

Service Charter and Rights & Responsibilities



Swinburne's AccessAbility Services is committed to increasing and enhancing educational opportunities for people with disabilities or carers of people with disabilities.

We will negotiate a range of reasonable adjustments made by the University to ensure that a student with a disability/carer of a person with disabilities, has equal opportunity to access and participate in education at Swinburne.

Swinburne promotes independence and encourages the use of adaptive technology.

AccessAbility Service Charter:

We aim to:

- Assist students to access information before and during their study that is relevant to their educational experience, to enable *informed choices*.
- Give *timely responses* to students queries, within two business days and refer students to the appropriate department if unable to assist them directly.
- Behave honestly, *professionally and ethically*, accept accountability and responsibility for our actions.
- Acknowledge and respect the privacy of individuals. All health information will be kept *confidential* in accordance with Swinburne Privacy Policy. Documentation will be stored electronically in a secure location within the Student Management System.
- Remain committed to *continuously improving* our performance through review, being open to new ideas, actively receiving feedback and identifying and implementing improvement opportunities.
- Acknowledge and respect *diversity* in our students and their individual requirements.
- Assist students to *access* learning resources.
- Treat students with *dignity and respect* and uphold child safety standards, so that students can enjoy an environment free from all forms of harassment and discrimination.
- Take every opportunity to *educate* and support Swinburne staff with equitable access to education.
- Provide students with advise on how to access and lodge feedback through the Complaints and Feedback process.

Student Rights & Responsibilities:

Swinburne takes pride in our support provided to students living with disability and those with carer responsibilities. All our services are negotiated and provided in accordance with the Disability Discrimination Act (Cwlth) 1992, Disability Standards for Education (Cwlth) 2005, and the Carer Recognition Act (Cwlth) 2010.

Student Rights

- The right to be treated in a fair and respectful manner, free from all forms of harassment and discrimination.
- The right to confidentiality of information and sharing of information on a need to know basis with informed consent.
- The right to negotiate appropriate *reasonable adjustments* to enable their participation in education to the same standard as any other student, provided those adjustments do not compromise the academic requirements or learning outcomes of the unit or course, or are considered unreasonable by the University.

Student Responsibilities

- Treat other students and staff with honesty, respect and courtesy in a safe manner, free from all forms of harassment and discrimination. (Swinburne Student Charter)
- Be accountable for your learning (Swinburne Student Charter)
- Provide current documentation from a relevant treating health professional to access reasonable adjustments via AccessAbility Services.
- Initiate and maintain contact with AccessAbility Services regarding any change in your condition or required reasonable adjustments in a timely manner.
- Apply for Equitable Assessment Arrangements (EAA) at least six weeks before the first exam.
- Ensure your Swinburne student email account remains able to receive incoming mail, and check it regularly so that you can promptly respond to any requests for action or information.