



UNIVERSITY of
TASMANIA



Student Wellbeing:

Counselling

Information for students

The University counselling service is a free, high quality counselling service offering individual face to face, phone and online counselling sessions to those enrolled at the University of Tasmania. Our team are highly trained and experienced psychologists and social workers.

What is counselling?

Personal counselling involves talking through your situation or problem with a trained clinician to assist you to gain a better understanding of your problem, strengthen your resources and find effective solutions.

The kind of things people come to personal counselling with include stress, anxiety, depression, relationship problems, life crises and traumas, study and academic issues.

You can book with any of our counsellors and then choose how you would like to connect with us. You can access face to face, phone and online counselling sessions. Please note that counsellors only offer face-to-face appointments at their designated location.

You can access 6 sessions. After this time there will be review of your case and additional sessions will be possible in some circumstances. We may refer you to an external agency if you require longer-term or specialist support. Visit www.utas.edu.au/counselling for more information on our service and our team.

What is the wait time for a counselling appointment?

Appointments are accessible from 1 day to 2 weeks in peak times. It may be longer if booking with specific counsellors.

Where can I access counselling?

Appointments for counselling via phone or online (zoom) can be accessed flexibly from a location convenient to you.

We are currently not offering face-to-face appointments as we are implementing social distancing strategies in response to coronavirus. All of our team are accessible for distance appointments. See our information sheet on [accessing support from a distance](#) for more information.

How to make an appointment

Appointments can be made online, by phone, or in person with your nearest U Connect staff. The 3 appointment booking pathways are:

- Online: www.utas.edu.au/appointments (and selecting 'personal counselling' under "What would you like to talk about?").
- Phone: 1800 817 675
- In person: Speak with U Connect staff at your nearest U Connect location.

Can't make it to an appointment?

You can cancel your appointment online up to an hour before your appointment or via phone up until your appointment time. We ask you to do this so that we can make the appointment available to others in need. Cancel

appointments through the booking pathways (refer to 'How to make an appointment').

I need to speak to someone now!

If you are in a crisis or emergency and need immediate help, call '000' to speak with emergency services.

The University has an [after-hours crisis](#) line so that support is always available. Students can phone 1300 511 709 or text 0488 884 168 from 5pm – 9am weekdays or all day on weekends, public holidays and through the Christmas-New Year closure period. You do not need an appointment to access this service.

You can also contact the [Mental Health Helpline](#) on 1800 332 388, [Lifeline](#) on 13 11 14 or the [Suicide Call Back Service](#) on 1300 659 467.

Do you have online resources?

Yes. We also have a range of online resources including information sheets, audio recordings and online learning. For information sheets visit utas.edu.au/students/resources, or click the 'resources' link from utas.edu.au/counselling.

You can access online learning through [the Desk](#), to assist you to maintain or improve your physical and mental wellbeing and to study more effectively. Visit thedesk.org.au and register for free.

Your rights

- You do not have to see a counsellor if you do not wish to.
- You can request to see a different counsellor, or ask for a referral to another agency if counselling is not working out for you with your counsellor. We understand that this happens and encourage you to let us know.
- If you believe we hold incorrect information about you, you have the right to correct this.

Provision of supporting documentation

If you need an extension or other assessment accommodations, you should firstly discuss this with your lecturer. Your medical doctor is best placed to provide supporting documentation. Under exceptional circumstances the counselling service can provide supporting documentation only if either of the following circumstances apply:

- You have already been attending counselling and we are familiar with the presenting issues; or
- You are unable to discuss the matter with staff due to the nature of the issue and you have no other treating professional who could provide information.

Personal information statement

Your personal information is being collected by the Student Wellbeing team on behalf of the University of Tasmania for the primary purpose of providing a counselling service to you. Failure to provide this information may result in you not receiving counselling. Your personal information will only be used for the primary purpose for which it is collected and disclosed only to University of Tasmania counsellors. The University will ensure that your personal information is not used for another purpose or disclosed to third parties without your consent unless such a disclosure is required or permitted by law. Your counselling information may be disclosed in the following circumstances:

- Your prior approval has been obtained to disclose information; or
- Failure to disclose the information would place you or another person at serious risk; or
- Disclosure is necessary to prevent significant property damage; or
- It is subpoenaed by court, or
- In exceptional circumstances, as stated in the UTAS Privacy Policy, or
- If disclosure is otherwise required or authorised by law.

Personal Information will be managed in accordance with the Personal Information Protection Act 2004, and the University of Tasmania's Personal Information Privacy Policy. For information on how your personal information is being used or stored, or to access your personal information, visit the University's website at www.utas.edu.au or contact the University on 1800 817 675. You also have the right to request access to your personal information held by the University in accordance with the Right to Information Act 1991 (Tas).

I, (name) _____
(student number) _____ have read and agree
to the above terms.

Signed _____ (date) ___/___/___

We value your feedback! If you have 5 minutes to complete our feedback survey visit <http://bit.ly/UTAScounsellingsurvey> or email counselling.services@utas.edu.au.

> utas.edu.au/students