



University of South Australia Students Association

Financial Counselling Conditions of Service

1. About the Service

Our primary role is to provide to the University of South Australia students with independent, free and confidential advice about their personal financial situation. A Financial Counsellor can help to ensure that your circumstances and financial issues are heard, respected and acted on.

Some of the issues we can assist UniSA students with, are:

- Budgeting.
- Managing debt.
- Talking to you about your rights and responsibilities as a consumer.
- Advocating on your behalf with Campus-Central regarding University fee payments.
- Emergency Food Vouchers.
- In limited instances negotiating with creditors.
- Referral to other services inside and outside of the University.

2. Scope of these Conditions

These conditions of service apply to the behaviour of all UniSA and Uni SA College students using the Financial Counselling service.

This includes behaviour at:

- 2.1 Any meeting with the Financial Counsellor, University Staff member or a third party.
- 2.2 Any verbal or written communication with the Financial Counsellor, University Staff member, students or the general public including online communications
- 2.3 Conduct in any and all formal meetings directed by the Financial Counsellor.

3. Principles for Users

The two principles that underpin behaviour for Financial Counsellor users are:

- 3.1 Respect for students, University Staff members, Financial Counsellor and the general public.
- 3.2 Recognition that rights come with responsibilities

USASA has a duty of care to ensure a safe environment for all students and staff members and is obliged to take immediate action where a student's behaviour is inappropriate or interferes with the service itself, another student, staff member or the community.

Students who do not comply with the USASA's behavioural expectations may infringe on others' rights.

University of South Australia students are bound by the Code of Conduct for Students <http://w3.unisa.edu.au/policies/codes/students/Code-of-Conduct-for-Students.pdf> Any breaches of the University Code of Conduct by students will be reported to the appropriate head of school.

4. Our Service Commitment

Financial Counsellors users have the right to;

- 4.1 Be treated fairly, equally and with respect by the Financial Counsellor.
- 4.2 Seek Advice in an environment free from all forms of harassment and discrimination.
- 4.3 Privacy and confidentiality concerning records, documentation and any other communication containing user personal information, unless consent is otherwise provided.
- 4.4 Be informed and actively involved in all matters regarding their cases.

Please see the Financial Counselling Service Charter for more information.

5. Conditions of Use of the Service

The USASA Financial Counsellor can only help you to the extent to which you are willing to follow the advice and direction to which they provide.

Students accessing the Financial Counselling Service agree to;

- 5.1 Treat the Financial Counsellor, students, University staff and the general public fairly, equally and with respect and courtesy.
- 5.2 Behave responsibly and appropriately and ensure they conduct themselves in a manner which will not injure the reputation of the Financial Counsellor, USASA or the University.
- 5.3 Not physically or verbally harass others.
- 5.4 Follow the advice and directions of the Financial Counsellor if the user wants to continue using the service. We deserve the right to discontinue representation of a student.
- 5.5 Meet appointments that are made with the Financial Counsellor.
- 5.6 Not use the names of USASA staff or carbon copy (cc) USASA staff in to emails without the permission of the Financial Counsellor.
- 5.7 Report any inappropriate behaviour of the Financial Counsellor to the Manager – Advocacy Programs.

USASA Reserves the right to refuse or discontinue any and all aspects of the Financial Counsellor Service to students who are in the opinion of the Manager, Advocacy Services in breach of these conditions.

Should you have any questions regarding the USASA Advocacy service please contact the Manager Advocacy Services:

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