

## COUNSELLING AND MENTAL HEALTH PROGRAMS

Monash University Counselling Service  
Ph: 9905 3020

### Other university resources

Monash counselling after-hours  
Ph: 1300 788 336

Campus security (all campuses)  
Emergency ph: 9905 3333

Safer Community Line  
(if you are worried about your safety or someone else's behaviour)  
Ph: 9905 1599

Information research and learning skills (library)  
Ph: 9905 5054

Disability Services  
Ph: 9905 5704

Monash Oakleigh Legal Service  
Ph: 9905 4336

### Community resources

Clinical Psychology Centre (CPC)  
Ph: 9902 4480 [www.mpc.monash.org](http://www.mpc.monash.org)

MonashLinks (Community Health Service)  
Ph: 1300 552 509

The Alfred Hospital (Crisis Assessment Team)  
Ph: 1300 363 746

WIRE (Women's Information & Referral)  
Ph: 1300 134 130

Men's Referral Service  
Ph: 1300 766 491

Anxiety Recovery Centre: Help Line  
Ph: 1300 269 438

Beyond Blue advice line  
Ph: 1300 22 4636

Kids Helpline (support children and young people up to 25 years old)  
Ph: 1800 551 1800

South Eastern CASA (Centre Against Sexual Assault and Family Violence) Toll free; 24 hours; Ph: 1800 806 292

### Emergency contacts

Employee Assistance Program  
Staff: 1300 360 364  
Students: 1300 788 336

Lifeline  
Ph: 131114

SuicideLine  
Ph: 1300 651 251

Monash Medical Centre (Crisis Assessment Team)  
Ph: 1300 369 012

GriefLine Telephone:  
Ph: 1300 845 745

Victims of Crime Helpline  
Ph: 1800 819 817

MensLine Australia  
Ph: 1300 789 978

Mental Health Advice  
[www.health.vic.gov.au/mentalhealthadvice](http://www.health.vic.gov.au/mentalhealthadvice)

Emergency Services - Police, Fire, Ambulance  
Ph: 000

### On-line resources

[www.kidshelpline.com.au](http://www.kidshelpline.com.au)  
[www.reachout.com.au](http://www.reachout.com.au)  
[www.headspace.org.au](http://www.headspace.org.au)  
[www.beyondblue.org.au](http://www.beyondblue.org.au)  
[www.mentalhealthonline.org.au](http://www.mentalhealthonline.org.au)  
[www.suicidecallbackservice.org.au](http://www.suicidecallbackservice.org.au)

**For further self help information and online resources visit:**

[monash.edu/counselling](http://monash.edu/counselling)



**WHILE YOU'RE WAITING  
FOR A COUNSELLING  
APPOINTMENT ...**

[monash.edu/counselling](http://monash.edu/counselling)

## WHAT TO EXPECT FROM COUNSELLING

- 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 or external services

## STUDENTS

- The counselling service provides short term counselling and counsellors can offer a limited number of sessions, usually up to 6 sessions
- If you require longer term support the counsellor will assist you to find an external provider
- Where appropriate the counsellor will link you with internal support services such as, Student Rights, Student Services, Disability Services or other services

## STAFF

Counsellors can offer a limited number of sessions to staff, usually up to 3 sessions. Staff can also access free counselling and 24 hour phone counselling from the Employee Assistance Program (EAP) by calling 1300 360 364

## INTAKE/ASSESSMENT

In most instances the first appointment will be a 30 minute drop-in session. During this session the counsellor will make an assessment of your needs and suggest options for you

## ALTERNATIVE SERVICES

- GP - university or external
- After hours counselling service
- See over for emergency services

## SPECIAL CONSIDERATION

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

- Where 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
- Where 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](http://monash.edu/exams/specialconsideration.html)

## WHAT WE EXPECT FROM YOU

- That you will take responsibility for attending your appointment on time. Please be aware that if you are more than 15 minutes late you may be asked to reschedule the appointment
- If you cannot keep your appointment, or if you change your mind please notify the Health Service (or Monash Connect at Berwick and Parkville)
- 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 in a respectful way. 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 which may be distressing
- Quieten your mind with meditation (check campus for details)

## 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 wellbeing

## 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

## NEW AFTER HOURS COUNSELLING SERVICES:

Staff:  
T: 1300 360 364

Students:  
T: 1300 788 336