

TUSA Advocacy Service Behaviour Matrix



Introduction

TUSA Student Advocates provide free advocacy and support services to University of Tasmania (UTAS) students. If something has affected your study or if there is a process that's got you confused, we are here to listen and help. We strive to provide a safe space for all students.

TUSA has zero tolerance for behaviour that

- Breaches the TUSA Code of Conduct and/or the UTAS Code of Conduct, Behaviour Ordinances and the TUSA Advocacy Charter,
- Is in breach of the law, and/or,
- Places others in dangerous situations that could cause harm, injury, or death.

Examples of such behaviour include but are not limited to

- Racism, sexism, homophobia, or any other behaviours of intolerance,
- Verbal abuse or harassment,
- Physical abuse or harassment,
- Sexual abuse or harassment,
- Disregarding or diminishing advice provided by TUSA staff or volunteers,
- Theft, damage to TUSA, UTAS, private property, and/or,
- Non-compliance with the guidelines in the TUSA Advocacy Charter. For example:
 - Disrespectful communication,
 - Providing dishonest, inaccurate or incomplete information,
 - Disregarding our reasonable advice.

Students are responsible for their actions and will be held accountable by the TUSA, and where appropriate will be referred to UTAS and SaFCU for further investigation.

**TASMANIAN
UNIVERSITY
STUDENT
ASSOCIATION**

	Advocate provides formal written warning	Advocate provides second formal written warning and behaviour is reported to TUSA Management to consider any limits to service delivery	Advocate reports behaviour to TUSA Management and TUSA terminates services indefinitely
Providing dishonest, inaccurate or incomplete information	1 st incident	2 nd incident	Repeated
Disrespectful communication	1 st incident	2 nd incident	Repeated
Disregarding our reasonable advice	1 st incident	2 nd incident	Repeated
Other breach of the Advocacy Charter	1 st incident	2 nd incident	Repeated
Verbal abuse or harassment ¹			No tolerance, immediate ban and reported
Physical abuse or harassment			No tolerance, immediate ban and reported
Sexual abuse or harassment			No tolerance, immediate ban and reported
Racism, sexism, homophobia, or any other behaviours of intolerance			No tolerance, immediate ban and reported
Theft, damage to TUSA, UTAS, private property ²			No tolerance, immediate ban and reported

¹ depending on the severity of the verbal abuse or harassment.

² depending on the nature of the damage, individuals will be reported to the Police and/or SaFCU for further investigation and follow up. Theft will be reported to the Police.