

CARE SERVICE

Tailored, holistic, trauma-informed case management supporting students and staff experiencing personal, safety, or academic process challenges.

What is the CARE Service?

The CARE Service provides **confidential, trauma-informed case management** to Monash students and staff facing personal, academic, behavioural or safety concerns.

CARE provides guidance through university processes, supports people experiencing issues such as misconduct matters, mental health crises, family violence, or sexual harm, and connects them with appropriate internal and external services to promote wellbeing and fairness.

What We Do & How Support is Delivered

Provide confidential, trauma informed support through:

- **Safety, wellbeing & crisis support** - assistance with family violence, stalking, harassment, and sexual harm. Wellbeing support during distress and crisis response and safety planning (Monday- Friday 9am-5pm).
- **Academic Process Support** - special consideration applications, DSS registration, liaison with faculties and help navigating academic impacts. Guidance through university processes, including misconduct investigations and hearings. Support for suspended students and return to study planning.
- **Housing and financial hardship support** - advice and referrals for students experiencing homelessness or financial insecurity.
- **Service navigation and coordination** - warm referrals to Monash supports (counselling, UHS, DSS, the Safer Community Unit and external agencies and services (legal, housing).
- **Behavioural insight and accountability support** - connection to restorative practices and behaviour change programs.
- **One-on-one confidential meetings and check-ins** - tailored to assess support needs and personal circumstances.

Accessing CARE Support

- Email: care-service@monash.edu
- Phone: (03) 9905 1599
- Hours: Monday to Friday, 9 AM – 5 PM
- Location: Level 1, Campus Centre, 21 Chancellor's Walk, Clayton Campus
- Appointments only – **no drop-ins**

Referral Pathways - Who Can Refer

The CARE service accepts referrals from the following services. These services can make a referral for you with your consent.

- Safer Community Unit (SCU)
- General Misconduct and Risk (GMR)
- International Student Engagement (ISE)
- Monash University Accommodation (MUA)
- Monash Counselling Services
- Monash Security Services (24/7): (03) 9905 3333

CARE does not accept direct or self-referrals from individuals.

If you are unsure whether a referral to CARE is appropriate, please contact us for guidance on referral pathways and support options.

As the CARE service supports many people, we encourage prompt engagement following a referral so we can respond to your needs effectively.

The support and number of sessions offered through CARE will match your circumstances.

What CARE Does Not Provide

While CARE offers coordinated, trauma-informed case management support, there are some limitations to our role. CARE does not:

- Provide legal advice or representation;
- Provide advocacy;
- Offer direct financial assistance;
- Deliver counselling or therapeutic services;
- Provide emergency crisis intervention;
- Accept self-referrals or drop-in appointments; or
- Override academic, faculty, or disciplinary decisions.

We can connect you with services that connect you with these supports.