

Welfare Support Information

Firstpoint

- You first point of contact for all student enquiries. Advisers can give information and guidance on how you can access services, and help you book appointments where necessary

Opening times	Monday to Friday 8.30am - 5.30pm
Contact	Tel: 01905 542551 or firstpoint@worc.ac.uk
Online	www.worcester.ac.uk/firstpoint
	<ul style="list-style-type: none"> Money advice Hardship fund (ALF) Program Advisers Study Abroad Counselling & Mental Health ID cards Careers Disability and dyslexia

Student Support Advisers

- Sometimes life can be complicated and when students feel overwhelmed, are finding relationships difficult, facing tough decisions or just want some reassurance they can book a confidential, 1-2-1 appointment with an Adviser through firstpoint.

Contact	studentlife@worc.ac.uk
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Fancy a Cuppa?

- Offering students a free drink, biscuit and a chat. Student Wellbeing Champions & Student Services Staff will be available for informal conversations with students.

Term time	Tuesday & Thursday 1pm - 2pm, in the alcove in firstpoint.
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Counselling & Mental Health Service

- Students can request support by completing an online Self-Referral Form.

Contact	Tel: 01905 54 2832, or cmh@worc.ac.uk www.worc.ac.uk/counselling
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SU Help & Advice - Independent and confidential help & advice

Kate Gynn Academic & Welfare Advisor	Tel: 01905 54 3210, or k.gynn@worc.ac.uk <ul style="list-style-type: none"> Academic issues like mitigating circumstances & plagiarism Complaints about the University Disciplinary procedures Accommodation issues (private and University) Welfare advice
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Other Services

Samaritans	Tel: 116 123 or jo@samaritans.org (Response time 24 hours) <ul style="list-style-type: none"> Whatever you are going through, a Samaritan will face it with you. Available 24 hours a day, 365 days a year.
Papyrus	Tel: 0800 068 41 41 or Text: 0778 620 9697 or pat@papyrus-uk.org <ul style="list-style-type: none"> HOPELINEUK is a specialist telephone service staffed by trained professionals who give non-judgemental support, practical advice and information to anyone up to the age of 35 either worried about how they are feeling or anyone who is concerned about a young person
WMRSASC	Tel: 01905 724514 or counselling@wmrsasc.org.uk Mondays, and Thursdays 7.30pm-9.30pm Tuesdays 1.00pm-5.00pm and Fridays 10.00am-2.00pm <ul style="list-style-type: none"> WMRSASC is a free, confidential and non-judgemental support service for survivors who have experienced rape, assault, incest, sexual abuse, sexual harassment or any form of sexual attack, whether physical, verbal or emotional.