

# How and when to report and refer for support

This grid has been developed to assist UTS Staff in recommending appropriate support and referral pathways for students, ranging from those with everyday concerns to those experiencing serious disruption to study or eliciting high level concern about their behaviour or well-being. This grid is not intended to be used for diagnosis, but is intended to provide staff with examples of concerning behaviours, typical academic problems, and suggestions for recommended action. Issues of particular concern (i.e. needing intervention) are listed as *Indicators of risk*. The examples provided in the grid are not intended to be an exhaustive list. If you have any concerns about behaviours or problems which are not described in the grid, you should contact the UTS Counselling Service.

The grid can be found online at <http://www.ssu.uts.edu.au/counselling/pdf/referral-grid.pdf>

## Important contacts:

UTS Counselling (9514 1177): Head of Counselling Fiona Robertson: [Fiona.Robertson@uts.edu.au](mailto:Fiona.Robertson@uts.edu.au) & Cc: [Student.Services@uts.edu.au](mailto:Student.Services@uts.edu.au)

Security (dial 6 from a campus phone or free call 1800 249 559): Manager of Security Services Shaun O'Mara

Local Community Mental Health Team for support for students on campus:

Broadway campus – Camperdown Community Mental Health Team: 9515 9000 (9am-5pm), 1800 011 511 (after hours)

Kuring-gai campus – Hornsby Kuring-gai Acute Care Service: 9477 9520 (24 hours)

Mental Health Access Line (1800 636 825): free call for details of a student's nearest Community Mental Health Team

24 hour Telephone counselling: Lifeline (13 11 14) or Salvo Crisis Line (8736 3295)

The University Counselling Service offers staff consultations to discuss any issues arising from this process.

## How to get first aid:

To find out who the nearest First Aid Officers are, check the first aid sign in each work area or the list of current First Aid Officers at <http://datasearch2.uts.edu.au/safety-wellbeing/first-aid/list.cfm>

All Security Officers have been trained in First Aid. First Aid is also available from the UTS Health Service at the Broadway campus and at the Student Services Unit at Kuring-gai.

Further information on first aid and reporting an accident or incident can be found at <http://www.safetyandwellbeing.uts.edu.au/>.

