

# Wellbeing User Guide

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# Introduction

The Wellbeing module is where you manage and monitor student behaviour to support holistic learning for your students. It is designed to help you build a clear picture of your students' wellbeing over time.

Your Sentral Administrator has configured this module to reflect the priorities, processes and terms used in your school for your students.



Watch this video on our YouTube channel to learn how Wellbeing works.

[Wellbeing | Totally new? Consider these approaches to setup](#)

## Product versions

The version of Sentral at your school may have a different user interface to the one shown in our YouTube videos and this guide. The features available are the same, although you may see differences because of the way Wellbeing is configured at your school. Check with your Sentral Administrator for more information.

## Role-based permissions

Your access is assigned to you by the Sentral Administrator (Administrator) at your school. They can set permissions at a granular level, and this determines the type of access you have and the functions you can access in the Wellbeing module.

## Access

To access Wellbeing from the Sentral home screen:

- Select the Sentral menu icon () and then select Wellbeing.

# Wellbeing home screen



Watch this video on our YouTube channel for an introduction to the Wellbeing home screen.

[Wellbeing - a quick intro for teachers on the Wellbeing home page](#)

Much of the information on the Wellbeing home screen is configured by your Administrator.

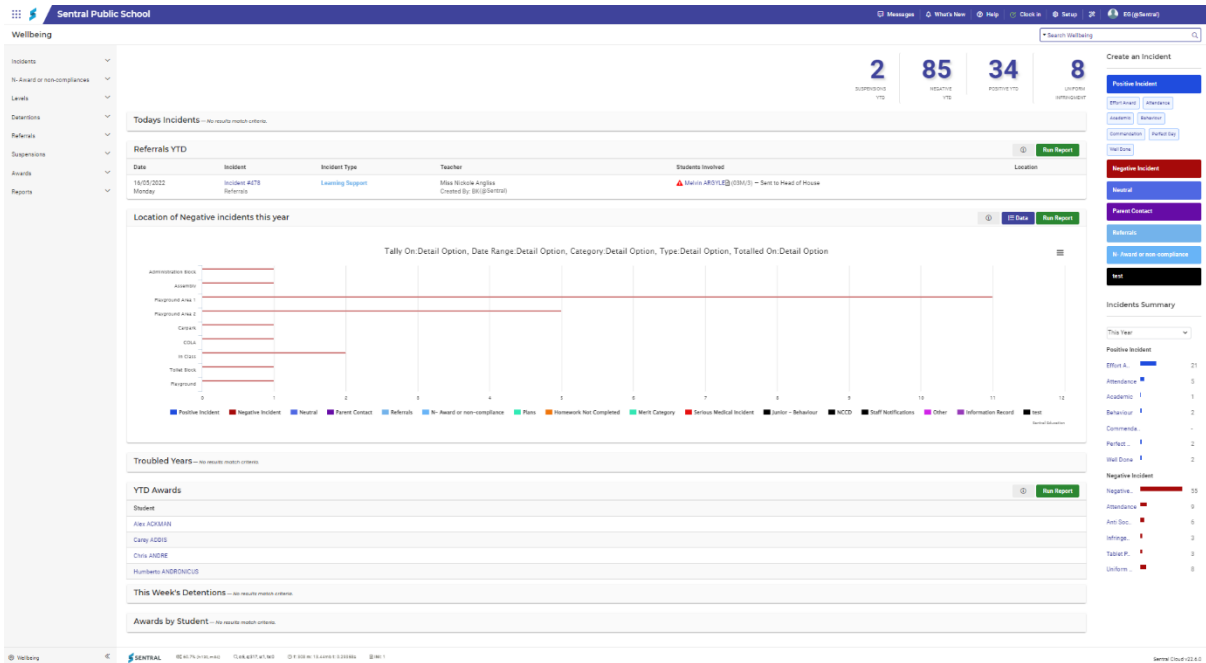


Figure 1: Wellbeing home screen example

# Create an incident

There are three ways to create an incident:


- Using the menu on the left
- Using the shortcut buttons on the right
- Using the Quick Incidents option when you're marking a roll in Class PxP.



Watch this video on our YouTube channel to learn about creating an incident.

[Wellbeing - how to record a new incident](#)

## To create a positive incident:

1. Select the Sentral menu icon () and then select Wellbeing.
2. Select Positive Incident and then select an incident type.
3. Search for one or more students to attach to the incident. Student details display on the right, and additional fields display for you to complete.
4. Enter details for the incident.
5. Under Follow Up Actions:
  - a. Specify follow-up actions applicable for the incident.
  - b. Enter a comment if necessary.
  - c. Specify if further action is required and who should take that action.
6. Select Save.


You may need to select Save again if there are notifications to users or other follow-up actions that require processing.

The Incident Register displays details of the new incident, and the incident displays at the top of the incident summary on the right.



You have the option to Edit or Copy the incident, Print letters for the incident, Print an incident summary, Attach correspondence, Create student plans, and Attach files.


## To create a quick incident via PxP roll:

1. Select the Sentral menu icon () and then under Attendance, select PxP.
2. Search for your class.
3. Select one or more students for the incident.
4. Select Quick Incidents, select Create, and then choose an incident type from the list.
5. Enter a comment for the incident.
6. Select OK. An incident badge displays next to the student(s).



Refer to the [PxP User Guide](#) for more details.

## To create a negative incident:

1. Select the Sentral menu icon () and then select Wellbeing.
2. Select Negative Incident and then select an incident type.



3. Search for one or more students to attach to the incident and specify their involvement as Involved, Witness or Victim.

This allows you to create one incident but cater for different actions and follow-ups. Student details display on the right, and additional fields display for you to complete.

4. Enter details for the incident.

The details captured for incidents at your school is configured by your Sentral Administrator based on your school's policies and procedures.

5. Under Follow Up Actions:

- a. Specify follow-up actions applicable for the incident.
- b. Enter a comment if necessary.
- c. Specify if further action is required and who should take that action.

6. Select Save.

You may need to select Save again if there are notifications to users or other follow-up actions that require processing.

The Incident Register displays details for the new incident. The incident is added at the top of the incident summary on the right.



You have the option to Edit or Copy the incident, Print letters for the incident, Print an incident summary, Attach correspondence, Create student plans, and Attach files.

## To create an N-Award

N-Awards are non-award warnings that are like negative incidents, except that you can only use them for high school students when they're not meeting the requirements of an external credential such as the Record of School Achievement (RoSA) or the Higher School Certificate (HSC).



Watch this video on our YouTube channel to learn about N-Awards.

