

Support @ ANU

<https://biology.anu.edu.au/support-services>

Visit the [Support services](#) page on the ANU Biology Website & Intranet for easy filtering and additional resources



Support Service	For					Mode				Free	Session Cap	Hours	Type	Who	QR Code & Link
	Staff	HDR	Hons/PG	UG	Family	Call	Text/Chat	Online	In person						
Adviser to Staff (ANU)	✓	✗	✗	✗	✗	✓	✗	✓	✓	✓	6	weekdays 9am-5pm	<ul style="list-style-type: none"> confidential counselling career advice conflict mediation offers a maximum of 6 sessions per semester. 	registered psychologists (internal ANU service)	ANU EAP
Staff Respect Consultant (ANU)	✓	✗	✗	✗	✗	✓	✗	✓	✓	✓	N/A	weekdays 9am-5pm	<ul style="list-style-type: none"> empowering staff support for work related issues triage services 	Staff Respect Consultant (internal ANU position)	ANU Staff Respect Consultant
Legal Advice and Coaching (Assure)	✓	✗	✗	✗	✓	✓	✗	✓	✓	✓	1 each	weekdays 9am-5pm	<ul style="list-style-type: none"> introductory legal referral with general legal advice nutritional coaching financial coaching 	registered lawyers, dietician, finance coach (external provider)	ANU Assure
Counselling (Assure)	✓	✗	✗	✗	✓	✓	✗	✓	✓	✓	4	24/7	<ul style="list-style-type: none"> confidential counselling coaching; <i>career, relationships, etc</i> general support 	registered psychologists (external provider)	ANU Assure
Counselling (Converge)	✓	✗	✗	✗	✓	✓	✓	✓	✓	✓	2-4	24/7	<ul style="list-style-type: none"> one-one counselling group counselling additional support options include <i>neurodiversity, legal, manager, employee, career, conflict, family, nutrition, finance</i> 	registered psychologists, lawyers, dietitians (external provider)	ANU Converge
Specialist Helplines (Converge)	✓	✗	✗	✗	✓	✓	✗	✗	✗	✓	N/A	24/7	<ul style="list-style-type: none"> aged care support, disability & carers, domestic & family violence, First Nations, LGBTQIA+, spiritual & pastoral care, young people & young adults, 	registered psychologists, numbers for each specialist helpline are listed on the linked ANU page. These helplines will additionally help triage to further counselling and support services. (external provider)	ANU Converge
Counselling (ANU)	✗	✓	✓	✓	✗	✗	✗	✓	✓	✓	✗	weekdays 8am-4pm	<ul style="list-style-type: none"> free, short-term, confidential counselling, workshops, online courses and resources 	registered psychologists (ANU internal)	ANU Counselling
Wellbeing and Support Line (ANU)	✗	✓	✓	✓	✗	✓	✗	✗	✗	✓	N/A	24/7	<ul style="list-style-type: none"> hotline for students experiencing situational stress, emotional difficulties, mental health concerns 	registered psychologists (ANU internal)	ANU Counselling
Chaplaincy (ANU)	✗	✓	✓	✓	✗	✓	✓	✓	✓	✓	✗	room access weekdays 8am-5pm chaplain appointments flexible & ad hoc	<ul style="list-style-type: none"> chaplaincy room and prayer room is available for students 24/7. chaplaincy service is provided by a multifaith team of chaplains. 	chaplain women and men, lay and clergy, from different cultural, linguistic and educational backgrounds, serving mainly on a volunteer basis (ANU endorsed service)	ANU Chaplaincy
Psychology Clinic (ANU)	✓	✓	✓	✓	✓	✗	✗	✗	✓	✗	✗	most weekdays 9am-5pm closed on Tuesdays Friday 9am-4pm	<ul style="list-style-type: none"> training clinic for provisional psychologists can't assist with complex or chronic mental health conditions have a waiting list that will close periodically once capacity is reached assessments, therapy and counselling 	provisional psychologists supervised by registered clinical psychologists (ANU internal)	ANU Psychology Clinic
LGBTQIA+SA Peer Support (QLife)	✓	✓	✓	✓	✓	✓	✗	✓	✗	✓	N/A	every day 3pm-9pm	<ul style="list-style-type: none"> peer support service for LGBTQIA+SB individuals as well as their support people can provide anonymous support 	free and anonymous peer-support and referral service run by staff and volunteers with lived experience as LGBTQIA+SB people (external entity)	QLife

Staff: Academic and professional Staff of any contract type including casual. **Family:** Immediate family of groups that otherwise have access to the service. **Legal** consultants as provided by Converge and Assure cannot be used in court cases, nor against the ANU.