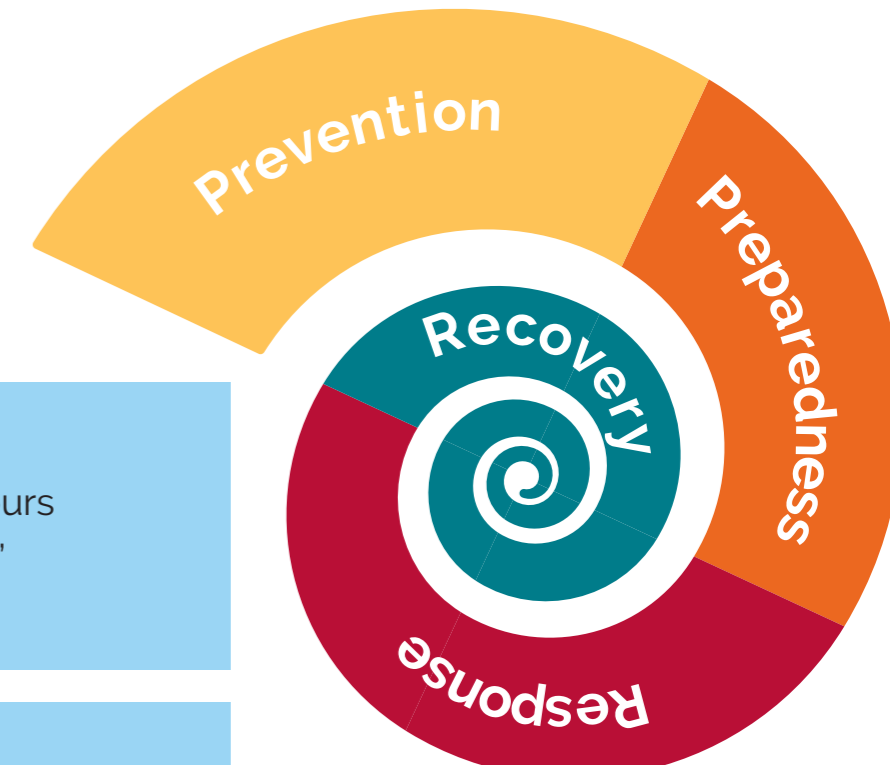


# Emotional Distress and Crisis Response Protocol



## Notice tune in

- > Behaviours that suggest emotional distress or crisis
- > Behaviour changes e.g., less talkative or engaged, more risk-taking behaviours
- > Comments like, 'It would be better if I weren't here' or, 'I wish I could just die'
- > Use your voice and body language to convey calm, care and compassion

## Inquire ask

- > Collect details such as current location, home address and phone number
- > Listen to their concerns
- > Ask clearly and without judgement
  - Are you thinking about suicide?
  - Are you thinking about hurting yourself or someone else?

## Provide according to their answer

### Yes thoughts and a plan

Immediate emergency assistance

#### Take each step:

- > Call **000** (Emergency Services)
- > Open the Safe Zone app and press the emergency button
- > Call Campus Security **08 8946 7777** or **1800 646 501** (nationally)

#### If safe:

- > Remove all means of harm
- > Let the person know you care and that everyone in their life needs them here, safe and well
- > Stay with the person and supervise until a health professional arrives

### Yes thoughts but no plan

Make direct contact with services

#### Follow the relevant step:

#### Students

Call or text the CDU Wellbeing Support Line and connect the student with a counsellor

Phone: **1300 933 393**

Text: **0488 884 144**

#### Staff

Call the Employee Assistance Program (EAP) with the team member

Phone: **1800 808 374**

### No thoughts and no plan

Provide details to support services

Offer to assist with connecting to support services and provide information:

#### Students

CDU Wellbeing Support Line

Phone: **1300 933 393**

Text: **0488 884 144**

Appointment: <https://bit.ly/requestcounselling>

#### Staff

Employee Assistance Program

Phone: **1800 808 374**



## ALWAYS

State your concern for their wellbeing and safety, let them know that you care and that everyone in their life needs them here, safe and well.

Prioritise your safety and that of others around you

Maintain confidentiality unless there is a safety concern that prevents it

Keep a written record

Report the situation, steps taken and outcomes to a manager and HSE

Connect with a trusted person or access professional support