ECU Student Guild
GUILD STUDENT ASSIST SERVICE USER POLICY

POLICY TYPE	Operational
POLICY SUBTYPE	Guild Student Assist
POLICY TITLE	Guild Student Assist Service User Policy
POLICY OWNER	Guild Student Assist Officers

Contents

1. INTENT

1.1. The purpose of this policy is to inform members of the Edith Cowan University Student Guild of the services and support offered by the Edith Cowan University Guild Student Assist Team.

2. ORGANISATIONAL SCOPE

2.1. The contents of this policy are applicable for members of the Edith Cowan University Student Guild.

3. DEFINITIONS

3.1. The singular includes the plural and vice-versa.

3.2. Words importing a gender include any other gender.

3.3. A reference to:

3.3.1. A person includes a corporation and government or statutory body or authority;

3.3.2. A person includes the legal personal representatives, successors, and permitted assigns of that person; and

3.3.3. A statute, ordinance, code or other law includes regulations and other statutory instruments under it and consolidations, amendments, re-enactments or replacements of any of them by any legislative authority.

3.4. The word "including" and similar expressions are not words of limitation.

3.5. The word "under" includes by and by virtue of; as well as, pursuant to and in accordance with.

3.6. **CIDC means the Continuous Improvement and Development Committee.**

3.7. **The Guild** means Edith Cowan University Student Guild.

3.8. **Senate** means the duly elected student representatives of the Guild.

3.9. **Guild Student Assist** means Edith Cowan University Guild Student Assist team.

4. OVERVIEW

4.1. All Guild policies are approved, amended or repealed by the Senate in accordance with the Guild's Policy Framework and compliance with relevant governance instruments, following consultation with CIDC.

4.2. The Guild shall maintain a policy manual of all current policies in a manner which is easily accessible to members, Senate, staff and other stakeholders where appropriate.

4.3. All Guild policies will be reviewed annually.

5.   POLICY

5.1. Guild Student Assist is a team of professionally trained staff who form a core component of the Guild providing advocacy, support and referral services for ECU students. Guild Student Assist services are free and confidential to all members of the Guild. University Preparation students can also access Guild Student Assist services.

5.2. **Who we support**

   5.2.1.   Guild Student Assist support members of the Guild. All ECU and uni prep students can be General Members of the Guild at no cost unless they elect not to be members from time to time; and

   5.2.2.   Senate members. Any senate member that requests services from Guild Student Assist must first contact the Guild Operations Manager to request. Senate may not request to work with a particular Guild Student Assist Officer; this decision sits firmly with the Operations Manager.

   5.2.3.**Senate Members**

      5.2.3.1. Senate Members may not access any of the following Financial supports from the Guild;

- Grocery Vouchers
- General Vouchers
- Grants
- Food Pantry box

      5.2.3.2. Guild student assist officers can support the Senate with suitable referral pathways should they seek Financial support

      5.2.3.3. In exceptional circumstances Guild student assist officers will assess the Senate member's case and refer to Operations Manager to look at alternative support options. The Operations Manager's decision regarding the outcome of this case is final.

5.3. **Who don't we support**

   5.3.1.   ECC students;

   5.3.2.   Future students who are not yet enrolled at Edith Cowan University;

   5.3.3.   Students who are not members of the Guild; and

5.3.4. Students who have an alert in their file and may have been identified as aggressive, abusive or failed to attend three appointments without cancelling or notifying the Guild.

5.3.5. We cannot advocate for any student or group of students referred to the Guild's Disciplinary Committee for matters relating to breaches of Guild Policies, procedures, guidelines or other matter. In circumstances where appropriate and where there is no conflict of interest, the Operations Manager may permit a GSA Officer to accompany a student as per the rules of the Disciplinary Committee.

5.4. **Services Guild Student Assist offer**

5.4.1. Advocacy and support with academic concerns including reviews, appeals and academic misconduct;

5.4.2. Attend university meetings with students;

5.4.3. Support with individual complaints and assistance to help resolve grievances;

5.4.4. Support for welfare and financial issues including provision of food pantry boxes;

5.4.5. Liaison support with university staff and key stakeholders;

5.4.6. Assistance with appealing a university decision;

5.4.7. Guidance in relation to university rules and policies; and

5.4.8. Guild Student Assist can provide referrals to internal or external services for a student with an issue outside of Guild Student Assist capacity. The Guild also accepts referrals from internal and external agencies. Referrals may be for additional or alternate services. The referral process generally includes the following steps.

