

MANAGING CONCERNS FOR STUDENT WELFARE

This document is a reference for Monash staff who are concerned about the safety or welfare of a student located in Australia. If the student is known or believed to be offshore, seek advice from the Safer Community Unit (SCU), or Security if after hours.

High Concern

Your concerns suggest an imminent risk of serious harm to the student or to another person.

Is an emergency response required? If immediate action is not taken, could someone be hurt? This will be the case where the student's words or actions suggest they are thinking about self-harm, suicide or harming someone else.

Student is on-campus	Student is off-campus	Key guidelines
<ul style="list-style-type: none">• Call 000. Ask for police assistance.• Then call Security [9905 3333].• If you're unsure about whether to call 000, call Security first.• After the emergency response, notify SCU. Also notify International Student Engagement (ISE) if the student is international.	<ul style="list-style-type: none">• Call 000. Ask for police assistance.• After the emergency response, notify SCU. Also notify ISE if the student is international.	<p>If safe to do so:</p> <ul style="list-style-type: none">• stay with the student until help arrives; and• consider removing access to methods of suicide or harm (eg, sharp objects, medications, drugs). <p>Emergency services will assess the student and decide how best to minimise harm. This may include:</p> <ul style="list-style-type: none">• calling a crisis assessment team; and/or• to prevent harm, apprehending the student and taking them to hospital for assessment by a medical practitioner.

Serious Concern

Your concerns are serious, but there does not appear to be an imminent risk of serious harm.

Examples include where a student has displayed behaviour that suggests they may be (or may recently have been) experiencing a mental health episode, has been self-harming, or has been suicidal or thinking about suicide. If a student has a history of poor mental health, fresh concerns for their welfare can also be treated as a serious concern.

Student is on-campus	Student is off-campus	Key guidelines
<p>During business hours:</p> <ul style="list-style-type: none">• Encourage the student to go with you to the on-campus triage nurse in the Health Service [9905 3175].• Call SCU [9905 1599]. They will determine appropriate action and/or provide advice. <p>After hours:</p> <ul style="list-style-type: none">• Call Security [9902 7777]. They will determine appropriate action and/or provide advice.	<p>During business hours:</p> <ul style="list-style-type: none">• Call SCU for advice [9905 1599]. <p>After hours:</p> <ul style="list-style-type: none">• If an urgent response is required, call 000. Ask for police.• Encourage and support the person to go somewhere safe. Seek advice from your local emergency mental health triage service. Click here for a list.	<p>If you're with the student, calmly ask them direct questions, such as:</p> <ul style="list-style-type: none">• what is going on for them• if they are (or have been) thinking about suicide, and if so what their plan is. <p>If safe to do so, stay with the person until:</p> <ul style="list-style-type: none">• professional help arrives; or• you're able to walk them to the triage nurse in the Health Service (or able to get a mental health nurse on the phone to them).

Low Concern

You hold general concerns for a student's welfare, but are not aware of any other risk or warning signs.

Examples include where a student hasn't been attending classes; has failed to submit an assessment; hasn't responded to your contact attempts; or has mentioned they have (or previously have had) mental health issues but are doing so to provide context to another matter, such as a request for special consideration.

In all cases	Key guidelines
<ul style="list-style-type: none">• Give the student information and contact details for support services that are relevant to their situation. Key internal/external contacts are listed on the next page.• The student should engage with support services themselves.• After an appropriate interval of time, follow up with the student to see how they are going and if they require any further support.	<ul style="list-style-type: none">• Contact SCU for advice if you're unsure about what to do. If making contact outside of business hours, SCU will respond on the next business day. If the incident requires an emergency response on campus, call the Security emergency number [9905 3333].• SCU may ask you to provide further information. This information will help SCU to assess the level of risk, to conduct certain enquiries regarding the student's welfare, and to determine what additional action is necessary.• SCU may provide advice about things you can do. In some cases, your assistance may be preferable, or a prerequisite, to SCU making direct contact with the student or their emergency contact.• The student's emergency contact will only be called if there are reasonable grounds to hold concerns for the student's safety or wellbeing.

Key Contact Numbers

ON CAMPUS

Respond

Security Services

For emergency assistance on campus, or to request a security escort

03 9905 3333 (emergency)

03 9902 7777 (non-urgent)

Support

Monash Counselling

Health and counselling services, programs and resources to keep you healthy in mind and body

03 9905 3020 (to make a free appointment)

1300 788 336 (24/7 phone counselling)

03 9905 3175 (mental health triage nurse)

Safer Community Unit

Your key point of enquiry, support and response to concerning or inappropriate behaviour

03 9905 1599

safercommunity@monash.edu

monash.edu/safety

Disability Support Services

Registration for students to access disability services and arrange adjustments

03 9905 5704

International Student Engagement

Specialised advice and support for international students

03 9902 6011

OFF CAMPUS

Respond

Police

For an emergency response

000

Support

Lifeline

24/7 crisis support and suicide prevention service

13 11 14

Beyond Blue

Information and support for mental health

1300 224 636

Mental Health Carers

Supporting mental health carers needs

1300 554 660

Suicide Call Back Service

24/7 telephone and online counselling

1300 659 467

Headspace

Support with mental and physical health

1800 650 890

Victoria's Mental Health Services – Psychiatric Triage

24/7 information, assessment and referral

1300 363 746 (Caulfield area)

1300 369 012 (Clayton area)

Online Resources

Directory of mental health services (including local emergency mental health services) – DHHS
health.vic.gov.au/mentalhealthservices/

Directory of phone and online mental health services – DHHS
health.vic.gov.au/mental-health/mental-health-services/support-and-intervention/telephone-and-online-services

Dealing with students in crisis – Monash University Counselling Service
monash.edu/health/mental-health/resources/dealing-with-students-in-a-crisis

Helping a person at risk – SuicideLine
suicideline.org.au/emergency/with-person-at-risk/

Concerns about a person – SuicideLine
suicideline.org.au/concerned-about-someone/

Mental Health First Aid Guidelines – Mental Health First Aid Australia
mhfa.com.au/mental-health-first-aid-guidelines

Self-harm and young people – Orygen Youth Health
oyh.org.au/sites/oyh.org.au/files/factsheets/

Training

Mental health programs – Monash University
monash.edu/health/mental-health/programs

 9905 1599

 monash.edu/safety