



THE UNIVERSITY
of ADELAIDE



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Counselling and Disability Service

Mental Health Awareness: Responding to Students (MHARTS)

adelaide.edu.au

seek LIGHT

Mental Health Awareness: Responding to Students



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Student counsellor
Counselling and Disability Services



THE UNIVERSITY
of ADELAIDE

MHARTS

- Clarifies the why, when and how to act when a staff member is concerned about a student's mental health
- Available to all staff at the University of Adelaide through MyUni (Blackboard)

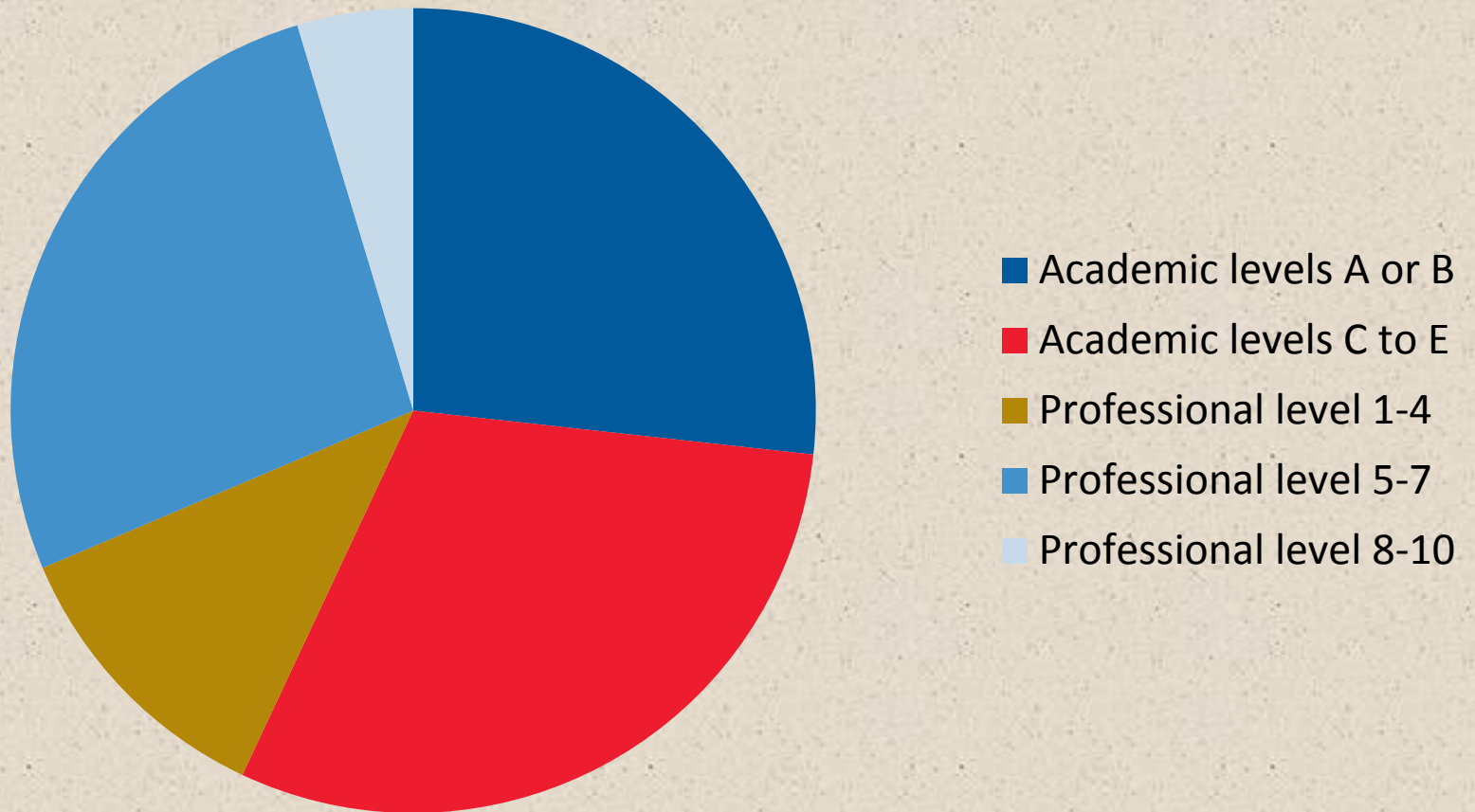
Key messages

- Be aware
- Listen
- Link



Consultation with staff

Staff Survey, n=88 (survey monkey)



Main findings from staff survey and consultation

Do you believe you can **recognise** potential mental health issues in the students with whom you interact?

