

# Concerning Behaviour – Advice and Response Contacts

Ourimbah



Observed behaviour/situation	Services	Phone
<b>Emergency</b>	<b>Security</b>	<b>434 8 4222</b>
<b>Stressed student/staff</b>	Student - Counselling Services or Staff Employees Assistance Program (EAP)Staff only: Life Matters Psychology Service Student Hub- non urgent academic and administrative issues Loans and Welfare – Financial Issues Dean of Students or  Chaplaincy International Students can also call	4348 4060  4965 3530  4348 4060 4348 4030  4921 5766 4921 7820 or email Dean-of-Students@newcastle.edu.au 4348 4036 Office hours 4348 4060 After Hours 1800 081 233
Threat of litigation (staff or student)	University Legal Office	4921 8 865
Unacceptable <b>staff</b> 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 or Dean of Students or Complaints Office or Incident report or Campus Care	<a href="http://www.newcastle.edu.au/policy/000941.html">http://www.newcastle.edu.au/policy/000941.html</a> Online 4921 7820 4921 8633 On line 4921 8600
<b>Problem behaviour (staff or student)</b> <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>	Urgent: requires immediate response on site – security  Non-urgent: requires advice and management plan by Campus Care	434 8 4222  4921 8600
Criminal behaviour (staff or student)	Security	4348 4222
<b>Emotionally shaken by workplace event</b>	Counselling (Student) (EAP)Staff only Life Matters Psychology Service Chaplaincy	4348 4060  4965 3530 4348 4036
Highly distressed student or staff	Counselling service (Student) or Health Service – GP Employees Assistance Program (EAP)Staff: Life Matters Psychology Service 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)	4348 4060 4348 4060  4965 3530  1800 011 511 1800 648 911  1800 022 222
<b>Staff/student deliberate self-injury</b>	First aid response and then call Ambulance and then call Security Campus Care report and Incident report	000 4348 42222 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 Campus Care Mental Health Line or Transcultural Mental Health (8.30am-5pm)	000  4348 4222 4921 8600 1800 011 511 1800 648 911
<b>Threats of violence (staff or student)</b>	Urgent: Security Non-urgent: Campus Care report Incident report	4348 4222 4921 8600 online
Physical violence (staff or student) eg. Sexual assault	Security and Campus care report	4348 4222 4921 8600
Sexual assault or harassment	Security Gosford Police	4348 4222 4323 5599

	Campus Care Biala Cottage Sexual Assault Support Counselling – students 24 hour Rape Crisis Centre Rape Crisis Centre Online Counselling Incident report EAP (Staff only) Life Matters Psychology Service	4921 8600 4320 3175 4348 4060 1800 424 017 <a href="http://rapecrisi">http://rapecrisi</a> online 4965 3530
<b>Reference to suicide, maybe vague or direct (staff or student)</b>	Campus Care Counselling	4921 8600 4348 4060
Suicide attempt (staff or student)	Emergency Security and Campus Care Incident report	000 4348 4222 4921 8600 online