Respect, Now, Always Advisory Committee  
Meeting No. 2/2020  
Tuesday 2 June  
3:00pm via Zoom

M I N U T E S

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<tr>
<th>No</th>
<th>Item</th>
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<td><strong>Apologies:</strong></td>
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<td>• Professor Margaret Gardner</td>
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<td>• Ms. Christine Tolotchkov</td>
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<td>• Ms. Bridgid Connors (Mr. John Denier attended as delegate)</td>
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<td>• Ms. Sheryl Musgrove</td>
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<td>• Ms. Mary Mass</td>
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<td>• Mr. Sean Brito-Babapulle</td>
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<td>• Mr. Vladimir Prpich</td>
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<td>• Ms. Georgia Dudgeon</td>
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<td><strong>1. Welcome and acceptance of notes from the previous meeting.</strong></td>
<td>Professor Sue Elliott</td>
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<td>Members accepted the minutes of the previous meeting.</td>
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<td><strong>2. Respect at Monash Q1 2020 summary and soft deadline complete update.</strong></td>
<td>Ms. Fiona Marshall</td>
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<td>Ms. Fiona Marshall provided an update to the Committee on Respect at Monash module completions for 2020. Completion rates were noted as excellent, with strong completion numbers at the end of quarter one and at the soft deadline of 30 April. At the end of Q1, 2019 Ms. Marshall stated a 52% completion rate had been achieved with one reminder email distributed from CCD; with no reminder emails sent at the end of Q1 in 2020 a completion rate of 45% had been achieved. Ms. Marshall noted this was an excellent result given the disruptive start to the semester. Feedback from students remained strong, and Ms. Marshall noted that, as was discussed at the last meeting, Respectful Communities (RC) is in the process of exploring an enhancement to the questions with support from SECASA and Monash Academics. Following the census date, a targeted email campaign commenced, and with only two emails sent out in a two-week period the completion rate increased to 72%. Ms. Marshall noted this was substantially higher than the semester 1, 2019 completion rate of 57%. Some Faculties had achieved exceptional completion results, with significant increases between 31 March 2020 and 30 April 2020. Ms. Marshall specifically noted the Arts, Pharmacy and Science Faculties, and indicated she would contact these Faculties to understand whether they had included any internal communications to their students to help elicit such strong completion rates in a short period of time. Professor Sue Elliott questioned, given the complexities of this semester and final assessments coming up combined with the fact the semester has been run every differently as a whole, what measures were being taken to decrease the number of students expected to be encumbered at the end of the semester. Ms. Marshall noted that with further reminder emails and SMS, they could expect to get the completion rate up above 90% as was done in both semester 1 and 2, 2019. Ms. Marshall went on however to indicate that at the next agenda item we had planned to raise the question of whether or not it was appropriate to encumber any students at the end of this semester. Professor Matthew Gillespie suggested it may not be appropriate at this time but noted the module is incredibly important, as is a consequence for non-completion. Professor Sharon Pickering echoed this sentiment, stating it is best we do not pressure students further at this point of the semester, but we have to try and maintain momentum of what we have achieved in terms of getting the student population to complete this module.</td>
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Professor Elliott recommended further consultation be done with SEBS to find an alternative way to manage the encumbrances for this semester (ideally at a later stage), and then invited our MSO Student Presidents to provide their insights. Ms. Caitlyn Dunne, Ms. Jhanvi Punjabi and Mr. James McDonald expressed similar views on the situation - they noted the numerous stressors students face at the end of the semester which will be intensified given the current situation. They felt this was a challenging situation, as the module completion remains very important, but they certainly did not support an encumbrance that prevented students’ accessing their results at the end of this stressful semester. Professor David Copolov further supported the views. Ms. Emily Spencer suggested we look to encumber students prior to their 2021 enrollment. Professor Elliott agreed with all suggestions shared by Committee members and reached the final decision to not encumber students at the end of Semester 1, 2020.

