

HEALTH SAFETY & WELLBEING ALERT

Your Role in Supporting Others

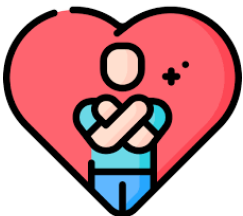
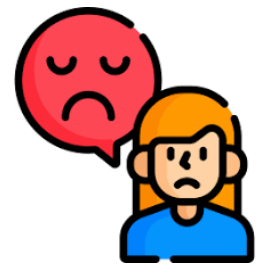
BACKGROUND

As a member of our Monash community, you may find yourself spending time helping people with personal challenges that are outside of your professional remit. Supporting people in the workplace is part of the role we all play in an inclusive and caring Monash Community. However, it's important to look after your own health and wellbeing by checking-in with yourself and implementing appropriate boundaries.

YOUR ROLE

It's not your role to be a counsellor or medical professional. However, it is your role to support with compassion, kindness and care. Having open, respectful, and confidential conversations about how someone is doing—and guiding them to appropriate support when needed—can really help ease uncertainty and reduce worry.

Caring, if excessive, may appear to some as micromanaging or over-functioning. For example, when a supervisor avoids making difficult decisions because of concern for a person's wellbeing, the line has crossed from compassion into over-functioning. Over-involvement or unnecessary involvement by Supervisors in others personal issues can lead to dependence and a level of care that can't be sustained, creating further vulnerability. Establishing personal and professional boundaries and recognising duty of care can help reduce the risk of over-functioning and micromanaging behaviours.



SELF-CARE

Most of us are familiar with the safety announcement on aeroplanes about securing your oxygen mask before helping others. It is the same for Supervisors' who cannot support others if they've not made their own health and wellbeing a priority. It's important for the health and wellbeing of our organisation that we lead by example and appropriately demonstrate that it really is ok to not be ok and access available support.

CALL TO ACTION

1. Define clear expectations with your staff and students as soon as possible, and reiterate them regularly.
2. Become familiar with the support pathways available to Monash staff & students, refer to next page for a short summary.
3. If you become aware of a colleague or student requiring support, it's important to be compassionate and proactive, whilst maintaining boundaries and a healthy work environment for others.
4. Routinely practice self-care, refer to [Monash Health Safety & Wellbeing – Wellbeing](#) for ideas

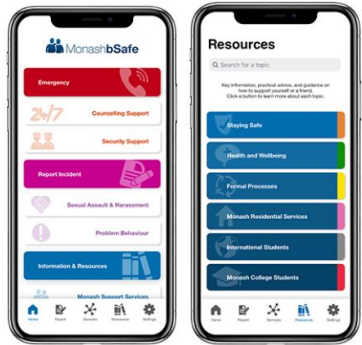
DEFINITIONS

Personal boundaries are the physical, emotional, and mental boundaries we draw to protect ourselves from being vicariously affected by the experiences of others. Without personal boundaries we can run the risk of becoming too involved with people's issues and feel responsible for solving, saving, and rescuing situations that are out of our professional control.

Professional boundaries are the legal, ethical, and organisational frameworks that protect everyone in the workplace from physical and emotional harm. Not only do professional boundaries support a safe working environment, they provide clarity of purpose, including our reason for turning up each day, which can contribute to good mental health.

Over-functioning is a situation where you may assume more control or responsibility over a situation than is necessary.

GETTING HELP & SUPPORT

Emergency support:	
<p>Emergencies on campus - Call 03 9905 3333 or dial 333 from a Monash phone, at any time Monash University Security - Available 24/7</p> <p>Emergencies off campus - Call 000 Emergency Services: police, ambulance, fire, at any time</p>	<p>Monash Employee Assistance Program (EAP) 24/7 phone consultations free and confidential</p> <ul style="list-style-type: none"> • 1300 STUDENT (1300 788 336) (for Students) • 1300 360 364 (for Staff) <p>Safety escorts (24/7): Call 03 9902 7777 at any time</p>
For both students & staff:	
<p><u>Monash Safer Community Unit (SCU)</u> E: safercommunity@monash.edu Ph: 03 9905 1599 Hours: Mon-Fri, 9am-5pm</p> <p><u>Monash Counselling and Psychological Services (CAPS)</u> Counselling appointments (face to face and telehealth) Ph: 03 9905 3020 Hours: Mon-Fri, 9am-5pm</p> <p><u>University Health Service</u></p>	<p><u>Monash bSafe app</u></p> 
For staff:	
<p><u>Monash Employee Assistance Program (EAP)</u> Ph: 1300 360 364 Available to all employees and their immediate family members. The service offers confidential, short-term support for a variety of work-related and personal problems that may be affecting you at work or at home.</p> <p><u>Managers Hotline for People Leaders</u> Ph: 1300 360 364 This Hotline is an independent, external advisory service available to all managers and supervisors at Monash, to help lead, manage and support their team. The service can be used for managers dealing with difficult or complex people issues</p>	<p><u>Contact Monash Teams:</u> HR Business Partners Health Safety & Wellbeing Team Respect and Ethical Conduct</p> <p><u>Monash Resources:</u> Supporting your colleagues Monash Wellbeing website Monash Wellbeing Events Calendar Personal safety advice Safety online Protect yourself from scams</p>
External resources	
<p>Lifeline: 13 11 14 Suiceline: 1300 651 251 Suicide Call Back Service: 1300 659 467 Obsessive Compulsive Disorder and Anxiety Helpline: 1300 269 438 or 9886 9377 Kids Helpline (5–25 year olds): 1800 551 800 Sexual Assault Crisis Line: 1800 806 292 or 9349 1766 Centre Against Sexual Assault: 9635 3610 MensLine: 1300 789 978</p>	<p>QLife: Anonymous and free LGBTIQ+ peer support and referral for people in Australia. Indigenous: Yarning Safe'N'Strong (24/7 free and confidential phone support) Turning Point: 1800 888 236 Gamblers Help: 1800 858 858 The Compassionate Friends: 1800 641 091 or 9888 4944 GriefLine: 9935 7400 (8am – 8pm, seven days a week; 24/7 online forums also available)</p>