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Security, Safety & Wellbeing Guidelines

Including
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In a life-threatening medical emergency call 000 ('Triple Zero') and then inform Campus Security.
For all other emergencies call Campus Security:

Campus	Internal	External
South Street	333	9360 7333
Rockingham	7333	9553 7333
Mandurah	5555	9582 5555



When calling clearly state the nature and location of the emergency

Keep this booklet near your telephone, or the document link saved to your web favourites.
<https://murdoch.edu.au/EmergencyResponse>

Name	Phone	Web link
Security (South Street)	9360 7333 / 6262	https://murdoch.edu.au/Security
Security (Rockingham)	9553 7333	https://murdoch.edu.au/Security
Security (Mandurah)	9582 5555	https://murdoch.edu.au/Security
Murdoch University Health : Medical Service	9360 2293	https://murdoch.edu.au/HealthServices
Main Reception / Switchboard	9360 6000	https://murdoch.edu.au/CampusDirectorySearch
Safety, Health & Wellbeing	9360 6664	https://murdoch.edu.au/OSH
People & Culture	9360 2430	https://murdoch.edu.au/HR
The Student Centre	1300 687 362	https://murdoch.edu.au/StudentInfo
Mandurah Central Student Admin	9582 5501	https://murdoch.edu.au/StudentInfo
Counselling Service: Students	9360 1227	https://murdoch.edu.au/CounsellingServices
Sonder (off-campus safety and wellbeing service for eligible international students)	1800 877 233	https://murdoch.edu.au/Sonder
Facilities Management Helpdesk	9360 2262	https://murdoch.edu.au/FMHelpDesk

Incident and Hazard Reporting:

All injuries, incidents, near-misses and hazards (anything that has the potential to cause ill health or injury) should be reported by the injured person or persons involved as soon as practical, even if the event has been reported to Campus Security. The Safety, Health and Wellbeing web page provides further information, as well as access to the Murdoch University Incident Reporting System (MUIRS).



To help with campus navigation, the Murdoch Maps web app is available via mobile (iOS or Android) or desktop devices at <https://maps.murdoch.edu.au>. The app can be easily added as an icon to the home screen of your mobile device.

Important Off-campus Contacts

Each of the services below is available 24 hours a day, seven days a week free of charge.

Triple Zero (000)

In a life-threatening medical emergency, call Triple Zero (000) and ask for Police, Fire or Ambulance. Provide incident details and don't hang up until the operator tells you to. Then call Campus Security.

Phone: 000

Website: www.triplezero.gov.au

Police Assistance (non-emergency)

This number is for Western Australian Police assistance or attendance to non-emergencies (for example reporting a crime or burglary)

Phone: 131 444

Website: <https://www.police.wa.gov.au/Contact-Us>

Mental Health Emergency Response Line (MHERL)

This WA-based service can provide immediate support, assessment and specialist intervention for people experiencing a mental health emergency.

Phone: 1300 555 788 (Perth Metro), 1800 676 822 (Peel Region)

Website: <https://www.mhc.wa.gov.au/getting-help/helpines/mental-health-response-line/>

Lifeline

Lifeline is a national charity providing personal access to crisis support and suicide prevention services.

Phone: 13 11 44

Website: <https://www.lifeline.org.au/>

Sexual Assault Resource Centre (SARC)

SARC provides sexual assault support and counselling.

Phone: 08 6458 1828 / 1800 199 888

Website: <http://kemh.health.wa.gov.au/services/sarc/>

Crisis Care

Crisis Care is an information and counselling service for people needing urgent emotional or practical help in situations such as:

- Concern about the wellbeing of a child;
- Domestic violence;
- Arguments are causing family unhappiness and problems;
- Someone is alone or afraid and urgently needs to talk to someone;
- Homelessness; and
- Someone needs counselling, information or other support.

Phone: 08 9223 1111 / 1800 199 008

Website: <http://www.dcp.wa.gov.au/crisisandemergency/pages/crisiscare.aspx>

National Sexual Assault, Domestic & Family Violence Counselling Service (1800 RESPECT)

Help for those experiencing sexual assault or domestic and family violence.

Phone: 1800 737 732

Website: <https://www.1800respect.org.au/>

University Travel Emergency Assistance (AHI Assist)

For Murdoch staff and students undertaking approved university international travel, this service provides immediate emergency and medical assistance when required.

Phone: +61 2 8330 1222

Website: <https://murdoch.edu.au/SafeTravel>

Staff Wellbeing & EAP

Murdoch has launched a new Organisational Wellbeing and Employee Assistance Provider (EAP) Partnership with Assure Programs. Assure provides confidential counselling, wellbeing coaching and holistic support for all staff and their families.

Phone: 1800808374 (staff support)

Phone: 1800505015 (manager support)

Website: www.assureprograms.com.au

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Purpose

This document provides security, safety and wellbeing awareness and education for the Murdoch University community, including guidance on how to respond to emergencies.

Incident Response

Campus Security Services (Property, Development & Commercial Services Office), with the assistance of emergency wardens and first aiders, coordinates on-scene campus emergency response under the direction of Police, Fire & Emergency Services.

Security Services manage the appointment and training of Emergency Wardens with relevant Colleges and Offices. The University Emergency Warden Handbook can be accessed on the Security Services web page.

First Aiders are managed by the Safety, Health & Wellbeing Team, and are directed by Security Services during an emergency. Further information can be found at the First Aid web page.

Security Services

In addition to incident response, Security Services provide an 'observe and report' function and can assist the University Community with:

- 24 hour campus security enquiries and assistance;
- After hours liaison for emergency maintenance;
- Building access control and alarm monitoring;
- Security escorts (for safety purposes) anywhere on-campus;
- Lost property; and
- Parking permits & traffic control.

Campus Security are available 24 hours via the phone numbers on the cover page of these Guidelines, or the Security Call Points as shown on Campus Maps.

Critical Incident Management

Incidents involving severe impacts to staff, students or the University are escalated to the Chief Operating Officer (COO). The COO shall appoint a Critical Incident Manager, who activates Murdoch's Critical Incident Management Team to undertake multi-disciplinary actions (including communications, staff and student welfare management, university continuity) in accordance with the University's Critical Incident and Continuity Management Plan.

If you need to evacuate, remember it is important to keep calm. During an emergency, follow the instructions of the Building and Floor Wardens to direct you to the emergency assembly area.

