



**Flinders  
University**



**oasis**  
STUDENT WELLBEING CENTRE

# Health, Counselling and Disability Services & Oasis

Overview of our services and programs (2023)

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## INTRODUCTION

Hi 😊,

I'm Gareth, from Health, Counselling and Disability Services @ Flinders (we tend to shorten this to HCDS). The purpose of this handout is to give you an overview of the services and programs that HCDS (including Oasis) provides.

This is to tackle one of the main barriers to students using our services: **awareness**. Thus, this handout covers the services we provide, the programs we run, the resources we provide and links to some other wellbeing related services in the university.

A second big barrier to students using our services is **stigma**: embarrassment or shame about having to reach out for help. The truth is we will all need, at some stage, to reach out for help. The sooner you do this the better. We often wait until problems have become entrenched before asking for help. I encourage you to be proactive in seeking out the help you need when you need it. We know from our data that students who utilise our services and programs are less likely to drop out or quit university. This is because they proactively tackle the problems that are getting in the way of their studies. They also build valuable skills that they can use in their studies, but in life more broadly.

A third big barrier to students using our services is fears about **privacy and confidentiality**. They might be worried that friends or family will find out, that we will share their information with lecturers or topic coordinators, or that the files we keep are accessible to any staff member in the university. To address this, we've published our privacy and confidentiality information on pages 18-20.

If you have any questions about the services or programs we provide, feel free to contact me on [gareth.furber@flinders.edu.au](mailto:gareth.furber@flinders.edu.au).

## STAY UP TO DATE WITH US

You can stay up-to-date with what is happening in the service by subscribing to one of our digital channels.

Our main website	<a href="http://www.flinders.edu.au/hcd">www.flinders.edu.au/hcd</a>
Student Health and Wellbeing Blog	<a href="https://blogs.flinders.edu.au/student-health-and-well-being/">https://blogs.flinders.edu.au/student-health-and-well-being/</a>
The Health, Counselling and Disability Service Newsletter	Subscribe at <a href="https://confirmsubscription.com/h/r/4A53DDoAB75F8610">https://confirmsubscription.com/h/r/4A53DDoAB75F8610</a>
The OASIS Website	<a href="https://oasis.flinders.edu.au/">https://oasis.flinders.edu.au/</a>
Oasis Online	<a href="https://flo.flinders.edu.au/course/view.php?id=63157">https://flo.flinders.edu.au/course/view.php?id=63157</a>
The OASIS Facebook Page	<a href="https://www.facebook.com/oasisatflinders/">https://www.facebook.com/oasisatflinders/</a>
The Oasis Instagram Page	<a href="https://www.instagram.com/oasis_at_flinders/">https://www.instagram.com/oasis_at_flinders/</a>

Also, look out for members of the HCDS team doing presentations around the university on mental health, wellbeing, self-care, preparing for placements, mental health first aid, dealing with distress and many other topics.



## OUR SERVICES

### Health Service

We have bulk-billing GPs and nurses (both male and female) that students can see for general health matters. This includes international students whose private health insurance typically covers appointments at our service.

Medical services include first aid, health screens, staff medicals, minor surgery, health education, vaccinations and referrals.

The Health Service is located on the Bedford Park campus in the Student Centre, Level 3. Map reference J11 on the campus map -

<https://www.flinders.edu.au/content/dam/documents/campus/maps/campus-map.pdf>

Call 8201 2118 for bookings or more information.

The service is open from 9am - 5pm, Monday – Friday. Appointments are typically face-to-face. Telehealth phone appointments are now available if you have seen one of our doctors in the last 12 months face to face and the reason for the appointment is appropriate.



### Payment and bulk-billing

All eligible consultations and services are bulk-billed. You will need to bring your Medicare Card (Australian students) or Overseas Student Health Cover (OSHC) Card.

The doctors direct bill Medicare, Medibank Private, Bupa and Allianz Global Assistance. International students with a different private health insurer will need to pay up-front on the day of their appointment and have the money reimbursed by the insurance company.

### Non-rebatable medicals

There are occasions when students or staff require a medical examination in relation to their employment or other activity (e.g. taxi driving). These medicals do not attract a Medical Benefits Scheme payment. As a result, any patient seeking such a Medical from the University Health Service will need to book a double appointment and the doctor will issue a private patient invoice of \$100. This invoice must be paid at Reception following the appointment.

### Reminders

We may issue you with a reminder notice from time to time as follow-up or preventative care. If you do not wish to be part of this system, please let your doctor or reception staff know.

### Test results

When doctors order tests, they may organise to follow up results directly with you. If not, it is your responsibility to phone the Health Service personally for your results.



## Limitations of the service

The doctors will not provide prescriptions for medication without an appointment and will not provide medical advice or information by email. The Health Service does not treat children.