[Wellbeing – Create new N Award or Warning](#)

1. Select the Sentral menu icon (⋮) and then select Wellbeing.
2. Select N-Award or non-compliance and then select either Determination or Warning as the incident type.
3. Search for one or more students to attach. Student details display on the right.
4. Under Record Details:
  - a. Add information related to an HSC, Preliminary or RoSA related issue.
  - b. Select an official reason and school reason for the N-Award.
  - c. Enter details for the task/course requirements/outcomes that have not been met. Select Add Task to add more unmet requirements or outcomes.
  - d. Enter a description if applicable.
5. Under Follow Up Actions:
  - a. Specify follow-up actions applicable.
  - b. Enter more details if applicable.
  - c. Specify if further action is required and who should take that action.
6. Select Save.
7. To view N-Awards, go to the Incidents Register.



You have the option to Edit or Copy the incident, Print letters for the incident, Print an incident summary, Attach correspondence, Create student plans, and Attach files. To view all N-Awards or export the data, go to the Warnings Register.

## To create a suspension from an incident (NSW DoE schools)



You must use one of these options for suspensions if you are at a NSW DoE school. It is available to, but not mandatory for, other schools.



Policy rules for suspensions apply to NSW Department of Education (NSW DoE) schools. See [Wellbeing Requirements for NSW DoE - Term 1 2024](#). Ask your Sentral Administrator to update your school's configuration if it does not comply.



## To create an immediate suspension (NSW DoE schools)

The serious behaviours of concern incident types within the Negative – Serious Behaviours of Concern Incident category can result in:

- a suspension
- an immediate suspension
- a notice of potential expulsion.



You may need Executive or Principal access to perform this task.

1. Select the Sentral menu icon () and then select Wellbeing.
2. Do one of the following:
  - a. Under Create an Incident in the right pane:
    - i. Expand Negative – Serious Behaviours of Concern .
    - ii. View the incident types listed. These behaviours are grounds for immediate suspension.
    - iii. Select the appropriate option.
  - b. Under Incidents in the left menu:
    - i. Select New Incident.
    - ii. View the incident types listed under Negative – Serious Behaviours of Concern. These behaviours are grounds for immediate suspension.
    - iii. Select the appropriate option.

The Negative – Serious Behaviours of Concern screen [for the selected behaviour] displays.

3. Under Students Involved in the right pane:
  - a. Search for one or more students to attach to the incident.
  - b. Specify their level of involvement.

Details for the selected student(s) display on the right. For example, their involvement in previous incidents.
4. Enter incident details.
5. Select a teacher to attach to the incident and specify their involvement.
 

You can mention other staff members in descriptions, as witnesses, in comments or custom details, but you can only formally attach one.
6. Under Record Details – enter a description if necessary.



7. Next to Record Details – where multiple students are involved, use the checkbox on the right to specify whether to share for all students.
8. Next to Follow Up Actions – where multiple students are involved, use the checkbox on the right to specify whether to share for all students.
9. Under Follow Up Actions:
  - a. Select the Suspension/Expulsion/Formal Caution checkbox. Additional fields display.
  - b. Select a category for the incident.
  - c. If you selected Expulsion as the Category, then also select the type of expulsion.
  - d. Record details:
    - i. Start Date
    - ii. Date of Advisement
    - iii. Expires After – when Suspension is selected, the default value displayed is determined by the student's school year.

You can decrease the initial value displayed but you cannot increase it without saving the incident first. If DEL approval is required because a suspension results in the maximum number of days being exceeded, you can indicate that DEL approval has been obtained by selecting the checkbox that displays.



System validation exists to support NSW DoE Behaviour policy. For details, see [Wellbeing Requirements for NSW DoE - Term 1 2024](#)

- iv. Review Date
- v. Comment – enter additional details for the incident in Comments if necessary.
- vi. Specify whether to save the comment to newly generated absence(s).
- vii. Nominated Contact – select a contact from the list.
- viii. Resolution Date & Time – select the checkbox to record details.
- ix. Resolution – if you selected Resolved, then also select a suspension outcome and enter comments if necessary.
- x. Early Return to School – if you selected the checkbox, then also record the date.
- xi. Notice of Potential Expulsion – select the checkbox if appropriate.

How you send the notice is a separate task – either within Sentral using Letter templates, or outside of Sentral.



System validation exists to support NSW DoE Behaviour policy regarding the number of days a student can be suspended while the notice is being considered, as well as any extensions or DEL approvals required. For details, see [Wellbeing Requirements for NSW DoE - Term 1 2024](#)

- xii. Immediate Suspension – select the checkbox if appropriate.
  - xiii. Associated Executive – select an executive from the list.
10. Under Referral Notes, enter details of any referrals.
  11. Under Status, specify if further action is required.
  12. Select Save.
    - a. If the suspension complies with suspension rules, the incident record is saved.
    - b. If the suspension does not comply with suspension rules, then it won't save. Review the error messages in red text located next to fields that don't comply. Update details and then select Save.



Sentral does not send notifications to the DEL. This is done by the DoE system with real time integration (SAIS).


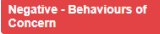
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## To create a suspension (NSW DoE schools)

The serious behaviours of concern incident types within the Negative – Serious Behaviours of Concern Incident category can result in a potential suspension. You cannot assign an immediate suspension from incidents created in this category.



You may need Executive or Principal access to perform this task.

1. Select the Sentral menu icon (  ) and then select Wellbeing.
2. Do one of the following:
  - a. Under Create an Incident in the right pane:
    - i. Expand Negative – Behaviours of Concern .
    - ii. View the incident types listed. These behaviours are grounds for suspension.
    - iii. Select the appropriate option.
  - b. Under Incidents in the left menu:
    - i. Select New Incident.
    - ii. View the incident types listed under Negative – Behaviours of Concern. These behaviours are grounds for suspension.
    - iii. Select the appropriate option.

The Negative – Behaviours of Concern screen [for the selected behaviour] displays.

3. Under Students Involved in the right pane:
  - a. Search for one or more students to attach to the incident.
  - b. Specify their level of involvement.Details for the selected student(s) display on the right. For example, their involvement in previous incidents.
4. Enter incident details.
5. Select a teacher to attach to the incident and specify their involvement.

You can mention other staff members in descriptions, as witnesses, in comments or custom details, but you can only formally attach one.
6. Under Record Details – enter a description if necessary.
7. Next to Record Details – where multiple students are involved, use the checkbox on the right to specify whether to share for all students.
8. Next to Follow Up Actions – where multiple students are involved, use the checkbox on the right to specify whether to share for all students.
9. Under Follow Up Actions:
  - a. Select the Suspension/Expulsion/Formal Caution checkbox. Additional fields display.
  - b. Select a category for the incident.
  - c. If you selected Expulsion as the Category, then also select the type of expulsion.
  - d. Record details:
    - i. Start Date
    - ii. Date of Advisement
    - iii. Expires After– when Suspension is selected, the default value displayed is determined by the student's school year.