- Yes, no need for further training – 27.4%
- I would like more training – 46.6%
- Have had no training – 27.4%

Similar results for

Do you believe you can respond appropriately...

Staff comments

- “...students who repeatedly re-enrol in courses but never complete, who make appointments to sit supp exams but fail to attend. Lengthy late night emails encompassing sometimes irrelevant information that is not academic. Bullying on facebook. Students living in cars and consuming alcohol during the day and in wine tastings. Loners...”
-

Staff comments

- “...We have had a number of students who have displayed anti-social, negative behaviour. They have not remembered meetings and made threatening statements both in class and to welfare offices...”
 - “...Have had a student with quite grandiose delusions; colleagues have had threats from a disturbed student; have dealt with upset/distraught students...”
-

Staff comments

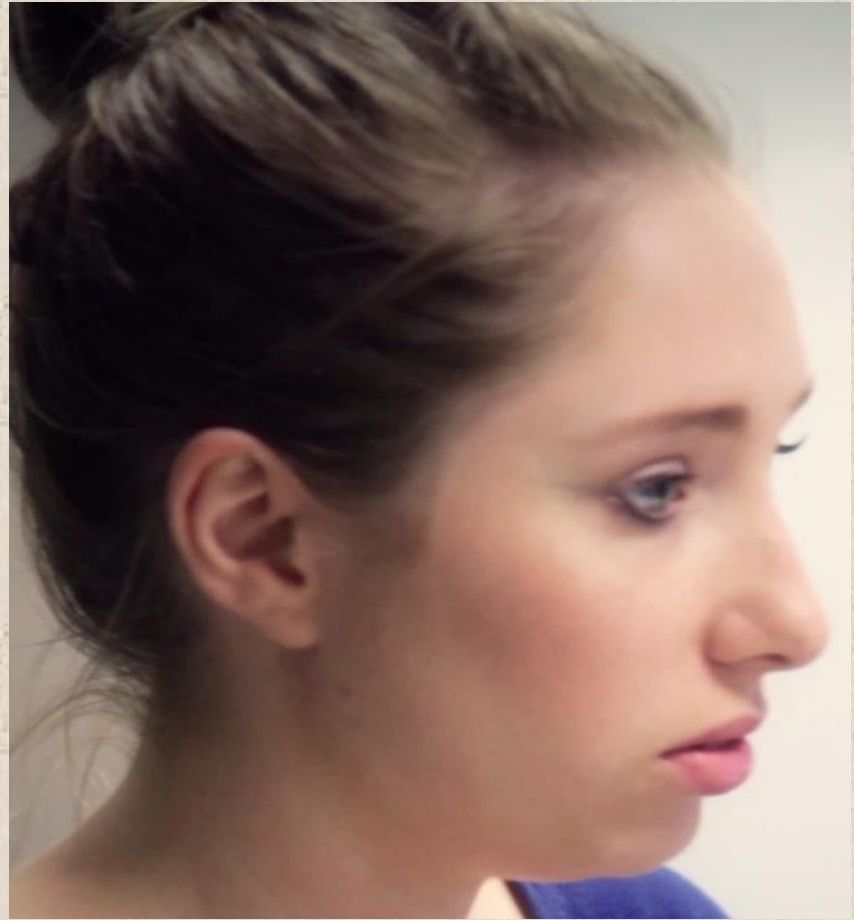
- “...I do find an increase in mental health issues in the last few years, and find aggression very challenging. I have been bullied by students recently and this was unexpected and unpleasant. I definitely would like to have someone to call when this happens, to debrief...”
-

Four main 'problem' areas

- Students in distress
- Students with concerning behaviours that may indicate a mental health disorder
- Students with aggressive or challenging behaviours
- Suicide threats

What NOT to do...

- “Distressed student”



(Please contact me if interested to view the videos)



What NOT to do...

“Student with concerning behaviours”





What NOT to do...



“Student with aggressive or challenging behaviours”



MENTAL HEALTH AWARENESS - RESPONDING TO STUDENTS

Welcome to this training module, which has been developed by the Counselling and Disability Services.

We recommend you allow 3 x 1 hour sessions to complete sections 1-3, 4-5, then 6-7.

