

Online booking system for student counselling.

When you visit our office, a dedicated intake counsellor will warmly welcome you and spend approximately 15 minutes engaging in a supportive and empathetic conversation. This initial interaction allows our counsellor to listen attentively to your concerns, needs, and preferences. Based on this valuable conversation, they will then assist you in choosing the most suitable support options available.

Campus	Monday	Tuesday	Wednesday	Thursday	Friday
South	10:00 – 12:30 14:00 – 16:00	None			
North	08:00 – 10:30	None	08:00 – 10:30	08:00 – 10:30	None
Missionvale	None	08:30 – 10:30	None	14:00 – 16:00	None
George	08:00 – 10:00	None	None	14:00 – 16:00	None
2 nd Avenue	11:30 – 12:30	15:00 – 16:00	11:30 – 12:30	14:30 – 15:30	None

For emergencies during office hours 08:00-16:30 (Monday-Friday), excluding weekends and public holidays, please contact the campus where you are studying for assistance, the contact details are at the bottom of this auto reply.

An emergency can mean different things to different students. Emthonjeni defines a mental health emergency or crisis as occurring when an individual's state of mind renders them unable to cope with or adjust to the everyday stresses of life. A crisis can be frustrating, but it is not life-threatening. A mental health emergency on the other hand, is a life-threatening situation in which an individual is threatening immediate harm to themselves or others, is severely disoriented or out of touch with reality, or is otherwise out of control.

For support or emergencies during University closure or after-hours, please contact the following helplines:

- Higher Health 24-hour Tollfree Mental Health Helpline 0800 36 36 36 or SMS 43336
- SA Depression and Anxiety Group (SADAG) Helplines:
- 24 hr Suicide Crisis line 0800 567 567 or SMS 31393

- Cipla 24hr Mental Health Helpline 0800 456 789 or Chat Line 076 882 2775 (09:00-16:00) or e-mail university@anxiety.org.za
- Dr Reddy's Mental Health Helpline 0800 21 22 23 (08:00-20:00)
- 24 hr Substance Abuse Helpline 0800 12 13 14 or sms 32312
- Adcock Ingram Depression and Anxiety Helpline 0800 70 80 90
- Gender-Based Violence Support 0800 428 428 or sms for call back *120*7867#
- Life Line - Counselling available 24/7 0861 322 322 or www.lifelinesa.co.za

If you have any questions or need further information, please don't hesitate to reach out to us at on the following numbers. Remember, we are here to support you every step of the way.

Campus	Telephone Number
South Campus	041-504 2511
North Campus	041-504 3222
Second Avenue Campus	041-504 3854
Missionvale Campus	041-504 1106
George Campus	044-801 5047

Students can also email requests to counselling@mandela.az.za and state that they need virtual counselling.