where to get HELP!

Phase 2

Out of Auckland
IMMEDIATE RISK

For an emergency that is happening right now dial 111, or, to discuss your own or someone else's safety or acute mental health crisis, phone Mental Health Crisis Line on 0800 800 717 (24 hrs).

KEY CONTACTS

**Phase 2 Director** - Academic matters related to Phase 2  
Dr Kira Bacal (09) 923 3046  k.bacal@auckland.ac.nz

**Year 4 Coordinator**  
Dr Matt Dawes (09) 923 6389  m.dawes@auckland.ac.nz

**Group Services Manager (MPD)** – Administrative issues  
Johanna Beattie (09) 923 2773  mpd@auckland.ac.nz

**Medical Programme Directorate (MPD) general enquiries**  
(09) 923 1606  mpd@auckland.ac.nz

**Practicum Placement Coordinator (MPD)** – Administration of student clinical allocations and selective placements:  
Teresa Timo (09) 923 6745  mpd@auckland.ac.nz

**Student Academic Services & Engagement Manager** – Advice on health, financial and welfare matters:  
Kate Snow (09) 923 6516  kate.snow@auckland.ac.nz

**MAPAS Student Support Advisor for Phase 2**  
Nicola Clark 021 879 565  nicola.clark@auckland.ac.nz

**Student Support Advisor (Domestic and International)**  
Carley Fletcher (09) 923 7071, 027 801 3726 (office hours only),  fmhssupport@auckland.ac.nz

**International Students (URGENT HELP)**  
The International Office can provide **24/7 help** for international students’ urgent issues –  
Rebecca Walkinton +64 21 376 922 or  r.walkinton@auckland.ac.nz

**Equity Office** -  **Student Disability Services** (SDS): Provides support for students with a wide range of impairments, both visible and invisible (09) 923 2936  disability@auckland.ac.nz

**Medical Assurance Society (MAS)** Provides counselling services  
Call 0800 800 627 and ask to be put in touch with the counselling team or  info@mas.co.nz

**University Student Health and Counselling** services online resources -  [Self-help resources](#)
KEY LOCAL STAFF TO KNOW

Each clinical site has a number of potential resources to which you can be directed for specialist advice and health & counselling support. The following individuals can direct you appropriately:

BAY OF PLENTY

**Head of Clinical School**: Professor Peter Gilling  peter.gilling@bopdhb.govt.nz

**Academic Coordinator**: Dr Prue McCallum prue.mccallum@bopdhb.govt.nz

**Student Placement Coordinators**:

- **TAURANGA** Leonie Alley (07) 579 8694  leonie.alley@bopdhb.govt.nz
- **WHAKATANE** Matt Sinton (07) 306 0941 Matthew.Sinton@bopdhb.govt.nz

**Employee Assistance Program (EAP)**: 24 hour help line 0800 32 7669 or

- **Tauranga Service Provider**: (07) 578 0959
- **Whakatane Service Provider**: (07) 307 9508

NORTHLAND

**Academic Coordinator**: Dr Win Bennett (09) 430 4101 x 3682  w.bennett@auckland.ac.nz

**Site Team Leader**: Caroline Strydom (09) 430 4101 x 3681  c.strydom@auckland.ac.nz

**GP**: Dr Paula Mathieson (09) 438 4181

**Counsellor**: Dr Yvette Ahmed 021 189 7540  Yvette@starfish.org.nz

ROTORUA

**Academic Coordinators**: Dr Nic Crook nic.crook@lakesdhb.govt.nz

Dr Steve Bradley stephen.bradley@lakesdhb.govt.nz

**Medical Student Coordinator**: Irene Warren (07) 348 1199 irene.warren@lakesdhb.govt.nz

**Employee Assistance Program (EAP)**: 24 hour help line 0800 32 7669 or go to [www.eapservices.co.nz/booking](http://www.eapservices.co.nz/booking)

