



# Support Services 2023

## Mannix College

Mannix offers a range of services and supports to help you. No matter is issue, no matter the time of day, our team of friendly support staff is here for you.

**College Duty Phone:** You should call **0419 122 406** if you have an injury, incident or urgent concern. This phone is tended to by College Office Staff (8:30am-4:30pm) and RAs (4:30pm-8:30am).

For general, day-to-day concerns, you can speak to your Resident Advisors (RAs). RAs are trained in Mental Health First Aid, First Aid and are familiar with College policies and general support services. When engaging with your RAs, please remember that they are student leaders who are available to support you but their role is not to solve your problems for you. They can provide general advice, connect you to other staff, assist you within the limits of their training and the boundaries of their role, and refer you to suitable persons or services as needed. Our College is fortunate to have a wonderful team of RAs but please be mindful that they serve our large community. As such, RAs have a duty to equitably support all residents and so their ability to commit significant time to individuals is limited.

For other, perhaps more significant, concerns you can contact the following:

Name	Title	Email	Mobile
<b>Duty Phone</b>	<b>Duty Phone (24/7)</b>	<b>N/A</b>	<b>0419 122 406</b>
Mannix Security	Mannix Security (9pm-4am daily)	N/A	0419 510 387
Monash Security	Monash Security (24/7)	N/A	03 9905 3333
Andrew Swan	Principal	andrew.swan@monash.edu	0480 133 037
Annie McGuire	Dean of Students & Wellbeing	annie.mcguire@monash.edu	0425 107 194
Dr Sam McAuliffe	Dean of Studies & Careers	sam.mcauliffe@monash.edu	0481 218 525
Lis Shugg	Counsellor	counsellor.mannix@monash.edu	N/A

## Monash U & Other Services

Monash University offers all students a range of support services. Go to <https://www.monash.edu/students/support> for more information.

### Mental Health

#### Monash University Counseling

- Open from 9am to 5pm on weekdays.
- Make an appointment Phone: 9905 3020 or <https://www.monash.edu/students/support/health/counselling>
- Appointments are free
- Counselling Help Online (1300 788 336) is useful if you are:
  - not in a crisis, but want to get some information, support and resources about how to get help on a certain issue
  - feeling a bit nervous about seeing a counsellor
  - unable to get to campus to see a counsellor.

#### Other services:

- Crisis Assessment and Treatment Team (24/7 service) 1300 369 012.

- The Middle South CATT provides 24-hour, 365 days per year responsive, mobile, community-based psychiatric assessment and treatment for people in acute psychiatric crisis.
- Lifeline:
  - Personal Crisis Support / Suicide Prevention: 13 11 14 (24/7 service)
  - Suicide Prevention: 1300 651 251 (24/7 service)
- National sexual assault, domestic and family violence counselling service 1800 737 732
- Turning Point - Drug and Alcohol 1800 888 236 (24/7 service)
  - Telephone counselling, information and referral for drugs and alcohol related issues
- Suicide Call Back Service (24/7) 1300 659 467
- Compassionate Friends- bereaved family (24/7) 03 9888 4944 or 1300 064 068
- Direct Line- drug & alcohol counselling info & referral 1800 888 236
- Domestic Violence Resource Centre Victoria 03 8346 5200
- Grief Line (12pm-3am, every day) 03 9935 7400 or 1300 845 745
- Men's Line (24/7) 1300 789 978
- Men's Referral Service for men who want to change violent behaviour 1300 766 491
- OCD and Anxiety Help Line (10am-4pm, Mon-Fri) 03 9830 0533 or 1300 269 438
- Safe Steps Family Violence Response Centre (24/7) 1800 015 188
- Sexual Assault Crisis Line (24/7) 800 806 292 Suicide Line (24/7) 1300 651 251
- Victims of Crime Helpline (8am-11pm, every day) 1800 819 817 or text 0427 767 891

## **Health**

### **Monash University Medical Appointments**

- Monash medical clinics at Caulfield, Clayton and Peninsula campuses are open from 9am to 5pm weekdays.
- Medical emergencies
  - Ambulance - Tel: 000
  - Campus security - Tel: 333 (9905 3333)
- After-hours medical services
  - Tel: 132 660 - DoctorDoctor (home visit, bulk bills for Medicare cardholders)
  - Tel: 137 425 - National Home Doctor Service (home visit, bulk bills for Medicare cardholders and Allianz members)
  - Tel: 1300 60 60 24 NURSE-ON-CALL is a telephone helpline that provides expert, immediate health advice from a registered nurse, 24 hours a day, 7 days a week.

### **Hospitals and medical clinics**

- [Victorian hospital list](#)
- [OSHC Worldcare medical clinics \(for international students\)](#)

### **Disability Support Services**

Support for students with physical and/or psychological disabilities services include academic support, accessible accommodation on-campus, alternative exam arrangements, assistive technology, equipment, hearing augmentation and resting rooms. Phone: 9902 6000 or see the website at <https://www.monash.edu/students/support/disability>

## **Safety**

### **Emergencies on campus**

- Call Monash Security on 990 53333 (or 333 from a Monash phone).
- Dial 000 for police, fire, ambulance for Emergencies on or off-campus

### **General safety enquiries**

- Call Monash Security on 03 9902 7777

### **Safer Community Unit**

The SCU investigates incidences of behaviour on campus that may be illegal, concerning or unacceptable. They can also assist if you are going through a difficult situation and not sure who to contact.

- Opening hours: Mon–Fri, 9am – 5pm
- Phone: 03 9905 1599
- Email: [safercommunity@monash.edu](mailto:safercommunity@monash.edu)

### **Other services:**

- Sexual Assault Crisis Line: 1800 806 292 or 9349 1766
- 1800 RESPECT 1800 737 732
- Centre Against Sexual Assault: 9635 3610
- MensLine: 1300 789 978