

FACT SHEET

Informal Discussions with the Division of People and Culture

Division of People and Culture (Fact Sheet reviewed July 2026)

Contents

Informal Discussions with the Division of People and Culture	2
About informal discussions	2
What does 'off the record' mean?	2
Why conversations with DPC cannot be 'off the record'?	2
Situations requiring action or disclosure	2
Limitations of 'off the record' discussions	3
Confidentiality	3
Further information	3
Where can I get support	3
What if I have further questions?	3

Informal Discussions with the Division of People and Culture

This fact sheet provides guidance about conversations with members of the Division of People and Culture (DPC).

About informal discussions

1. We understand that from time-to-time University staff need to seek advice or assistance from DPC about concerns or difficult matters. DPC is here to help. Staff are encouraged to reach out to a member of DPC for support or advice regarding issues or concerns that might arise.
2. All conversations with DPC are treated with sensitivity, respecting the University's obligations around privacy and confidentiality. However, discussions with DPC are not 'off-the-record'.
3. DPC staff will be transparent about obligations and will clarify when information must be treated 'on the record'. Sensitive information will only be shared with others where required.

What does 'off the record' mean?

4. An 'off the record' discussion is one where both parties agree that information will not be recorded, documented, or shared under any circumstances.
5. For such a discussion to occur, both the source and the receiver must explicitly agree that the information is provided on this basis.

Why conversations with DPC cannot be 'off the record'?

6. DPC staff cannot guarantee 'off the record' discussions because the University:
 - Has a non-delegable duty of care to staff, students, and stakeholders.
 - Holds legal obligations to report certain matters to external government and regulatory bodies.
 - Must proactively manage issues at the earliest possible stage.

Situations requiring action or disclosure

7. DPC is required to act or share information when:
 - There is a serious or imminent risk of harm to individuals.
 - A threat exists to public health or safety.
 - Suspected illegal activity occurs (e.g., theft, violence, harassment, intimidation, serious crime).
 - Misconduct, fraud, corruption, or improper conduct is suspected.
 - Breaches of Commonwealth or NSW legislation occur.
 - Serious breaches of the code of conduct or University policies occur.
 - Consent has been given by the staff member (or someone with legal authority).
 - Mandatory reporting obligations apply (e.g., child safety laws, corruption legislation, professional reporting requirements).
 - The University must report to professional / licensing bodies (e.g., AHPRA, Teachers Board).

Limitations of 'off the record' discussions

8. By law, information shared with DPC is considered to have been notified to the University - even if provided 'off the record'. Therefore, in the event of a dispute or escalation of a concern, DPC staff knowledge may be treated as official University awareness.

Confidentiality

9. DPC staff act sensitively and will not disclose personal information except:
 - where consent is given,
 - where required by law, or
 - in the circumstances outlined above.

Further information

10. At the time of drafting, no specific University policy addressed 'off the record' conversations. Guidance can be sought from the Workplace Relations team. Relevant documents include:
 - [Charles Sturt University Enterprise Agreement 2023-2025](#)
 - [Code of Conduct](#)
 - [Complaints Management Policy](#)
 - [Complaints Procedure – Workplace](#)
 - [Bullying, Discrimination and Harassment Prevention Policy](#)
 - [Bullying, Discrimination and Harassment Prevention Procedure](#)

Where can I get support

11. Staff are encouraged to contact the University's Employee Assistance Provider (EAP) by calling 1300 687 327. The Employee Assistance Program provides support, counselling and specialist helplines. More information is available at [Employee Assistance Program](#).

What if I have further questions?

12. For further questions or to speak to someone directly, contact the Division of People and Culture at workplacerelations@csu.edu.au.