



Counselling Service



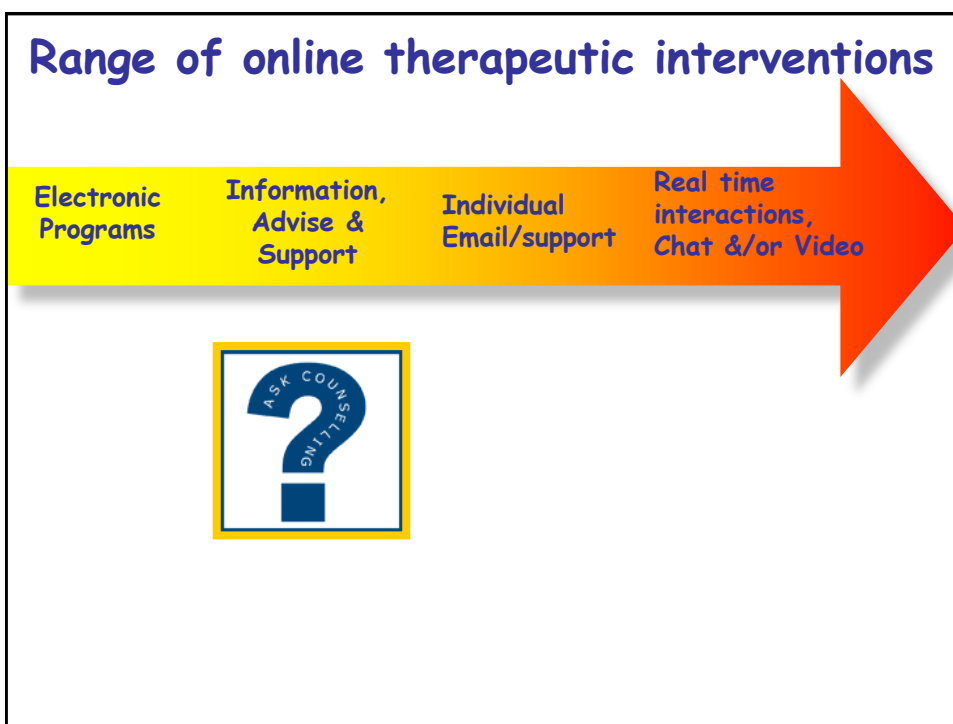
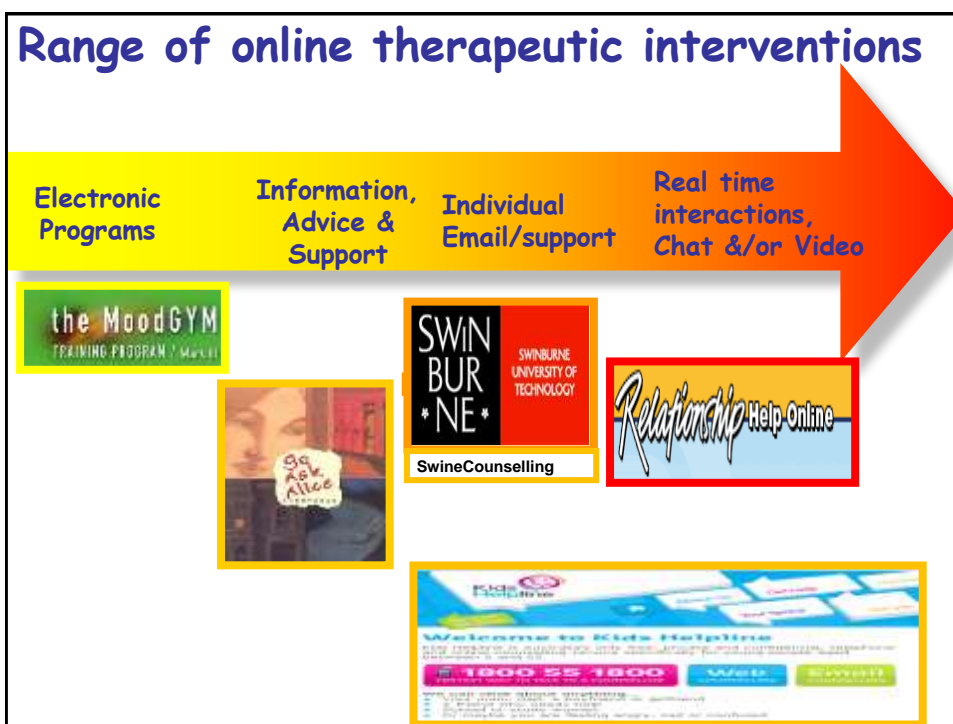
Ask Counselling

Online questions and answers

Presenters Orania Tokatlidis, Ravi Lulla, Glenys Wilson and Felicity Rousseaux







"Are we enabling students to continue avoiding social and meaningful interactions"

"What are the legal implications if something goes wrong and we never actually sighted them?"

Getting Staff on Board

"Why the f.... always go with the 'sign of the times' and suck up to Gen y?"

