



THE UNIVERSITY OF
NOTRE DAME
A U S T R A L I A

**POLICY:
SOCIAL MEDIA**

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1 Purpose

- 1.1 To acknowledge the use of Social Media by the University, Staff and Students and to set out the University's expectations regarding its use in an official or a private capacity.
- 1.2 To ensure that the use of Social Media by Staff and Students is responsible, does not undermine the University's reputation, is consistent with the Objects of the University and all University regulations, policies and procedures.

2 Scope

- 2.1 This Policy applies to the use of Social Media by Staff and Students:
 - representing the University in an official capacity; and/or
 - using Social Media in a **Personal** capacity.
- 2.2 This Policy does not intend to discourage personal expression or the values of scholarly and intellectual debate, honesty or openness that are consistent with the University's Objects.

3 Definitions

CMCO means the Chief Marketing and Communications Officer.

Online Spokesperson means a University Staff Member or Student authorised under this Policy to publish and interact on University Social Media Facilities.

Personal use of Social Media includes the use in a non-official capacity accessed via University equipment or its networks or personal equipment or other networks, where the use of Social Media impacts upon or affects:

- the Objects of the University;
- the reputation of the University;
- the interests or legal responsibilities of the University; and/or
- the right or reputation of other members of the University community.

Social Media may include but is not limited to:

- Social networking websites and Apps.
- Video and photo sharing websites and Apps.
- Blogs, whether corporate blogs, personal blogs or blogs hosted by media publications.
- Micro-blogging sites.
- Forums and discussion boards.

- Wikis.
- Podcasts.
- Email and Instant Messages.
- Virtual communities.
- Any other websites that allow individual users or businesses to post comments to the web.

University Social Media Approval Procedures means the approval procedures set out in Annexure 1.

University Social Media Facility means any Social Media facility authorised or established by the University in accordance with this Policy.

University in this Policy includes *The University of Notre Dame Australia*, its Colleges, Schools, Divisions, Committees, Student Associations, Institutions, Student Boards, Clubs, Committees and Administration.

4 University Social Media Facility

- 4.1 Staff and Students are not permitted to create or publish any Social Media that purports to be associated with, or purports to promote or represent the University without the prior approval of the University.
- 4.2 Staff and Students who wish to establish a University Social Media Facility must seek approval in accordance with the University Social Media Approval Procedures. The University will consider applications and grant or not grant approval at its discretion.
- 4.3 In granting approval, the University has the right to impose any conditions it wishes on the creation or use of a University Social Media Facility.
- 4.4 The University Logo may (subject to approval under the relevant policy or delegation) only be used on or in relation to a University Social Media Facility.
- 4.5 Once a University Social Media Facility has been approved it must be used only for the purpose for which it has been approved and only by those persons who have been approved to use it.
- 4.6 The CMCO has responsibility for the approval and oversight of all University Social Media Facilities.

5 Use of Social Media – Official & Private

- 5.1 You must (i) when using a University Social Media Facility and/or (ii) during Personal use of Social Media, ensure that your communications and interactions comply with:
- The University's Code of Conduct (Staff) (**Annexure 2**) and Code of Conduct (Students) (**Annexure 3**).
 - University Regulations, policies and procedures.
 - Any guidance issued by the University.
- 5.2 The University reserves the right to edit, delete, reject, remove content or instruct the removal of content where any usage breaches this Policy, any legislation, University Codes, Regulations, policies and procedures. The University reserves the right to shut down any University Social Media Facility, or take action in relation to any other Social Media, where the University considers its continued operation or usage is contrary to this Policy.
- 5.3 All University Social Media Facilities must be opened in the name of the University. In circumstances where the particular Social Media account only allows personal details to be provided, the account holder must be either the Chief Marketing and Communications Officer (in his or her official capacity) or such other officer as directed by the Vice Chancellor.
- 5.4 All University Social Media Facilities remain the property of the University. All passwords and access material must:
- be recorded and held on a central register maintained by the Chief Marketing and Communications Officer;
 - Not be altered, changed or transferred without the prior written consent of the Chief Marketing and Communications Officer;
 - not be disclosed to any third party;
 - be provided, upon request by the Vice Chancellor or delegate; and/or
 - surrendered if the Staff member or Student is no longer authorised to operate the University Social Media Facility.

