

### Q&A

我擔心被人知道我找心理輔導，覺得我有心理有問題。  
If people know I have come to counseling I am worried that they will think I got mental problems.

放心，傾談內容絕對保密，除非你本人同意，我們才會將資料轉介至相關部門跟進。而且，找心理輔導員傾談，就像傷風感冒看醫生一樣，是因為重視自己的心理健康的表現。  
No worries! Our conversations are all confidential, unless we have got your permission to refer your information to related department. Going to a counselor is just like going to see doctor when you get flu. It is showing how you care of your mental health.

如果我在學校有見輔導員，仲可唔可以搵你地？  
Can I come to you, if I have been to our institution's counseling department?

當然可以，我們的主要服務時間是一至五的18:00至24:00以及六、日的16:00至24:00，正正是大部分學校的非辦公時段，可以讓你在課餘時，仍然有輔導員可以幫助你。  
Of course! Our service hours are Mon-Fri 6 p.m. to 12 a.m. and Sat-Sun 4 p.m. to 12 a.m. It is non-office hour of most institutions. You can have a counsellor helping you, even you are not at school.

如果我唔習慣用電話/網上平台同人傾訴，有無得面對面傾？  
If I am not used to chat with people on phone or online, can we have a face-to-face talk?

很好的嘗試！很多時面對面傾談是讓輔導員了解求助者更具體需要的重要方式！我們會按服務需要，先與求助者協商，並轉介至所屬大專院校的輔導部門作面談跟進，又或協助聯絡社會上其他合適的社服機構，提供適切的對應服務、協助、安排。  
That is a nice try! Face-to-face interaction is an important way, to let the counselor know more about you. We would assess your need, and discuss together, and if necessary, we can refer you to your own institution, or to the proper non-government organizations, to provide you a better service.



# 大專生輔導熱線及 Counseling Hotline and Online Support Program 網上支援計劃 for Higher Education Students

傾談內容保密  
Conversations are all confidential  
費用全免！  
Free of charge!

主辦單位  
Organizer



資助單位  
Sponsor

澳門特別行政區政府  
Governor da Região Administrativa Especial de Macau  
高等教育基金  
Fundo do Ensino Superior

## 計劃介紹

Program Introduction

大專是人生中重要的一環，除了專注學業之外，也要適應身份和環境的轉變。聖公會澳門社會服務處獲澳門特別行政區高等教育基金資助，設立Chat with U-大專生輔導熱線及網上支援計劃，旨在為尤其於院校非輔導服務辦公時段向全澳大專生提供輔導熱線及網上求助的渠道，與院校共同為大專學生的校園生活提供更全面的保護網。

University is an important phase in our life. Other than studies, also need to adapt to the change of identity and environment. S.K.H. Macau Social Services Coordination Office has been invited by Macau SAR Higher Education Fund, to operate Chat With U – Counseling Hotline and Online Support Program for Higher Education Students. We aim to create a network with the university and provide counselling service to all Macau college students during non-office hours.

## 服務對象

Service Targets

- 於澳門就讀之本地及非本地大專學生  
Local and non-local higher education students studying in Macao
- 在澳門以外地區升學的澳門大專學生  
Macao higher education students who are studying outside Macao

## 服務時間

此時間表適用於公眾假期  
Service Hours The schedule below applies to public holidays

	SUN	MON	TUE	WED	THU	FRI	SAT
00:00 - 16:00		熱線錄音及微信留言時段， 於24小時內回覆及跟進。					
16:00 - 18:00	✓	During this period, please leave messages on the Hotline or WeChat. We will reply and follow up within 24 hours.					✓
18:00 - 24:00	✓	✓	✓	✓	✓	✓	✓

## 服務內容

Service Content

透過設立熱線和網上輔導服務，由專業輔導員提供即時情緒支援、社會資源及服務轉介。

Through the hotline and online counseling services, professional counselors can provide real-time emotional support, social resources and referral services.

只要用一個「電話」、或一個「微信」、又或透過在以下的社交平台留言，我們的輔導員十分樂意Chat with U! Stand by U! Just call us or leave a message on the following platforms. We are willing to Chat with U! Stand by U!

有限制傾談的主題嗎？

Does it have a limitation to the topic I want to discuss?

沒有特定主題，我們關注的是你的心理健康情況，我們很樂意傾聽你的故事。  
We can chat on different topics. We are focusing on your mental health. It is our pleasure to have you sharing with us.

- |                                |                           |                                  |
|--------------------------------|---------------------------|----------------------------------|
| 校園適應<br>school life adaptation | 自我認識<br>self-awareness    | 生涯規劃<br>life and career planning |
| 人際與兩性相處<br>relationship issues | 壓力舒緩<br>stress relaxation | 其他話題<br>any other topics         |

## 聯絡方法

Service Contact

熱線 : 6811 2121  
Hotline



WeChat



Facebook



Instagram



WhatsApp