1. Immediately prepare to leave the building once you hear the evacuation alarm. Secure your office and valuables, and leave towards the closest emergency assembly area. These areas are shown on the [campus map](#).
2. When leaving the building, use the nearest and safest exit route.
3. If possible and not time consuming, take hand-held personal belongings (such as handbags and mobile phones) with you when you leave.
4. If you see a person with specific needs, assist them to leave via the closest route. If a person is reliant on a wheelchair for mobility, and there is no access available to get down stairs, advise the Floor Warden and await further direction from incident response staff. Do not attempt to carry people down stairs.
5. Do not use the lifts in the case of an evacuation.
6. Remain at the designated emergency assembly area until instructed by incident response staff.
7. Unless deemed safe by a Warden, Police or Emergency Services, do not re-enter the building. Do not enter a building when the alarm is ringing.

In the event of a building fire:

- If safe to do so ensure the immediate safety of anyone within the vicinity of the fire.
- Raise the alarm if not already sounding, using a break-glass alarm panel or by shouting 'Fire, Fire, Fire' if a panel is not available. The alarm system automatically notifies the Department of Fire and Emergency Services and Campus Security.
- If safe to do so, attempt to extinguish the fire.
- Follow emergency evacuation procedures as directed by incident response staff.

In the event of a power outage:

- If you are in danger, evacuate immediately. Otherwise, await further instructions from Campus Security and / or Emergency Wardens.

In the event of a bushfire:

- If necessary, raise the alarm by calling Campus Security, shouting 'Fire, Fire, Fire' or using a nearby break-glass alarm panel.
- Await evacuation instructions from Campus Security and / or Emergency Services.
- Building occupants adjacent to the fire will usually be evacuated to the nearest safe campus building, rather than away from the Campus. Where possible, evacuees should be kept inside buildings to lessen exposure to smoke.
- If staged building evacuation is not possible, or a large-scale campus evacuation is required, people may be directed to the campus refuge areas to coordinate safe movement off-campus.
- If safe to do so, animals should be left in place during a bushfire. If this is not possible, animals should be moved to designated animal refuge areas.

In the event of an earthquake:

- Take shelter under tables, desks or in doorways.
- Stay away from windows, shelving and large free-standing furniture.
- After the earthquake, look for injured persons in your area and assist, provided it is safe to do so.
- Leave the building as soon as you can to coordinate safe movement off-campus.

Lecture Theatres/Laboratories:

It is the responsibility of the lecturer/tutor to ensure their class is evacuated and to control students during an emergency until released by incident response staff, Police or Emergency Services.

At all times it is important to familiarise yourself and learn the emergency alarms and signals, break-glass alarm locations, evacuation routes, emergency exits, emergency assembly areas and wardens wherever you work or study. People with specific needs should proactively advise relevant wardens and supervisors of any special assistance they may require during an emergency so that a Personal Emergency Evacuation Plan (PEEP) can be developed.

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Working or studying in isolation

If you work or study after-hours, or in a quiet area:

1. Discuss plans with your supervisor and consider how any isolation concerns could be addressed. This may include communication practices, or gaining a better understanding of emergency response procedures.
2. Consider parking your car close or moving it closer later in the day when more car parking is available.
3. Let Campus Security know where you are and what you are doing.
4. Don't give facility access to unknown people seeking permission. Let Campus Security handle such requests.
5. Consider requesting Campus Security to escort you off the University.
6. When walking after-dark, travel in well-lit areas with a companion if possible. Remain aware of your surroundings (avoid texting or talking on your phone) and keep valuables out of sight.
7. When getting into a car at night, have your keys ready and check the surrounding areas before getting in. Lock the doors and never give a lift to an unknown passenger.
8. If you see any on-campus hazards, report them via the University's safety, health and wellbeing reporting system before they can cause harm.

Handling aggression

If you are confronted by an agitated or aggressive person:

1. If you are able to, try to **CONTROL** yourself and the situation:
 - Assess aggression risk to determine level of danger – Who are they? What are they doing? Where am I? What time is it?
 - Speak and act calmly while taking a personally protective, yet non-threatening, stance (don't turn your back on the person);
 - Judge and maintain a safe space between you and the other person;
 - If you are being robbed, use passive compliance (hand over demanded valuables);
 - Consider moving to a discrete (but safe and connected) place to help the person compose themselves;
 - Consider seeking further assistance if needed.

2. **ASK & LISTEN** – If possible, de-escalate the situation with understanding, respect and empathy. Show interest in their concerns, acknowledge their distress and avoid judgement.
3. If the situation allows, **RESOLVE** the situation by offering solutions that could help meet the person's needs and benefit both parties, while respecting your personal and professional position.
4. If resolution is unlikely or unsuccessful at any time, and physical assault is likely, consider options to **DEFEND** yourself. This includes:
 - Warning the aggressor to stop or leave;
 - Leave or evade yourself and call Police, Campus Security or colleagues if possible; and
 - If you cannot leave or evade and are being physically assaulted, attempt to breakaway from the aggressor and call for help.

Report aggression incidents and seek support from your supervisor or Student Services. The University can provide advice on personal and peer/family support strategies, as well as connections to professional help options such as counselling.

Threatening phone calls

If appropriate, warn the caller you will not tolerate abuse and will hang-up if they persist. Advise the caller that you cannot help them if they communicate in such a fashion. If you feel threatened:

- Record the time of call, as many details as possible about the caller and the number on the phone screen (if available);
- Contact Campus Security immediately, provide call information and request safety assistance as needed; and
- Inform your line manager if you require further support.

Unacceptable Behaviour

Other forms of unacceptable behaviour include bullying, verbal abuse, sexual harassment, stalking and discrimination. If you experience such behaviour and the situation allows, it is important to:

- Tell the person that their behaviour is having a negative impact and ask them to stop;
- If self-resolution doesn't work or isn't an option seek help from Campus Security, your supervisor or the support services listed in these Guidelines; and
- As necessary, report the issue so that it can be addressed in line with Murdoch's codes of conduct.

If you witness such behaviour provide support to the impacted person, get them to a safe place and give advice on who can help. If someone is in immediate danger, report to Campus Security and/or 000 immediately.

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Adult Cyber Abuse

Sometimes inappropriate or hurtful behaviour may not be serious enough by itself to be considered 'cyber abuse' and can be resolved informally.

For example

- sarcastic comments
- insults (or 'flaming')
- strong opposing views
- off-topic statements that deliberately derail conversation threads (a kind of 'trolling')

However, when these actions are part of a larger or serious pattern of behaviour targeting an individual, they can become cyber abuse — behaviour that can have a seriously threatening, intimidating, harassing or humiliating effect on the person.

If you or someone you know is experiencing cyber abuse;

1. Collect Evidence

Screenshots are an effective way of collecting evidence. Make sure to record the time and date of when the evidence was collected.

