



ECU Student Guild

GUILD ADVISORY SERVICE USER POLICY

POLICY TYPE	Operational
POLICY SUBTYPE	Guild Advisory Service
POLICY TITLE	Guild Advisory Service User Policy
POLICY OWNER	Guild Advisory Officers

Contents

1. INTENT	3
2. ORGANISATIONAL SCOPE	3
3. DEFINITIONS	3
4. OVERVIEW	4
5. POLICY	4
5.2. Who we support	4
5.3. Senate Members	4
5.4. Who don't we support	5
5.5. Services The Guild Advisory Service offer	6
5.6. Services The Guild Advisory Service do not offer	7
5.7. Zero tolerance approach	8
5.8. Failing to attend appointments	8
5.9. Systemic Issues	9
5.10. Confidentiality	9
5.11. Complaints process	10
6. RELATED DOCUMENTS	10
7. CONTACT INFORMATION	10
8. APPROVAL HISTORY	11

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 Advisory Service 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. A reference to:
 - 3.2.1. A person includes a corporation and government or statutory body or authority;
 - 3.2.2. A person includes the legal personal representatives, successors, and permitted assigns of that person; and
 - 3.2.3. 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.
- 3.3. The word “including” and similar expressions are not words of limitation.
- 3.4. The word “under” includes by and by virtue of; as well as, pursuant to and in accordance with.
- 3.5. **CIDC** means the Continuous Improvement and Development Committee.
- 3.6. **Member** means all Guild Financial Members who include all enrolled students of Edith Cowan University who pay Student Services and Amenities Fees and also includes all enrolled International Students of Edith Cowan University but excludes the following SSAF exempt students:
 - 3.6.1. ECU Sri Lanka Students
 - 3.6.2. University Preparation Students (UniPrep Accelerate & UniPrep (Education Assistance Program))
 - 3.6.3. Undergraduate Certificate of Higher Education Students.
- 3.7. **The Guild** means the governing body of the Guild.
- 3.8. **Guild Advisory Officer** means an officer of the Guild, employed to provide advocacy, advice and guidance to members for academic, welfare and financial matters.

- 3.9. **Guild Advisory Service** means the Edith Cowan University Guild Department that provides advocacy, advice and guidance for academic, welfare and financial matters.
- 3.10. **Guild Advisory Service Coordinator** means the supervisor of the Guild Advisory Service.
- 3.11. **Operations Manager** means the senior executive officer of the Edith Cowan University Student Guild.
- 3.12. **Senate** means the governing body of the Guild.
- 3.13. **Systemic Issues** means an issue or complaint that affects multiple students in the same or a similar way that is required to be addressed at a wider University level to effect overall change to the policy or procedure of a particular department or School.

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. All Guild policies will be reviewed annually.

5. POLICY

5.1. The Guild Advisory Service is a team of professionally trained staff who form a core component of the Guild providing advocacy, support and referral services for ECU student members of the ECU Student Guild. Guild Advisory services are free and confidential to all members of the Guild.

5.2. Who we support

- 5.2.1. The Guild Advisory Service supports members of the Guild. All ECU 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 the Guild Advisory Service must first contact the Guild Operations Manager to request. Senate may not request to work with a particular Guild Advisory Officer; this decision sits firmly with the Operations Manager and may be based upon workloads of staff and availability.
- 5.2.3. University Preparation and Undergraduate Certificate of Higher Education students are not eligible to access Guild Advisory services.

5.3. Senate Members

5.3.1. Senate Members may not access any of the following Financial supports from the Guild under normal circumstances;

- Grocery Vouchers
- General Vouchers
- Grants
- Food Bank Referrals

5.3.2. Guild Advisory Officers can support the Senate with suitable referral pathways should they seek Financial support.

5.3.3. In exceptional circumstances Guild Advisory Officers will assess the Senate member's case and refer to Operations Manager to look at alternative Guild support options where referral pathways are deemed inadequate or unsuitable. The Operations Manager's decision regarding the outcome of a case is final.

