

# 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://staff.uts.edu.au/topichub/SSU%20Library/Referral%20Grid.pdf>

## Important contacts:

UTS Counselling (9514 1177): Head of Counselling Vivilia Widjaja, [vivilia.widjaja@uts.edu.au](mailto:vivilia.widjaja@uts.edu.au); and 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 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)

NSW domestic violence line: 1800 656 463 (24-hours)

UTS staff can contact our EAP provider on 1300 361 008

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

## How to get first aid:

All Security Officers have been trained in First Aid. First Aid is also available from the UTS Health Service at the Broadway campus.

<https://studentutsedu.sharepoint.com/sites/safety-portal/SitePages/First-Aid.aspx>

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

## How to respond to a disclosure of sexual harm

- Attend to immediate safety
- Listen to them
- Offer support, for example UTS sexual harm support line on 1800 531 626
- More detailed information can be found on: <https://www.uts.edu.au/help-support/respect-at-uts/how-to-respond-when-someone-tells-you-about-gender-based-violence>

# How and when to report and refer for support

		Low concern		High Concern				
Examples of concerning behaviours and issues to record and pass on when referring.								
<b>Indicators of Risk</b>			Written academic work contains unnecessary but unspecific references to death or violence.	Thoughts of self harm, suicide or aggression against unspecified others.	Repeated self harm, thoughts of suicide or aggression against unspecified others, and has a feasible plan.	Repeated self harm, preoccupied with thoughts of suicide or aggression against unspecified others, and has described a feasible plan and intent.	Suicidal or self-harming action in progress, actual assault or threats of violence towards specified others	
			Challenging verbal interactions, or pattern of concerning online/email communications.	A single instance of physical aggression against objects (eg punching wall, throwing things), verbally abusive or abusive in online/email communications	Repeated physical aggression against objects (eg punching walls, throwing things)	Repeated physical aggression against objects; friends and peers afraid/ concerned	Repeated physical aggression against objects; friends and peers afraid/ concerned	
					Reckless indifference to safety	Reckless indifference to safety	Reckless indifference to safety	
					Report of interpersonal intrusiveness and/or sexual harassment	Report/s of unwelcome sexual contact and/or sexual assault	Repeated reports of sexual harassment and assault	
<b>Observed or reported behaviour and associated academic performance</b>	Everyday problems and concerns	Reports of student feeling anxious, low self-esteem	Reports of student feeling hopeless or worthless	Reports of student feeling enraged, hopeless or worthless	Reports or evidence of fixed beliefs or perceptions that others find bizarre	Bizarre behaviours, chaotic disorganisation	Bizarre behaviours, chaotic disorganisation	
		Relationship problems	Withdrawn, interpersonal conflict	Withdrawn or repeatedly in conflict.	Isolated or ostracised or repeatedly in conflict.	Isolated or ostracised or repeatedly in conflict.	Isolated or ostracised or repeatedly in conflict	
			Others express concerns or complaints	Subject of concern or complaint	Subject of concern or complaint.	Subject of concern or complaint.	Subject of concern or complaint	
			Erratic responses or emotional outpourings	Erratic responses or emotional outpourings	Peculiar or inexplicably confrontational communication style	Peculiar or inexplicably confrontational communication style or seriously impaired judgment	Peculiar or inexplicably confrontational communication style or seriously impaired judgment	
			Alcohol or other drug misuse	Alcohol or other drug misuse	Alcohol or other drug misuse	Alcohol or other drug misuse	Alcohol or other drug misuse	
				Poor self-care	Poor self-care	Poor self care	Persistent lack of self-care and unable to function independently	
	Academic performance generally good, possible exam anxiety	Trouble with deadlines, special consideration, missing classes or meetings	Trouble with deadlines, disorganisation, missing classes or meetings	Trouble with deadlines, disorganisation, concentration difficulties, missing meetings or classes and/or assessments	Trouble with deadlines, disorganisation, concentration, missing meetings or classes and assessments, disruptive or has problems following advice or instructions	Not attending classes after a history of problematic interactions or difficulties	Not attending classes, submitting work or fulfilling student role, after a history of problematic interactions or difficulties	
<b>Your required action</b>	Provide information on student services.	Recommend support from friends or counselling	<p><b>If an immediate threat call Security x6 or 1800 249 559</b></p> <p><b>Report</b> aggression or risk to your supervisor by email cc <a href="mailto:student.services@uts.edu.au">student.services@uts.edu.au</a></p> <p>cc <a href="mailto:misconductandappeals@uts.edu.au">misconductandappeals@uts.edu.au</a></p> <p>If an accident or incident (including a near miss) occurs at UTS it <b>must</b> be reported. <a href="http://www.safetyandwellbeing.uts.edu.au/accidents/reporting.html">http://www.safetyandwellbeing.uts.edu.au/accidents/reporting.html</a></p> <p><b>Report</b> sexual harassment and sexual assault via the summary form for staff receiving a report <a href="https://forms.uts.edu.au/index.cfm?FormId=902">https://forms.uts.edu.au/index.cfm?FormId=902</a></p> <p><b>Consult</b> Head of Counselling x1177</p>					
<b>Likely action from UTS Counselling Service</b>	<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).**