Please note: Counselling and Psychological Services remain open!

During these uncertain times with increased anxiety and stress, seeking support for your mental health is a priority. To cater for your needs, UNSW Counselling and Psychological Services is open and offering telehealth consults. We are also still running our triage clinic for more urgent presentations.

Please call 9385 5418 and we can explore what contact might suit you best. International students from any fund can ring the Medibank 24/7 Health and Support Line on 1800 887 283 9 within Australia and +61 (2) 8905 0307 from overseas.

UNSW Counselling and Psychological Services [CAPS] are available Monday to Friday to help students while they are residing in Australia with:

- Counselling for individuals
- Support and transition to university
- Motivational support
Personal skills development
Psychological services
Anxiety and mood management
Stress management programs
We also offer online self-help guides, programs and workshops.
CAPS can offer information about other mental health services external to UNSW to suit your needs.

Contacts

Office contacts details

Kensington campus

- Level 2, East Wing, Quadrangle Building
  - Map location (grid reference E17, PDF, 1MB)
- Open hours: Monday to Friday 9am-5pm
- Email: counselling@unsw.edu.au
- Phone: +61 2 9385 5418
- Fax: +61 (2) 9385 6115

UNSW Art & Design (Paddington campus)

- Open hours: Monday to Friday 9am-4pm
- Phone: +61 (2) 9385 5418
- Location: Room G106, G Block, Crn of Oxford St and Greens Rd, Paddington, NSW 2010

National Institute of Dramatic Art (NIDA)

- Phone: +61 (2) 9385 5418

UNSW Canberra

- Level 1, Building 14 (opposite ADFA café), UNSW Canberra
- Email: counselling@adfa.edu.au
- Phone: +61 (2) 6268 8188

On the day consultations

Request an 'On the Day' consultation

While we remain open we are offering a variety of telehealth options for students. We also run a triage clinic if you need to talk to someone urgently.

Please call 9385 5418 and we can explore what contact might suit you best. International students from any fund can ring the Medibank 24/7 Health and Support Line on 1800 887 283 9 within Australia and +61 (2) 89050307 from overseas to speak to someone in language.

When the campus is open to face to face teaching again we will have On the Day consultations available by appointment between 10.00am and 3.30pm, Monday to Friday (except Wednesday mornings). These are filled on a first come basis. For the morning appointments you should come to CAPS between 9.15 and 10.00am and for afternoon appointments come between 12.30 and 1.30pm.
The “On the Day” consultation will last for 25-30 minutes. This consultation is designed to get an overview of your situation and your main concerns. This allows the clinician to advise on the best course of action to address your concerns. That could mean a follow-up appointment with a counsellor or referral to another more appropriate service on campus or an external specialist service.

We receive strong demand for our individual counselling appointments so it is possible that you will need to wait for an initial consultation. In these situations we encourage you to also see support from the following services on campus.

- Student Support & Success
- International Student Experience
- Equitable Learning Service
- The Learning Centre
- Your Academic Advisor

You can also consider a consultation with your doctor or one of the doctors at the University Health Service here at UNSW as a first step.

More about your first consultation

**Privacy and Confidentiality:** Please read this information and become aware of your rights (and the limits) to privacy, confidentiality and informed consent before your CAPS consultation.

**What can you expect during a consultation with a counsellor?**

Here are some FAQs to get you started. The counsellor will help you assess your situation, understand the complexities and make suggestions as to how your situation might be managed.

The counsellor might suggest any or all of the following: appropriate self-access information, further counselling or psychotherapy, referral to a specialist practitioner or to a UNSW professional or academic staff member. The counsellor will discuss with you how these options might assist and you will be encouraged to explore which options seem most appropriate, useful or needed.

**Registering at CAPS prior to your consultation**

After you are given a time for an ‘On the Day’ consultation or a ‘Brief Phone’ consultation you will need to provide us with some information about yourself. If you are phoning in you will be asked for this information over the phone. If you are in the CAPS office you will be asked to complete the registration information yourself. So be prepared to spend 15-20 minutes stepping through our registration process and completing a brief questionnaire.

**Please note:**

- If you are visiting our office and cannot arrive at CAPS before 3.00pm to make your request for an ‘On the Day’ consultation, it is best to attend on the following day.
- There are a limited number of appointments and the ‘On the Day’ consults fill up quickly at peak demand times during semester so be prepared to try again the next day.
- Each contact with a counsellor is viewed as complete in itself. Each consultation will focus on what you would like
to ‘take away’ from that particular conversation.
- The counsellor will work to ensure the consultation makes the best use of the time available.
- They will do that by clarifying what is most urgent and important and identify options and constructive steps.

### Additional information

#### Urgent appointments

If your situation is impacting on your safety, let CAPS reception staff know you have an URGENT need for support. An effort will be made to meet with you as soon as possible or facilitate a referral for you to another campus support service, a doctor or a community support service. Please see our [urgent help page](#) for emergency contacts.

#### Further appointments

After the initial consultation there may be a follow up consultation. This will of course depend on your circumstances and needs. The follow-up might be in the form of a telephone call, a meeting, or an email contact. In the follow-up contact you and the counsellor will together review the outcome of your previous consultation and what has changed or remained the same in relation to your situation, how you are managing the issues you discussed and whether or not further contact is needed. At this time your counsellor will review with you whether further meetings might be beneficial or if other services may be more appropriate.

There is no set number of consultations. Most of the CAPS consultations are for either 30 or 50 minutes. These contacts are made on an ‘as needed’ basis, one appointment at a time.

