



WESTERN SYDNEY  
UNIVERSITY

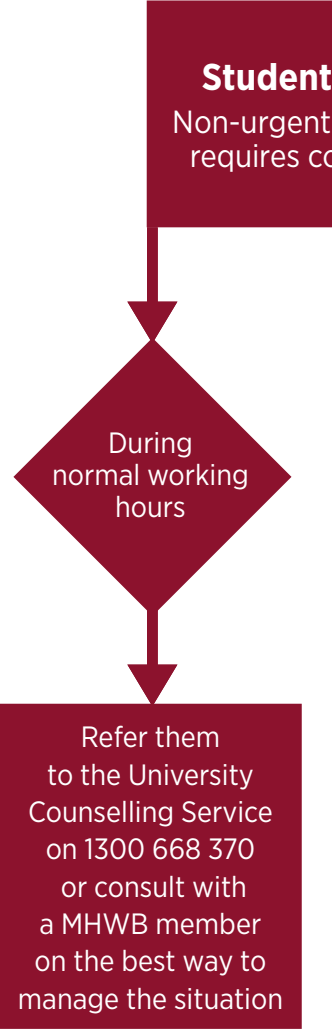
# WHAT TO DO IN AN EMERGENCY

MENTAL HEALTH RESPONSE FLOWCHART



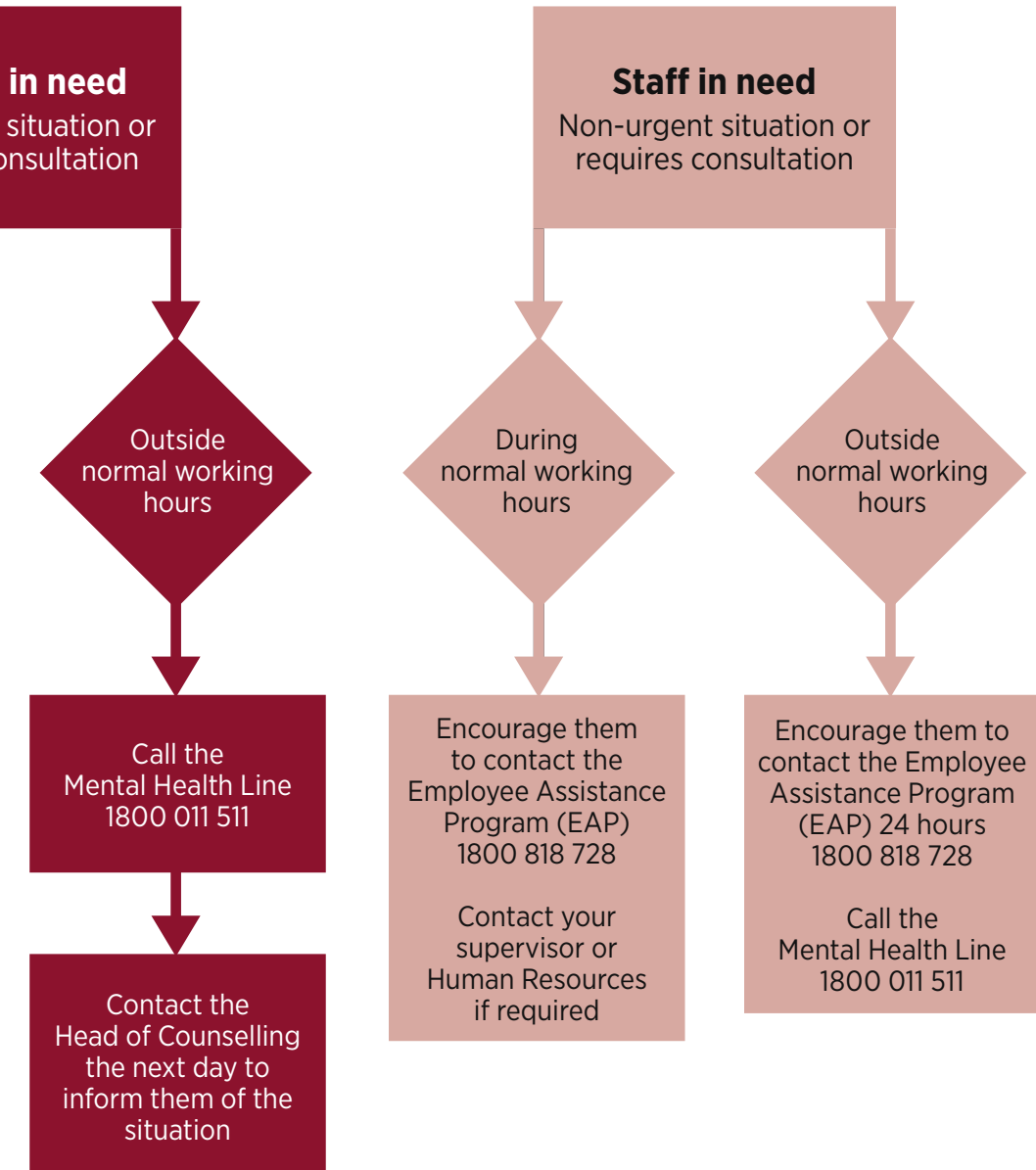
# Mental health res

This flowchart has the correct procedure for Western st  
Use the Mental health and wellbeing guidelines to dete  
All contact details are on the 'Western Sydney Un



# Response flowchart

Staff to follow when a colleague or student is in need.  
Determine if the situation requires further consultation.  
University and Community Services contact list'.



## Urgent situation

If required, call Emergency Services on **000**.

Staff, Students are asked not to transport a person to the hospital or other destinations at any time. In any emergency requiring possible transportation, contact Campus Safety and Security on **1300 737 003** and Emergency Services on **000**.

Once you've called Campus Safety and Security, they will arrive to manage the situation. The process continues as below:

- Campus Safety and Security will call the emergency services if you haven't already done so
- Campus Safety and Security will hand the situation over to the emergency services when they arrive
- Campus Safety and Security will then inform the Head of Counselling or the Mental Health Coordinator of the incident
- The Western Sydney University Counselling Service will follow up and implement a managed response plan

If the situation deteriorates further, The Western Sydney University Counselling Service will implement a secondary managed response plan, or if necessary will contact the emergency services.

