Thank you for making an appointment with the UWA Counselling and Psychological Service.

The first appointment is for 20 minutes to assess your presenting issues and decide how best to assist you. Subsequent appointments are 50 minutes long.

What do I need to bring?
When you attend you will need your campus card as proof of eligibility for services. You do not need a referral to attend but if your doctor gave you a referral please bring it with you.

Common counselling issues
Psychologists deal with personal and interpersonal issues affecting study and work. These can include:

- anxiety and depression;
- relationship and family issues;
- stress management;
- sexuality and equity issues;
- addiction and substance use;
- study and work-related matters.

General information about the Service
Counselling is free of charge to students and staff of The University of Western Australia. Practitioners are psychologists and clinical psychologists registered with the Psychology Board of Australia. As such they adhere to the Australian Psychological Society Client Charter.

What are Priority Appointments?
At certain times of the year we experience heavy demand for our service. If your situation requires prompt attention please advise a receptionist.

We reserve times each week to attend to urgent situations and will be able to respond to your request within 24 hours.
What can I expect from counselling?
The purpose of counselling is to support you and to help you make changes in your life where possible. Counsellors will listen, provide reflection, and help you develop a framework in which you can achieve what you need for yourself. Most people report that it is better to come to counselling when problems first arise rather than waiting until situations have worsened. If counsellors can not directly help you with specific issues they will help you find other support.

You can access six counselling sessions per year. However, most clients find that 3-4 sessions are sufficient for their needs.

Why are groups helpful?
Groups allow people to see that they are not struggling with issues alone. When you join a group you discover others coping with similar struggles and can learn from each other. This provides an opportunity for you to learn about your interpersonal style, try new ways of relating, and get honest and direct feedback about how you are dealing with life’s challenges. Groups typically run for 1-2 hours for 6 to 8 weeks. They are facilitated by psychologists who have experience in group work.

When are referrals to other services indicated?
Due to the short-term nature of the Counselling Service it may be necessary to refer clients to appropriate external services. This is usually identified in the first session and the psychologist is able to support you while you are waiting for a relevant external service.

Useful Websites
Beyond Blue
http://www.beyondblue.org.au/
MensLine telephone support and information
Women’s Health Services information
http://www.whs.org.au/
Centre of Clinical Interventions
Family Planning Western Australia
Mental Health Issues
http://au.reachout.com/find

Counselling Service Hours
Counselling services are available between 9.00am and 5.00pm on University working days.

For assistance outside of these hours, or in an emergency, please call one of the following 24-hour professional counselling services:
- Lifeline: 13 11 14
- Crisis Care: 9223 1111
- Mental Health Emergency Services: 1300 555 788
- Your doctor or a GP After Hours Clinic
- For staff only - PPC Worldwide:
  1300 361 008

Service address/contact details
The service is located within:
Student Support Services
1st Floor, Social Sciences South Building
(entrance opposite the Guild Village Campus Newsagency)
Phone: 08 6488 2423

CRICOS Provider Code: 00126G