You can decrease the initial value displayed but you cannot increase it without saving the incident first. If DEL approval is required because a suspension results in the maximum number of days being exceeded, you can indicate that DEL approval has been obtained by selecting the checkbox that displays.

For details, see [Wellbeing Requirements for NSW DoE - Term 1 2024](#)
- iv. Review Date

- v. Comment – enter additional details for the incident in Comments if necessary.
- vi. Specify whether to save the comment to newly generated absence(s).
- vii. Nominated Contact – select a contact from the list.
- viii. Resolution Date & Time – select the checkbox to record details.
- ix. Resolution – if you selected Resolved, then also select a suspension outcome and enter comments if necessary.
- x. Early Return to School – if you selected the checkbox, then also record the date.
- xi. Notice of Potential Expulsion – select the checkbox if appropriate. How you send the notice is a separate task – either within Sentral using Letter templates, or outside of Sentral.



System validation exists to support NSW DoE Behaviour policy regarding the number of days a student can be suspended while the notice is being considered, as well as any extensions or DEL approvals required. For details, see [Wellbeing Requirements for NSW DoE - Term 1 2024](#)

- xii. Associated Executive – select an executive from the list.
10. Under Referral Notes, enter details of any referrals.
  11. Under Status, specify if further action is required.
  12. Select Save.
    - a. If the suspension complies with suspension rules, the incident record is saved.
    - b. If the suspension does not comply with suspension rules, then it won't save. Review the error messages in red text located next to fields that don't comply. Update details and then select Save.




Sentral does not send notifications to the DEL. This is done by the DoE system with real time integration (SAIS).

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## To create a suspension from an incident (other schools)



You may need Executive or Principal access to perform this task.

1. Select the Sentral menu icon () and then select Wellbeing.
2. Select Negative – Incident and then Behaviour as the incident type.  
The Negative Incident screen displays.
3. Search for one or more students to attach to the incident and specify their level of involvement.  
Details for selected students display on the right.
4. Enter incident details.
5. Select one or more teachers to attach to the incident and specify their involvement.
6. Under Record Details:
  - a. Select options to categorise the incident.
  - b. Enter a description if necessary.
7. Under Follow Up Actions:
  - a. Specify follow-up actions applicable for the suspension.
  - b. Select the Suspension option and record details in the additional fields that display.
  - c. Enter additional details for the incident if necessary.
  - d. Specify if further action is required and who should take that action.
8. Select Save and then Save again.  
The suspension displays against student(s) in Attendance. The Incident Register displays details for the new incident. The incident is added at the top of the incident summary on the right.
9. To print and send a letter for the suspension:
  - a. Open the incident.
  - b. Select Print Letters and follow the steps to select a template and generate the letter.

### To print letters for students within an incident:

1. Select the Sentral menu icon () and then select Wellbeing.
2. Select Incidents, Incidents Register, and then All Incidents in the left menu. Incidents for the current week display.
3. Select the checkbox next to an incident, select Print Letters, and then select Go.
4. In Print Incident Letters, select a letter template.
5. Select Edit to update content.
6. Select Save.
7. Select Print under the student's name on the right.
8. Select an option to view, download, or email the letter.

## To add correspondence for students within an incident

### Feature availability

	Sentral Cloud (ST)	Sentral Enterprise (MT)
Add correspondence		■

1. Select the Sentral menu icon (⋮) and then select Wellbeing.
2. Select Incidents, Incidents Register, and then All Incidents in the left menu. Incidents for the current week display.
3. Open the incident hyperlink.
4. Select Add Correspondence and select the student.
5. In Add Correspondence, select options, add content, and then select Save.
6. To view the correspondence register when you're in the Incident screen, select Correspondence under the student's name on the right.

## To view correspondence in student profiles 2:

1. Select the Sentral menu icon (⋮) and then under Insights, select Profiles. The Profiles home screen displays.

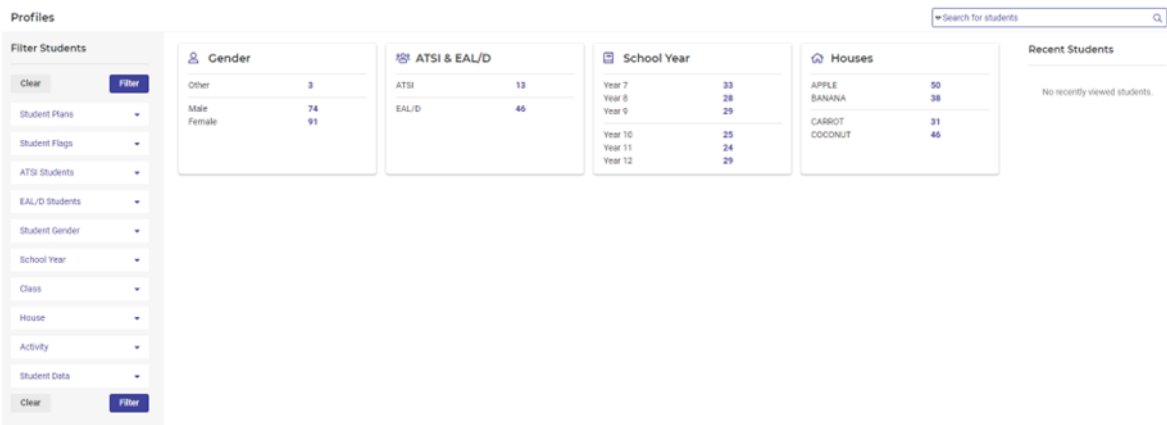


Figure 2: Profiles home screen – example

2. Search for a student. The Profiles screen displays details for the selected student.
3. Select Summary, and then Correspondence in the left menu to view the correspondence register for the student.

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## To review all incidents in the incident register



Watch this video about the Incident Register on our YouTube channel.

[Wellbeing – Incident Register](#)

Use the steps below to:

- view all incidents over the course of a week
  - filter incidents by category.
- 
1. Select the Sentral menu icon () and then select Wellbeing.
  2. Select Incidents, Incident Register, and then All Incidents in the left menu. The Incidents Register for the current week displays.
  3. Select options such as Term/Week or Student Year, and then select Filter to view results.
  4. Do any of the following:
    - a. View or action selected incidents.
    - b. Print letters or summary reports for selected incidents.