Other information that is important to record:

- Duration** – how long the abuse has been going on.
- Intensity** – has the person become more abusive over time? E.g. increase in demands.
- Relationship** – do you know the abusive person?
- Impact** – how has the abuse made you feel or impacted your day to day life?
- Action taken** – what actions have you taken to try and stop the abuse? E.g. reporting fake accounts, posts, blocking the person.

2. Do not respond - block and/or mute

While it is often hard to ignore, the best way to protect yourself from further cyber abuse is to ignore, block and/or mute the individual.

3. Report the cyber abuse to:

- The social media platform where it has occurred;
- Murdoch University via MurdochSafe (if the incident is related to Murdoch University activities);
- Police (according to abuse severity and safety risk); and
- Esafety commissioner.

4. Seek Support

Seek support from friends, family or Murdoch University resources (such as the Counselling Service for students or EAP for staff) or external support services (such as Lifeline or Crisis Care).

5. Review and update your social media privacy and security settings.

You can view and adjust your privacy settings through the social media platforms.

Skills and Coping Strategies

- Remember your strengths
- Pause and reflect
- Maintain perspective
- Acknowledge your feelings
- Build a support network
- Create a safe space offline
- Stay positive
- Be kind to yourself
- Support others

For more information on cyber abuse response including evidence collection, reporting and under-18 incidents please visit the www.esafety.gov.au website.

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Domestic and Family Violence

If someone is in immediate danger call 000

Domestic and family violence (DFV) can affect anyone and comprises of various forms of abusive and violent behaviour. Forms of abuse may include physical, emotional, social, financial, sexual, verbal, spiritual, technology facilitated and stalking.

Some common signs of DFV:

- Worry a lot about making a particular person angry
- Make a lot of excuses for someone's negative behaviour
- Have marks or injuries on their body that can't be explained
- Stop spending time with friends and family
- Seem scared or wary around a particular person
- Seem worried that they are being watched, followed or controlled in some way
- Consistently arriving late for work or classes and/or increased absences

If someone discloses DFV to you:

- Listen with the intent to support, not with the intent to 'fix'
- Let them know they are not alone, and that support is available.
- Do not judge or make decisions for the person.
- Do not contact the police or act on their behalf unless they have asked you to do so.
- Refer them to support services such as 1800RESPECT.

Personal Safety Plan

A personal safety plan is designed to keep someone who is impacted by DFV safe and will depend on the individual's specific situation.

A personal safety plan can include:

- Always have a mobile phone with you.
- Ask neighbours to contact Police if they hear fighting, shouting etc.
- Download the free Daisy app <https://www.1800respect.org.au/daisy/>
- Have an escape plan and practice emergency routes.
- If you have children, teach them how to call 000 and give their addresses, and where to go in an emergency.
- If you have a pet, the RSPCA may be able to help.
- Have an emergency bag ready with essentials including:
 - o Cash, debit/credit cards
 - o Bank account details

- o Centrelink, Medicare tax file number
- o Legal papers
- o Clothing
- o ID, birth certificates, passports
- o Spare key to house/car
- o Personal items e.g. jewellery, toys.

Counselling and Support

EAP, Murdoch University Health, Crisis Care and 1800 RESPECT can assist those experiencing domestic and family violence. Additional special support services include:

Women's DV Helpline 1800 007 339

WA wide 24hour service for women experiencing DFV. <http://dcp.wa.gov.au/CrisisAndEmergency/Pages/Women%27s-Domestic-Violence-Helpline.aspx>

Men's DV Helpline 1800 000 599

WA wide 24hour service for men concerned about their violent and abusive behaviours. <http://dcp.wa.gov.au/CrisisAndEmergency/Pages/Men%27s-Domestic-Violence-Helpline.aspx>

Djinda Service Relationships Australia 1300 364 277

Support for Aboriginal and Torres Strait Islander women and children affected by DFV and/or sexual assault. <https://www.relationshipswa.org.au/Services/Aboriginal-Community-Support/Djinda-Service>

Qlife 1800 184 527

Telephone and online counselling service for LGBTIQ+ individuals impacted by domestic and family violence. <https://qlife.org.au/>

Family Violence Service 1800 600 476

FamilyViolenceService@justice.wa.gov.au

A free service available to anyone affected by family violence who may need assistance with court support, information and referral to other services.

https://courts.justice.wa.gov.au/f/family_violence_service.aspx

Emergency Accommodation

Murdoch University (08) 9360 2293

medicals@murdoch.edu.au

The Guild's Student Assist Team and the University Social Worker (accessed through Murdoch's Medical or Counselling Services) can help in finding emergency accommodation.

<https://www.murdochguild.com.au/student-assist/>

<https://www.murdoch.edu.au/medical>

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If someone is sexually harassing you in a way that causes you to feel humiliation, pain, fear or intimidation, then this can be considered sexual assault.

First Response

1. If the incident has occurred on-campus and you need immediate assistance, notify Campus Security. Campus Security will call Triple Zero (000) for Police and/or Ambulance help if you are in imminent danger, experiencing a life-threatening emergency or you have given permission to do so.
2. If the incident occurs off-campus, seek Triple Zero (000) and Sexual Assault Resources Centre (SARC) assistance.
3. If the incident occurs overseas, contact Police & Emergency Services in your location and the relevant emergency travel assistance provider under insurance arrangements.

Support

The following support options are available to you and are highly recommended:

1. **Sexual Assault Resource Centre (SARC).** SARC provides free and confidential crisis medical, forensic examination and counselling assistance. The service is best accessed as soon as possible after sexual assault.
Phone: 1800 199 888
Web: <http://kemh.health.wa.gov.au/services/sarc>
2. **Murdoch University Health.** Our Medical and Counselling Services can help you with the physical, psychological and emotional impact of sexual harassment or sexual assault. They can also help you access specialist services and explain your reporting options.
Phone (Medical): 9360 2293
Phone (Counselling): 9360 1227
Web: www.murdoch.edu.au/Counselling/Respect.Now.Always/
3. **1800 Respect.** The National Sexual Assault and Domestic Family Violence Counselling Service provides free, 24/7 telephone and online counselling for anyone experiencing sexual assault or domestic and family violence, or seeking support for someone who is.
Phone: 1800 737 732
Web: <https://www.1800respect.org.au>

Disclosure and Reporting

1. **WA Police.** You are encouraged to report sexual harassment and sexual assault to Police for law enforcement investigation and further action as required. When this occurs, the University will cooperate with any Police investigations and provide ongoing support as required. This includes Security Services assistance if any subsequent campus safety concerns arise.
Phone (WA Police assistance and reporting): 131 444
Phone (WA Police Sexual Assault Squad): (08) 9428 1600
Web: <https://www.police.wa.gov.au/Your-Safety/Sexual-assault>
2. **Murdoch University.** Students wishing to disclose sexual harassment or assault to the University should do so via the MurdochSafe app, or by speaking with a Counsellor at the Murdoch University Health: Counselling Service. You can disclose the incident/s anonymously via the MurdochSafe app, however the more detail you provide the more we will be able to investigate the incident and support.

