This document is a reference for student services staff within Monash University. It is designed to assist with triaging certain kinds of enquiries, and includes guidelines for referring issues to the Safer Community Unit.

**ABOUT SAFER COMMUNITY UNIT**

Safer Community Unit (SCU) is the University’s central point of enquiry, support and response to problem behaviour – any behaviour that is concerning, threatening, inappropriate or unacceptable.

SCU can also assist with enquiries received from law enforcement agencies, and with situations where assistance is needed to address serious welfare concerns or an imminent risk of harm.

**PROBLEM BEHAVIOUR**

SCU can assist with, or provide advice about, the following issues or types of behaviour:

- Bullying and harassment
- Stalking and unwelcome contact
- Any form of threatening behaviour
- Assault
- Sexual Harassment
- Sexual Assault
- Family Violence
- Issues related to mental health
- Welfare Concerns
- Reports of Missing Persons
- Unreasonable conduct

**GENERAL GUIDELINES**

If you are unsure how to appropriately manage a report of problem behaviour, a welfare concern, or a law enforcement enquiry, please seek advice from SCU. If the situation is an on-campus emergency always phone Security Services on 9905 3333.

If you want to refer a student to SCU, you should provide them with SCU contact details so they can reach out for themselves. SCU will provide options for reporting, supports, referrals and advice directly to the student, and take steps to make sure they are safe.

Never advise a student that you will arrange for SCU to contact them.

**LAW ENFORCEMENT ENQUIRIES**

Requests from a law enforcement or other external agency (such as a mental health service) for information about a student (such as their personal or contact details) should be directed to SCU. If the request is urgent and after-hours, phone Security Services on 9905 3333.

**RESPONDING TO SPECIFIC ISSUES OR TYPES OF BEHAVIOUR**

**Situations where a student is being unreasonable or irrational**

- Respond to the student directly and firmly.
- Advise the student you will not engage in conversation if they become aggressive, disrespectful or personally attack you.
- Remind the student of the standards of behaviour that are expected of them as a Monash student (refer to the Student General Conduct Policy).
- Refer the student to an appropriate complaint process if they have a specific grievance.
- Seek advice from SCU in managing the student, if necessary.

**Scams**

A student reports an attempted financial scam, or a scam where they have lost money as a result.

- Refer the student to Security for assistance, including for advice about their reporting options.
- Provide the student with contact numbers for the Counselling Service.
- Notify Security about the report.

**Sextortion**

Sextortion is a form of blackmail where someone threatens to share intimate images unless their demands are met. If a student reports they are a victim of sextortion:

- Refer the student to SCU for assistance, including for advice about their reporting options.
- Provide the student with contact numbers for the Counselling Service.
- Notify SCU about the report.
Welfare concerns
SCU will manage welfare concerns only where there are reasonable grounds to hold serious concerns for the student’s welfare. For other cases, it is preferable for the student to be provided with relevant welfare support numbers. Always seek advice from SCU if unsure how to approach a particular scenario.

Some advice on general examples:

1. **A student expresses they are depressed and struggling emotionally and with their studies.**
   - Provide the student with welfare support information and contact details found on page 3, including:
     - Counselling Service
     - Disability Support Services (provides services including adjustments for students with a medical or mental health condition)
     - International Student Engagement (support services for international students)

2. **A student has not been attending classes. There is no other cause for concern.**
   - Provide the student with above welfare support information

3. **A student is not responding to contact from the University. There is no history of mental health issues.**
   - Provide the student with above welfare support information

4. **A student has mentioned they have mental health issues (or have had) but are predominantly wanting help with academic matters.**
   - Provide the student with above welfare support information
   - Provide the student with information about available academic supports and/or refer to a Faculty contact point

5. **Student is not responding to contact from the University. There is a history of mental health.**
   - Contact to SCU to determine if there is an imminent risk

6. **Student has disclosed feelings of suicide and the student is at imminent risk of harming themselves.**
   - During business hours, contact SCU for assistance
   - If the student is believed to be on campus call Security (9905 3333)
   - After hours call Security (9905 3333)

**Sexual Assault, Physical Assault, Sexual Harassment, Family Violence (on-campus or off-campus)**

A student may report that they have been subjected to a sexual assault, physical assault, sexual harassment, or that they may be experiencing family violence.

- Advise the student to contact SCU to report/disclose the incident, to learn about safety measures and formal reporting processes, and for general advice and support referrals.
- Provide the student with SCU contact details, including the option to report online. It is for the student alone to decide whether to report/disclose by engaging with SCU.

SCU will not contact the student unless the student has given permission and the contact has been pre-arranged in advance. Where a person (staff member or student) is seeking advice on behalf of another person who has been affected by the incident, refer them to SCU.

**Missing Persons**

A concerned friend or family member may report that a student has not been seen for days and is not responding to contact when they normally would. They may request the University to assist and/or to confirm whether the student is attending classes.

- Advise the person that information cannot be given to a third party
- Advise them they can file a missing person report with Victoria Police
- Advise the person that the University will reach out to the student with supports and encourage the student to make contact with the person, if they wish to.
- Seek advice from SCU if the student is under 18.
- If unsure how to manage the situation, contact SCU for advice.

**Robberies (on-campus or off-campus)**

A student reports that they have been robbed.

- Refer the student to Security Services for assistance, including for advice about their reporting options.
- Provide the student with contact numbers for the Counselling Service.
- Notify Security about the report.
WHAT SCU DOES

SCU provides support, advice and referrals in the following ways:

▶ Provides all affected person – complainants, witnesses and alleged perpetrators – with information about formal reporting options
▶ Provides practical and procedural advice
▶ Provides referrals to counselling and other support services
▶ Coordinates safety measures and strategies for the intervention and/or management of behavioural risks
▶ Engages in the ongoing monitoring of risks to the Monash community
▶ Intervenes for serious or imminent risks to a person’s self or to others
▶ Investigates matters for safety or disciplinary purposes

WHAT SCU DOESN’T DO

SCU does not:

▶ Provide a direct support service – we refer all those who need help to the appropriate internal or external services
▶ Follow up on a student’s welfare where there is no element of serious risk
▶ Engage in the ‘case management’ of individuals
▶ Provide crisis management or a ‘first responder’ service
▶ Investigate if there is a risk of prejudicing a law enforcement investigation
▶ Investigate for a disciplinary purpose without a delegation or authority from the Responsible Officer
▶ Make decisions about action to be taken following an investigation

RESPOND

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

03 9905 3333 (Emergency)
03 9902 7777 (Non-Urgent)

REPORT & ADVICE

Safer Community Unit
Your key point of enquiry, support and response to concerning, threatening or inappropriate behaviour.

03 9905 1599
safercommunity@monash.edu
monash.edu/safer-community
download the Monash bSafe app from the Apple or Google Play stores

SUPPORT

Monash Counselling
Health and counselling services, programs and resources to keep your health in mind and body.

monash.edu/health/counselling

Students in Australia
03 9905 3020
1300 788 336

Students outside of Australia
Malaysia 1800 818 356 (toll free)
Italy 800 791 847 (toll free)
Elsewhere outside Australia
+61 2 8295 2917

International Student Engagement
03 9905 6267
iss@monash.edu

Disability Support Services
03 9905 5704