TARANAKI

**Academic Coordinator**: Dr John Doran (06) 753 6139 x 8736  john.doran@tdhb.org.nz

**Medical Student Coordinator**: Suki Bishop (06) 753 6139 x 8718 suki.bishop@tdhb.org.nz

**HAWEREA: Support Services Coordinator**: Linda Smith (06) 278 9925 linda.smith@tdhb.org.nz

**Employee Assistance Program (EAP)**: 24 hour help line (Stratos Ltd) 0800 787 2867 or contact Taranaki DHB, HR Advisor (06) 753 6139 x 7391

WAIKATO CLINICAL CAMPUS (WCC)

**Assistant Dean**: A/Prof Michael Jameson (07) 839 8604  michael.jameson@waikatodhb.health.nz

**Campus Manager**: Raewyn Wooderson (07) 839 8750 raewyn.wooderson@waikatodhb.health.nz

**Waikato University Health**: (07) 838 4037  medcentre@waikato.ac.nz

Last updated 8 March 2018
Academic

- Failing an Assessment: Refer to Phase 2 Guidebook (also see Personal Wellbeing diagram)
- Routine and organisational matters: Contact the respective Clinical Coordinator
- Issues regarding hospital allocations: Contact the Practicum Placement Coordinator (MPD)
- Immunisations: Contact Student Health
- Selectives & Electives issues: Contact Elective Coordinator or Practicum Placement Coordinator (MPD)
- International students: Contact FMHS Student Support Advisors
- MAPAS students: Contact MAPAS Student Support Advisor

If unresolved, class rep should contact the Phase 2 Director

For unresolved personal course matters, individuals can contact your Phase Director for a confidential discussion
**Personal Wellbeing**

- Circumstances which prevent you from meeting an assignment deadline
- Illness or misfortune which impairs your ability to perform in an examination or test
- Anxious, stressed, overwhelmed, depressed, or personal issues. Need help?
- Feeling adversely affected or bullied by a staff member’s behaviour?
- Feeling harassed? Having issues with a staff member or student?

**Contact your clinical coordinator**

Apply for special conditions if appropriate. Sit exam/test if at all possible. Apply for aegrotat or compassionate consideration within 7 days of last exam ([https://www.auckland.ac.nz/en/students/academic-information/exams-and-final-results.html](https://www.auckland.ac.nz/en/students/academic-information/exams-and-final-results.html))

Contact Student Health & Counselling, (09) 923 7681 or Faculty Student Support Advisors if unsure.

**Contact Site Coordinators for local support details**

Seek support: Faculty staff are available for discussions e.g. Phase Director or Faculty Student Support Advisors

**Medical Assurance Society (MAS)** provides counselling services to members

Talk to your friends or class rep

Need to talk? 24/7 counselling support available by calling or texting **1737**

Support for impairments: Contact Disability Services ([disability@auckland.ac.nz](mailto:disability@auckland.ac.nz))

**Electronic resources:**

- CALM [www.calm.auckland.ac.nz](http://www.calm.auckland.ac.nz)
- [www.thelowdown.co.nz](http://www.thelowdown.co.nz)
- [www.ulifeline.org](http://www.ulifeline.org)
- Lifeline (24/7) – 0800 543 354

**UoA Student Counselling** – [self-help resources](http://www.auckland.ac.nz/proctor)

**No form of bullying is acceptable. You can approach** Student Support Advisors, Phase Directors, Year Coordinators, Site Campus/Coordinators or the Proctor for advice and support.

For informal and confidential help, contact the Proctor. For more information [www.auckland.ac.nz/proctor](http://www.auckland.ac.nz/proctor)
Advice and support regarding financial matters can be discussed in confidence with the FMHS Student Support Advisors.

Emergency Funds: Wallath Trust
Contact the Student Academic Services & Engagement Manager for an appointment anytime

General medical student hardship funds:
Watch for Canvas announcements regarding hardship scholarships

UoA emergency funds: contact the Scholarships Office

AUSA hardship support: WAVE office [welfare@auckland.ac.nz](mailto:welfare@auckland.ac.nz)

Money advice and budgeting
Medical Programme Directorate
Ground Floor, Building 501,
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