

SWINBURNE STUDENT LIFE INDEPENDENT ADVOCACY

SERVICE CHARTER

Swinburne Student Life Advocacy Officers will abide by the following guidelines:

- Must be completely independent and impartial
- Have a duty to act in the overall best interests of the Student based on the facts and having regard to the University's statutes, regulations, policies and procedures
- Owe a duty of confidentiality to the Student
- Will join the Student as a support person at University meetings if requested
- If so authorised by the Student, will have the right to speak and make submissions on behalf of the Student
- Will represent the Student free-of-charge and conditions, subject to the Student complying with the Swinburne Student Life Advocacy Code of Conduct
- Are to be guided by the principles of fairness and equity
- Will ensure that the University and the Student are both aware of relevant information and issues affecting a matter
- Have a right to information from the University necessary to enable them to perform their function
- Are to be free of any interests that conflict with the role described above.

The independence of the Advocacy Officers will be reviewed by the University's internal auditor.

The Advocacy Officers will have the right to make submissions in relation to their independence to the internal auditor.

Students and Staff will have the right to make submissions in relation to the independence of the advice provided by the Advocacy Officers to the internal auditor.

This Independent Academic Advice and Advocacy Charter is a Protocol under the Constitution of Swinburne Student Amenities Association Limited (trading as Swinburne Student Life), in accordance with the resolution of the Council of Swinburne University of Technology made on 14 March 2018.

