

TRIAGE INFORMATION

Psychological and Counselling Services (PACS)



Curtin University



What is the purpose of triage? Reducing waiting times. Better utilisation of resources. Reconnecting with our services if you haven't been here for a while.



What are the triage times? Daily 10am – 1pm with the last appointment at 12.40pm.



How long is the triage appointment? 20 minutes. Arrive AT LEAST 10 minutes prior TO your appointment.



When does the triage booking commence? You can call our reception from 8.30am onwards on the day. **Note:** It is a 'first come, first served' booking system.



How do I book? Booking is only possible for the same day. Walk-in to make a booking. Call-in or email if you are unable to attend our reception desk face-to-face.



Is there any waiting time? Arrive 10 minutes prior to your appointment. You may still have a short wait time. Be prepared to wait beyond the allocated time.



Can it be done on-line or over the phone? Only if you are unable to attend face-to-face: if you live in regional or remote areas, or if you are unwell, travel, work or on placement.



Are there any forms to complete? Complete a registration form if you are new to our service or if your details need updating.



Is triage confidential? Yes. Unless we identify a clear danger to yourself or to others, or if there is a legal obligation to do so. Read our statement of confidentiality.



What happens during the triage appointment? Brief assessment of your needs. Consideration of appropriate follow up service. Arranging referrals to our internal services or external referral agencies. Consideration of organisational support. Booking follow up appointments.



What if I just need a letter of support? You will be required to provide supporting documentation to verify your circumstances.



What is appropriate documentation to verify my circumstances? Medical certificate, medical report, death certificate/notice, letter from work, passport/flight details, statutory declaration.



What if my issues are related to a disability conditions and/or social issues? You don't need to attend triage. Please book an appointment with our AccessAbility services or see our Social Support Advisor.

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What if there is a mental health emergency? Please take a look at the graphic 'mental health emergency response' on page 2.

TRIAGE INFORMATION

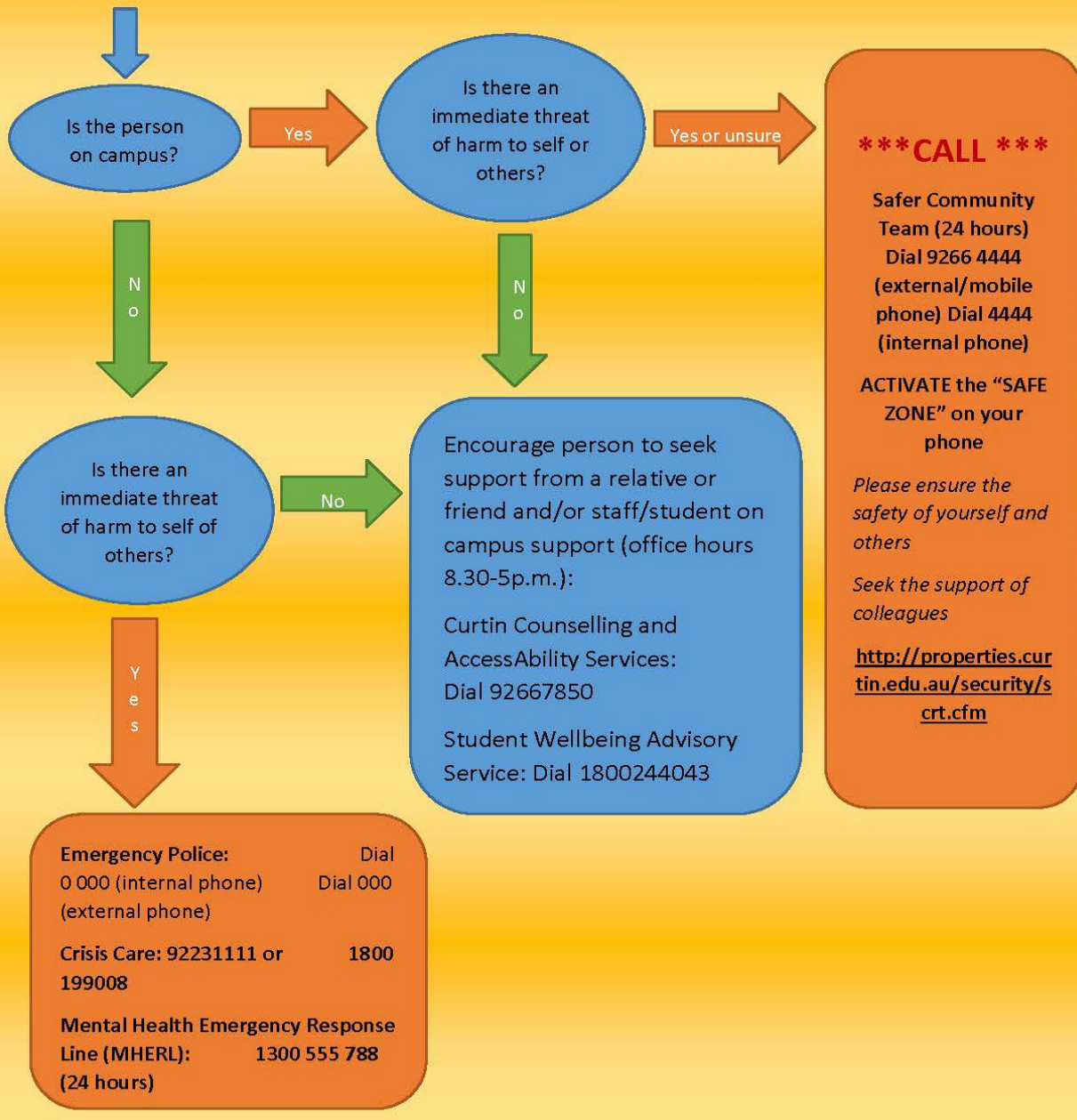
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MENTAL HEALTH EMERGENCY RESPONSE

You notice unusual or different behaviour from a person which may indicate mental health distress
Agitation / Threatening / Suicidal behaviour / Acting out of touch with reality



For more information please visit us [online](#).
Phone: 08 9266 7850, Email: counselling@curtin.edu.au
Facebook: [Wellbeing at Curtin University](#)