The doctors at this Accredited General Practice are obliged to follow the Medicare Benefits Scheme rules and standards when ordering pathology testing or imaging/radiology. Requests for tests from allied health practitioners, alternative health care providers or other medical practitioners outside of this clinic will be assessed by your doctor as to whether the test is clinically necessary for your appropriate treatment. It is at the discretion of your doctor to determine whether the testing request fits with the rules and standards of the Medicare Benefits Scheme and your doctor will be happy to discuss this during your appointment.

## Privacy

See Privacy and Confidentiality on Page 18.

## Our Doctors

We have four Doctors on staff:

- Dr Timothy Moss
- Dr Sue Lim
- Dr Malene Smith
- Dr Lesley Blimkie

## Communication with Doctors

### **Patient telephone contact**

If you wish to speak to a doctor you need to book an appointment. If you are not sure whether you need an appointment, call us on 8201 2118 and you will be advised as to what is required. When clinically relevant information is discussed over the phone, the Doctor or Nurse must record the information on your patient file.

### **Telephone Confidentiality**

Communication with patients via telephone is conducted with appropriate regard to the privacy and confidentiality (page 19) of the patient and their health information.

If personal and health information needs to be discussed or collected over the phone, the call is transferred to a private room or area so that other patients and persons cannot hear the conversation.

If a person calls to ask if you have been seen at the Health Service, they will be advised that we abide by a strict privacy and confidentiality policy and therefore no such information will be disclosed. If the query is pursued, the caller will be advised that a message has been taken and a Doctor or the Director of Student Services will return their call as soon as convenient.

### **Email correspondence**

Email correspondence is **not** utilised as a way to communicate with patients or other health practitioners.



## SA Pathology

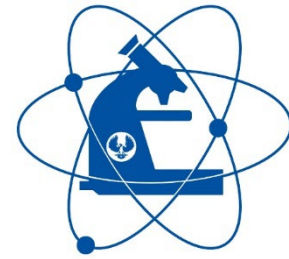
The Health service is also the location of a SA Pathology collection site which normally operates on Mondays, Wednesdays and Thursdays from 9am to 12pm (sometimes the hours change so check our announcements page for any date/time changes -

<https://blogs.flinders.edu.au/student-health-and-well-being/2022/01/11/announcements/>).

If your doctor has asked you to get a blood test (or similar) done, this could be your place. Just rock up, take a number and you'll get called up when ready.

As per the Health service, SA Pathology is located on the Bedford Park campus in the Student Centre, Level 3. Map reference J11 on the campus map - <https://www.flinders.edu.au/content/dam/documents/campus/maps/campus-map.pdf>

SA Pathology can accept pathology forms from other pathology organisations like Clinpath and Abbott.



# SA PATHOLOGY

## Disability Service

Disability Advisors (DA) work with students with documented ongoing mental or physical conditions that impact on their ability to study.

A 'disability' can be a:

- Medical condition
- Mental health condition
- Learning difficulty
- Or any disability that impacts on study

Carers of people who have a disability can also contact a Disability Advisor.

Primarily, DA work with students to develop and implement '*access plans*' that give students access to reasonable adjustments or resources to assist them in their studies (e.g. assessment changes, specialist software).

They also play a role in alternative exam arrangements and in some cases, parking permits.

The Disability Advisors are located on the Bedford Park campus, opposite the Health Service (Student Centre) in the Union Building Basement (rooms B10 to B10D)

For new clients, bookings or enquiries can be made online - <https://students.flinders.edu.au/student-services/hcd/disability/new-client-form> or via email [disability@flinders.edu.au](mailto:disability@flinders.edu.au). Existing clients can email or call 8201 2118.

### Access plans

To discuss an access plan, make an appointment to see a DA and bring formal documentation from your treating medical professional of your disability or health condition to the appointment (this is required under University policy).



Documentation can be a letter from your treating professional or you can use the disability verification form (<https://students.flinders.edu.au/content/dam/student/documents/disability-verification.docx>).

If you have a specific learning disability, you will need to provide the report from the psychologist who did the assessment, and it must be from when you were of high school age. For further information and rationale please refer to the psycho-educational assessment process (<https://www.adcet.edu.au/oao/for-disability-practitioners/guidelines-for-assessment/>).

Disability Advisors will discuss the impact that your disability or health condition is having on your studies. They'll be able to talk you through the types of reasonable adjustments that may assist you in your studies and develop an access plan with you to provide to relevant teaching staff.

Reasonable adjustments are measures or actions to assist a student with a disability or health condition to participate in learning, teaching and assessment on an equivalent basis to other students that are determined as reasonable.

An adjustment is **not** reasonable if it would:

1. Compromise the integrity of the program or course or assessment requirements and processes; or
2. Remove or bypass any inherent requirements - capabilities, knowledge and skills essential to achieve the core learning outcomes of a program or to satisfy curriculum requirements.

The disability advisor can provide you with information and advice about how to negotiate reasonable adjustments with academic staff based on your medical documentation.

