

## Concerning Behaviour – Advice and Response Contacts Tamworth

**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 4921 5263.***

Observed behaviour/situation	Services	Phone
<b>Emergency</b>	Police or Ambulance or Fire	000
	Tamworth Residential Assistant	0417 477 472
	Tamworth Education Centre (Monday- Friday 8am-5pm)	6755 3500
Stressed student/staff	Counselling Services (Student)	4921 6622
	Employees Assistance Program (EAP) Staff	
	AusPsych	4926 1688
	Ask UON - non urgent academic and administrative issues.	1300 275 866
	Dean of Students (non-urgent academic) or	4921 7820
International Students can also call	<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	<a href="http://www.newcastle.edu.au/policy/000941.html">http://www.newcastle.edu.au/ policy/000941.html</a>
	Code of Conduct	online information
	Dean of Students and/or	4921 7820
	Incident report and/or	online or 4921 8847
	Campus Care and/or	4921 8600
Complaints Office	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)	<p>Police</p> <p>Police Assistance Line</p> <p>Emergency</p>	<p>000</p> <p>131 444</p> <p>000</p>
Emotionally shaken by workplace event	Counselling (Student)	4921 6622
	EAP (Staff) AusPsych or	4926 1688
1688 Highly distressed student or staff	<p>Counselling Service (Student)</p> <p>Employees Assistance Program (EAP) Staff</p> <p>AusPsych</p> <p>Staff and Students can also call numbers below for assistance-</p> <p>After hours: Mental Health Line or</p> <p>Transcultural Mental Health (8.30am – 5pm)</p> <p>GP Helpline (healthdirect)</p>	<p>4921 6622</p> <p>4926 1688</p> <p>1800 011 511</p> <p>1800 648 911</p> <p>1800 022 222</p>
Staff/student deliberate self-injury	<p>First aid response and then call Ambulance and then</p> <p>Campus Care report and</p> <p>Incident report</p>	<p>000</p> <p>4921 8600</p> <p>Online or 4921 8847</p>

<b>Observed behaviour/situation</b>	<b>Services</b>	<b>Phone</b>
Bizarre, irrational, disordered thinking and speech, unable to have meaningful dialogue, suspect psychotic episode (staff or student)	Urgent – Emergency 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 Campus Care Incident report	000 4921 8600 Online or 4921 8847
Sexual assault or harassment (staff or student)	Police Police Assistance Line Campus Care NSW Rape Crisis Counselling – students 24 hour Rape Crisis Centre Rape Crisis Centre Online Counselling Incident report EAP (Staff only) AusPsych	000 131 444 4921 8600 6767 7700 (24 hrs) 4921 6622 6592 9111 1800 424 017 <a href="http://nswrapecrisis.com.au">http://nswrapecrisis.com.au</a> 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 4921 8600 Online or 4921 8847