5.4. Who don't we support

5.4.1. Edith Cowan College students;

5.4.2. ECU Sri Lanka Students

5.4.3. University Preparation and Undergraduate Certificate of Higher Education students are not eligible to access Guild Advisory services.

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

5.4.5. Students who are not members of the Guild, excepting that there will be a 3 month period post-graduation or expulsion/exclusion where a past student and non-member may be offered services to deal with academic matters that occurred during their enrolment period.

5.4.5.1. Students who access service post-graduation or expulsion will not be eligible to receive financial support from the Guild or other Guild grants.

5.4.5.2. Non-Members who approach the Guild Advisory Service for support to re-enrol following a period of exclusion or course intermission, provided the exclusion or intermission has been within the previous 12 months will be eligible to receive support from the Guild in relation to their re-enrolment. This does not include financial support from the Guild or other Guild Grants.

5.4.6. 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.

5.4.7. 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 Guild Advisory Officer to accompany a student as per the rules of the Disciplinary Committee.

5.4.8. Students who are driving during a phone appointment

5.5. Services The Guild Advisory Service offer

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

5.5.2. Attend university meetings with students, where possible;

5.5.2.1. GAO attendance at Academic Misconduct meetings, Informal Reviews, APSR meetings, Complaints meetings, or other meetings with ECU Academic or Administrative staff, is in the capacity of a student's Support Person. A Support Person's role is to provide emotional support and reassurance, observe the meeting, and assist with clarifying processes. A Support Person may not act as an advocate on the student's behalf and may only speak on the student's behalf if invited to do so by the staff member conducting the interview.

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

5.5.4. Assistance with individual National Student Ombudsman Matters

5.5.5. Support for welfare and financial issues including provision of Foodbank referrals;

5.5.6. Liaison support with university staff and key stakeholders;

5.5.7. Assistance with appealing a university decision;

5.5.7.1. GAO attendance at Student Appeals Committee hearings may be in the capacity of a student's Support Person, only. A GAO may speak on a student's behalf if requested by the panel.

5.5.7.2. A GAO may only act as a student support person where:

5.5.7.2.1. They have previously met with the student to discuss their appeal, and had the opportunity to obtain a thorough understanding of the decision that is being appealed.

5.5.8. The same GAO cannot support multiple students who are appealing decisions relating to their conduct in the same incident or assessment as one another. For example, matters concerning group assignments or collusion allegations. If another advocate cannot be sought within the GAO team, the student who booked an appointment first will be prioritised.

5.5.9. Guidance in relation to university rules and policies;

5.5.10. Referrals to internal or external services for a student with an issue outside of Guild Advisory Service 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:

5.5.10.1. The Guild Advisory Service identifies the need for services from another agency;

5.5.10.2. Explains the need for a referral to another agency including the reasons for being unable to provide the required or requested services;

5.5.10.3. Obtains consent to liaise with other providers on behalf of the student;

5.5.10.4. Continues to provide services currently in place (as applicable);

5.5.10.5. Support the student to contact other suitable service providers;

5.5.10.6. Documents all relevant information in the service user's record; and

5.5.10.7. Check any existing Memorandums of Understanding with referring agencies to ensure that appropriate processes are followed for referral.

5.5.11. GAOs and the ECU Student Guild are not responsible for the outcome of appeals or any University Decision or outcome where they have supported, advocated for a student or acted on student's behalf.

5.6. Services The Guild Advisory Service do not offer

5.6.1. The Guild Advisory Service do not have access to Edith Cowan University systems and we cannot provide Edith Cowan University services;

5.6.2. The Guild Advisory Service are not registered visa migration agents, counsellors, financial counsellors, mental health support workers or Fair Work advisors and cannot provide advice on these or the following topics. The Guild Advisory Service can discuss and provide referral support to access these services.

