

Counselling support to help you succeed in your studies

Thinking about seeing a mental health professional for the first time?

Taking the first step toward seeking mental health support can feel overwhelming – and that's completely normal. Whether you're reaching out for the first time or you're simply new to the Bond University Counselling Service, it can be reassuring to know what to expect.

Even if you've seen a mental health professional elsewhere, you might have questions about how counselling at Bond University works.

To help ease any worries, we've put together answers to some commonly asked questions.

Are the counsellors professionally qualified?

Yes. All Bond University counsellors are qualified Social Workers (Mental Health accredited) and Psychologists registered with the Australian Health Practitioner Regulation Agency (AHPRA). They engage in regular professional development and supervision to ensure high standards of care.

Our counsellors use a range of evidence-based therapeutic approaches including Solution-Focused Therapy, Cognitive Behavioural Therapy (CBT), Motivational Interviewing, Schema Therapy, Acceptance and Commitment Therapy (ACT), Narrative Therapy, and Mindfulness.

How long are counselling appointments?

Appointments are typically 50 minutes long and begin on the hour.

How many sessions can I have?

Bond's Counselling Service follows a *brief* therapy model. Some students find that a single session is all they need, while others benefit from attending more regularly. On average, students attend around 6 sessions. If a student requires ongoing or intensive support beyond what our service can offer, we'll help connect them with appropriate specialist services.

Is counselling confidential?

Yes. Bond University Counselling staff are bound by strict ethical and legal standards of confidentiality. In rare cases, confidentiality may be broken to ensure someone's safety or to comply with legal obligations. Where possible, you will be informed before this occurs.

If you would like your counsellor to speak with someone outside the service, you will be asked to complete a Consent to Exchange Information form. Any letters prepared for you will be sent to your Bond student email address for your review.

Your private and confidential information is always treated with the utmost care and respect.

Will my counsellor keep notes?

Yes. Counsellors take brief, confidential notes during or after your session. These are stored securely and used to support continuity of care. You may request access to your notes, subject to relevant legislation.

Bond University complies with the Information Privacy Act 2009 (QLD), which governs the collection, storage, and disclosure of your personal and health information.

What if I need support for academic adjustments (e.g. exam deferral, extensions, withdrawal)?

If you are seeking counselling to support a request for special consideration or academic adjustments, please mention this early in your appointment. Counsellors assess each case individually and may refer you to additional services such as your faculty SASQ team, Bond's Accessibility & Inclusion Advisor or other appropriate student support.

Generally, letters of support are *not* provided after one session.

Letters will outline your engagement with the counselling service and not request a specific academic accommodation.

Any letters prepared for you will be sent to your Bond student email address for your review.

What if I need to cancel or reschedule my appointment?

Please provide as much notice as possible if you are unable to attend.

Please contact us by phone or email:

Phone (07) 5595 4043

Email studentcounselling@bond.edu.au

Reception is available Monday to Friday, 8:30am - 5:00pm.

What if my session is online and there are technical issues?

In the event of a connection issue, your counsellor will attempt to contact you by phone or email. If the issue cannot be resolved, the session will be rescheduled.

What if I need urgent help?

The Counselling Service is not a crisis service, but we will do our best to respond to urgent situations. Same-day appointments may be offered depending on availability.

If your regular counsellor is unavailable, another team member may assist you.

The [Bond University Crisis Line](#) is available for crisis mental health support 24/7 including weekends and at night.



Bond University Counselling Service

FAQs

Call 1300 359 504 or text 0485829136.

For life-threatening emergencies, call 000 immediately.

How is a counselling relationship different from a friendship?

While sessions may feel friendly and supportive, counsellors maintain professional boundaries to ensure your wellbeing. They do not engage in personal or romantic relationships with clients and follow strict ethical guidelines.

What if I'm not making progress?

Counselling should be a collaborative and positive experience. If you have concerns about your progress or feel that you and your counsellor aren't a good match, you are encouraged to discuss this. Changing counsellors is an option if needed.

Can I get a legal or formal psychological assessment?

Bond's Counselling Service does not provide psychological assessments for diagnostic or legal matters. However, your counsellor can provide a summary of your contact with the service, if appropriate, and refer you to other services that conduct assessments.