



Flinders
UNIVERSITY



Health, Counselling and Disability Services

Overview of our services and programs

TABLE OF CONTENTS

Introduction.....	2
Stay up to date with us	2
Our Services.....	3
Health Service.....	3
Payment and bulk-billing.....	3
Non-rebatable medicals.....	3
Reminders	3
Test results.....	3
Limitations of the service	3
Privacy	4
Communication with Doctors	4
SA Pathology	5
Disability Service.....	5
Access plans	5
Alternative exam arrangements	6
Parking permits	6
Privacy	6
Useful contacts.....	6
Counselling Service	7
What is counselling?.....	8
What is the counselling process at Flinders?.....	8
How do I know that I won't be discriminated against?.....	9
What external crisis supports can I access?	9
What if I am living, working or doing a placement outside of the metropolitan region?	10
After-hours crisis support line.....	10
Equal Opportunity Service	11
OASIS Wellbeing Centre.....	11
Our programs	12
Our Self-help Resources	14
Our Partners.....	15
Emergency and after-hours services	16
Privacy and Confidentiality	18
Information we collect about you.....	18
How we use your information	18
Your rights in terms of confidentiality and privacy.....	19
Access of your personal information	20



INTRODUCTION

Hi,

I'm Gareth, from Health, Counselling and Disability Services @ Flinders (I tend to shorten this to HCDS). I am a psychologist by trade. My role @ Flinders University is as the eMental Health Project Officer. I handle a lot of the communications that come out of HCDS.

The purpose of this handout is to give you an overview of the services and programs we provide.

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 tackle head-on the problems that are getting in the way of their studies.

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

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	www.flinders.edu.au/studenthealth
The Health, Counselling and Disability Service Newsletter	Subscribe at https://confirmsubscription.com/h/r/4A53DD0AB75F8610
The OASIS Website	https://oasis.flinders.edu.au/
The OASIS Facebook Page	https://www.facebook.com/oasisatflinders/

Also, look out for members of the HCDS team doing presentations around the university on mental fitness, self-care and dealing with distress.



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>

Book online for GP services - <https://students.flinders.edu.au/student-services/hcd/health>. You can also call 8201 2118 for bookings or more information.

The service is open from 8.45am - 5pm, Monday – Friday.



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, aviation, diving etc). 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.



Privacy

See Privacy and Confidentiality on Page 18.

Our Doctors

We have four Doctors on staff:

- Dr Timothy Moss
- Dr Jessica Vandekamp
- Dr Malene Smith
- Dr Lesley Blimkie

Communication with Doctors

Patient telephone contact

If you ring to speak to a Doctor, generally a message will be taken and the Doctor will return your call as soon as they are able, either between consultations or at the end of the consulting day.

If the matter is urgent, then the reception staff will likely direct your call in the first instance to the Practice Nurse, who will make an assessment of your situation and follow up with the Doctor as required.

When clinically relevant information is discussed over the phone, the Doctor or Nurse must record the information on your patient file. See the Privacy and Confidentiality section (page 18) to learn more about the files we keep.

Telephone Confidentiality

Communication with patients via telephone is conducted with appropriate regard to the privacy and confidentiality (page 18) 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.

If you wish to receive information via email, you will need to put in a request in writing to the Director Student Services (Jodie.zada@flinders.edu.au) who will consider your request.



SA Pathology

The Health service is also the location of a SA Pathology collection site which operates from Monday to Wednesday, 9am to 12pm. If your doctor has asked you to get a blood test (or similar) done, this is 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 work with students with documented ongoing mental or physical conditions that impact on their ability to study.

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

They also play a role in organising parking permits and alternative exam arrangements.

The Disability Advisors are located on the Bedford Park campus with the Health Service (Student Centre, Level 3) with some outreach to Sturt, Tonsley and City campuses. 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, make an appointment to see a disability advisor 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 at least 16 years old. 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/student-services/hcd/disability/new-client-form>, 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 injury/health conditions. Please book an appointment with a disability advisor to discuss your needs - <https://students.flinders.edu.au/student-services/hcd/disability/new-client-form>, 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.

