



CONTACT US

We are located in Level 1 of the Registry Building, next to the Medical Centre. The entrance is clearly marked.

You can contact us in a variety of ways apart from coming into the office: phone **06 350 5533**

email **s.counselling@massey.ac.nz**

or visit **<http://pncounselling.massey.ac.nz>**

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

IN EMERGENCIES

We do not offer an after hours crisis service.

- In an **emergency phone 111**

For **psychiatric emergencies telephone**

- The Mental Health Phone Line. 0800 653 357 (24 hours).

If you need to talk to someone call

- The Samaritans on 0800 726 666 or 06 358 2442 (24 hours)
- Lifeline 0800 543 354 (24 hours)
- Chinese Lifeline 0800 888 880
- Youthline 0800 37 66 33

If you are having trouble contacting services from a cell phone try 0800 211 211

STUDENT COUNSELLING SERVICE

Level 1, Registry Building

Turitea Campus, Palmerston North

Hours 8.30am - 5.00pm

Monday - Friday

Phone (06) 350 5533

Email: s.counselling@massey.ac.nz

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

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

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OUR VISION

TO ENHANCE YOUR ACADEMIC SUCCESS
IN BALANCE WITH YOUR PERSONAL AND
SOCIAL DEVELOPMENT.



WHAT IS COUNSELLING?

- Counselling offers an opportunity to talk to someone who will listen without criticism, and who will keep what you say totally confidential.
- Some people come to counselling because they need a friendly ear, or a different perspective on a problem (be it a relationship or a situation).
- Counselling offers more than talking to a friend - the time is all yours to talk about what is important to you - and you will not have to face the person the next day in class!
- Coming to counselling does not mean that you are crazy, but just that you have decided to explore new ways of dealing with something or that you know you would benefit from some support in dealing with things.
- Counselling offers a safe space to put into words the thoughts and feelings that are inside you - and in doing this gain some understanding and ideas about dealing with them.
- Counselling is a very different process for each person and we encourage you to discuss with the counsellor what you need from the time.

CONFIDENTIALITY

Our counsellors, psychotherapists and psychologists are all professionally qualified and adhere to the Code of Ethics of their relevant professional organisations. What is discussed during the session is strictly confidential within the service unless you give your express permission for the counsellor to talk to another appropriate person. Counsellors all receive supervision from others in the team as well as professionals outside the team during which cases are discussed anonymously to ensure that the most appropriate treatment is provided.

HOW CAN WE HELP?

We have counsellors from a variety of cultural backgrounds who see individual students or couples with a wide range of issues, which may include:

- Adjusting to University life.
- Difficulties with motivation or decision-making.
- Relationship difficulties - with friends, families, partners, flatmates,
- Exam stress and anxiety.
- Uncertainty about careers and study directions.
- Depression, loneliness, anxiety or grief.
- Feeling suicidal and that life is not worth living.
- Worries about eating, drinking or drug-taking behaviours.
- Finding it difficult to make friends or communicate effectively with others.
- Coping with the illness or death of a loved one - or your own illness.
- Concern about other people, including friends and flat-mates.

IN ADDITION WE:

- Assess students for Aegrotat and Impaired Performance applications.
- Offer support to individuals and groups involved in traumatic incidents (such as accidents).
- Liaise with other services such as MUSA, GP's or academic staff where appropriate.

OTHER SERVICES

In addition to direct counselling services we offer:

- Regular workshops on a wide range of topics important to your success as a student including: procrastination, perfectionism, motivation, food and mood, sleeping problems, relaxation, stress management and achieving balance.
- A variety of on-line services which you can access through <http://crow.massey.ac.nz>
- A small library of self-help books, pamphlets and relaxation CDs which you may borrow.
- Counselling "at a distance" via telephone, "skype" or email if you cannot come in to the service yourself.

MAKING AN APPOINTMENT

- We offer a professional, free short-term service to internal and distance students and generally provide a maximum of five sessions per year.
- Our Service is open from 8.30am to 5.00pm from Monday to Friday.
- You can telephone or come in and speak to our receptionist, who will help you make an appointment to see one of the counsellors.
- If you feel that your safety, or that of someone else, is at risk please ask for an **emergency appointment**.
- An initial appointment with a counsellor is usually offered within a day or so, after which decisions about on-going appointments can be made in conjunction with the counsellor. This may involve your being put onto a waiting list until an appointment becomes available, or it may be suggested that you attend one of our regular skills development sessions.

COST

There is no cost for using our service, for either internal, distance or international students.