

Correctional Centre Student Communication Guidelines

Section 1 - Purpose

(1) Congruent with its commitment to an accessible learning environment, the the University wishes to support students who are inmates of a correctional centre in undertaking tertiary study. Recognising that inmates may experience unique difficulties as students, the the University has formulated the following guidelines for staff in their dealings with student inmates.

Scope

(2) These Guidelines should be used by staff members who, in the course of their duties, have contact with students undertaking study from a correctional centre.

Section 2 - Glossary

(3) Nil.

Section 3 - Policy

(4) Nil.

Section 4 - Procedures

(5) Nil.

Section 5 - Guidelines

Communication with Student Inmates

(6) Maintain a professional manner at all times in all dealings with the student inmate and correctional centre authorities.

(7) The confidentiality of the relationship with the student inmate should be respected. As a general principle, do not discuss a student inmate with a third party external to the the University without the student inmate's prior consent. However, it may at times be necessary and appropriate to discuss administrative matters with an Education Officer liaising with the the University on behalf of the student inmate.

(8) Difficulties or problems with student inmates should be dealt with in the same way as for other students:

- a. in the first instance, if appropriate, attempt to resolve any problem/conflict directly with the student;

- b. If you cannot successfully resolve the problem, refer the matter to your supervisor (general staff) or course coordinator or Head of School (academic staff);
- c. if the supervisor, Course Coordinator or Head of School decides to vary arrangements for, or to recommend a restriction on, the provision of services (for example, in accordance with the Student General Misconduct Rule), this should be communicated in writing directly to the student inmate;
- d. if a problem with a student inmate cannot be resolved through the above or it involves criminal behaviour, the Executive Dean or Executive Director should be advised and the matter referred to the Vice-Chancellor with a recommendation for appropriate action;
- e. it will not normally be appropriate for staff to communicate personally a problem regarding a student inmate to the correctional centre in which the student inmate is placed.

(9) Communication by telephone should be conducted in the following manner:

- a. make all telephone calls to a student inmate through the Education Officer of the correctional centre;
- b. be prepared to transfer telephone calls to the Student Helpdesk (84678) when the student inmate requests an internal transfer and if no internal limitations apply (as for 1800 numbers);
- c. do not transfer telephone calls to numbers outside the the University network, such as the internal Police Service network, Eaglenet.

(10) Address the University mail directly to the student inmate, care of the Senior Education Officer unless the student inmate advises otherwise.

(11) Do not contact an inmate for any other purpose than those related to the inmate's education at the the University.

(12) Do not at any time provide an inmate with your private address or home phone number.

(13) Do not post any item other than what is required due to the student inmate's association with the the University.

Status and Details

Status	Historic
Effective Date	22nd May 2014
Review Date	30th September 2015
Approval Authority	Executive Director, Human Resources
Approval Date	10th May 2014
Expiry Date	22nd October 2015
Unit Head	Malcolm Wilson Director, Workplace Relations and Policy +61 2 63384632
Author	Sarah McCormick Manager, Diversity and Equity
Enquiries Contact	Craig Hinley Manager, Diversity and Equity +61 2 63384555