OUR SERVICES ARE:
- professional
- voluntary
- confidential
- client centered
- user friendly
- no cost* to students

*Except for certain medical services where direct billing is not possible.

YOUR FEEDBACK IS VALUABLE

Please tell us if you are happy or unhappy with any aspect of our service to you. Ask at any of our offices on how you can let us know your ideas/complaint/feedback.

YOU CAN HELP US BY...

- seeking support as early as possible
- notifying us if you are unable to keep a pre-booked appointment
- asking us about our services if you are unsure of how or whether we can assist you

CONTACT STUDENT SERVICES

Gold Coast campus
Level 1, Student Centre (G33)
University Drive, Southport QLD 4215
Phone: (07) 5552 8734

Logan campus
Level 1, Community Place (L04)
University Drive, Meadowbrook QLD 4131
Phone: (07) 3382 1159

Mt Gravatt campus
Level 2, Auditorium (M23)
Messines Ridge Road, Mt Gravatt QLD 4122
Phone: (07) 3735 5669

Nathan campus
Level 1, Sewell (N12)
Kessels Road, Nathan QLD 4111
Phone: (07) 3735 7470

South Bank campus
QCA: Rooms 2.04 & 2.08,
Webb Centre (S02)
226 Grey Street, South Bank QLD 4101
QCGU: Room 1.40 (S01)
140 Grey Street, South Bank QLD 4101

Digital campus
Phone: (07) 3735 7470
Email: studentwellbeing@griffith.edu.au
counsellor@griffith.edu.au

After Hours Crisis Support Service
Phone: 1300 785 442
Text: 0488 884 146

Sexual Harassment and Assault
Phone: (07) 5552 9600

CONNECT WITH US

griffith.edu.au/student-services
twitter.com/GriffithUniSSV
facebook.com/GriffithUniversityStudentServices
Instagram.com/Griffith.Student.Services
Student Services at Griffith University assists students to succeed in their academic studies. In addition to this, Student Services adds value to the experience of study at the university through attention to client personal growth and career development.

We also provide services and programs for staff. Student Services comprises:
- Chaplaincy
- Counselling and Wellbeing
- Health and Medical Services
- Student Diversity and Inclusion
- Welfare and Student Liaison Office

All clients of Student Services can expect to receive professional, quality, timely (as resources allow) and ethical services from our staff.

We offer direct assistance, support, referral, information, training and consultancy services.

Whilst every effort will be made to meet requests for appointments, we cannot always provide immediate support. Services that can be contacted in an emergency are listed on our website, your appointment card, or a wallet card available from our office.

On some campuses, services operate on a part-time or scheduled basis and it may be necessary to seek a particular service at a different campus or through online support or an after hours appointment.

Staff can access our Health and Medical Services and Chaplaincy as clients. Staff who do not have a Health Care Card may be required to pay for medical consultations.

All of our services are available to staff in a consultancy capacity.

**CLIENT CONFIDENTIALITY**

We maintain CONFIDENTIALITY with respect to our clients. This means that we will not disclose anything confidential to anybody about our clients unless (limits to confidentiality):
- they expect us to do so and this is agreed at interview (eg in the case of disability support etc); or
- they give us written permission to do so if disclosure was not automatically anticipated; or
- we are required by law to do so; or
- there are compelling reasons such as significant risk of harm to the client or other parties, or other safety concerns.

We retain any confidential documents concerning clients for the required number of years after our last contact with them.

**THANK YOU FOR VISITING STUDENT SERVICES**

Our staff at Student Services will at all times demonstrate a high standard of professionalism in their work.

This includes informing clients of the nature of the services we provide, limits to confidentiality (see previous page), and observing ethical practices in relation to all contacts with our clients.

Please ask if you would like copies of our Code of Practice for more information on any of our services.

Griffith University is committed to protecting student and staff privacy. When using our services, you may be asked to provide some personal information. This may be used to enable us to work more effectively with you as a client. Only authorised staff in Student Services will have access to this information unless we are required by law to provide it to third parties, or you give us written permission to share it. We may also use de-identified and aggregated (statistical) data for the purposes of service evaluation, improvement, and reporting, or for publication/dissemination externally. In your first contact with any of our services, you will be asked to consent to providing us with personal information as above, and to acknowledge that you understand the “limits to confidentiality” outlined here.