

# While you are waiting for your counselling appointment

## Crisis and 24 hour support

If you are in crisis or require 24 hour support you can call:

[Lifeline](#) – 131 114 (Counselling available 24 hours a day, everyday)

[Suicide Call-back Service](#) – 1300 659 467 (Available 24 hours a day, everyday)

## 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 availability
- Whatever issues you raise in your 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.

## What we expect from you:

- If you cannot keep your appointment, or if you change your mind, please notify us at least **24 hours** before your scheduled appointment. We can then offer the appointment to other students who may be waiting
- Take responsibility for attending your appointment on time. Please be aware that if you are more than **15 minutes** late we will have to reschedule your appointment to another time
- You will need to sign a consent form and return it to our service prior to meeting the counsellor for your phone, skype or face to face appointment
- 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
- You will need to fill in and sign a consent form, and return it to our service before you meet with a counsellor for your phone, skype or face to face appointment.

**Should you need support** prior to your scheduled counselling appointment, the [JCU safety and wellbeing page](#) (<https://www.jcu.edu.au/safety-and-wellbeing>) provides some JCU and external contacts for support services.

## There are many ways to look after yourself during a stressful time

### 1. Establish a routine

Aim for balanced eating, sleeping and exercise even during a crisis

Avoid mood-altering drugs including alcohol or excessive caffeine

Limit your exposure to distressing situations. This may include monitoring what programs you watch, what music you listen to and who you spend time with

Plan activities that help you feel competent or successful, and activities that help you relax.

### 2. Managing distress

Remember times when you have felt different to now

Experience feelings as waves that come and go

Try not to criticise or blame yourself  
Reassure yourself that you can tolerate how you are feeling

Consider consequences before taking action.  
Where possible, avoid making major life decisions while you are very distressed

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## 3. Problem Solving

Define the problem you are facing

Work out what options are available

Weigh these options against each other (consider a list of advantages and disadvantages)

Seek out extra information as needed

Strategically think through what steps you would need to take in order to carry out your preferred option(s)

Remember other times you have solved problems successfully.

## 4. Relationships

Let friends and family know that you may need support

You may be irritable, try not to push people who care away

Say no to unwanted demands as much as possible

Don't assume that other people can't cope with you and your situation and, or that they won't be interested in your wellbeing

## 5. Managing issues with assessment

If possible, speak directly to your Tutor or Lecturer to let them know there is an issue.

The issue could be resolved at this point.

If you are seeking an extension or special consideration for an assessment your lecturer may have requested supporting documentation...

If you have been seeing a GP or other practitioner regarding your circumstances, speak to them about providing supporting documentation.

In most circumstances, in order for a JCU counsellor to provide supporting documentation for a request for special consideration, or an extension they will need to see you more than once.

Where you have been ongoing client of the JCU counselling service, the counsellor may be able to provide you with documentation to support a request for an extension, special consideration or deferring an exam.

For more specific information about exam deferrals and special consideration visit:

<https://www.jcu.edu.au/students/assessment-and-results/special-consideration>

## While you wait, you may want to

Visit the [Student Equity and Wellbeing website](https://www.jcu.edu.au/student-equity-and-wellbeing) to access a series of information sheets and support tools (<https://www.jcu.edu.au/student-equity-and-wellbeing>)

### Student Equity and Wellbeing

James Cook University

Web <https://www.jcu.edu.au/student-equity-and-wellbeing>

Email [studentwellbeing@jcu.edu.au](mailto:studentwellbeing@jcu.edu.au)

Phone Townsville (07) 478 14711 or Cairns (07) 423 21150

In person Level 1 of the Library in Townsville and Cairns

CRICOS Provider No. 00117J

- Wellbeing
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