

## Frequently asked questions

**Q:** How is the service offered?

**A:** The service is offered either over the phone or face to face depending on your needs and location.

**Q:** What if I don't live near an Endeavour Campus?

**A:** No problems. We offer counselling in a variety of convenient locations across Australia.

## Call us

Whatever the nature and extent of your concerns, feel free to call us.

Simply provide some basic details about yourself and we will offer you a confidential appointment with a counsellor either over the phone or face to face at a time that suits you.

We're also available by telephone 24/7 to provide immediate help for urgent matters.

In Australia call

**1800 33 62 07**

### Find out more

Visit our website to access a range of information, links and tips covering a wide range of topics.

[www.accesseap.com.au](http://www.accesseap.com.au)

# YOUR STUDENT ASSISTANCE PROGRAM

What is it, and how do you use it?



STRESS • ALCOHOL • GAMBLING

## Your SAP

Endeavour College has pioneered a 24 hr / 7 day student assistance program (SAP) at no cost to you as an Endeavour student. A Student Assistance Program is a professional and confidential counselling service provided by AccessSAP. AccessSAP is an independent supplier which has been selected by the College to provide this service. With the focus on maintaining the mental wellbeing of students, AccessSAP can assist when personal, family or study issues are impacting on your quality of life. Through access to professionally qualified and experienced counsellors over the phone or face to face, you have the opportunity to identify problems and find ways of resolving them.

## Confidentiality

This service is confidential from the moment you call in – the College will not be informed that you have contacted us, unless previously agreed.

You can approach us direct via the freecall number, exclusively for Endeavour students, in confidence that your privacy is guaranteed.

Our counsellors are independent of the College and are focused on helping you to deal with your problems or concerns. They will not disclose information you have shared unless you request it and authorise them to do so in writing.\*

Our customer service team is available 24/7 and can arrange counselling in a variety of convenient locations across Australia despite where you live, and via telephone.

*\* Counsellors may be legally bound to disclose information in some exceptional cases, such as in the case of risk to self or others.*



## When to contact us

We can be contacted 24hrs / 7 days a week on 1800 33 62 07. How you feel is always a good way of judging when you might need assistance.

## Do you ever find yourself?

- Being distracted by problems at home or with study
- Getting tired or sick
- Having days off
- Feeling emotional
- Running late
- Missing deadlines
- Being involved in conflicts
- Burdened by everyday concerns.

If so, you may benefit from using the service.



## Some common issues people seek assistance for are:

- Relationship and family problems
- Grief and loss
- Conflict with others
- Gambling
- Alcohol and drug use
- Stress
- Emotional distress.

