UC University of Canterbury
Te Whare Wānanga o Waitaha
CHRISTCHURCH NEW ZEALAND

Strategic Vision

To create a thriving campus community where student's holistic wellbeing—encompassing emotional, social, physical and academic dimensions—is nurtured and prioritised. We will achieve this by adopting a systemic approach that integrates comprehensive support, fosters inclusive environments, and implements proactive measures that empower students to flourish personally and academically.

Strategic Principles

Acknowledging the complexity of challenges that students face and diversity of ways that support can be provided, a multifaceted approach is essential for an effective university health and wellbeing support system. In connection with this, our efforts are guided by the following strategic principles:

Proactive

Take a proactive, early intervention approach – Where possible, actively reach out and create opportunities to identify and support students before challenges escalate.
Examples: training for UC staff around identification and referral pathways, the Wellbeing Navigator peer support programme.

Support student leadership in wellbeing – Provide student clubs with resources, guidance, and support to drive their own wellbeing initiatives, fostering peer-led change and stronger communities.
Example: 'Clubs Collective' funding for student club wellbeing initiatives.

Use research and student voice to inform decisions – Draw on insights from research, institutional data, and student feedback to shape services and strategies that are relevant and effective.
Examples: feedback from workshops with UCSA exec, Wellbeing Navigator feedback on student challenges.

Responsive

Elevate staff and student voices – Harness the experiences and perspectives of students and staff to build relevance and connection, inspire change, and enhance wellbeing.
Example: the 'By students, for students' messaging campaign.

Develop a culture of care and help-seeking behaviour – Normalise conversations on wellbeing, reduce stigma, and foster an inclusive environment where students feel supported in reaching out.
Example: student messaging promoting the benefit and availability of support.

Strengthen coordinated support systems: Continue enhancing integrated support networks and well-defined pathways to ensure students receive timely and effective assistance.
*Examples: Students at Risk processes, staff training and referral processes.*

Cultural

Promote self-efficacy – Seek to empower students through awareness and tools to support their own health and wellbeing through sustainable practices.
Examples: pastoral care advising, messaging on wellbeing topics.

Foster a culture of connection – Create an environment where strong relationships enhance wellbeing and students' sense of being valued.
Examples: the annual wellbeing event calendar, relationships with the UCSA and Te Akatoki.

Embrace innovation and adaptability – In the spirit of continuous improvement, leverage insights and evidence to create more effective, impactful solutions.
Examples: testing new formats for student wellbeing events, experimenting with animated narratives on social media.
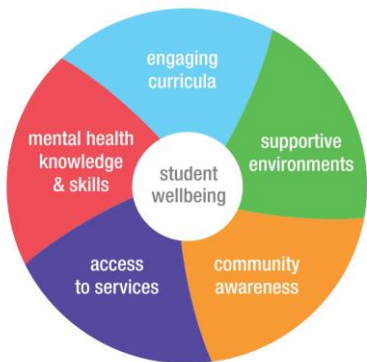
Ngā Ura UC Values

WHANAUNGATANGA TIAKITANGA MANAAKITANGA
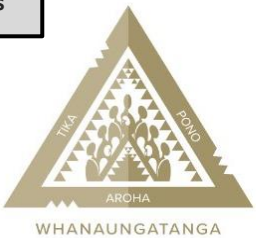
Student Support and Wellbeing Matrix: Multi-Level Approach

	Individual level	Community level	Systemic level
Proactive and preventative	Provide interventions to identify and assist students before challenges escalate.	Support and enable students to lead wellbeing initiatives.	Leverage insights from research and institutional data to shape services and strategies.
Responsive support	Use the knowledge, expertise, and lived experience of staff and students to connect with and empower.	Normalise wellbeing conversations, reduce stigma, and create an inclusive environment promoting help-seeking behaviour.	Continue to develop coordinated support systems and clear pathways for students to access timely, effective assistance.
Culture and environment	Encourage personal responsibility in wellbeing practices.	Build a culture of connection that strengthens wellbeing.	Embrace innovation and adaptability.

Key Initiatives, 2025-2026

1. **"Support Hub" Service Model Scoping**: This initiative will scope integration of multiple university support teams and external agencies in a student-focused Support Hub. By co-locating services and developing a seamless model of collaboration, the hub would provide wrap-around support, reducing the need for students to navigate systems or repeatedly share their personal story. Drawing from successful implementations in government and community services, the hub would prioritise coordinated case management, ensuring that students receive holistic, streamlined support for pastoral care and other needs. The scoping phase will explore an operational framework and capital requirements necessary to enable this high level of integration and cooperation.

2. **The Power of Storytelling: Student Voices for Wellbeing:** Recognising and reflecting that human stories can be powerful levers for change, we are going to collaborate with the Equity and Inclusion team to create a high-quality digital wellbeing campaign grounded in personal messages and storytelling. The campaign will feature filmed stories from UC students that showcase real experiences of resilience, support, and growth. The project will be designed to inspire and empower both storytellers and audiences, reinforcing the message that wellbeing is not just something we experience, but something we each actively shape in our own lives. In doing so, we aim to empower students to be the difference for their community.

