Welcome

What is counselling?

Attending University offers many new experiences, and sometimes unexpected or stressful situations can arise. At such times students can benefit from the support the Counsellors offer, especially if family and friends are at a distance.

Counselling is a positive experience that can help you feel more "in charge" of your life. It can assist with decision-making, help to introduce new perspectives and skills, clarify goals, and increase understanding of your emotional world.

How can counselling help?

Students often use the Counselling Service when they want to talk about adjustment to University, coping with homesickness, study pressures, reducing stress, overcoming procrastination, relationship issues, or family problems.

The Counselling Service aims to encourage academic success and to assist students to increase their enjoyment of study and University life, by helping to reduce the effects of stress and anxiety caused by study, personal or family pressures.

Are you concerned about another student?

If you are concerned about a student in distress or with severe difficulties, you are able to speak with a Counsellor for advice and support.

Counsellors also provide secondary consultation to staff about a third party (student or staff member) who may be in crisis or experiencing severe distress.

Services available

Professional counselling staff are located at Lismore campus, Tweed Gold Coast campus and Coffs Harbour campus, and offer assistance to all students - internal students and external students, from first year to post graduate level. Services are free and confidential, and Counsellors are friendly and caring.

PLEASE SEE OVER FOR FURTHER INFORMATION
Accessing the Service

Appointments can be made by phoning 66203943 and booking in advance, though sometimes there is a waiting time during periods of high demand. A Counselling Clinic at Lismore Campus operates during semester, offering 'same-day' bookings that can only be made by phoning or calling in person on that day as soon as possible after 9.00am as appointments go quickly. We do not remind you of your appointment so you will need to take responsibility for remembering it. If you are unable to attend an appointment please let us know as soon as is possible so we can reschedule your appointment and offer someone else your slot.

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Services

- Short term counselling for academic, personal, or interpersonal issues on Mondays, Tuesdays, Wednesdays, Thursdays and Fridays.
- Ongoing counselling and support for students presenting with high levels of stress and more complex academic or personal problems.
- Information and advice - in person, by telephone, or e-mail (counselling@scu.edu.au).

Types of appointments available

**Intake Clinic** There are same day 40 minute appointments for new or returning clients between 11:00am and 1:00pm every day. These appointments need to booked on the day in person or by phone after 9:00am.

**Clinic** New or returning clients can make appointments in advance depending on availability. These are of 40 minutes duration and available Monday to Friday.

**Ongoing** Appointments for clients being seen by a counsellor can be made by the counsellor as a follow-up appointment or by reception if requested by a client Monday to Friday. These appointments are of 60 minutes duration. Ongoing clients may make an Intake Clinic or Clinic appointment if they are in crisis. The number of sessions available to individual clients is six with a maximum of twelve in special circumstances and only following review by the Head Counsellor.

**Emergency** These appointments are reserved for people who present in crisis but have missed out on the intake clinic for that day. These are 30 minute appointments.

NOTE: Clients who fail to attend their counselling appointments on two or more occasions without explanation will not be able to make a further booked appointment and must use Intake appointments until the next teaching period.

Support letters for Special Consideration

The primary role of the Counselling Service is to provide counselling to students. Support letters for Special Consideration applications may be provided at the Counsellor's discretion, only if the student has received substantial counselling as a client of the service. Counselling appointments cannot be made to obtain letters to support Special Consideration applications for non-health reasons and/or if you are a new client of the counselling service. See SCU guidelines on the Application form for Special Consideration for Assessment or Exam [PDF] for alternatives.

Jonathan Munro

Head Counsellor