

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 <https://web.secure.uts.edu.au/ssu/staff/referral-grid.pdf>

Important contacts:

UTS Counselling (9514 1177): Head of Counselling Sarah Lok, Sarah.Lok@uts.edu.au; and Cc: 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 during business hours:

Camperdown Community Mental Health Team: 9515 9000 or

St Vincent's Community Mental Health Team: 8382 1299 for UTS Yura Mudang campus accommodation only

Mental Health Access Line (1800 011 511) for information on a student's local Community Mental Health Team and for 24 hour referrals

24 hour Telephone counselling: Lifeline (13 11 14); Beyond Blue Support Services (1300 224 636) or Suicide Call Back Service (1300 659 467)

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://cfsites1.uts.edu.au/safetyandwellbeing/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.

Further information on first aid and reporting an accident or incident can be found at

<http://www.safetyandwellbeing.uts.edu.au/>.

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		<div style="display: flex; justify-content: space-between; align-items: center;"> Low concern High Concern </div>					
Examples of concerning behaviours and issues to record and pass on when referring.							
Indicators of Risk			Written academic work contains unnecessary but unspecific references to death or violence. Challenging verbal interactions, or pattern of concerning online/email communications.	Thoughts of self harm, suicide or aggression against unspecified others. A single instance of physical aggression against objects (eg punching wall, throwing things), verbally abusive or abusive in online/email communications	Repeated self harm, thoughts of suicide or aggression against unspecified others, and has a feasible plan. Repeated physical aggression against objects (eg punching walls, throwing things) Reckless indifference to safety Report of interpersonal intrusiveness and/or sexual harassment	Repeated self harm, preoccupied with thoughts of suicide or aggression against unspecified others, and has described a feasible plan and intent. Repeated physical aggression against objects; friends and peers afraid/concerned Reckless indifference to safety Report/s of unwelcome sexual contact and/or sexual assault	Suicidal or self-harming action in progress, actual assault or threats of violence towards specified others Repeated physical aggression against objects; friends and peers afraid/concerned Reckless indifference to safety Repeated reports of sexual harassment and assault
Observed or reported behaviour and associated academic performance	Everyday problems and concerns Academic performance generally good, possible exam anxiety	Reports of student feeling anxious, low self-esteem Relationship problems Trouble with deadlines, special consideration, missing classes or meetings	Reports of student feeling hopeless or worthless Withdrawn, interpersonal conflict Others express concerns or complaints Erratic responses or emotional outpourings Alcohol or other drug misuse Trouble with deadlines, disorganisation, missing classes or meetings	Reports of student feeling enraged, hopeless or worthless Withdrawn or repeatedly in conflict. Subject of concern or complaint Erratic responses or emotional outpourings Alcohol or other drug misuse Poor self-care Trouble with deadlines, disorganisation, concentration difficulties, missing meetings or classes and/or assessments	Reports or evidence of fixed beliefs or perceptions that others find bizarre Isolated or ostracised or repeatedly in conflict. Subject of concern or complaint. Peculiar or inexplicably confrontational communication style Alcohol or other drug misuse Poor self-care Trouble with deadlines, disorganisation, concentration, missing meetings or classes and assessments, disruptive or has problems following advice or instructions	Bizarre behaviours, chaotic disorganisation Isolated or ostracised or repeatedly in conflict. Subject of concern or complaint. Peculiar or inexplicably confrontational communication style or seriously impaired judgment Alcohol or other drug misuse Poor self care Not attending classes after a history of problematic interactions or difficulties	Bizarre behaviours, chaotic disorganisation Isolated or ostracised or repeatedly in conflict Subject of concern or complaint Peculiar or inexplicably confrontational communication style or seriously impaired judgment Alcohol or other drug misuse Persistent lack of self-care and unable to function independently Not attending classes, submitting work or fulfilling student role, after a history of problematic interactions or difficulties
Your required action	Provide information on student services.	Recommend support from friends or counselling	<p>If an immediate threat call Security x6 or 1800 249 559</p> <p>Report aggression or risk to your supervisor by email cc student.services@uts.edu.au</p> <p>cc misconductandappeals@uts.edu.au</p> <p>If an accident or incident (including a near miss) occurs at UTS it must be reported. http://www.safetyandwellbeing.uts.edu.au/accidents/reporting.html</p> <p>Report sexual harassment and sexual assault via the summary form for staff receiving a report https://www.uts.edu.au/sexual-assault-and-harassment-form-staff</p> <p>Consult Head of Counselling x1177</p>				
Likely action from UTS Counselling Service	<p>Offer Counselling support, with more assertive attempts at follow up the higher the level of concern.</p> <p>Assess risk where relevant.</p> <p>External referral to crisis team/psychiatric/emergency services particularly if risk evident.</p> <p>Feedback to referrer about actions taken with student's consent or as per duty of care.</p>						

If you have any concerns about the consequences of making a referral, please contact UTS Counselling to discuss (x 1177).