# Work with levels

There are two ways for you to add students to behaviour levels in the Wellbeing module:

- from an incident
- directly to the Levels Register via the menu option.




Watch this video about placing students on a level on our YouTube channel.

[Wellbeing | Levels - place students on a level](#)


## To place a student on a level – Negative Incident:




Your school may also be configured to manage levels with other incident categories. Check with your Sentral Administrator for more information.

1. Select the Sentral menu icon () and then select Wellbeing.
2. First, create a negative incident using a shortcut option on the right. See [To create a negative incident:](#)
3. Under Follow Up Actions, select Levels. Additional fields display for you to complete.
4. Enter details and select Save.

## To place a student on a level from the menu:

1. Select the Sentral menu icon () and then select Wellbeing.
2. Select Levels, and then select Place on Levels from the left menu.
3. In Level Placement Details, search for one or more students. Their levels history and current level displays under their names on the right.
4. Enter details and select Save.

## To place a class on a level:


1. Select the Sentral menu icon () and then select Wellbeing.
2. Select Levels, and then select Class Levels Entry from the left menu.
3. In Classes, select a roll class or an option from classes. Details display for the selected class.
4. Enter details.
5. Select students.
6. Select Save.

## To view current placements:



Watch this video about current placements logs on our YouTube channel.

[Wellbeing | Levels...current placements](#)

1. Select the Sentral menu icon () and then select Wellbeing.
2. Select Levels, and then select Current Placements from the left menu.  
All students currently placed on any level other than No Level are listed.
3. Do any of the following:



- a. Select a student's name to view details.
- b. Select Place new to a student to place them on a level.
- c. Select Edit to update details for a level placement.
- d. Select History to view a student's level placement history.
- e. Select Print Letter to select a letter template and generate a letter about a level placement.
- f. Select checkboxes next to multiple students, select an option from the dropdown menu, and select Go.

## To view expired level placements:



Watch this video about automatic replacement logs on our YouTube channel. Use these steps to identify students who have moved to a different level automatically because the one they are on has expired. [Wellbeing | Levels...Automatic replacement log](#)

1. Select the Sentral menu icon (⋮) and then select Wellbeing.
2. Select Levels, and then select Automatic Replacement Logs from the left menu.  
The log displays details for the current week.
3. Do one of the following:
  - a. View information for the current week.
  - b. Use the Date filter to view information for previous weeks. Students who have moved to an level placement are listed.
4. Select a student's name to view more placement details.
5. In Current Levels Details:
  - a. Select Place, update placement details for the student, and then select Save.
  - b. Under Levels History, select Options next to a level placement to edit details.
  - c. Select Save.

# Work with detentions

There are two ways for you to generate detentions in the Wellbeing module:

- from an incident via follow-up actions
- via the Detentions menu option.


Use the steps below to:

- place a student on detention
- mark detention rolls
- reschedule detentions
- view the detention register
- view all pending Detentions.

## To place a student on a detention – negative incident:



Your school may also be configured to manage detentions with other incident categories. Check with your Sentral Administrator for more information.


- 
1. Select the Sentral menu icon () and then select Wellbeing.
  2. First, create a negative incident using a shortcut option on the right.
  3. Under Follow Up Actions, select Detention.  
Additional fields display for you to complete.
  4. Enter the details and select Save.

## To place a student on detention from the menu option:



Watch this video about placing a student on detention on our YouTube channel.

[Wellbeing | Detentions...place a student in detention](#)


1. Select the Sentral menu icon () and then select Wellbeing.
2. Select Detentions, and then select Place in Detention from the left menu.
3. In Detention Details, search for one or more students. Their detention history displays under their names on the right.
4. Do one of the following:
  - a. Select day and time for the current week.
  - b. Select a future week or date using the dropdown list or date picker.
5. Enter a comment if necessary and select Save. Detention details are listed.
6. In Detentions Results, select Close. Detentions Details displays.
7. (Optional) Repeat from Step 3 to place more students on detention.

## To mark detention rolls:



Watch this video about marking detention rolls on our YouTube channel.

[Wellbeing | Detentions...mark detention rolls](#)

1. Select the Sentral menu icon () and then select Wellbeing.
2. Select Detentions and then Mark Detention Rolls from the left menu.  
The Detention Rolls screen displays details for the current week's detention periods.
3. Select Mark next to a detention period to view students scheduled to attend.
4. Select the status for each student, whether they attended, failed to attend
5. Add comments if necessary and select Save.
6. Go back to the Mark Detention Rolls screen.  
A tick displays next to the detention period to indicate that it has been marked and saved.
7. To add supervision:
  - a. Select Add Supervision.
  - b. Enter details and select Save. The Detention Register updates.
8. To remove supervision:
  - a. Select X next to a supervisor's name.
  - b. Select OK to confirm.


## To reschedule or cancel detentions:



Watch this video about rescheduling detentions on our YouTube channel.

[Wellbeing | Detentions...reschedule a detention](#)

If a student fails to attend a detention, you can reschedule the detention or choose to remove it from the list.

1. Select the Sentral menu icon () and then select Wellbeing.
2. Select Detentions and then Reschedule Detentions from the left menu.  
The Reschedule Detentions screen displays.
3. Do any of the following:
  - a. Select one student to reschedule. In Reschedule Detentions, update details, and select Save.
  - b. Select multiple students to reschedule, choose Reschedule from the list, and select Go. In Reschedule Detentions, update details, and select Save.
  - c. Select one student to remove from the list. Select Do Not Reschedule and then select Confirm.
  - d. Select multiple students to remove from the list, choose Do Not Reschedule from the list, and select Go.
  - e. Select Confirm.


## To view detentions in the register



Watch this video about the Detentions register on our YouTube channel.

[Wellbeing | Detentions register...know what's happening with detentions in your school](#)

Use the steps below to:

- view all detentions over the course of the current term week
  - filter detentions by selected week.
1. Select the Sentral menu icon () and then select Wellbeing.
  2. Select Detentions and then choose Detentions Register from the left menu.  
The Detentions Register screen displays detentions for the current term week.
  3. Select options such as Term/Week or Student Year, and then select Filter to view results.
  4. Do any of the following:
    - a. Select Edit next to a student. Update details and select Save. View changed details in the Period and Comment columns of the register.
    - b. Select Remove next to a student. Select OK to confirm removal of the detention.
    - c. Select Print Letter next to a student.
      - i. Select a Detentions letter template and select Edit.
      - ii. Edit letter contents and save changes.
      - iii. Select Print.
      - iv. Select an option to view, download, or email the letter.
    - d. Select checkboxes next to multiple students, select Print from the dropdown list, and then select Go.
      - i. Follow steps to select and generate the letters. See [To generate a suspension letter from an incident](#)


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## To view or action pending detentions:



Watch this video about pending detentions on our YouTube channel.

