



HSR QUICK GUIDE

What to do when someone comes to you with a concern

DO	DON'T
• Listen briefly	• Provide counselling
• Acknowledge	• Take ownership
• Refer to support	• Carry it alone
• Escalate through ANU pathways	• Promise confidentiality if risk exists

6 STEPS

1. Listen (briefly)
2. Acknowledge
3. Check immediate safety
4. Refer to support (Manager, HR, EAP, WHS)
5. Escalate through systems
6. Step back

HSRs support consultation – they do not manage risk or provide clinical support

If there is immediate risk to safety, contact emergency services or ANU Security on 6125 2249