



ADVOCACY SERVICE USER *CODE OF CONDUCT*

Purpose of this document

This document explains what you, the service user, can expect from DUSA and what DUSA Advocacy Staff expect of you when you use our Advocacy Service.

Definitions

- Service user: any Deakin University student that uses the DUSA Advocacy Service;
- DUSA staff: Support Officers including Advocacy staff and any other DUSA employees, DUSA representatives or volunteers;
- DUSA: Deakin University Student Association.

Expectations

- DUSA will provide a safe environment for service users and our staff. We will provide a respectful, courteous service and listen to service users' concerns. We expect service users to be courteous to our staff. We acknowledge that service users may be frustrated and experiencing difficulties, however our staff are here to help you;
- Any service user who threatens, intimidates or harasses a staff member will have Advocacy Services terminated immediately;
- Service users can expect DUSA Advocacy Service to be impartial and open with you in assessing your inquiry or case and to provide a realistic assessment of it;
- A service user should contact DUSA as soon as possible after the issue in question first arises. This will ensure DUSA has ample time to assist. Students need to book appointment times with Advocates for consultations and Academic Progress / Misconduct Hearings. Please Note: appointments may not be available on day of contact;
- You shall provide our Advocacy staff with all the facts and circumstances of your case. It will help if you put things in writing and give our staff all relevant documents. This will allow Advocates to identify the most suitable and effective course of action or argument. As outlined in DUSA's Privacy Policy, a service user's information will remain confidential;
- Service users shall endeavour to undertake all tasks suggested by Advocacy staff in a timely manner, such as writing a letter, sourcing documents or speaking to University staff. It is unreasonable to expect DUSA Advocates to assist at very short notice of a deadline being due. Advocates will advise students of a date they must have written submissions to them for review. Messages received outside of DUSA reception/Advocates hours of operation (9am – 4pm) will be addressed the next business day. DUSA endeavours to provide a 24 hour work day turn around for all correspondence;
- Service users shall be on time to appointments. Lateness of greater than 15 minutes may mean an appointment has to be rescheduled as advocates may take new appointments. In peak times, service users will need to be flexible when rescheduling as availability of appointments is limited;
- DUSA Advocates will document student issues and enquiries but **will not** act on their behalf should a student wish to remain anonymous;
- DUSA does not condone the allocation of more than one Advocate per student; however, from time to time there may be a requirement for a student to seek assistance from another Advocate;
- To assist DUSA in providing the best support, service users shall inform Advocacy staff of any developments in their case, such as further University correspondence received and the best way to do this is via email;
- Service users shall give Advocacy staffs' recommendations reasonable consideration, even if suggested arguments or courses of action may not be the most simple or comfortable and may differ from a service user's opinion. DUSA advocates are experienced and trained to identify potential arguments and courses of action;
- Service users shall respect that DUSA Advocates are not specialist counsellors and may refer you to Deakin or external health professionals such as counsellors, for assistance. We would advise you to follow up on referrals provided, as these may assist the outcome of your case;
- Advocates work hard to assist you with your case and would appreciate feedback as to the outcome of your case and University decisions. DUSA may send service users a Client Satisfaction Survey and this feedback will help DUSA maintain and improve quality of service for Deakin students.

Breaching this Code of Conduct

Breaching this Code of Conduct may affect the quality of service DUSA is able to provide.

Seriously breaching this Code of Conduct may result in DUSA suspending your right to use services and amenities of DUSA for a specified period, or, in the case of DUSA members, consistent with Part 4 of the DUSA Constitution, suspension of DUSA membership or expulsion as a member of DUSA.