



# Support for staff

ANU is committed to providing a safe and inclusive environment for staff and students. As part of fulfilling our commitment, ANU provides a range of free and confidential services to support our community.

This list includes ANU services and external services.

## Crisis support

In an emergency, call Triple Zero (000) or for police assistance call 131 444.

The **ANU Wellbeing and Support Line** offering free, confidential, crisis support outside business hours, whether you live on or off campus. The line is open 5pm - 9am Monday to Friday and 24-hours a day on weekends and public holidays. Call 1300 050 327 or text 0488 884 170.

**1800RESPECT** is a national sexual assault, domestic and family violence counselling and information referral service (available 24-hours a day, 7 days a week). Call 1800 737 732 or visit <https://www.1800respect.org.au/>

Other options to find urgent help:

- ANU Security (02) 612 52249
- [Lifeline Canberra](#) 13 11 14
- Mental Health Crisis Service 1800 629 354
- Canberra Rape Crisis Centre 7am-11pm daily (02) 6247 2525 (voice) 0488 586 518 (text)
- Service Assisting Male Survivors of Sexual Assault (SAMSSA) 7am-11pm daily (02) 6247 2525 (voice) 0488 586 518 (text)
- Domestic Violence Crisis Service (02) 6280 0900

## Non-urgent support

General information about the support services available to staff is [available online](#) and through the “Wellbeing and Support” link on the ANU OK app (available through [Google Play](#) and the [App Store](#)).

## Employee Assistance Program

Independent counselling and advisory services for staff and their immediate families are available through the University’s [Employee Assistance Program \(EAP\)](#). The service is free and confidential and available in person or by phone, email and telehealth.

Two providers are available, [Assure](#) – 1800 808 374 (crisis hotline available 24-hours a day, 7 days a week) and [Relationships Australia](#) – (02) 6122 7100.

## Staff Respect Consultant

Free and confidential support to staff experiencing issues that may impact your wellbeing, work experience, engagement and career development is available through the [Staff Respect Consultant](#).

If you would like to discuss a matter with the Staff Respect Consultant, please contact [staffrespect@anu.edu.au](mailto:staffrespect@anu.edu.au) and your email will be responded to within 48 hours. If you would like to remain anonymous, please call the Consultant between 9am and 4pm, Monday to Friday, on extension 56763 and note that you would not like to provide identifying information.

## Adviser to Staff

The Adviser to Staff provides free, confidential and professional counselling and advice to staff on-campus in dealing with work-related or personal issues that may be affecting their work. The Adviser can help develop strategies for dealing with workplace issues causing difficulties or tension and can assist with advice to managers and work groups.

Appointments can be made by phone during business hours or email [staff.adviser@anu.edu.au](mailto:staff.adviser@anu.edu.au)

Gail Frank - Ext 53616 (Monday, Tuesday, Wednesday & Thursday)

Maaria Haque - Ext 58283 (Tuesday, Wednesday & Thursday)

Amanda Morrison - Ext 52211 (Wednesday)

## Former staff

Former staff can access support for matters arising during their time as ANU staff members. Please email [NixonReview@anu.edu.au](mailto:NixonReview@anu.edu.au) and we will contact you.

## Making or receiving a disclosure about harmful behaviour

If you are experiencing harassment or discrimination [The Harmful Behaviours Disclosure Tool for staff](#) contains information on what are harmful behaviours and options for finding support and reporting pathways. If you have a concern about racism or discrimination, there is specific information [here](#).

[The Harmful Behaviours Disclosure link](#) also has information about how to respond if someone has made a disclosure to you, including support that is available for you.

If you need to support a student in distress, please refer to [this guide](#) that was developed by the [Student Safety and Wellbeing](#) team.

## General information to support wellbeing

The [ANU Health and Wellbeing Sharepoint site](#) provides general information, resources and links for staff.