If you provide your contact details, a member of Murdoch's Access, Wellbeing and Equity team will be in touch to discuss support options and the process for progressing your disclosure to a formal report, if you wish to do so. Any reports to the University will be investigated to see how we can make the University a safer place and if there is anything that can be done to prevent further incidents occurring. Reports of sexual harm will be kept confidential, and only the information communicated or escalated within the University will be that which the victim has agreed to be shared. Identifiers such as name and student number will be held confidentially within Access, Wellbeing and Equity.

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If a threatening person has a weapon and is intent on doing physical harm, follow the guidelines below.

If they are within your immediate area – Escape

1. If you can identify a safe route to travel, take this route to get away from the immediate danger.
2. Leave behind your belongings, however try to take your mobile phone if you are able to do so.
3. Help other people at your location, and try leaving together as a group.
4. Call for help as soon as it is safe to do so.

Finding shelter - Hide

In the case that you are unable to find a safe way to exit the area of danger, you will need to find shelter to protect yourself until it is safe to escape. Some examples of suitable shelter are:

1. A place where the offender can't see you.
2. Behind something that can protect you from possible shots fired in your direction.
3. A place that will not corner you away from a safe exit, if the opportunity to escape the area presented itself.
4. If in a hallway or open space, find a place nearby that you can hide from sight.

If you take shelter in a room:

1. Close the door and lock it if you can.
2. Push a barrier onto the door, such as a nearby table or cupboard.
3. Hide behind a solid object.
4. Close any blinds and turn off lighting.
5. Do not respond to anyone calling out, unless you are 100% sure it is Campus Security, Police or Emergency Services.
6. Listen out for nearby noises such as talking, or footsteps.
7. Try to remain calm and collected.

If you encounter an armed person - Act

If it's not possible to escape or hide, you may have to defend yourself against an armed offender or active shooter as a last resort. Using your judgment, consider using an item in your immediate surroundings to protect yourself.

In the event of armed robbery

- Stand still;
- Obey the robber's instructions;
- Be calm and quiet;
- Stay out of the danger area if possible; and
- Do not give chase once the robber leaves.

Call for help

Call 000 or Campus Security and give clear directions on the exact location, nature of the incident and the assailant's actions. Also advise if you or anyone else within the vicinity need first aid or assistance. If you are near a security call point, press the call point button to contact Campus Security.

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Telephone Threat

- Continue the call – keep the person talking if possible and ask the following questions:
 - What type of bomb is it?
 - What is in the bomb?
 - What will make it explode?
 - What is the location of the bomb?
 - What does it look like?
 - What time will it explode?
 - What is your name?
 - What is your contact number?
 - Why did you place it there?
- Record received information for Police. It is important to ensure you record exact information provided by the person on the line. Once the person hangs up, do not do so too. On another phone, contact Campus Security.
- Await further direction from incident response staff, Police or Emergency Services regarding evacuation procedures.

Suspicious Item

If a suspicious object is found:

- Do not touch it.
- Report to Campus Security:
 - Exact location of incident – building, level, room number;
 - Any suspicious behaviour;
 - Number of people potentially exposed;
 - Description of the package/device; and
 - Action taken (e.g. package sealed or covered, area isolated).
- Keep areas clear, and cordon off if necessary.
- Await further direction from incident response staff, Police or Emergency Services regarding evacuation procedures.

Incident Response

Police, Fire & Emergency Services (with assistance from Campus Security) will coordinate the following actions as required during a suspicious item, bomb or Improvised Explosive Device (IED) incident:

- Implement partial or full building and area evacuations, and establish safe cordons around the incident scene;
- Gather information on the nature of the threat/incident;
- Arrange for specialist support to search and assess the scene;
- Render safe any unexploded or suspect items;
- Undertake medical triage and treatment of casualties; and
- Crime scene and evidence recovery activities.

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Raise the alarm

1. Make sure anyone near the incident is safe and cared for.
2. Evacuate the immediate area around the incident.
3. Report the incident to Campus Security, your Senior Laboratory Technician and the Occupational Safety and Health Team.
4. If radiation is involved, notify a University Radiation Safety Officer (RSO). The RSO list is provided at the following link:
<https://murdoch.edu.au/RadiationSafety>

Isolate the hazard

1. If safe to do so, move exposed individuals to a safe decontamination area. The wellbeing of exposed personnel requires attention before undertaking decontamination and containment actions.

If unsure of the hazards presented and associated risks to safety and health, consult your Senior Laboratory Technician and the Safety, Health & Wellbeing Team prior to taking any action.
2. Avoid spreading contamination through unnecessary people movement, cordon off the affected area and establish warning signs for the affected location.
3. Do not switch on/off any lights or electrical equipment unless directed, as these may become a source of ignition.
4. If directed, turn off the building's air-conditioning to reduce spreading of emitting gases and vapours.

Evacuate

1. Evacuate the building as instructed to do so by incident response staff, Police or Emergency Services.
2. Walk quickly and calmly to the assembly area.
3. Remain in the assembly area until otherwise directed.

Clean-up

1. Do not re-enter the affected area until it has been professionally decontaminated and you are advised it is safe to do so.

Further information:

Guidance on hazardous substance management can be found on the Hazardous Substances web page.

Radiation safety information (including the RSO link) is held on the Safety in Research and Teaching - Radiation Safety web page.

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Mental Health First Aid (MHFA) is the immediate support provided, by anyone, to a person developing or experiencing mental health issues. This support is provided until professional help is received, or the crisis resolves. Mental health issues include depression, anxiety, psychosis, substance misuse and exposure to trauma.

MHFA involves providing compassion, listening non-judgementally and assisting someone who doesn't know how, or hasn't been able, to connect with professional help and other supports. The MHFA Action Plan is as follows:

ACTION 1: Approach the person, assess and assist with any crisis

- Call 000 and Campus Security if the person is self-harming, in extreme distress or is putting others at risk. If the person is suicidal:
 - o Remove harmful hazards and bystanders if possible.
 - o Make sure someone stays with them, ideally someone who is calming to the person, while help is called.
 - o Allow the person to talk openly; demonstrate empathy and a willingness to listen, whilst being aware of your own feelings and personal distress.
 - o When emergency services and campus security arrive, provide as much information as possible about the suicidal person's situation and mental state (including whether you know if they may be under the influence of drugs and alcohol).
- If the person is not in immediate crisis, ask them how they are feeling and for how long.

