Step 1. What you can do in the first few minutes...

- Remain calm
- Find a quiet space
- Offer the student a glass of water or tissues (if able)
- Listen and respectfully acknowledge what is happening for the student without judgement
- Do not attempt to 'fix' the issue; check your understanding of the issue and let the student know that help is available
- Be clear about your helping role in this moment (e.g. to listen and provide referral to support services)
- Provide details of the UniSA Counselling Service and Out-of-Hours Crisis Line (Call 1300 107 441 or text 0488 884 163)
- Seek consent to refer to the Counselling Service or other SEU support service as appropriate
- Offer to follow up and/or meet again (if appropriate)
- Make eReferral to Student Engagement Unit (if appropriate)

Step 2. If student remains distressed, determine next level of response required:

Consider Signs of **Distress**

Low Distress Level

- Brief period of crying
- Signs of irritation Slightly raised voice, fast breathing
- Signs of minor agitation fidgeting, body tension, trembling, pallor or heightened colour
- Closed body language crossed arms, hands close to body or monotone vocal responses
- Impassive, apathetic or providing limited
- Making reference to feeling disillusioned, anxious or depressed in conversation or via

Medium Distress Level

- Intermittent crying or sobbing
- Unusual restlessness, significant agitation or shaking
- Indecisiveness or inattention
- Unable to sit or stand quietly
- Erratic behaviours, incoherence or inability to communicate in usual way or clearly (e.g. slurring or disjointed speech)
- Disruptive behaviours (hostility, aggressive language, swearing, verbal threats e.g. 'I'll get
- Concerns for welfare (indicating sense of hopelessness, loss of reality, unusual emotional responses)
- Making general references to suicide or harming self in conversation or via email (e.g. 'I don't want to be here anymore'; 'What is the point of continuing')

High Distress Level

- Prolonged or hysterical sobbing
- Panic or heightened responses to stimuli (e.g. hyperactivity, hypervigilance, repetitive movements, difficulty managing sensory needs)
- Disoriented thought processes or communication
- Erratic behaviours, confusion, or unrealistic thought processes or decision making
- Difficulty communicating
- Extreme agitation shouting, swearing,
- intimidating or aggressive body language or stance Threats of harm to self or others in
- conversation or via email Discussing plans for suicide or self-harm in conversation or via email

Determine Incident

Minor Incident

An incident or injury that causes concern but presents no serious threat to safety and wellbeing. For example:

- A student with low distress looking for assistance and support on
- A staff member seeking advice on how to respond to a student of concern e.g. student has failed placement
- Staff member reporting a concerning email or phone call from student indicating possible risks to wellbeing and safety

Vithin 5 working days

Serious Incident

A concerning event or incident involving or impacting students or staff with notential to escalate. Serious incidents are those that require priority attention but can be contained with early intervention. For example:

- Student behaviours in class or on campus where potential risk to self or others
- A missing international student
- Student experiencing a mental health crisis on campus who accepts help

Within 3-24 hours

Step 3. Action referral to SEU:

Provide information (student self referral):

- For information about a particular SEU service (e.g. Counselling, Access and Inclusion), email Student Engagement Unit on SEU@unisa.edu.au
- Provide the student with information about the Counselling Service and Out of Hours Crisis Line (Call 1300 107 441 or text 0488 884 163)

Students in Distress

UniSA Counselling Service

If you are in immediate danger, contact

Campus Security

1800 500 911

or the Police 000

Send a follow up email to the student reminding them of the support services available. It is helpful to provide this information as the student can choose if and when they wish to engage with services

Student consenting to and/or seeking help from staff member to access support services:

- Provide the student with information about the Counselling Service and Out of Hours Crisis Line. If counselling appointment is agreed outcome with the student, support student to book next available appointment via student portal or contact Campus Central to assist (Call 1300 301 703 or email askcampuscentral@unisa.edu.au)
- Send standard eReferral to Student Engagement Unit (select 'personal or wellbeing issue' for counselling service triage review)
- Send a follow up email to the student advising an eReferral has been sent and affirming them for engaging with support services

Student consenting to and/or seeking help from staff member to access support services:

- Provide the student with information about the Counselling Service and Out of Hours Crisis Line (Call 1300 107 441 or text 0488 884 163)
- If counselling appointment is agreed outcome with the student, support the student to book next available appointment via student portal or contact Campus Central to assist (Call 1300 301 703 or email askcampuscentral@unisa.edu.au)
- Send eReferral (high risk referral) or email Counselling inbox with your concerns (counsellors@unisa.edu.au)
- Send a follow up email to the student advising an eReferral has been sent and affirming them for engaging with support services

Where there are concerns about risk of harm to self or others (no consent required):

- Where possible, advise the student that you are concerned and have contacted the Counselling Service
- Email concerns to Triage Counsellor via Counsellors@unisa.edu.au
- Triage Counsellor will review and assess need and risk. Based on triage assessment, student may receive same day urgent appointment with Counsellor, welfare check or referral to external supports e.g. mental health triage/emergency services (action dependent on risk assessed)
- If staff member thinks the student needs urgent counselling after hours, provide details of UniSA Out of Hours Crisis Line (Call 1300 107 441 or text
- Staff member to contact and debrief with line manager or relevant Academic Unit (e.g. Program Director, Dean of Programs)
- Staff member may access EAP 1300 277 924 (as required)

Critical Incident

A traumatic incident (on or off campus) with potential to disrupt University operations or negatively impact the safety and wellbeing of the student or University community. For example:

- Death of student
- Suicide attempt
- Victim of serious crime
- Serious Mental Health episode (including hospitalisation)

within 1-3 hours

Where risk of harm to self or others (no consent required for action):

- If incident occurs on campus and there is a threat to self/others contact Security (ext. 88888) for immediate assistance
- Contact Triage Counsellor (0481 465 916) and/or Manager Counselling (ext. 27853 / 0434 898 091)
- Crisis response provided by Triage Counsellor, Manager Counselling or SEU Deputy Director (where Manager Counselling unavailable)
- Manager Counselling to contact and liaise with the University's Student Response Team (SRT) as required
- UniSA Out of Hours Crisis Line contact details provided (Call 1300 107 441 or text 0488 884 163)
- Student Welfare Check may be instigated by Counsellor (based on risk assessment by Counsellor)
- Staff member to contact and debrief with line manager and/or relevant Academic Unit manager (e.g. Dean of Programs/Executive Dean)
- Staff member may access EAP 1300 277 924 (as required)

South Australia | Engagement Unit 1800 500 911

University of

Student

UniSA Emergency Contacts

UniSA Security

- ext. 88888 All campuses 830 22222 City East City West 830 20000
- 830 24444 Magill Mawson Lakes 830 25555 Whyalla 864 76050

Student Engagement Unit – Critical Incident Contacts:

- 1. Triage Counsellor: counsellors@unisa.edu.au
- 2. Manager Counselling: 0481 465 916
- 3. Deputy Director: Student Engagement: 0434 898 091