

## 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:



# Students in Distress

UniSA Counselling Service



Student Engagement Unit

If you are in immediate danger, contact

Campus Security  
**1800 500 911**  
or the Police **000**

### UniSA Emergency Contacts

- |                       |                     |
|-----------------------|---------------------|
| <b>UniSA Security</b> | <b>1800 500 911</b> |
| • All campuses        | ext. 88888          |
| • City East           | 830 22222           |
| • City West           | 830 20000           |
| • Magill              | 830 24444           |
| • Mawson Lakes        | 830 25555           |
| • Whyalla             | 864 76050           |

### Student Engagement Unit – Critical Incident Contacts:

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

## 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](mailto: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)
- 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](mailto: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](mailto:askcampuscentral@unisa.edu.au))
- Send [eReferral](#) (high risk referral) or email Counselling inbox with your concerns ([counsellors@unisa.edu.au](mailto: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](mailto: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 0488 884 163)
- 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)

### 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)