We hope you enjoy the training and look forward to hearing from you if you have any questions or feedback.

To begin, click on the links below and return to this page after completing each.

PS - we suggest you use a good pair of headphones



Three key learning outcomes

MENTAL HEALTH AWARENESS - RESPONDING TO STUDENTS

The learning outcomes can be summarised into three key learning statements:

1. EMERGENCIES

Where you have significant concerns about:

- student's physical safety
- physical safety of others

You need to contact a crisis service (000 or Security 83135444).

Student confidentiality is important, but safety overrides this in emergency situations.



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Three key learning outcomes

MENTAL HEALTH AWARENESS - RESPONDING TO STUDENTS



2. SIGNIFICANT CONCERNS

Where you have significant concerns about a student's:

- behaviour on campus
- mental health status (distressed, concerning or challenging behaviour/communication)

You need to refer them to appropriate University support services.

You may need to consult with your supervisor or manager first.

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Three key learning outcomes

MENTAL HEALTH AWARENESS - RESPONDING TO STUDENTS

3. GENERAL CONCERNS

Seek advice if you have any concerns about a student's well-being, physical or mental, or if you are not sure how to respond.

There are a range of support options available



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MHARTS – 5 core sections

- suicide risks and safety
- responding to students in distress – student's context
- concerning behaviours – indicators
- challenging behaviours - CALM
- referring to support services

Suicide Threats and Safety Concerns

MENTAL HEALTH AWARENESS - RESPONDING TO STUDENTS

- Know the signs
- What to do
- What not to do
- Emergency contact numbers

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Students in distress

MENTAL HEALTH AWARENESS - RESPONDING TO STUDENTS

- Judging the level of distress
- Stop, listen, identify issues
- Take practical action

- Taking the students context into account
- Policy for extensions and replacement exams
- Students with a Disability Access plan

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Students with concerning behaviours

MENTAL HEALTH AWARENESS - RESPONDING TO STUDENTS

- Recognise
- Caution
- Refer

- Indicators of mental ill-health
- Common mental health disorders seen at university

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Students with challenging behaviours

MENTAL HEALTH AWARENESS - RESPONDING TO STUDENTS

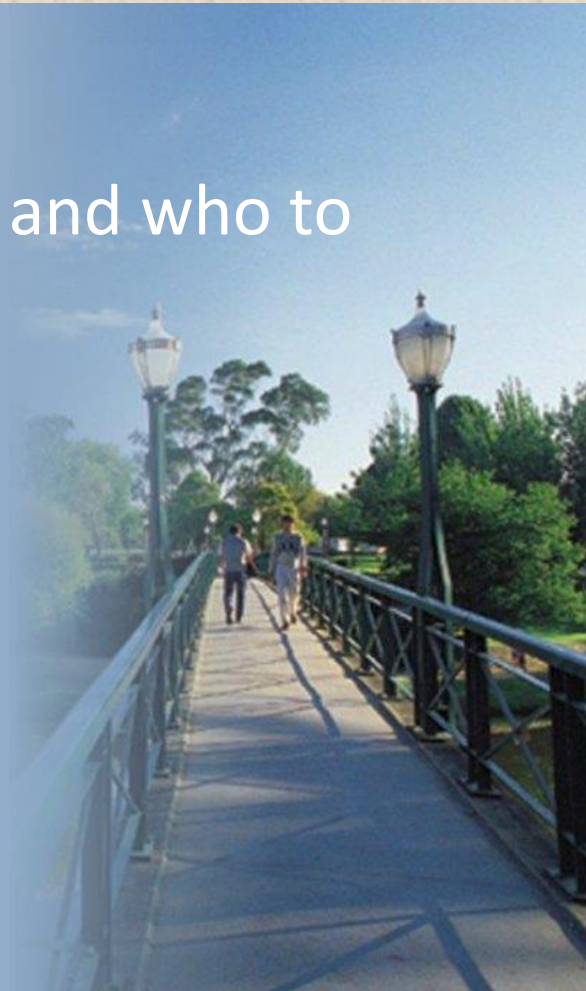
- Behaviours to monitor
- Behaviours that require intervention
- Relevant policies

What to do - CALM

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Section 6 – Referring to support services

- Table of presenting issues and who to refer to



Where to go if a student...

