This plan is enacted when a **Mental Health Incident** is declared and the level of risk to personal safety, property or environment is an immediate risk to escalate. This plan relates to the response of staff and students to a critical incident and supports the Emergency Management Plan (EMP).

It is possible that you may come across or be confronted by a person with some kind of mental health concern on campus.

The person may be exhibiting some of these behaviours:

|  |  |
| --- | --- |
| suicidal | threatening |
| distressed | behaving abnormally |
| agitated | out of touch with reality |

Emergency Related Response

**Immediate Actions:**

If a person appears to be suffering from a mental health condition and is threatening violence, take the following steps

* Do not get involved physically.
* If anyone is in danger, ensure your own safety, seek support from colleagues.
* If Emergency Services are required then dial ‘000’.
* Call Safety & Security on 6773 2099 (24 hrs) and advise if Emergency Services have been called.
* Try to create a calm, non-threatening environment – talk slowly, quietly, firmly and simply.
* Keep the environment free of distractions (turn off radio and reduce noise).
* Keep a reasonable distance. Try to get the person to sit down, side by side with you. You need to ensure that you, the support person, have closest access to any exit.
* Do not try to reason with someone experiencing acute psychosis, remain empathetic to their distress. Remember that they may be hearing voices that are very real and frightening to them.

**Internally:**

UNE Counselling Monday to Friday 9am – 4.30pm PH: 6773 2897. For more counselling information refer to <http://www.une.edu.au/study/why-study-at-une/student-support/counselling>

If you are a student (on or off campus), then you can access our free and confidential counselling service during office hours (Mon to Fri 9.00am to 4.00pm) on 6773 2897. General and academic staff at UNE can also consult with UNE counselling in the first instance as well as access to counselling via UNE’s [Employee Assistance Program](http://www.une.edu.au/staff-current/human-resources/health-safety-and-support/employee-assistance-program) (EAP).

**Or Externally:**

National

* **Ambulance:** 000
* **Police**: 000
* **Lifeline** (24 hrs): 131114
* **Suicide Prevention & Crisis Intervention** (24hrs)   1300 363 622
* [**Kids Help Line**](http://www.kidshelp.com.au/) (under 25yrs) on 1800 55 1800
* **Suicide Call Back Service** (24hrs) 1300 659 467
* **Grief Support** (24 hr assistance) on (02) 9489 6644 or 1800 642 066
* **Alcohol and Drug Information Service** (24 hour assistance) on (02) 9361 8000
* **Domestic Violence Crisis Line**(emergency accommodation, crisis counselling, & referral) on 1800 656 463
* [**1800-RESPECT**](https://www.1800respect.org.au/)**:** 1800 737 732

NSW

* **NSW Rape Crisis Centre:** 1800 424 017
* **NSW Mental Health Line:** 24 hr service (to connect you with the right care) 1800 011 511

Armidale

* Call 000 for Emergencies
* **Armidale Police Station** (02) 6771 0699
* **Armidale Sexual Assault Service**    (02) 6776 9655 (BH)  (02) 6776 9500 (AH)
* **UNE Safety & Security** (24hrs)    (02) 6773 2099
* **Armidale Hospital**24 hr Accident & Emergency   (02) 6776 9622

Non-Emergency Related Response

**UNE Staff**

All UNE staff members and, where appropriate, their immediate family members can access the counselling services provided through the Employee Assistance Program. The EAP is a professional, independent and confidential counselling service arrangement with Centacare New England North West. The counselling offered is intended to be short term, solution-focused and to explore practical strategies for dealing with issues in a supportive and non-judgmental environment.

UNE funds up to six (6) counselling sessions per year per employee, at no cost to the staff member.

**What can I get help with?**

The EAP is available to give assistance or provide referrals for personal or work related problems such as, but not limited to:

|  |  |  |
| --- | --- | --- |
| Work-related stress | Marital and family problems | Interpersonal conflict |
| Depression | Dealing with change | Dealing with difficult people |
| Anxiety | Work/ Life balance | Trauma counselling |
| Bereavements | Alcohol and drug abuse | Gambling |

You can consult your Employee Assistance Program about any problem. Use the service as soon as the issue starts to concern you. Don't wait too long - the issue will only get more complex. Early intervention is the key to a successful outcome.

**How do I book an appointment?**

Call Centacare on 02 6738 7200 - 8am to 5pm Monday to Friday. Let the receptionist know that your appointment is part of the UNE Employee Assistance Program.

If you require urgent counselling, please make the receptionist aware of this when you call to make an appointment. Appointments are usually available between 24 and 48 hours after contacting Centacare.

**Where and How Does Counselling take Place?**

Appointments are offered at the Centacare offices at 3/150 Rusden St Armidale or, in some circumstances, can be conducted by phone. You can discuss this with the Centacare receptionist when you call to book your appointment.

If you prefer to see a counsellor in Tamworth, this can be arranged. However, you will need to make your own travel arrangements and Tamworth appointments must be made for first thing in the morning or near the end of the day to limit the time you need off work. A maximum of half a day away from work is the usual allowance for Tamworth appointments.

**Do I need to be referred to it?**

The Employee Assistance Program (EAP) is designed to encourage self-referral. Occasionally managers/supervisors may offer the option of counselling to employees. The choice of using the EAP is always yours. No one can force you to use the EAP.

Counselling is provided by an experienced and impartial team of psychologists who are employed by the external agency, Centacare New England North West. UNE does not receive any information by which you can be identified either by name or context. No information about you will be revealed to your manager or anyone else.

If your counsellor believes it would be beneficial to speak to someone about your situation, they will ask for your written permission before they do so. Job security and promotional opportunities will not be jeopardised by seeking help through the Employee Assistance Program.

**UNE Students**

**Counselling**

If you are thinking of becoming a student or you are a current student (on or off campus), then you can make an appointment for our free and confidential counselling service during office hours (Monday–Friday: 9.00 am–4.00pm).

**About our service**

The counselling team comprises professionally qualified and registered social workers and psychologists. Our mission is to provide students with the support needed to succeed with studying at UNE. Study does not occur in a vacuum. Things happen that can impact on your ability to be as focussed, motivated, satisfied or organised as you normally would be. If you are unsure how to talk to those around you about your concerns, it can be helpful to run things past a counsellor. You might want to tackle personal concerns such as relationships (with friends, work colleagues, partners, family), manage stress, adjust to being at university, talk about home sickness, a sudden loss or crisis/trauma, low mood or depression, or whether to study or not.