



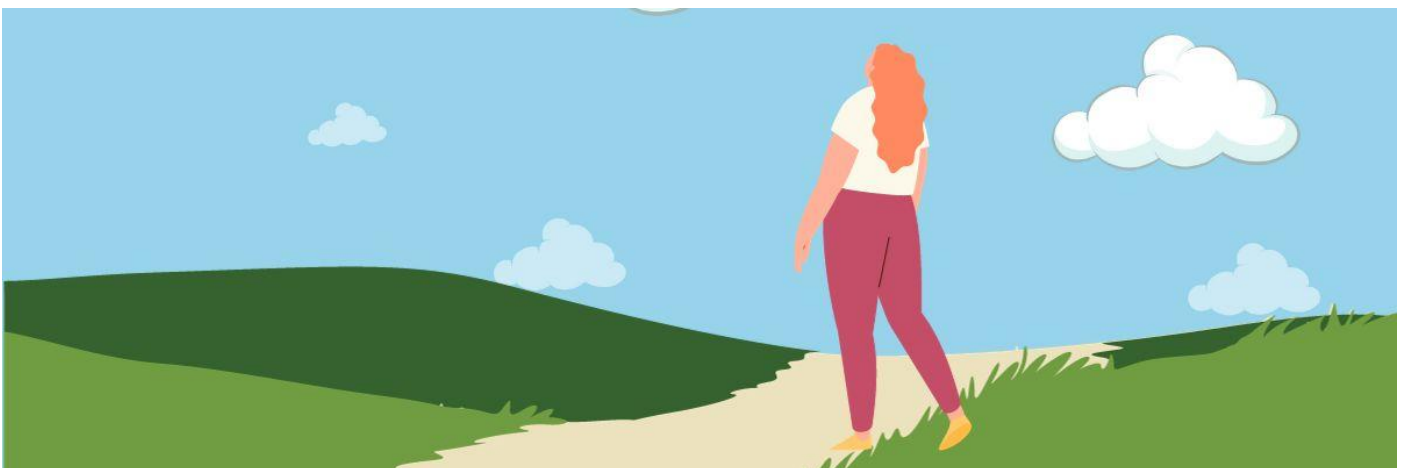
**Flinders
University**

Health, Counselling and Disability Services & Oasis

Overview of our services and programs (2025)

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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 21-23.

If you have any questions about the services or programs we provide, feel free to contact me on 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	www.flinders.edu.au/hcd
Student Health and Wellbeing Blog	https://blogs.flinders.edu.au/student-health-and-well-being/
The OASIS Website	https://oasis.flinders.edu.au/
The OASIS Facebook Page	https://www.facebook.com/oasisatflinders/
The Oasis Instagram Page	https://www.instagram.com/oasis_at_flinders/

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 bulkbilling

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 Pages 22-24.

Our Doctors

We have two Doctors on staff:

- Dr Pek-Sue Lim
- Dr Joshua Wong



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.

GP clinics in the city

For students studying at our City Campus, you are still welcome to access the service at Bedford Park (no gap payment) but other options in the city include:

- Uni SA Health Clinic (City East or City West; \$10 gap fee) - <https://www.unisamedical.com.au/>
- City Clinic (160 Grote Street, Adelaide; check when booking regarding gap fee / rebate) - <https://www.cityclinic.xyz/>
- Precision Medical Group (270 Gouger Street, Adelaide; bulk billing available) - <https://www.thepmg.com.au/>



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.



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.

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. Existing clients can email or call 8201 2118.





Access plans

To discuss an access plan, you will need to make an appointment to see a DA and provide formal documentation from your treating medical professional of your disability or health condition prior 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 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 available to students with short-term injuries/health conditions. Please contact the health service on 8201 2118 to book an appointment to speak with the practice nurse to discuss your needs.

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 Pages 22-24



Useful contacts

Library

The Library provides a range of services to support students studying with a disability in accessing library resources, services and physical library spaces. Further information about library services for students with disabilities can be found here - <https://library.flinders.edu.au/spaces-facilities/disability-support> or by calling 1300 354 633 and select option 3 for library.

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 or via FUSA: 8201 2371 or <https://fusa.edu.au/>

Student groups

Information on all Student Clubs can be found here - <https://fusa.edu.au/clubslist/>

Students with Disabilities Association (FUSDA)

<https://www.facebook.com/fusda.au/>

<https://www.instagram.com/fusda.uni/>

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

Neurodivergent Study Support and Advocacy (FSSNA)

<https://www.facebook.com/groups/952396632034182>

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

The university provides a free and confidential Counselling Service that is available to undergraduate and postgraduate students currently enrolled at Flinders. This includes those studying entirely online. Our experienced counsellors help students find solutions to challenges and issues impacting their mental health and wellbeing.

Counselling appointments are conducted via phone, in-person or by video call depending on your needs. Counsellors are available face-to-face at Bedford Park, Sturt, City Campus and Northern Territory. The counselling provided is short-term and solution focused. If further counselling and support is needed, our counsellors can discuss what services are available in the community and assist you to access these services. Counselling is delivered by different professionals. We have both social workers and psychologists in our team who are experienced counsellors.