6 Security

- 6.1 The University is committed to maintaining the privacy of personal information. Staff and Students accessing and using Social Media are required to comply with Federal and State legislation in relation to privacy of personal information and intellectual property rights of others.
- 6.2 Staff and Students must ensure that their use of Social Media does not compromise the security or integrity of the University's Information Technology systems. User names and passwords must

not be disclosed to any third party and passwords should be changed on a regular basis, with updated University Social Media Facility passwords recorded in accordance with Paragraph 5.4.

7 Breach of Policy

Depending on the circumstances, any breach or non-compliance with this Policy may:

- Constitute a breach of employment or contractual obligations.
- Result in misconduct or other action under the University's Enterprise Agreement, General Regulations, Policies or Procedures.
- Constitute sexual harassment, discrimination, or some other contravention of the law.
- (For Students) result in suspension or termination from the University.

8 Existing Social Media Facilities

The University may take all necessary steps to ensure that existing Social Media facilities that purport to represent the University in an official capacity comply with this Policy.

9 Other Policies

This Policy must be read in conjunction with any relevant University policies, procedures and guidelines as may apply from time to time, including but not limited to:

- The University of Notre Dame Staff Enterprise Agreement 2011-2014 (as may be replaced or amended).
- The University's Code of Conduct (Staff) and Code of Conduct (Students).
- Policy: *Email and Internet Usage*.
- Policy: *Privacy*.
- Guideline: *Email Communications*.
- Procedure: *Student Grievance*.
- Policy: *Staff Grievance Resolution*.

10 Register & Guidelines

The CMCO will:

- Maintain a register of all University Social Media Facilities and associated login details.
- Publish Guidelines to assist Staff, Students and Online Spokespeople in usage of Social Media.
- Ensure all Online Spokespeople are trained (initial and ongoing) to publish and interact on University Social Media Facilities.
- Maintain a register of all Staff Members, Students and Online Spokespeople, including details of initial and ongoing training.

ANNEXURE 1 – PROCEDURE: UNIVERSITY SOCIAL MEDIA APPROVAL FACILITIES

1 Introduction and purpose

- 1.1 This *Procedure: University Social Media Approval Facilities (Procedure)* sets out the process for establishing a University Social Media facility.
- 1.2 Terms that are defined in the Policy: Social Media apply in this Procedure.

2 Establishment of a University Social Media Facility

- 2.1 In order to establish an Official Social Media Facility, the following steps must be followed:
 - a. The Staff Member or Student seeking to establish a University Social Media Facility must provide a completed *Social Media Request Form* to their Manager (for Staff Members) or to the Student Services Manager (for Students). This includes details outlining:
 - the type of Social Media Facility required;
 - the purpose for which they are seeking to establish the Social Media Facility;
 - how the Social Media Facility will be used/monitored; and
 - the proposed **Online Spokesperson** responsible for publishing content on the Social Media Facility.
 - b. The Manager or Student Services Manager will consider the *Social Media Request Form*, seek any further information necessary, and decide whether they support the proposal.
 - c. If the Manager or Student Services Manager supports the proposal they will submit the Social Media Request Form to the relevant Dean or Executive Director. He/she will consider the *Social Media Request Form*, obtain any further information necessary, and decide whether he/she endorses the proposal. All proposals for the establishment of a University Social Media Facility must be endorsed by a Dean or Executive Director.
 - d. A Dean or Executive Director must submit the *Social Media Request Form* to the CMCO who will consider the proposal and obtain any further information/advice necessary (depending on the proposal, this may include IT or Legal advice).
 - e. If the CMCO approves the proposal (and following written approval by the CMCO) the Social Media Facility can be established, subject to any conditions imposed.
 - f. Prior to establishing the University Social Media Facility the CMCO must notify each Head of Campus and the Vice Chancellor (or delegate).
 - g. When approved by the CMCO, the Social Media facility will become an approved University Social Media Facility.

- h. Prior to the University Social Media Facility becoming operational, all Staff Members, Students and Online Spokespeople involved in the Social Media Facility must receive training in Social Media best practice and receive Guidelines.

