



Australian  
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# University COVID-19 Protocols for Residential Facilities

## *Annex 3: ANU Residences Welfare Check during ACT Lockdown Standard Operating Procedures (SOP)*

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### Contacts

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CRICOS Provider No. 00120C

## Purpose

This document is to guide ANU Staff and Student Leaders

The welfare checks aim to:

- Ensure that students are aware of the services available to support them during their period of Stay at Home Orders
- Identify students at increased risk and directly refer them to support services
- Help students to maintain a sense of connection with the outside world
- Check whether students need practical support, such as delivery of food or other essentials; and
- Encourage students to undertake activities to look after themselves.

## Welfare Process

Using the framework (Appendix A), welfare checks aim to identify presenting issues and target specific supports based. The welfare process also ensures that there are documented reports made based on each contact and clear escalation points in case of an emergency.

## How do I know if a student is in distress?

Note that the table below is a guide. Each student is an individual and while this information offers helpful guidance, it is also important to follow-up with questions. For example, a student might have poor sleep and be fatigued but this could pre-existing. The following is adapted from Lifeline and the Inquiring Mind framework.

Low Level Student Distress	<ul style="list-style-type: none"><li>• Changes in mood (irritable, impatient, nervous);</li><li>• Struggling to focus;</li><li>• Ongoing procrastination;</li><li>• Trouble sleeping.</li><li>• Being tearful or sighing frequently</li></ul>
Moderate Level Student Distress	<ul style="list-style-type: none"><li>• Appearing vague or confused</li><li>• Constantly anxious or having panic attacks.</li><li>• Irritability or unpredictable outbursts of anger or agitation</li><li>• Pressured, racing or confused speech patterns</li><li>• Sustained low mood</li><li>• Frequent expressions of negativity</li></ul>
High Level Student Distress	<ul style="list-style-type: none"><li>• Avoidance, non-attendance</li><li>• Neglect of personal responsibilities</li><li>• Non-responsive</li><li>• Talk of suicide</li><li>• Violent acts towards self and/or others</li></ul>

## Guidelines for Conducting Welfare Checks

Welfare checks should all be conducted during 9-4 Monday to Friday so that if you need to escalate any concerns you have access to ANU services and ACT Health staff who can follow up with the student.

Welfare checks are completed by someone already known to the student, who is trusted by the student. Documentation of welfare checks should be the residence Student incident log.

Use the following guidelines to gain information and knowledge about the student and how they are coping with the period of quarantine:

- Ask students how they are
- Ask how they are managing
- Invite them to tell you the way they are structuring their day to fit in study, social connection, leisure activities, physical activity and sleep
- Ask if they have been able to reach out to their friends or family via phone or online (assess whether they have a social network to support them, and if they are able to connect to this network)
- Do not provide health advice. Refer them to ACT Health for information and support
- Let them know about other supports they can connect with such as the Residence academic support and social activities, Residence and Academic College social media spaces, ANU remote students page:

<https://www.anu.edu.au/students/communities-events/virtual-connections>

### Core communication principles to guide welfare checks

Listen without judgement

- Acknowledge what they are saying.
- Validate the experience and empathise with it.
- Allow them to talk about what they're experiencing.
- Ask questions to develop a shared understanding of what supports might be useful.

Clarify

- Check your understanding of the situation.
- Ask questions about what support they have sought already.
- Determine if the student has sufficient support and resources, or if they need additional support.

## Guidelines for documentation

- Use the incident log process for your residence, please include the student number and name.
- Ensure you enter all details. This will make follow-up and tracking much easier.
- When you have repeated calls with the one student, please enter as a new contact point. This will allow us to sort by U number and see all calls for the one student.

## Support Services Available

Low Distress	Referral option	Contact info
	ANU Thrive	<a href="https://www.anu.edu.au/students/contacts/anu-thrive">https://www.anu.edu.au/students/contacts/anu-thrive</a>
	ANU Library Skills	<a href="https://anulib.anu.edu.au/research-learn">https://anulib.anu.edu.au/research-learn</a>
	ANU Self-help online resources page	<a href="https://www.anu.edu.au/students/health-safety-wellbeing/feeling-well">https://www.anu.edu.au/students/health-safety-wellbeing/feeling-well</a>
	Academic Skills	<a href="https://www.anu.edu.au/students/contacts/academic-skills">https://www.anu.edu.au/students/contacts/academic-skills</a>
	This Way Up - Student wellbeing course and stress course	<a href="http://www.Thiswayup.org.au">www.Thiswayup.org.au</a>
	MindSpot Clinic (Supported by clinician for Medicare card holders only)	<a href="http://www.Mindspot.org.au">www.Mindspot.org.au</a>
	eHeadspace (for those 25 and under)	Group chat (set times on set topics) One-on-one online or phone chat (9am-1am, 7 days) <a href="https://headspace.org.au/eheadspace/">https://headspace.org.au/eheadspace/</a> Ph: 1800 650 890
	BeyondBlue group forums	There is one specifically for COVID19 <a href="https://www.beyondblue.org.au/get-support/online-forums/staying-well/coping-during-the-coronavirus-outbreak">https://www.beyondblue.org.au/get-support/online-forums/staying-well/coping-during-the-coronavirus-outbreak</a>

Moderate Distress	Referral option	Contact Info
	Student 24 hour wellbeing support phone and text service	1300 050 327 SMS Text message service: 0488 884 170
	ANU Counselling next day assessment appointment	<a href="https://www.anu.edu.au/students/health-safety-wellbeing/getting-help-at-anu/anu-counselling/appointments">https://www.anu.edu.au/students/health-safety-wellbeing/getting-help-at-anu/anu-counselling/appointments</a>
	Concerns about coursework or assessments	Student Central or Course Convenor for individual course <a href="mailto:student@anu.edu.au">student@anu.edu.au</a>

	Special Consideration	<a href="https://www.anu.edu.au/students/program-administration/assessments-exams/special-assessment-consideration">https://www.anu.edu.au/students/program-administration/assessments-exams/special-assessment-consideration</a>
	Referral to Dean of Students for navigating difficult academic issues	<a href="https://www.anu.edu.au/students/contacts/dean-of-students">https://www.anu.edu.au/students/contacts/dean-of-students</a>

### High Distress and Emergencies

If the student indicates yes high distress items, you should escalate your concerns to your Head of Hall immediately, who will activate the [critical incident procedure](#).

If have immediate concerns for the safety of a student please call 000. Other options for urgent support are listed here: <https://www.anu.edu.au/students/health-safety-wellbeing/getting-help-at-anu/urgent-support>

Two senior executives will be on call at all times during out of hours operations:

Name of Staff	Position	Contact
Susan Helyar	Director, Residence Experience	0448791987
James Brann	Director, University Experience	0418465957

### Recording of Welfare Checks

Each welfare check should contain a formal record in a secure location as per usual residence procedures. Follow up contact with the counsellor in the event of a moderate distress intervention/critical incidents will also be included in the record. The record will discuss:

1. When contact was made.
2. The support referrals provide.
3. Current status of the student based on the framework.
4. The next agreed follow up contact.

## Appendix A

Using the guidelines above regarding assessment of student distress, welfare checks aim to identify presenting issues and target specific supports that will address the risks that have been identified. The welfare check process also ensures that information collected during the welfare check is correctly documented, there are clear pathways for escalation of support if there are signs of distress and there are feedback loops to the residence regarding the actions of any other support services.

