

Concerning Behaviour – Advice and Response Contacts Sydney



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 15263.**

Observed behaviour/situation	Services	Phone
Emergency	Police or Ambulance or Fire Campus Security (8.30am-9pm)	000 0408 669 884
Stressed student/staff	Counselling Services or Employees Assistance Program (EAP) Staff AusPsych Loans and Welfare Student Hub - non urgent academic and administrative issues and/or Dean of Students (non-urgent academic) or Chaplaincy (staff and students) International Students can also call	0428024217 or 82626400 4926 1688 4921 6622 49215000 4921 7820 Dean-of-Students@newcastle.edu.au 4921 5571 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"> • Repeated shouting, intimidation • Inappropriate emails • Harassment • Seeking intimacy 	Collaborative and Respectful Workplace Policy Code of Conduct Dean of Students and/or Incident report and/or Campus Care and/or Complaints Office	http://www.newcastle.edu.au/policy/000941.html online information 4921 7820 online 4921 8600 4921 8633
Problem behaviour (staff or student) <ul style="list-style-type: none"> • Intimidation • Noncompliance/defiant • Disruptive • Overly demanding of support • Stalking • Aggrieved/complaining • Bizarre communications • Unwanted relationship seeking 	Urgent: requires immediate response on site - Security between 8.30am and 9pm - Police - Police Local Command Non-urgent: requires advice and management plan by Campus Care	0408669884 000 92656499 4921 8600
Criminal behaviour (staff or student)	Security (8.30am-9pm) Police Local Command Emergency	0408 669 844 9265 6499 000
Emotionally shaken by workplace event	Counselling (Student) EAP (Staff) AusPsych or Chaplaincy (Staff and students)	0428024217 or 82626400 49261 688 4921 5571
Highly distressed student or staff	Counselling Service (Student) or Employees Assistance Program (EAP)Staff AusPsych Staff and Students can also call numbers below for assistance- After hours: Mental Health Line or Transcultural Mental Health (8.30am – 5pm) GP Helpline (healthdirect)	0428024217 or 82626400 49261 688 1800 011 511 1800 648 911 1800 022 222
Staff/student deliberate self-injury	First aid response and then call Ambulance and then call Security (8.30am-9pm) Campus Care report and Incident report	000 0408 669 844 4921 8600 online
Bizarre, irrational, disordered thinking and speech, unable to have meaningful dialogue, suspect psychotic episode (staff or student)	Urgent – Emergency Then contact – Security (8.30am-9pm) Campus Care Mental Health Line or Transcultural Mental Health (8.30am- 5pm)	000 0408 669 844 49218600 1800 011 511 1800 648 911
Threats of violence (staff or student)	Urgent: Security (8.30am-9pm) or Police Police Local Command Incident report Non-urgent: Campus Care	0408 669 844 000 9265 6499 Online or 15263 4921 8600
Physical violence (staff or student)	Security (8.30am-9pm) Police and Campus Care	0408 669 884 9265 6499 4921 8600

	Incident report	Online
Sexual assault or harassment (staff or student)	Security (8.30am-9pm) Police Local Command Campus Care Eastern and Central Sexual Assault Service at Royal Prince Alfred Hospital Counselling – students 24 hour Rape Crisis Centre Rape Crisis Centre Online Counselling Incident report EAP (Staff only) AusPsych	0408 669 884 9265 6499 49218600 9515 9040 or 9515 6111 (afterhours) 0428024217 or 82626400 1800 424 017 http://nswrapecrisis.com.au online 49261 688
Reference to suicide, maybe vague or direct (staff or student)	Campus Care Counselling	4921 8600 0428024217 or 82626400
Suicide attempt (staff or student)	Emergency Security (8.30am-9pm) Campus Care Incident Report	000 0408 669 844 49218600 online or 15263 (depending on seriousness)