

Advocacy Charter

As per the Higher Education Support Act 2003

"2.2.4 HEPs must ensure students enrolled at the HEP have access to advocacy officers for services set out in clause 2.2.2 (c). Advocacy officers should act in the best interest of students and be independent from the HEP's decision makers and other staff who administer the HEP's academic and procedural rules and regulations. Advocacy officers must avoid potential or actual conflicts of interest in carrying out their duties."

CDU Student Advocacy aims to:

- > deliver accessible advocacy services independently, fairly and timely
- > only raise issues as directed by the student
- > act in the overall best interests of the student based on the facts and having regard to the University's regulations, policies and procedures
- > promote self-advocacy to empower students to understand and act on their rights and responsibilities
- > accurately represent the students concerns and the response of the University
- > make recommendations to CDU for improving policies and outcomes for enrolled students
- > seek feedback from students for ongoing improvements to Student Advocacy services.

| Student advocacy will : | Student advocacy will not : |
|---|--|
| <ul style="list-style-type: none">> provide advice and information about student-related policies and procedures, and clarify official correspondence from the University> assist you in providing impartial advice and realistic timeframes when lodging an academic appeal> support you to request special exams, removal of penalty or submitting a complaint> suggest how to structure your statements and advise you about content> contact a CDU staff member on your behalf to gather additional information or determine possible options to resolve a student concern> provide independent and confidential referral to internal and external support services where appropriate> accompany you to meetings or hearings with CDU staff as a support person. | <ul style="list-style-type: none">> provide support outside the scope of advocacy (e.g. legal advice or counselling)> write or submit a student's request for special exams or removal of penalty or complaint submission> contact a CDU staff member on your behalf without your permission. |

Your obligation to the process is:

- > contacting Student Advocacy as soon as your concerns arise and attend scheduled meetings or reschedule if required - advocacy@cdu.edu.au
- > make an appointment for a free CDU counselling session if you have any concerns about your emotional wellbeing - counselling@cdu.edu.au or call CDU after-hours support line Tel: 1300 933 393
- > provide relevant information and supporting evidence as soon as possible
- > work in partnership with CDU staff by conducting yourself with professionalism and respect.