

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. Here are the different support options available at ACU, with links to the relevant pages where you can book an appointment or find further information.

CONTACT TYPE LEGEND

- A** Appointment with staff (face to face 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	AskACU is your first point of contact for all study-related enquiries, including but not limited to enrolment, fees, provisioning of transcripts and student cards, forms, timetables and specialist referrals as needed.	A, F, O
International students	In addition to AskACU, international students can also contact their local International Student Advisor with any enquiries.	A, F, 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 and Defence connected students	In addition to AskACU, veteran and Defence connected students can also directly contact the Student Veteran Services Team.	F, O

ACADEMIC/STUDY SUPPORT

CATEGORY	DESCRIPTION	TYPE
Course guidance	Contact your course coordinator or advisor for enrolment, course and learning-related advice. If you are struggling, you can discuss options such as reducing your study load, taking a break from studies or study adjustments. 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	Build your confidence and maximise your learning by strengthening your writing, referencing, maths, numeracy and overall study skills.	A, F, O
Academic integrity	Understand what academic misconduct means and how to act with academic integrity.	A, F, O
Financial assistance	Find out about the different ways you can fund your studies.	F
Library	Get advice on how to find, evaluate and organise the information you need for your studies. You can also consult our ACU AI Hub for information about responsible use of AI at ACU.	A, F, O
Peer Assisted Study Support (PASS)	Attend a group study session for select first-year units, facilitated by a high-achieving ACU student.	F, O
Student Advocacy	Receive free and confidential advice and support to help you navigate ACU's policies and procedures.	A, F
Studiosity	Access 24/7 online study support for help with everything from seeking writing feedback to getting quick answers in the Study Assist chat.	O

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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 service any time you are feeling distressed, experiencing mental health issues or having thoughts of self-harm or suicide	F, O
Ally Network (LGBTIQ+)	Reach out to a member of the network if you need help navigating university as an LGBTIQ+ student. Join or start an LGBTIQ+ student group on your campus.	F, O
Campus Ministry	Campus Ministry supports student wellbeing through community, connection and belonging. It provides opportunities for students to deepen their experience of faith, and to use their gifts and talents in service to the world.	A, F, O
Counselling	Receive free and confidential counselling if you have 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
Safeguarding and student safety	Receive confidential and trauma-informed support for disclosures of gender-based violence including 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. For students studying at our other campuses, we also provide accommodation advice and referral support to help you explore suitable options.	A, F, O

CAREER AND EMPLOYABILITY

CATEGORY	DESCRIPTION	TYPE
Career 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

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.	A, F, O
Student life, sport, student associations, clubs and societies	Join a club or society, or your local student association, and get involved with student life and sports activities. You'll forge deep friendships, build confidence and make the most of your time at uni by getting involved in life outside the classroom.	F, O