



Guidelines for UNSW Faculty of Medicine staff supporting student mental health and wellbeing.

Given the current unprecedented times currently experienced with COVID-19, the following guidelines will be implemented to ensure staff understand the strategy in place to ensure all students can access support in a timely manner, regardless of whether they are on campus or off site. These guidelines should be read in conjunction with the [Student Critical Incident Procedure](#) and [Student at Risk Procedure](#). If staff are unclear about these procedures they should speak with their supervisor or line manager for clarification and support. All staff should ensure that they are fully aware of [UNSW Covid-19 FAQs](#) and updates.

NON-URGENT CARE

Faculty Wellbeing Officer

The Faculty Wellbeing Officer's (c.marley@unsw.edu.au) role is to provide short to medium term support for student mental health and related difficulties and also leading wellbeing initiatives within the Faculty. Her role is primarily responsible for:

- Advising and leading best practice in relation to the design, delivery and support practices of student health and wellbeing within the Faculty of Medicine. This includes but not limited to embedding health and wellbeing into the curriculum; collating data and reporting on student experiences of implementation of wellbeing initiatives.
- Supporting students with mild to moderate wellbeing concerns which may include mental or physical health complaints that start to deteriorate; domestic and family violence; alcohol or other drug use; bereavement; harassment or bullying including sexual assault; interpersonal or relationship difficulties; special consideration.
- Postvention support planning and follow up following a critical incident such as attempted suicide; arrest or detainment; hospitalisation, etc.
- Consultation and supporting staff regarding appropriate referral options and is available to de-brief if required.
- Providing telephone/video case management and brief intervention for ongoing students who require non-acute support and experiencing psycho-social difficulties such as ongoing mental health concerns diagnosed or otherwise;
- Continue to offer face to face appointments in person or via teams for new students to conduct an assessment from CAPS premises on Mondays to Thursdays.
- Triage and signpost students and staff to the most appropriate community services.
- Transition planning for students returning to study after a significant life event, period of absence due to illness, program leave or deferral

- Developing systems to support key staff in each year to identify vulnerable students early to prevent deterioration or escalation.
- Working with staff to identify content to embed wellbeing into the curriculum; this may include developing workshops for students to deliver content that will improve student health and wellbeing such as emotional literacy, identity and values; resilience; increasing emotional intelligence; reflective practice.
- Manage the implementation of wellbeing recommendations provided from reports and/or assessments of students.
- Building partnerships with internal and external service providers to ensure continuity of care for students.
- Develop policy and procedure at a Faculty level to support student health and wellbeing
- Support students to identify and navigate the relevant policy and procedural pathways for effective resolution of grievances.

Students can self-refer by emailing the Faculty Wellbeing Officer directly to c.marley@usw.edu.au.

Please note: To safeguard student confidentiality and remove perceived barriers to seeking help, the Faculty Wellbeing Officer will *not* play any role in academic progression decision-making or provide recommendations regarding fitness to practise.

Phase Convenors and Course Convenors –

Given the current and ongoing stressors students are experiencing at present are mainly program related, Students and Academics should contact their Phase Convenors and Course Convenors in the first instance with any course or academic concerns. This includes current impacts to course attendance and requirements. If there are still concerns about the mental health of the student, these are the steps that should be taken by staff:

Triage to relevant services

Every attempt should be made to triage students appropriately if there are ongoing non-academic concerns that will likely impact their mental health and wellbeing:

- **GP** – for assessment, ongoing management and referral as appropriate. Please refer student to [UNSW Health Service](#) or local [Bulk Billing GP](#). UNSW Health Service will remain open during this period.

NB: Staff can make referrals to the below central services via email with the student's consent

- [Counselling and Psychological Service](#) (CAPS)– **psychological** and **counselling** support to manage **mental health and wellbeing**. CAPS will remain open and will conduct counselling via telehealth.

The below services are operating BAU with telephone or video link apts.

- [Student Support and Success](#) - **finance, housing, study skills** support, **time management** or personal issues such as **stress** and **anxiety**.

- [Equitable Learning Service](#) – practical **educational adjustments** to assist me to manage my studies and my **disability, medical condition** and / or **mental health condition**.
- [International Student Support](#) – **finance, visa, study skills** support, **time management** or personal issues such as **stress** and **anxiety**.

If staff are unsure of what service is most appropriate, they should contact the Faculty Wellbeing Officer, Catherine Marley for advice. (c.marley@unsw.edu.au).

Staff can refer students, with their consent, to the Faculty Wellbeing Officer by emailing c.marley@unsw.edu.au. Staff should include as much information as possible including main issues/concerns and reasons for referral.

Student Welfare

If you are concerned about a student's welfare it is important you attempt to contact them via phone and email to check on their wellbeing. Three contact attempts should be made via email, phone and text.

