

SETU Student Counselling Service

Conditions Of Service Use



Please carefully read the following information about using this service

Confidentiality

Strict confidentiality is an essential part of the counselling process. Your psychologist / psychotherapist is a highly qualified and experienced practitioner and a member of a professional organisation, which has a strict code of requirements for ethical practice, including confidentiality.

No information about you will be disclosed to anyone outside of this Service without your consent, unless your psychologist / psychotherapist is concerned about:

- current or potential harm to you
- current or potential harm to another person
- current or potential risk to the safety or welfare of a child, young person or vulnerable person, arising out of current or historical abuse
- this includes the requirement that your psychologist / psychotherapist is legally obliged to make a report to Tusla, the Child and Family agency, in respect of any instance of historical child sexual abuse disclosed to them

In each of the above circumstances, your therapist has clinical and statutory responsibilities to support the safety of yourself and/or the other person/people concerned.

Where a report to Tusla is necessary, the process will be fully explained to you and support provided to you specific to this.

In line with GDPR requirements, records relating to your attendance will be held securely for seven years and then confidentially destroyed. Our Privacy Policy fully outlines our management of records containing your personal data.

Counselling sessions

This service operates by appointment only. Appointments last 45 minutes. Due to the high demand for appointments, we offer a short-term model of counselling. Your first appointment will include an assessment of your psychological support needs. You will arrange with your psychologist / psychotherapist how often and when you will meet, this will be based on your ongoing support needs.

Meeting with your psychologist or psychotherapist

Please arrive to your in-person appointment on time and to the correct office location, which will be noted in your appointment reminder. For online appointments, please log on for your zoom meeting on time. We understand that technical issues can occur which make it difficult to attend your online meeting. If you are aware of a technical issue with your laptop, phone or internet

connection, please try to let us know in advance by e-mail so that we can try to work around it. If we have difficulty connecting with you by zoom, we will e-mail you.

Unable to attend your scheduled appointment?

If you are unable to keep your appointment, **we ask that you please give at least 24 hours notice of cancellation. Missed and late-cancelled appointments cause other students to remain on our waiting list for longer.** We appreciate your co-operation with this policy. We are most easily accessible by e-mail on StudentCounselling.WD@setu.ie

If you cancel or miss an appointment and wish to make another, it is your responsibility to contact the service to reschedule. In this instance there may be a waiting period until another appointment is available.

Ending Counselling

If you wish to finish counselling, please allow time to complete your work with your therapist during a scheduled session, rather than cancelling or not attending.

Availability of Counselling

SETU Student Counselling Service, including our phones and e-mail, operates Monday to Thursday 9am to 5pm and Friday 9am to 4pm.

Alternative Supports

If you are unable to contact this Service, or if you require urgent support outside of our opening times, please contact:

- **Text 50808.** For text support 24/7 text 'SETU' to **50808**. A trained volunteer will respond to support you
- **Togetherall.com** Is our 24/7 online anonymous peer support and mental health platform. It is free and available to all SETU students. You can access it by setting up a user profile using your SETU email address. We really strongly recommend that all students register on Togetherall.com and engage with the platform. It's a great resource and really focussed on student wellbeing and mental health! Follow the link below to log in. <https://togetherall.com>
- **Samaritans.** Call 116 123 (Freephone number)
- **Your GP** (General Practitioner/Family Doctor/Primary Physician)
- **The local out of hours family doctor service.** In Waterford, this is Caredoc, on 0818 300 365 or 059 913 8100.

For out of hours support in suicidal crisis:

- Contact Pieta House by calling 1800 247 247 or texting 'HELP' to 5144.
- Present to your local hospital Emergency Department
- Contact emergency services on 112 or 999

Your responsibilities as a client of this service:

1. The counselling process is based on an open and honest relationship with your psychologist / psychotherapist. It is important that you are honest with your psychologist / psychotherapist

about your feelings, thoughts, and actions; including feelings, thoughts and actions about self-harm and suicide.

2. It is important that you are ready to begin your session on time. Please take note of the appointment details provided to you and record them in your diary or calendar. It is your responsibility to be ready to begin your appointment on time, or to cancel at least 24 hours in advance so that your appointment time does not go to waste.

3. If you miss or cancel your appointment and wish to make another, you are welcome to do so. It is your responsibility to contact the service to reschedule.

4. It is important to put into practice between counselling sessions, the skills and exercises discussed in session. This includes engaging, if necessary, with the emergency or out of hours support services of which you have been made aware.