



Responding to students in distress

LEVEL I
Problem

Suggest: "You may want to consider speaking with a Psychologist"

Let the student know that help is available.

Express your support and limitations.

Prevent a small problem from getting bigger.

Level II
Problem but no crisis

Suggestion is less casual: "I strongly suggest you speak to a Psychologist because...."

Express:

- How counselling might help
- Your concern regarding academic consequences if student does not get help
- Your support and your limitations

Level III
Problem/emerging crisis

Call The University of Sydney Helpline on 1800 SYD HLP.

If there is a mental health concern after hours then call the Mental Health line on 1800 011 511.

For other student welfare concerns call Campus Security on 9351 3333.

For critical incidents call security and request 24/7 priority contact with the Director of Student Support Services or the Head of CAPS.

Level IV
Immediate Crisis
High Risk

The situation may result in harm to the student or another person.

Ring 000.