TO MAKE AN APPOINTMENT

You can telephone Reception on +61 8 9266 7850 or come in to be seen briefly by the Triage Counsellor without a booking. Please be aware that there may be a waiting period of up to two weeks during our busy times of the year.

COUNSELLING SERVICES
Curtin University
Building 109, Level 2
Kent Street
Bentley WA 6102
GPO Box U1987 WA 6845
Tel: +61 8 9266 7850
Fax: +61 8 9266 3052
Freecall: 1800 651 878
(outside metropolitan area)
Web: counselling.curtin.edu.au

Opening times:
Monday to Thursday, 8am to 6pm
Fridays, 8am to 4.30pm

Switchboard hours:
Monday to Thursday, 8.30am to 5pm
Friday, 8am to 4.30pm

Triage hours:
Monday, Tuesday and Thursday,
9am to 11am and 1pm to 3pm
Wednesday, 9am to 11am
Friday, 9am to 11am and 1pm to 2pm

Please note that all new clients (except staff members) and/or clients who haven’t attended the service in the past six months, have to be seen briefly by the Triage Counsellor, without a booking, during the above hours.

After hours: Call Crisis Care (24 hour telephone counselling service) on +61 8 9223 1111 or 1800 199 008.

Emergency on Campus:
In a life threatening situation Dial 0 000.
For all other assistance call Curtin Security +61 8 9266 4444.

Regional Counselling Service availability and access:
Albany, Bunbury, Esperance, Geraldton, Kalgoorlie, Karratha, Margaret River and Port Hedland.

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CRICOS Provider Code 00301J (WA), 02637B (NSW)
The Counselling Service offers a confidential, free-of-charge service to enrolled students and staff of the University, for up to ten sessions per year.

ABOUT THE COUNSELLING SERVICE
The Counselling Service offers:
- individual counselling (ie face-to-face, telephone)
- internal and external Employee Assistance Program (EAP)
- organisational advice about policies and procedures
- group therapy and workshops
- trainings on request
- online self-help resources.

WHY SEE A COUNSELLOR?
A counsellor will help you to explore issues and work towards understanding problems more clearly.

Counsellors are trained to listen, to be non-judgemental and to provide a safe environment in which you can talk in confidence.

You can raise any issue that is impacting on your role at the university. You don’t need a crisis to justify a visit.

WHAT ISSUES DO PEOPLE RAISE WITH COUNSELLORS?
- Emotional difficulties: stress and tension, worry, depression, homesickness, cultural issues, grief, low self-esteem or confidence.
- Difficult decisions: about study, work, career, or personal life.
- Academic work: trouble concentrating, procrastination, motivation for study, speaking in tutorials, public speaking, time-management, stress management, exam anxiety, balancing demands of work, study and family.
- Organisational support: confusion about the University’s rules, policies and procedures. A counsellor may be able to provide a letter of support.
- Life crisis and trauma: bereavement, abuse (past and present), suicidality.
- Relationships: communication, conflict resolution, dealing with break ups.
- Health-related problems: personal or family illness, eating issues, alcohol and other drug abuse, difficulties arising from a disability.

THE GROUP PROGRAM
The Group Program offers a range of psycho-educational workshops and therapeutic groups to address such issues as: presentation and exam anxiety; procrastination; self-esteem; assertiveness; stress management; perfectionism; communication; and retirement.

These groups are run independently for staff and students. New topics are introduced regularly. Find out about each semester’s program on our website at counselling.curtin.edu.au.

CONSULTATION
Counsellors can provide advice and assistance on a range of personal and work issues that may be impacting on someone you are concerned about within the University community.

EMPLOYEE ASSISTANCE PROGRAM (EAP)
A professional and confidential service for employees who are experiencing difficulties at work or in their private lives that are affecting their capacity to perform their duties in the workplace.

Provides a counselling service to those employees who have been made redundant or retrenched, or are exiting the workplace. The number of sessions required will vary but are usually between one and six sessions. For more detailed services provided to staff see the Employee Assistance Program Brochure.

THE COUNSELLING SERVICE TEAM
The University Counselling Service is a multicultural organisation whose staff are familiar with cross-cultural issues and the difficulties associated with being away from home. All counsellors are qualified professionals from a variety of backgrounds, experiences and qualifications, including counselling psychology, clinical psychology, social work and occupational therapy.

ONLINE RESOURCES
The service has a range of self-help resources and external links on our website. In some cases, it may be useful to check whether these meet your needs before making a counselling appointment. See our website at counselling.curtin.edu.au.

CONFIDENTIALITY
The Counselling Service complies with professional and legal requirements of confidentiality as well as the University’s policy on privacy. For further information refer to our website counselling.curtin.edu.au/confidentiality.html.