

# Managing Student Responsibilities and Service Engagement Procedure

## 1. Purpose

This procedure outlines how the Student Advocacy & Support Service manages situations where students do not meet the responsibilities outlined in the Student Rights and Responsibilities framework. It also provides transparency regarding how the service may respond in such circumstances, while supporting the provision of a safe, respectful, and supportive service environment.

## 2. Scope

2.1 This procedure applies to all students accessing the Student Advocacy & Support Service.

2.2 The procedure applies to all forms of engagement with the service, including:

- a. scheduled appointments
- b. email communication
- c. other forms of interaction with service staff

## 3. Guiding Principles

3.1 Staff applying this procedure should ensure that responses are:

- a. fair and proportionate
- b. student-centred
- c. consistent with the Student Rights and Responsibilities framework
- d. responsive to the circumstances of the individual student.

3.2 Where possible, the service will seek to maintain access to support while ensuring the safety and wellbeing of staff and students.

## 4. Student Appointments

4.1 Students accessing the service are expected to attend scheduled appointments or notify the service if they are unable to attend.

4.2 Where a student arrives more than fifteen (15) minutes after the scheduled start time of an in person or Zoom appointment, the staff member may:

- a. proceed with the appointment using the remaining available time; or
- b. reschedule the appointment for a later time.

4.3 Where a scheduled appointment is to occur by telephone and the student does not answer the call, the staff member will attempt to contact the student again between 10 and 15 minutes past the first call.

- a. If the student does not answer after two contact attempts, the appointment will be considered missed.
- b. Following the unsuccessful contact attempts, the staff member will send the student an email notifying them that the appointment was unable to proceed and advising that they may contact the service to reschedule the appointment.

4.4 Where a student misses an appointment without notice, the staff member should remind the student of appointment expectations.

4.5 The staff member may discuss with the student any barriers that may be affecting their ability to attend appointments.

4.6 Where multiple appointments are missed without notice, the service may:

- a. transition the student to email-based support;
- b. Refer the student to a different external service; or
- c. limit the scheduling of further appointments.

4.7 Decisions impacting service provision made from missed appointments should be made on a case-by-case basis.

## 5. Safe Participation in Appointments

5.1 Students should participate in appointments from a location that allows safe and private engagement.

5.2 A staff member may pause, cancel or reschedule an appointment where the student is:

- a. driving

## Managing Student Responsibilities and Service Engagement Procedure

- b. travelling on public transport
  - c. in an environment that does not allow safe or confidential participation.
- 6.3 In such circumstances, the staff member should explain the reason for pausing or rescheduling the appointment and offer an alternative appointment time where appropriate.

### 6. Respectful Conduct

- 6.1 Students accessing the service are expected to interact respectfully with Student Advocacy & Support Service staff.
- 6.2 Where behaviour does not meet these expectations, the staff member should:
- a. remind the student of the expectations for respectful communication; and
  - b. clearly explain the behaviour that must change in order for support to continue.
- 6.3 Behaviour that may raise concerns includes, but is not limited to:
- a. aggressive or abusive language
  - b. harassment or intimidation
  - c. repeated disrespectful communication.
  - d. excessive volume of emails or appointments scheduled using the online booking form
- 6.4 Where appropriate, the staff member should document incidents of concerning behaviour.

### 7. Provision of Accurate Information

- 7.1 Students are responsible for providing accurate information and genuine documentation when seeking support from the service.
- 7.2 Where information appears incomplete, inconsistent, or unclear, the staff member may request clarification or additional documentation.

### 8. Requests to Change SASS Staff Member

- 8.1 Students may request to work with a different staff member with the request considered by the initial supporting staff member. Decisions regarding a request to change will be considered on a case-by-case basis.
- 8.2 In determining the feasibility of the request, the staff member will consider
- a. the reason for the request
  - b. continuity of the student's matter
  - c. service capacity.
- 8.3 Where a request to change staff member cannot be resolved, the student may request that the matter be reviewed by the Student Advocacy & Support Service Manager.

### 9. Limiting Service

- 9.1 Where a student's behaviour or engagement significantly affects the ability of staff to provide support, the service may limit the manner in which support is provided.
- 9.2 Limitations on service may include:
- a. requiring communication to occur only via email;
  - b. limiting the number or frequency of appointments.
  - c. Providing alternative ways of accessing support
- 9.3 Where possible, staff should first provide a behaviour reminder outlining the expectations required for continued engagement.

### 10. Denial of Service

- 10.1 Denial of service will only occur in limited circumstances where the service determines that support cannot continue safely or appropriately, or where the matter falls outside the scope of the service.
- 10.2 A staff member may immediately end a telephone call, online meeting, or in-person appointment where a student's behaviour:
- a. poses a risk to the safety or wellbeing of staff or others;
  - b. becomes abusive, threatening, or intimidating; or
  - c. prevents the appointment from continuing in a safe and productive manner.

## Managing Student Responsibilities and Service Engagement Procedure

- 10.3 Where an appointment is ended under clause 10.2, the matter must be referred to the Student Advocacy & Support Service Manager for assessment of whether, and in what manner, support may continue to be provided.
- 10.4 The service may determine that support cannot continue or be provided when:
- behaviour poses a safety risk to staff or others;
  - behavioural concerns persist despite reminders regarding expectations;
  - the student refuses to engage with reasonable service expectations;
  - the student is not currently enrolled at Deakin University; or
  - a student of Deakin College or DUELI is not a current financial member of Deakin University Student Association.
- 10.5 Decisions to deny service must be approved by the service Manager.
- 10.6 Where a decision is made to deny service, the student will be notified in writing of the decision made and the reasons for that decision by the service Manager.

### 11. Escalation to Deakin University

- 11.1 In serious circumstances, the service may consider referring matters to relevant university departments, including Student Conduct and Safer Communities.
- 11.2 Such circumstances may include:
- threatening behaviour
  - harassment
  - significant safety concerns.
- 11.3 Referral to university processes should be considered only where appropriate and proportionate to the circumstances.

### 12. Sensitive Disclosures

- 12.1 Where students disclose sensitive personal circumstances, including gender-based violence, staff should prioritise:
- student safety
  - supportive engagement
  - appropriate referrals to support services where relevant.
- 12.2 Staff should apply professional judgement and trauma-informed practice when responding to such disclosures.
- 12.3 Student Advocacy & Support Service staff are obligated to comply with the Deakin Gender-based Violence Prevention and Response Policy.

### 13. Confidentiality and Privacy

- 13.1 The Student Advocacy & Support Service is committed to handling student information in a manner that respects privacy and confidentiality.
- 13.2 Information disclosed by a student during engagement with the service will be treated as confidential and will only be accessed by DUSA staff who require the information to provide support or manage the student's matter.
- 13.3 Student information may be collected, recorded, and stored in accordance with applicable privacy legislation, University requirements, and DUSA record-keeping practices.
- 13.4 Confidential information will not normally be shared with other parties without the student's knowledge or consent unless:
- there is a serious and immediate risk to the safety of the student or another person;
  - disclosure is required by law; or
  - disclosure is necessary to meet legal or organisational obligations.
- 13.5 Where possible and appropriate, staff should explain to students the limits of confidentiality before discussing sensitive personal information
- 13.6 Students are expected to respect the privacy of staff and other students when engaging with the Service.

## Managing Student Responsibilities and Service Engagement Procedure

### **14. Documentation**

14.1 Staff should document significant interactions relating to:

- a. appointment attendance concerns
- b. behaviour reminders
- c. requests to change staff members
- d. service limitations
- e. safety concerns.

14.2 Documentation should be maintained in accordance with the service's record-keeping practices