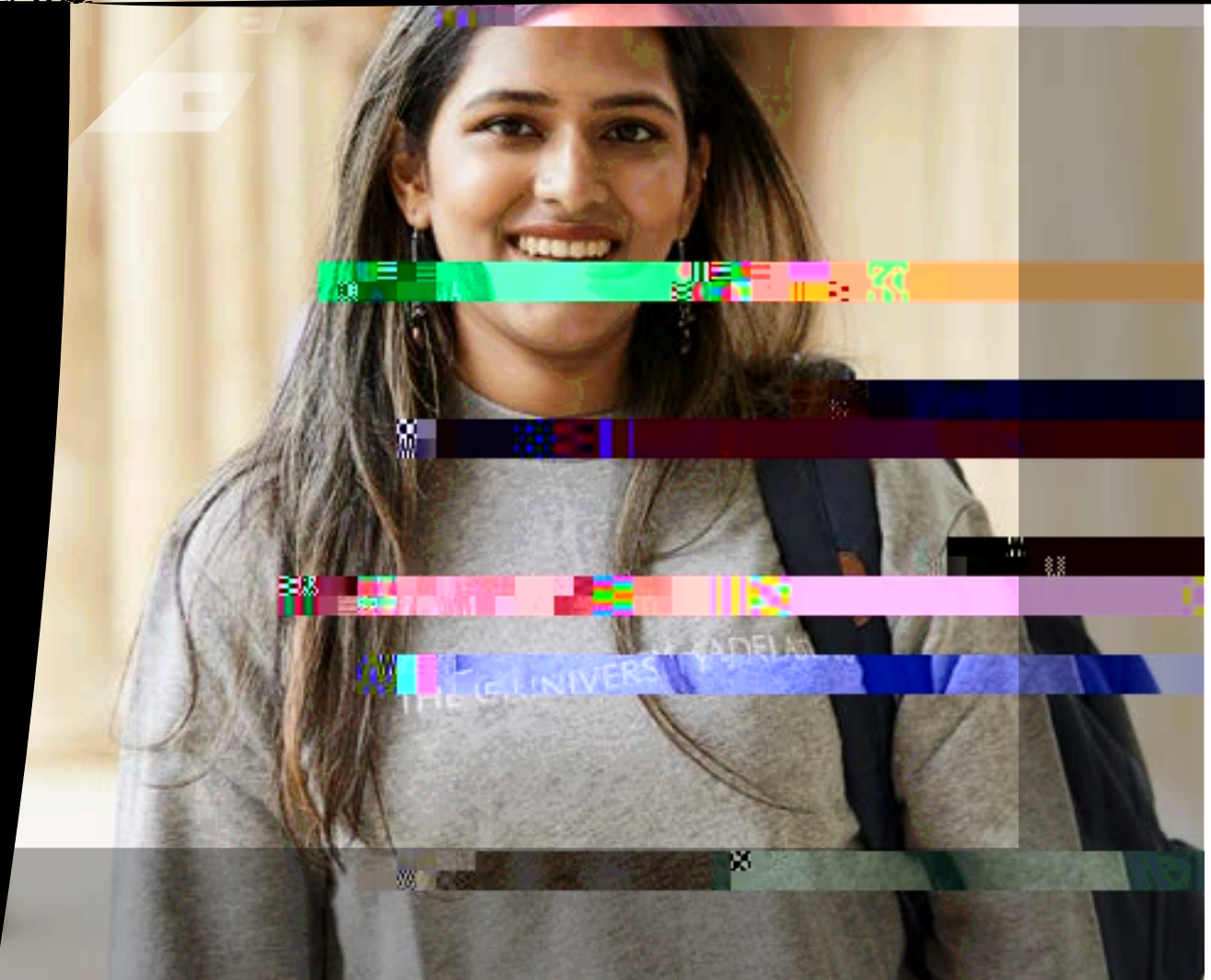




THE UNIVERSITY
of ADELAID



W **I** **T** **A**
Building resilience,
staying connected.