3 Online Spokesperson

- 3.1 Following approval of the University Social Media Facility, any proposed authorised administrator will become an Online Spokesperson.
- 3.2 The CMCO (and any nominee from within the Division of Communications and Media) are automatically constituted Online Spokesperson for all University Social Media and may operate, moderate or control all University Social Media to ensure compliance with this Policy and any laws, regulations or relevant University policies.

4 Grievances and Misconduct resulting from Social Media

Any Grievances and/or allegations of Misconduct are to be raised by Staff Members or Students in accordance with (as applicable and amended from time to time):

- The Procedure: *Student Grievance*.
- The Policy: *Staff Grievance Resolution*.
- The University of Notre Dame Staff Enterprise Agreement.

ANNEXURE 2 - CODE OF CONDUCT: STAFF



THE UNIVERSITY OF
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STAFF CODE OF CONDUCT

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The Objects of the University are:

- a. the provision of university education, within a context of Catholic faith and values; and*
- b. the provision of an excellent standard of:*
 - i. teaching, scholarship and research;*
 - ii. training for the professions; and*
 - iii. pastoral care for its students.*

1 PURPOSE OF THE CODE OF CONDUCT

The purpose of the Staff Code of Conduct (**The Code**) is to provide Staff Members with guidance on the standards of behaviour expected of them in performing their duties of employment and in their dealings with fellow Staff Members, students and members of the community.

The Code provides a general framework of principles to be adopted by Staff Members with respect to their conduct while employed by the University.

The standards of conduct required to be met under The Code exist alongside the standards of behaviour and performance required of Staff Members under their contract of employment, University policy and procedure, The University of Notre Dame Staff Enterprise Agreement 2011 – 2014 (or replacement) (**Enterprise Agreement**) and any other ethical or professional code of conduct that may bind Staff Members of the University.

The Vice Chancellor may alter The Code at any time. Staff Members must observe The Code as amended from time to time.

2 GENERAL PRINCIPLES GUIDING EMPLOYEES CONDUCT

All Staff Members have a responsibility to:

- Respect and uphold the good name of the University;
- Treat other Staff Members and students with fairness, courtesy, respect and without discrimination;
- Act honestly, avoiding situations which may give rise to a conflict of interest or the perception of such a conflict; and
- Carry out their duties in a professional, responsible and diligent manner.

3 STANDARDS TO BE OBSERVED IN PERFORMING DUTIES

In performing their duties of employment Staff Members are expected to observe the following obligations:

- (a) Be familiar with and observe the Objects of the University, statutes, regulations, rules, policies and procedures of the University;
- (b) Observe and comply with all State and Commonwealth laws;
- (c) Be aware of the position of trust they hold and the increased obligation on them when dealing with students and at all times act honestly and with integrity;
- (d) Protect and respect the rights and reputations of other persons associated with the University - in particular Board Members, other Staff Members, students or visitors to the University;
- (e) Avoid behaviour that could reasonably be perceived as harassment, intimidation, discrimination on any basis, bullying or threatening in any other way;
- (f) Avoid conflict of interest situations and immediately disclose potential conflict of interest situations. Without limiting the types of situations where conflict arises, Staff Members should:
 - Not engage in personal relationships of any kind with students;
 - Avoid personal relationships with other Staff Members which may give rise to a conflict of interest or potential conflict of interest. For example, when a Staff Member is required to supervise another Staff Member with whom they have a personal relationship; and
 - Not accept any direct or indirect pecuniary, gift or other benefit from a third party or student in connection with the performance of duties unless it is in accordance with the *Gifts & Benefits Policy*.
- (g) Not engage in any scandalous behaviour;
- (h) Carry out their duties of employment conscientiously;
- (i) Comply with any lawful and reasonable direction given by a supervisor, Senior Staff Member or the Vice Chancellor (or delegate);
- (j) Give due credit to the contributions of other Staff Members and students, including in research activities;
- (k) Take reasonable steps to protect and not disclose confidential information, in particular:
 - Any information pertaining to the operations of the University; or
 - Any information relating to students or Staff Members.
- (l) Demonstrate the highest professional and ethical standards. When making public comment, Staff Members must clearly identify any views expressed as their own and not those of the University;
- (m) Use University facilities, resources and information in a proper manner;
- (n) Maintain and observe all safety and health procedures in the workplace.
- (o) Staff Members must not do any act or omission which may cause injury or harm to any other person;
- (p) Not use, distribute, sell, possess or be impaired by the use of drugs and alcohol in the workplace or any University premises.

