

Support for Students

Policy

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1. PURPOSE

JMC Academy acknowledges the diversity of its student body and the full range of its students' capacities and capabilities and is committed to ensuring its students are provided with the support and resources required to assist them to be successful in their studies.

The Support for Students Policy outlines the support available to students to assist them with successfully completing their course and units, and how JMC ensures students are aware of their support options. This policy is made for the purposes of section 19-43 of the Higher Education Support Act 2003 (Cth) and Chapter 10A of the Higher Education Provider Guidelines 2023.

2. SCOPE

The Support for Students Policy is applicable to all students undertaking a JMC Academy Higher Education qualification and is in accordance with JMC Academy's obligations under the Higher Education Support Act 2003.

This policy should be read in conjunction with the related documents as listed in the Related Documents section. All related documents, and all information about JMC Academy's support services referred to in this Policy, are publicly available on the JMC Academy website and are communicated to each individual student in accordance with clause 4.2.

3. DEFINITIONS

Academic support: Support offered to students to improve their academic and related skills, including but not limited to academic skills workshops, one-to-one academic support, tutoring, literacy and numeracy support, academic writing, referencing, time management and discipline-specific content support. Academic support may be provided by JMC Academy or by a third party on its behalf.

Census date: The date by which enrolment, fee liability and HELP arrangements are determined for a unit of study or study period, as published by JMC Academy. The census date is the date on which an eligible domestic student incurs a FEE-HELP debt for a unit, consistent with the Higher Education Support Act 2003.

Fee liability date (international students): The published date by which an international student's financial liability for enrolled units is determined.

Learning Agreement: An individual plan established under the Academic Progress Policy and Procedure for a student identified as academically at risk, identifying the academic support required. The Academic Progress Policy and Procedure sets out when a Learning Agreement (or a Study Plan) is used and how it is developed and monitored.

Learning Management System (LMS): JMC Academy's online learning platform, available to every enrolled student, through which unit content, communications and support information are delivered.

Learning Support Plan (LSP): A documented plan recording the reasonable adjustments and support agreed for a student with disability, a medical condition or other circumstances requiring adjustment, developed through JMC Academy's opt-in, student-led Learning Support process.

Non-academic support: Support offered to students to help manage temporary personal situations or ongoing individual needs that may affect participation, and support offered to enhance employability and the transition to work. Examples include counselling, wellbeing support, career guidance and support services for specific cohorts of students. Non-academic support may be provided by JMC Academy or by a third party on its behalf.

Reasonable adjustment: A measure or action taken to enable a student with disability or other identified need to participate in their studies on the same basis as other students, without compromising the academic integrity or inherent requirements of the course.

Student at risk: An enrolled student who has been identified by JMC Academy, or has self-identified, as being at risk of not successfully completing one or more units of study.

Study period: A defined timeframe within an academic calendar during which teaching and assessment take place. A study period has a designated start and end date, fees, invoicing and census dates (i.e. Trimester, Semester).

4. POLICY

4.1. Support services:

Supporting students to attain their education aspirations requires a multi-faceted approach that includes providing inclusive and safe campuses. In addition to facilitating a welcoming learning environment, JMC Academy offers students access to academic and non-academic support services, which include but are not limited to:

- Library Services,
- Academic Support,
- Student Wellbeing Support, including dedicated full-time Student Experience, Community Engagement and Wellbeing Officers on each campus,
- Counsellors (free, confidential mental health support available on each campus, with referral to external welfare and guidance agencies where required, including Talk Campus, QLife, Beyond Blue and the Suicide Call Back Service),
- Learning Support,
- Academic Skills Workshops, and
- Career planning and employability support.

JMC Academy ensures that all students have equivalent access to support services, regardless of educational background, entry pathway, mode or place of study.

JMC Academy reviews the resourcing allocated to academic and non-academic student support annually through its budget process and through student support reporting to the Learning and Teaching Committee.

4.2. Information provided to students:

JMC Academy publishes information regarding the available support for students on its website, handbooks, and throughout its Learning Management System (LMS).

