

Is the student in distress?

- Has the student reported significant problems to you or is seeking advice?
- Have you noticed signs of distress or significant changes in behaviour or mood?
- Have other students or staff expressed significant concern to you about this student?

Yes, student in distress

No, student NOT in distress

If YES, determine if the situation is URGENT or NON URGENT

It is URGENT if:

- The student's behaviour is threatening or highly disruptive
- The student makes serious verbal threats
- The student is incoherent or uncontrollable
- The student is making direct or indirect reference to suicide

If NO, no immediate action is required.
Monitor the situation.

Urgent

Non-Urgent

For URGENT situations:

- If a student is **on campus**, dial Security on ext15888 (Callaghan) 84222 (Central Coast) or 16262 (Port Macquarie)
- If the student is **off campus** dial 000
- If you are unsure 000 is necessary, contact **Campus Care** on ext18600 to discuss options.
- If the student is potentially **suicidal** and you are comfortable, accompany the student to the nearest Counselling Service or Student Health Centre.
- Inform your supervisor of the situation

For NON-URGENT situations:

- Listen, show concern, be non-judgemental
- Ask questions to determine what kind of information or referral would be appropriate
- Provide information and resources
- If referral warranted, provide contact information to appropriate service
- Offer to make referral and/or accompany student, if student is hesitant but willing to access help
- If student is unwilling, respect student's decision but encourage student to keep in contact with you
- Consider submitting a report to **Campus Care** at www.newcastle.edu.au/current-students/support/personal/campus-care