[Wellbeing | Detentions...all pending detentions](#)

1. Select the Sentral menu icon () and then select Wellbeing.
2. Select Detentions and then All Pending Detentions from the left menu.  
The Detentions Pending screen displays.
3. Select one or more students to action.
4. Select a status from the dropdown list and then select Go.  
The status of the detention is updated for the selected students, and they are removed from the list.

## Work with referrals

There are two ways for you to generate referrals in the Wellbeing module:

- from a negative incident via follow-up actions
- via the Referrals menu option.

Use the steps below to:


- Add a referral
- Action a referral
- Complete referrals
- View referrals by date.

### To add a referral:



Watch this video about adding referrals on our YouTube channel.

[Wellbeing | Referrals - Add a referral](#)

1. Select the Sentral menu icon () and then select Wellbeing.
2. Select Referrals and then Add Referrals from the left menu.  
The Add Referral screen displays.
3. Search for a student to add to the referral.
4. Enter referral details.
5. Specify if further action is required.
6. Select Save. The Referrals Action Required register displays with the new referral listed at the top.

---

## To view or action referrals in the register:



Watch this video about viewing and actioning referrals on our YouTube channel.

[Wellbeing | Referrals – Action required and completed](#)

1. Select the Sentral menu icon (⋮) and then select Wellbeing.
2. Select Referrals and then Action Required from the left menu.  
The Referrals screen displays.
3. To add a referral, select Add Referral. See [To add a referral:](#)
4. To mark a referral as complete:
  - a. Select the checkbox next to a student.
  - b. Select Mark as Complete. The status of the referral is updated, and it is removed from the list.
5. To remove a referral:
  - a. Select Remove next to a student.
  - b. Select OK to confirm. The status of the referral is updated, and it is removed from the list
6. To edit an existing referral:
  - a. select Edit next to a student.
  - b. In Edit Referral, update details and select Save.

## To view or update complete referrals:

1. Select the Sentral menu icon (⋮) and then select Wellbeing.
2. Select Referrals and then Complete Referrals from the left menu.  
The Referrals screen displays.
3. Select Edit next to a student.
4. In Edit Referrals, under Status, select Further Action Required.
5. Select Save.

## To view referrals by date:



Watch this video about viewing referrals by date on our YouTube channel.

[Wellbeing | Referrals – Search referrals by date](#)

1. Select the Sentral menu icon (⋮) and then select Wellbeing.
2. Select Referrals and then Referrals by Date from the left menu. The Referrals by Date screen displays.
3. Select a date range and status for the search.
4. Select Run Search.

# Work with suspensions

## Configuration choices

Check with your leadership team or your Sentral Administrator if you're unsure about the configuration choices made to suit your local situation.



Policy rules for Suspensions apply to NSW Department of Education (NSW DoE) schools. See [Wellbeing Requirements for NSW DoE - Term 1 2024](#). Ask your Sentral Administrator to update your school's configuration if it does not comply. See [To create a suspension from an incident \(NSW DoE schools\)](#)

Use the steps below to:


- place a student on suspension
- view current suspensions
- view expired suspensions
- view the suspension register.

## To add a suspension from the menu:



You need Executive or Principal access to perform this task.


This option is not available to NSW DoE schools. Instead, see [To create a suspension from an incident \(NSW DoE schools\)](#)

1. Select the Sentral menu icon () and then select Wellbeing.
2. Select Suspensions and then Place on Suspension from the left menu.  
The Suspension Details screen displays.
3. Search for a student to add to the suspension.
4. Enter suspension details.
5. Specify if further action is required.
6. Select Save. The Current Suspensions screen displays the new suspension listed at the top.

## To add a suspension from student's Wellbeing page:



This option is not available to NSW DoE schools. Instead, see [To create a suspension from an incident \(NSW DoE schools\)](#)

1. Select the Sentral menu icon () and then select Wellbeing.  
The Wellbeing home screen displays.
2. Search for a student.  
The Student Summary screen displays information for the selected student.
3. Select Suspensions under the student's name in the left menu.
4. Select Add Suspension.
5. Enter suspension details.
6. Select Save.  
The Suspensions list for the student displays.

---

## To view or action current suspensions:

1. Select the Sentral menu icon (⋮) and then select Wellbeing.
2. Select Suspensions and then Current Suspensions from the left menu.  
The Current Suspensions screen displays.
3. Search for a student to add to the suspension.
4. Do any of the following:
  - a. To edit an existing suspension:
    - i. Select the Edit next to a student.
    - ii. In Edit Suspension, update details.
    - iii. Select Save. The list of current suspensions is updated.
  - b. To remove a suspension:
    - i. Select Remove next to a student.
    - ii. Select OK to confirm. The status of the suspension is updated, and it is removed from the list.
  - c. To print a letter about the suspension:
    - i. Select Print Letter next to a student.
    - ii. Select a Suspension/Expulsions template.
    - iii. View the layout for the template.
    - iv. Select Edit and enter letter contents.
    - v. Select Print to generate the letter. Choose to view, download or email the letter.

## To add an extension to a suspension

1. Select the Sentral menu icon (⋮) and then select Wellbeing.
2. Select Suspensions and then Current Suspensions from the left menu.  
The Current Suspensions screen displays.
3. Select the Edit next to a student.  
The Edit Suspensions screen displays.
4. In Edit Suspension, next to Extensions, do one of the following:
  - a. To add a new extension, select Add Extension.  
The number of days automatically populates with 5 days, which is the maximum number of days that NSW DoE permits. Adjust the number of days as required.  
For the second or subsequent extensions, select the checkbox that displays asking you to confirm that DEL has been consulted.
  - b. To edit the most recent extension, select Edit, and then adjust the number of days as required.
5. Select Save.  
The list of current suspensions is updated.

## To remove a suspension extension

1. Select the Sentral menu icon (⋮) and then select Wellbeing.
2. Select Suspensions and then Current Suspensions from the left menu.  
The Current Suspensions screen displays.
3. Select the Edit next to a student.  
The Edit Suspensions screen displays.
4. In Edit Suspension, next to Extensions, select Remove next to the extension, and then select Confirm.
5. Select Save.  
The list of current suspensions is updated.