ACTION 2: Listen non-judgementally

- Avoid judging the person or their situation. People in distress often want empathy first, before practical help.
- Show the person you are hearing and understanding what they are saying. This will help them talk more freely.

ACTION 3: Give support and information

- Offer emotional support, empathise and give the person hope for recovery.
- Ask if the person would like information about mental health illnesses. This can help them understand what they are experiencing, and also destigmatise seeking help.

ACTION 4: Encourage the person to get appropriate professional help

- Tell the person about help and support options that may assist their wellbeing and situation.
- Options include medical advice, counselling and external support services provided in these Guidelines.

ACTION 5: Encourage other supports

- Encourage the person to use self-help strategies and seek the support of family, friends and others.
- Respect the person's cultural and social background when encouraging supports, and respect their right to privacy.

MHFA training at Murdoch:

Murdoch runs MHFA courses on Perth and Mandurah campuses to train staff in identifying and helping someone with signs of mental health illness. Course details can be accessed via the Training Course Management System web page.

Further information:

MHFA Australia provides extensive resources and information on the MHFA Australia website.

Lifeline and Beyond Blue provide information on mental health, crisis support and suicide prevention/intervention.

The Murdoch University Health: Counselling Service web page provides guidance on student wellbeing and resilience resources, including workshops on topics such as handling stress, wellness and coping strategies. Counselling Service staff are also available for advice and consultation on issues of mental health, and to provide counselling appointments for students.

Information on Murdoch's Wellness Program can be accessed on the Wellness web page.

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The guidance below outlines pre-emptive support messaging and response actions in the event of a student showing welfare concerns during an online teaching activity.

- Show PowerPoint slide on mental health support services (slide can be downloaded [here](#) or accessed via the intranet [Teaching at Murdoch page](#) under 'information for students') at beginning of the first class;
 - > Explain to the class that the slide details the resources and support services available to them if they're experiencing problems with their mental health.
- If a student has made a post you're concerned about:
 - > Put up the PowerPoint slide again.
 - > Ask them to message you privately – this will help to identify them.
 - > If you are co-facilitating the class, allocate 1 person to run the class and 1 person to manage the student.
 - > If you are running the class on your own, allocate the class a task to do while you communicate with the student.
 - > Acknowledge the post and spend some time assessing the student.
 - > Ask them to stay behind after the class to discuss your concerns further if there appears to be no immediate risk. Be aware that you are not required to become their therapist however you want to ensure their safety.
 - > Ask: What is your name and student number? Where are you right now? Is there anyone around who can help you out or sit with you for a while?
 - > Ask: Are you thinking about hurting yourself?
 - > Ask: Are you having suicidal thoughts?
 - > Listen and communicate non-judgementally with empathy.
 - > Feel free to call the Counselling Service on 9260-1227 if you would like to consult with a University Counsellor.
- If you know who the student of concern is and you are **concerned about their immediate safety**, you can:
 - > Encourage the student to contact Police & Emergency Services on Triple Zero '000' (for life-threatening emergencies), or the other helplines on the PowerPoint Slide as required, or have someone drive them to the closest hospital Emergency Department.
- > Arrange for a welfare check on the student:
 - o **If they're on campus (including the Student Village):** Campus security on #333, or Student Village staff if the student is a resident.
 - o **If they're off-campus:** Call Police & Emergency Services on Triple Zero '000' (ensure you have the student's location and name, as a minimum) and notify Campus Security of the incident. Campus Security can assist in notifying the University's Critical Incident Management Teams representatives for further assistance as required.
- If you are **not concerned about their immediate safety**, you can:
 - > Encourage the student to get professional help. Help options can be accessed via the MurdochSafe mobile app.
 - > Get in touch with the Counselling Service and we can assist in following up the student to offer support. Please let the student know to expect a call from our service so that they are not surprised when we call.
- If they're unwilling to disclose their identity, give support and information and encourage the person to get appropriate professional help.
- If you're unsure how to proceed, you can call the Counselling Service on 9360 1227 and ask to speak with the Duty Officer during business hours, or Campus Security outside of business areas.

Consideration for others in the class

If a distressing post has been made, you may wish to acknowledge this with the students in the class (a post or email after class) and remind them of the available supports.

Staff Self-Care

- You may feel a mixture of emotions yourself after dealing with a distressed student.
- Find a trusted colleague to debrief with.
- Do things to improve your own mental health and resilience.
- Contact the Employee Assistance Program if you'd like external support.

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When providing first aid to an injured or ill person follow the DRSABCD action Plan:

1. D (Danger)

Always check the area is safe for you, bystanders and the injured or ill person before assisting. Do not put yourself in danger when assisting others.

2. R (Response)

Check if the person is conscious by asking their name and squeezing shoulders.

If they respond provide reassurance, check for injuries and monitor. If injuries are minor, seek First Aid Officer assistance or direct the person to the nearest medical centre.

Send for help if there is no response.

3. S (Send for Help)

Call 000 and Campus Security. Advise them of the following:

- Yours and the patient's name;
- Location (building, level, room number);
- Nature and type of injury;
- State of consciousness of the injured person(s);
- Age and gender of the injured person(s);
- If possible, the names of the injured person(s); and
- Any additional relevant information.

4. A (Airway)

Open person's mouth, and if foreign material is present, place in recovery position and clear airway with fingers. Open airway by tilting head with chin lift. Check breathing once airway is clear.

5. B (Breathing)

Look, listen and feel for breathing.

Place in the recovery position, treat injuries and monitor if breathing is present.

If breathing is absent or not normal, start cardiopulmonary resuscitation (CPR).

6. C (CPR)

Apply 30 chest compressions and 2 breaths (adult and child).

Continue CPR until help arrives or patient recovers.

7. D (Defibrillation)

Apply Automated External Defibrillator (AED) if available and follow voice prompts. Campus AED locations are provided on Campus Maps.

Reporting

Post-incident, complete a Murdoch University Incident Reporting System (MUIRS) report.

Further information:

Information about First Aid at Murdoch (include details of nominated University First Aiders) can be accessed at the Safety, Health and Wellbeing web page.

St John Ambulance provides further guidance and training.

Workers compensation

Workers compensation claim information can be found at the Safety, Health and Wellbeing web page.

