

# Counselling Information for Students

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## Who we are

The counsellors are members of the Student Wellbeing team. Counselling staff all hold relevant professional qualifications and are eligible for membership of their respective professional associations.

## What we do

We offer students free counselling for a wide variety of mental health and other issues including stress, anxiety, depression, relationship problems, life crises and traumas, study and academic issues. We can assist you to identify and gain a better understanding of your problem, strengthen your resources and find effective solutions.

We can also provide you with information about University systems and procedures as well as refer you to other helpful resources on campus or in the wider community.

On average we see students about 2-3 times. Regular reviews of your case will occur if more than 6 sessions are required. If you need longer-term support, we may refer you to an external agency.

## How to make an appointment

Appointments can be made online at <https://careerhub.utas.edu.au/students/login>, by calling 1800 817 675, or in person (see over for details). Appointments are available between 9.00am and 5.00pm on weekdays and are generally 50 minutes in length.

As there are many students who access counselling, a wait list usually exists, particularly in peak times of semester. While limited sessions are available on the day on a 'first come first served' basis for urgent issues; it is best to book an appointment in advance.

Telephone or online counselling is also available if you are unable to attend an appointment on your campus, or would like to speak with an available counsellor on another campus.

## Can't make it to an appointment?

Please let us know as early as possible if you cannot make an appointment so we can make times available to other waiting students. Just phone, email or come in to cancel and/or reschedule.

## Your rights

- You do not have to see a counsellor if you do not wish to.
- You can request to see another counsellor within the Student Wellbeing team, 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 information.

## Provision of supporting documentation

If you need an extension or other assessment accommodations, you should firstly discuss this with your lecturer. We are only able to provide supporting documentation 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 UTAS 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:

1. Your prior approval has been obtained to disclose information; or
2. Failure to disclose the information would place you or another person at serious risk; or
3. Disclosure is necessary to prevent significant property damage; or
4. It is subpoenaed by court, or
5. In exceptional circumstances, as stated in the UTAS Privacy Policy, or
6. 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/policy](http://www.utas.edu.au/policy) 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 Freedom of Information Act 1991 (Tas).

## Feedback

If you are not happy with the service or have any comments or suggestions, please contact the Head of the Student Wellbeing team on 1800 817 675 to discuss your concerns. We value your feedback.

## Contact details

Hobart	Launceston	Cradle Coast	Sydney
Level 1, Student Centre	Ground Floor	Mooreville Road	Rozelle campus
Administration Building	Kerslake Student Centre	Burnie	Darlinghurst campus
Phone: 6226 2697	Phone: 6324 3787	Phone: 6430 4949	Phone: 8572 7953
Email: <a href="mailto:Student.Services@utas.edu.au">Student.Services@utas.edu.au</a>			