COUNSELLING AND WELLBEING

A GUIDE TO ACCESSING THE SERVICE

University of Reading

If you have tried our online resources it may be time to **register online**

Once registered, an administrator will contact you for your availability and book you in with one of the team for an assessment.

The initial assessment is designed to review your needs, to try to help resolve your issues in that first meeting and if not possible make recommendations to support you further, it can take upto 1 hour

Is the Counselling and Wellbeing service the correct support service?

NO

You will be referred to a more appropriate service

External support:

This could include your GP, social services, local organisations / charities, the Chaplaincy, or the RSU Advice service

University support:

This could include: Student Welfare team, Disability Advisory Service, Study Advice, Life Tools programme, or other self-help resources

If needed, a member of the Counselling and Wellbeing team will arrange a **follow-up meeting or call** with you.

YES

You will be allocated to one of the following Counselling and Wellbeing options depending on your needs

A member of the Counselling and Wellbeing team will call you to arrange your session. If they cannot reach you by phone they will leave an answerphone message and send you an email offering an appointment. If you do not respond, you will be removed from the waiting list.

Support groups:

Group sessions with other students, led by a practitioner

Counselling:

One to one sessions with a counsellor

Mental health :

One to one sessions with a mental health adviser