

This flowchart provides UNE staff with next steps after the person of concern is safe with emergency services.

Step 1 Support person of concern – Contact Relevant Supervisor

Ensure **confidentiality** of the staff member/student of concern by only notifying people who need to be informed.

If you are not the supervisor – as the responding staff member – advise the relevant supervisor so they can manage the health, safety and wellbeing of the staff member of concern and others.

Step 2 Self-Care /support for responding staff member

Refer to the ‘Supporting yourself and others after a suicide threat or attempt’ guideline.

The effects of supporting a colleague/friend through a serious health event may be distressing at the time or later. Self-care is strongly recommended to assist responding staff with their own mental health and wellbeing.

Key Contact Numbers:

Emergency Services – 000

Employee Assistance Program – 1300 360 364

UNE Safety & Security – 6773 2099

Suicide Call Back Service – 1300 659 467

Lifeline – 13 11 14

Step 1 for Supervisor – Incident Report

Once aware of the incident, **maintain confidentiality** and inform only those who need to know.

Lodge a confidential incident report and follow that process. Instructions are on the UNE Safety Hub.

Supporting a person through a serious health event can be personally challenging for your own mental health and wellbeing - refer to the ‘Supporting yourself and others after a suicide threat or attempt’ guideline.

If there is a prolonged absence from the staff member and the team have queries, use general terminology. Supervisors also have responsibilities to manage the health and wellbeing of all team members.

–“ xxx is currently on leave for personal reasons and we are unsure when they will return at this stage. If you receive any queries or have any further questions, please forward them to me in their absence.”.

Step 2 for Supervisor – Make Contact when Appropriate

Consider if/when it would be appropriate to contact the person based on the information.

Once in contact with them, the following points should be considered throughout the conversation:

- Offering genuine care and concern
- Offer any further support or resources if they need
- Ask them what they need, e.g. if they need further time off work/study or would like to return at some point and what that looks like (e.g. gradual return to work plan)
- If they wish to return, consider implementing a return to work/study plan. For staff members, support is available through People and Culture.

It is important here to give the person as much control as possible; and also to consider the health and wellbeing of the team/peers. Consent is required to discuss health related matters with others. Support for supervisors is available from People and Culture Business Partners and the WHS team.

Sharing some limited outcome information with the responding staff member may be beneficial to them, if consent is provided from the person of concern.

Step 3 for Supervisor – Supporting Staff Return to Work

When the employee returns to work they may feel isolated, alone, ashamed and embarrassed. Any **genuine care and concern** you can offer will help the person. Include them in meetings and social events or ask their opinion on work issues – anything to make them feel like a valued team member.

The first 3 months after a suicide attempt are critical in a person’s recovery so it is important to **provide support and to monitor warning signs or changes in behaviour**.

Consider establishing a return to work plan. This can be done in conjunction with the Return to Work Coordinator initially then managed between yourself and the staff member. There may be the legal requirement to make reasonable adjustments (as per Disability Discrimination Act), so ensure these are considered as part of the return to work.

Key links and guidelines:

https://www.headsup.org.au/docs/default-source/resources/bl1391_supporting-someone-in-the-workplace-at-risk-of-suicide.pdf?sfvrsn=14

https://www.lifeline.org.au/media/mfjfxra/web_sept-2020_II-4pp-tool-kit_help-someone-at-risk-of-suicide.pdf

<https://www.universitiesaustralia.edu.au/wp-content/uploads/2020/09/210107-Suicide-Postvention-Toolkit-for-Australian-universities.pdf>