitoring residents and looking for patterns of engagement that may be an early indication of a problem.
5. The University has not received any complaints specifically referring to the new Code which in part may be due to the newness of the Code.

Yours sincerely

A handwritten signature in cursive script that reads "D Fowler".

Duanna Fowler  
**Director Office of the Vice-Chancellor**