- Guild Student Assist identifies the need for services from another agency;
- Explains the need for a referral to another agency including the reasons for being unable to provide the required or requested services;
- Obtains consent to liaise with other providers on behalf of the student;
- Continues to provide services currently in place (as applicable);
- Support the student to contact other suitable service providers;
- Documents all relevant information in the service user's record; and
- Check any existing Memorandums of Understanding with referring agencies to ensure that appropriate processes are followed for referral.

5.5. **Services Guild Student Assist do not offer**

5.5.1. Guild Student Assist do not have access to Edith Cowan University systems and we cannot provide Edith Cowan University services; and

5.5.2. Guild Student Assist are not registered visa migration agents, counsellors, financial counsellors, mental health support workers or fair work advisors and cannot provide advice on the following topics. Guild Student Assist can discuss and provide support to access these services.

- Migration Visa issues
- Legal advice
- Mental Health support, assessments or plans
- Medical advice
- Academic skills or assessments advice
- Career advice
- Fair work
- Housing and tenancy advice

5.5.3. Where a Student discloses current issues such as Gambling or drug addiction financial support will be reviewed in consultation with Operations Manager, an alternative type of financial support may be offered such as food pantry box.

5.6. **Zero tolerance approach**

5.6.1. Guild Student Assist may refuse service if aggressive or intimidating behaviour is displayed

5.6.2. Safe work Australia states Work-related violence and aggression can be any incident where a person is abused, threatened or assaulted in circumstances relating to their work. Work-related violence and aggression may include:

- physical assault such as biting, scratching, hitting, kicking, pushing, grabbing, throwing objects
- intentionally coughing or spitting on someone
- sexual assault or any other form of indecent physical contact, and
- Harassment or aggressive behaviour that creates a fear of violence, such as stalking, verbal threats and abuse, yelling and swearing and can be in person, by phone, email or online.

5.7. **Failing to attend appointments**

5.7.1. We understand students may at times be unable to attend their appointment. Students agree when booking online to cancel or reschedule their appointment if unable to attend either through our online Cliniko system or by calling the Guild;

5.7.2. If a Student does not cancel their appointment and fails to attend they will be contacted via phone at that time by Guild Student Assist to check in and remind them of their appointment;

5.7.3. Students may be refused service if they fail to cancel their appointment in advance with this occurring consistently for at least three appointments, or consistently reschedule/ cancelling appointments with less than 24 hours' notice and do not respond to calls from Guild Student Assist; and

5.7.4. Where the Guild Operations Manager and Guild Student Assist agree a student should no longer be allowed access to services due to their behaviour, a student will be notified.

5.8. **Confidentiality**

5.8.1. refer to Privacy policy https://ecuguild.org.au/privacy-policy/

5.8.2. Guild members consent to our collection, use and disclosure of personal information in accordance with the Privacy Policy and any other arrangements that apply. The Guild may change the Privacy Policy from time to time by publishing changes to it on the Guild website;

5.8.3. All interactions with Guild Student Assist, including scheduling of and attendance at appointments, content discussed, progress and outcomes of the appointment and student records are confidential. Student personal information and its treatment is important to the Guild and as such the Guild protects that information by adhering to the strict privacy rules and any applicable legislation. In line with the requirements of legislation Guild Student Assist is required to advise students why we need their information, for what purpose, & where or how it will be stored.

5.8.4. No information will be shared with family members, friends, or university staff without student consent. However there are some situations where student information may need to be provided without student consent. Exceptions to confidentiality where a Duty of Care applies as follows:

- Student health or safety is at risk;
- The health and safety of others is at risk;
- A criminal act has been declared; and
- There is a court directive

5.9. **Complaints process**

5.9.1. Refer to Edith Cowan Student Guild complaint policy.

6. RELATED DOCUMENTS

Related Policy	• Service User Policy
Related Procedure	• Lone Working Procedure
Other Related Documents	• None

Related Legislation	• None

7. CONTACT INFORMATION

For queries relating to this document please contact:

Policy Owner	Guild student Assist
All Enquiries Contact	Carly Elvin
Telephone	08 6304 3526
Email address	c.elvin@ecuguild.org.au

8. APPROVAL HISTORY

Policy Approved By	Senate
Date Policy First Approved	30/10/2020
Original Motion	SCM2010/01
Revision History	<Enter Revision History with Accompanying Motion>
Revised by	<Enter Name of Person Making Revisions>
Next Revision Date	October 2021