---

## To view expired suspensions:

1. Select the Sentral menu icon (⋮) and then select Wellbeing.
2. Select Suspensions and then Expired Suspensions from the left menu.
3. Do any of the following:
  - a. Edit an expired suspension. See [To view or action current suspensions:](#)
  - b. Print a suspension letter. See [To view or action current suspensions:](#)
  - c. Remove a suspension. See [To view or action current suspensions:](#)

## To action suspensions pending approval:



If your Sentral Administrator has configured Suspension rules to be overridden with the authority of a designated approver, approval workflows get triggered when a staff member creates a suspension outside of the defined rules. You need Executive or Principal access to perform this task .

1. Select the Sentral menu icon (⋮) and then select Wellbeing.
2. Select Suspensions and then Suspension pending approval from the left menu.  
The Suspensions Pending Approval screen displays.
3. Do one of the following:
  - a. Select Approve next to a suspension.
    - i. In Approve Suspension, select a reason.
    - ii. Select Save to finalise the suspension and update the student's attendance record.
  - b. Select Reject next to a suspension. The record is deactivated without updating the student's attendance record and is removed from the list.

## To view or action suspensions in the register:

1. Select the Sentral menu icon (⋮) and then select Wellbeing.
2. Select Suspensions and then Suspension Register from the left menu.  
The Suspensions screen displays.
3. To mark a suspension as resolved:
  - a. Select the checkbox next to one or more students.
  - b. Select Resolve from the dropdown list and select Go.
  - c. Enter a resolution comment and select Save.
4. To remove a suspension:
  - a. Select Remove next to a student.
  - b. Select OK to confirm. The status of the suspension is updated, and it is removed from the list.
5. To edit an existing suspension:
  - a. select Edit next to a student.
  - b. In Edit Suspension, update details and select Save.
6. To print a suspension letter, do one of the following:
  - a. Select the checkbox next to a student, select Print Letters.
    - i. In Print Suspension Letters, select a letter template.
    - ii. Select Edit to update content.
    - iii. Select Save.
    - iv. Select Print under the student's name on the right.

- 
- v. Select an option to view, download, or email the letter.
  - b. Select the student's name hyperlink.
    - i. Select Print Letter next to a suspension.
    - ii. Select Edit and then update the content.
    - iii. Select Save.
  - iv. Select Print under the student's name on the right.
  - v. Select an option to view, download, or email the letter.

## Work with awards

There are two ways to create awards:

- from follow-up actions when you create a positive incident
- from the Awards menu option.




Watch this video about creating awards on our YouTube channel.

[Wellbeing | Awards – Assign a new award to individuals and classes](#)


Use the information in this section for:

- new awards
- class award entry
- award nominations
- awards register
- awards export.

### To add a student to an award:

1. Select the Sentral menu icon () and then select Wellbeing.
2. Select Awards and then New Awards from the left menu.  
The Award Details screen displays.
3. Search for the student.
4. Enter details for the award and select Save.  
Student information displays award details.

### To create a positive incident – new award:


1. Select the Sentral menu icon () and then select Wellbeing.
2. Select Positive Incidents on the right side of the screen and select an option.
3. Enter incident details. See [To create a positive incident:](#)
4. Under Follow Up Actions, select Award and choose an option from the list.
5. Specify whether further action is required.
6. Select Save.

### To create a class award:


1. Select the Sentral menu icon () and then select Wellbeing.

- 
2. Select Awards and then Class Award Entry from the left menu.  
The Classes screen displays.
  3. Select either a roll class or class.  
The class list displays.
  4. Select award options for students.
  5. Select Save.

## To create bulk awards


1. Select the Sentral menu icon () and then select Wellbeing.
2. Select Awards and then New Awards from the left menu.  
The Award Details screen displays.
3. Under Students, enter the class name and select the class from the options displayed.
4. In Select Students from [class], select students and then select Save.
5. Under Award Details:
  - a. Select a date.
  - b. Select an option from the Awards list.
  - c. Select Save.

## To view awards:

1. Select the Sentral menu icon () and then select Wellbeing.
2. Select Awards and then Awards Register from the left menu.

---


## To action current award nominations:

1. Select the Sentral menu icon () and then select Wellbeing.
2. Select Awards, then Award Nominations, and then Current Award Nominations from the left menu. The Award Nomination Candidates screen displays.
3. Do one of the following:
  - a. Select either Award or Reject next to a student.
    - i. Enter a description or reason.
    - ii. Select Save.

Awarded nominations display in the Previous Award Nominations list. Rejected nominations display in the Over Awarded Nominations List.
  - b. Select multiple students.
    - i. Choose an option to accept or reject the selected students.
    - ii. Enter a description or reason
    - iii. Select Save.


Awarded nominations display in the Previous Award Nominations list. Rejected nominations display in the Over Awarded Nominations List.

## To action previous award nominations:

1. Select the Sentral menu icon () and then select Wellbeing.
2. Select Awards, then Award Nominations, and then Previous Award Nominations from the left menu. The Previous Award Nominations screen displays.
3. Do any of the following:
  - a. Select Edit next to a student. Update the description and select Save.
  - b. Select Remove next to a student to remove the award nomination. Select OK to confirm.

## To action over awarded nominations:

When awards that feed into the nominations are removed from the system, nominations may become no longer valid for a student. Any nominations that no longer have enough awards to meet the criteria are listed here.

1. Select the Sentral menu icon () and then select Wellbeing.
2. Select Awards, then Award Nominations, and then Over Awarded Nominations from the left menu. The Over Awarded Nominations screen displays.
3. Do any of the following:
  - a. Select Edit next to a student. Update the description and select Save.
  - b. Select Remove next to a student to remove the award nomination. Select OK to confirm.

---

## To view the Awards register:

1. Select the Sentral menu icon (⋮) and then select Wellbeing.
2. Select Awards, then Award Register from the left menu.  
The Awards Register screen displays.
3. Select filter options and then select Run Filter. Results for the selected filters are listed.
4. Do any of the following:
  - a. Select Edit next to a student. In Edit Award details, make changes and select Save.
  - b. Select Remover next to a student. Select OK to confirm.
  - c. Select Print Letter next to a student.
    - i. In Print Award Letters, select a letter template.
    - ii. Select Edit to update content.
    - iii. Select Save.
    - iv. Select Print under the student's name on the right.
    - v. Select an option to view, download, or email the letter.
  - d. Select multiple students, select Print from the dropdown list, and then select Go.
    - i. Follow the steps above to generate the same letter for multiple students.

# Work with Wellbeing letters

There are several ways to generate letters for saved incidents:

- From the Incident Register mainly
- From the Suspensions Register
- From another register such as the Detentions Register.

## To generate a suspension letter from an incident

The steps below describe how to generate a suspension letter.

