



## Jack's story

Jack was 17 years old when he started struggling with feelings of isolation. His parents had recently separated and he felt really alone. He started to withdraw from his family and friends. Sometimes, he felt really hopeless and wondered if life was worth living. One night, he confided in his elder sister and she encouraged him to seek help before things got worse.

**Jack felt really alone, especially after his parents' separation.**

### Seeking help

The next morning, Jack's sister contacted the school guidance counsellor office by phone. One of the counsellors answered and Jack's sister told the counsellor about Jack's situation. The counsellor immediately reached out to Jack via email, offering him a safe and private space to talk. When Jack received the email, he was reluctant to reply, but eventually he responded and agreed to meet with the counsellor. Jack already felt a bit better knowing that someone understood his situation and was there to support him.

### Meeting with the counsellor

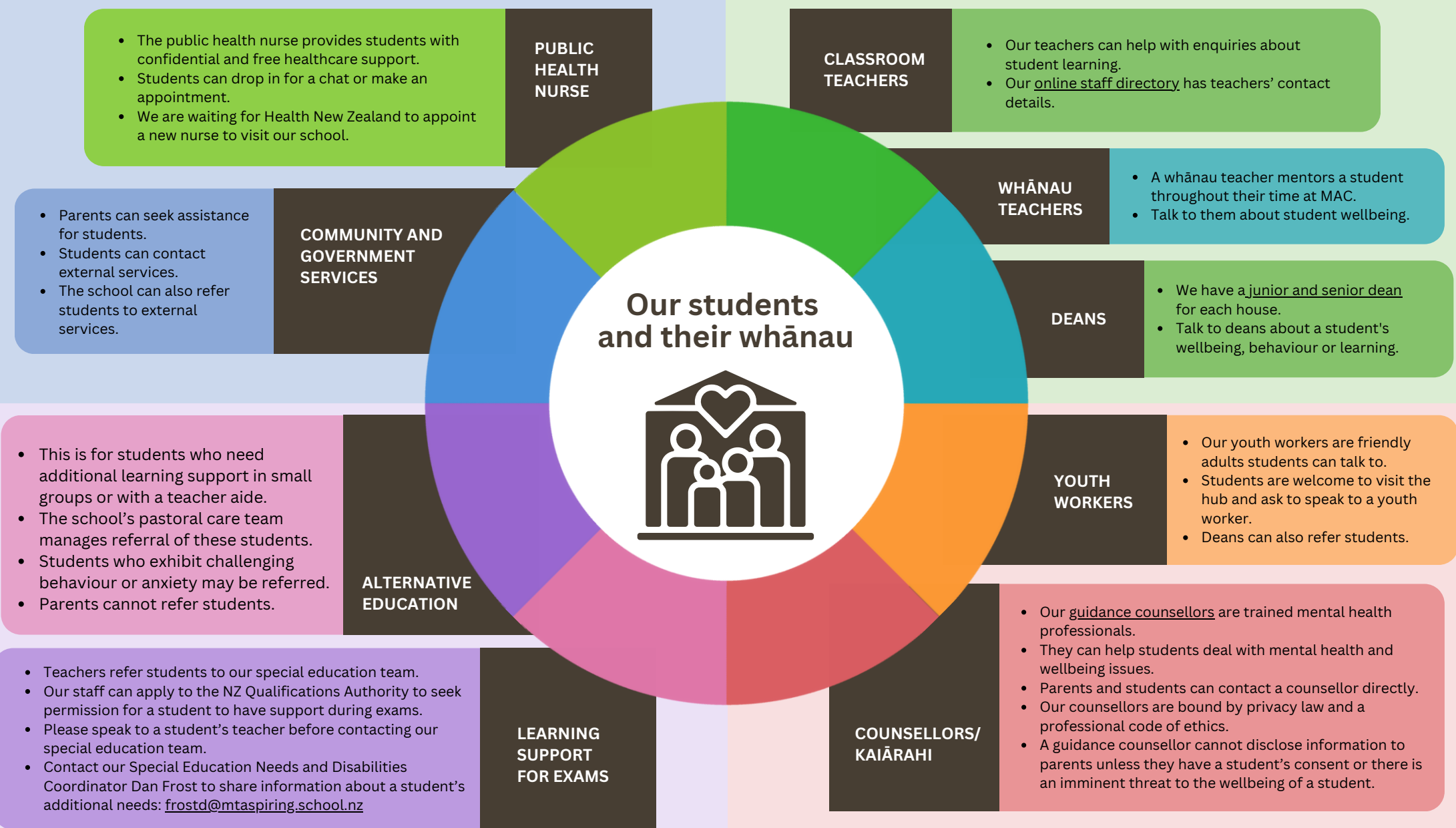
When Jack met the counsellor, it took him a while to open up. The counsellor didn't rush him. She reassured Jack that she was available to listen whenever he felt ready to talk. She explained that she would need to speak to one of his parents to make a safety plan so Jack would have all the help he needed at this difficult time. The counsellor also said she would need to refer Jack to a GP so the doctor could investigate a possible diagnosis of anxiety or depression. The counsellor explained that the doctor could also do some blood tests to make sure Jack had no deficiencies that might be affecting his mood and overall health, and would decide if Jack needed to be referred to community mental health services for further assessment and support.

### Moving forward

The counsellor let Jack know he was welcome to make a regular appointment with her for further support, so Jack started seeing the counsellor once a week. During the sessions, the counsellor focussed on how Jack's self-talk and thoughts were affecting his emotions and supported him with further tools and skills he could use to help him manage his thoughts. Over further sessions, the counsellor was able to assess what support Jack needed with his classroom learning and school generally, and they worked together to remove any barriers that might get in the way of Jack managing his school work.



*When students feel valued and supported, it helps them feel confident in who they are, engaged in their learning, and optimistic about the future.*



## THERE IS HELP.

Talk to a teacher or dean. | Visit the Wellbeing Hub near student reception.  
 Contact a MAC guidance counsellor. | Monday to Friday during school hours in term time.  
 E: [dept-guidance@mtaspiring.school.nz](mailto:dept-guidance@mtaspiring.school.nz) | T: 03 443 0496



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