

SERVICE GUIDELINES

- All students connected with the Student Guild, will be expected to comply with the University's Student Conduct –Governing Policy, and the UniSC Student Charter. These policies can be found here:
 - [Student Conduct - Governing Policy](#)
 - [Student Charter](#)
- The Student Guild expects students to be mutually respectful to all Student Guild and UniSC personnel. Student Guild Staff do not tolerate any unsafe, intimidating, discriminating, harassing, bullying, or abusive behaviour.
- The Student Guild's regular operating hours are between 9am and 3pm, Monday to Friday. We aim to respond to phone messages and emails within 2 business days.
- Students are expected to book an appointment with an Advocacy Officer before any University hearings / meetings. Appointments may not be available on the day of contact.
- The Student Guild may not be able to assist students if they have already responded to their matter, or if their deadline is imminent.
- The Student Guild staffing model is team-based and students may not always have consistent access to the same Student Guild support staff.
- All students accessing the Student Guild Advocacy service are required to complete a service user intake.
- As an independent organisation, the Student Guild does not customarily have access to UniSC's information about student matters. In order to best assist students, the Student Guild requests that students are honest and transparent about their matter, providing all relevant documentation and information directly to the Student Guild.
- All information remains confidential within the Student Guild and will not be released to third parties unless required by law. Immediate safety concerns will be referred to SafeUSC.
- The Student Guild promotes inclusivity. Students should advise if they require additional support prior to their appointment.
- Students who are more than 15 minutes late for an appointment may be required to reschedule.
- The Student Guild does not offer specialist counselling services. Students will be referred to UniSC Student Wellbeing or external services for mental health support.
- The Student Guild has the right to terminate service when these service guidelines are breached, or for behaviour which has breached the Student Conduct-Governing Policy or the Student Charter.