Information about support services, and how to access them, is communicated to each individual student: at orientation; through the LMS available to every enrolled student; and through direct communications (email and LMS messaging) at key points in each study period, and on the JMC Academy website, plus targeted communications timed to align with assessment periods. Students may access support services by self-referral at any time, in person on campus, by email or by referral from any member of JMC Academy staff. A summary of support services and contact points is at Schedule 1 of this Policy.

This includes timely, accurate information about accessing advocacy, accommodation, welfare services and legal advice through referral to appropriate external providers.

4.3. Student responsibilities:

JMC Academy works in partnership with its students to enable their success. To enable JMC Academy to provide appropriate support, students are expected and encouraged to: keep their contact details up to date and monitor their student email; engage in their studies, including attending classes and submitting assessment tasks; be mindful of the census date for each unit; seek advice and support in a timely manner, before the census date where possible, if academic or non-academic factors may affect their studies; and engage with the support offered to them. Nothing in this clause limits the support available to a student under this Policy.

4.4. Requests for support before the census date

JMC Academy provides students who request support before the applicable census or fee liability date with timely access to relevant academic and non-academic support services. For domestic students, JMC Academy advises that the census date is the date on which they will incur a FEE-HELP debt for the relevant unit of study. For international students, JMC Academy advises of the applicable date on which they will become financially liable for their enrolled units.

Requests made before the relevant census or fee liability date are prioritised, where practicable, to support students to make informed decisions about their enrolment. This may include consideration of available support arrangements, a modified study load, or withdrawal before financial or academic penalties apply.

4.5. Identifying students at risk

JMC Academy monitors student engagement to identify students who may be “at risk” of not successfully completing their units and implements appropriate interventions involving academic and/or learning support officers. Students at risk are identified through four primary pathways:

- **Self-identification:** a student may self-identify at enrolment in accordance with the Admissions Policy and Procedure, or at any time during their studies, including by applying for Learning Support or disclosing a disability, medical condition or personal circumstance affecting their studies;
- **Referral:** academic or professional staff may refer a student to Academic Support or Learning Support where a disability, medical condition or personal factor is identified as impacting the student’s studies;
- **Attendance and engagement monitoring:** JMC Academy monitors class attendance at the session level, before and after each census date, together with engagement with unit content, to identify students who may be at risk for contact and/or referral to support; and
- **Academic progression monitoring:** students are identified through the formal academic progression processes in the Academic Progress Policy and Procedure. Undergraduate students in their first study period are monitored for non-submission of assessment tasks and failed tasks. A student showing unsatisfactory progress may be placed on a support and intervention program, a Study Plan or a Learning Agreement, under the Academic Progress Policy & Procedure, which sets out the thresholds and the process that applies.

JMC Academy identifies students who may need literacy, numeracy and other academic support through three established processes. English language screening at admission under the Assessing and Supporting English Language Proficiency Policy and Procedure; monitoring

of assessment submissions during each student's first study period; and referral by teaching or professional staff. Students identified through these processes are contacted and advised of the academic support available to help them complete their units. The progression of students identified as "at risk" is monitored under the Academic Progress Policy and Procedure.

JMC Academy proactively offers access to support services to students identified as at risk who demonstrate risk factors including: not having previously engaged with the support services offered; having previously failed to successfully complete a unit of study in their course; or demonstrating low levels of participation in a unit, such as not attending classes or not engaging with unit content online. In these cases, the relevant Head of Department, Campus Operations Manager, Academic Support Officer or Learning Support Coordinator will contact the student directly to provide information about available support and invite engagement.

4.6. Supporting students at risk

JMC Academy, in relation to students who have been identified as "at risk" of not successfully completing their units of study, ensures that additional support is available to assist those students with overcoming these issues. Support is provided by staff and organisations with appropriate expertise, including qualified counsellors, the Learning Support Coordinator, Academic Support Officers, Student Services Staff, Heads of Department, Campus Operations Managers and the Head of Campus Operations, with referral to external specialist welfare and guidance agencies where required. A referral to an external service is made with the student's agreement. Taking up that referral is the student's choice, and any fees charged by the external provider are the student's responsibility. The principal support instruments are:

- Learning Agreements for students identified as academically at risk. Individual plans identifying the academic support required, established and monitored as set out in the Academic Progress Policy and Procedure; and
- Learning Support Plans for students with disability, medical conditions or other circumstances requiring reasonable adjustment. Students may apply for disability support and receive reasonable adjustments documented in a Learning Support Plan, which may include additional assessment time, alternative formats, teaching adjustments, physical modifications, assistive technology, flexible attendance, and adjustments to workplace learning and placements. The nature and extent of any adjustments is decided by JMC Academy in consultation with the Student, having regard to what is reasonable and to the inherent requirements of the course. Plans are reviewed at least annually and at any time on student request.

