How to support a distressed student

**Distressed student**
Do they need immediate attention from a professional?

- **Yes**
  - Are they at immediate risk to harm themselves or others?
    - **Yes**
      - Contact Emergency Service
        - Call 000 if unsure, consult Safer Community Unit (B/H +61 3 9905 1599) or Monash Security (A/H +61 3 9905 3333)
    - **No**
      - Advise the student to contact the local emergency services
      - If unwilling, consult Safer Community Unit (B/H +61 3 9905 1599) or Monash Security (A/H +61 3 9905 3333)

- **No**
  - Do they want help?
    - **Yes**
      - Contact University Health Service
        - Call +61 3 9905 3175 (Clayton) Ask to speak to a “Triage nurse” who will link them in with: Counsellor, Mental Health Nurse, GP
    - **No**
      - Phone counselling 24/7
        - From Malaysia: 1800818336
        - From Italy: 800791847
        - From elsewhere: +61282952917

**Active Listening**
- Neutral
- Calm and respectful
- Focused on achieving outcomes
- Use simple language and instructions

**Are they physically located in Australia?**

- **Yes**
- **No**
  - Do they want help?