

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 (7am-10.30pm Mon-Thurs, 7am- 8.30pm Friday)	000 0417 206 462 or 0409 456 761
Stressed student/staff	Counselling Services or Employees Assistance Program (EAP) Staff AusPsych Student Service Centre - non urgent academic and administrative issues and/or Dean of Students (non-urgent academic) or International Students can also call	6581 6212 4926 1688 6581 6212 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 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 (7am-10.30pm Mon-Thurs, 7am- 8.30pm Friday) - Police - Police Local Command Non-urgent: requires advice and management plan by Campus Care	0417 206 462 or 0409 456 761 000 6583 0199 4921 8600
Criminal behaviour (staff or student)	Security (8.30am-9pm) Police Local Command Emergency	0417 206 462 or 0409 456 761 6583 0199 000
Emotionally shaken by workplace event	Counselling (Student) EAP (Staff) AusPsych or	6581 6212 4926 1688
1688 Highly distressed student or staff	Counselling Service (Student) or Employees Assistance Program (EAP)Staff AusPsych or 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)	6581 6212 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 call (7am-10.30pm Mon-Thurs, 7am- 8.30pm Friday) Campus Care report and Incident report	000 0417 206 462 or 0409 456 761 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 (7am-10.30pm Mon-Thurs, 7am- 8.30pm Friday) Campus Care Mental Health Line or Transcultural Mental Health (8.30am- 5pm)	000 0417 206 462 or 0409 456 761 49218600 1800 011 511 1800 648 911
Threats of violence (staff or student)	Urgent: Security (7am-10.30pm Mon- Thurs, 7am- 8.30pm Friday) or Police Police Local Command Incident report Non-urgent: Campus Care	0417 206 462 or 0409 456 761 000 6583 0199 Online or 15263 4921 8600

Physical violence (staff or student)	Security (8.30am-9pm) Police and Campus Care Incident report	0417 206 462 or 0409 456 761 6583 0199 4921 8600 Online
Sexual assault or harassment (staff or student)	Security (7am-10.30pm Mon-Thurs, 7am- 8.30pm Friday) Police Local Command Campus Care Port Macquarie Sexual Assault Service Counselling – students 24 hour Rape Crisis Centre Rape Crisis Centre Online Counselling Incident report EAP (Staff only) AusPsych	0417 206 462 or 0409 456 761 6583 0199 49218600 6588 2762 6581 6212 6581 6212 1800 424 017 http://nswrapecrisis.com.au online 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 Security (7am-10.30pm Mon-Thurs, 7am- 8.30pm Friday) Campus Care Incident Report	000 0417 206 462 or 0409 456 761 49218600 online