**ACTION:** Ms. Marshall to take Committee feedback to SEBS for them to decide on how to proceed with encumbering students at a later stage in the year.

3. **Mandatory date for completion of Respect at Monash module.**

Item discussed at above agenda item.

4. **Delay to the national SASH survey.**

Ms. Marshall advised the Committee that on 24 March Universities Australia announced that the national survey into sexual assault and sexual harassment on Australian campuses would be delayed. Ms. Marshall noted that the survey had been scheduled for later this year, but due to the heightened anxiety and stress students are experiencing in this pandemic they have decided to postpone until the pandemic has passed. Ms. Marshall outlined that Universities Australia had advised student leaders and the organisation End Rape on Campus Australia of the delay and that these groups had been in support of the delay. Ms. Marshall confirmed she had further communicated this to our own Monash Student Organisations to ensure they were aware of the delay, and assured the Committee she would keep them updated as new information became available regarding the revised dates for the survey.

Professor Elliott agreed with the decision to postpone the survey, outlining that if we are to obtain meaningful data on how these incidents occur on our University campuses then we need students to be physically attending campus.


Ms. Marshall explained that there have been several delays with the app update, however RC and Safer Community Unit (SCU) were finally very close to completing the updated version of the RNA Support App - with the new title, as determined by Strategic Marketing and Communications (SMC), being *Monash bSafe*.

Ms. Marshall explained that *Monash bSafe* has many benefits from the RNA Support App, outlined as follows:

- *Monash bSafe* has clearer, succinct information about SCU services to students and staff, as well as further information regarding other support services and reporting pathways. This was noted as a requirement per recommendations 1 – 4 of the Worklogic Independent Review.
- As *Monash bSafe* has been built internally, all edits can be done easily in-house. Whereas edits to the RNA Support App content needed to be outsourced from the external company that developed the app. This will be more cost effective in the long term, and see updates occur more efficiently. The RNA Support App was developed by an external organisation, but *Monash bSafe* has been entirely rebuilt by a Monash student from the IT Faculty, who has during production graduated. *Monash bSafe* has also more broadly been developed by other students (and recent graduates) across various different fields including design, communications and public health.
- *Monash bSafe* can collect dynamic data, such as exactly what content users are reviewing and how long they are spending looking at it, unlike the RNA Support App. This data will help inform further development and enhancement of content.
- A reporting form, that allows students and staff to identify themselves or submit a report anonymously, has been built into Monash bSafe.
- Information contained in Monash bSafe has been expanded beyond SASH. While extensive content specifically for SASH victim/survivors remains on Monash bSafe, content has been expanded on a number of other problematic behaviours to provide guidance around seeking support as well as outlining preventative measures.
- Finally, Monash bSafe visually has stronger brand alignment with Monash University.

Ms. Marshall explained that in developing Monash bSafe there had been extensive engagement with many internal stakeholders (including Monash Student Organisations, CCD, Security, OGC, Student Conduct, eSolutions, SMC and the William Cooper Institute), as well as consultation with our primary external stakeholder SECASA. Ms. Marshall indicated that the plan was to launch the app as part of the semester 2, 2020 orientation program.

Professor Gillespie queried whether the app contained content and service information relevant for our overseas campuses. Ms. Marshall explained that at this time Monash bSafe was specific to the Australian campuses, as was the case for the previous RNA Support App. However, she elaborated that as the app was freely available from the app store, so could be utilised by students at overseas campuses and services were clearly indicated as Australian services. There was consensus amongst the Committee that RC should look to expand the app content to include services at our international campuses.

Professor Pickering supported app scalability for international campuses as phase two of the app development, and also queried whether Monash bSafe contained information in languages other than English to help support international students who may have experienced trauma and need support. Ms. Marshall explained that all content at this stage was in English, however she indicated that some external services such as SECASA had support information in other languages which were linked through Monash bSafe. Ms. Marshall confirmed she would ensure these links are easily found on Monash bSafe, and that she would further explore expansion of such content as phase two of app enhancement.