### Alternative exam arrangements

If you require alternative exam conditions due to your disability/health condition, you must come to see a disability advisor to discuss your needs. Enquire online - <https://students.flinders.edu.au/support/hcd/disability/register-for-disability-support>, via email [disability@flinders.edu.au](mailto:disability@flinders.edu.au) or call 8201 2118.

Refer to alternative exam arrangements (<https://students.flinders.edu.au/my-course/exams-assess-results/alternative-exam-arrangements#disability>) for dates by which arrangements must be made.

### Parking permits

Temporary 3-month parking permits are occasionally available to students with short-term injuries/health conditions. Please book an appointment with a disability advisor to discuss your needs - <https://students.flinders.edu.au/support/hcd/disability/register-for-disability-support>, [disability@flinders.edu.au](mailto:disability@flinders.edu.au) or call 8201 2118.

If you will require a permit for longer than 3-months, visit the disability parking permit SA Gov information page (<https://www.sa.gov.au/topics/driving-and-transport/getting-around-with-a-disability/disability-parking-permit>).

### Privacy

See Privacy and Confidentiality on Page 18.



## Useful contacts

### Library

Library Contact Officer - Beth Prior - 1300 354 633 and select option 3 for Library. Further information about library services for students with disabilities can be found here - <https://libraryflin.flinders.edu.au/students#disability>

### CDAAs

Each College appoints a member of academic staff as a College Disability Academic Advisor (CDAAs). CDAAs act as a point of contact and information for students with disabilities and for academic staff who need to clarify issues relating to reasonable accommodations for students with disabilities. Visit the website and select 'Other useful contacts' to find out the CDAAs for your area - <https://students.flinders.edu.au/support/hcd/disability>

### FUSA

Flinders University Student Association have a disability officer. They can be contacted at [disabilities.officer@flinders.edu.au](mailto:disabilities.officer@flinders.edu.au) or via FUSA: 8201 2371 or <https://fusa.edu.au/>

### Student groups

Students with Disabilities Association: <https://www.facebook.com/fu.sda.982>

Or <https://fusa.edu.au/clubslist/56771/students-with-disabilities-association/>

### Personal Evacuation Plan

If you have a mobility disability and would like to meet with a building warden to work out a Personal Emergency Evacuation Plan, please see the contact list of building wardens (<https://staff.flinders.edu.au/workplace-support/whs/emergency-fire-safety/building-wardens>) for the buildings you use the most.





## Counselling Service

We have experienced counsellors who see students for whom academic or personal issues are impacting on their study. This can include anything from struggling with procrastination through to getting assistance dealing with a complex mental illness.

Students can get up to 6 sessions per year with a counsellor. Counsellors work in a solution-focused short-term therapy model, which emphasizes clarifying the key problems, determining what the solutions to those problems might look like and then implementing the steps that need to be taken to achieve those solutions.

These steps can include internal referrals (to services within the uni), external referrals (to medical and mental health specialists, teams) and directing the student to relevant self-help materials and basic skill development (i.e. teaching the student appropriate self-care skills).

Given the restrictions on number of sessions that can be provided, ongoing therapy is not offered, but counsellors can help students find ongoing therapy options privately or in the community.

The counsellors are located at the Student Centre, Level 3, Bedford Park Campus  
<https://students.flinders.edu.au/student-services/hcd/counselling>.

Reach out via the online form - <https://students.flinders.edu.au/support/hcd/counselling/new-client-form>

Existing clients can call 8201 2118 to make a follow-up appointment.

To provide feedback on about the counselling service you received, use our online form -  
<https://students.flinders.edu.au/support/hcd/feedback>



### What is counselling?

Counselling is a type of talking therapy that allows a person to talk about their problems and feelings in a confidential and helping environment.

Counsellors are trained to listen, help you deal with any negative thoughts and feelings, and work collaboratively to overcome issues that are causing emotional pain or making you feel uncomfortable. Counsellors may draw on a range of different resources in the process.

Counselling differs from therapy/psychotherapy, in that it is usually shorter-term, deals with more practical and immediate issues, and focuses on finding solutions, both practical and emotional for a current situation. Psychotherapy tends to be longer, involve a more in-depth analysis of your personality and situation, and seeks to provide a more profound shift in life perspective.

Counselling is delivered by different professionals. We have both social workers and psychologists in our team who are experienced counsellors.



## What is the counselling process at Flinders?

Students typically present to the service by using the online booking form (if they haven't seen us before) - <https://students.flinders.edu.au/support/hcd/counselling/new-client-form>

Having received the booking request, one of our intake workers will then try (within 1-3 days) to get in contact with you via phone to speak to you about your issue. Sometimes the problem can be resolved during that initial contact. Other times, the intake worker might suggest booking in for a counselling appointment, or they might refer to you a service better suited to your situation.