- Education, Psychology and Social Work: Dr Julie McMillan
- Business, Law and Government: Ms Jenny Richards, Assoc Prof Janet McIntyre
- Humanities, Arts and Social Sciences: Dr Mubarak Rahamathulla, Assoc Prof Yvonne Corcoran-Nantes
- Nursing and Health Sciences: Ms Didy Button, Dr Fiona Rillotta



- Medicine and Public Health: Prof Bill Heddle
- Science and Engineering: Mr David Hobbs, Dr Paul Gardner-Stephen

Equal opportunity contact officers

Information about the equal opportunity contact officer network is available on the contact officers page - <https://staff.flinders.edu.au/employee-resources/working-at-flinders/equal-opportunity/eo-contact-officers> - FAN login required.

FUSA

Flinders University Student Association have a disability officer. They can be contacted at disabilities.officer@flinders.edu.au or via FUSA: 8201 2371.

Student groups

Disabilities Collective: <https://fusa.edu.au/collectives/>

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

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-development 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, with outreach sessions to Sturt and Tonsley Campuses. <https://students.flinders.edu.au/student-services/hcd/counselling>. Book via the online form - <https://students.flinders.edu.au/student-services/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/student-services/hcd/counselling/feedback-form>





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 - <https://students.flinders.edu.au/student-services/hcd/counselling/new-client-form>

Having received the booking request, one of our duty counsellors 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 counsellor 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. 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 typical hour-long face-to-face appointment.



How do I know that I won't be discriminated against?

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 LGBTIQA students, indigenous students, culturally and linguistically diverse students, 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 LGBTIQA awareness training
- Many of our staff are listed as members of the [Ally Network \(http://www.flinders.edu.au/equal-opportunity/sexual_and-gender-diversity/ally.cfm\)](http://www.flinders.edu.au/equal-opportunity/sexual_and-gender-diversity/ally.cfm)
- We have close ties to Yunggoendi (<https://staff.flinders.edu.au/colleges-and-services/oise>), including a shared counselling/ Indigenous support role
- 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
- Recently our counsellors did training with Autism SA on better supporting the needs of students on the autism spectrum
- 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.

What external crisis supports can I access?

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.1800respect.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 1pm - https://headspace.org.au/eheadspace/connect-with-a-clinician/

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

HCDS has agreements with external providers to provide counselling support to students who can't easily access the Counselling service.

- In the Northern Territory (Alice, Darwin, Katherine), contact EASA Counselling Services on 1800 193 123
- In Mt Gambier, contact Liz Moriarty & Associates on 8723 1999
- In Victor Harbor or Murray Bridge, contact Robin Tottman & Dr Charlotte Tottman - Psychologists on 0407 794 359
- In Hamilton, Victoria contact Janet Austin - Psychologist on 0458 110 992
- In the Riverland, contact Robyn Size - Psychologist on 0477 550 223
- On Kangaroo Island, contact Tamsin Wendt - Clinical Psychologist on 08 8553 2333

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).

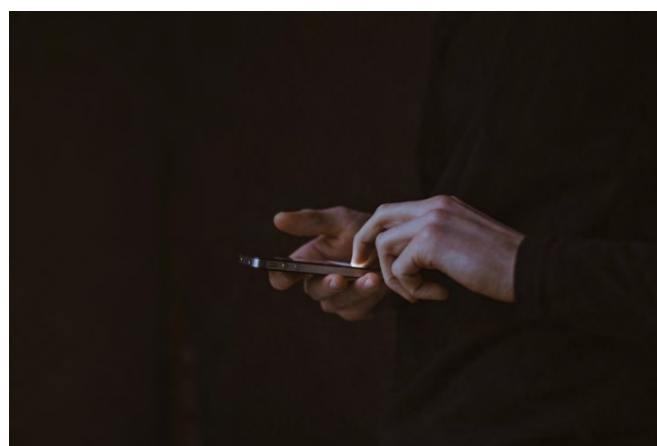
Weekdays - 5pm - 9am

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 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

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. We call it “Wellbeing for 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 12) 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>



OUR PROGRAMS

Through HCDS and OASIS, we run a range of programs that students can use to enhance their wellbeing.