Your nearest AED is located at:



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Medical service

Murdoch University has our very own medical centre on campus, next to the sports centre. Appointments are usually required for all consultations with the doctor. You can make an appointment by telephone on 9360 2293, in person or through the online booking system. In the event that you do not have time to make an appointment, you may wish to see the medical centre nurse. No appointments are required to see the nurse, this is done on a walk-in basis. Doctor's fees will be billed directly to your Overseas Student Health Cover (OSHC) provider, which means that there will be no out-of-pocket cost for you to see a doctor on campus. Medication can be covered to a certain amount, and this will depend on your specific OSHC policy.

Counselling

Murdoch has a counselling centre located on Bush Court. This is a confidential and free service for all students, up to 6 sessions in 12 months. The counselling service provides a range of study and personal support, from procrastination and exam stress to anxiety and depression. There are also group workshops across a variety of topics covered across the year. To access the counselling service, please call 9360 1227 or email at counselling@murdoch.edu.au to make an appointment.

How to find a doctor

If you are feeling unwell, there are many ways to find a doctor. In order to minimise your medical expenses, it is recommended that you attend a medical centre or general practitioner (GP) that directly bills to your OSHC provider.

- If your OSHC is with Allianz Global Assistance, you can use the 'My OSHC Assistant' app (recommended) or the 'Find a Doctor' tab on the Allianz website
- To find a doctor after 4pm on weekdays, after 10am on Saturdays, and all-day Sunday (including public holidays) you have to book an after-hours appointment. Call 13 SICK (7425) or book online at homedoctor.com.au
- Access a doctor by video or phone. Visit doctorsondemand.com.au to book in your consultation request or to request a repeat prescription.

How to make a claim

If you visit a GP that is not part of the direct billing network for your OSHC provider, you will need to pay your bill and then make a claim to your OSHC provider for your cost to be reimbursed.

Support on campus

If you need any assistance making a claim or with your OSHC, please come and see the OSHC representative at Murdoch. Allianz officers are at Counter 1 in The Student Centre from 10am - 4pm on Mondays, Wednesdays and Fridays.

Off-campus Safety and Wellbeing Support

Murdoch University is one of the first universities in Australia to offer 24/7 specialist multilingual emergency, safety and wellbeing support for eligible international students with Allianz OSHC, in partnership with Sonder Australia.

Students who are injured, feel unsafe, confused, ill, lost or stranded off-campus can access immediate, 24-hour assistance across the country through the Sonder Australia app. Trained multilingual personnel provide assistance through a live chat, phone call or in-person on the ground. The app features a '24/7 Help' button, which automatically sends an alert to the Sonder Support Centre and pinpoints the member's exact location.

For more information and instructions on how to download and activate the app, visit <https://murdoch.edu.au/Sonder>

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Planning your trip:

1. Request university travel via Murdoch's travel management system (for staff and fully-funded or entirely accompanied students). Other student university travel is to be entered into the Murdoch University Student Travel Registry.
2. Check Department of Foreign Affairs & Trade (DFAT) advice levels when making travel plans. Also consider reputation, safety and security when choosing flights and accommodation.
3. Be familiar with destination information from the DFAT Smartraveller website, as well as your emergency contacts and insurance information.
4. Seek medical advice on how to mitigate health risks (such as vaccinations) and handle pre-existing medical conditions (including prescription medicines) for your travel destination.
5. Pack light and simple, using securable luggage where possible. Don't take non-essential electronic devices. Delete or secure sensitive information before departure.

While travelling:

1. Avoid downloading dubious content and connecting to public Wi-Fi networks or unknown devices. Always consider how you will protect, use and disclose sensitive information.
2. Check reliability and security of ground transport options. Use airport vehicle transfers from accommodation providers where possible.
3. Plan travel routes, know traffic rules, avoid wearing distinct clothing and be familiar with the locations of police stations, hospitals and meeting places. Avoid travelling on foot or alone, particularly at night.
4. Don't carry money and identification in one place. Use passive compliance if confronted, but switch to aggression if assailant persists.
5. Maintain accommodation privacy, keep travelling companions informed of your movements and know local emergency response procedures, evacuation routes and emergency exits.

If an emergency happens:

1. Follow local emergency response procedures and directions from Police & Emergency Services.
2. Let your travel companions, family and the University know you are ok.
3. If emergency is large-scale, monitor media reports of the incident and DFAT Smartraveller advice updates.
4. If necessary, seek help from the University's travel emergency assistance provider or the Australian DFAT consulate in that location.

Further information:

The Safe & Successful Travel page contains travel risk guidance and tools. The page can be accessed at: <https://murdoch.edu.au/SafeTravel>

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Poor information security can result in loss of highly sensitive and confidential information, reputation, theft, vandalism, financial costs and compromised intellectual property.

Your Responsibilities

All Murdoch staff and students must:

- Maintain confidentiality of the university's information;
- Only share internal documents when there is a 'need to know' and you have been approved to do so;
- Be accountable for equipment use and actions performed using your network logon;
- Never use someone else's network logon; and
- Report any potential or actual loss or compromise to your supervisor and/or the IT help desk immediately.

Best Work Practices

The following best practices can reduce information security risks:

- Follow the habit of 'Clean desk and clear Screen' – clear your desk of sensitive documents when not in use and refrain from storing highly confidential information on desktops.
- Password security – choose suitable (difficult to guess passwords, keep your passwords secure and be careful when recording passwords.
- Lock your computer - whenever you are away from your desk to avoid unauthorised access.
- Be careful online – While using the internet, use trusted websites and don't download files unless they are required for university purposes and have been scanned for viruses.
- Use email securely – minimise the use of attachments, never open spam or emails from unknown senders, only click on email links you trust and ensure you enter the correct addressee before sending university-related emails.

Device Security

When using laptops, smart phones and tablets:

- Don't leave devices unattended;
- Enable auto-lock so that a password or PIN is required after a short period of device inactivity;
- Portable data storage devices have access protection (passwords or encryption);
- Only use banking apps supplied by your financial institution;
- Always read permission requests before installing new apps or app upgrades;
- Use secure WIFI networks that are encrypted and require a password;
- Never access Personally Identifiable Information (PII) when connected to public wireless networks;
- Be cautious when allowing applications to access your contacts, gallery or location;
- Back-up your data regularly; and
- Think carefully about the information stored on your device and shared online, and how it could be misused.

Phishing

Phishing is a form of fraud where unsolicited emails are used to gather private or confidential information.

To protect yourself and Murdoch against phishing:

- Beware of links that ask for personal or confidential information;
- Hover over a link and check if it is directing to a legitimate website rather than clicking a link provided via email; and
- Never use your Murdoch network credentials to sign up to external websites.