Where to go if a student

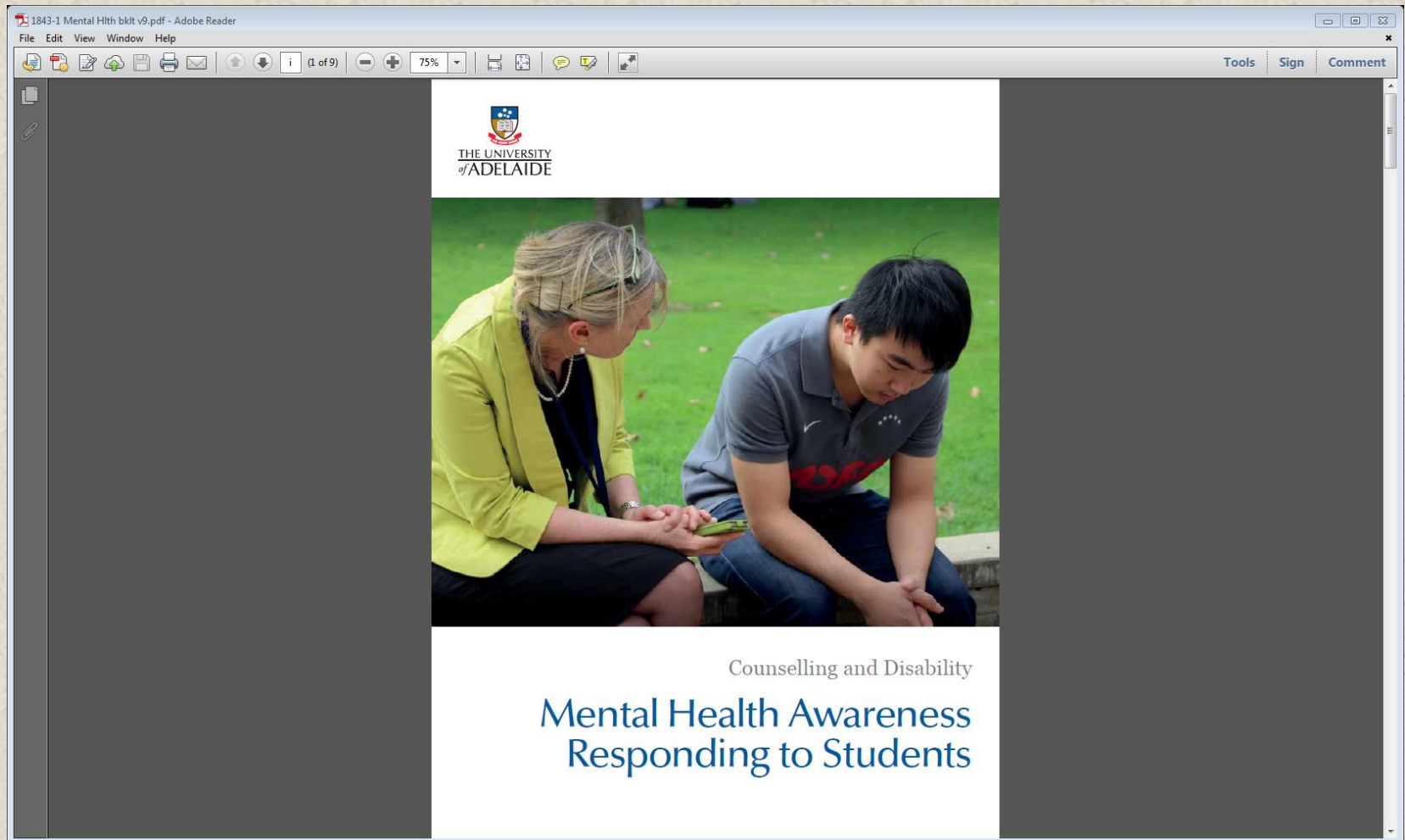
is homeless	Student Care (EWOs)	Accommodation Services
has academic issues	Faculty based support	Maths Learning Centre, Writing Centre
has learning issues/disabilities	Disability Service	Counselling Service
has broken up with their partner	Counselling Service	Student Care (EWOs)
has an ongoing disability that affects their access and participation in class	Disability Service	
has financial problems	Student Care (EWOs)	
has drug and alcohol issues	Counselling Service	Student Care (EWOs)
is indigenous and needs advice about scholarships*	Wiritu Yarlū	
has sleeping problems	Counselling Service	
has organisational/time management issues	Counselling Service	Student Care (EWOs)
has specific difficulty with maths	Maths Learning Centre	
is undecided about their course or program	Careers	Faculty or course advisors, possibly CS if other issues
is unclear about their future options	Counselling Service	Careers/Faculty or course advisors
has problems with an assignment or an essay	Writing centre/Faculty support	CS (if also time management)
is unhappy about some aspect of University policy	Student Care (EWOs)	
has a legal issue	Student Care (EWOs)	
has domestic violence issues	Counselling Service	Student Care (EWOs)
has employment hassle	Student Care (EWOs)	Employment service
is anxious or depressed	Counselling Service	
has had a bereavement	Counselling Service	
has problems with dependents or children	Student Care (EWOs)	Counselling Service
has visa problems	International Students' Centre	
has mental health issues	Counselling Service	

