



COUNSELLING PROCESS

> BOOKING APPOINTMENTS

- Students can make an appointment through their Study Kiosk.
 - Appointments are scheduled for an hour; however, counselling sessions will be 50 minutes with the final 10 minutes of sessions typically be reserved for completion of notes. Furthermore, some students might only need a few minutes or half an hour.
 - If students are late by 20-30 minutes, they will need to reschedule their appointment.
 - If the counsellor is running overtime in a session, it is likely an emergency or crisis that needs priority care. In such cases, if a student is waiting for more than 15 minutes for their appointment, we will reschedule their appointment or ask them to wait if possible.
- If students are not able to attend due to an unexpected event, they need to give as much notice as possible.
 - If students continuously book appointments and do not show up, counsellor will reach out to check in with them and look at alternative options to best support them. We reserve the right to refuse further bookings to students with a history of missed appointments.

> CONFIDENTIALITY

- Counselling sessions are confidential. The only exception will be in the event a student is going to harm themselves or others, or if they require support from staff with their situation. Students will need to provide verbal or written consent for details of their situation to be divulged.

> STUDENT ATTENDING WITH A SUPPORT PERSON

- Ideally, sessions are one on one; however, some students may require support for the initial session, and if the student has consented to this, this is acceptable.
- A third-party attendance may not always be in the best interest of the student, as the issue might be the third-party i.e. abusive partner. As such, the third-party can only be in attendance for the initial session and if the student would like to continue with support, they will have to present on their own.

> THIRD-PARTY BOOKINGS ON BEHALF OF A STUDENT

- Other students, staff and carers can make a referral for a student using the referral form if they have concerns about their mental health; however, they cannot actively book appointments on behalf of students. This requires the explicit consent of the student.
- Due to confidentiality, the referrer will not be able to gain information on the session nor be entitled to access any follow-up information.
- Students have the right to accept or decline counselling support without reason. If the student declines support from the counsellor, and if the referrer has safety concerns, they should

escalate their concerns to crisis or emergency supports.

> EQUITY AND DIVERSITY - REASONABLE ADJUSTMENT

- In instances where a student discloses that they have a disability or may feel they are eligible for a Learning Access Plan or other form of reasonable adjustment due to their mental health they may wish to speak to the counsellor. Please ask them to bring any supporting documentation related to the situation to their appointment.
- This will be forwarded to the Learning Advisor for further assessment and support.
- Their information will be handled sensitively, kept confidential, and any information that needs to be shared will be done so on a "need to know" basis only.