Social media and social networking:

When interacting with others online via social media platforms:

- Be familiar with the privacy policy of the social media/networking website;
- Do not share confidential information about yourself, staff, students or Murdoch;
- Use privacy settings to control who can access and view your information; and
- Beware of fake profiles and messages from unknown persons.

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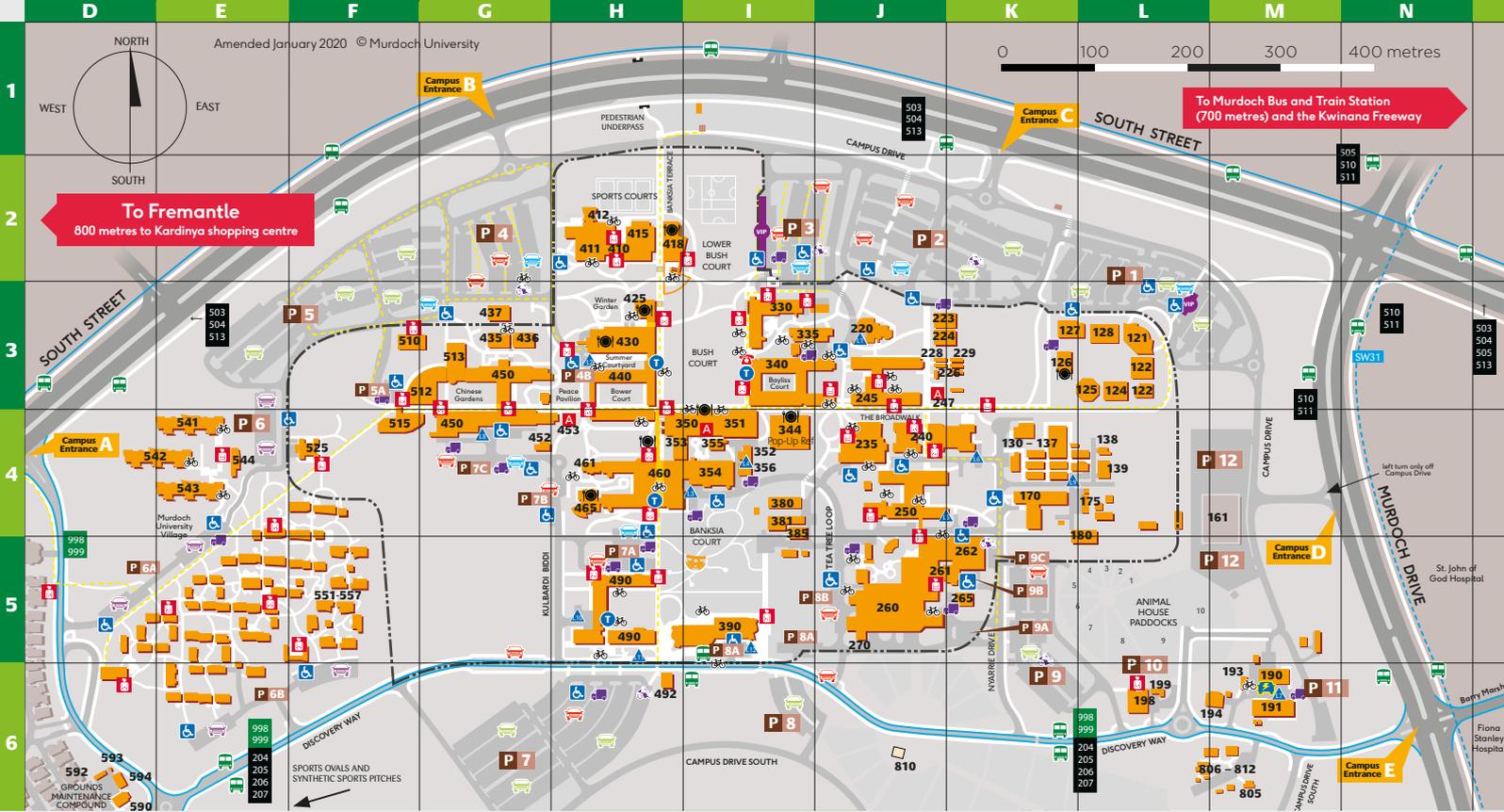
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- Legend**
- 330** Building Number
 - Walk Paths
 - Emergency Security Call Button
 - P 1** Carparks
 - Fresh Air Zone
 - Public Toilets: H3, I3, H4
 - Cafe or Food Outlet
 - Public Telephone: I3
 - A** myMurdoch ADVICE: H4, I4, J3
 - 513** Bus Route Numbers
 - 998** Circle Bus Route
 - ACROD & Easy Access Parking
 - VIP** VIP Reserve Bay Parking: I2, L3
 - Visitor Parking (ticketed)
 - Red Parking Zones
 - Green Parking Zones
 - Student Village Parking
 - Motorcycle Bays (free)
 - Bike Parking
 - Perth Bike Network
 - Perth Bike Route Number: SW8
 - Bike Lane
 - Service Bays
 - EV Recharge Point: M6
 - Loading Zones
 - Night Walk Pathways
 - Walk trails (unsealed)
 - Australia Post Box: I3

For online campus maps go to: maps.murdoch.edu.au
 For Murdoch on your mobile go to: m.murdoch.edu.au