For students who are booked in for a counselling appointment, during the counselling session, you'll be encouraged to share what is troubling you, one-on-one with one of our counsellors, either face-to-face or over the phone/Skype/Teams. You may be asked to describe a difficult situation, or difficult thoughts and feelings you are struggling with. By discussing your concerns with you, the counsellor can help you gain a better understanding of the situation, of your thoughts and feelings, as well as helping you identify some potential solutions.

It is common to require only a few counselling sessions in order to come up with a plan to resolve the issues that are troubling you. If more sessions are required, your counsellor will let you know. Flinders students can access up to 6 sessions per year.

Counselling sessions can range in length from short 15-minute phone calls, to the more traditional hour-long face-to-face appointment.

## HCD provides a safe space for everyone

At the counselling service, we are mindful that some students may be cautious about seeking help because of fears of overt or subtle discrimination. This includes LGBTIQ students, Indigenous students, culturally and linguistically diverse students (CALD), students of faith, students on the autism spectrum and students with mental illness or disability.

Our goal is to make the counselling service a safe space for everyone. To this end, we have undertaken a number of service changes in order to ensure that students from diverse backgrounds feel welcome.

- All of our counsellors have done LGBTIQ awareness training.
- Many of our staff are listed as members of the [Ally Network \(https://staff.flinders.edu.au/employee-resources/working-at-flinders/equal-opportunity/sexual-and-gender-diversity/ally-network\)](https://staff.flinders.edu.au/employee-resources/working-at-flinders/equal-opportunity/sexual-and-gender-diversity/ally-network).
- We have close ties to Yungkurrinthe (previously Yunggoendi) Student Engagement <https://students.flinders.edu.au/support/indigenous-student-support> with two specialist counsellors Matt and Vanessa who support Indigenous students to promote their wellbeing
- Oasis (<https://oasis.flinders.edu.au/>), which is managed by Health, Counselling and Disability Services has chaplains available for students seeking support around their faith and spirituality
- Our counsellors have qualifications in psychology and social work and are highly experienced in a broad range of areas including mental health, education, cross-cultural counselling, disability, sexual diversity, drug and alcohol, trauma, sexual assault/harassment and family and relationship issues.
- Our handouts include services for students from diverse backgrounds and situations - <https://blogs.flinders.edu.au/student-health-and-well-being/2018/10/04/counsellinghandouts/>

We want **all** students to feel comfortable seeking help and support from the counselling service. If you are needing support but unsure about whether the counselling service will be appropriate, please contact our intake workers - <https://students.flinders.edu.au/support/hcd/counselling>.



### What external crisis supports can I access?

You may wish to contact other services to access psychological support. A basic list of services is provided below. A more complete list of phone and chat support services can be found at: <https://blogs.flinders.edu.au/student-health-and-well-being/2022/04/21/phone-and-chat-services-for-just-about-everything/>

<b>Lifeline</b> - 13 11 14 - - crisis support and suicide prevention - available 24/7 - <a href="https://www.lifeline.org.au/">https://www.lifeline.org.au/</a>
<b>Suicide call back service</b> - 1300 659 467 - counselling for people affected by suicide - <a href="https://www.suicidecallbackservice.org.au/">https://www.suicidecallbackservice.org.au/</a>
<b>Beyondblue</b> - 1300 22 4636 - support, advice, action - available 24/7 - <a href="https://www.beyondblue.org.au/get-support/get-immediate-support">https://www.beyondblue.org.au/get-support/get-immediate-support</a>
<b>Mental Health Emergency Triage Service</b> - 13 14 65 – immediate help for a mental health crisis
<b>National Sexual Assault, Domestic Family Violence Counselling Service</b> - 1800 737 732 - counselling, information and support - available 24/7 - <a href="https://www.180orespect.org.au/">https://www.180orespect.org.au/</a>
<b>Women’s Safety Services SA</b> – 1800 800 098 - available 24/7 - <a href="http://womenssafetyservices.com.au/">http://womenssafetyservices.com.au/</a>
<b>Crisis Care</b> - 13 16 11 - Statewide social work service response for child protection in crisis situations - Monday to Friday 4.00pm to 9.00pm, 24 hours on weekends and public holidays
<b>Family Drug Support</b> - 1300 368 186 - Supporting families affected by alcohol and other drugs - available 24/7 - <a href="https://www.fds.org.au/">https://www.fds.org.au/</a>
<b>Kids Helpline</b> - 1800 55 1800 - support for 13-25 year olds - available 24/7 - <a href="https://kidshelpline.com.au/">https://kidshelpline.com.au/</a>
<b>Mensline</b> - 1300 78 99 78 - support for men, anywhere, any time - available 24/7 - <a href="https://mensline.org.au/">https://mensline.org.au/</a>
<b>Headspace</b> - 1800 650 890 - support for 12-25 year olds – 9am to 1am - <a href="https://headspace.org.au/eheadspace/connect-with-a-clinician/">https://headspace.org.au/eheadspace/connect-with-a-clinician/</a>

### What if I am living, working or doing a placement outside of the metropolitan region?

For those students studying or working remotely, we have face-to-face options in most regional areas and remember that counselling appointments can be conducted via telephone or Skype as well. Contact us via the channels described above and when the intake worker contacts you, tell them about your need to see someone remotely. They will talk to you about your options.