*If an indigenous student, check with them re their involvement with Wiritu Yarlū

If an international student, start with ISC



Booklet



Staff access to Mharts

The screenshot shows a web browser window with the URL https://www.webdev.adelaide.edu.au/counselling_centre/staff/mharts/?m=tms. The page is titled "Counselling Service" and features a navigation menu on the left with "Mental Health Awareness" selected. The main content area includes a header image of a counsellor and a student, followed by the title "Mental Health Awareness: Responding to Students (MHARTS)". Below this is a paragraph explaining that an online training module is available on the MyUni page. A list of topics is provided, including suicide risks, responding to students in distress, mental health at university, supporting students under the MACA policy, referring to support services, and the Early Intervention Group. A staff testimonial on the right side of the page quotes a staff member from the Business School, praising the 'Students in Distress' information session for increasing awareness and providing practical support information.

Mental Health Awareness: Responding to Students (MHARTS) | Counselling Service - Mozilla Firefox

Penelope Case Management System x Core Business System session expir... x Unified | Home - The University of ... x Blackboard Learn x Section 3 Students in distress x UoA_logo_col_vert.jpg (JPEG Imag... x Mental Health Awareness: Respon... x

https://www.webdev.adelaide.edu.au/counselling_centre/staff/mharts/?m=tms 41 alexandra st prospect

The University of Adelaide

Counselling Service

Counselling Service / Information for Staff / Mental Health Awareness

Counselling Service

What to Expect in Counselling

The Benefits of Counselling

Seeing a Counsellor

Workshops

Self-Help Resources

Useful Links


Location & Hours

Our Counselling Team

Information for Staff

Mental Health Awareness

Feedback



Mental Health Awareness: Responding to Students (MHARTS)

This online training module on your [MyUni](#) page is available to all staff members. It clarifies the why, when and how to act when you are concerned about a student's mental health.

The key messages of the training are *Be Aware*, *Listen* and *Link* students to support. Always seek advice from the staff within the Counselling team within [Counselling and Disability Services](#) (CDS) if you are unsure of what to do.

Topics include:

- suicide risks and safety
- responding to students in distress or those who show concerning or challenging behaviours
- mental health at university
- supporting students under the MACA policy
- referring to support services (CDS, Student Care, the International Students' Centre, Wirritu Yarlou and others)
- Early Intervention Group for reporting inappropriate student behaviour.

The training contains video and audio content as well as interactive quizzes and links to staff support and further information. There are clear steps to follow both in an emergency and in your everyday interactions with students.

Staff Testimonial

"The 'Students in Distress' information session was helpful as it increased the awareness of the issues facing students, particularly around times of increased pressure, like exams. Staff were informed about how to identify the level of distress and the emergency procedures to follow if needs be. The Counselling Services flowchart is most practical and has all the essential contact numbers of support services on campus."