Mindful Yoga – a weekly yoga class run by Counsellor Maureen blending gentle movements, self-compassion and mindful presence
– www.flinders.edu.au/mindfultyoga

Meditation – weekly 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 – www.flinders.edu.au/flindersmarket

Mindfulness for Academic Success – a 5-session program teaching you to use mindfulness to reduce stress, improve focus, stop procrastinating, communicate better and study more efficiently
– www.flinders.edu.au/mindfulacademic.

safeTALK – a 3.5 hour session that prepares anyone, regardless of experience or training, to become a suicide-alert helper – www.flinders.edu.au/safetalk .

Mental Health First Aid (MHFA) – an in-depth program that equips you with the skills to support people with mental health problems. **To sign up for MHFA visit the Horizon Professional Development Awards website** – <https://students.flinders.edu.au/student-services/careers/horizon>

Introduction to Mental Fitness – Join Gareth as he explores the world of self-improvement and self-development delivered via the Student Health and Wellbeing Blog - www.flinders.edu.au/mentalfitness

Studyology – a 4-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/2019/12/11/studyology/>

Thread Together Van – regular visits from the Thread Together Van providing free and low-cost clothing for students struggling to make ends meet. Visit the OASIS website for more information
– <https://oasis.flinders.edu.au/thread-together-van-free-clothes/>

Global Connections and Conversations Group – English conversation groups for students and their partners/spouses – an opportunity to make friends, ask questions, and learn about Australian culture in a



safe and supportive environment. Visit the OASIS website to find out when the next conversations group is running – <https://oasis.flinders.edu.au/global-connections-and-conversations-groups/>

Global Communicators Program – bridging the gap between International and Domestic students by engaging student facilitators to run fun and informal discussion groups in English where students share culture and build international friendships and networks - <https://oasis.flinders.edu.au/global-communicators-program/>

Wednesday Warmers – Simple, free, good food, cooked in the OASIS kitchen
– <https://oasis.flinders.edu.au/wednesday-warmer/>

A Common Table – celebrating religious and cultural diversity through a shared meal and conversation
– <https://oasis.flinders.edu.au/a-common-table/>

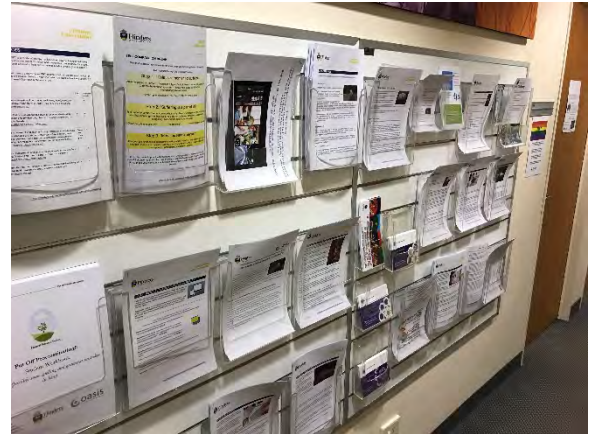


OUR SELF-HELP RESOURCES

We've created a range of self-help handouts on various wellbeing related topics. Students can access these online, or visit us at the Student Centre, Level 3 to get hard copies. **Constantly updated and revised** - <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
- Mental fitness
 - An introduction to mental fitness
 - Put off procrastinating
 - Self-compassion break
 - Self-care guide
 - 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

Student Learning Centre - assistance in the areas of academic writing, mathematics, Endnote, study skills, statistics and referencing – www.flinders.edu.au/slc

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>. **Available now.**

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

International Student Services - first point of contact for all onshore international students – www.flinders.edu.au/iss

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

Yunggorendi - Equal engagement and participation of Aboriginal and Torres Strait Islander peoples in higher education – www.flinders.edu.au/oise

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 – www.flinders.edu.au/artmuseum

PSYC1108 The Psychology of Surviving and Thriving – an elective topic that focuses on evidence-based strategies that increase resilience and the successful achievement of academic, personal, and professional goals. Available each semester.
<https://www.flinders.edu.au/webapps/stusys/index.cfm/topic/main?topic=PSYC1108&year=2019>



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)



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

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, called Genie.

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: Male Female 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: Yes 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? Yes 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 AHFPA 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 AHFPA 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: _____



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 Genie 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 a "Fitness for Placement" process 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.



The team at Health, Counselling and Disability Services produces handouts on a range of self-help topics. To ensure we are providing good quality and relevant content, please take a moment to provide some feedback on this handout. .

<https://bit.ly/2RAO742>