Challenges

Medico-legal

Privacy laws

Risk management

Secure websites

Illusion of anonymity

Resource implications
(time, money, fear of being overwhelmed)

Answering questions

Responsive (5 day turnaround)

Ensure quality control

One counsellor answers

Blind review by at least one other
counsellor

Final review by editor

Specialist input if required

Complex questions to team discussion

New Style of Writing for Counsellors

Adapt to answering online psycho educational
and health promotion

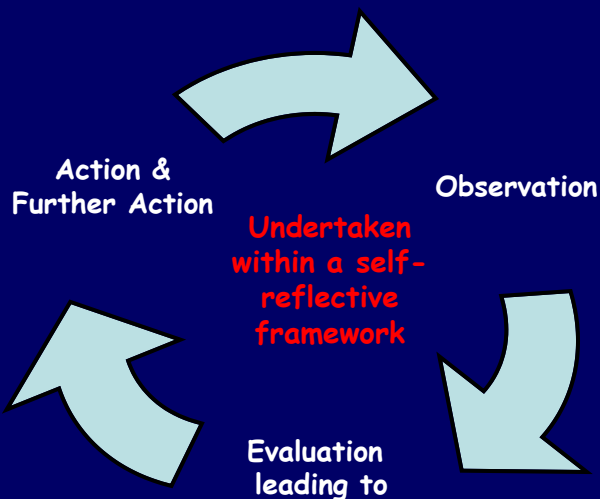
Professional but conversational

Youth friendly

Feedback sought from students

Strategy to promote

"Responsive Health Promotion" The Action Research Spiral



Cohen & Manion, 1980; sited in Bannister et al., 1994, Trondsen & Sandaunet, 2009

Ask Counselling Statistics

115 questions and responses posted
Up to 2 year question bank

192 hours staff time
Committee of 4, meeting 1 hour per month

Question Categories

Love and Sex in the City, Uni Life, Head Space,
Wellbeing, Family, General

Data on Students who Submit Questions Nov 2010 – Nov 2011 (in percentages)

Male	19	Undergraduate	78
Female	81	Graduate	22

Time question submitted

9am-5pm	39	5pm-9am	61
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No prior contact	66
Workshop participant	17
Prior client	17

17% subsequently make an appointment

Trends in Students who Submit Questions April 2009 – Nov 2011

Female	11%	↑	Undergraduate	12%	↑
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Time question submitted

5pm-9am	13%	↑
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No prior contact	11%	↑
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Now that Ask Counselling is operating as it is....

"The writing/editing/publication process seems to guarantee some 'quality control', as well as be a good example of teamwork"

"...seems to serve a useful process for the too shy/apprehensive to communicate any other way"

"It's been a challenge to let others view my answer and possibly modify it, no one comes into my office to judge my work. Yet I've also come to value having someone else look at my answer and ensure it's as good as possible before it goes out"

Overall Ask Counselling

Complements our other work

Is an adjunct to 1:1 counselling

Demystifies the counselling process

More than just questions and answers

Resource for students, staff and counsellors



Ask Counselling Home - Ask Counselling - Windows Internet Explorer

http://cms.services.unimelb.edu.au/counsel/home

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Ask Counselling

Ask Counselling is for University of Melbourne students with personal questions about psychological and emotional issues. Ask Counselling provides an initial opportunity to gain help and information, as it can sometimes be a difficult step seeing a counsellor face to face. Our website provides you with an opportunity to learn about other students' concerns and possibly share your own.

Ask Counselling is not a 24 hour service, nor for students in crisis. If you need an answer immediately, please contact LifeLine on 13 11 14 or the Suicide Helpline on 1300 051 251. Ask Counselling provides an opportunity to submit a question, but is not a diagnostic or therapeutic service and does not replace face-to-face counselling.

Many questions have already been answered and posted on our website. We invite you to have a look at [Ask.Counseling](#).

If your issue has not been addressed, why not submit your own question?



RECENT QUESTIONS

Moving up with my boyfriend
My boyfriend and I have been discussing moving out of home at the end of next year. We are 19 and have been together for over 2 years. We are both very nervous.

Feeling sad and lonely
A few years ago I had a bad breakup. Although things are much better, I just don't seem to completely get over it and my boyfriend and I aren't as close as we were before.

Starting a healthy relationship
I'm a fairly happy person and we both manage to have a pretty good life - but I just sometimes feel missing.

My boyfriend's father has schizophrenia
My boyfriend's father has had schizophrenia for years, and my boyfriend has noticed me to be a bit sad and withdrawn but with plenty of reasons in mind of the situation here and there. Is it possible that we have schizophrenia?

Missed out about exams
I am a student and I have missed out on some of my classes.

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Kids Helpline

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Your Space Get Info Kids

We care and you can talk any time and day

1800 55 1800

Welcome to Kids Helpline

Kids Helpline is Australia's only free, private and confidential, telephone and online counselling service specifically for young people aged between 5 and 25.

1800 55 1800
FASTEST WAY TO TALK TO A COUNSELLOR

Web
COUNSELLING

Email
COUNSELLING

We can chat about anything...

- Your mum, dad, a boyfriend or girlfriend
- A friend who needs help
- School or study worries
- Or maybe you are feeling angry, sad or confused

Help-Seeking Survey

Get Info

[Dating](#) **NEW!**

[Communication Skills](#)

[Living in Foster Care](#)

[Let's Talk about Suicide](#)

[Natural Disasters](#)

[Sleep](#)

Have You

How would you describe your use of the internet?

Through friends

Online

At a school or university

Nowhere

Somewhere else

Make cyberspace a better place