

Concerning Behaviour – Advice and Response Contacts Coffs Harbour

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 4921 5263.***

Observed behaviour/situation	Services	Phone
Emergency	Police or Ambulance or Fire	000
Stressed student/staff	Counselling Services (Student) Employees Assistance Program (EAP) for Staff AusPsych Ask UON – non urgent academic and administrative issues. Dean of Students (non-urgent academic) or International Students can also call	4926 1688 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
<p>Problem behaviour (staff or student)</p> <ul style="list-style-type: none"> • Intimidation • Noncompliance/defiant • Disruptive • Overly demanding of support • Stalking • Aggrieved/complaining • Bizarre communications • Unwanted relationship seeking 	<p>Urgent: requires immediate response on site</p> <ul style="list-style-type: none"> • Police • Police Assistance Line <p>Non-urgent: requires advice and management plan by Campus Care</p>	<p>000</p> <p>131 444</p> <p>4921 8600</p>
Criminal behaviour (staff or student)	<p>Police</p> <p>Police Assistance Line</p> <p>Emergency</p>	<p>000</p> <p>131 444</p> <p>000</p>
Emotionally shaken by workplace event	<p>Counselling (Student)</p> <p>EAP (Staff) AusPsych or</p>	<p>4921 6622</p> <p>4926 1688</p>
Highly distressed student/staff	<p>Counselling Service (Student)</p> <p>Employees Assistance Program (EAP)Staff</p> <p>AusPsych or</p> <p>Staff and Students can also call numbers below for assistance-</p> <p>After hours: Mental Health Line or</p> <p>Transcultural Mental Health (8.30am – 5pm)</p> <p>GP Helpline (healthdirect)</p>	<p>4921 6622 (student)</p> <p>4926 1688 (staff)</p> <p>4926 1688</p> <p>1800 011 511</p> <p>1800 648 911</p> <p>1800 022 222</p>

Observed behaviour/situation	Services	Phone
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
Bizarre, irrational, disordered thinking and speech, unable to have meaningful dialogue, suspect psychotic episode (staff or student)	Urgent – Emergency Then contact – 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 Assistance Line Campus Care Incident report	131 444 4921 8600 Online or 4921 8847
Sexual assault or harassment (staff or student)	Police Police Assistance Line Campus Care Coffs Harbour Sexual Assault Service Counselling – students 24 hour Rape Crisis Centre Rape Crisis Centre Online Counselling Incident report EAP (Staff only) AusPsych	000 131 444 49218600 6656 7200 4921 6622 6656 7000 (via hospital emergency) 1800 424 017 http://nswrapecrisis.com.au online 4926 1688

Observed behaviour/situation	Services	Phone
Reference to suicide, maybe vague or direct (staff or student)	Campus Care	4921 8600
	Counselling (student)	4921 6622
	Counselling (staff) EAP AusPsych	4926 1688
Suicide attempt (staff or student)	Emergency	000
	Campus Care	4921 8600
	Incident Report	online