If you have not received contact from the student within 24-48hrs, as an initial step please notify:

- Depending on what program the student is currently enrolled in the staff member must also notify one of the following as appropriate:
Senior Vice Dean (Education) UNSW Medicine, Gary Velan (g.velan@unsw.edu.au);
Program Authority for UG Medicine, Sean Kennedy (sean.kennedy@unsw.edu.au)
Program Authority for Exercise Physiology, Rachel Ward (rachel.ward@unsw.edu.au)
Associate Dean Postgraduate Coursework, Lois Meyer (l.meyer@unsw.edu.au)
Associate Dean Postgraduate Research, David Simar (d.simar@unsw.edu.au)
- Faculty Wellbeing Officer, Catherine Marley (c.marley@unsw.edu.au). If the FWO is unavailable one of the above members of staff may wish to contact a senior clinician from CAPS.

It is important you are contactable by phone for follow up and response planning by any of the people listed above.

If the student has been uncontactable within a timeframe agreed by the above staff, the Faculty may decide to implement the Student at Risk procedure to undertake a welfare check by police.

Staff will need to provide as much information as possible regarding the specific concerns, including any known mental health difficulties, last known contact with student and contact attempts.

URGENT CRISIS SUPPORT

Note: Faculty Wellbeing Officer and the Education Support Officer – Indigenous are *not* the primary point of contact for students in an emergency, at immediate risk of harm or who require urgent care.

If acute or crisis care is required for a student, contact the services below

[Acute care or crisis can be defined as severe and distressing symptoms, including risk of harm to self or others, requiring immediate treatment. This could be the first episode or an exacerbation of an existing mental health condition. Examples include psychosis, actively suicidal, hypomania or mania]

Please refer to the attached Mental Health Flowchart and Emergency Contacts document attached.

Emergency:

- On Campus: If a student has attempted or is at immediate risk of harming themselves contact UNSW Security immediately on 9385 6666
- Off campus: If a student has attempted or is at immediate risk of harming themselves call 000 immediately. Provide as much detail of the student's whereabouts as you can.

EMERGENCY SUPPORT 24/7

Ambulance/Police /Fire:	000
Mental Health Access Line	1800 011 511
UNSW Security (Emergencies)	9385 666
UNSW Security (Non-emergencies)	9385 600 OR 1800 626 003
Medibank Help Line (International student support)	1800 887 283

Urgent Care:

- Ring the **Mental Health Line on 1800 011 511**. This line is staffed 24 hours a day, 7 days a week. Speak with a clinician who can provide recommendations about how to manage the situation or put you in contact with the appropriate mental health team.
- Attend the **Emergency Department** at your nearest Hospital where there is *24 hour* access to specialist mental health care and support.
- If the situation is urgent or becoming dangerous ring **Triple Zero (000)** and request ambulance and/or police. They will be able to assist the person safely to the hospital Emergency Department to access mental health care

ADDITIONAL 24/7 RESOURCES

Lifeline (24/7 phone support)	13 11 14
Lifeline Online: https://www.lifeline.org.au/get-help/online-services/crisis-chat	
Suicide Call Back Service	1300 659 467
Gambling Helpline	1800 858 858
Mens Line Australia	1300 789 978
Domestic Violence Hotline	1800 656463
Kids Helpline (up to 25 years) http://www.kidshelp.com.au/	1800 551800
Parent Line http://www.parentline.org.au/	1300 301 300
NSW Rape Crisis	1800 424 017
National Sexual Assault & DV Counselling Online and phone service https://www.1800respect.org.au/	1800 RESPECT
Alcohol and Drug Information Service https://yourroom.health.nsw.gov.au/getting-help/Pages/ADIS-Web-Chat.aspx	1800 250 015

Roles and responsibilities

Education Support Officer – Indigenous

Indigenous students can be referred to the Education Support Officer (f.zahra@unsw.edu.au) as a first point of contact for Indigenous students who have specific education support needs.

Program Authority (UG Medicine)

The Program Authority should be notified if staff member has identified an Undergraduate Medicine student at risk or if there is a critical incident. (sean.kennedy@unsw.edu.au)

Program Authority (Exercise Physiology)

The Program Authority should be notified if staff member has identified an Exercise Physiology student at risk or if there is a critical incident.
.(rachel.ward@unsw.edu.au)

Associate Dean Postgraduate Coursework

The AD Postgraduate Coursework should be notified if staff member has identified a PG Coursework student at risk or if there is a critical incident.
(l.meyer@unsw.edu.au)

Associate Dean Postgraduate Research

The AD Postgraduate Research should be notified if staff member has identified a HDR student at risk or if there is a critical incident.
(d.simar@unsw.edu.au)

Senior Vice Dean of Education

The SVD-Education should also be notified if a staff member has identified a student at risk or if there is a critical incident. (g.velan@unsw.edu.au).

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These guidelines should be read in conjunction with the following:
[Student Critical Incident Procedure](#)
[Student at Risk Procedure](#)

