

## Te Pūkenga Student Wellbeing Services

There are times in all our lives when we encounter personal problems or life crises. It may be personal or study stress, relationship concerns, financial problems, bereavement, drug or alcohol use or just about anything. When you have a problem, your studies will be affected. If left unresolved the problem could ultimately affect your ability to complete your course and create other health concerns.

Te Pūkenga wants to ensure that all students have every opportunity to resolve issues as quickly as possible through access to this service as part of their commitment to promoting a healthy learning environment in which you have every opportunity to be successful.

Off-Campus Counselling Services are provided by Vitae, a professional company that provides access to a team of independent counsellors and psychologists throughout New Zealand. All services will be provided either by telephone or online (Zoom or MS Teams).

### About Vitae

Vitae is a professional employee assistance provider that offers access to a nationwide team of independent counsellors, psychologists, and trauma responders. Vitae provides:

- Access to NZAC & NZ Psychological Assn. accredited counsellors & psychologists with a minimum 5yrs clinical practice
- Up to 3 counselling sessions by self-referral per annum – no access for immediate family
- Counselling by telephone or video (zoom)
- 24/7 contact centre and duty counsellor for emergencies
- Self / Informal / Formal Referral processes

### Counselling Service - Tari Whakapakari Ngākau

Through this service you will be able to address issues such as:

- |                            |                         |
|----------------------------|-------------------------|
| • Personal or study stress | • Relationship problems |
| • Conflict situations      | • Anxiety / depression  |
| • Grief / loss             | • Violence              |
| • Harassment               | • Personal trauma       |
| • Addictions               |                         |

### Confidentiality

All Vitae services are confidential. Anything you discuss remains confidential; no one else receives any details about your discussions without your permission unless you are at risk to yourself or others.

### What will it cost me?

Not a cent. Te Pūkenga provides this service at no cost to you.

### Cancellation policy

If you are unable to keep an appointment you must give at least 24 hours' notice of cancellation. If you do not provide adequate notice your counselling entitlement will be reduced.

### For more about Vitae

Vitae is a national provider of a range of workplace wellness services. Its focus is on enabling speedy access to psychological services that help to resolve issues and maintain a safe, healthy and productive work environment. Vitae has more than 50 years' experience in providing innovative programmes for people in New Zealand, enhancing the well-being of organisations and individuals.

Visit the website: [www.vitae.co.nz](http://www.vitae.co.nz) or call us on **0508 664 981**

### Accessing Vitae Services

To arrange an appointment,  
complete a self referral form by  
clicking on this link.

### Counselling - Online Referral Form

If you would like to review the  
counsellors available and  
choose a specific person,  
please click on this link.

### Vitae Counsellor Profiles

Or call the 7-day, 24 hour free-  
phone

**0508 664 981**