

# Concerning Behaviour – Advice and Response Contacts

New Space



Observed behaviour/situation	Services	Phone
Emergency	<b>Emergency Services</b> <b>Security Services</b>	<b>000</b> <b>4921 5888</b>
<b>Stressed student/staff</b>	Counselling / Student Support Advisor - Student Health Service – Staff and Students AusPsych (EAP) Staff 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	<b>4921 6622</b>  <b>4921 6000</b> 4926 1688 4921 6622 4921 5000  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 <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 and <b>Code of Conduct</b> Complaints Office or <b>Dean of Students and</b> Incident report and <b>Campus Care Report</b>	<a href="http://www.newcastle.edu.au/policy/000941.html">http://www.newcastle.edu.au/policy/000941.html</a> <b>online</b> 4921 8633 <b>4921 7820</b> On line <b>4921 8600</b>
Problem behaviour (staff or student) eg: <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>• Unusual written communications</li> </ul>	<b>Urgent:</b> requires immediate response on site – security  <b>Non-urgent:</b> requires advice and management plan by Campus Care	<b>4921 5888</b>     <b>4921 8600</b>
<b>Criminal behaviour (staff or student)</b>	<b>Security</b>	<b>4921 7962</b>
Emotionally shaken by workplace event	Counselling – Students AusPsych (EAP) Staff; Chaplaincy	4921 6622 4926 1688 4921 5571
Highly distressed student or staff	<b>Counselling – students</b> Health Service – GP staff and students AusPsych (EAP)Staff 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)	<b>4921 6622</b> 4921 6000 4926 1688   1800 011 511 1800 648 911 1800 022 222
Staff/student deliberate self-injury	<b>First aid response and then call Ambulance and then call Security</b> <b>Campus Care report and Incident report</b>	<b>000</b> <b>4921 7962</b> <b>4921 8600</b> 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 <b>4921 7962</b> <b>4921 8600</b> 1800 011 511 1800 648 911
Threats of violence (staff or student)	<b>Urgent:</b> Security <b>Non-urgent:</b> Campus Care report Incident report	4921 7962 4921 6000 online
Physical violence (staff or student)	Security and <b>Incident report and Campus Care report</b>	<b>4921 7962</b> <b>on line</b> 4921 8600
Sexual assault or harassment (staff or student)	Security Campus Care Counselling – students Newcastle Sexual Assault Service 24 hour 24 Rape Crisis Centre Rape Crisis Online Counselling AusPsych (EAP) Staff	4921 7962 4921 8600 4921 6622 4924 6333 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)	<b>Counselling and /or</b> Campus Care report	<b>4921 6622</b> 4921 8600
Suicide attempt (staff or student)	Emergency Security and <b>Incident report and</b> Campus Care report	<b>000</b> <b>4921 7962</b> <b>on line</b> <b>4921 8600</b>