The COVID-19 pandemic has presented us with a situation none of us have ever experienced before. We recognise that for our entire community, and especially our students, life is changing very quickly, and this brings with it a heightened degree of uncertainty, stress and anxiety.

We understand that our students are:

- adapting to a new method of online learning
- isolated from their peers and networks due to social distancing
- balancing financial burdens and housing pressures
- managing news overload, general community worry, and uncertainty about their future.

Some students will face added challenges, including the potential escalation of pre-existing or underlying mental and physical health conditions, relationship issues, and additional caring responsibilities.

Many of our international students are facing uncertainty regarding their travel and study plans, and are far away from their family, friends and support networks.

It's our job to support our students in maintaining their wellbeing, and to ensure they have the tools to support themselves, and one another, through these challenging times.

We've been working closely with our students, the Adelaide University Union, Student Representative Council, and Adelaide University Sport to create a Wellbeing Plan that will offer students a comprehensive resource. We support a holistic approach to wellbeing. This means we are focused on promoting resilience, and preventing or reducing the impact of ill health.

This plan is designed to be iterative. This means we anticipate that it will evolve as we receive feedback from students about what is and isn't working, and as our students' needs change.



- Mental health.
- Physical health.
- A sense of connection and community.



- Reduce isolation by helping students stay connected, virtually.
- Promote the importance of staying well, maintaining nutrition and staying active.
- Help students manage stress, anxiety and other emotions related to COVID-19.
- Encourage healthy study routines and a balanced lifestyle.



This plan is for all of our students. However, we recognise that individual circumstances and backgrounds can have a significant impact on coping capacity. Specialised cohort support is important to address specific needs.

We will be creating additional strategies and developing collaboration with specialised community supports for:

- international students
- first-year students
- primary carers
- sponsored students
- Aboriginal and Torres Strait Islander students
- low-SES students
- mature-age students
- HDR students
- women
- LGBTIQ students
- refugee and humanitarian students.



We are using a 'stepped care' approach. This means we can ensure that the right level of support is available to meet students' needs, at the time they need it. For our students, we are delivering resources and support in three key areas:



We understand that support services are critical to our students' success. In recent weeks we have transitioned and scaled up key support services from face-to-face to online delivery. This means our students can access the resources they need to stay healthy and engaged with their learning.

1. Student Support

- Students can connect with our team of qualified counsellors for a one-on-one online appointment via Zoom, or by phone on +61 8 8313 5663.
- The first step is to complete the [counselling registration form](#). One of our Triage and Assessment Counsellors will get in touch with you, usually within one to two business days.

2. Student Crisis Line

- Students with an urgent need for help can access after-hours support (5pm – 9am), and 24-hour weekend support. Call the University Crisis Line on 1300 167 652, or text 0488 884 197.
- Please contact the Crisis Line if you are experiencing thoughts of self-harm, intense emotional distress or mental health issues.

3. Student Care

- Students can contact Student Care for independent advice, information, welfare and advocacy, particularly if they have concerns around their study, housing or employment.
- Student Care is run by the Adelaide University Union, and offers appointments by phone on +61 8 8313 5430, online via Zoom, or [email](#).

4. Disability Support

- Students who need personalised support to manage a disability or medical condition can seek support from the Disability

Support team, with appointments available by phone or online via Zoom.

- To set up an appointment, contact the team on +61 8 8313 5962, by [email](#) or by completing the [online registration form](#).

5. International Student Support

- The International Student Support team has expanded its online support for international students.
- Students can connect with the ISS team through:
 - [live chat](#), from Monday to Friday, 10am – 12pm and 2 – 4pm
 - virtual drop-in, from Monday to Friday, 2 – 4pm
 - phone, on +61 8 8313 4828
 - submitting an [online enquiry](#).

6. Student Resources

- Students can access a collection of resources covering: study tips, mental health, physical health, finding meaning, relationships, and links to other support services.
- Students can also explore the resources to support them when [dealing with anxiety and natural disasters](#).