If you have not spoken to a counsellor before but would like to, please visit the Counselling webpage (<https://students.flinders.edu.au/support/hcd/counselling>) and complete the 'New Client' form, or telephone HCDS reception on 8201 2118. A duty counsellor will telephone you to briefly discuss your concerns, let you know about options for support and discuss booking a counselling session.

If you have an existing psychologist or other therapeutic support, we encourage you to access this in the first instance. Having multiple counselling supports at the same time may not be the best way to address your needs. Sometimes it can be confusing to receive different opinions and strategies. If you are unsure about this, give us a call to discuss.



Telehealth appointments and rural/remote options

When having your appointment with a counsellor by telehealth, there are some important things to ensure:

- Please be in a quiet and private space where you will not be disturbed for up to 50-60 minutes.
- Whether you use a smartphone, laptop, tablet, or computer, make sure your device is charged and is equipped with an operational camera, microphone and speakers.
- For video calls, make sure your private space has a reliable and stable internet connection. For telephone calls make sure you have good phone reception.
- We are unable to conduct counselling sessions if you are driving a car for your safety. We are unable to conduct counselling sessions if you are on public transport for privacy concerns. We will reschedule the session,

If you are studying in regional or remote areas and would like a face-to-face service, contact with us and we will provide you with local options.



Is Counselling the right service?

It is common and normal to feel nervous or unsure when contacting our service or seeing a counsellor. Our team are professional and experienced and can speak to you about a range of issues which may include:

- Personal issues affecting studies
- Feeling stressed and wanting to manage issues causing stress
- Adjusting to changes (moving to new place, attending university)
- Feeling anxious regarding exams and assignments
- Perfectionism affecting studies
- Self-esteem and confidence issues
- Experiences of depression and anxiety
- Difficulty with motivation and procrastination
- Difficulties making an important decision
- Relationships and interpersonal issues and breakups
- Grief and loss
- Support after experiencing a crisis or traumatic event
- Understanding further about mental health and mental wellbeing.

A chat with a counsellor is a good first step if there are things going on in your life that are impacting your ability to study. Counsellors are trained to help you to problem-solve and work out the next steps to take. The earlier you reach out for assistance, the easier it is to find solutions to problems.

If you are needing more practical support regarding academic issues (such as re-marks & re-submissions, grade appeals, academic integrity issues, issues with University staff and remission of student fees) please contact FUSA Student Assist (<https://fusa.edu.au/studentassist/>) who are helpful with providing advocacy and advice.

If you need support with practical study tips, including academic writing, math/statistics, referencing and English language support, you may find the Student Learning Support Service helpful (<https://students.flinders.edu.au/support/slss>).

A full list of Student support options can be found at the Support and Services Directory (<https://students.flinders.edu.au/support>).

For more general enquiries please contact Flinders Connect (<https://students.flinders.edu.au/support/flinders-connect>).

Documentation or support letters/statements

The primary purpose of the Counselling Service is to provide support to assist you to better cope with and manage issues that you may be struggling with. If you have engaged with the Counselling Service during the time of distressing circumstances, we may be able to complete supporting documentation if relevant and applicable.

If you did not have contact with us at that time, we recommend you seek support from a professional you did have contact with. For example, your GP or other university support staff.

If attending your first counselling session, please be aware that the counsellor may not be able to complete documentation. However, you are still welcome to have counselling if you want support in coping with and managing your situation.



Diversity and Inclusivity at the Counselling Service

Flinders University is committed to providing a safe and respectful learning environment for all staff and students. Flinders takes discrimination seriously and has equal opportunity and anti-discrimination policies in place to support positive student experiences.

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, students of faith, neurodivergent students and students with mental illness or disability. Our goal is to make the Counselling Service a safe space for everyone. We have undertaken several service trainings to help students from diverse backgrounds feel welcome.

You can also access confidential support and information related to discrimination, harassment, sexual harassment or bullying from the Student Equal Opportunity Advisor. Please contact (08) 8201 2118 or email studenteo@flinders.edu.au.



Confidentiality and privacy

Conversations with counsellors are not shared with anyone outside of the service without your permission. However, if we are concerned of a serious risk to your safety or the safety of others, we have a legal obligation to disclose this information.

Information on your file can only be accessed by the Health, Counselling and Disability Services. Academic staff do not have access to this information, and information provided during counselling is not recorded on any academic records.

In instances where sexual assault or sexual harassment has occurred within the Flinders University community, information about the disclosure may be reported through the university's online reporting system by counselling staff, and this disclosure can be recorded anonymously.

For a full description of the confidentiality and privacy policy, including how we handle your information, see the "Privacy and Confidentiality" section of this brochure (pages 22-24) and the Flinders Privacy Policy. If you have any further questions, please contact one of our counselling team to discuss.



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/>

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



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.

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).