## Non-urgent situation (student in need)

A non-urgent situation requires consultation with an expert. These instructions are for use when a student is in need. You should not transport students to the hospital or their home. In any situation requiring transportation, contact Campus Safety and Security on **1300 737 003**.

During normal work hours, you need to contact the Western Counselling Service. They will determine if any further action is required. You can also refer the student to the Counselling Service or ask if they're happy for a counsellor to contact them directly.

Outside of normal work hours, you need to call the Mental Health Line on **1800 011 511**. They will assess the situation and advise on appointment scheduling and transport options for the person. An ambulance may be required for safe transport.

Contact the Head of Counselling on **1300 668 370** the next day to inform them of the situation

## Non-urgent situation (staff in need)

A non-urgent situation requires consultation with an expert. These instructions are for use when a staff member is in need. You should not transport staff members to the hospital or their home. In any situation requiring transportation, contact University Campus Safety and Security on **1300 737 003**.

During normal work hours, you need to:

1. Encourage them to contact the Employee Assistance Program (EAP)
2. Contact your supervisor or HR Business Partner who will determine the most appropriate course of action.

Outside of normal work hours, you need to:

1. Encourage them to contact the Employee Assistance Program (EAP)
1. Call the Mental Health Line on **1800 011 511** for further advice
2. If you have ongoing concerns for a colleague regarding their health, it is recommended you contact your supervisor, line manager or the Office of Human Resources to discuss and determine appropriate actions and steps to effectively support staff.

