



MENTAL HEALTH & WELLBEING RESOURCES

IN MALAYSIA

SUPPORT AVAILABLE

at BPP

Your story
makes you
stronger.

BPP University provides support for hundreds of students with a wide range of learning difficulties, disabilities and health conditions, including mental health. We provide support for all students regardless of visa status.

Wellbeing and Mental Health

Your wellbeing is important, and we appreciate that you may just want to discuss your feelings. If you are experiencing low mood, depression, anxiety, have an existing mental health condition or just want someone to talk things through, don't hesitate to contact the Learning Support Team at learningsupport@bpp.com. We can offer our experience and support you through the challenges which university naturally presents.

Safeguarding and Prevent at BPP

If you would like to talk to us about a welfare issue that might impact on your studies, such as; abuse, online safety, radicalisation, bereavement, addiction, homelessness, please contact the Safeguarding Team on safeguarding@bpp.com or call us on **+44 (0) 7464 542 636**

Counselling Service

BPP also offers a free telephone and virtual counselling service to all students. Please visit the Counselling Service website: totalwellness.info and select the 'Make your Appointment' tab.

RESOURCES TO SUPPORT Wellbeing



Psychological First Aid Hotline

Contact Number: 03-2935 9935

Recently, the Health Ministry (MoH) reported that it received 2,459 phone calls and over 1,000 WhatsApp messages through its Psychological First Aid hotline. Director General of Health Datuk Dr Noor Hisham Abdullah said the services through calls and messages are for emotional, psychological and counselling support to cope with the current situation.

The free mental health hotline is a partnership between MoH's Crisis Preparedness and Response Centre and volunteer relief organisation Malaysian Medical Relief Society to provide emotional support for those who are in need of it during the Movement Control Order (MCO).

Befrienders KL

Contact Number: 03-7627 2929

Email: solshealth@sols247.org, navigaide@sols247.org

Website: befrienders.org.my/centre-in-malaysia.

Offering confidential emotional support 24 hours a day, the service that Befrienders provide is called befriending. Befrienders Kuala Lumpur (KL) reaches out particularly to groups at high risk of suicide and giving emotional support to them to improve their psychological health and wellbeing.

Talian Kasih

Hotline Number: 15999

WhatsApp: 019-2615999

The helpline has been receiving a surge of calls at 1,893 – following the implementation of the MCO – on children and victims of domestic abuse. The hotline is set up as part of the Women, Family and Community Development Ministry's initiative in providing psychological support to those affected by the MCO.

Lifeline Association Malaysia

Counselling Hotline: 03-42657995

E-Mail: counselling@lifeline.org.my

Website: <http://lifeline.org.my/cn/>

Lifeline Association Malaysia offers free consultation service face-to-face, over the phone and through email. Their motto is 'Help is as close as the telephone'.

Relate Malaysia

E-Mail: info@relate.com.my

Website: <https://relate.com.my/>

Relate Malaysia offers online psychotherapy at affordable rates to all Malaysian residents as a community service. They pride themselves on using the best diagnostic and treatment progress tools in the field to ensure they do their best to help you in your recovery journey.

Women's Aid Organisation Hotline

Contact Number: 03-7956 3488

The Women's Aid Organisation (WAO) said it observed a 44% increase in WAO hotline calls and WhatsApp inquiries last year. With the rise in numbers of domestic violence during the MCO, WAO urged domestic abused survivors to call the 24-hour WAO hotline.

Alaysian Mental Health Association (MMHA)

Contact Number: 03-2780 6803

E-Mail: admin@mmha.org.my

Website: <https://mmha.org.my/>

Malaysian Mental Health Association provides support via their phone line on any mental health issues. MMHA also has qualified mental health professionals ie. clinical psychologist, and counsellors providing psychological support services. Financial subsidies are readily available to ensure that necessary therapy and support is given to anyone who needs it.

