



Interaction Protocols for LTSA Team and Elected Student Representatives

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Our Values

Sound and professional governance and effective service delivery is dependent on the quality and effectiveness of the relationship between elected student representatives and LTSA team. This policy aims to clarify roles and responsibilities, communication, interactions and mutual expectations between LTSA elected student representatives' officers and all LTSA team.

There are four key principles informing this policy:

- a) LTSA believes that students should lead student representation;
- b) LTSA aims to provide LTSA team members with a satisfying, inclusive and safe workplace;
- c) Team members and elected student representatives must work together professionally, respectfully and co-operatively to ensure that LTSA provides active and effective independent student representation, services and support to students; and
- d) Team members and elected student representatives must and will work in a way which fosters pride and personal satisfaction in their work, the team and the company.

Application of this Policy

This policy does not form part of any contract of employment or any industrial instrument. It will be subject to regular review and may be amended by LTSA from time to time.

This policy applies to the following persons, collectively referred to in this policy as 'team members':

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- a) prospective and current full-time, part-time and casual employees;
- b) Governing Board of Directors;
- c) volunteers;
- d) agents and contractors engaged from time to time; and
- e) elected student representatives and members of LTSA bodies.

This policy is not restricted to the workplace or work hours. The obligations in this policy are also applicable to any work-related events or functions. All team members are expected to comply with this policy at work related events or functions.

A “work related event or function” means any event or function that is connected to LTSA. These may include, for example:

- a) on-campus and off-campus LTSA events;
- b) conferences and professional development opportunities;
- c) work functions/events;
- d) end of year events/functions;
- e) virtual events;
- f) social LTSA sport; and
- g) on social media platforms where team members interact.

Definitions

“**Elected student representatives**” shall mean all elected student representatives either on the Governing Board of Directors and/or Student Councils and members of LTSA bodies.

“**Team members**” shall mean all current full-time, part-time and casual employees of LTSA and any agents or contractors engaged from time to time by LTSA.

“**LTSA Governing Board of Directors and Student Councils**” shall mean LTSA Student Councils as elected.

General Obligations

LTSA acknowledges its general duty to provide and maintain for its team members, so far as practicable, a working environment that is safe, inclusive and without health risks.

Team members at LTSA acknowledge that each participant must take reasonable care of their own safety and the health and safety of others and must also cooperate with management in respect of any action taken by LTSA to comply with its obligations outlined above.

LTSA elected student representatives acknowledge that, in working with team members to provide effective representation, services and support to students, they have an obligation to facilitate compliance with the responsibilities of LTSA and its team members with regard to the provision of a working environment that is safe and without health risks.

Reporting Lines, Direction and Workloads

LTSA’s Chief Executive Officer (GOO) is employed to lead and direct LTSA’s team members. Therefore, elected student representatives’ primary point of communication should be through the GOO. Contact with other team members shall be in accordance with these protocols and other relevant LTSA policies and procedures. Governing Board of Directors oversee the management of the GOO only and no Governing Board Director nor elected Student Council representative has authority to lead and direct any team member of the LTSA.

Staff are given direction only by the GOO. Elected student representatives provide directions to team members through the GOO.

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However, some team members work closely with elected student representatives, whether it be continually throughout their term by virtue of their role, or during a temporary period (e.g. during a major event or campaign), and elected student representatives may request that certain team members undertake work for them on a day to day basis.

For the most part this negotiation process should be very straightforward; however, where it is not, working team members and elected student representatives should refer to the sections below on the process for resolving problems.

Sometimes there are too many tasks and not enough staffing hours. In this situation, LTSA team members may need to consult the GOO before accepting a job requested by an elected student representative. Team members and elected student representatives should try and work out a solution together and refer the matter to GOO if necessary.

All communication between elected student representatives and team members is expected to be respectful, courteous and professional.

Team members and elected student representatives who will be working closely together should meet and discuss how their relationship will work when they commence their respective positions. This initial meeting might include discussion of:

- a) what times both team members and elected student representatives are available. This may include any long periods when either may be very busy or on leave;
- b) how often they should meet, whether regularly and/or on an ad hoc basis;
- c) whether there are any ongoing projects or commitments initiated by the previous elected officer;
- d) what kinds of activities or projects the elected student representatives may be interested in pursuing;
- e) the amount and kind of work the team member has previously done and is able to complete;
- f) what types of decisions the elected student representative would prefer to make and those they are happy to devolve to team members; and
- g) whether the elected student representative is happy for team members to engage directly with the University. This may include meeting with University staff with or without the elected student representative's prior knowledge.

Staff may only be given formal directions by the GOO.

Elected student representatives may request relevant team members to perform specific tasks on a day to day basis. Team members will be as flexible as possible and will try and meet all reasonable requests.

Where requests for performing tasks cannot be met by a team member for any reason, they may either try to negotiate a compromise or, if they judge that will unlikely succeed, discuss the matter with the GOO.

If elected student representatives are unhappy with the amount of work being provided to their area by team members, they should raise this with the GOO. Elected student representatives have no authority nor permission to discuss team member performance issues directly with the team member or any other person.

