

## MAKING A REFERRAL TO HEALTH AND COUNSELLING

If immediate help is needed, call the Health and Counselling Service at your campus. If the student is overwhelmed see if a friend can walk the student to the Counselling service or take them yourself. Otherwise encourage the student to go to Student Counselling and make an appointment to see a counsellor. Most services have some same day appointments.

Alternatively help the student find the appropriate link to our services' online questionnaire and encourage them to fill this in (<http://health-counselling.massey.ac.nz> and follow the links to online questionnaires).

Students or concerned staff can also contact us using the phone and email details listed overleaf.

### PLEASE NOTE:

Our Health and Counselling Services do not offer after hours' crisis service. Details of out of hours contacts can be found on our website.

**In an emergency or life threatening situation please call 111.**

For mental health emergency please contact Healthline 0800 611 116

### PRIVACY AND CONFIDENTIALITY

In keeping with our code of ethics and the Privacy Act of 1993 all matters are treated on a confidential basis. Information to a third party is only given with the consent of the student (only in exceptional circumstances, e.g. when a life may be at risk would we alert appropriate people).

**STUDENT COUNSELLING SERVICES**  
SKILLS – INSIGHT - SUPPORT

## WHERE DO I GO FROM HERE?

If you would like to make an appointment to see a counsellor to learn more about this topic, please contact the counselling service on your campus.

Distance students can contact any of the campuses. Please tell the receptionist if you need an urgent appointment.

## CONTACT DETAILS

### ALBANY

#### Health and Counselling

Hours 8.30am - 5.00pm  
Monday - Friday  
Phone (09) 443 9783  
Email: [Studenthealth@massey.ac.nz](mailto:Studenthealth@massey.ac.nz)

### MANAWATŪ

#### Student Counselling Service

Turitea Campus, Palmerston North

Hours 8.30am - 5.00pm  
Monday - Friday  
Phone (06) 350 5533  
Email: [s.counselling@massey.ac.nz](mailto:s.counselling@massey.ac.nz)

### WELLINGTON

#### Student Counselling Service

Hours 8.30am - 4.30pm  
Monday - Friday  
Phone (04) 801 2542

<http://crow.massey.ac.nz>

<http://health-counselling.massey.ac.nz>

0800 MASSEY | [MASSEY.AC.NZ](http://MASSEY.AC.NZ)



UNIVERSITY OF NEW ZEALAND

## RECOGNISING AND REFERRING STUDENTS AT RISK STUDENT COUNSELLING



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# RECOGNISING AND REFERRING STUDENTS AT RISK— ENHANCING STUDENT SUCCESS.

## IDENTIFYING A STUDENT AT RISK

Being at university is a unique, challenging and stressful experience. Most students experience stress during the course of their university career, and while many cope successfully, others may need some support. First year students in particular may not have adequate academic or interpersonal skills and may not be sufficiently assertive to approach their lecturers when in difficulty.

Because academic staff assess students work on a regular basis and sometimes work with small groups of students, they are well placed to recognise and refer students who are at risk. Other staff and senior students, (e.g. RAs and Uni guides) who come into close contact with students may also identify students at risk. The following guidelines may be helpful:



## SIGNS OF A STUDENT AT POTENTIAL RISK:

### ACADEMIC INDICATORS:

- Excessive procrastination, poorly prepared work, especially if inconsistent with previous work
- Assignments that are inappropriately personal
- Repeated requests for special consideration, extensions etc.
- Infrequent class attendance with little or no work completed
- Students suddenly leaving lectures looking distressed
- Disruptive behaviour in class
- Dependency—students who hang around you, make excessive appointments to see you, phone emails you more frequently than most students
- Inability to make decisions despite your repeated efforts to clarify information
- Intense anxiety when approaching you
- Lack of energy, falling asleep in class frequently

### PERSONAL / SOCIAL INDICATORS

- Frequently hung over or under the influence of alcohol/other substances particularly early in the day
- Marked changes in grooming or personal hygiene
- Dramatic weight loss or weight gain

### BEHAVIOURAL INDICATORS

- 'Over the top' behaviour—grandiose, sudden over confidence, over familiarity
- Impaired speech, garbled disjointed thoughts
- High levels of irritability, unruly, aggressive, abrasive or violent behaviour
- Strange behaviour inappropriate to the situation, e.g. talking to 'invisible' people, inappropriate giggling or gesturing
- Emotions that are extreme, or prolonged e.g. fearfulness, tearfulness, nervousness

### POSSIBLE HARM TO SELF OR OTHERS

- Explosive outburst or tearfulness, aggression, homicidal threats
- Self denigration, very poor self confidence
- Expressions of feelings of hopelessness
- Preoccupation with death and dying, overtly suicidal thoughts, referring to suicide as a current option.



## GUIDELINES FOR INTERACTING WITH A STUDENT AT RISK

If in doubt, ask the student if they are ok. An expression of concern may provide an opening for them to tell you of their distress.

- Talk to the student in private or in the presence of their support person.
- Listen carefully showing concern and interest
- Repeat or reflect back the essence of what they have told you. Use phrases they have used, or a summary of what you have heard them say.
- Avoid criticizing or sounding judgemental.
- Consider with the student a referral to Student Counselling Service. Offer them a copy of our service brochure or direct them to our webpage. (<http://health-counselling.massey.ac.nz>)
- Let them know about CROW, our self help resources webpage. (<http://crow.massey.ac.nz>)
- If the student is resistant to the idea of seeing a counsellor, and you are still worried, contact Student Counselling to discuss your concerns. (contact details overleaf).
- Remember, you don't have to solve the students problems for them, and don't over extend yourself. Seek support for yourself in difficult situations.