



## The Role of a Support Person – Fact Sheet

This fact sheet outlines the role and scope of a Support Person in a process involving an employee of Charles Sturt University.

### The Role of a Support Person

1. The Support Person is there to provide support to the employee of the University. During discussion (interview) with the University employee the Support Person can:
  - a. Act as an observer to the proceedings
  - b. Provide emotional support to the employee
  - c. Provide advice to the employee

The Support Person may not:

- a. Answer questions for the employee
- b. Answer questions on behalf of the employee
- c. Advocate for the employee

Where a Support Person does not adhere to these requirements, the University may suspend the proceedings and direct the Support Person to leave.

### Who can be used as a support person?

2. It is a decision for the employee who they select (and organise) to be their Support Person. Any individual can be a Support Person provided the individual is not:
  - a. Involved in the matter. For example, as a witness or co-complainant or have any other conflict of interest
  - b. A legal representative acting in the capacity of a legal representative
3. Where the employee selects a Support Person who fits in any of the above categories the University will ask the employee to select a different Support Person. The University may postpone any discussions until this is done.

### Confidentiality

4. There is an expectation the Support Person maintain confidentiality of the process and discussions which are held between the University and the employee. The Support Person may be asked to sign a confidentiality undertaking as part of the proceedings. If the Support Person is an employee of the University and breaches confidentiality, then the matter may be managed under the disciplinary procedure of the Enterprise Agreement.
5. The University and DPC have legal obligations, including a duty of care, which require us to act when informed of specific issues. Personal information will not be disclosed except where required to manage the complaint, or by law or if there is a serious threat to the health and safety to yourself or others.

## Further Information

6. Further information can be found at the following links

<i>Document</i>	<i>Link</i>
Charles Sturt University Enterprise Agreement	<a href="#">Enterprise Agreement</a>
Code of Conduct	<a href="#">Code of Conduct</a>
Complaints Management Policy	<a href="#">Complaints Management Policy</a>
Complaints Procedure – Workplace	<a href="#">Complaints Procedure - Workplace</a>

## Where can I get additional support?

7. The University understands that discussing complaints can be difficult. The University encourages complainants to reach out to the University's Employee Assistance Provider (EAP) for support by calling 1300 687 327. The Employee Assistance Program can provide support, counselling and specialist helplines. More information about the EAP services can be found at [Employee Assistance Program](#).

## What if I have further questions?

8. If you have further questions or would like to speak to someone then you should reach out to the relevant Division of People and Culture (DPC) staff member who has contacted you or sent you this fact sheet. If you are unsure of who this is, you can send an e-mail to [dpccompliance@csu.edu.au](mailto:dpccompliance@csu.edu.au) and the case manager will get back to you.

Last reviewed: July 2023