Decision Making

Several issues can arise in decision making processes that involve elected student representatives and team members. For example, there can sometimes be issues about who has 'ownership' of an event, publication or program. These issues can be particularly important when an elected student representative changes part-way through a project.

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Team members would only decide against the stated wish of the relevant elected student representative in rare circumstances, that is:

- a) if team members are following a binding decision by an LTSA body, pursuant to the LTSA Constitution;
- b) if there are legal obligations preventing team members from completing the request; or
- c) if there are other exceptional circumstances which the team member has discussed with the GOO, which may include consultation with the Chair of the Governing Board of Directors.

Team members are experienced, trained and skilled professionals whom have been employed to fulfill their roles. They will always have invested significant work into a project or program and their opinions on the project or program must be taken seriously by the relevant elected student representative. Elected student representatives should be aware that their predecessors may have had very different requirements or expectations of team members and that their relationship differs from a previous incumbent.

When assuming decision making responsibilities after a project has commenced, elected student representatives should be aware that their predecessors may have had a very different requirements or expectations of team members. If elected student representatives wish to significantly change a project, they should take the following into account:

- a) that decisions they make about the direction of a project or the amount of time already spent on the project which may have implications for other existing projects or work;
- b) that they must take some responsibility for any changes to team member morale if work already done is to be discarded; and
- c) they are to report to LTSA GOO before making changes. All changes must be justified and agreed to between the elected student representatives and team member and the GOO if deemed necessary.

Wherever possible, when a team member and elected student representative begin working together significantly on a project, program or series of things, responsibility for decision making should be negotiated between the team member and elected student representative.

Elected student representatives who do not meet reasonable deadlines for consultation cannot expect to make final decisions on organising programs or projects.

Representation & Political Activity

Team members are expected to provide professional advice to elected student representatives.

Team members are expected not to lobby elected student representatives or other participants in LTSA student political processes.

Team members should not participate in nor work to influence LTSA election nominations, LTSA electoral campaigns or the elections of bodies of which LTSA is a member.

Personal Affiliations

Affiliations or alignments may develop between elected student representatives and team members. These affiliations, alignments or relationships may be:

- a) political;
- b) social;
- c) romantic or sexual;

- d) gender-based;
- e) family;
- f) cultural;
- g) academic.

There are issues for the company and the individual(s) in these affiliations, alignments and relationships. Key issues are:

- a) power imbalance between the people in the relationship;
- b) favouritism and preferential treatment, whether actual or perceived;
- c) conflicts of interest, whether potential or actual;
- d) confidentiality or breaches thereof;
- e) exclusion: work relationships and work practices are problematic if they exclude others; and
- f) privacy.

Team members and elected student representatives in personal relationships, affiliations or alignments should be aware of the key issues listed above and take those issues into account in their work.

Team members and elected student representatives are entitled to privacy in relation to romantic relationships, unless the relationship becomes problematic or there is a need for a declaration of conflict of interest.

Accountability

Team members are accountable for observing this policy through the GOO.

Elected student representatives are accountable to the President of their Student Council, through to the LTSA Governing Board of Directors when observing this policy.

Process for dealing with problems – where initiated by LTSA team members

If a team member is in doubt about how to work with an elected student representative or how the relationship between themselves and an elected student representative should operate, they should consult the GOO in the first instance.

If a team member finds that a request from an elected student representative conflicts with requests from other elected student representative or from the GOO, and the team member can't resolve the problem, then the team member should seek advice from the GOO.

The GOO will attempt to resolve the issue. Where necessary the GOO undertake a process for resolution.

It is expected that team members will occasionally disagree with elected student representatives or with LTSA policy, for instance on operational, political or ideological matters. However, if a team member finds themselves in significant conflict with an elected student representative then the team member should approach the GOO immediately before the situation escalates.

Process for dealing with problems – where initiated by elected student representatives

If an elected student representative is having difficulties establishing a satisfactory working relationship with a team member, or is concerned about the performance of a team member, then:

- a) they should confidentially raise it with the President of their respective Student Council in the first instance;

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- b) if the matter cannot be resolved at that local level, the President of the Student Council must then seek guidance and support from the GOO; and
- c) if the matter has been raised with the GOO, the GOO will seek to resolve the matter;

No elected student representative should raise a criticism of individual team members performance in a formally constituted ex camera LTSA meeting.

Where an elected student representative believes that a team member with whom they work is not following this protocol, or the elected student representative is unable to receive enough team member support due to workload allocation, they should raise this with the GOO.

Complaints

Where either a team member or an elected student representative believes that these protocols have been breached, a complaint should be lodged as per the Complaints Handling Procedure.

Breach of Policy

LTSA treats any breach of its policies or procedures seriously. LTSA encourages reporting of concerns about non-compliance and will manage compliance in accordance with the *Higher Education General Staff Award 2020*, National Employment Standards (NES), Disciplinary Policy and employment contract terms.

Governance

Related Policies & Procedures	<ul style="list-style-type: none">• LTSA Constitution• LTSA Equal Opportunity Policy• LTSA Complaints Handling Procedure• LTSA Anti-bullying Policy• LTSA Code of Conduct• LTSA Freedom from Harassment Policy• LTA Whistleblowing Policy
Legislation Mandating Compliance	<ul style="list-style-type: none">• N/A
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