4.7. Support plans and connection of non-academic issues to support:

JMC Academy offers academic adjustment arrangements to students who have reported/disclosed non-academic issues that put them at risk of not successfully completing their studies. Where a student reports a non-academic issue to any member of staff, the student is connected to the support described in this Policy that JMC Academy determines appropriate to the student's circumstances, which may include counselling, wellbeing support, Learning Support and academic skills support, and referral to qualified external services where those services are better placed to assist, so that non-academic circumstances are addressed alongside their academic impact.

4.8. Non-academic support

JMC Academy delivers non-academic support through on-campus counsellors at each campus (free and confidential mental health and wellbeing support, with external referral pathways), Campus Operations Managers and dedicated full-time Student Experience, Community Engagement and Wellbeing Officers on each campus, and career planning and employability support. Students can access these supports by self-referral, staff referral, or booking directly. Where a student needs ongoing or specialist care that JMC Academy's services are not equipped to provide, JMC Academy will refer the student to connect with qualified external health or welfare services.

4.9. Deciding what support is provided

JMC Academy decides the nature, extent and mode of support provided in each case, using professional judgment about the student's needs and the expertise required. Where a student's needs go beyond what JMC Academy's services can provide, JMC Academy will refer the student to appropriately qualified external health, welfare or specialist services that are better placed to assist. A referral to an external service is made with the student's agreement. Whether to take up the service is the student's decision, and any fees charged by the external provider are the student's responsibility.

4.10. Support for international students

JMC Academy provides additional support for international students consistent with Standard 6 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018, including a designated International Student Support Officer, orientation delivered under the Orientation for International Students Policy and Procedure, and assistance to support students' adjustment to study and life in Australia. International students have access to all support services described in this Policy.

4.11. Support delivered by academic staff

Academic staff support students in relation to their units of study through small class sizes and direct access to teaching staff; consultation with teaching staff and Heads of Department; feedback on assessment tasks; referral of students to Academic Support and Learning Support; and participation in Learning Agreement meetings and interventions for students at risk.

4.12. Crisis and critical harm response

JMC Academy maintains crisis and critical harm response arrangements under the Critical Incidents Policy and Procedure and the Health, Safety and Wellbeing Policy. Students can report critical incidents, emergencies or safety concerns to any staff member, a Campus Operations Manager or Student Services Representative, the Head of Campus Operations, or campus reception. In an emergency students should contact 000. Reports of sexual harm are managed under the Sexual Assault Procedure and Sexual Harassment Procedure, and students may access the on-campus counsellor and external crisis services (including the Suicide Call Back Service and QLife) at any time.

4.13. Culturally appropriate support, First Nations students and students with disability

JMC Academy delivers academic and non-academic support in a culturally appropriate, accessible and inclusive manner, consistent with the Diversity, Equity and Inclusion Policy. Specific arrangements include:

- For First Nations students: JMC Academy provides the following specific arrangements for Aboriginal and Torres Strait Islander students:

- a designated First Nations student contact, being the Head of Campus Operations, whom students may approach directly at any time and to whom staff may refer students;
- assistance from the designated contact to connect students with appropriate academic and non-academic support, including the Student Experience, Community Engagement and Wellbeing Officer on their campus;
- culturally safe support pathways: JMC Academy's counsellors maintain referral pathways to culturally appropriate external services, including 13YARN (13 92 76, the 24/7 crisis support line run by Aboriginal and Torres Strait Islander people) and Aboriginal Community Controlled Health Organisations near each campus, and will support a student's preference for culturally appropriate care in any referral;
- the designated contact assists Aboriginal and Torres Strait Islander students to identify external supports for which they may be eligible, alongside the supports described in this Policy;
- students may identify as Aboriginal and/or Torres Strait Islander at enrolment or at any time during their studies. This information is used only to offer relevant support, and is handled in accordance with the Personal Information and Privacy Policy.
- For students with disability: reasonable adjustments documented in a Learning Support Plan, an opt-in and student-led access and adjustment planning process, targeted communications from the Learning Support Coordinator throughout each study period, and staff professional development in supporting students with disability, including neurodivergent students.