Flinders University also provides all students with dedicated crisis counselling support after-hours, on weekends and on public holidays. This service can be contacted by phone on 1300 512 409 or by text on 0488 884 103.

Students studying remotely might also find the following services useful:

- **In the Northern Territory** (Alice, Darwin, Katherine), contact EASA Counselling Services on 1800 193 123.
- **BUSH SUPPORT SERVICES 1800 805 391** Bush Support Services is a 24-hour confidential telephone support and debriefing service for multi-disciplinary remote and rural health practitioners and their families. It is staffed by qualified psychologists with remote and cross-cultural experience, is toll free and available from anywhere in Australia. For more information <https://crana.org.au/support>.



- **SA Regional Access 24/7** <https://saregionalaccess.org.au/> At this link there is information about SA Regional Access, a 24 hour 7 day a week telehealth online counselling service that offers free professional and online counselling for anyone who live or works in regional, rural or remote South Australia or have a rural connection. You do not require a medical referral to initiate contact. This means you can access free professional counselling anywhere, at a time that is convenient to you.
- **For Doctors and Medical Students** – Doctors and medical students around Australia now have access to free, confidential telehealth mental health services through the new Drs4Drs Support Service. To access this service call 1300 374 377 (1300 DR4 DRS) or visit [Drs4Drs.com.au](https://Drs4Drs.com.au).

## After-hours crisis support line

We recognise that not all crises happen within normal business hours. Hence, we have an after-hours crisis support line.

Call [1300 512 409](tel:1300512409) or text [0488 884 103](tel:0488884103).

Weekdays - 5pm - 9am

Weekends and public holidays - 24 hours

Use this confidential support service if you are:

- Emotionally distressed
- Experiencing mental health issues
- Having thoughts of self-harm

During normal University hours contact Health, Counselling and Disability – 8201 2118



## Equal Opportunity Service

We have a dedicated Equal Opportunity (EO) Advisor who can provide information, support and explanation of options to students affected by bullying, discrimination, harassment, sexual harassment, sexual assault and victimisation.

The EO Advisor is located at the Student Centre, Level 3, Bedford Park Campus - <https://students.flinders.edu.au/life-at-flinders/equal-opportunity-diversity>. Find out more by emailing the Equal Opportunity Advisor – [studenteo@flinders.edu.au](mailto:studenteo@flinders.edu.au)

You can also find out more about the University's zero tolerance stance on sexual assault/ sexual harassment - <https://students.flinders.edu.au/life-at-flinders/safety-on-campus>

## OASIS Wellbeing Centre and Oasis Online

OASIS, which can be found on the Bedford Park campus, is a Student Community Wellbeing Centre focused on supporting the physical, emotional, social, and spiritual needs of students, so they can achieve academic and personal success. <https://oasis.flinders.edu.au/>

At the Centre, students can:

- use the facilities – lounge space, common room, presentation room, prayer rooms, quiet spaces, fully equipped kitchen and outside garden with BBQ;
- meet other students from around the world;
- chat to the chaplains and volunteers who can help connect you to a wide range of services and programs, both within the university and in the community; and
- participate in wellbeing-focused programs (see page 14) run by OASIS staff.

OASIS Centre is located downstairs in the OCE building, opposite car park 5, Bedford Park Campus, J7 on the campus map - <https://www.flinders.edu.au/content/dam/documents/campus/maps/campus-map.pdf>

Please note that due to COVID restrictions, the centre is sometimes closed with limited access to facilities.

Oasis also has an online presence (a FLO topic) called Oasis Online where you can access online versions of many of the wellbeing-focused programs that are run at the centre and learn about the many other wellbeing focused services at the university.

Once enrolled, we can direct you to the wellbeing service that best suits your needs. Enrol at:

<https://flo.flinders.edu.au/course/view.php?id=63157>



## WELLBEING AND PRODUCTIVITY PROGRAMS

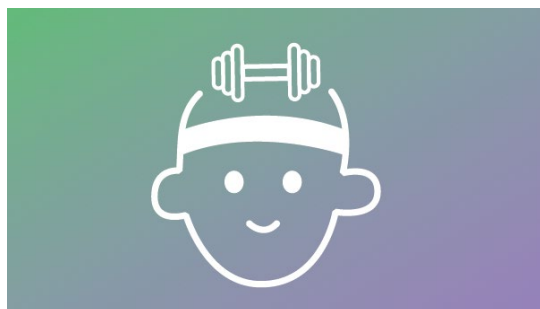
Through HCD and OASIS, we run a range of programs that students can use to enhance their wellbeing and productivity. We've included some examples in the list below but check out this page to get an up-to-date list of what programs are currently running - <https://blogs.flinders.edu.au/student-health-and-well-being/2022/01/09/wellbeing-programs/>



