



Counselling Service Information for Staff

One of a series of fact sheets for staff

CONTENTS

- Support for students
- Support for staff
- Staff referral
- Special consideration and extensions
- Counselling Service ethical principles
- Workshops
- Critical incidents

SUPPORT FOR STUDENTS

The Counselling Service is staffed by qualified professionals and provides free confidential counselling to students. Counsellors can help develop strategies to positively deal with a range of personal issues such as:

- depression, anxiety and stress
- living away from home
- adjusting to university life
- family and relationships
- substance abuse
- eating and body image
- grief and loss
- self-esteem and confidence

Counsellors can also provide information and assistance with university issues such as harassment, student complaints and withdrawal from subjects.

We assist students to gain a better understanding of their problem, strengthen their resources and help them to find effective solutions.

SUPPORT FOR STAFF

The Counselling Service can provide support and advice to staff to assist them to work with students presenting with complex issues. This may be provided by telephone or email consultation, or where deemed necessary, attendance at appropriate meetings or activities.

STAFF REFERRAL

Students are able to contact the Counselling Service directly to make an appointment, however it may be useful for the staff member to recommend counselling to the student if:

- you have a student who is experiencing difficulty and you believe that our service could assist;
- you believe that a student's level of functioning is significantly impacting on academic performance;
- you feel that the student is at risk to themselves or others; or
- a student's behaviour is interfering with others in lectures/tutorials.

If you are unsure if referral is appropriate, please contact us and we can discuss this with you.

- You can suggest that the student contacts us.
- You can ask the student's permission to discuss the situation with us or to make an appointment with the Service on their behalf.
- If you feel that the student is a high risk to themselves or others, please contact us immediately.

SPECIAL CONSIDERATION AND EXTENSIONS

Staff sometimes refer students to the Counselling Service to obtain supporting documentation for an extension or special consideration. It is usually better for the student to discuss these issues directly with their lecturers and obtain any necessary documentation from their doctor or health professional in line with school policy.

With the student's permission, school/faculty staff can request additional information if required. We can only provide documentation if:

- the student has already been attending the Counselling Service and we are familiar with the presenting issues; or
- the student is unable to discuss the matter with staff due to the personal nature of the issue and there is no other treating professional.

In such situations the Counselling Service staff make a recommendation based on their professional judgement and will only support special consideration if the student is experiencing significant distress as a result of extenuating circumstances.

As counselling is confidential, we are unable to provide feedback regarding a student's attendance to the Service or issues discussed without the written permission of the student.

COUNSELLING SERVICE ETHICAL PRINCIPLES

A student cannot be forced to attend the Counselling Service. If you feel that a student is a danger to themselves or

others you should contact the student's GP, the University Health Service (in Hobart only), the University Counselling Service or Security if there is imminent danger.

WORKSHOPS

The Counselling Service can run workshops in accordance with the needs of schools and students. We can offer the following workshops for students:

- stress management
- dealing with procrastination
- managing fear of failure
- coping with performance anxiety
- managing exam anxiety
- effective communication

The Counselling Service also runs workshops for staff. We offer workshops on:

- managing difficult behaviour
- psychiatric disability awareness

If your school has other specific needs in relation to either staff or students, please contact the Head of the Counselling and Disability Service to discuss these.

CRITICAL INCIDENTS

A critical incident is any situation that confronts staff or students with a potential threat for example, violence or an accident on campus.

The University has an Emergency Management Plan which can be accessed from the Asset Management Services website (under Facilities Management).

Staff of the Counselling Service are members of the Trauma Recovery Team (TRT) and can provide follow-up and support to both staff and students if a critical incident occurs. For further information on critical incidents and the role of the Trauma Recovery Team, go to:

www.studentservices.utas.edu.au/trauma_recovery.html

If an incident occurs in your school, please contact the Campus Emergency Coordinator:

**Hobart
6226 7600**

**Launceston / Cradle Coast
6324 3336**

or the Head of the Counselling and Disability Service on 6226 2697.