

Useful Mental Health Contacts

Crisis and 24 hr Support

Emergency	24-hour emergency assistance (Police, Fire, Ambulance)	000 112 (GSM mobiles)
ACT Crisis, Assessment & Treatment Team (CATT)	24-hour mental health emergency access & support	1800 629 354 or 6205 1065
Lifeline	24-hour telephone counselling - Cost of local call (fixed lines).	13 11 14
Kids Helpline	24-hour crisis line for people aged 5-25 years	1800 551 800
Suicide Call Back Service	24-hour crisis counselling and call back	1300 659 467
Domestic Violence Crisis Service (DVCS)	24-hour domestic violence crisis assistance	6280 0900
1800 RESPECT	24-hour national sexual assault & domestic violence crisis counselling line	1800 737 732
Mensline	24-hour telephone counselling & support for men	1300 78 99 78
HealthDirect	24-hour medical & health advice line staffed by registered nurses	1800 022 222 6207 7777

Useful University Contacts

ANU Health Centre	6125 3598
Access and Inclusion	6125 5036
Academic Skills and Learning Centre	6125 2972
Dean of Students	6125 4184
ANU Chaplaincy	6125 4246
Tjabal Centre for Indigenous Students	6125 3520
ANUSA and PARSA Student Assistance	6125 2444
University Accommodation Services	6125 1100



Australian
National
University

UNIVERSITY COUNSELLING CENTRE

While you're waiting...

We are sorry we can not give you an immediate appointment.

This brochure outlines some strategies for managing your difficult situation that you could try while waiting for your counselling session.

We also have some great self-help information available in the waiting area or on our web-page
<http://counselling.anu.edu.au/>

Or check out other useful websites
<http://counselling.anu.edu.au/useful-links>

If you need to speak to someone ASAP, phone Reception on 6125 2442 to ask about how to get a "short appointment".

With acknowledgements to Monash University's brochure "While you're Waiting"

University Counselling Centre - ANU, Canberra ACT 0200, Australia
Telephone (02) 6125 2442; Fax (02) 6125 2242;
Email: Counselling.Centre@anu.edu.au
Web: <http://counselling.anu.edu.au/>
Revised June 2016

Ways to look after yourself during a stressful time

1. Establishing a routine.

- Aim for balanced eating, sleeping and exercise even during a crisis.
- Avoid mood-altering drugs including alcohol or excessive caffeine.
- Limit your exposure to distressing situations. This may include monitoring what programs you watch, what music you listen to and who you spend time with.
- Plan activities that help you feel competent or successful, and activities that help you relax.

2. Managing distress

- Remember times when you have felt different to now.
- Experience feelings as waves that come and go.
- Try not to criticise or blame yourself.
- Reassure yourself that you can tolerate feeling your emotions.
- Consider consequences before taking action.
- Where possible, avoid major life decisions while you are very distressed.

3. Problem Solving

- Define the problem you are facing.
- Work out what options are available.
- Weigh these options against each other (consider a list of advantages and disadvantages).

- Seek out extra information as needed.
- Strategically think through what steps you'd need to take in order to carry out your preferred option(s).
- Remember other times you have solved problems successfully.

4. Relationships

- Let friends and family know that you may need support.
- Don't assume that other people can't cope with you or won't be interested in your wellbeing.
- As far as possible, choose to be with people who are positive and care about you.
- You may be irritable – try not to push people who care away.
- Say no to unwanted demands as much as possible.

5. Managing issues with assessment

- Consider speaking directly to your tutor or lecturer to let them know there is an issue.
- You may also wish to negotiate special arrangements with your sub-dean (request an appointment through College Office).
- It is often helpful to access supporting documentation to back up your claims (please note, however, that an ongoing relationship with the counselling centre may be a requirement for supporting documentation from us).