

Concerning Behaviour – Advice and Response Contacts Taree

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
Emergency	Police or Ambulance or Fire Taree Residential Assistant Manning Education Centre (Monday- Friday 8am-5pm)	000 0417 126 774 4055 1900
Stressed student/staff	Counselling Services (Student) Employees Assistance Program (EAP) Staff AusPsych Ask UON - non urgent academic and administrative issues. Dean of Students (non-urgent academic) or International Students can also call	4921 6622 4926 1688 1300 275 866 4921 7820 Dean-of- Students@newcastle.edu.au 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 or 4921 8847 4921 8600 4921 8633

Observed behaviour/situation	Services	Phone
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 <ul style="list-style-type: none"> • Police • Police Assistance Line Non-urgent: requires advice and management plan by Campus Care	000 131 444 4921 8600
Criminal behaviour (staff or student)	Police Police Assistance Line Emergency	000 131 444 000
Emotionally shaken by workplace event	Counselling (Student)	4921 6622
	EAP (Staff) AusPsych or	4926 1688
1688 Highly distressed student or staff	Counselling Service (Student) 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)	4921 6622 4926 1688 1800 011 511 1800 648 911 1800 022 222
Staff/student deliberate self-injury	First aid response and then call Ambulance and then Campus Care report and Incident report	000 4921 8600 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 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 http://nswrapecrisis.com.au 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