All Women's Action Society (AWAM)

Telenita helpline: 03-7877 0224

E-Mail: awam@awam.org.my

Website: <https://www.facebook.com/AWAMMalaysia/>

AWAM provides counselling and legal aid services to survivors of gender-based violence. Their helpline is open to everyone both women and men.

SOLS Health

Contact Number: 6018-664-0247

Email: solshealth@sols247.org, navigaide@sols247.org

Website: <https://www.sols247.org/solshealth>

SOLS Health is a behavioural health centre that connects clients to accessible individual, family and community mental health and nutritional services with an emphasis on combating the stigma of mental health in Malaysia. Clients with a monthly household income below a certain threshold will qualify for subsidized rates.

MIASA

Counselling Hotline: 03-7732 2414, 6013-878-1322, 6019-236-2423

E-Mail: miasa.malaysia@gmail.com

Website: <http://miasa.org.my/>

MIASA offers various programs for patients and carers including: Support Group, Therapeutic Assessment, Circle Time & Support Programmes, Islamic spiritual therapy

DISABILITY

A physical or mental impairment that has a 'substantial' and 'long-term' negative effect on your ability to do normal daily activities.

SELF-CARE

Self-care is any deliberate activity done to take care of mental, emotional and physical health. Ranges from brushing our teeth to exercise, meditation, reflection, eating and sleeping well

MENTAL HEALTH

A persons psychological and emotional states. Realises their potential, can cope with the normal stresses of life, can work productively and fruitfully

LEARNING SUPPORT

BPP support service for students with disabilities and health conditions including mental health conditions

STRESS (EXCESSIVE/ANXIETY)

Medical or biological stress is a physical, mental, or emotional factor that causes bodily or mental tension. Stress can cause or influence the course of many medical conditions including psychological conditions such as depression and anxiety

MINDFULNESS

Maintaining a moment-by-moment awareness of thoughts, feelings, bodily sensations, and surrounding environment, through a gentle reflection

BODY IMAGE

Body image is how we think and feel about ourselves physically. Sometimes, we worry about how we look or what our friends think about our body.

HEALTH CONDITION

A condition such as a heart condition, cancer, HIV, high blood pressure, epilepsy, MS, broken limbs, Fibromyalgia, Bronchiolitis, Bulimia. [Full list of NHS health conditions](#)

RESILIENCE

The psychological capacity to adapt to stressful circumstances and to recompose after adverse events: An ability to self-regulate, set boundaries, foster self-awareness, be accepting, look for meaning, adopt self-care habits, seek support as required.

WELFARE

A persons health, happiness and prosperity. When health and mental health are defined as good and external factors are not adversely affecting the individual

COUNSELLING

Counselling is a talking therapy that involves a trained therapist listening to you and helping you find ways to deal with emotional issues.

BURNOUT

A state of emotional, physical, and mental exhaustion caused by excessive and prolonged stress. It occurs when you feel overwhelmed, emotionally drained, and unable to meet constant demands.

SAFEGUARDING

To protect the health, well-being and human rights of individuals, in particular young people and vulnerable adults – to live free from abuse, harm and neglect.

HIDDEN DISABILITY

Includes mental health, autism spectrum conditions, chronic fatigue, a chronic illness which 'flares up' at times and reduces at other times, or specific learning difficulties like dyslexia or ADHD

WELLBEING

A broad concept relating to the following areas in particular: physical and mental health and emotional wellness. Control by the individual over their day-to-day mental and emotional states

MEDITATION

A practice where an individual uses a technique – such as mindfulness, or focusing the mind on a particular object, thought, or activity – to train attention and awareness, and achieve a mentally clear and emotionally calm and stable state

EXAM STRESS

Some stress is useful/exam stress is a normal part of academic study and this should be recognised

REFLECTION

The examination of one's own conscious thoughts and feelings. In psychology the process of reflection relies exclusively on observation of one's mental state

BREAKDOWN (MENTAL)

A period of intense mental distress. During this period, the person is unable to function normally in their everyday life

EATING DISORDER

A range of psychological conditions that cause unhealthy eating habits to develop. They might start with an obsession with food, body weight, or body shape.

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