

MONASH UNIVERSITY: MENTAL HEALTH AND CONCERNING BEHAVIOUR

ADVICE AND RESPONSE CONTACTS FOR STAFF



Mental Health and Concerning Behaviours Reference Guide

This information was created by the Monash University Safer Community Unit (SCU), with input from the University Counselling Service and the Standing Committee on Mental Health. Monash's free [bSafe App](#) is a recommended additional resource that includes all available services.

OBSERVED BEHAVIOUR	SERVICES	CONTACT
STRESS		
Stressed or distressed staff or student	Counselling / University Health Services (GP)	+61 3 9905 3175
	Employee Assistance Program (EAP) – 24/7 counselling available	Students: 1300 788 336 Staff: 1300 360 364
Staff emotionally affected by a workplace event	Employee Assistance Program (EAP) – 24/7 counselling available	Staff: 1300 360 364
	Manager, Employee Assistance Program (EAP)	Staff: +61 3 9902 9573
	Manager Assist, Employee Assistance Program (EAP)	1300 360 364 (specify 'Manager Assist')
	Counselling	+61 3 9905 3175
BEHAVIOUR (STAFF OR STUDENT)		
Unacceptable staff behaviour in the workplace, e.g. <ul style="list-style-type: none"> • bullying • harassment, including sexual harassment • discrimination 	Unacceptable Conduct Response Procedure	See also Staff Code of Conduct
	HR Business Partner	Access HR +61 3 9902 0400
	Manager Ethical Conduct (Workplace Relations)	+61 3 9902 4945
	Safer Community Unit (SCU) for any form of sexual harm, including sexual harassment	+61 3 9905 1599
Concerning, threatening and inappropriate behaviour, e.g. <ul style="list-style-type: none"> • sexual harm • family violence • stalking 	Urgent: <i>Requires immediate response on-site:</i> Security attendance	Security +61 3 9905 3333

<ul style="list-style-type: none"> ● bullying, harassment and discrimination ● assault and threats ● persistent and unreasonable complainant conduct ● technology-facilitated abuse 	Non-urgent: <i>Requires confidential information, advice and support referrals:</i> Safer Community Unit (SCU)	Safer Community Unit (SCU) +61 3 9905 1599
Serious mental health concerns, including: <ul style="list-style-type: none"> ● someone experiencing a mental health episode ● bizarre or irrational behaviour ● disordered thinking and speech ● unable to have meaningful dialogue. 	If there's an imminent risk of serious harm to the individual or another person: On campus: Call 000, then call Security and notify SCU Off campus: Call 000, then notify SCU	000 Security +61 3 9905 3333 Safer Community Unit (SCU) +61 3 9905 1599
	If you're with the affected person or they are easily accessible: Business hours: Call University Health Services After hours: Call Security	University Health Services +61 3 9905 3175 Security +61 3 9905 3333
	If non-urgent and you require advice: Call Safer Community Unit (SCU)	Safer Community Unit (SCU) +61 3 9905 1599
Threat of litigation	Office of General Counsel	+61 3 9905 4005

VIOLENCE

Threats of violence (staff, student or visitor)	Urgent: Call Security, then notify SCU	Security +61 3 9905 3333 Safer Community Unit (SCU) +61 3 9905 1599
	Non-urgent: SCU	Safer Community Unit (SCU) +61 3 9905 1599
Physical violence (staff, student or visitor)	Urgent: Call Security, then notify SCU Non-urgent: SCU	Security +61 3 9905 3333 Safer Community Unit (SCU) +61 3 9905 1599
	Police – if required	000

MENTAL HEALTH AND WELFARE CONCERNS

Serious mental health concerns, including: <ul style="list-style-type: none"> ● suicidal ideation, threats or attempts ● someone experiencing a mental health episode ● bizarre or irrational behaviour ● disordered thinking and speech or unable to have meaningful dialogue. 	If there is an imminent risk of serious harm to the individual or another person: On campus: Call 000, then call Security and notify SCU Off campus: Call 000, then notify SCU	000 Security +61 3 9905 3333 Safer Community Unit (SCU) +61 3 9905 1599
	If you're with the affected person or they are easily accessible: Business hours: University Health Services After hours: Security	University Health Services +61 3 9905 3175 Security +61 3 9905 3333

	<p>If it's non-urgent and you require advice: Safer Community Unit (SCU)</p> <p>Manager, Employee Assistance</p> <p>Manager Assist, EAP</p>	<p>Safer Community Unit (SCU) +61 3 9905 1599</p> <p>Staff: +61 3 9902 9573</p> <p>1300 360 364 (specify 'Manager Assist')</p>
Death by suicide on campus	Security	+61 3 9905 3333
Missing person	<p>If there are immediate concerns for safety:</p> <p>On campus: Call 000, then call Security and notify SCU</p> <p>Off campus: Call 000, then notify SCU</p> <p>Non-urgent: If it's non-urgent and you require advice, contact SCU</p>	<p>000</p> <p>Security +61 3 9905 3333</p> <p>Safer Community Unit (SCU) +61 3 9905 1599</p>
Death of staff member	Monash Death in Service Procedure	Group Manager, Human Resources Business Partnering
Death on-site, witnessed	Security	+ 61 3 9905 3333
	University Health Services / Counselling	+61 3 9905 3175
	Employee Assistance Program (EAP) – 24/7 counselling available	Students: 1300 788 336 Staff: 1300 360 364

OHS concerns should be reported to local management, your local [Health and Safety Representative](#), and via the [Safety and Risk Analysis Hub \(SARAH\)](#).