

LIST OF WELLBEING RESOURCES FOR STUDENTS / STAFF WHO NEED HELP WITH SPECIFIC ISSUES

FOR DISTRESS AND MENTAL HEALTH PROBLEMS

FOR EMERGENCIES DIAL 111 OR CAMPUS SECURITY ON 0800 373 7550, INTERNAL PHONE 966

Here are some useful links where students can be encouraged to get in touch, call or text:

- [Lifeline](#) free confidential community helplines (Lifeline 24/7, Suicide Crisis Helpline, Kidslines) as well as a text-supported service HELP (4357)
- [Youthline](#) is a centre for helping youngsters when they need it most. Free text 234, Free call 0800 376 633, Email talk@youthline.co.nz
- The University of Auckland has general advice on:
 - [Student Wellbeing](#) which offers a range of tools and information to help you care for your physical, emotional, and spiritual wellbeing
 - [Student Health and Counselling Service](#) is a free service for all students
 - Family violence and safety issues
 - Stress related to caring responsibilities
- Students in need of support for anxiety, low mood, relationships, grief, addictions, low self-esteem or low confidence. Enrol [online](#) or call 0800 782 999
- General counselling helplines - students can call or text 1737, need to talk? This 4-digit number is free to text or call to talk anytime with a trained counsellor through [New Zealand's National mental health & addictions](#) helpline
- For other [UoA Emergency response](#) requirements, procedures and contact numbers

SUPPORTING DISTRESSED STUDENTS

For students talking about suicide, that are threatening violence, that are violent, that are unable to function, or disoriented and/or out of touch with reality **call 111 immediately**.

Most students cope with stresses of academic life given reasonable support from peers, friends, family, and academic departments. However, some need more than this or lack this support. For more details refer to [health, medical and counselling services](#) in the University

DISPUTES

The [University Proctor](#) deals with non-academic conduct issues involving staff or students such as conflict or bullying. The best form of contact is via email to proctor@auckland.ac.nz

FOR BULLYING, HARASSMENT AND DISCRIMINATION

The University has [resources](#) to support staff and students who experience, witness or are concerned about harassment. Also see the [Staff Complaint Process flowchart](#) / [Student Complaint Process flowchart](#) and anonymous [Whistle-blower hotline](#).

FOR SEXUAL HARM, HARASSMENT AND ASSAULT

[Te Papa Manaaki | Campus Care](#) provides confidential support and resources for those involved with sexual harm, harassment, and assault

FOR SPIRITUAL AND RELIGIOUS ISSUES

For [spiritual and religious support](#), the Be Well team offer tools and information for student physical, emotional and spiritual wellbeing

FOR MĀORI AND PASIFIKA STUDENT SUPPORT

Māori and Pasifika students can find information about support and study spaces through [Tuākana](#) tutors in each School

FINANCIAL AND ACCOMMODATION PROBLEMS

Students can seek University and [financial advice and support](#) (including immediate support), and can contact [AUSA](#) for support and help with [Food and Emergency and Hardship Grants](#). Assistance with accommodation requirements can be found through [Accommodation Solutions](#)

HEALTH & COUNSELLING SERVICES

The University provides [Health and Counselling](#) services across all its Auckland campuses. The service is available to all current domestic students. Online appointments are also available.

OTHER RESOURCES

AUSA

The Auckland University Student Association ([AUSA](#)) Advocacy offers free support, advice and information to students. This service is independent from the University.

PHYSICAL WELLBEING

The [Sport and Recreation](#) services offer various active wellbeing opportunities - online and in-person

NUTRITIONAL WELLBEING

For [dietary health](#) services are available through the nutritional and dietetic clinic

IT EQUIPMENT FOR STUDY

Students can arrange for [IT support](#) with potential for a laptop and broadband for home study.

STUDENT DISABILITY SERVICES

There are [services](#) available for students with a wide range of impairments, both visible and invisible. Some limited support is available for students who have temporary impairments and injuries.

EQUITY GROUPS

Support [services](#) are available for groups, including, students from refugee backgrounds, LGBTQ+, Māori and Pacifica students, International students, students who are parents/carers and students from low socio-economic background.

TERTIARY TRANSPORT CONCESSIONS

Full time students may be eligible for [discounted bus and train services](#) through Auckland Transport (AT) using an AT HOP card.

FOR ACADEMIC OR COURSE PLANNING AND LEARNING SUPPORT

Students can contact the [Student Hubs Services](#) for help with a wide range of information and services. Academic support, personal support and Technical support is also available for [online/remote learning](#). The [Library](#) offers support with study and Learning Services and [Learning Essentials](#) and for [Time Management](#) skills.

FOR COVID-19 RELATED WELLBEING RESOURCES

- For reliable information and updates in relation to COVID-19 please refer to the official COVID-19 website [News & Data](#), as well as information on [Isolation & Care](#)
- Staff and students can also access [COVID-19 information](#) specific to and for the Faculty of Science
- The University has a range of resources for staff and students struggling with mental health issues during COVID-19. Click [here](#) for details on Wellbeing during COVID-19
- Te Papa Manaaki | [Campus Care](#) provides a safe, confidential, and free service to support health, wellbeing and safety, for yourself or you are worried about another student. This includes COVID-19 support in Exceptional Circumstances
- The University [Be Well](#) page offers tips for staying well and home study, as does the [Mental Health Foundation](#)
- The New Zealand Psychological Society provides a useful list of [resources](#) for dealing with stress related to COVID-19
- For first line support (e.g. staff supporting students) the Red Cross Psychological First Aid for COVID-19 [booklet](#) can provide guidelines as can [St John's Mental Health First Aid](#) course
- Students can email coronavirus@auckland.ac.nz to report problems with access to technology required for [online learning and support](#)

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