where to get HELP!

Phase 2

Auckland Region
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 MBChB IV and V, leave requests:
Dr Kira Bacal (09) 923 3046  k.bacal@auckland.ac.nz

**Year 4 Coordinator** – Academic issues to do with MBChB IV:
Dr Matt Dawes (09) 923 6389  m.dawes@auckland.ac.nz

**BMedSc (Hons) Director** – Honours Pathway enquiries:
Dr Ali Mirjalili (09) 923 7487  a.mirjalili@auckland.ac.nz

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

**Group Services Manager (MPD)** – Administrative issues:
Lucy Mo (09) 923 2773  mpd@auckland.ac.nz

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

**Student Health and Counselling** – For full background on enrolment and available resources visit  Student Health and Counselling services. To book an appointment (09) 923 7681  
(the FMHS Student Support Advisor can assist if urgent)

**Student Academic Services & Engagement Manager** – Advice on health, financial and welfare matters:  Mel Cross (09) 923 6516  mel.cross@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)**
Daniel Heke (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

**FMHS Disability Liaison**
Contact the FMHS Student Support Advisor for advice on exam and test conditions

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

AUCKLAND CLINICAL CAMPUS

Group Services Manager: Natasha Tinkler (09) 923 1534 n.tinkler@auckland.ac.nz

WAITEMATA CLINICAL CAMPUS

Assistant Dean: Professor Martin Connolly Martin.Connolly@waitematadhb.govt.nz

NORTH SHORE

Site Team Leader: Mere Vercoe (09) 486 7420 mere.vercoe@waitematadhb.govt.nz

WAITAKERE

Site Coordinator: Deborah Clifford deborah.clifford@waitematadhb.govt.nz

SOUTH AUCKLAND CLINICAL CAMPUS (SACC)

Assistant Dean: Professor Andrew Hill a.hill@auckland.ac.nz

Group Services Manager: Maria Vitas (09) 276 0044 x 8395 m.vitas@auckland.ac.nz

Student Administration Team: (09) 276 0044 x 2864 or 8076 uniadmin@middlemore.co.nz
Failing an exam or test: Refer to the Phase 2 Guidebook and contact your attachment coordinator (also see Personal Wellbeing diagram).

Routine and organisational matters: Contact the respective Clinical Coordinator.

Issues regarding hospital allocations: Contact the Practicum Placement Coordinator (MPD).

Selective & Elective issues: Contact the Practicum Placement Coordinator (MPD).

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

If unresolved, class rep should contact the Year 4 Coordinator or Phase 2 Director.

International students: Contact FMHS Student Support Advisors.

MAPAS students: Contact MAPAS Student Support Advisor.

Immunisations: Contact Student Health.
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?

Personal Wellbeing

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)

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

UOA Student Counselling - (09) 923 7681 or complete the online questionnaire. Contact the FMHS Student Support Advisor if you need assistance in gaining an appointment.

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)

Electronic resources:
CALM www.calm.auckland.ac.nz
www.thelowdown.co.nz
www.ulifeline.org
Lifeline (24/7) – 0800 543 354

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
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

Money advice and budgeting