

## Concerning Behaviour – Advice and Response Contacts Moree

**Note: ALL** incidents, injuries, illnesses or hazards involving University staff, students, contractors or visitors to the University, irrespective of their seriousness, must be reported on the Incident Report Form. ***Serious injuries/Incidents/Hazards must be reported immediately to Health & Safety on extension 4921 5263.***

Observed behaviour/situation	Services	Phone
<b>Emergency</b>	Police or Ambulance or Fire	000
Stressed student/staff	Counselling Services  Employees Assistance Program (EAP) Staff  AusPsych  Ask UON - non urgent academic and administrative issues and/or  Dean of Students (non-urgent academic) or  International Students can also call	4921 6622  A/H Call – 1300 653 007 for SMS chat option.  4926 1688  1300 275 866  4921 7820  <a href="mailto:Dean-of-Students@newcastle.edu.au">Dean-of-Students@newcastle.edu.au</a> 8262 6459 or 1800 081 233 (afterhours)
Threat of litigation (staff or student)	University Legal Office	4921 8865
Unacceptable staff behaviour in the work place, eg: <ul style="list-style-type: none"> <li>• Repeated shouting, intimidation</li> <li>• Inappropriate emails</li> <li>• Harassment</li> <li>• Seeking intimacy</li> </ul>	Collaborative and Respectful Workplace Policy  Code of Conduct  Dean of Students and/or  Incident report and/or  Campus Care and/or  Complaints Office	<a href="http://www.newcastle.edu.au/policy/000941.html">http://www.newcastle.edu.au/policy/000941.html</a>  online information  4921 7820  online  4921 8600  4921 8633

Observed behaviour/situation	Services	Phone
<p>Problem behaviour (staff or student)</p> <ul style="list-style-type: none"> <li>• Intimidation</li> <li>• Noncompliance/defiant</li> <li>• Disruptive</li> <li>• Overly demanding of support</li> <li>• Stalking</li> <li>• Aggrieved/complaining</li> <li>• Bizarre communications</li> <li>• Unwanted relationship seeking</li> </ul>	<p>Urgent: requires immediate response on site</p> <ul style="list-style-type: none"> <li>• Police</li> <li>• Police Assistance Line</li> </ul> <p>Non-urgent: requires advice and management plan by Campus Care</p>	<p>000</p> <p>131 444</p> <p>4921 8600</p>
Criminal behaviour (staff or student)	Police	000
	Police Assistance Line	131 444
	Emergency	000
Emotionally shaken by workplace event	Counselling (Student)	6581 6212
	EAP (Staff) AusPsych or	4926 1688
1688 Highly distressed student or staff	Counselling Service (Student)	6581 6212
	Employees Assistance Program (EAP) Staff	
	AusPsych or	4926 1688
	Staff and Students can also call numbers below for assistance-	
	After hours: Mental Health Line or	1800 011 511
	Transcultural Mental Health (8.30am – 5pm)	1800 648 911
GP Helpline (healthdirect)	1800 022 222	
Staff/student deliberate self-injury	First aid response and then call Ambulance and then	000
	Campus Care report and	4921 8600
	Incident report	Online or 4921 8847

Observed behaviour/situation	Services	Phone
Bizarre, irrational, disordered thinking and speech, unable to have meaningful dialogue, suspect psychotic episode (staff or student)	Urgent – Emergency Then contact – Campus Care Mental Health Line or Transcultural Mental Health (8.30am- 5pm)	000 4921 8600 1800 011 511 1800 648 911
Threats of violence (staff or student)	Police Police Assistance Line Incident report Non-urgent: Campus Care	000 131 444 Online or 4921 8847 4921 8600
Physical violence (staff or student)	Police Police Assistance Line Campus Care Incident report	000 131 444 4921 8600 Online or 4921 8847
Sexual assault or harassment (staff or student)	Police Police Assistance Line Campus Care Moree Community Health Counselling – students Moree Rape Crisis Centre – Moree Hospital Rape Crisis Centre Online Counselling Incident report EAP (Staff only) AusPsych	000 131 444 49218600 6757 0222 4921 6622 6581 6212 1800 424 017 <a href="http://nswrapecrisis.com.au">http://nswrapecrisis.com.au</a> Online or 4921 8847 4926 1688
Reference to suicide, maybe vague or direct (staff or student)	Campus Care Counselling	4921 8600 6581 6212
Suicide attempt (staff or student)	Emergency Campus Care Incident Report	000 49218600 Online or 4921 8847