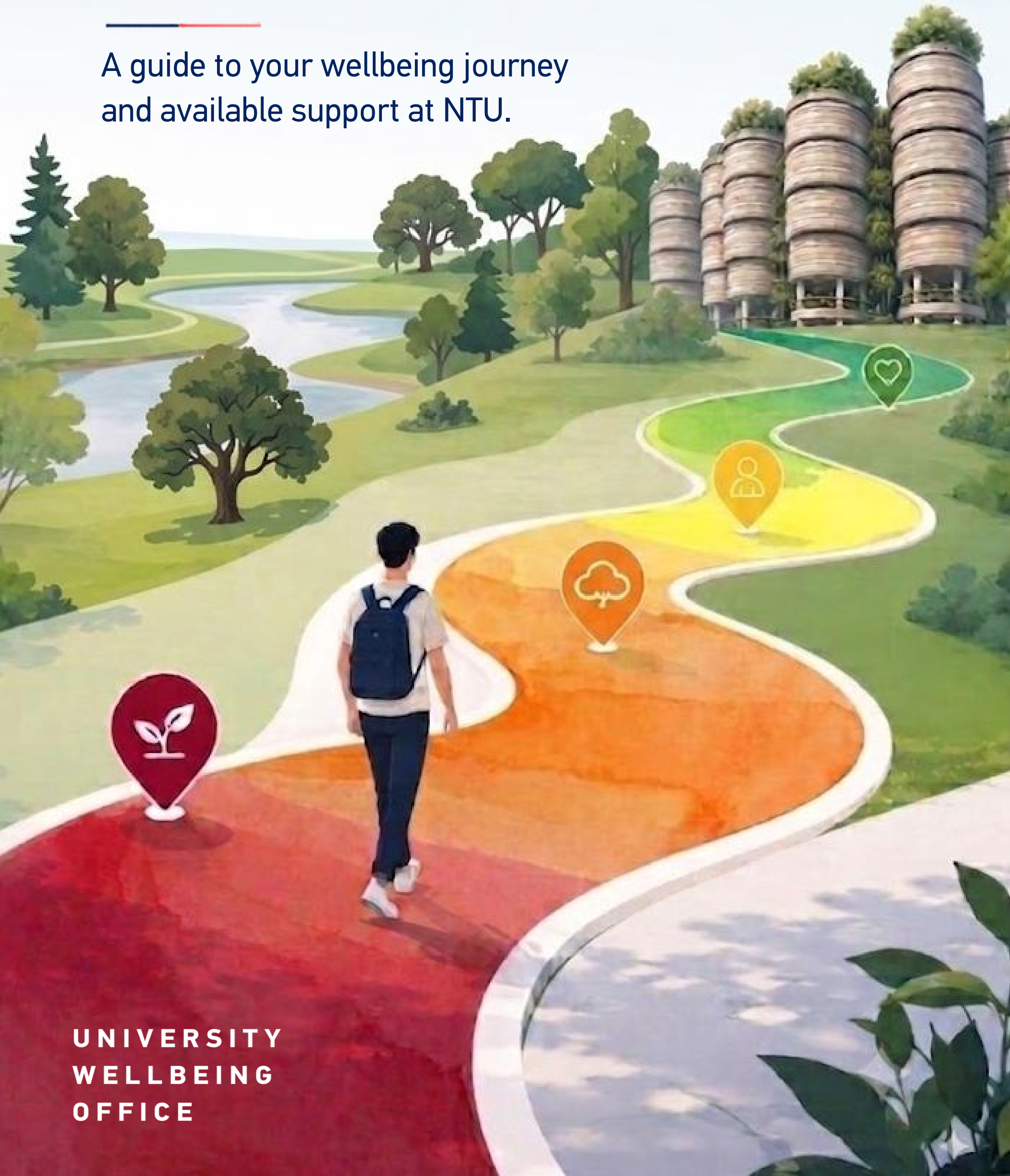
NAVIGATING YOUR WELLBEING JOURNEY

A guide to your wellbeing journey and available support at NTU.



UNIVERSITY WELLBEING OFFICE

Find the Right Support, Wherever You Are.

Use this guide to understand the different levels of care available and find the right resources for your needs.

HEALTHY

THRIVING
Optimal wellbeing & self- care

AT-RISK

COPING
Common and temporary distress

STRUGGLING
Significant distress with functional impact

UNWELL

CRISIS
Acute risk & emergency response

Through the guide, you can:

Identify suitable support options

Explore available resources, programmes, and services based on your current wellbeing needs.



Connect with appropriate support services

Find out how to access more targeted support, including consultations and professional services, when required.



Navigate your wellbeing journey

Use the guide as a reference to understand when and where to seek help, and to support others who may need it.



Psychological First Aid (PFA)

Mobile Learning Programme

Build the confidence to support someone who may be in distress. Train up your skills with AI avatars anytime, anywhere on your mobile device.

Scan to download and start learning:

Enhanced



Receive a certificate endorsed by the Singapore Red Cross upon completion.

1 Thriving

Optimal Wellbeing & Self-Care (Looking after your wellbeing and supporting one another)

You are generally managing everyday life and taking positive steps to support your wellbeing. Whether you're maintaining healthy routines or looking to grow and flourish, there are resources available to help you stay well and build resilience.



Indicators

You may be at this level if the following describes you:

- Manage academic and everyday responsibilities and demands effectively
- Use positive coping skills and emotional regulation
- Stay engaged in campus life and social connections
- Prioritise sleep, nutrition, physical activity and social connections to support your wellbeing, while looking out for those around you.