**Meditation** – weekly midday meditation sessions @ Oasis led by Chaplain Dave – <https://oasis.flinders.edu.au/meditation-for-relaxation-and-stress-relief/> 🧘

**Flinders Market** – a community market @ Oasis with free and cheap food to ensure all students are well nourished – <https://oasis.flinders.edu.au/flinders-community-market/> 🍅 🥕 🥔

**Mental Health First Aid (MHFA)** – an in-depth program that equips you with the skills to support people with mental health problems - <https://blogs.flinders.edu.au/student-health-and-well-being/2022/07/20/online-mental-health-first-aid-training-for-flinders-students/>



**Studyology** – a 5-session program designed to give you the psychological tools necessary to tackle common study problems: procrastination, perfectionism, low motivation, study avoidance - <https://blogs.flinders.edu.au/student-health-and-well-being/2020/02/11/studyology/> 📖

**Good Vibes Experiment** – a student-led campaign encouraging students to add wellbeing-focused activities to their everyday life – <https://students.flinders.edu.au/uni-life/goodvibes> – new edition Activity Books now available, order via this link – [https://qualtrics.flinders.edu.au/jfe/form/SV\\_cwKtWWsQVWEbTFk](https://qualtrics.flinders.edu.au/jfe/form/SV_cwKtWWsQVWEbTFk)

**Be Well Plan** – a 5 x 2-hour program that teaches you how to develop your own mental health and wellbeing plan, led by counsellors from HCD. To register your interest, contact [gareth.furber@flinders.edu.au](mailto:gareth.furber@flinders.edu.au). Learn more about the program here – <https://blogs.flinders.edu.au/student-health-and-well-being/2021/09/17/opportunity-to-do-the-be-well-program/> 🧠

**Flinders Mates** – Informal student-led conversations that connect Australian and International students for conversation and fun times. Held on Mondays, Tuesdays and Wednesdays at the Oasis Community Centre from 12.00pm to 1.00pm. More info at <https://oasis.flinders.edu.au/flinders-mates/>

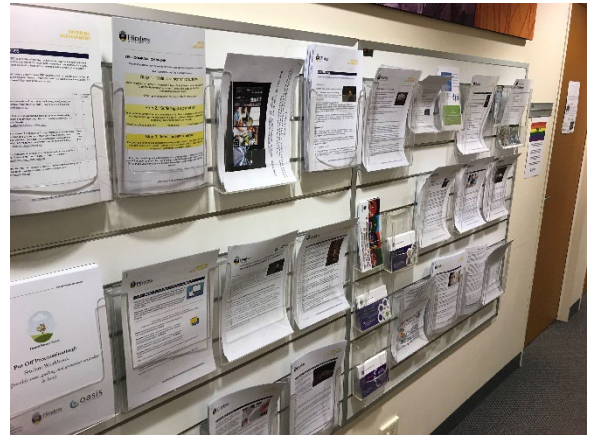


## OUR SELF-HELP RESOURCES

We've created a range of self-help and 'how-to' guide on various wellbeing related topics. These are constantly updated and can be accessed online via <https://blogs.flinders.edu.au/student-health-and-well-being/2018/10/04/counsellinghandouts/>

Topics include:

- Useful referrals
- Online CBT programs
- Digital services for your mental health
- Helpful services in the community
- Phone and chat services
- Finding good mobile apps
- Other wellbeing-focused services in the university
- Self-care
  - An introduction to mental fitness
  - Put off procrastinating
  - Self-compassion break
  - Self-care guide
  - Self-care during difficult times
  - How to prepare yourself psychologically for work placements
  - Evidence-based study tips
  - Keep your cup full challenges
  - Which areas of my life could I work on?
  - Be your own counsellor
  - Public speaking anxiety
  - Personal rules and beliefs
  - Building new habits
  - Getting off to a good start (new students)
  - A guide to self-improvement
  - Self-care for PhD students
- Mind and body
  - Yoga for calm
  - Yoga to energise
  - Yoga for restful sleep
- Resources co-developed with students
  - Bouncing back after an episode of mental ill health
- Safety
  - My coping plan



## OUR PARTNERS

We aren't the only people in the university interested in your wellbeing. Our partners include:

**Flinders University Student Association** - academic advocacy, welfare support, student groups and on-campus events - <https://fusa.edu.au/>

**Flinders Connect** - your one-stop-shop for enquiries around enrolment, exams, fees, scholarships, course information, graduation and specialist services - <https://students.flinders.edu.au/student-services/flinders-connect>

**Career Hub** - helping you setup and prepare for your life beyond university – [www.flinders.edu.au/careers](http://www.flinders.edu.au/careers)

**Student Learning Support Service** - assistance in the areas of academic writing, mathematics, Endnote, study skills, statistics and referencing – <https://students.flinders.edu.au/support/slss>

**Learning Lounge** – One-to-one advice about various aspects of study (assignments, writing, referencing, grammar, self-editing, maths) – <https://students.flinders.edu.au/study-support/slc/learning-lounge>.