4 ADDRESSING POSSIBLE BREACHES OF THE CODE

Complaints concerning allegations of conduct that may breach the Code will be dealt with by the processes outlined in the Enterprise Agreement and/or in relevant University policies and procedures. Where conduct constitutes misconduct or serious misconduct the allegation shall be dealt with in accordance with the procedure set out in the Enterprise Agreement and in the University's Guidelines for Managing Misconduct.

GUIDANCE NOTES ON SOME SPECIFIC AREAS OF THE CODE OF CONDUCT

1 INTRODUCTION

The University recognises that Staff Members may benefit from some more specific guidance on their responsibilities under the Code of Conduct. These notes are intended as guidance only, and are not intended to be exhaustive.

It is important for Staff Members to be aware that where they have concerns about what is acceptable or unacceptable behaviour and cannot identify or resolve their concerns by application of the standards outlined in the Code, the Staff Member should always consult their immediate supervisor for assistance. Staff Members may also consult the Executive Director, Professional Standards and Conduct or the University Secretary.

2 CONFLICT OF INTEREST

The potential for a conflict of interest arises when a Staff Member is placed in a situation where their private or personal interests conflict or appear to conflict with the Staff Member's obligations to the University. Put simply, conflict of interest arises where some external interest of a Staff Member may influence a decision made by, or conduct of, a Staff Member in performing their duties of employment.

In addition to the normal issues of conflict that may arise in a workplace, the unique relationship of trust between teacher and student means Staff Members are under an increased obligation when dealing with students to avoid any situation which might give rise to an apparent or actual conflict between their private or personal relationships and their responsibilities to the University and students of the University.

The Code requires Staff Members to avoid situations that give rise to a conflict of interest or the appearance of a conflict of interest. Where a situation arises that could give rise to a conflict of interest or the appearance of a conflict of interest, a Staff Member must:

- (a) Refrain from taking part in any further conduct, discussion or decision-making that might be associated with the matter;
- (b) Disclose the actual, potential or apparent conflict of interest to their Supervisor immediately;

Examples of situations which may give rise to a conflict of interest include:

- (i) Where a Staff Member, their family or someone with whom they have a personal relationship receives some financial interest or other benefit as a result of performing their duties or undertaking work outside their employment duties. For example, where an Staff Member has a financial interest in a company that is independently

undertaking research to develop a patent and the Staff Member is, as part of their contract of employment, also undertaking research in that area. Or the Staff Member has a financial interest in a company which the University intends to engage in business with and the Staff Member is in a position to influence either directly or indirectly in the University's decision to engage that company.

(ii) Accepting, soliciting or encouraging gifts or benefits by any third party including students, in connection with the performance of their duties. For example, a Staff Member who is responsible for allocating the required text books for their course receives a benefit such as an all-expenses paid weekend away, courtesy of a publishing company whose text book is up for selection.

(iii) Personal Relationships with students

Staff Members must not enter into personal relationships with students. A Staff Member must not enter into a personal relationship with any student of the University regardless of whether the Staff Member supervises that student or not.

(iv) Staff Members must avoid and disclose to the University any situations that may require them to supervise in any way a student with whom they have or have had a personal relationship with.

(v) Personal relationships with other Staff Members where that relationship could give rise to a conflict of interest. For example, where a Staff Member interviews a member of their family or the child of a close family friend for admission to the University or where a Staff Member is responsible for supervising a student who is a family member or a child of a close family friend.

(vi) Engaging in outside consultancy work that may compromise either the integrity of the Staff Member or of the University. For example, taking outside contract work that may require a Staff Member to advocate a position that is inconsistent with the Objects of the University or conducting research where sponsorship or some other influence may be seen to compromise intellectual honesty and public interest.