Find the support that you need

Explore these resources to sustain your wellbeing:

Intellect
Explore self-care tools, wellbeing resources and professional coaching to support your wellbeing and growth.

Psychological First Aid
Learn Psychological First Aid (PFA) and be equipped to support those around you.

Wellbeing Talks, Events & Programmes
Discover wellbeing tips, practical coping strategies and support resources through our workshops and programmes.

School Student Care Teams & Residential Student Care Teams
Approach your school or residential student care team for personalised support.



You're doing great!

Small healthy daily choices can make a big difference. Continue practising self-care and seeking support when needed.

2 Coping

Common & Temporary Distress (Recognise early signs and seek support)

You may be feeling stressed or overwhelmed at times, but with the right support and strategies, things can get better. Reach out early and take proactive steps for your wellbeing.



Indicators

You may be at this level if you experience one or more of the following:

- Feel emerging stress, anxiety or low mood
- Experience adjustment challenges (academic, social, transition-related)
- Experience mild sleep issues or early signs of burnout
- Feel overwhelmed but still managing

Early support can prevent things from getting worse. You don't have to go through it alone.

Find the support that you need

Explore these resources to support your wellbeing:

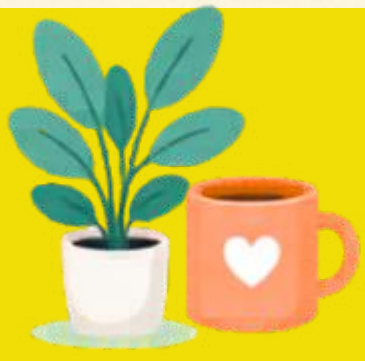
Peer Helping Programme
Connect with trained student volunteers for non-judgmental peer support.

School Student Care Teams & Residential Student Care Teams
Approach your school or residential student care team for personalised support.

Wellbeing Talks, Events & Programmes
Discover wellbeing tips, practical coping strategies and support resources through our workshops and programmes

Intellect
Access online 1-to-1 coaching (via Intellect app) to help you grow, stay motivated and achieve your goals.

Whitecoat (Available via AIA+ App)
Access text-based psychological support, provided by qualified healthcare professionals. Chat anonymously, 24/7.



You're not alone.

Reaching out early is a sign of strength. Take small steps today for a better tomorrow.

3 Struggling

Significant Distress and Impact on Day-to-Day Living (Professional support to improve wellbeing and daily functioning)

You may be finding it hard to cope and things may be affecting your studies, wellbeing and daily life. Professional support can help you work through challenges and regain stability.



Indicators

You may be at this level if you experience one or more of the following:

- Experience persistent psychological distress (e.g. anxiety, low mood)
- Experience a noticeable decline in academic performance or engagement
- Experience a significant drop in motivation (e.g. missing classes or work)
- Engage in concerning behaviours (e.g. substance misuse and social withdrawal)
- Complex or multiple mental health concerns

Seeking help is a strong and important step towards healing and recovery.

Find the support that you need

Professional support is available. Reach out to the services below for help.

University Counselling Centre (UCC)

Visit UCC for confidential professional counselling and psychological wellbeing support.

Psychiatric Services (Available on campus at Raffles Medical Group clinic)

Seek specialist assessment and treatment for more complex or persistent mental health concerns.

Whitecoat (Available via AIA+ App)

Access text-based psychological support, provided by qualified healthcare professionals. Chat anonymously, 24/7.



You deserve support.

Reaching out is a sign of strength. With the right help, recovery is possible.

4 Crisis

Acute Risk & Emergency Response (Immediate support for mental health crises or emergencies)



If you or someone you know is in immediate danger or experiencing a crisis, help is available right away. Your safety and wellbeing matter. Reach out now.

Indicators

You may be at this level if you experience one or more of the following:

- Have suicidal thoughts, intent or behaviour
- Exhibit risk of harm to self or others
- Experience an acute psychological crisis or breakdown
- Face immediate safety concerns

Your safety is the top priority. Don't wait. Seek help immediately.

Support Services

If you are in crisis or need urgent support, contact the following services immediately.

Emergency Services
995 / 999

Campus Security
6790 5200

Critical Care and First Response Support
6514 1911

Psychological Emergency Line
6790 4462

Samaritans of Singapore
1767

Mindline
1771



Help is always available.
You are not alone.
Reach out. You matter.

Important Contacts

Reach out for the support you need.
We're here for you.



Purpose	Telephone	Email
Student Counselling Counselling and psychological services for students.	+65 6790 4462 (24-hrs) For administrative support such as appointment changes, please contact us during office hours. Urgent support needs will be prioritised after hours. To register for an appointment:	ucc-students@ntu.edu.sg
Campus Security For safety and security concerns.	+65 6790 5200 (24-hrs)	csdgo@ntu.edu.sg
Critical Care and First Response Support For emergencies and urgent care.	+65 6514 1911 (24-hrs)	uwo-incidentsupport@ntu.edu.sg
Accessible Education Support services for students with special educational needs or disabilities.	+65 6904 7039	aeu@ntu.edu.sg

Wherever you are on your wellbeing journey, support is here for you.

Self-Help Resources

Support your wellbeing anytime, anywhere.



More Wellbeing Resources :



For Students

Scan to access resources made for you.

Tips, guides and tools to support your wellbeing.



Follow Us On Telegram

Join our Telegram channel for updates and support.

Stay connected with the latest news and events.



Follow Us On Instagram

Inspiration, tips and stories to uplift your day.

Wellbeing content, event highlights and more!



THRIVE Blog

Read articles to learn, reflect and grow.

Practical tips on mental health, resilience and self-care.



Get in Touch with Us

NTUWellbeing@ntu.edu.sg