4.14. Support for students affected by violence, harassment or trauma

JMC Academy provides specific academic and non-academic support for students who have experienced family and domestic violence, harassment, sexual harm or other traumatic events.

- Non-academic support includes free and confidential on-campus counselling with referral to specialist external services.
- Academic support includes special consideration, assessment adjustments and modified study arrangements under the Special Consideration Policy and Procedure.

Some situations call for specialist care that an education provider is not best placed to give. In those cases, JMC Academy will refer the student to qualified external health, welfare or crisis services, and will continue to provide academic support and adjustments while the student receives that care. Reports are handled under the Discrimination, Bullying, Harassment and Sexual Misconduct Policy, the Sexual Harassment Procedure and the Sexual Assault Procedure, with procedural fairness and confidentiality. A student's engagement with these supports does not require them to make a formal report or complaint.

4.15. Monitoring, reporting and continuous improvement:

JMC Academy monitors student outcomes and the effectiveness of its academic and non-academic support services through regular reporting, cohort analysis, student feedback, engagement data and cross-functional review.

Academic Support reports on outcomes across student cohorts, including students identified as being at risk, to the relevant governance bodies. Student support reports are provided to the Learning and Teaching Committee and the Academic Board at least annually, and an

annual cohort analysis report is presented to the Academic Board. Reporting on non-academic support services, including wellbeing and counselling utilisation, outcomes and emerging themes, in de-identified form, is provided to Academic Board at least annually. Academic and non-academic complaints and appeals are reported to the Academic Board and the Board of Directors in accordance with JMC Academy's governance and reporting arrangements.

Trends in rates of retention, progression and completion of student cohorts through courses of study are also monitored over time to enable review and improvement of support services. The effectiveness of student support services is evaluated through Learning Support Plan reviews, student feedback and surveys, monitoring of student engagement and cross-functional review. Identified risks, gaps and opportunities for improvement are addressed through JMC Academy's governance, planning and continuous improvement processes.

4.16. Privacy and records

Personal information collected in identifying, communicating with and supporting students at risk, is used, stored and disclosed in accordance with the Australian Privacy Principles and the Personal Information and Privacy Policy, consistent with section 21A of the Higher Education Provider Guidelines 2023. Records of at-risk identification, communications and support are maintained in the Student Management System.

4.17. Complaints

A student who is dissatisfied with the support provided (or not provided) under this Policy may raise a complaint at any time through JMC Academy's complaints and grievances process, consistent with the Statement of JMC Academy Principles of Procedural Fairness Policy. Complaints relating to support services are reported to the Academic Board and the Board of Directors and inform the annual review of this Policy.

4.18. Annual review of this Policy

This Policy is reviewed at least annually for quality assurance, to identify opportunities for improvement and to ensure it remains fit for purpose and consistent with Chapter 10A of the Higher Education Provider Guidelines 2023, in accordance with paragraph 49A(2)(a) of those Guidelines. The review outcome is recorded in the version control table and reported to the Board of Directors. The contents of this Policy, including any amendments, are publicly available on the JMC Academy website. JMC Academy reports annually to the Department of Education on this Policy on or before 1 March, in accordance with section 49B of the Guidelines.

4.19. Procedures

All procedures related to the provision of student support at JMC Academy are listed in Section 5.

5. RELATED DOCUMENTS

All documents listed in this section are publicly available on the JMC Academy website and are communicated to each individual student in accordance with clause 4.2, as required by paragraph 49A(2)(c) of the Higher Education Provider Guidelines 2023.