Toiora | Healthy Lifestyles	Waiora | Physical Environment	Ngā Manukura | Community Leadership	Mauriora | Cultural Identity	Te Oranga | Participation in Society	Te Mana Whakahaere | Autonomy
Promoting health and wellbeing by providing resources and support to help students thrive.	Ensuring a safe, inclusive, and sustainable physical environment that supports the wellbeing of all students.	Fostering leadership within the community to promote and support wellbeing initiatives.	Enhancing cultural identity by embracing shared values, culture, and behaviours.	Encouraging active participation and ensuring that student voices influence decision-making.	Empowering individuals and groups to have control over their wellbeing and health.
Advice and Support: Provide accessible, student-centred pastoral care services that support mental, emotional, and personal wellbeing. *Pastoral Code: 17(2)(c), 21(a).* **Health Promotion:** Continue to partner with Health New Zealand to offer free on-campus vaccination clinics and support the Good One Party Register in promoting safer partying practices. Pursue a harm reduction approach around the use of alcohol and other substances, and collaborate with students in opportunities to develop effective education and awareness programs. Additionally, promote nutrition education to support student wellbeing. *Pastoral Code: 20(1)(c), 21(a-b).* **Sexual Health Education:** Provide students with access to inclusive, evidence-based sexual health messaging and resources that empower them to make informed choices supporting their health and relationships. *Pastoral Code: 20(1)(c), 21(a-b).*	**Campus Enhancement:** Partner with students to enhance campus spaces, creating inviting, inclusive, and comfortable areas for study, relaxation, and social connection. Create spaces to foster a greater sense of belonging and wellbeing. *Pastoral Code: 16(f), 18(a-d).* **Period Product Programme:** Provide students with access to free menstrual products to help reduce barriers to accessing the learning environment and promote dignity and wellbeing. *Pastoral Code: 16(f), 18(b).* **Parent Facilities:** Provide baby change and feed spaces across UC campus. *Pastoral Code: 16(f), 18(b).* **Mobility and accessibility:** Continue to engage with key stakeholders in the development of accessible places and spaces on campus. *Pastoral Code: 16(f), 18(a-d).*	**Mental Health First Aid Training:** Offer student leaders training in basic skills and knowledge to identify, support, and connect peers who might be experiencing mental health challenges to professional support. *Pastoral Code: 16(1)(f), 17(2)(c), 21(b).* **Peer Support:** Provide an accessible peer support option within the wider UC support network, helping students connect with others and access appropriate services when needed. *Pastoral Code: 16(1)(f), 17(2)(c), 21(a).* **Student Club Support:** Through funding and support, empower student clubs to run wellbeing initiatives and events that they are passionate about, recognising that students play a key role in supporting the health and wellbeing of their community. *Pastoral Code: 16(1)(f), 21(a).*	**Support for Te Akatoki:** Continue to build ties with Te Akatoki Māori Students' Association by collaborating on wellbeing initiatives and shared events that foster stronger connection for Māori students and awareness of support services. *Pastoral Code: 20(1)(c), 21(a-c).* **Support for International Students:** Provide holistic, culturally responsive support for international students. Strengthen connections through tailored wellbeing initiatives and partnerships with international student groups. Promote clear pathways to support services, ensuring students feel welcomed, valued, and empowered to thrive both academically and personally. *Pastoral Code: 17(2)(c), 21(a-c).*	**Events:** Provide opportunities for students to connect, learn, and engage in activities that promote mental, physical, and social wellbeing. *Pastoral Code: 16(1)(f), 17(1)(b), 21(a).* **Leverage Student Voice:** Actively seek student feedback and assess findings from institutional research to shape the delivery of wellbeing initiatives and practices. Foster meaningful engagement with students to ensure their perspectives inform decision-making and drive continuous improvement. *Pastoral Code: 12(a-c), 17(1)(a)*	**Student Messaging:** Deliver targeted wellbeing messaging to students through digital and physical channels to support, empower and uplift. Utilise digital storytelling to develop and deliver key messaging for ākonga. *Pastoral Code: 20(c), 21(b).*

UC Student Wellbeing

Framework for Enhancing Student Mental Wellbeing

Te Pae Māhutonga – Southern Cross

Mauriora (Access to Te Ao Māori)
Waiora (Environmental Protection)
Ngā Manukura (Leadership)
Te Mana Whakahaere (Autonomy)
Te Oranga (Participation)
Toiora (Healthy Lifestyles)

The locally and internationally recognised models above underpin our strategic approach to cultivating positive wellbeing outcomes at UC. 2025 will see collaboration with Rec & Sport and the Health Centre to develop a wider student wellbeing plan for UC, with a view to implementation of it in 2026.