

# Supporting students

## Action guide for RMIT staff

This action guide provides staff with information to assist and support students.

### Level of concern

### Action guide

## High

## Act immediately

### Immediate risk to self or others

#### Dangerous or risky student behaviour

- Violent or threatening behaviour
- Attempts to harm self
- Indication of immediate intent to suicide

#### Highly concerning changes in student behaviour

- Odd or bizarre behaviours
- Impairment in functioning
- Appearing confused or not making sense

#### Assess your safety and the safety of those around you

#### Seek immediate support

1. Emergency Services on **000**
2. RMIT Urgent Security on **9925 3333**

#### If unsure and needing advice

3. RMIT Staff Line for urgent student support on **9925 1111**

If it's safe:

#### Listen without judgement, try to understand their concerns

- Stay calm, speak slowly and clearly
- Maintain a safe distance and use non-threatening body language

#### Express care and provide reassurance

- State what you see "I can see that you're distressed"
- Express concern "I'm concerned about you"
- State your aim "We need to stay safe"
- Outline a plan "Support is on the way"

#### Stay with the student until help arrives (if safe to do so)

## Moderate

## Provide assistance

### No immediate risk to self or others

#### Student seeking help

- In a moment of distress
- Relating to personal concerns e.g. study or life
- Relating to concerns about others e.g. peers

#### Staff offering help in a moment of student distress

- Checking in about concerns / observations

#### Listen without judgement, try to understand their concerns

#### Express care and the limits of your role

- Acknowledge need "this sounds really important"
- Establish appropriate setting "let's find a suitable location"
- Set limits about your time and role "I can help by connecting you to support"
- Explain confidentiality limits "I'll keep this private unless I think you or somebody else is in danger"

#### Encourage support seeking

- Explore possible actions "What do you think could help?"
- Check existing supports "Who could you reach out to for help?"
- Refer to RMIT Connect or other professional support

#### Provide a space for the student to calm down

- If the student remains distressed, contact RMIT Staff Line for urgent student support on **9925 1111**

## Low

## Gather information

### No immediate risk to self or others

#### Staff observations

- Noteworthy academic, social or behavioural changes of the student

#### Observe and monitor changes or impairment in functioning

#### Check in with the student or relevant staff if you have a 'gut feeling' of concern

## Remember

1. Note your actions and support in line with RMIT policy
2. Take steps to look after your own wellbeing and access staff supports