

## SO WHAT CAN YOU EXPECT?

There are some differences to the different Massey Counselling Services, but many similarities. At all our services you can refer yourself by phone, in person or by email. You will be asked to complete an online questionnaire that will help us place you with an appropriate counsellor.

All services have urgent or emergency slots available on the day.

At our Massey counselling services our aim and goal is to minimise the impact of psychological and emotional issues on academic performance. We can help with issues that relate to your academic life, like Impaired Performance and Aegrotat assessments, withdrawals, fee appeals etc. We can also help you work through personal issues that are impacting on your wellness and study.

Sometimes a one to one appointment will be the most effective, all other times we might recommend one of our workshops. Typical topics include Stress Management, Anxiety, Procrastination. (topics will vary on each campus) A lot of topics can be accessed via our WOW webinars.

You can find more details of what to expect at our counselling services on the Massey website.



**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 one 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>

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# MYTHS ABOUT COUNSELLING

## STUDENT COUNSELLING



# MYTHS ABOUT COUNSELLING

Ever considered going to counselling only to be put off by thoughts like “but everyone will know, it will be on my record, or ‘Only crazy people need counselling’”?

Well, this brochure is here to bust some myths, and give you some clear information about what you can expect from a Massey university Counselling service.

## MYTH ONE: COUNSELLING IS FOR CRAZY PEOPLE

**The Reality:** Most of the students who seek counselling are actually bright, skilled and able people who are struggling with a particular issue, and they need a dedicated space and person to help them sort things through and see things more clearly.

## MYTH TWO: MY ISSUE ISN'T 'SEVERE' ENOUGH TO BRING TO COUNSELLING

**The Reality:** A lot of people seek help for things like relationship issues, stress management, time management and symptoms of depression or anxiety. Counselling can help with ‘severe’ problems, but actually we would much prefer you to come in early on, than wait until you feel everything is completely unravelling.

## MYTH THREE: IF I GO TO COUNSELLING MY LECTURERS WILL HEAR ABOUT IT

**The Reality:** Our counselling services are confidential. We only see students, so you won't have the awkward situation of meeting your lecturer in the waiting room! And no teaching faculty member can come to us asking about whether a student they know is in counselling. It's a different matter if you need us to help with something that needs a supporting letter, but we will only have contact with lecturers at your request and within specific limits.

## MYTH FOUR: IF I GO TO COUNSELLING IT WILL END UP ON MY ACADEMIC RECORD

**The Reality:** Counselling records are kept separately and are protected by law. There are very specific exceptions as to when this information can be released (court orders) and even in these situations there is no reason why information would end up on an academic record.

## MYTH FIVE: IF I GO TO COUNSELLING I'LL JUST END UP ON MEDICATION

**The Reality:** Our counsellors will not prescribe medication for you. There may be some occasions where a counsellor will recommend you talk to your GP about whether medication might help and in these circumstances you will make that decision in collaboration with your GP. Medication is usually seen as part of any treatment plan, so will often be recommended in conjunction with on-going counselling and/or other supports.

## MYTH SIX: HOW CAN A COUNSELLOR CAN HELP ME IF THEY DON'T KNOW ME?

**The Reality:** The fact that counsellor and client don't know each other before they meet to work together can be one of the benefits of counselling. Counselling training focusses on being able to listen, respond empathically, and facilitate a collaborative relationship within which new understandings and solutions can bubble up.

## MYTH SEVEN: COUNSELLING TAKES FOREVER

**The Reality:** It is true that some more traditional forms of counselling focussed on long term therapy. However, the approach we take in our Student Counselling services focus on short term counselling. We are all about helping you to get the most you can out of your time at university and staying mentally, emotionally and psychologically well is part of that.

## MYTH EIGHT: COUNSELLORS JUST SIT THERE, AND NOD AND SAY NOTHING

**The Reality:** Most counsellors today are actively engaged in the process of counselling. They will use a variety of questions, reflections, and interventions that are designed to help you gain insight and understanding and help you move towards your goals. If it does feel like you and your counsellor are not the best fit, then you can meet with a different counsellor who will have a different style.

## MYTH NINE: COUNSELLORS WILL TELL ME WHAT TO DO, AND HOW TO FIX MY PROBLEMS

**The Reality:** Although a counsellor may well have suggestions and ideas, they will not simply tell you what to do. The counsellor is there to help you explore your situation, your thoughts, feelings and concerns, and to assist you in achieving goals that you have set.

## MYTH TEN: SEEKING COUNSELLING IS A SIGN OF WEAKNESS

**The Reality:** Knowing when we are reaching our limits and being prepared to ask for assistance are signs of maturity and strength. It can take courage to face into something that is uncomfortable or distressing.

## WHAT OTHER QUESTIONS MIGHT YOU HAVE?

- Q:** How come little things seem to tip me over the edge?
- A:** The stress we experience tends to be cumulative. We can cope with a certain amount but after a while our tolerance is affected. If you seem to be unravelling at small things this may be a sign that you have become ‘overloaded’ and a talk with a counsellor might help you understand your situation and plan a response.
- Q:** What kinds of things do people come and see your counselling services for?
- A:** All sorts, relationship issues, grief, stress management, depressive symptoms or low mood, academic issues like not being able to focus, losing motivation with study, flat issues, homesickness, issues with eating.
- Q:** What if something urgent happens out of office hours.
- A:** Out of office hours you need to contact the police, an after service doctors or your local mental health service.

There is information about emergency services on the Health and Counselling pages of the Massey website.

