

Mental health and problem behaviour – Advice and response contacts

Observed behaviour/situation	Services	Phone
Stressed student/staff	Counselling service Health Service, GP Staff: Employee Assistance Program (EAP) Student's Telephone Counselling	9905 3020 <i>Campus specific</i> 1300 360 364 1300 788 336
Threat of litigation (staff or student)	University Solicitor's Office	9902 0117
Unacceptable staff behaviour in the work place, e.g.: <ul style="list-style-type: none"> Repeated shouting, intimidation Inappropriate emails Harassment Seeking intimacy 	HR Business Partner Workplace relations Unacceptable behaviour in the workplace policy	<i>HR Hub specific</i> 9902 9595 (WR enquiries) See policy
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 Non-urgent: requires advice and management plan - Safer Community Unit	9905 3333 9905 1599
Criminal behaviour (staff or student)	Security	9902 7777
Emotionally shaken by workplace event	Counselling EAP counselling	9905 3020 1300 360 364
Highly distressed student or staff	Counselling service Health Service, GP After hours telephone counselling Staff only: EAP telephone counselling	9905 3020 <i>Campus specific</i> STUDENT 1300 788 336 STAFF 1300 360 364
Staff/student injured, may be self-injury	First aid response, OHS Safer Community Unit follow up	<i>Administer first aid then GP</i> 9905 1599
Bizarre, irrational, disordered thinking and speech, unable to have meaningful dialogue, suspect psychotic episode (staff or student)	Security, then Safer Community Unit If offsite Police, or Nurse On Call (will assess the situation and provide advice)	9902 7777 9905 1599 000 then 9905 1599 1300 606 024
Threats of violence (staff or student)	Urgent: Security, Police Non-urgent: Safer Community Unit	9905 3333 9905 1599
Physical violence (staff or student) e.g. sexual assault	Security Police	9905 3333 000
Reference to suicide, may be vague or direct (staff or student)	Safer Community Unit	9905 1599
Death of staff member	Lead HR Business Partner Death in service policy	<i>HR Hub specific</i> See policy
Suicide attempt (staff or student)	Safer Community Unit	9905 1599
Suicide completed (staff or student)	On campus: Security Off site: Safer Community Unit	9905 3333 9905 1599
Death on site: witnessed (staff or student)	Follow up support Safer Community Unit Counselling EAP	9905 1599 9905 3020 1300 360 364

Updated 07/03/16 <http://www.monash.edu/health/counselling>



WORRYING BEHAVIOURS and HOW TO RESPOND

IMPLICATION → BEHAVIOUR↓	"ACTION" RATING	SUICIDAL	POSSIBLE MENTAL ILLNESS	NORMAL RESPONSE
CRYING/obvious distress+	?	✓	✓	✓✓✓
Reveals PLAN to die	****	✓✓✓	✓✓	
Giving away possessions ++	****	✓✓✓	✓✓	✓++
Out of touch with reality	****	✓	✓✓✓	
Bizarre behaviour	***	✓	✓✓✓	
Disordered thinking/ speech	***		✓✓✓	
Purging/ food restriction	***		✓✓	
"Hyper" behaviour	**		✓✓✓	
Social withdrawal	**	✓✓	✓✓	✓
Self-harm (non-suicidal self injury)	**	✓	✓✓	
Reckless behaviour	**	✓✓	✓✓	
Talk about dying	**	✓✓	✓	✓
↑ Drug/alcohol usage	**	✓	✓✓	✓
Behaviour change	**	✓	✓✓	✓
Substantial, unexplained weight change	**	✓	✓	?
Lethargic	**		✓✓	✓
Ongoing sleep problems	**	✓	✓	✓
Aggression	☛*	✓	✓✓	?
Sexually inappropriate	**→☛*		✓✓	

+ See over page for more details

++ This behaviour is problematic WHEN combined with depression and/or other indicators of suicidality

INTERPRETATION OF CHART

- ****** Don't leave person alone, and get assistance immediately
- ***** Consult ASAP
- Several **s** Consult ASAP
- **** Talk to person and consult
- ☛*** Consult Safer Community immediately and consider calling security

- ✓✓✓ - highly likely
- ✓✓ - quite likely
- ✓ - possible

These ratings let you know why the action-rating has been specified

For immediate assistance – CATT/GP/COUNSELLING/AMBULANCE

For consultation – Counselling/GP/College head or deputy/Mental Health Advice Line

THIS CHART IS DESIGNED TO HELP YOU JUDGE THE SERIOUSNESS OF BEHAVIOURS THAT YOU MAY BE WORRIED ABOUT IN SOMEONE ELSE – AND TO DECIDE WHAT YOU SHOULD DO IN RESPONSE.

NOTE: By itself – CRYING/DISTRESS is NOT pathology and should not be treated as such. TEARS are frequently a normal response to a difficult situation – and may be an expression of pain/fear/sadness. It is a normal reaction for you to want to provide comfort and stop the person crying. This is not always the best thing to do, but may help you to feel you are doing something. However, if combined with some of the behaviours listed above – action may be necessary.

The “**action rating**” indicates how important it is for you to do something - and the * legend beneath the chart provides a guide to help you decide whether or not to

- ** speak to the person concerned,
- *** consult a third party, or
- **** call for an emergency response.

The ✓✓✓ rating for the behaviour about which you are concerned, provides a rough indication of how likely it is to be

- a NORMAL reaction to a painful situation, or
- a sign that someone is thinking about suicide, or
- a sign of mental illness.

I have not named specific illnesses as you are not being asked to make a DIAGNOSIS, but to know when, and how to help.

EMERGENCY / CONSULT CONTACTS

ALL CAMPUSES:

A/H phone counselling : (students) 1300 788 336 / (staff) 1300 360 364	
Ambulance	000
Security (24 hours)	9905 3333
Safer Community	9905 1599
University Counselling/GPs (Bus. Hours)	9905 3020 (select campus and service)
Lifeline (24 hours)	13 11 14
Suicide Prevention Line	1300 651 251
Beyondblue helpline	1300 224 636 http://www.beyondblue.org.au
Mental Illness Fellowship Aust	1800 985 944 http://www.mifa.org.au/
KidsHelpline (ages up to 25 years)	1800 55 1800 http://www.kidshelp.com.au/teens/

CLAYTON:

Health Service/ Counselling (Bus. Hours)	9905 3175 /3020
Psychiatric TRIAGE (emergencies/consult)	1300 369 012

PENINSULA:

Psychiatric TRIAGE (emergencies/consult)	1300 792 977
Health Service/ Counselling (Bus. Hours)	9905 3020 (follow prompts)

CAULFIELD:

Psychiatric TRIAGE (emergencies/consult)	1300 363 746
Health Service/ Counselling (Bus. Hours)	9905 3020 (follow prompts)