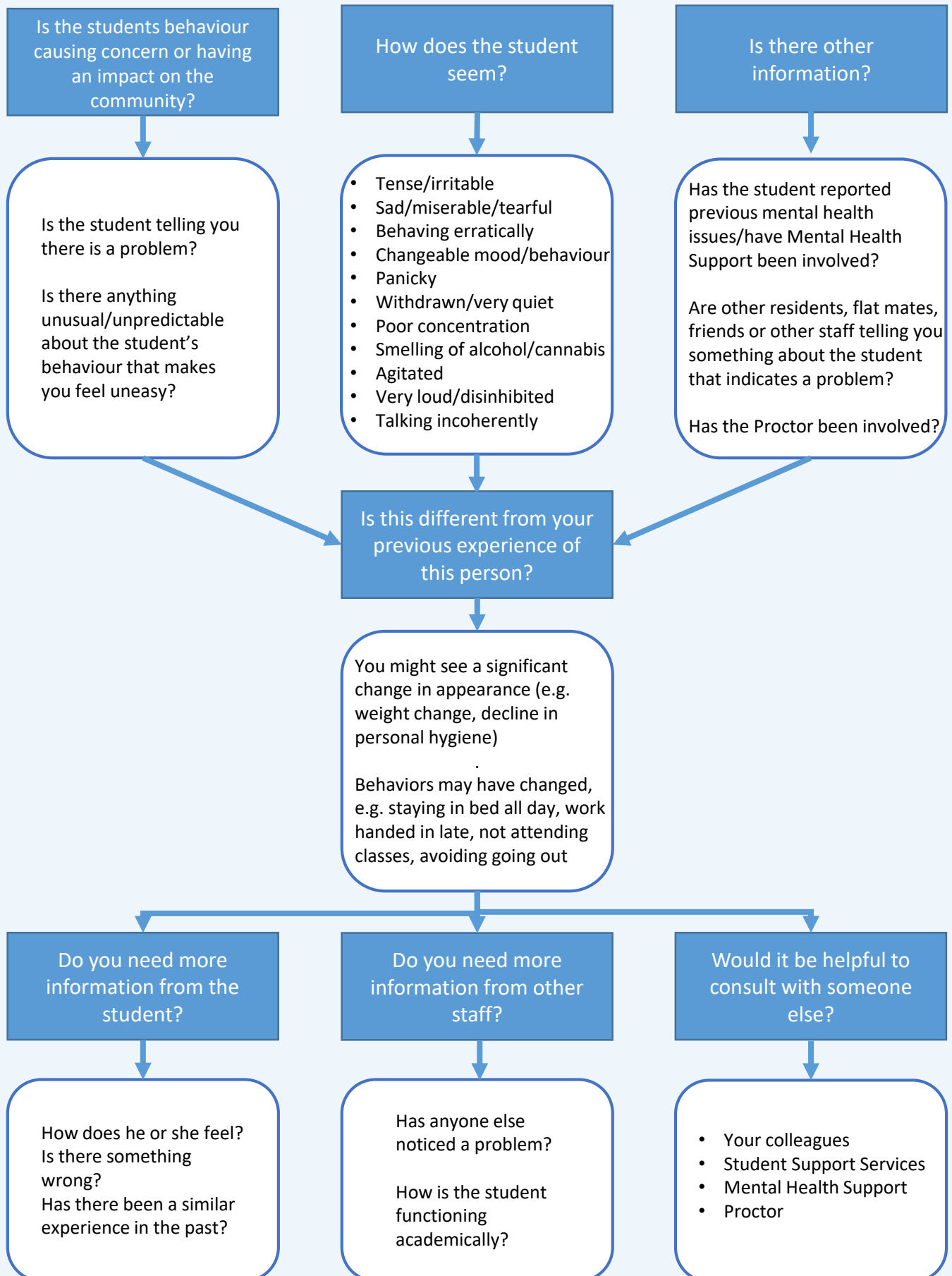


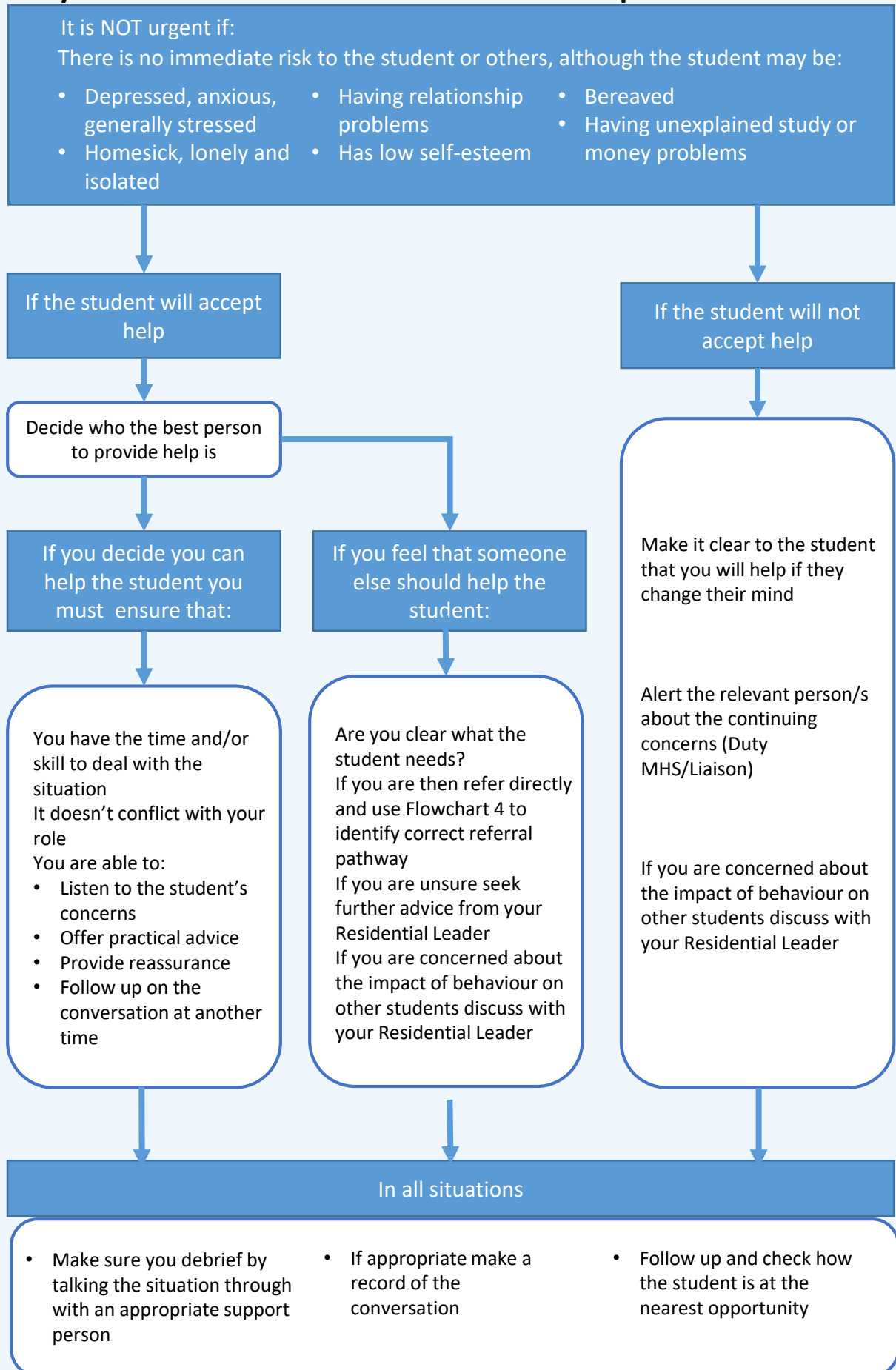
## Flow Chart 1 - How do you know there is a problem?

### *Trusting your judgement – Check the following*



## Flow Chart 2

### What you should do if the situation does NOT require immediate action



### Flow Chart 3

## What you should do if the situation IS urgent

It is urgent if:

You are concerned that the student may:

- Be at risk of harming themselves
- Is violent or is threatening violence to people or property  
– **Call the Police on 111**
- Has completely stopped functioning
- Seems very disorientated and out of touch with reality
- Is behaving out of character
- Is expressing suicidal thoughts

If the student will accept help

#### In office hours:

Refer the student directly to Duty MHS – Phone 0800479821 and inform the receptionist of your role and tell them it is for urgent advice/appointment  
Utilise Campus Watch for support  
Inform you Residential Leader

#### Out of office hours:

Ring the Mental Health Crisis line for support/advice – Call/Text 1737  
Call EPS – 0800467846  
Utilise Campus Watch for support  
If in immediate danger (you, the student or others) **Call the Police on 111**  
Inform your Residential Leader

If the student will not accept help

#### In office hours:

Contact Duty MHS – Phone 0800479821 and inform the receptionist of your role and tell them it is for urgent advice. Utilise Campus Watch for support  
If in immediate danger (you, the student or others) **Call the Police on 111**  
Inform you Residential Leader

#### Out of office hours:

Ring the Mental Health Crisis line for support/advice – Call/Text 1737  
Call EPS – 0800467846  
Utilise Campus Watch for support  
If in immediate danger (you, the student or others) **Call the Police on 111**  
Inform your Residential Leader

In all situations

- Try to stay calm
- Engage with the student if possible but put safety first
- Prioritise your own safety and that of others at the scene
- Whenever possible make sure that you have support available
- Make sure that you debrief by talking through the situation with you Residential Leader or MHS
- If appropriate keep a written record

# Flow Chart 4

## What sort of support does the student need?

