How do you know there is a problem?

Trusting your own judgement – check the following

- Is the student’s behaviour causing concern?
  - Is the student telling you there is a problem?
  - Is there anything unusual or unpredictable about the student’s behaviour that makes you feel uneasy?

- How does the student seem?
  - Tense/Irritable
  - Sad/Miserable/Tearful
  - Behaving erratically
  - Changing mood or behaviour
  - Panicky
  - Withdrawn or very quiet
  - Poor Concentration
  - Smelling of alcohol, cannabis
  - Agitated
  - Very loud/disinhibited
  - Talking incoherently
  - Dulled

- Is there other information?
  - Has the student declared a mental health problem?
  - Are housemates or staff telling you something about the student that indicates a problem?
  - Have you spoken with the Proctor regarding your concerns?

- Is this different from your previous experience of this person?
  - You might see a significant change in appearance (e.g. weight change, decline in personal hygiene)
  - Behaviours may have changed (e.g. staying in bed all day, work handed in late, not attending classes, avoiding going out).

- Do you need more information from the student?
  - How does he or she feel?
  - Is there something wrong?
  - Has there been a similar experience in the past?

- Do you need more information from other staff?
  - Has anyone else noticed a problem?
  - How is the student functioning academically?

- Would it be helpful to consult with someone else?
  - Your colleagues
  - Student Support Services
  - Proctor
What you should do if the situation does NOT require immediate action

It is NOT urgent if:
There is no immediate risk to student, or others, although the student may be:

- Depressed, anxious, generally stressed
- Homesick, lonely and isolated
- Having problems with relationships
- Suffering from low-self esteem
- Bereaved
- Having unexplained study or money problems

If the student will accept help

Decide who the best person to help is

If you feel you could help the student you must ensure that:

- You have the time and/or skill
- It does not conflict with your role
- You are able to:
  - Listen to the student’s concerns
  - Offer practical advice
  - Provide reassurance
  - Show your concern by following up your conversation at another time

If you feel someone else should help the student:

Are you clear what the student needs?
If so, refer directly
If you are unsure then seek further advice from a colleague or speak to UHCS
Ph: 923 7681
Ask for the duty counsellor
Discuss your concerns further with the Proctor
Ph: 923 7005

If the student will not accept help

You can make it clear that you will help if the student changes his or her mind
Seek advice from UHCS
Ph: 923 7681
Ask for the duty counsellor
You should alert the relevant person/s about the continuing concerns
Discuss your concerns further with the Proctor
Ph: 923 7005

In all situations

- Make sure that you debrief by talking the situation through with an appropriate colleague
- If appropriate make a record of the conversation.
- Follow up and ensure that the student is still managing at nearest opportunity
What you should do in an urgent situation

It is urgent if:
You believe the student may be at risk of harm to him or herself, or others.
You are concerned for one or more of the following reasons. The student:

- May be at risk of serious self-harm
- Is violent or threatening violence to people or property – Call the Police on 111
- Has completely stopped functioning
- Seems very disorientated and out of touch with reality
- Is behaving out of character
- Expresses suicidal thoughts

If the student will accept help

In office hours
Refer the student directly to their GP or contact UHCS (Ph. 923 7681), ask for the Duty Counsellor and inform the receptionist of your role and let them know if it is for urgent advice or appointment.

Inform the appropriate person
e.g. Inform Area Officer/Residential Manager

Out of Hours
Mental Health Crisis Line
0800 800 717
This is 24/7 and they will call you back once you inform them of your location.

If in immediate danger (you or the student)
Police 111 - Emergency

If the student will not accept help

In office hours
Contact the Student’s GP, or, if unknown, UHCS (Ph: 923 7681) will offer advice, ask for the Duty Counsellor.

Or call the emergency services 111, or Security 85000.

Out of hours
Mental Health Crisis Line
0800 800 717
This is 24/7 and they will call you back once you inform them of your location.

If in immediate danger (you or the student)
Police 111 - Emergency

In all situations
- Try to stay calm
- Prioritise your own safety and that of others at the scene
- Make sure that you debrief by talking the situation through with a colleague or UHCS
- Engage with the student if possible, but put safety first
- Whenever possible, make sure that you have back-up
- If appropriate keep a written record
What kind of support does the student need?

- **Are there support issues arising from a mental health problem?**
  - **Student Disability Service**
    - Ph: 09 373 7599 x 82936
  - **GP or Health Service**
    - **UHCS**
      - University Health & Counselling Service
      - Ph: 09 923 7681
    - **Faculty**
  - **Student Learning Centre**
  - **AUSA**
    - Ph: 09 923 7299
  - **Accommodation Solutions**
    - Ph: 09 3737599 x 87691
  - **Chaplain**
    - See www.auckland.ac.nz
    - Spiritual and religious support
  - **International Office**
    - Ph: 09 923 1969
  - **Proctor**
    - Ph: 09 923 7005

- **Is the student concerned about his or her use of alcohol or drugs?**
  - **Does the student:**
    - Experience panic attacks or extreme anxiety
    - Work unrealistic hours
    - Avoid starting or finishing work
    - Have perfectionist tendencies

- **Is the problem due to loss of motivation or difficulty concentrating?** Symptoms could be:
  - Signs of depression
  - Low mood, low energy
  - Difficulty sleeping
  - General loss of interest/concentration
  - Loss of self-confidence
  - Tiredness

- **Is there a problem of discrimination or harassment or a complaint?**

- **Is there a persistent study problem?**

- **Does the student have financial problems?**

- **Does the student need to talk things through with someone who will provide a listening ear?**

- **Are you concerned about inappropriate behaviour towards staff or other students, disruptive behaviour in classes, or a student defaming or threatening a staff member via email or social media?**

- **Is there a clear health issue?**
  - Has the student told you directly about a specific problem, eg:
    - Bereavement
    - Relationship breakdown
    - Eating disorder
    - Drugs/Alcohol
  - **Is the student very worried about academic matters?**
  - **Is there a clear health issue?**
  - **Are you concerned about inappropriate behaviour towards staff or other students, disruptive behaviour in classes, or a student defaming or threatening a staff member via email or social media?**

- **Do they have a dispute with another student?**