

# Assisting Students in Distress

## High Level Distress

### At Risk

A student threatens to harm themselves or others

#### At Risk to Self

Let the student know:  
You are concerned about them;  
Their safety is your priority;  
As part of your responsibility you will need to contact professionals who can assist them.

#### Within Business Hours:

Counselling Support **8313 5663**  
Mental health Triage **13 14 65**

#### Outside of Business Hours:

Mental health Triage **13 14 65**

#### At Risk to Others

Calm the situation e.g. use non-threatening body language, listen to their concerns, let them know you want to help.  
Advise others to leave the area.  
Contact the **Police 000**  
Then **Security Services 8313 5444**

#### After the Event

Keep a record and notify your Manager. (Your Manager may need to notify Legal & Risk)  
Notify Manager of Counselling Support  
**Phone: 8313 5663**  
If injury has occurred, notify OHS Officer.  
Debrief with Supervisor or Employee Assistance Program: **8352 9898** or **1300 277 924**  
AH **0418 883 855** or **1300 277 924**  
**For Sexual Assault / Sexual Harassment**  
Safer Campus Communities  
<https://www.adelaide.edu.au/safer-campus-community/home>

### Not at Risk

A high level of distress, but not at risk of causing harm.

#### You May

Let them know you are concerned.  
Refer them to the Counselling Service.

Involve others e.g. ask student 'Is there someone we can contact?'

#### Early Intervention Group

Inappropriate, concerning or intimidating behaviour can be referred to this group  
8313 4001 [eig@adelaide.edu.au](mailto:eig@adelaide.edu.au)

### How to Talk to an Upset Person

1. Stop
2. Listen
3. Summarise emotion: "I can see you are really upset"
4. Summarise practical concern
5. Action

**Counselling Support Services - Ground Floor, Horace Lamb Building 8313 5663**

Email [counselling.centre@adelaide.edu.au](mailto:counselling.centre@adelaide.edu.au)  
Website <https://www.adelaide.edu.au/counselling>

**Out of Hours University Support Line** 1300 167 654 or SMS 0488 884 197

## Low Level Distress

### Emotional Issues (Low level)

#### You May

Refer them to the counselling service

### Counselling Support 8313 5663

**Student** can submit an online self-referral form on counselling support website.

**Staff** can contact one of the Triage and Assessment Counsellors if they are concerned about a student in distress on **8313 5663**

### Practical Issues

**Aboriginal & Torres Strait  
Islander Education & Support**  
8313 3623

**Accommodation Service**  
8313 5220

**Advocacy, Appeals, Financial**  
EWO 8313 5430

**Disability Support**  
8313 5962

**International Student Support**  
8313 4828

**Medical – Adelaide Unicare**  
Uni Health Practice 8313 5050

**Writing Centre 8313 0280**  
**Maths Learning Centre**  
8313 5862