

Concerning Behaviour – Advice and Response Contacts

Callaghan



Observed behaviour/situation	Services	Phone
Emergency	Any emergency	4921 5888
Stressed student/staff	Counselling / Student Support Advisor - Student Health Service – Staff and Students (EAP) Staff: Life Matters Psychology Service Loans and Welfare – Financial Issues Student Hub - non urgent academic and administrative issues and/or Non Urgent – Dean of Students / Student Advocates Chaplaincy International Students can also call	4921 5801 4921 6000 4965 3530 4921 5766 49215000 4921 7820 or email Dean-of-Students@newcastle.edu.au 4921 5571 Office Hours 4921 6238 After Hours 1800 081 233
Threat of litigation (staff or student)	University Legal Office	49 218 865
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 and Code of Conduct Complaints Office or Dean of Students and Incident report and Campus Care Report	http://www.newcastle.edu.au/policy/000941.html online 4921 8633 4921 7820 On line 4921 8600
Problem behaviour (staff or student) eg: <ul style="list-style-type: none"> Intimidation Noncompliance/defiant Disruptive Overly demanding of support Stalking Aggrieved/complaining Unusual written communications 	Urgent: requires immediate response on site – security Non-urgent: requires advice and management plan by Campus Care	4921 5888 4921 8600
Criminal behaviour (staff or student)	Security	4921 5888
Emotionally shaken by workplace event	Counselling – Students (EAP) Staff: Life Matters Psychology Service Chaplaincy	4921 5801 4965 3530 4921 5571
Highly distressed student or staff	Counselling – students Health Service – GP staff and students 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)	4921 5801 4921 6000 4965 3530 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 Campus Care report and Incident report	000 49 2 15888 4921 8600 online
Bizarre, irrational, disordered thinking and speech, unable to have meaningful dialogue, suspect psychotic episode (staff or student)	Urgent: Emergency and then Security and Campus Care Mental Health Line Transcultural Mental Health (8.30am – 5pm)	000 49 2 15888 4921 8600 1800 011 511 1800 648 911
Threats of violence (staff or student)	Urgent: Security Non-urgent: Campus Care report Incident report	492 15888 492 16000 online
Physical violence (staff or student)	Security and Incident report and Campus Care report	4921 5888 on line 4921 8600
Sexual assault or harassment (staff or student)	Security Campus Care Counselling – students Newcastle Sexual Assault Service 24 hour 24 hr Rape Crisis Centre Rape Crisis Online Counselling Employee Assistance Program-staff	4921 5888 4921 8600 4921 5801 4924 6333 1800 424 017 http://nswrapecrisis.com.au 4965 3530

Reference to suicide, maybe vague or direct (staff or student)	Counselling and /or Campus Care report	4921 5801 4921 8600
Suicide attempt (staff or student)	Emergency Security and Incident report and Campus Care report	000 49 2 15888 on line 4921 8600