

Questions on Notice

Roma BRITNELL: Is that the strategy and development consulting piece that you are referring to – that was over half a million dollars?

In 2024, La Trobe University engaged Nous Group Pty Ltd. for several pieces of work, which together totalled \$537,717. This work included data analysis, strategy and insights for major projects at La Trobe such as:

- [La Trobe University City of the Future](#)
- [Regional Growth and Innovation 2030 Strategy](#)
- Refreshing strategic partnerships

The CHAIR: Do you ever report on that, in terms of what is a formal complaint? If the university had five formal complaints and a report, do you report on that type of data?

There are a number of ways in which complaints are reported on:

Staff and Student Complaints

- La Trobe University was one of the first universities in Australia to appoint a [University Ombudsman](#). The Ombudsman submits an annual report to the La Trobe University Council which includes an analysis of cases and contacts with the Office of the Ombudsman, resolution times and a summary of academic and administration issues.
- [Safer Community](#) is a free, confidential support service for La Trobe staff and students to report concerning, threatening, inappropriate or uncomfortable behaviour including sexual harm, they may have experienced or witnessed at the University. A Safer Community and Student Conduct Annual Report is produced each year and provided to the University Council. This typically includes analysis of key issues raised by students and staff, as well as the University's response to complex conduct and behavioural concerns. This includes data on misconduct, threats to safety, breaches of behavioural expectations, and disclosures and reports of sexual harm. Further, the report highlights trends, operational challenges, and opportunities for strategic improvement, as well as the achievements made in enhancing services and operations during the reporting year.

Student Complaints

- In line with La Trobe's [Student Complaints Management Policy](#) (Part H), an annual report is prepared by La Trobe's Student Complaints Office for consideration of the

Education Committee which is a Committee of Academic Board. Following endorsement by the Education Committee, the report is submitted to Academic Board which then provides the report to the University Council.

Staff Complaints

- In accordance with the Enforceable Undertaking with the Fair Work Ombudsman (FWO), which stipulated that La Trobe establish a complaints and review mechanism for employees who do not believe they have received their correct entitlements under the Wage Remediation project, La Trobe notifies the FWO on a quarterly basis of any complaints received. A copy of this report is also provided to the La Trobe University Council as part of its standing agenda items.
- La Trobe University provides data for Workplace Gender Equality Agency (WGEA) and the Commission for Gender Equality in the Public Sector (CGEPS) reporting on sexual harassment complaints and has also provided data with regard to the RESPECT at Work Action Plan.