South Street Campus Map 2020
 90 South Street, Murdoch, WA 6150

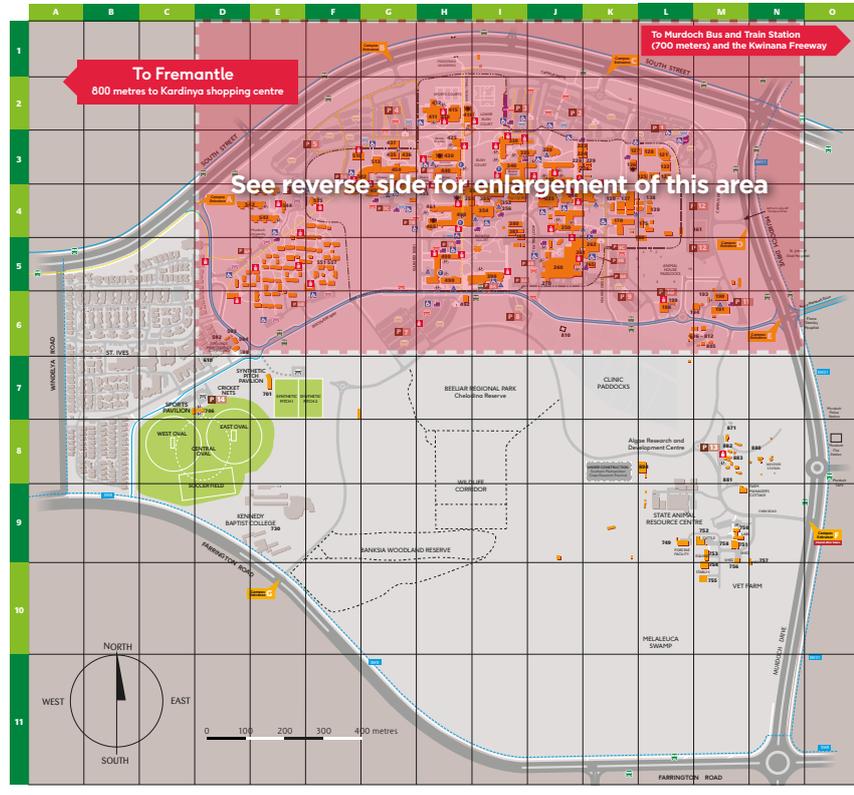
MURDOCH UNIVERSITY

References

Building Number	Building Name	Grid Reference	Lecture Theatre (Room number)
121	Senate Building	L3	
	• Office of Marketing and Communications • Office of Advancement • Art Gallery		
122	Murdoch Institute of Technology	L3	
126	Mini-Student Hub	K3	
127	Nursing Clinical Simulation Suite 2	K3	
128	Nursing Clinical Simulation Suite 1	L3	
190	Multi-Purpose Building	M6	
	• Orthocell • Murdoch Print		
191	Multi-purpose Building	M6	
	• Central Stores		
193	Mail Room	M6	
198	Multi-Purpose Building	L6	
	• Central Stores		
220	Engineering & Energy Building	J3	
235	Loneragan Building	J4	
	• Loneragan Lecture Theatre (235.3.016)		
240	Biological Sciences Building	K4	
	• Biological Sciences Lecture Theatre (240.2.051)		
245	Science & Computing Building	J3	
	• Robertson Lecture Theatre (240.2.051)		
250	Veterinary Biological Sciences Building	J4	
	• Veterinary Biological Sciences Lecture Theatre 1 (250.3.023) • Veterinary Biological Sciences Lecture Theatre 2 (250.3.024)		
260	Veterinary Clinical Sciences Building	J5	
	• Small Animal Clinic • Veterinary Clinical Sciences Lecture Theatre 1 (260.1.016) • Veterinary Clinical Sciences Lecture Theatre 2 (260.2.008)		
330	Chancellery Building	I3	
	• Vice Chancellery • Academic Registrar's Office • Finance Office • People and Culture office • Research Office • Student Centre • University Registrar's Office		
335	Environmental Sciences Building	I3	
340	Physical Sciences Building	I3	
	• UniBank • STA Travel • UniSuper • ATM		
344	Pop-Up Ref	I4	
350	Geoffrey Bolton Library	I4	
	• Coffee Shop (Cafe Kardinya) • Library and Information Services • Careers Office • Launch Pad		
351	Nexus Theatre	I4	
351	Kim E Beazley Lecture Theatre	(351.1.001)	

381	Property Development & Commercial Services Office (PDCSO)	I4	(Moving to new location April 2020)
	• Facilities Management Help Desk • Lost Property • Security Services		
390	Health Research Centre	H2	
	• Institute for Immunology and Infectious Diseases (IID Building) • Harry Butler Institute		
410	The Mind and Body Lab	H2	
411	Drama Centre (Studio 411)	H2	
412	School of Psychology & Exercise Science	H2	
	• Exercise Science Labs		
415	Sport and Recreation Centre	H2	
418	Tavern	H2	
	• Health - Medical Centre (under the Tavern)		
425-430	The Student Hub	H3	
	• The Base (Level 1) • Parents' Room (Level 1) • Food and Retail (Level 2) • Student Kitchen (Level 2) • Sir Walter's Restaurant (Level 2) • ICA Convenience Store (Level 2) • The Loft (Level 3)		
440	Social Sciences Building	H3	
	• Health and Counselling - Counselling • Murdoch University Bookshop • Murdoch Psychology Clinic		
450	Education & Humanities Building	G4	
	• Hill Lecture Theatre (450.2.035) • College Professional Services Hub		
460	ECL	H4	
	• Academic Registrar's Office - Equity (Level 1) • Careers and Employment (Level 3) • Chaplains • ECL Lecture Theatres 1-4		
461	Multi-Purpose Building	H4	
	• Asia Research Centre (Level 2)		
465	Law Building	H4	
	• Herbert Smith Freehills Lecture Theatre (465.1.101) • College Professional Services Hub		
490	Amenities	H5	
	• Amenities 490.2.019 • Kulbaradi • Student Guild • Chiropactic Clinic (Level 1)		
510	Child Care Centre	F3	
512	Murdoch Business Building	G3	
	• College Professional Services Hub		
513	Learning Link Building	G3	
515	Worship Centre	F4	
551-557	Student Village	F5	
701	Synthetic Pitch Pavilion	E7	
706	Sport Pavilion	D7	
749-757	University Farm	M9	
881	Environmental Technology Centre	M8	

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Key Contact Telephone Numbers

Main Reception: 9360 6000

Property Development and Commercial Services Office Helpdesk: 9360 2262

Security Services: 9360 6262

IT Services: 9360 2000

Security on Campus

- The Security Office and lost property is located at **(Building 381) I4**.
- Call 9360 6262 (24 hour hotline).
- Security call buttons are located across campus.

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Sustainable Transport on Campus

- Contact The Student Centre for hire of personal bike lockers and to apply for a free PIN code for secure bike shelters.
- Bike racks and showers are located across campus.
- Bus stops located along Discovery Way.

Travel Smart Maps

- Travel Smart maps are available at The Student Centre and the Guild Shop.

Public Transport

- Purchase or top-up SmartRiders and get timetables, maps and information at the Guild Shop (in Bush court).
- Telephone 13 62 13 for timetables and information.

Parking

- Parking, and daily, permit applications are available at the Student Centre.
- Free parking bays available for motorbikes and scooters.
- Look out for wildlife and pedestrians crossing.
- Only park in designated bays.

Disability and Access

- Several easy access bays, accessible shared pathways and lifts are available across campus.

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Public Transport

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<http://our.murdoch.edu.au/Campus-and-Facilities-Management-Office/Our-Services/Security-services/>

<http://www.transport.wa.gov.au/active/transport/active-transport.asp>

<http://www.transperth.wa.gov.au/Home/JourneyPlanner.aspx>

<http://www.murdoch.edu.au/life-at-murdoch/campus-life-culture/facilities/parking>

<http://our.murdoch.edu.au/Student-life/Health-and-happiness/Disability-services/>