

FACT SHEET

Role of a Support Person

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

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Role of a Support Person

Charles Sturt University provides employees with the option to have a support person present during formal discussions and interviews with the Division of People and Culture. This fact sheet explains the role, responsibilities, and limitations of a support person in these processes.

The role of a support person

1. A support person is present to assist the employee during formal discussions or interviews with the University. Their role includes:
 - Acting as an observer during proceedings.
 - Providing emotional support to the employee.
 - Offering advice to the employee.
 - Taking notes on the behalf of the employee.

Limitations of a support person

2. A support person must not:
 - Answer questions for the employee.
 - Speak on behalf of the employee.
 - Advocate for the employee.
3. If a support person fails to comply with these requirements, the University may suspend proceedings and request that the support person leave.

Who can be a support person?

4. Employees may select and arrange their support person. Any individual can be a support person provided the individual is not:
 - Directly involved in the matter (e.g., a witness, co-complainant, or anyone with a conflict of interest)
 - A legal representative acting in professional capacity
5. If the chosen support person falls into these categories, the University will require the employee to select another support person. Discussions may be postponed until this occurs.

Confidentiality

6. Support persons are expected to maintain confidentiality regarding all processes and discussions between the University and the employee. They may be asked to sign a confidentiality undertaking. If the support person is a university employee and breaches confidentiality, the matter may be addressed under the disciplinary procedures outlined in the Enterprise Agreement.
7. The University and the Division of People and Culture (DPC) have legal obligations, including a duty of care, which may require disclosure of information in certain circumstances (e.g., to manage a complaint, comply with legal requirements, or address serious threats to health and safety)

Further information

8. Relevant documents include:
 - [Charles Sturt University Enterprise Agreement 2023-2025](#)

- [Code of Conduct](#)
- [Complaints Management Policy](#)
- [Complaints Procedure – Workplace](#)

Support services

9. The University recognises that discussing complaints can be challenging. Staff are encouraged to contact the Employee Assistance Program (EAP) by calling 1300 687 327.

The EAP provides confidential counselling, support, and specialist assistance. More information is available at [Employee Assistance Program](#).

What if I have further questions?

10. If you have further questions:
 - Contact the DPC staff member who reached out to you.
 - If you are unsure who to contact, email workplacerelations@csu.edu.au and a case manager will respond.