1. Select the Sentral menu icon (⋮) and then select Wellbeing.
2. Select Suspensions, then Suspensions Register from the left menu.  
The Suspensions Register screen displays.
3. Select the incident number link for which you want to generate a letter.
4. In the incident screen select Print letters.
5. Select a letter template.
6. Check the preview.
7. Select Edit to review and edit the contents of the letter. Select Save.
8. Select Return to Select Page.
9. Select Print to generate the letter and choose whether to view, download or email the letter.


## To edit a letter template:

The best way to edit a letter template is via Setup Wellbeing | Manage Letters. However, if you want to make once off changes to the letter template for a particular incident and letter that you're generating, follow the steps below.



Watch these videos on our YouTube channel to learn more about how your Sentral Administrator can manage letters.

[Wellbeing Setup – Letters overview](#), [Wellbeing Setup – Managing letter layouts](#), [Wellbeing Setup – Creating letter templates](#)

1. Select the Sentral menu icon () and then select Wellbeing.
2. Select Incidents, then Incident Register, and then select either All Incidents or one of the other categories in the left menu. Incidents are listed.
3. Select the incident number link for which you want to generate a letter.
4. In the open incident, select Print Letters.
5. Select a letter template.
6. Select Edit.
7. Edit the text fields.



Tip: Use the merged field functions and macros provided.

8. Do one of the following:
  - a. Select Save and then select Return to Selections Page.
  - b. Select Save for All if the incident has multiple students, and then select Return to Selections Page.
9. Select Print to generate the letter and choose whether to view, download or email the letter.

## To generate an award certificate:




Before you can create an award certificate, a Wellbeing Admin user needs to set it up via Wellbeing | Wellbeing Setup | Letters.

There are two ways to create an award certificate:

- from a positive incident where you can select the award
- from the awards menu.

Use the steps below to create an award certificate from the Awards menu.

1. Select the Sentral menu icon () and then select Wellbeing.
2. Select Awards, then New Awards from the left menu.  
The Award Details screen displays.
3. Search for a student to add to the award.
4. Enter award details and select Save. Student information displays award details.
5. Select Awards, then Awards Register from the left menu. The Awards Register for the current week displays.
6. Do any of the following:
  - a. To edit the award type, select Edit.
  - b. To print the certificate, select Print Letter. The Print Award Letters screen displays. The preview shows merge fields for the certificate.
  - c. Select Print to generate the certificate and choose whether to view, download or email the certificate.

# Work with student view

Use the information in this section to access and review student Wellbeing data and notify teachers.



You can choose between two layout options to view student profiles. The main difference is that Profiles V1 includes a timeline at the top of the page.

## To view student details:



These instructions describe the V1 user interface.

**Booker Bacon (17065)**

Attendance Concern: No additional details were specified.

Has Documentation: Booker has 19 documents attached to their profile.

ISP: No additional details were specified.

Date of Birth: 24/11/2011 Roll/Year: S2 Chisholm/4

Age: 10 years, 9 months, 14 days Gender: Male

Religion: Current Level: No Level

**Overall Summary**

Click on Year to see Summary of All Incidents for that year

	2017	2018	2019	2020	2021	2022
COVID-19s	-	-	-	-	1	1
Positive Incidents	-	1	32	26	3	-
Formal Cautions	-	-	1	-	-	-
Negative Incidents	1	1	9	12	11	-
Data Records	-	-	-	-	-	-
Communications	6	10	26	14	15	-
ARCO - Anti-Racism Communication Officers	-	-	-	-	-	-
	-	-	-	-	-	-
	-	-	-	-	-	-
	-	-	-	-	-	-

**Create an Incident**

COVID-19

Close Contact Casual Contact

No Contact Revised Contact

Positive Incident

Formal Caution

Negative Incident

Data Records

Communication

ARCO - Anti-Racism...

Cat 1

N-Award

**Most Recent Incidents**

Close Contact Staff Exposure, Other Locations, Exposure Source, Other Information, Exposure Period, Related Incident

25/01/2022 - #24262

Casual Contact Other Locations, Exposure Source, Other Information, Exposure Per...

Figure 3: Student Summary screen - example

1. Select the Sentral menu icon (⋮) and then select Wellbeing.  
The Wellbeing home screen displays.
2. Search for a student.  
The Student Summary screen displays information for the selected student.
3. View the student information, including any flags.
4. Under Overall Summary, view the totals of all incidents for the current year.  
The information is sorted by category and year. The most recent incident displays on the right.

## To view incidents linked to a student:

1. Open the student's summary screen. See [To view student details:](#)
2. In the summary table, select a year link.  
The list of incidents related to the student for that year displays.
3. In the list of incidents, select an incident link. Incident details display.
  - a. In the list of incidents, select Print Letter next to an incident to choose a letter template and generate a letter.
  - b. In the list of incidents, select a different year from the Show Incidents dropdown list.



### To print a letter for an incident:

1. Open the student's summary screen. See [To view student details:](#)
2. Open the incident list. See [To view incidents linked to a student:](#)
3. Select Print Letter.
4. Follow the steps to generate a letter for the student. See [To generate a suspension letter from an incident](#)

### To view or add notes for the student:

1. Open the student's summary screen. See [To view student details:](#)
2. Select Notes in the left menu. Existing notes for the student are listed.
3. (Optional) Select a note link to view details.
4. (Optional) Select Add Note, enter note details, and select Save.

Figure 4: Add Notes screen – example

### To notify teachers from the student's summary screen:

1. Open the student's summary screen. See [To view student details:](#)
2. Select Notify Teachers in the left menu.
3. In Notify Teachers:
  - a. Check the default recipients and update if necessary.
  - b. Add a message.
  - c. Select Save.

## To view contacts and details for a student:

1. Open the student's summary screen. See [To view student details:](#)
2. Select View Contacts & Details on the left. Contact information displays, as well as timetables if applicable.

# Work with reports

Use the information in this section to generate, save and pin reports.

## To generate and save a report:



Watch these videos about Wellbeing reports on our YouTube channel.

[Wellbeing | Creating wellbeing reports](#) and [Wellbeing | Reports - saving searches for quick reference](#)

1. Select the Sentral menu icon (⋮) and then select Wellbeing.
2. Select Reports and then Incidents from the left menu.

The Incident reports screen displays.

The screenshot shows the 'Incident reports' screen in the Wellbeing application. The sidebar on the left has a menu with 'Incidents' highlighted. The main content area is titled 'Incident reports' and includes a search filter dropdown. Below this, there are several filter sections: 'Date' (This Year, Date), 'Type' (Category, Type, Detail, Detail Option), 'Properties' (School Year, Roll Class, Academic Class, Gender, Select House), and 'Status' (Incident Status, Resolution, Status). At the bottom right, there are 'Run Search' and 'Clear' buttons. A note at the bottom states: 'Use search form to specify a custom search or use one of the predefined reports by clicking on the "Saved Reports" button in the menu to the left.'

