ACU offers a number of services to support you during your studies - with both academic and personal matters.

COUNSELLING SERVICE
What is counselling?
Counselling is a process in which individuals speak with a qualified counsellor to address personal problems. Counselling sessions provide students with an opportunity to discuss any issues of concern within a supportive relationship. The experience can often lead to insight and reduced distress.

The Australian Catholic University Counselling Service aims to provide quality professional counselling support to students challenged by personal and situational issues. Information revealed in counselling sessions remains confidential and will only be disclosed to another person with your permission.

Adjusting to life in Australia
Although we know you’ll love Australia and studying at your ACU campus, settling in to a new country is a huge change, and can bring many unexpected challenges. It can help to have someone to talk with about how you’re managing. This could be one of the things that you might like to discuss with a counsellor at ACU.

Getting in touch with the counselling service and making an appointment
You can make an appointment via our website:
https://students.acu.edu.au/372125

Or, if you’re studying at North Sydney, Strathfield, Brisbane or Melbourne campuses, you can drop in to the counselling office between 12pm-1pm, Monday to Friday. Drop in consultations are usually briefer in duration than a counselling appointment, depending on demand for the service on the day.

Remember, the Counselling service is
• free
• voluntary, and
• confidential.

In the event of an emergency, you should contact one of the relevant crisis services listed here:
https://students.acu.edu.au/373149
or call 000 on a telephone - this is the emergency services number in Australia.


ACADEMIC SKILLS UNIT (ASU)
The Academic Skills Unit works to develop students’ skills and strategies for successful university study. Our services, like workshops, consultations, drop-ins, Ask an Adviser and a range of online and print resources are all available to international students.

Individual and group consultations
Effective learning and study strategies are the key to success in study, and a great way to receive guidance with these skills is in a consultation with an Academic Skills Adviser on your campus.

Book an individual or small group consultation to find out more about:
- Skills and strategies for planning study
- How to develop an academic writing style
- Key points about referencing
- Presenting in a tutorial
- Preparing for examinations.

You can book an appointment online:
https://students.acu.edu.au/372066

When you are on campus, the consultation will be face-to-face. If you are off campus, you will also need to contact the adviser by telephone, Skype or email to organise an “over the phone” consultation for your appointment time.

Find us on your campus
- Ballarat (Aquinas) - Burke House
- Brisbane (McAuley at Banyo) - Ground Floor - G Building
- Canberra (Signadou) - Level 1 - Blackfriars Building
- Melbourne (St Patrick’s) - Level 1 - Main Building
- North Sydney (MacKillop) - Level 4 - Carroll Building
- Strathfield (Mount Saint Mary) - Ground Floor - Clancy Building

Workshops
See the orientation programs for your campus for times and locations of our free academic skills workshops, or see our website, your ACU student email and campus noticeboards for information on workshops offered throughout the semester.
https://students.acu.edu.au/271662

Drop-in sessions
For quick questions on academic skills (10-15 minutes), the Academic Skills Unit offers drop-in sessions. Check the drop-in times for your campus online:
https://students.acu.edu.au/271662

Note that weekend drop-in sessions are now available on all campuses in the library.

Online resources
The Academic Skills Unit provides study skills advice online, including information targeted specifically at international students. You can find links on our website:

with information on studying at university as an international student, understanding assessment tasks, and on language and learning. Our website is also the place to access the online “Ask an Adviser” service. Ask an Adviser is an online Academic Skills service for students and staff of ACU. You can use this service for any question that you would normally ask an Academic Skills Adviser. Questions can relate to study expectations, time management, academic reading, academic writing, academic referencing, giving oral presentations, exam preparation and similar topics. Academic Skills staff will respond to your question generally within two working days of receiving your email. You can find a link to Ask an Adviser here:
https://students.acu.edu.au/372066

PASS PROGRAM
PASS (Peer Assisted Study Sessions) is an academic assistance program that utilises weekly peer-led group study to help students succeed. The PASS sessions are facilitated by PASS Leaders, current students who have already successfully completed the subject. PASS sessions are designed to maximise students’ understanding of the subject, in a casual and relaxed environment. The PASS sessions also integrate study tools and successful exam techniques specific to that course. Find out more about PASS on our website:
https://students.acu.edu.au/656038