



Sexual Harm Response Coordinators

Service Information for Students

The Sexual Harm Response Coordinators (SHRCs) work within the UMSU Advocacy and Legal Division within the University of Melbourne Student Union (UMSU).

Who can we help?

The SHRC's offer trauma-informed support to victim-survivors of sexual violence, intimate partner violence, or family violence. We also work with people who have witnessed something concerning (bystanders).

We do not work with people who have been accused of using violence (respondents), instead we refer respondents to the UMSU Advocacy service for assistance.

What can the Sexual Harm Response Coordinators help you with?

Finding Support and Navigating Services:

- We can work with you to find support services both within and outside the university. This may include referral to counselling services (university and external) and support for accommodation of your circumstances at university. Accommodations could include applying for special consideration, late withdrawals, and fee remission.

Understanding and Navigating Reporting:

- We can help you navigate the complaints process at the university, including explaining the complaints process, assisting you to make a complaint, as well as attending meetings with you.

Advice to People who have witnessed violence (bystanders):

- We can provide advice to UMSU Clubs and Societies members, committee members and executives about any concerns regarding sexual assault or sexual harassment.

Privacy and confidentiality:

We operate within and manage all personal and sensitive information in accordance with the *Information Privacy Act 2000* (Vic), the *Health Records Act 2001* (Vic), and the [Student Union Advocacy Service Confidentiality Policy](#).

All clients can expect the information they share with the SHRC to remain completely confidential, unless we are concerned about the immediate safety of



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yourself, others, or the community. We will discuss any limitations to confidentiality when we first have contact with you.

We will not disclose personal or health information to anyone without your permission, or unless permitted, or required by law.

We offer trauma-informed support, this means:

You can expect your conversations and contact with us to operate under the principles of safety, trust, choice, collaboration, and respect.

We recognise and respect the emotional, psychological, and physical effects of trauma. This means we do all we can do to minimise re-traumatisation and place safety at the forefront of our interactions with all service users.

We will always try to:

- Provide a professional, accountable, and timely service.
- Be honest about the assistance we can provide.
- Let you know as soon as we can if we are unable to further assist you for any reason.

If you have any feedback, you can:

If you want to give feedback with the support or assistance we provide, you can:

- Let the SHRC know your concerns and they will do their best to work through all concerns with you.
- If you feel unable to do this, please speak to the Manager, Advocacy & Legal, Umsu, at suashelp@union.unimelb.edu.au
- If after this you still feel your concerns have not been resolved, you are entitled to write a complaint to the CEO, Umsu at ceo@union.unimelb.edu.au