Business School

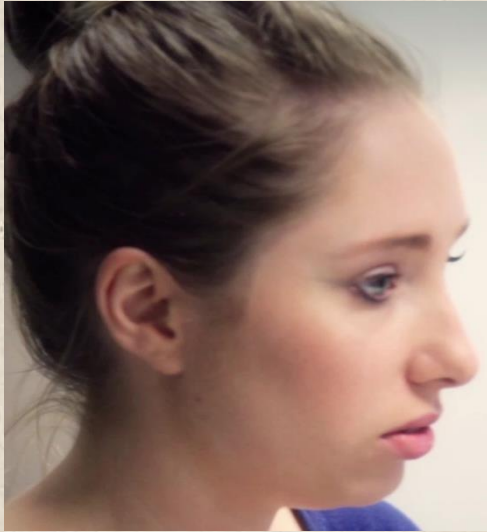
Reach

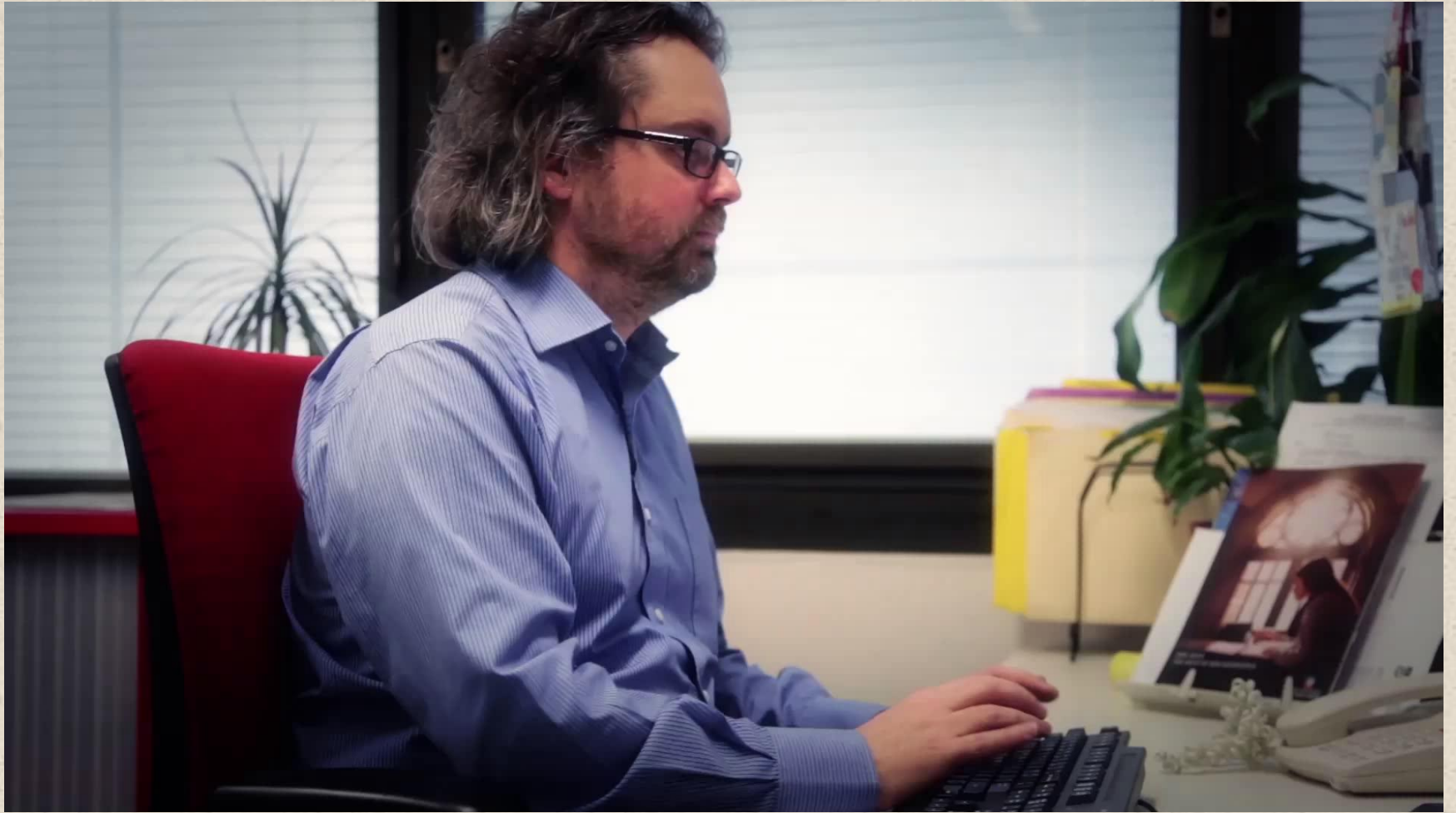
- Students: (2013) 26, 585 including 6, 285 international students
- Staff: (2013)
 - Academic – 1,663
 - General - 1, 964
 - total 3,627



5 Faculties - 32 schools

How we can “do it better”









Be aware, listen and link



That's it!
Any
questions?



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