


The table below outlines which teams students should be referred to under specific circumstances. These teams will act as the first point of contact and refer students to other support staff where appropriate. This approach will ensure that students are referred to the most appropriate team to receive the necessary support.

Category	Details	Action & Contact Details
<p>During business hours (9:00 am to 4:30 pm):</p> <p>The support services listed below will monitor their communication channels during these business hours, unless specified otherwise. If any student-related inquiries are received outside these business hours, staff will endeavour to attend to these inquiries in a timely manner.</p>		
Counselling	<ul style="list-style-type: none"> • Stress, anxiety, depression, or homesickness • Self-harm and suicidal thoughts or behaviours • Pregnancy (to provide support plans) • Behaviour difficulties related to sleep, eating, substance use, or internet use • Academic concerns or other problems that hinder academic performance or class attendance • Relationship difficulties or conflicts with family, friends, or peers • Long-term medical concerns and disability • Loneliness • Culture shock and difficulties adjusting to a new environment 	<ul style="list-style-type: none"> • Refer to the Student Counselling Team, who will manage or refer to other support staff where needed. <p>Contact details:</p> <ul style="list-style-type: none"> • Counselling Rooms: 4.26 and 4.27 • Website: https://www.monashcollege.edu.au/current-students/support-services/counselling • Book appointments via the QR code <div style="text-align: center;">  </div> <ul style="list-style-type: none"> • Email: counselling@monashcollege.edu.au
Safety	<ul style="list-style-type: none"> • Assault and threats • Family/interpersonal violence • Sexual harm • Stalking • Harassment • Racism • Discrimination • Bullying • Hazing • Technology-facilitated abuse • Seek support with: <ul style="list-style-type: none"> ◦ Any police matters ◦ Court proceedings 	<p>For immediate health and safety threats:</p> <ul style="list-style-type: none"> • Contact Monash Security on 9905 3333 (333 on classroom phones) <p>For non-immediate health and safety threats:</p> <ul style="list-style-type: none"> • Refer to the Safer Community Unit, who will assist students and manage incidents or refer to other support staff where needed. • Contact details: <ul style="list-style-type: none"> ◦ Phone: 9905 1599 (M-F 9am-5pm) ◦ Email: safercommunity@monash.edu ◦ Online report: monash.edu/report-incident
Welfare	<ul style="list-style-type: none"> • Assistance with medical appointments (non-mental health related) • Homelessness • Housing issues • Financial concerns • Legal issues 	<ul style="list-style-type: none"> • Refer to the Student Welfare Team, who will manage or refer to other support staff where needed. <p>Contact details:</p> <ul style="list-style-type: none"> • Email: engagement@monashcollege.edu.au

Category	Details	Action & Contact Details
First Aid	<ul style="list-style-type: none"> Cuts or grazes Feeling unwell Nausea or vomiting Period pain Falls Nosebleeds Fainting Other medical concerns, such as shortness of breath or panic attacks 	<ul style="list-style-type: none"> In an emergency, please call 000, then contact Security on 9905 3333 (333 on classroom phones). To request first aid assistance: <ul style="list-style-type: none"> Visit the Concierge Desk on Level 2; or Call Concierge on 9903 8800; or Call Security on 9902 7777 (333 on classroom phones). Concierge or Security Staff will arrange for a First Aid Officer to attend ASAP.
Occupational Health and Safety	<ul style="list-style-type: none"> Additional support required during building evacuations due to various conditions, including: <ul style="list-style-type: none"> Mobility impairment Visual or hearing impairment Pregnancy Mental health conditions Other health concerns 	<ul style="list-style-type: none"> Refer to the College's OHS team who will manage or refer to Monash University's Occupational Health Physician or Occupational Health Nurse Consultant where needed. <p>Contact details:</p> <ul style="list-style-type: none"> Email: ohs@monashcollege.edu.au
Security	<ul style="list-style-type: none"> Scams, thefts, robberies, lost property, or other security-related incidents 	<ul style="list-style-type: none"> Contact Security on 9902 7777 or in an emergency on 9905 3333 (333 on classroom phones).

Outside business hours (7:00 a.m. to 9:00 a.m. AND 4:30 p.m. to 7.00 p.m.):

Outside of business hours, students can contact **Monash Security** at +61 9905 3333.

Contact and report to Security for any of the above matters. The team will triage the matters accordingly. Alternatively, students can contact the external services listed below for assistance.

External	<p>Counselling:</p> <ul style="list-style-type: none"> 24/7 External phone counselling for Monash Students: 1300 788 336 (or from overseas call +61 2 8295 2917) <p>Lifeline (Crisis Counselling): 13 11 14</p> <p>Emergency:</p> <ul style="list-style-type: none"> Call 000; OR Press the yellow Emergency Help Points located around campus. <p>General Support Issues: College switchboard number +61 (3) 9903 8800</p>
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