Tertiary students: Where can I get support while studying in New Zealand?

Look through the website or brochure of your education provider and fill out this form. Keep it handy in the future. For example, you can pin it to your pinboard or to your door.

1. Who can I contact when I feel anxious, down, or depressed?

Write down 3 contacts that you trust. You can include friends, family, your student buddy, the counselling service, etc. Write down more than one contact. People aren't always available to take your call – for good reasons that have nothing to do with you. But when you are down, an unanswered phone call can feel devastating.

1. _____

2. _____

3. _____

4. Phone helplines you can call for free 24/7 to talk about stress, worries, sadness, loneliness and more:

- Good Samaritans - 0800 72 66 66
- Helpline (text, call anytime): 1737

2. What are the essential services (at my institution) and how can I contact them?

These are some of the most important services available to you in New Zealand and at your institution. Write down their email address and phone number (and if necessary, their physical location). The services listed below are not the only services provided to students – there are many more. You should find out about those too.

- Police, ambulance, fire (emergency): 111
- Police (if it is not an emergency): 105
- Healthline (health advice, 24/7): 0800 611 116
- International Student Support: _____
- Student Health Centre or GP: _____
- Counselling Service: _____
- Student Advocacy (legal support): _____
- Student Learning Support: _____
- Technology Service/Helpdesk: _____
- Student Association: _____
- English Language Support: _____
- Library: _____
- Subject Librarian (postgraduate only): _____
- Financial Support and Advice: _____
- Student Job Search: _____
- Career Advice: _____

3. 3 more services that are important to me.

This can include your embassy, the accommodation service, childcare, physiotherapy, LGBTQIA+ support, disabilities services, conflict resolution, the postgraduate research office, the fees advisor, the chaplaincy, …

- _____
- _____
- _____

4. **Which social club do I want to join?**
   Tertiary institutions in New Zealand offer a range of clubs focused on particular cultures, sports, religion, and other common interests such as board games, activism, and more. Write down a club you might want to join. Make sure you go to the "clubs expo" or "clubs day" (an event where all clubs present themselves on campus).

5. **Which workshops do I want to attend?**
   Tertiary institutions in New Zealand offer a range of workshops for students on study skills, life skills, and wellbeing, such as time management, academic writing, effective reading, eating well, making friends, meditation, and many more. Research and write down 3 workshops you would like to attend.

Tips to get the best support possible

1. **Go to orientation.**
   Some students think that orientation is not very important. They skip orientation week to save money on rent. Don't be that student! During orientation week, you learn about how your institution works, how to use the learning management system (LMS), what services are available to you, how to use the library, where to buy food, and much more. Above all: many students make their first friends during orientation.
2. **Keep important contacts in a place where you can easily find them.**
   We all get a lot of brochures and leaflets, but we often stuff them in the bottom drawer and forget about them. Keep the most important contacts – like the emergency and service numbers above – in your sight, by pinning them to your pinboard or your door. Save important contacts on your phone.
3. **Stay calm and ask a lot of questions.**
   If you don't understand something or if you need help, ask! And ask again! In New Zealand, it is okay to ask questions, even critical ones. In fact, it is expected of you. Staying silent is not a virtue.
4. **Use the available services.**
   There are many support services available to you at your institution. Use them! You are NOT a burden. You have already paid for these services with your student fees. Note: If you have an accident in New Zealand, ACC might support you financially. Note: Services are not allowed to share personal information with your family. Health and counselling services cannot share any information with your family, your institution, or your lecturers (unless there are reasons to believe that you might hurt yourself or other people).
5. **Ask someone you trust to support you.**
   If you don't want to go to a service alone, ask someone you trust to come with you. You can ask a friend, a homestay parent, an aunty, or a pastor.
6. **Develop problem-solving skills and use your own creative ideas.**
   Become an expert problem-solver and come up with your own creative ideas. If ordering food in English is stressful, you can write down your order on a piece of paper and show it to the cafeteria staff. What other problems could you solve?
7. **Be prepared with some basic life skills before you arrive in New Zealand.**
   Before you come to New Zealand, learn some basic survival skills. Learn how to cook a few healthy dishes. Learn how to wash your laundry. Practice budgeting your money by yourself. What else?