#### Late or cancellation?

If you are going to be late, are unable to attend a scheduled consultation, or need to reschedule an appointment at Kensington, Art and Design Paddington Campus or NIDA please notify the UNSW Counselling and Psychological Services [CAPS] at the main (Kensington) Campus on 02 9385 5418 as soon as possible.

Please note: if you are more than 15 minutes late, your consultation may be offered to someone else.

#### E-Mental health

Below you will find some of our favourite recommendations for Websites, Apps and Programs, Forums, Phone, Chat and Email options for e-mental health. For recommended evidence based online services for mental health Australia wide see the Australian Government website [Head to Health](#). The following services have been well researched and are recommended as they have a strong evidence base for offering tools and resources to assist with common mental health concerns.

**Websites and apps for e-mental health resources and treatment**

**The Way Back Support service**
The Way Back Support Service is a suicide prevention program helping people discharged from hospital after trying to take their own lives. Developed by Beyond Blue, it offers one-on-one, non-clinical care and practical support that people can relate to following a suicide attempt.

Black Dog Snapshot

An app to help you measure, monitor and manage factors that may influence depression and anxiety. The Black Dog Snapshot mobile phone app is designed to help you to keep track of your mental wellbeing. Designed by researchers at the Black Dog Institute for use among Australian adults, Snapshot is a confidential, password-protected tool that enables you to measure and monitor your mental health and wellbeing. The Black Dog Institute has more information about support and e-mental health resources.

myCompass

A website to help you manage mild-to-moderate symptoms of stress, anxiety and/or depression, with 24/7 access to a private, personalised and evidence-based treatment program. Learn new ways to deal with thoughts, feelings and behaviours that cause your trouble. You will have a tool-kit of strategies to use when you need them. The Black Dog Institute has more information about support and e-mental health resources. Check it out.

Mental Health online

Mental Health online offers self guided or therapist assistant programs in panic disorder, social anxiety disorder, obsessive compulsive disorder, post-traumatic stress disorder, depression and insomnia.

Online assessment and treatment for anxiety and depression

Mind Spot

Mind Spot provides free online and telephone screening assessments to help you learn about your symptoms of stress, anxiety, worry, and low mood.

This Way Up

A website with internet courses and mobile apps to help you manage mild-to-moderate symptoms of stress and various experiences of anxiety and depression. This way up is part of the Clinical Research Unit for Anxiety and Depression (CRUfAD). CRUfAD is a joint facility of St Vincent’s Hospital and the University of New South Wales established to reduce the impact of anxiety and depressive disorders on individuals. This Way Up uses internet based cognitive behaviour therapy (iCBT) as the therapeutic framework. Some modules in languages other than English.

mood gym

A website that is like an interactive self-help book which helps you to learn and practise skills which can help to prevent and manage symptoms of depression and anxiety. moodgym is based on Cognitive Behaviour Therapy and Interpersonal Therapy which have been shown to be successful in preventing and treating depression and anxiety. Some modules in languages other than English. moodgym was originally developed and evaluated over 15 years by researchers at the Australian National University. The principal authors of the content were Professors Helen Christensen and Kathy Griffiths. The development and delivery of moodgym is now undertaken by e-hub Health Pty Ltd

The Centre for Clinical Interventions Workbooks

A website with wonderful workbooks to download. Offered by Western Australia Department of Health the CCI team conduct clinically applied psychosocial research and provide training and supervision for various psychological interventions. They also offer a clinical service for adults suffering from anxiety, mood and eating disorders. The clinical service provided by CCI is based on current evidence-supported practice and aims to best meet the needs of our clients. Their workbooks are located online and are free to access and are highly recommended.
Beyond Blue

A website that provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.

REACH OUT

A website that provides information and support to Australia’s youth and their parents. Reach Out is an Australian, online youth mental health and wellbeing service. It helps young Australians with information, support, tools and stories on everything from finding your motivation, through to getting through really tough times.

HEADSPACE

A website that provides information, support and access to counselling for Australia’s youth. Headspace is the national youth mental health foundation dedicated to improving the wellbeing of young Australians. Talk to e-Headspace

On track

On track offers free access to online programs, information, quizzes and advice to support the Australia community in achieving mental and physical health and wellbeing.

Additional Mental Health Services

NewAccess

NewAccess is a free service that provides support in the form of a coach. A coach is someone who will guide you in setting practical goals that will get you back on track.


Your CAPS counsellor can also facilitate an immediate referral to the NewAccess.

You can also Call 1800 010 630 to talk to a NewAccess coach.

Headspace

Read more about Headspace here: https://headspace.org.au/

Your CAPS counsellor can also facilitate a referral to Headspace.

There are many Headspace locations across Sydney.

Here are the contact details for some of the Headspace locations closest to UNSW.

Camperdown: Phone: 9114 4100  Level 2 97 Church St https://headspace.org.au/headspace-centres/headspace-camperdown/


Chatswood: Phone: 8021 3668  30 Devonshire St https://headspace.org.au/headspace-centres/chatswood/

Hurstville: Phone: 8048 3350  30 Dora St https://headspace.org.au/headspace-centres/hurstville/

Access a Mental Health Care Plan

Your CAPS counsellor can help you seek an assessment for a **Mental Health Care Plan** by writing a referral letter to your GP.


Once the GP has assessed that you qualify for a **Mental Health Care Plan** via Medicare you will be referred to a psychologist or a psychiatrist in private practice.

Your CAPS counsellor can also help you understand the Medicare Rebate and what costs might be involved.

The Uni Health Service at UNSW employs doctors who are very familiar with the mental health issues faced by university students.

See also

**Emergency contacts**

Urgent help

**Self-help videos and guides**

Mind smart