**Figure 5: Incident reports screen – example**


3. Specify report parameters. You can also include inactive incident categories.
4. Select Run Search to display results.
5. (Optional) Select Save Search to re-use the same report parameters.
  - a. In Save Report, enter a name and description for the report.
  - b. Choose with to make the search available to everyone.
  - c. Select Save.
6. (Optional) Print report results:
  - a. Select incidents in the results and then
  - b. Select an option from the Mass Actions dropdown list and select Go.
  - c. Select a letter template, generate the letter, and choose whether to view, download, or email it to recipients.
7. (Optional) Choose a filter option, and then select Export to Excel.

---

## To pin reports to the Wellbeing home screen:



You need Wellbeing Admin access to perform this task.

1. Select the Sentral menu icon () and then select Wellbeing.
2. Select Setup and then Wellbeing Setup from the menu bar. Wellbeing Setup options display.
3. Under Setup, select Home Screen.
4. Under Available Reports, view the list of saved reports.
5. Select Options next to a report and select Pin to Home Screen. The selected report is moved from Available Reports to Pinned Reports.
6. Select Back to Wellbeing to view the pinned report on the Wellbeing home screen.

---

# Key concepts

Sentral Wellbeing uses a case management approach to managing student wellbeing.

## Inbuilt lists

Inbuilt lists are used across Wellbeing. For example, they're used on all incidents to describe the overall details. The details are shared between all students and the incident.

## Categories

Categories contain one or more incident type and define the follow up actions that can be applied to an incident. There are several built in categories that you can't remove, but you can hide them if your school doesn't require them.

For more details, see [Categories](#) in the Glossary section.

## Incident types

Incident types set the list of details that are associated with each incident.

You can:

- edit existing incident types
- add new incident types
- attach a sub type detail to an incident type.

For more details, see [Categories](#) in the glossary section.

## Detentions, Referrals, Suspensions and Awards

These are all follow-up actions you can apply to an incident. You can hide the follow-up actions within each area from the Wellbeing menu if they don't apply to your school.

## Levels

Levels are a mechanism for recording the ongoing behaviour status of your students using a series of defined, positive and/or negative progressions. Their incident records contribute to their overall levels of wellbeing and achievement.

You can:

- place students on a level manually
- elevate or demote students to a specific level because of an incident
- set levels to expire after a set time period
- set an entire class to a level.

You can switch off the Levels if your school has no use for this function.

# Glossary

## Inbuilt lists

Used to customise global lists for Periods, Executive types, Teachers, Locations, Faculties, Subjects and Extended Resolutions.

- Periods: Define approximately when an incident occurred during the day.
- Executive Types: Define Executive types attached to school years.
- Teachers: Define the staff member who reported the incident. You can sync this with the Data Layer in Sentral.
- Locations: Define the list of possible locations where incidents may occur. Examples include: Classroom, Playground, Elsewhere on school grounds, On Excursion, On Camp, On Bus, On Train, At the bus stop, Off Campus.
- Faculties and Subjects: Define N-Awards but can also be assigned for other incidents.
- Extended Resolutions: Optional information for how an incident was completed or why further action is required.
- Completed Resolution: Tags the relevant executive or Year Advisor.
- Further Action Required Resolutions may involve sending the student to another staff member for further action.

## Categories

**Table 3: Categories and related incident types**

Category	Types	Follow up action
Negative Incident	Attendance, Behaviour, Uniform, Academic	Time of arrival at time out, Detention, notify teacher who reported incident and home group teacher, Tick if parents were contacted, Suspension, N Determination warning letter issued
Data Record	Medical Incident, Referrals, Parent Contact, Meeting with Student	Notification, Tick if Parents were contacted
N-Award	Warning, N Award (Non-Completion), Misadventure, Incorrect Submission of Task	Interview Request, Notification
Positive Incident	Academic, Attendance, Behaviour, Extra Curricular, Academic	Notification, Certificates, Award

## Referral types

The table below shows the four default referral types with an example list of sub-types of support defined under each type.

**Table 4: Example of referral types**

Type	Referrals	Diagnosed disorders	In-school support	Itinerant support
Example sub types	Careers advisor	Attention Deficit	Counsellor at school	Behaviour
	ESL Referral	Attention Deficit/Hyperactivity	Funding Support	Hearing
	Hearing Referral	Autism/Asperger's	Learning Support Team	Integration
	Learning Enrichment Team	Hearing Disability	School Behaviour Modification	Language
	Occupational Therapy	Language Disability	Support Teacher Learning Assistance	Vision
	Paediatric Referral	Mental Health		
	Reading Recovery	Mild Intellectual Disability		
	Repetition of Grade	Moderate Intellectual Disability		
	Special Placement	Physical Disability		
	Speech Therapy	Severe Intellectual Disability		
	Vision Referral	Vision Disability		
	Year Advisor			

## Award categories

The Award Categories are used to define the different types, levels and values of awards. The actual award descriptions (e.g. Effort, Creativity, Citizenship, etc.) are usually created under lowest value or first Group. You might create several categories of awards all belonging to Group 1.

Under each category, you can add the actual award along with two numerical values.

- Value – corresponds to the number of points the award is worth in the Awards System.
- Point Value – for adding points to the student's house.  
Tip: Some schools use the same Category number as the Value of the awards.
- Award Nominations – rules to automatically nominate students for subsequent Award achievements when they have achieved the award value goals that you set up.

## Award nominations

The two key fields to understand in the Award Nominations section are:

- Source Award Category Group: denotes the source award group for the Nominated Award. e.g. Group 1 is the source award Category for Award in Group 5.
- Source Award Value Total: denotes how many of the Source Category Awards the student must receive to achieve the nomination.

## Award system examples

### Example: Simple merit award system

Award Categories		
Category	Awards	Group
Class Award	1	1
Merit Award	1	2
Excellence Award	1	3
Assistant Principal's Award	1	4
Principal's Award	1	5

### Example: Specialist Teachers End of Year award system

Award Categories		
Category	Awards	Group
Weekly Specialist Awards	5	1

The 5 awards might include: Science Award, Music Award, Art Award, Library Award and PE Award.

Award Nominations			
Nominated Award	Reset Period	Source Award Category Group	Source Award Value Total
End of Year Specialist Award	Never	1 (Weekly Specialist Award)	10