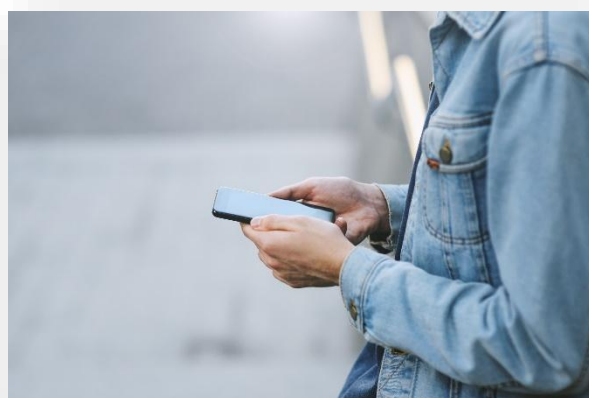
Weekdays - 5pm - 9am

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



Safety and Respect at Flinders

Flinders University is committed to providing a safe and respectful learning environment for all staff and students.

This includes a commitment to the prevention of, providing support services and reporting options to any member of the Flinders community who experiences sexual harassment and sexual assault. We encourage all members of the Flinders Community who have experienced, witnessed or been told about an incident of sexual harassment or sexual assault, or any other form of sexual harm to access the support services available at Flinders.

You can report an incident of sexual harassment or sexual assault, online at Safety and Respect at Flinders - <https://students.flinders.edu.au/feedback-rights-policy/safety-on-campus>

You can also make a report in person or by phone to the Counselling Service and Student Equal Opportunity Advisor Ph: 08 8201 2118 or send an email to studenteo@flinders.edu.au.

Making a report is the first step to offer you support and a chance to talk through your options.

Making a report does not initiate a complaint.

More information is available at the website: <https://students.flinders.edu.au/feedback-rights-policy/safety-on-campus>

If you need emergency support?

If you have an emergency or have experienced sexual harassment or sexual assault or any other form of sexual harm call:

- 000 for immediate police or ambulance assistance
- Flinders Security on (08) 8201 2880, this is the central number for all Flinders Campuses in both South Australia and the Northern Territory
- On the Bedford Park Campus you can also use one of the 12 security hotlines phones.

Equal Opportunity Service

We have a dedicated Student Equal Opportunity Advisor who can provide information on the support and 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 Student Equal Opportunity Advisor – studenteo@flinders.edu.au

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



OASIS Wellbeing Centre

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, 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 OCME 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>



WELLBEING AND PRODUCTIVITY PROGRAMS

We run a comprehensive 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/2024/07/04/wellbeing-programs/>



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

Mindfulness for Academic Success - evidence-based wellbeing program and drop-in sessions designed for university students, aiming to reduce stress, improve focus, enhance communication, and increase study efficiency - <https://oasis.flinders.edu.au/mindfulness-for-academic-success-2/>

Mindful Moments - Drop-in brief mindfulness meditation sessions at the City campus – <https://blogs.flinders.edu.au/student-health-and-well-being/2024/03/08/discover-mindful-moments-at-our-city-campus/>

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

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 – <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 both Bedford Park and Sturt campuses - <https://oasis.flinders.edu.au/flinders-mates/>



OUR SELF-HELP RESOURCES

We've created a range of self-help and 'how-to' guides/articles 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/2024/07/05/counsellinghandouts/>

Guides are organised into three different categories...

Our Main Guides

- Self-care mega guide
- Evidence-based study, exam preparation and writing tips
- Getting Off to A Good Start Guide
- How to prepare psychologically for work placements

Our Other Guides:

Topics covered include:

- Health service information
- Support services and useful referrals within Flinders
- Digital and online CBT programs
- Helpful services in the community
- Phone and chat services
- Finding good mobile apps
- Self-care
 - Put off procrastinating
 - Self-compassion break
 - 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
 - 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



Guides produced by others

Links to guides from New Harbinger, CCI, Open Arms, eMHPrac and Psyche.



OUR PARTNERS

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

Student Success and Wellbeing Advisors - No matter where you are in your studies, our SSWAs can offer personalised support and information to help you navigate life at Flinders - <https://students.flinders.edu.au/support/student-success-wellbeing-advisors>

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 and <https://www.instagram.com/flinderscareers/>

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/>

Yungkurrinthe - 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



Alternative medical providers

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)

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

Glengowrie Medical Centre

144 Morphett Road, Glengowrie

Tel: 8166 3630

Hill Cove Medical Centre

37 Main South Road, O'HALLORAN HILL

Tel: 7095 6677

Darlington Medical Centre

1513-1517 Main South Road, DARLINGTON

Tel: 7089 6411



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.

Health, Counselling & Disability Service
Student Centre Level 3
SPO Box 2100
Adelaide SA 5001
Telephone +61 8201 2118 Facsimile +61 8201 2154
<http://www.flinders.edu.au/support/hcd>

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 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.

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 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).

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.

If your question about our programs and services was not answered in this document, please don't hesitate to call us on 8201 2118. We'll connect you to the right person to answer your questions.