7. Adelaide Unicare

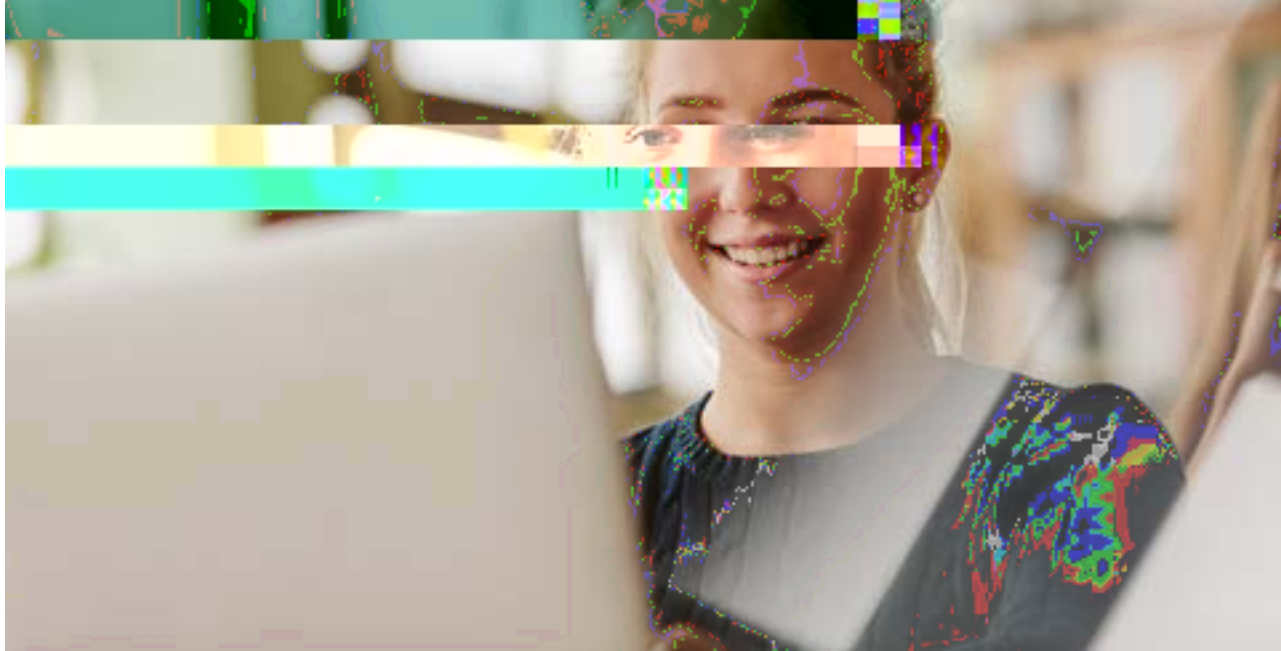
- Adelaide Unicare is a medical clinic on the University's North Terrace campus. Students are bulk-billed, and international students are billed in accordance with their health insurance company (most services are covered for students with Allianz OSHC).

- Students can [book an appointment](#) online or by calling the clinic on +61 8 8313 5050. The initial appointment will be by phone, and a face-to-face consultation can then be arranged if necessary.

8. Cultural Support

- Aboriginal and Torres Strait Islander students can connect with the Wirltu Yarlur support team by calling +61 8 8313 3623.
- Student Support Officers can help you overcome challenges, with culturally safe, personal and academic advice and support.
- Wirltu Yarlur can connect you with the University's [Cultural Advisors](#), the [Wirltu Yarlur Academic Mentoring Program](#), and can support students in completing student success plans and applications for [scholarships](#), grants and Centrelink.

Adelaide University - 2020-2021



There are a range of organisations who offer key support services relevant to our students.

- Lifeline offers telephone, text and webchat services to support mental health and well-being. Students can connect with Lifeline by:
 - phoning 13 11 14 (24/7)
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