(vii) Expressing any public or private point of view where that view may become public, when those views may be seen to be attributed to the University, harmful to the University or inconsistent with the Objects of the University. For example, taking a pro-abortion view in a public forum.

(viii) A personal relationship means any relationship between Staff Members or Staff Members and students that may give rise to a conflict of interest or the appearance of a conflict of interest such as, but not limited to, a relationship arising through family, business or commercial, romantic or sexual, close friendship, or any other relationship where an Staff Member's impartiality and influence over another may be at issue.

3 HARASSMENT

Every Staff Member and student is entitled to work in an environment free from harassment, bullying or discrimination. The University expects that all Staff Members will treat other Staff Members, students and members of the community equally with courtesy and fairness. The University will not accept behaviour by Staff Members that could be considered:

- (a) Offensive, humiliating, intimidating, bullying, or construed as harassment or discrimination on the basis of race, colour, sex, sexual preference, age, physical or mental disability, marital status, family responsibilities, pregnancy, religion, political opinion, national extraction or social origin; or
- (b) Unfairly causing harm to the reputation and career prospects of other Staff Members or students.
- (c) All Staff Members responsible for the teaching or supervision of young people are under an increased obligation to ensure that they act in a way to protect these young people from harassment, discrimination or any other form of bullying from others. The University will not tolerate any form of harassment, discrimination or any other form of bullying (psychological or physical) among Staff Members or students.
- (d) A Staff Member who witnesses harassment, discrimination or any other form of bullying by another Staff Member or student towards another Staff Member or student must report that behaviour to the offending Staff Member or student's Dean or to Senior Staff Member immediately.
- (e) Examples of conduct that might be considered as harassment are:
 - (i) A Staff Member, because of their racial or religious background, expresses dislike of another racial or religious group. In class, the Staff Member makes an offensive comment about that group of people.
 - (ii) A vacancy for a senior position within the University arises and the Staff Member responsible for appointing another Staff Member to that position overlooks a suitable Staff Member for that position because they do not like them or because they are female.
 - (iii) A Staff Member who thinks they are making a joke makes remarks that are seen by another Staff Member as rude, sexual or offensive.
 - (iv) A Staff Member reports a fellow Staff Member for a breach of the Code. The complaint is made out against the Staff Member. The Staff Member then acts rudely towards the other Staff Member spreading rumours intended to harm the reputation of the Staff Member responsible for reporting him or her.

4 CONFIDENTIALITY OF INFORMATION

Staff Members are required to respect others' rights to privacy and must maintain the integrity, confidentiality and privacy of any information concerning other Staff Members or students provided to them in the course of their employment. Accessing, collecting or disclosing confidential information is only allowed where that disclosure is authorised by an appropriate officer of the University or required by law. Staff Members should be aware that the obligations placed on them not to disclose confidential information continue to apply to them following the termination of their employment with the University.

Confidential information includes:

- Information entrusted to the University such as student or Staff Member details;
- Information produced by the University such as academic records of students;
- All non-public information where disclosure to third parties may not be in the best interests of the **University or of the University community.**

Examples of unauthorised disclosure or use of confidential information could be where:

- A student, discussing their exam results with their supervisor (Staff Member), engages in a casual chat with the supervisor and asks them whether another student obtained a higher mark than the student. The supervisor tells the student what mark the other student received.
- A Staff Member inadvertently gains electronic access to the personal files of University Staff Members. The Staff Member opens up the file of a fellow Staff Member and discovers some very personal information. The Staff Member reveals that information to their partner when they get home from work that day.
- A Staff Member discloses to a third party confidential information about a discovery made in one of the University research laboratories.
- A student asks a Staff Member employed at the reception of one of the University Colleges for the address of another student. The Staff Member gives out the address.

ANNEXURE 3 - CODE OF CONDUCT: STUDENTS



CODE OF CONDUCT FOR STUDENTS ENROLLED AT THE UNIVERSITY OF NOTRE DAME AUSTRALIA

OVERVIEW

The University of Notre Dame Australia encourages students to pursue excellence in everything that they do. Respect for self and others both within and outside the University community, lies at the heart of our standards of conduct.

The purpose of this Code of Conduct is to provide students with guidance on the standards of conduct expected of them during their time enrolled at the University.

