




Responding to a mental health crisis or life threatening situation

- Remain as non-judgemental, calm, present and reassuring as possible
- Ask them how you can help or what they need (they may not know but asking is important)
- Seek additional support for yourself and the person in crisis

<u>Not an emergency</u>	<u>In an emergency</u>
<i>The person is struggling with mental health but they can keep themselves safe and wait to speak to a counsellor or treating health professional.</i>	<i>The person has identified that they are in a life threatening situation; they have reported they want to end their life and have a plan and means to do it.</i>
	
<ul style="list-style-type: none"> • Encourage student to call Student Wellbeing on 9919 5400 OR complete the below referral form on behalf of the student. <p><i>-Student Wellbeing Operating hours: Mon – Fri, 9am to 4:30pm-</i></p> <div data-bbox="256 1025 608 1379"> <p>Counselling Services Referral Form</p>  </div> <p>https://forms.office.com/r/43X2fwKKts</p> <ul style="list-style-type: none"> • Advise student to call VU Mental Health Support Line or refer student for wellbeing check (<i>details below</i>) • Provide the student with a list of support services (on page 2) that may be able to assist. • Suggest the student speak with a treating health professional, i.e. Their General Practitioner as soon as possible. 	<p>Call 000</p> <ul style="list-style-type: none"> • You will be prompted to provide information including: the person's name, date of birth, their exact location and the presenting issue/risk. <i>You may not know all of the information but knowing the exact location is vital to ensure emergency services can respond quickly.</i> • Remain with the person until help arrives. • Administer first aid, or seek first aid, if required. • Seek support for yourself and the person if appropriate/required. <p>If the student is on campus call security on 9919 6666. Ask them to attend to the student in crisis.</p> <p>TIP: Pressing the Emergency Alert button in the "VU Safe App" will automatically notify security of the location of the user</p>

**Victoria University
Mental Health
Support Line**

Student to contact:
Phone: 1300 511 971
TEXT: 0485 908 389

Staff member can refer student:

<https://forms.office.com/r/ZwpULu5Xdp>

***Available 24/7, including Public Holidays**

Follow-up	<p>The following is recommended:</p> <ol style="list-style-type: none"> 1. Speak with an available VU counsellor. Call 9919 5400 or student.counselling@vu.edu.au to arrange a secondary consultation after the crisis to determine what further supports are needed for yourself and the student. 2. Engage in an EAP session if you feel impacted by the incident 1300 327 288 3. Seek support from your line manager
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RECOMMENDED SUPPORT SERVICES AND CONTACTS

Further external crisis contacts

1300 657 259	Psychiatric Triage Service – Footscray & Werribee - 24/7 Advice on how to proceed with someone who is experience a mental health crisis but is not necessarily at immediate risk of suicide or harm to someone else.
1300 874 243	Psychiatric Triage Service – Sunshine - 24/7 Advice on how to proceed with someone who is experience a mental health crisis but is not necessarily at immediate risk of suicide or harm to someone else.
1300 558 862	Psychiatric Triage Service – City Campuses - 24/7 Advice on how to proceed with someone who is experience a mental health crisis but is not necessarily at immediate risk of suicide or harm to someone else.
website	Psychiatric Triage - Victoria - 24/7 A list of the various regions Adult Specialist Mental Health Triage areas http://www3.health.vic.gov.au/mentalhealthservices/adult/index.htm
1300 659 467	Suicide Call Back Line - 24/7 crisis support https://www.suicidecallbackservice.org.au/
131 114 (general number)	Lifeline - 24/7 crisis support https://www.lifeline.org.au/
13 92 76	13YARN- 24/7 crisis support Crisis support for Aboriginal and Torres Strait Islanders

Follow Up Supports

9919 5400	VU Counselling and Mental Health Service - 9am – 4:30pm Monday to Friday Call Wellbeing Reception for an appointment
9919 5400	VU Accessibility Service - 9am – 4:30pm Monday to Friday Call Wellbeing Reception for an appointment
9919 5400 OR 9919 6100	VU Student Welfare - support in welfare, finance, and housing. https://www.vu.edu.au/current-students/campus-life/advice-support/student-welfare
0435228459 0435159589	TAFE Student Support Workers- 9am – 5pm Monday to Friday
1300 327 288	VU EAP Confidential no cost counselling for VU staff
1300 096 269	CAREinMIND 24/7 phone and online counselling
9216 0444	West CASA 24/7 Sexual assault service
1800 737 732	Safe Steps 24/7 Family Violence Response Centre
1800 184 527	Qlife - 3pm – midnight Free LGBTIA+ peer phone and web chat support - https://qlife.org.au/