- Admissions Policy and Procedure
- Academic Progress Policy and Procedure
- Assessing and Supporting English Language Proficiency Policy and Procedure

- Assessment Management Policy and Procedure
- Critical Incidents Policy and Procedure
- Discrimination, Bullying, Harassment and Sexual Misconduct Policy
- Diversity, Equity and Inclusion Policy
- Health, Safety and Wellbeing Policy
- Personal Information and Privacy Policy
- Orientation for International Students Policy and Procedure
- Special Consideration Policy and Procedure
- Sexual Harassment Procedure
- Sexual Assault Procedure
- Statement of JMC Academy Principles of Procedural Fairness Policy

6. RELEVANT LEGISLATION

- Higher Education Support Act 2003 (Cth)
- Higher Education Provider Guidelines 2023 (Cth)
- Higher Education Standards Framework (Threshold Standards) 2021
- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Privacy Act 1988

7. POSITIONS RESPONSIBLE

- 7.1. Board of Directors:** The Board of Directors is responsible for approving this Policy and any subsequent versions as the Approval Authority; receiving reporting on academic and non-academic complaints and appeals; and overseeing JMC Academy's compliance with its obligations under the Higher Education Support Act 2003 and the Higher Education Provider Guidelines 2023, including receiving the outcome of the annual review of this Policy.
- 7.2. Academic Board:** The Academic Board is responsible for overseeing the academic quality and integrity of student support arrangements; receiving student support reports and the annual cohort analysis report, including outcomes for students identified as at risk; receiving reporting on complaints and appeals; and monitoring the effectiveness of interventions across student cohorts.
- 7.3. Learning and Teaching Committee:** The Learning and Teaching Committee is responsible for receiving regular student support reports; monitoring the implementation and effectiveness of the support described in this Policy, including Learning Agreements and Learning Support Plans; and recommending improvements to student support arrangements to the Academic Board.
- 7.4. Executive Dean:** As Policy Owner, this role is responsible for ensuring this Policy remains current, fit for purpose and consistent with Chapter 10A of the Higher Education Provider Guidelines 2023; ensuring the annual review at clause 4.17 is conducted, recorded in the version control table and reported to the Board of Directors; and ensuring the contents of this Policy remain publicly available on the JMC Academy website.
- 7.5. Director of Studies (Academic):** The Director of Studies (Academic) is responsible for managing the Academic Support Services team; ensuring continuous information flow between Academic Support and Heads of Department on student progression, students at risk and support initiatives; and overseeing the delivery of academic support across the student journey.
- 7.6. Head of Campus Operations:** The Head of Campus Operations is responsible for overseeing campus-level contact with students identified as at risk and acting as the escalation point for

at-risk and non-academic matters raised by Campus Operations Managers, including critical incidents; leading escalated communications with students at risk for non-academic reasons; and serving as the designated First Nations student contact under clause 4.12. As Policy Responsible Officer, the Head of Campus Operations supports the Policy Owner in maintaining the currency of this Policy, including keeping Schedule 1 contact details accurate and coordinating inputs into the annual review.

- 7.7. Campus Operations Managers:** The Campus Operations Manager at each campus is the first point of contact on that campus for students identified as at risk for non-academic reasons, and is responsible for monitoring and meeting with those students; connecting students with the support described in this Policy, including the Student Experience, Community Engagement and Wellbeing Officer on their campus; and escalating matters to the Head of Campus Operations where required.
- 7.8. Student Experience, Community Engagement and Wellbeing Officers:** The dedicated full-time Student Experience, Community Engagement and Wellbeing Officer on each campus is responsible for delivering wellbeing, engagement and community-connection support to students; supporting students identified as at risk in engaging with the support described in this Policy; and acting as the campus-level connection point for the designated First Nations student contact under clause 4.12.
- 7.9. Heads of Department:** The Heads of Department are responsible for leading communications with students identified as academically at risk; establishing and participating in Learning Agreements with the Academic Support Officer and the student; and referring students to Learning Support where disability-related or other support needs are identified.
- 7.10. Learning Support Coordinator:** The Learning Support Coordinator is responsible for administering the Learning Support process, including the assessment of applications for disability support and the development, documentation and review of Learning Support Plans; contacting students referred to Learning Support to provide information about available support and invite engagement; and providing targeted communications to students registered with Learning Support during each study period, timed to key assessment periods.
- 7.11. Academic Support Officers:** Academic Support Officers are responsible for delivering academic skills workshops and one-to-one academic support, and for conducting regular sessions with students on Learning Agreements.
- 7.12. Counsellors:** Counsellors are responsible for providing free, confidential mental health and wellbeing support on each campus and for referring students to appropriate external welfare, guidance and crisis services where required.
- 7.13. Head of Regulatory Governance and Quality Assurance:** The Head of Regulatory Governance and Quality Assurance is responsible for monitoring this Policy's compliance with the Higher Education Support Act 2003 and the Higher Education Provider Guidelines 2023; maintaining the review cadence for this Policy in the regulatory obligation register and compliance calendar; and coordinating the annual report to the Department of Education under section 49B of the Guidelines, including pre-submission assurance of reported facts against source governance records.
- 7.14. JMC Academy staff (academic and non-academic):** All staff are responsible for being aware of the support described in this Policy; identifying and referring students who may be at risk, including providing students who demonstrate low participation with information about available support; advising students who request support before the census date in accordance with clause 4.4; and recording communications with students at risk in the Student Management System.

