



Counselling Service Information for Students

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WHO WE ARE

The Counsellors are members of the Counselling and Diversity Service within Student Services. 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 issues including stress, anxiety, depression, relationship problems, life crises and traumas, study and academic issues. We can assist you to gain a better understanding of your problem, strengthen your resources and find effective solutions.

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 by phone, email or in person at Student Services (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 the Service, 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, it is best to book an appointment in advance.

Telephone 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, we are happy to speak with you on the phone.

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 Service, 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.

CONFIDENTIALITY

We take notes when you come to see us and these notes will be recorded on a secure database. You can read these if you wish. Your information will not be disclosed to anyone outside the Counselling and Diversity Service without your consent, apart from the following situations:

- Counsellors have a 'duty to protect', which means that if we believe that failure to disclose information may result in clear risk to yourself or another person, we are legally required to intervene. This may involve releasing minimal information to ensure that the risk is averted.
- The University has a privacy policy that gives specific attention to counselling information. It states that this information can be released at the request or authorisation of the Executive Director, Finance and Administration; the Academic Registrar or the Director, Governance and Legal; in order to lessen or prevent a serious threat to an individual's life, health, safety or welfare or a serious threat to public health or safety; to lessen the risk or prevent the occurrence, of significant property damage; where required by law or in circumstances that, in the opinion of the people mentioned above, are exceptional.

If possible we would always discuss any release of personal information with you first. We will also ask your permission before

acquiring information from another source, for example your doctor. If you have any questions about confidentiality, please ask your counsellor.

COLLECTION OF AND ACCESS TO INFORMATION

All information collected about you complies with the University Privacy Policy. This information includes referral information, what you tell us during a session and any information we obtain from others such as a GP or academic staff. We also have limited access to the University Student Records System that provides us with basic details such as your address, date of birth, phone number and enrolment details.

The Counselling Service strives to keep accurate records about you. Accuracy depends on information that you provide, so if something changes, it is your responsibility to let us know.

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 the Counselling Service 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.

FEEDBACK

If you are not happy with the Service or have any comments or suggestions, please contact either the Head of the Counselling and Diversity Service or the Manager of Student Services on 6226 2697 (Hobart), to discuss your concerns. We value your feedback.

CONTACT DETAILS

Hobart 6226 2697
Top Floor, Student Union Building

Launceston 6324 3787
Ground Floor, Kerslake Student Centre

Cradle Coast 6430 4949
Mooreville Road, Burnie

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