Professor Elliott noted that it was important particularly for MUM that the Monash bSafe app contain relevant localised content and information. Mr. Selwyn Ng nominated himself to drive this piece of work forward with Ms. Marshall on behalf of MUM.

Ms. Spencer expressed concern with the title Monash bSafe, elaborating that it needs to differentiate Monash University from other Monash entities such as local council and Monash Health. A suggestion was made that the title should include University to resolve this, or simply Monash ‘U’. The Committee agreed unanimously on this suggestion, and Ms. Marshall confirmed she would ensure the title is updated accordingly.

Professor Pickering queried the use of anonymous reporting, suggesting that the anonymous reporting feature should remain but it should be limited to use only by members of the Monash University community. Ms. Marshall explained that anonymous reports were currently taken by SCU through the online reporting form, and that the app mimicked this reporting feature. Ms. Marshall advised that it was her understanding from eSolutions that the only option for the application was to build Okta into the platform which meant data was being collected about report submission. Ms. Marshall furthermore elaborated that preference was, from a trauma-informed position, to allow anonymous reporting for victim/survivors to have an option to simply share their story of violence without needing further support and or wanting action taken. Ms. Spencer believed that the advice received from eSolutions was incorrect and that follow up should be undertaken to clarify this. Ms. Susan Anderson agreed with Professor Pickering and Ms. Spencer, stating that the app should not be taking anonymous reports from third parties.

Mr. McDonald stated that as a student having to enter any personal data at any point when accessing the app would give the impression that data is collected and will likely make students feel uneasy to use the anonymous feature. Further to this point, Mr. McDonald noted that Clayton campus is more of a social hub and there are lots of people, particularly friends of students who gather on-campus, and that we should consider that such persons without affiliation to the University need access to some of the important safety information contained in the app. Professor Gillespie agreed that we needed to be able to provide this information beyond our staff and students on campus, particularly noting
affiliates and visitors as requiring access to the app.

Professor Elliott noted the massive workload that a vexatious report creates for the University, and that we want to ensure this app will not invite more anonymous reports to be submitted. Professor Pickering suggested that Respectful Communities should explore whether there can be a separation of access between students and staff, and third parties visiting our campuses. This was noted as important as while we should be able to take third party reports, it was not considered appropriate that we be taking anonymous reports from the public.

Professor Elliott queried who needs to be the final approvers of the app prior to its official launch in the app store, suggesting that perhaps it needs to go VCG for endorsement pre-launch. Ms. Marshall confirmed she would coordinate for the app to be taken to VCG, once the concerns outlined today have been addressed, for final approval.

Mr. Andrew Marks noted to the Committee that the Counselling Services website now contains information about our counselling services in Malaysia, India and China so this content is linked through the new app.

Ms. Jo Mithen suggested that Monash College services should be added to the app to ensure any Monash College students who download the app are aware of their specific services. The Committee agreed that this information should be added.

**ACTIONS:**

Ms. Marshall will address the following matters, before the app is presented to VCG for final endorsement pre-publication:

1. Liaise with eSolutions and the Office of General Counsel to ensure the anonymous reporting feature is appropriate, and consider whether further layers of security can be added for customised access;
2. Liaise with Monash College about ensuring content is included regarding Monash College support services; and
3. Update the app title to include ‘University’ in some manner.

Mr. Selwyn Ng, with support from Ms. Marshall, to explore enhancement of *Monash bSafe* to include localised content for MUM.

6. **Other business.**

Mr. Ng raised with the Committee Monash University Malaysia’s intention to align with Monash University Australia in making their version of the Respect at Monash module compulsory for newly enrolling students at their campus. Mr. Ng sought support from the Committee for them to commence work towards this, with it aimed for the module to be compulsory for the 2021 academic year. Professor Elliot spoke for the rest of the Committee confirming support for module to be made compulsory for new students at Malaysia for the 2021 academic year.

7. **Meeting closure**

3:45pm