

DON'T WAIT. REACH OUT.

It's important to stay mindful of your mental wellbeing and make sure you have the support you need.

If you're feeling overwhelmed, avoiding things that make you anxious or stressed, or withdrawing from family or friends – you might benefit from some extra support. Seeking help early can make a big difference and help you manage your stress, build effective study habits and develop problem-solving strategies that work for you.

You can reach out to resources below:

01. COUNSELING SERVICES

24/7 phone counselling appointments are available to students as a single-session appointment by phone.

- From Indonesia: 8001 503 463 (toll free)
- From elsewhere outside Australia: +61282952917 (request for a call back as it's not toll free number)

Need to speak with a local counselor?

See Page 2.

02. LEARNING ADVISING

If you need help with your assessments, academic English, or studying in general, book a consultation with the learning adviser.

03. DISABILITY SUPPORT SERVICES

If you have a disability, medical, or mental health condition that might affect your studies, try reaching out to Disability Support Services and register for support.



It's also important to:

- **Spend time with your friends, family, and support network.**
- **Take care of yourself.**

HELPING A FRIEND

ASK: Initiate a conversation with simple, non-judgmental questions, like "You haven't seemed yourself lately—are you feeling okay?"

LISTEN: Give the person your full, active attention. Maintain eye contact, nod, use verbal cues ("I see," "That sounds tough"), and avoid interrupting.

ENCOURAGE ACTION: Motivate them to take a positive step towards improving their well-being, such as doing self-care activities, or seek help.

CHECK IN: Show that you care by following up with them regularly after your initial conversation. A simple message or a call helps.

NEED TO TALK TO A LOCAL COUNSELOR?

Notes and Requirements:

- Counselling services only provides short-term therapeutic support
- This service is only available for existing, active students of Monash University Indonesia.



Need immediate support?

When your friends' or your own safety is at risk, do not be alone. Please reach out immediately for an emergency services (Call 112 or nearest hospitals) for help.

Fill in the Wellbeing Self-Assessment Form to

- register your interest in a local wellbeing support
- allow us to understand your need and refer you to proper support.
- signify your consent to our partners to begin confidential counselling sessions as appropriate.



01 FILL IN WELLBEING SELF-ASSESSMENT FORM ONLINE



Wellbeing Self-Assessment Form
s.id/MI_WellbeingAssessmentForm

02 STUDENT EXPERIENCE/ MIRO REFERS TO SUPPORTS NEEDED



A staff member from the Student Experience Team (for Masters students) / Monash Indonesia Research Office (for HDR students) will inform you on supports available and counseling referrals.

Based on your requested need, you will be assisted to either:

- book an available. counselling services
- schedule a check-in session with Student Experience Team or MIRO staff



03 SUPPORT & ACTION PLANS FOR YOU

04 ATTEND COUNSELING & FOLLOW UP



When you have finished a counselling session, discuss with your counsellor to help you set up an action plan for you and see if you can benefit from other additional supports in place.

WHILE YOU ARE WAITING FOR A COUNSELLING APPOINTMENT....

WHAT TO EXPECT FROM COUNSELING

- You will be treated in a courteous and respectful manner
- Every endeavour will be made for you to see a counsellor at a time that suits you, subject to how busy the service is.
- Whatever issues you raise in an appointment will be taken seriously and dealt with confidentially. If your counsellor has serious concerns about your safety or that of someone else, they are required to take appropriate action to protect anyone at risk
- At times, your counsellor may suggest a collaborative approach when your issues may be resolved best by working with other university support (such as Disability Services, Student Services) or external services
- The counselling service offers short-term counselling, with counsellors providing a limited number of sessions, **typically up to two sessions per term**. Further counselling needs will be reviewed on a case-by-case basis if you are deemed to be in a psychological crisis.
- If you require longer-term support or need other external support, you will be referred to book independent counselling sessions or assisted to find additional support.

ASSESSMENT/ INTAKE

Your appointment will be a 60-minute drop-in session, online or onsite at our third-party service provider's location. During this session, a counsellor will make assessments on your needs and suggest options for you.

SPECIAL CONSIDERATION

In most circumstances a counsellor might need to see you more than once to provide support for special consideration

- If you have been an ongoing client of the counselling service, the counsellor may be able to provide you with a letter of support for special consideration
- If you have not been a client of the service before, it is unlikely the counsellor will be able to provide you with a letter of support. However, a letter of attendance may be provided
- A statutory declaration is also accepted as supporting documentation

Guidelines can be found at: monash.edu/exams/specialconsideration.html



Need immediate support?

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NEED TO TALK TO SOMEONE?

WHAT WE EXPECT FROM YOU

- That you will take responsibility for attending your appointment on time. Please notify us or your assigned counsellor if you are about to be late.
- If you cannot keep your appointment, or if you change your mind please notify the Student Experience Operations (Masters students) or MIRO (HDR Students) ONE day in advance, unless an emergency situation beyond your control arises.
- To get the most benefit from counselling, it is important that you follow up on recommendations and referrals to other support services or individuals
- When you come to counselling, you are expected to behave respectfully. Aggression, rudeness, or violence will not be tolerated.

THINGS YOU CAN DO WHILE YOU'RE WAITING

SELF CARE

- Establish a daily routine - try to schedule in enjoyable tasks
- Exercise - it helps improve your mood
- Engage in relaxation strategies
- Eat healthy food
- Balance sleep and activity
- Avoid mood-altering drugs, including alcohol
- Problem solve: define the problem and weigh up options
- Be thoughtful about what you expose yourself to in terms of situations that may be distressing
- Quieten your mind with meditation

MANAGING DISTRESS

- Accept your situation and reassure yourself that you can tolerate feeling your emotions.
- Identify what parts of your situation you can change for the better.
- Feelings needn't be feared
- Remind yourself you are not your emotion
- Experience feelings as waves that come and go
- Don't try and hold on to or amplify emotions
- Consider consequences before acting & remember times when you have felt different to now
- Try not to act on emotion
- Don't judge your emotions

RELATIONSHIPS

- If you feel unable to be alone, ask a friend or family member if they can stay with you. It is important to ask for help.
- Choose to be with people who are positive and care about you
- You may not be able to support others just now
- Say no to unwanted demands
- Let someone know you may need support
- You may be irritable - try not to push away people who care about you
- Don't assume that other people can't cope with you or will not be interested in your well-being.

BUILD INNER STRENGTH

- When you are going through a rough time, it is easy to focus on the negatives and not value other parts of yourself and your life that are positive.
- Reassure yourself that you will get through this
- Accept yourself - don't criticise or blame yourself
- Do something every day that makes you feel good about yourself
- Notice positive experiences
- Remember other times you have solved a problem successfully
- Limit viewing of distressing events and programs

ONLINE LEARNING MODULES & RESOURCES

[Changing Minds - enrol in Moodle](#)

[Introduction to Mental Health - enrol in Moodle](#)

[Study Skills Programs](#)

Further readings available at [Monash Mental Health Webpage](#)