**Studiosity** – draft assignment feedback and one-to-one assistance with study skills – <https://students.flinders.edu.au/study-support/slc/studiosity>.

**International Student Services** - first point of contact for all international students – <https://students.flinders.edu.au/support/iss>

**Flinders One** - very well priced health and fitness services - <https://www.onesportandfitness.com.au/>

**Yungkurinthe** - Student engagement and participation of Aboriginal and Torres Strait Islander peoples in higher education – <https://students.flinders.edu.au/support/indigenous-student-support>

**Student Experience Team** - who manage the new student news service Ping! - <https://students.flinders.edu.au/student-services/ping>

**Flinders Art Museum** - finding wellbeing and knowledge through interaction with art and aesthetics – <https://www.flinders.edu.au/museum-of-art>





## EMERGENCY AND AFTER-HOURS SERVICES

In the case of an emergency:

Medical, Fire, Police Emergency - call 000

Attend the nearest hospital emergency department (open 24 hours) - Flinders, Royal Adelaide, Queen Elizabeth, Lyell McEwin

### Domain Medical Centre

453 Morphett Road  
Oaklands Park  
Tel: 8375 7000

Open Mon-Fri, 7am-10pm, Sat & Sun,  
8am-10pm

*\* Please note the Marion Domain Medical Centre now charges an upfront payment for international students. Please call Marion Domain for information*



### Blackwood Family Medical Centre

356 Shepherds Hill Road, Blackwood  
Tel: 8178 0087, Fax: 8178 0440

Open Mon-Fri 8:30am-11pm, Sat/Sun 9am-8pm, Public Hols 9am-6pm (bulk bills)

### Fountain Valley Medical Centre

2 Alabama Road, Happy Valley  
Tel: 8322 2824

Open 7 days to 10.00pm (bulk bills)

### Bedford Clinic

1284 South Road  
Clovelly Park  
Tel: 82765055

Open Mon-Fri, 9am-5pm, Sat, 9am – 12noon (does not bulk bill)

<https://students.flinders.edu.au/support/hcd>

8201 2118

Find a link to us on OKTA



## Morphettville Medical Centre

520 Anzac Highway  
Glenelg East  
Tel: 8376 0511

Second language spoken at clinic by Doctor - Chinese and Indian

## Southern Clinic

1140 South Road  
Clovelly Park  
Tel: 8276 9855

Second language spoken at clinic by Doctor - Arabic, Indian and Mandarin

## Riverside Family Medical Practice

135 Daws Road  
St Marys  
Tel: 8275 9100

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If you require a home visit by a doctor, you can arrange this by calling National Home Doctor Service - <https://homedoctor.com.au> - 13 74 25 - There is no cost for students who have a current OSHC or Medicare Card.

For general health information visit Health Direct - <https://www.healthdirect.gov.au/> - or call the healthdirect number 1800 022 222.



## PRIVACY AND CONFIDENTIALITY

Our goal is to provide high quality continuing care for you through our Health, Counselling and Disability Service. This includes being upfront and transparent about the information we collect about you, how we use that information, your ability to access that information and your rights in terms of confidentiality and privacy of that information.

### Information we collect about you

Any contact you have with a Doctor, Nurse, Counsellor or Disability Advisor that is in relation to your own health and wellbeing is recorded in a dedicated electronic file in our clinical database.

If you've spoken to or seen a Doctor, Nurse, Counsellor or Disability Advisor, then there will be a dedicated electronic file with your details on it.

The information kept in that file includes:

- Personal information (e.g. name, address, student number, contact details)
- Demographic information (e.g. gender, DOB)
- The date and time of any contacts with us, as well as who you saw
- Brief summaries of each of your contacts with us
- Details of any treatments being provided
- Details of any assessments or tests conducted
- Detail of any referrals provided
- Letters received or sent in relation to your care

You will, early on in your dealings with us (e.g. first or second appointment) be asked to read and sign a consent form that looks like this --->

Signing this form gives us permission to maintain and update your personal file. If you do not give consent (which you are allowed to do), then we will delete your file, but we will no longer be able to provide you with ongoing Health, Counselling and Disability Services.

### How we use your information

Fundamentally, the information in your file is used to help provide ongoing care for you. It is a record of your contacts with us, and the outcomes of those contacts.

Having an electronic file helps in the continuity of care, meaning that even if you see different people across our service, there is a record of what assistance has been provided previously. It can help reduce having to tell your story multiple times and can also help ensure important information isn't forgotten.

As a service, we also use de-identified data (i.e. we remove names and identifying details) to help us understand how many students we are seeing each year, the main kinds of difficulties they are reporting, and the extent and type of supports being provided.