- Migration Visa issues
- Legal advice
- Mental Health counselling, assessments or plans
- Medical advice
- Academic skills, instructions on correct AI use or assessments advice
- Career advice
- Fair Work
- Housing and tenancy advice

- 5.6.3. Where a Student discloses current issues such as gambling or drug addiction, requests for financial support will be reviewed in consultation with Guild Advisory Service Coordinator, an alternative type of financial support may be offered such as a Foodbank referral.
- 5.6.4. The Guild Advisory Service will not advocate for a student where the student has another external advocate.

5.7. Zero tolerance approach

- 5.7.1. The Guild Advisory Service will refuse service if aggressive or intimidating behaviour is displayed.
- 5.7.2. 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.

5.8. Failing to attend appointments

- 5.8.1. 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 portal or by calling the Guild;
- 5.8.2. If a Student does not cancel their appointment and fails to attend they will be contacted via text message to remind them of their missed appointment. A link to rebook another appointment will be also sent in the same text message;
- 5.8.3. 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/cancel appointments with less than 24 hours' notice and do not respond to calls from The Guild Advisory Service; and
- 5.8.4. Where the Operations Manager and Guild Advisory Service Coordinator agree a student should no longer be allowed access to services due to their behaviour, a student will be notified by email, by the Operations Manager.

5.9. Systemic Issues

- 5.9.1. There may be occasions where a number of students present with the same or similar issues. In these cases each student will be supported individually to resolve their particular issue or complaint.
- 5.9.2. The Guild Advisory Officers do not support with group ECU complaints in line with the Edith Cowan University's complaints process.
- 5.9.3. The Guild Advisory Officers do not support group National Student Ombusman complaints but may assist in the compilation of a complaint as required by the Operations Manager or with a submission made by the Guild Senate.
- 5.9.4. Where it appears that a systemic issue is presented by one or multiple students the Guild Advisory Officers will case conference the particular complaint with the Guild Advisory Service Coordinator as soon as practicably possible or at the next available Guild Advisory Service Team Meeting.
- 5.9.5. Where Systemic issues are identified the Guild Advisory Service Coordinator in consultation with the Operations Manager, will provide details of the issue to the relevant Vice President and/or the President to raise with the school or relevant University Department, through the School Representatives or through a relevant forum as the case may be.
- 5.9.6. Student's details will not be passed on to the Senators in relation to the complaints received. These students will continue to be supported to resolve their individual issue by the Guild Advisory Officer supporting the student. Only the details of the systemic issues presented will be provided to the Vice President and/or President for resolution at a school/university level. Where there is feedback to be provided the Vice President or President will endeavour to discuss this with the supporting Guild Advisory Officer and the Guild Advisory Service Coordinator to ensure that students are fully informed of the outcome. It is the Guild Advisory Officer's responsibility to relay this feedback to the student.
- 5.9.7. Senators will not routinely liaise or consult with individual students on systemic matters.
- 5.9.8. Where there is a potential conflict of interest for the Senator in managing a complaint, the Guild President will elect a proxy to manage the issue with the school or department.

5.10. Confidentiality

- 5.10.1. Refer to Privacy policy <https://ecuguild.org.au/privacy-policy/>
- 5.10.2. 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;

5.10.3. All interactions with The Guild Advisory Service, 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 The Guild Advisory Service is required to advise students why we need their information, for what purpose, & where or how it will be stored.

5.10.4. 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

5.11. Complaints process

5.11.1. Refer to Edith Cowan Student Guild Complaints Management Policy.

6. RELATED DOCUMENTS

Related Policy	<ul style="list-style-type: none"> • Membership Facilities and Services Policy • Complaints Management Policy • Privacy Policy
Related Procedure	<ul style="list-style-type: none"> •
Other Related Documents	<ul style="list-style-type: none"> • ECU Student Complaints Policy
Related Legislation	<ul style="list-style-type: none"> • None

7. CONTACT INFORMATION

For queries relating to this document please contact:

Policy Owner	The Guild Advisory Service
All Enquiries Contact	The Guild Advisory Service
Telephone	08 6304 2640
Email address	studentadvisory@ecuguild.org.au

8. APPROVAL HISTORY

Policy Approved By	Senate
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