

Direct Support – Service Guidelines and Agreement



The Disability Support Service provides support services and/or equipment under the following conditions. To receive services, each student is expected to read, understand, agree to and follow these guidelines. If you do not understand your responsibilities, or if you feel that you cannot meet some of these requirements, please discuss your concerns with the Disability Liaison Officer before signing this document.

Student Responsibilities

- 1. Arranging your support** requires YOU to contact the Disability Liaison Officer and supply a complete copy of your timetable within the first month of the semester starting. This includes subjects (name and code), times, locations. Late changes in timetable or subject choice may result in reduced services being available.
- 2. Meeting your support workers**
Arrive a few minutes before the class to arrange a comfortable and workable position for both yourself and the support worker. Introduce the support worker to your lecturer/tutor. Explain, briefly, their role in the classroom situation.
- 3. If you are sick or unable to attend a class** on a particular day you must contact the Agency immediately and cancel your support worker. You should also contact the Disability Support Service to advise them. You can leave a message 24 hours a day (contact details are provided at the end of this agreement).
- 4. If you are going to be late for class** please call the Agency to say you will be late. They may be able to let your support worker know and ask the support worker to wait for you to arrive. If you are more than 20 minutes late for a class or tutoring session, your support worker will normally leave.
- 5. Classroom notes** will not be taken for you when you do not attend a class. It is your responsibility to ask the teacher or another student for a copy of the notes you missed. You are expected to provide paper for your support worker. The support workers will supply their own pens.
- 6. If your class has been cancelled or the room changed** you must contact the Agency and your Disability Liaison Officer as soon as possible to cancel or notify your support worker of changes.
- 7. If your timetable changes**, it is your responsibility to notify the Disability Liaison Officer. This includes providing a copy of your new timetable so that we can alter arrangements with support workers.
- 8. If you do not require support** for a particular class, or on a particular day/period, it is your responsibility to contact the Disability Liaison Officer as soon as possible. Let your support worker know that they are not required but contact the Disability Liaison Officer to confirm cancellation.

9. **If you require extra support** or assistance, beyond the hours agreed upon, you must contact the Disability Liaison Officer. Do not approach your support worker about providing extra support, as this needs to be negotiated and approved by the Disability Liaison Officer according to availability of funding and other factors.
10. **If you need some assistance in your exams/tests** (extended time, a reader, scribe, interpreter or simplified language), contact the Disability Liaison Officer to discuss your needs, at least six weeks before exam dates. We need time to make the necessary arrangements with the department and support staff. Requests for alternative assessments may require a written documentation/certificate from a doctor or relevant professional.
11. **Seating arrangements are your responsibility.** If you need to be in a specific location, or to be a certain distance from the lecturer or the board, then enter the class on time or a little earlier to ensure the right seating position. If you have a notetaker, please let them know where you prefer to sit and whether you prefer to have the notetaker sitting next to you or not.
12. **Difficulties/Conflicts** that occur with your support workers should firstly be addressed directly with support worker. If difficulties continue, please contact the Disability Liaison Officer for a confidential discussion. They will act as a mediator and attempt to resolve the issue/s or refer the matter to the appropriate Swinburne authority.
13. **When signing timesheets**, please report any unusual claims or irregularities to the Disability Liaison Officer, preferably at the time of signing the timesheet.
14. **To borrow adaptive equipment** such as tape recorders, ergonomic chairs, laptops etc, students must complete and sign an Equipment Loan Form with the Disability Support Service. If you borrow a voice-activated tape recorder to tape your classes, you will need to provide the batteries and tapes. If any equipment is broken or lost, it is your responsibility to pay for repairs or replacements as detailed in the Library Equipment Regulations (available from the Swinburne Library webpage http://www.swinburne.edu.au/lib/guides/library_regulations.htm).
15. **To protect your privacy**, the Disability Liaison Officer will store your medical information and documents under strict security. It may be useful, however, to let the Disability Liaison Officer give your teacher a general description of how the disability impacts on your studies and to explain the help you need. On the Service Agreement, you may choose to give your permission for Swinburne to disclose relevant information to course co-ordinators, teaching staff and/or disability support workers so that they can best meet your individual circumstances. Note that this is not obligatory, but often serves to maximise effective and collaborative support provided to you by Disability Support Services and teaching staff.
16. **Continual feedback** is important for your support worker and the Disability Liaison Officer. Please let us know how you are going with your studies and your support staff. This helps us improve our services and to make appropriate changes to improve the quality of your support.
17. **Grievances** related to the Disability Support Services should be discussed initially with your Disability Liaison Officer. If the matter is not resolved at this level, you may also contact the Manager Equity and Disability Support Services on 9214 8852 or your student Academic Advisor. Your issue may need to be addressed in accordance with the University's General Grievance Procedures for Students. This process can be found at <http://ppd.swin.edu.au/stuinf/GeneralGrievanceProceduresForStudents.htm>.

UNDERSTANDING THIS AGREEMENT

If you do not understand something in this agreement, or have any questions, it is important to discuss this with the Disability Liaison Officer. If there is any aspect of the agreement that you do not agree with, or if you feel that you cannot meet some of the requirements, contact the Disability Liaison Officer.

SERVICE AGREEMENT

I have read and understood the above student responsibilities and agree to follow these while receiving support from Swinburne University via the Disability Support Service.

Student Name: _____

Student Signature: _____ DATE ____/____/____

Contact details:	Agency Contacts:
<u>Disability Support Services:</u> TAFE students (Croydon, Lilydale & Wantirna) Ph: 9210 1181 Fax: 9210 1142 Email: disability@swin.edu.au	<u>Agency</u> Name/Service: _____ Ph: _____ Fax: _____ Email: _____
TAFE students (Hawthorn & Prahran) Ph: 9214 8513 Fax: 9214 5993 Email: disability@swin.edu.au	Agency Name/Service Ph Fax Email
Higher Education students Ph: 9214 8500 Fax: 9214 5993 Email: disability@swin.edu.au	Agency Name/Service Ph Fax Email
Note: If you are unsure whom to contact, please start with Disability Support Services.	