#### Registration Form for Health, Counselling and Disability Services

Gender:	<input type="checkbox"/> Male	<input type="checkbox"/> Female	<input type="checkbox"/> Intersex/unspecified
Staff/student ID:			Date of Birth:
Surname/ Family Name:			
Given Name(s):			
Preferred Name (optional):			
Address:			
Suburb:		Post Code:	
Home phone:	Mobile:	Work:	
Flinders Email Address:			
Emergency Contact Person:			Phone:
Cultural Background:			
Australia Awards student:	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Medicare Number:	Ref No:	Expiry Date:	
OSHC Number:		Expiry Date:	
Concession Card Number:		Expiry Date:	
Would you like to receive regular (fortnightly) health and well-being news and articles via email from the Health, Counselling and Disability Service?			
<input type="checkbox"/> Yes <input type="checkbox"/> No			

#### Management of personal information

Health, Counselling and Disability Services records are held in a secure electronic file, are confidential documents and are only available to authorised members of staff.

We may use or disclose confidential or personal information regarding your treatment, information which you provide to us, or information which is otherwise on your record ("Confidential Information") to other staff or third parties in the following circumstances:

- where we are required to disclose the Confidential Information by law;
- where disclosure is warranted in order to prevent an imminent threat to your health or safety, or the health or safety of another person;
- where the disclosure is requested by authorities in connection with a criminal investigation;
- where the disclosure is to the University in connection with suspected unlawful activity or serious misconduct; or
- where we believe that disclosure is reasonably necessary in order to mitigate or prevent a foreseeable risk of harm to yourself or a third party.
- where a student is enrolled in a course where mandatory notification requirements to AHFRA apply, and we form the view that the student has an impairment that may place the public at risk of substantial harm, then a mandatory report to AHFRA may be required.

By signing this form, you consent to us using and disclosing the Confidential Information in the circumstances described above. Your consent will be obtained prior to disclosure in all other circumstances.

Signature of Patient/Guardian: \_\_\_\_\_

inspiring  
achievement



## Your rights in terms of confidentiality and privacy

There are a couple of things to note in terms of the confidentiality and privacy of your information.

First, the database sits separate from other information databases in the university, and is **only** accessible to staff of the Health, Counselling and Disability Service. Other areas of the university cannot access this database.

Second, many students are concerned that friends, lecturers or family members may find out that they have seen someone in the Health, Counselling and Disability Service. Any contact you have with our service will be in professional confidence. We take privacy seriously and, except in the rare situations outlined below, nothing concerning a client/patient is reported elsewhere or to anyone without his/her prior consent.

The situations where we may need to use or disclose confidential or personal information regarding your treatment, information which you provide to us, or information which is otherwise on your record ("Confidential Information") to other staff or third parties are:

- where we are required to disclose the Confidential Information by law;
- where disclosure is warranted in order to prevent an imminent threat to your health or safety, or the health or safety of another person;
- where the disclosure is requested by authorities in connection with a criminal investigation;
- where the disclosure is to the University in connection with suspected unlawful activity or serious misconduct;
- where we believe that a disclosure is reasonably necessary to mitigate or prevent a foreseeable risk of harm or yourself or to a third party; or
- where a student is enrolled in a course where mandatory notification requirements to AHPRA apply, and we form the view that the student has an impairment that may place the public at risk of substantial harm, then a mandatory report to AHPRA may be required as well as the topic coordinator.

Outside of these situations, we will require your consent prior to any use or disclosure of your personal information.

For students who see a Disability Advisor and provide documentation regarding their disability; once you have provided documentation to the Disability Advisor (DA) you do not have to disclose your disability to any other person - it is up to you whether or not you discuss the nature of your disability with teaching staff.

An exception to this is where a school has inherent requirements that need to be fulfilled by the student for the standards of the degree, and profession and where "Fitness for Placement" processes are in place and a student has a medical or other condition that means their performance on a placement would be impaired. In those cases, the student is required to disclose their condition to the topic coordinator. For more details read this policy - <https://www.flinders.edu.au/content/dam/documents/staff/policies/academic-students/admin-proceed-for-student-wil-placements.pdf>

You can speak to a Disability Advisor (<https://students.flinders.edu.au/student-services/hcd/disability>) if you need more information about disclosure.



## Access of your personal information

In accordance with Student Information Policy, you can request access to the information we hold about you (i.e. request to see your file), by writing to the Director of Student Services ([Jodie.zada@flinders.edu.au](mailto:Jodie.zada@flinders.edu.au)).

An explanation will be provided to you if legislation prevents certain information from being disclosed to you.

You can discuss any concerns you have about the use of your personal information with our staff. This includes Doctors, Nurses, Counsellors and Disability Advisors.

## Providing feedback on the service you received

You can provide feedback on the service you received or program you attended via the following FAN-protected feedback form - <https://students.flinders.edu.au/support/hcd/feedback>

As part of providing that feedback, you can request that we contact you directly to discuss that feedback.

