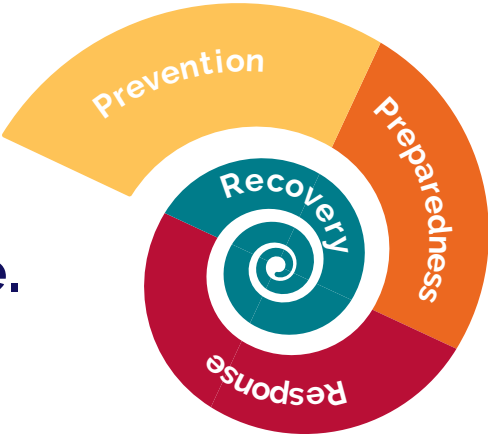


# Emotional Distress Protocol

Seek CDU Wellbeing Support Line guidance at any time.  
Ph: 1300 933 393 or SMS: 0488 884 144



## NOTICE

Take anything you notice seriously and convey calmness, care, and compassion.

- Behaviours and behaviour changes that suggest emotional distress, overwhelm, or crisis. They might be:
- > Less engaged or talkative,
  - > Less concerned about personal wellbeing,
  - > Putting safety at risk,
  - > Having extreme emotional reactions,
  - > Making comments like, 'It would be better if I wasn't here' or, 'I wish I could die'.

## INQUIRE

- > Clearly and calmly ask about their concerns.
- > Collect their contact details and location.
- > Ask about people and networks that they usually connect with for support.
- > Always communicate your concern for their wellbeing.

Let them know that you care and that they are valued and needed.

- You might say:
- 'To help find the best support for you, what are you most concerned about right now?'
- 'Do you have thoughts of suicide or hurting yourself or someone else?'
- If yes, gather details about thoughts, plans, and intent.

## PROVIDE

- Get emergency assistance if there are thoughts, plans, and immediate intent for suicide or harm.**
- > Phone 000 (Emergency Services) or open the Safe Zone app and press the Emergency button.
  - > You can also contact Campus Security phone 1800 646 501 (nationally) or Safe Zone App and press the Security button.

**If safe to do so:**

- > Remove all means of harm and stay with the person until emergency services arrive.
- > Support for staff is available from the Employee Assistance Program (EAP) [https://bit.ly/CDU\\_EAP](https://bit.ly/CDU_EAP)
- > Seek CDU Wellbeing Support Line guidance at any time.



**For emotional distress, overwhelm, and suicidality (without immediate intent) decide the most appropriate actions together.**

- > Assist students to contact the CDU Wellbeing Support Line for urgent emotional support:  
**Phone: 1300 933 393**  
**Text: 0488 884 144**  
When a voicemail message is left the support line will return your call as soon as possible.
- > Assist students to book a counselling appointment:  
**<https://bit.ly/requestcounselling>**  
\* CDU Student Counselling is by appointment only.
- > Help identify other people and networks that the student can connect with for support.



If academic or practical matters are the main concern, help them contact appropriate services for information and advice. e.g., Student Central, Course Coordinators, Access and Inclusion, Student Advocacy, International Student Support, Complaints and Policy.

The CDU Wellbeing Support Line and CDU Counselling Service do not ordinarily provide written documents supporting academic related requests.

## REMEMBER

- > Encourage student choice in seeking support. However, always prioritise your safety and that of others around you.
- > The CDU Wellbeing Support Line is available during or after any contact you have with students in distress.
- > Maintain confidentiality unless there is a safety concern that prevents it.
- > For staff members, report the situation to a manager or WHS and consider accessing support from EAP.