The Code does not address all possible issues concerning the conduct of students but provides a set of principles to be adopted by students while undertaking their studies and conducting their relationships with fellow students, teaching staff and the community.

In addition to this Code of Conduct each School may provide its own Code of Conduct to which students of that School shall be bound.

The obligations contained in this Code of Conduct exists alongside all those other obligations provided for in all rules, regulations, policies and procedures of the University as from time to time are in force and as from time to time are amended.

GENERAL PRINCIPLES GUIDING STUDENTS

All students enrolled at the University have a responsibility to:

- Respect and uphold the Objects of the University
- Treat other students, staff and members of the community with respect, courtesy and without discrimination
- Act honestly and with integrity
- Act responsibly and refrain from conduct that may be detrimental to the reputation of the University or the orderly and safe functioning of the University and its activities.

STANDARDS TO BE OBSERVED

Policies, Procedures and General Conduct

Once a student enrolls in the University, he or she is expected to observe the following obligations:

- (1) Observe and be familiar with all Rules and Regulations concerning their conduct that are in force and may be

amended from time to time, in particular any obligations placed on them in the following:

- i. Statutes of the University;
 - ii. Rules, Regulations and Bylaws of the University;
 - iii. Code of Conduct of the University;
 - iv. Policies and Procedures of the University.
- (ii) Comply with all laws of the State and Commonwealth including local by-laws.
 - (iii) Conduct themselves at all times in a manner that is courteous and respects the rights and reputations of students, staff and visitors to the University.
 - (iv) Do not engage in any scandalous behaviour
 - (v) Avoid behaviour that could be perceived as harassment, intimidation, discrimination on any basis, bullying or threatening in any other way.
 - (vi) Carry out their academic studies conscientiously and with honesty and diligence and maintain satisfactory academic progress.
 - (vii) Attend classes (lectures, tutorials, seminars and practical work) and examinations.
 - (viii) Submit original work and abide by deadlines when submitting work for assessment.
 - (ix) Be familiar with enrolment status and deadlines for withdrawal of subjects and payment and liability for enrolment fees.
 - (x) Conduct themselves in a safe, orderly and proper manner in any class or library or other University facility so as not to affect the working environment of others or cause injury or harm to any other person.
 - (xi) Not use any form of physical violence or any act which may cause serious personal injury to another.
 - (xii) Use University facilities, resources and information in a proper manner.
 - (xiii) Not willfully damage, steal or use without authority the property of the University or any other property belonging to or used by the University, its students or employees.

- (xiv) Not use, sell or possess drugs or alcohol on University premises, including any Hall of Residence or be impaired by the use of drugs or alcohol on University premises. Students should be aware of the University's ***Students Drugs and Alcohol Policy***.
- (xv) Maintain and observe all safety and health procedures.
- (xvi) Not conduct themselves in a manner detrimental to the reputation or to the orderly functioning of the University and its activities, including any conduct that may cause any serious disturbance of the University community, the Residential community or the local community, infringing on the rights and well-being of others.

ADDRESSING A POSSIBLE BREACH OF THE CODE

To promote and maintain the standards of conduct expected of the University it is important that any student or employee who has a concern about the conduct of a student is able to raise their concern freely and without fear of intimidation or repercussion. To encourage students and employees to come forward with any concern the University will:

- Consider all complaints seriously;
- Investigate, where appropriate, formal complaints immediately;
- Take all reasonable steps to ensure any person who makes a complaint in good faith is protected against any disadvantage, victimisation or discrimination because he or she reported a breach of this Code;
- Follow the appropriate procedures.

In most instances an allegation of a breach of the Code of Conduct will be dealt with by the procedure outlined in the ***University of Notre Dame Australia Regulations: General Regulations***.

If, upon investigation, those responsible for conducting the investigation form the opinion that the allegation was made maliciously or with intent to harm the student to whom the allegation was made against or for some other reason was not made in good faith, the allegation itself may give rise to a breach of this Code by the student who made the allegation.

The University may initiate disciplinary action against any student responsible for making a malicious or harmful allegation.

If a student or staff member is unsure about how to commence the process for allegations that a student has breached the Code of Conduct he or she should contact the Manager, Registrar's Office for assistance.