7.15. JMC Academy students: Students are responsible for the matters set out in clause 4.3, including engaging in their studies, keeping their contact details current, and seeking advice and support in a timely manner.

8. APPROVAL INFORMATION

Approval Authority	JMC Board of Directors
Policy Owner	Executive Dean
Policy Responsible Officer	Head of Campus Operations
Next review by	16/07/2027

Version	Approved by	Approval date	Effective date	Modifications	Status
1.0	Governing Council	26/02/2024	26/02/2024	First issue	Superseded
1.1	CEO	19/09/2024	19/09/2024	Updated Relevant Documents section	Superseded
1.2	Board of Directors	15/07/2026	16/07/2026	Full review under the Policy Transformation Project against section 19-43 HESA 2003 and Ch 10A of the Higher Education Provider Guidelines 2023, benchmarked against sector practice and the Department's example policy; governance roles updated following restructure (Campus Operations Managers as campus first contact; Head of Campus Operations as escalation and Policy Responsible Officer; Student Experience, Community Engagement and Wellbeing Officers added); structured Definitions section added; Positions Responsible expanded; new content on census date and fee liability advice, at-risk identification including attendance and engagement monitoring, proactive support, international students, crisis response, culturally appropriate supports including specific arrangements for First Nations students, student responsibilities, privacy, complaints, resourcing review, annual review, and a student support access summary (Schedule 1).	Current

Schedule 1 — Student Support Access Summary

In an emergency (life-threatening situations: fire, police, ambulance): phone 000.

Support	How to access
Academic Support / Academic Skills	Academic Support staff are located in the library area of each campus
Learning Support (disability and adjustments)	National Learning Support Coordinator – Emma Hudson ehudson@jmc.edu.au
Counselling (each campus)	- Brisbane: Eva Fritz, efritz@jmc.edu.au - Melbourne: Jordan Fraser-Trumble jfrasertrumble@jmc.edu.au - Sydney: Rochelle Whatman rwhatman@jmc.edu.au
Student Experience, Community Engagement and Wellbeing Officer	- Brisbane: Rianna Holston-Provenzano rhollstenprovenzano1@jmc.edu.au - Melbourne: Caitlyn Glasson, CGlasson@jmc.edu.au - Sydney: Hollie Beard, hbeard1@myjmc.edu.au
24/7 external support	Talk Campus (app); Suicide Call Back Service 1300 659 467; QLife 1800 184 527; Beyond Blue 1300 22 4636
Campus Operations Manager (non-academic concerns)	- Melbourne: Amber Heale - aheale@jmc.edu.au - Sydney: Rosalie Supru - rsupru@jmc.edu.au - Brisbane: Caitlin Wright - CWright1@jmc.edu.au
First Nations student contact	Head of Campus Operations – Kylie Whitney kwhitney@jmc.edu.au
International student support	Mao Sangen – msangen@jmc.edu.au
Careers and employability	Delivered through industry engagement embedded in the curriculum, portfolio development, and industry advice from Heads of Department.
Incident reporting	Any staff member, a Campus Operations Manager or Student Services Representative, or the Head of Campus Operations; in an emergency phone 000.
Complaints and grievances	https://www.jmcacademy.edu.au/current-students/student-complaints-appeals-feedback/
Student wellbeing and support webpage	https://www.jmcacademy.edu.au/life-at-jmc/student-wellbeing-and-support/