



## Introducing Innowell for students

9 May 2022

Dear students,

Maintaining physical and mental health is essential to the wellbeing of each of us, and the impact of the pandemic over the last couple of years has made this more challenging for many in a variety of ways. The University has taken steps throughout the pandemic to operate in COVID-safe ways in order to protect the physical health of all of our staff and students, and it's equally important that we support the mental health of our community.

We are very fortunate to have world-leading researchers in mental health to help us expand our support options and create a holistic, proactive, and student-centric strategy around mental wellbeing. As part of this strategy, all students will soon receive free access to Innowell, a digital self-managed tool to help you to manage your mental health. The tool has been developed in conjunction with University experts including Professor Ian Hickie of the Brain and Mind Centre, and will complement the existing mental health support options available to you.

### Introduction to Innowell

Innowell is a platform designed to give you 24/7 on-demand access to tools that assist in self-management of mental wellbeing and health, and provide information about how to seek help as needed.

The Innowell platform provides:

- access to evidence-based information, resource materials and activities, including where and how to seek further help
- self-assessment tools
- specific solutions that are tailored to your needs
- the ability to create personal goals and individualised plans to monitor your mental health and track your progress.

This week you will receive an email from Innowell inviting you to register for the platform. In the meantime you can find out more about it on the [University's website](#). Participation in the platform is entirely voluntary and all information is confidential. More information about privacy is available on the [Innowell website](#).

### Other support available

The University provides a range of mental health and wellbeing support for students, including:

- The **TalkCampus** app provides a platform where you can talk to peers around the world, at any time, about the unique concerns and challenges you face as a student. TalkCampus also offers access to a 24/7 clinical helpline where you can chat with a mental health professional in multiple languages, from anywhere in the world. For more information,

including instructions on how to download the app, visit the [TalkCampus webpage](#).

- The **Student Counselling Service** provides free professional and confidential psychological and mental health services.
  - [Counselling services for students located in Australia](#).
  - [Counselling services for students located overseas](#).
- **Peer Support Advisors** are current students, trained to answer a range of enquiries, including connecting you with support services and tips on social activities. For more information or to connect with a PSA visit our [Peer Support page](#).
- The **University Health Service** offers experienced general practitioner and emergency medical care services. For more information and to book an appointment [visit our University Health Services page](#).
- **Inclusion and Disability Services** offer a range of services and adjustments to help you achieve your academic goals and minimise the impact a disability can have on your experience at university. For more information or to request support go to our [Disability Support page](#).
- **Safer Communities** are specialist staff members with expertise in providing support to people that have experienced sexual misconduct and assault. For more information visit the [Sexual misconduct help and support page](#).
- If you are an international student, your **Overseas Student Health Cover** provides a range of services and supports, so make sure to review the offerings of your policy. Find out more about [Overseas Student Health Cover](#).
- After hours support is available from the **University's Crisis Line**. You can speak with a counsellor after 5pm to 9am from Monday to Friday, 24 hours on Saturday and Sunday, and during University close-down periods and on public holidays. You can contact the [after hours support line by phone or text](#).
- If you have immediate safety concerns for yourself or others, call **triple zero (000)** for emergency services (fire/ambulance/police).

It is important to recognise that everyone has stresses and challenges in their life and that help is always available. Please know that you can reach out to our University Student Life team at any time for assistance to find the appropriate service to address your needs.

Regards,  
Mark

**Mark Scott**  
**Vice-Chancellor and President**

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