

Support for students

Quick referral

Use this guide to find the support you need quickly, especially if you find yourself struggling with your studies due to academic, personal, or administrative issues. See below for different support options available at ACU, with links to the relevant pages to book an appointment or find further information.

CONTACT TYPE LEGEND

A Appointment with staff (F2F or online)

F FAQs or online resources available

O Other contact options available (text, email, chat, call)

FIRST POINT OF CONTACT

CATEGORY	DESCRIPTION	TYPE
General enquiries	Go to AskACU for all enquiries related to your studies at ACU, e.g., get help filling out the right forms, be directed to other services, etc.	A, F, O
International students	In addition to AskACU, international students can also contact their local International Student Adviser with any enquiries.	A, O
First Nations students	In addition to AskACU, First Nations students can also contact their local Indigenous Higher Education Coordinator with any enquiries	A, O
Veteran students	In addition to AskACU, military connected students can also contact the Student Veterans Services with any enquiries	F, O

ACADEMIC/STUDY SUPPORT

CATEGORY	DESCRIPTION	TYPE
Course guidance	Contact your course coordinator for enrolment, course and learning related advice. If you are struggling, you can discuss options to reduce study load, take a break from studies, study adjustments, etc. Your course coordinator can also refer you to further support as needed, including Student Advocacy. Go to 'Welcome and Meet the Teaching Team' located in the Module section of Canvas if you want to contact your course coordinator	A, O
Academic Skills	Learn about time management, writing, referencing, maths, numeracy, and exam skills to succeed with your studies	A, F, O
Academic Integrity	Understand what academic misconduct means and how to act with academic integrity	F, O
Financial Assistance	Find out different ways you can fund your studies	F
Library	Advice on how to find, evaluate, and organise the information you need for your studies.	A, F, O
Peer Assisted Study Support (PASS)	Attend a group study session in select first-year units, facilitated by a high-achieving ACU student	F, O
Student Advocacy	Receive free and confidential advice and support to assist you with navigating ACU's policies and procedures	A, F
Studiosity	Access 24/7 online study support e.g., get academic writing feedback, or connect with an online tutor in real-time	O

Support for students

Quick referral

HEALTH, SAFETY, AND WELLBEING

CATEGORY	DESCRIPTION	TYPE
Access and Disability	Get free and confidential help if you have a temporary or ongoing health condition, mental health condition, neurodivergence, disability or significant carer responsibilities	A, F, O
ACU 24hr Mental Health Line (Call 1300 638 485 or text 0488 884 191)	Contact this support any time if you are feeling distressed, experiencing mental health issues or having thoughts of self-harm or suicide	F, O
Ally Network (LGBTIQ+)	Join or start a LGBTIQ+ student group; reach out to a member of the network if you need help navigating university as an LGBTIQ+ student	F, O
Campus Ministry	Visit Campus Ministry to find services and activities that meet your spiritual needs	A, F, O
Counselling	Receive free and confidential counselling if you are experiencing personal, mental health or general wellbeing concerns	A, F, O
Medical Centre	Visit one of ACU's medical centres in Brisbane and Melbourne. There is no cost for ACU students with Medicare or Overseas Student Health Cover (OSHC)	A
Student Safety	Receive confidential and trauma-informed support for disclosures of sexual misconduct, family or domestic violence, or any other unwelcome or inappropriate behaviour	A, F, O

LEGAL, RENTAL AND ACCOMMODATION

CATEGORY	DESCRIPTION	TYPE
Legal Advice	Consult a reliable and supportive lawyer via our free legal advice service.	A, F, O
Rental Advisory	Get help and information about private rental issues	A, F, O
Student Accommodation	ACU has student accommodation in Sydney, Ballarat and Canberra. You'll get academic support, make lifelong friends, and be a part of a diverse and close-knit community	A, F, O

CAREERS AND EMPLOYABILITY

CATEGORY	DESCRIPTION	TYPE
Careers and employability	Get help becoming career ready before you graduate, develop your employability skills or find opportunities through our online job board, Careerhub	A, F, O

STUDENT ASSOCIATIONS, CLUBS, SOCIETIES AND SUPPORT FOR FIRST YEAR STUDENTS

CATEGORY	DESCRIPTION	TYPE
Connect2Uni	Connect2Uni helps commencing students transition to university. Join our first-year student mentoring and transition programs to connect with other students	F, O
Student Associations, clubs and societies	Join a club or society, or your local student association and make life-long friends, build confidence, and make the most of your time at uni by getting involved in life outside the classroom	F