

# SAS SERVICE CHARTER

## Timeliness

### WHAT WE EXPECT FROM YOU

- ▶ Students will respect advocates' and other students' time by booking appointments for all consultation or questions.
- ▶ Students will arrive on time for appointments. Students who are more than 10 minutes late will have to reschedule.
- ▶ At peak times students might not get an appointment at their preferred time: We value your understanding.

### WHAT YOU CAN EXPECT FROM US

- ▶ Advocates will respect students' time and be available at the time of the appointment.
- ▶ We will respond to your follow up issues and review drafts in a timely manner
- ▶ We will find you the next available time for all appointment types
- ▶ We will give you our full attention during appointment times

## Confidentiality

### WHAT WE EXPECT FROM YOU

- ▶ Students will ensure that they give written permission for someone else to speak on their behalf if they are incapacitated or otherwise unable to do so.
- ▶ During online/phone appointments students will ensure that there is no one else around to ensure that the advocate's advice is only given to the relevant student
- ▶ Students will inform advocates if they are also consulting any other agents to ensure conflict of interest and professional integrity are not compromised.

### WHAT YOU CAN EXPECT FROM US

- ▶ Students can expect their information to be kept confidential and not discussed with anyone without the student's consent
- ▶ Advocates will ensure that they get written permission to discuss a student's case with someone from the university/ outside services on the student's behalf.
- ▶ Advocates will organise group sessions, where appropriate, to address common topics within the group

## Meeting environment and access

### WHAT WE EXPECT FROM YOU

- ▶ Students will respect the advocates' workspace.
- ▶ Students will respect other students that may be in the space by not being loud or intrusive.
- ▶ During online/phone appointments students will ensure they are in a quiet space free from distraction and noise.

### WHAT YOU CAN EXPECT FROM US

- ▶ Students can expect a safe, calm, confidential space free from distraction.

## Conduct/behaviour

### WHAT WE EXPECT FROM YOU

- ▶ Students will behave in a respectful manner at all times in all interactions with advocates, reception and UQU staff.

### WHAT YOU CAN EXPECT FROM US

- ▶ Advocates reception and other UQU staff will behave in a respectful manner at all times in all interactions with students.

## Engagement

### RECEPTION

#### WHAT WE EXPECT FROM YOU

- ▶ Students will be polite and respectful at reception and whilst waiting for their appointments
- ▶ Students will provide a current Student ID card on request
- ▶ Students will check in at reception prior to appointments

#### WHAT YOU CAN EXPECT FROM US

- ▶ Reception will be polite and respectful before, during and after students checking in for appointments/general enquiries
- ▶ Reception will prioritise students' needs and endeavour to respond to all email enquiries within 24 hours

### APPOINTMENT REPEATS

#### WHAT WE EXPECT FROM YOU

- ▶ Students must not make appointments with several advocates about the same thing

#### WHAT YOU CAN EXPECT FROM US

- ▶ We will do our best to accommodate genuine emergencies when they occur

### APPOINTMENT CANCELLATIONS

#### WHAT WE EXPECT FROM YOU

- ▶ Students will cancel appointments if they cannot attend them
- ▶ When students need to cancel an appointment, they will do so as soon as possible to allow other students to take advantage of that appointment time

#### WHAT YOU CAN EXPECT FROM US

- ▶ If an advocate needs to reschedule an appointment, the student will be given as much notice as possible. If appointments are urgent, efforts will be made to try to book students in with next available advocate.

### PREPARATION FOR APPOINTMENTS

#### WHAT WE EXPECT FROM YOU

- ▶ Students will respond to requests for documents in a timely manner.
- ▶ Students will provide all relevant documents that may be helpful for their case
- ▶ Students will note that all booking times are AEST
- ▶ Students will provide Australian phone numbers for phone appointments

#### WHAT YOU CAN EXPECT FROM US

- ▶ Advocates will provide all information and requests for documentation that students need to have in a timely manner prior to and after appointments.

ACADEMIC

JOB PREP

LEGAL

VISA

WELFARE

