

ACU Announcements

Wednesday 1 April 2020

Dear students

So far ACU's move to operating online is looking positive, and our systems are working smoothly. The first week of classes has been progressing well.

We are pleased to see that where there have been glitches, you have been getting in touch for assistance. It's important that you let us know via [AskACU](#) if you are experiencing difficulties and we will work with you to address these.

I would like to provide some information on the latest developments in relation to our COVID-19 response.

Practical placements

There have been some positive developments regarding practical placements. The university is having regular discussions with government and service providers, and there is an indication that some cancelled placements may be restored. We will update you as fresh information becomes available.

Services available

ACU's campuses remain open for now and you can access all student services online, as well as by phone.

- [AskACU](#) has an online knowledge base or you can contact them directly from 8am till 8pm Monday to Friday.
- Libraries remain open with some changes to hours and services. Information on opening hours is available via the [Library website](#). You will need a student ID card to access the libraries, and social distancing measures must be observed.
- ACU Medical Centres on the Brisbane and Melbourne campuses remain open. Please check the website ([Brisbane, Melbourne](#)) for information about services and opening hours. All services will be bulk billed at this time.
- University wifi is still operating on all campuses.
- Cafes on campus will be open until the end of this week. They will be closed from Monday 5 April.

- Mail or speak to a [Counsellor](#), [Disability Advisor](#), [Academic Skills Advisor](#), [Careers Advisor](#), [Student Advocacy Officer](#) or [Student Enrichment Advisor](#).

Many of us are feeling anxious or distressed about COVID-19 and its impact on our families, on being isolated at home, and about our finances.

If these feelings are starting to affect your mental or physical wellbeing, we encourage you to:

- [talk with an ACU counsellor](#) via Skype, phone or online chat, or access
- [call our crisis counselling support line](#) if you're experiencing distress out of hours
- contact ACU's [Campus Ministry](#).

If you are an international student, you can also [contact your International Student Advisor](#) for advice, information and guidance.

Please make sure you stay alert for additional updates, and check the ACU [FAQs](#), which will be updated to reflect this announcement by the end of today.

On behalf of Dr Stephen Weller and the Critical Incident Response Group

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[Australia Catholic University Critical Incident Management Policy.](#)