

A Quick Guide to Services for you at ECU

Student Essentials

Student Hub ecu.edu.au/student-hub Online enquiry and hundreds of FAQ's: askus2@ecu.edu.au Within Australia: 134 328 Outside Australia: (61 8) 6304 0000	South West Open 9.00am to 4.00pm weekdays
IT Service Desk intranet.ecu.edu.au/student/support/it-services itservicedesk@ecu.edu.au (61 8) 6304 6000	
Joondalup and Mount Lawley Open 9.00am to 4.30pm weekdays	Student Code of Conduct intranet.ecu.edu.au/student

About You

Access and Inclusion
Support for students with diverse study needs.
ecu.edu.au/access-and-inclusion
inclusion@ecu.edu.au
(61 8) 9370 6706

Psychological Counselling Support
A free, confidential service.
ecu.edu.au/counselling
counselling@ecu.edu.au
(61 8) 6304 6706

ECU Health Service
General practitioner and nursing services by a Medicare and Overseas Health Cover provider.
ecu.edu.au/student-health
Joondalup: (61 8) 6304 5618
Mount Lawley: (61 8) 6304 6814

ALLY Network
Creating a more diverse and inclusive culture by supporting gay, lesbian, bisexual, transgender, intersex and queer (LGBTIQ+) students.
intranet.ecu.edu.au/student/ally-network

Student Success
Balancing study and life can be difficult. We are here to help you navigate study or personal challenges and work with you to create a plan to help you succeed.
ecu.edu.au/student-success

On-campus Accommodation
ecuvillage.com.au
joondalup@ecuvillage.com.au
Joondalup: (61 8) 6304 5760
mtlawley@ecuvillage.com.au
Mount Lawley:
(61 8) 9370 6376

Study Overseas
ecu.edu.au/study-overseas
studyoverseas@ecu.edu.au

Careers and Employability
ecu.edu.au/careers-employability

Student Safety

Security on Campus
Operates 24/7 and security phones are located on each campus.
Campus Security can walk you to your car or the bus stop at night.
Phone: (61 8) 6304 3333
securityoperations@ecu.edu.au

ECU Nowforce Safety App
Register: ecu.nowforce.com

Medical Assistance
For non-life threatening medical assistance phone Security on 6304 3333.

WA Police and Emergency Services
Phone 131 444 for assistance in non-life threatening situations.
In an emergency, contact the National Emergency Services on 000 or 112.

Sexual Assault and Sexual Harassment
Report Sexual Harassment or Sexual Assault via ECU's Report Sexual Misconduct form* or phone (08) 6304 2282 (open 24hrs a day).
intranet.ecu.edu.au/student/support/sexual-assault-and-sexual-harassment
*This form can be completed anonymously or as a formal complaint to ensure all parties receive appropriate support.

Out of Hours Crisis Line
Additional support services overnight and weekends.
1300 583 032 or SMS 0488 884 232

Consent Matters
Complete this online module to ensure you understand expectations around consent, communication and respect at ECU
intranet.ecu.edu.au/student/my-studies/consent-matters

Australian Aboriginal and Torres Strait Islander Students

Kurongkurl Katitjin, Centre for Indigenous Australian Education and Research
ecu.edu.au/kk

Student Success (Kurongkurl Katitjin)
Assistance to stay on track with study and succeed at university, through developing action plans and linking students with relevant services.

Scholarships
ecu.edu.au/scholarships

Aboriginal Tutorial and Mentoring Program (ATMP)
The ATMP seeks to develop self-directed learners by providing eligible students with free one-on-one academic and study skills assistance from tutors.
intranet.ecu.edu.au/student/my-studies/aboriginal-and-torres-strait-islander-students/tutorial-assistance

Elders-In-Residence
Elders are available to all ECU students.
ecu.edu.au/kurongkurl-katitjin/elders-in-residence

Nala Karla Student Rooms
Dedicated study and relaxation areas for Australian Aboriginal and Torres Strait Islander students.
intranet.ecu.edu.au/student/my-studies/aboriginal-and-torres-strait-islander-students/resources

Guide for Aboriginal and Torres Strait Islander Students
www.ecu.edu.au/centres/kurongkurl-katitjin/study-and-support



Connecting

Information Guides
Getting started and enrolling:
www.ecu.edu.au/my-uni-start

Student ID Card
Askus2.ecu.edu.au Keyword: ID card

Student Portal
ecu.edu.au/portals

Canvas (Learning Management System)
courses.ecu.edu.au/courses/8492/pages/canvas-first-steps
Room Bookings (ECUSIS)
intranet.ecu.edu.au/student/booking-rooms

Current Students Social Media
Facebook: [ecujourney](#)
Twitter: [edithcowanuni](#)
YouTube: [edithcowanuniversity](#)
Instagram: [edithcowanuniversity](#)
SoundCloud: [edithcowanuni](#)
LinkedIn: [school/edith-cowan-university](#)

Contact
Phone: 134 328
Toll-free: +61 8 6304 0000
(For calls outside Australia)
Email: ECU.EDU.AU

Online Learning

Personal and academic support services are also available online.

Orientation Online

www.ecu.edu.au/my-uni-start/orientation/orientation-for-online-students
www.ecu.edu.au/orientation

Online Unit Information

Login to the Student Portal and select 'Canvas'
Askus2.ecu.edu.au
Keyword: online unit

Software For Personal Use

intranet.ecu.edu.au/student/computer-software

Student News

Keep up to date with the latest student news from ECU
intranet.ecu.edu.au/student/news/overview

Academic Software Centre On The Hub (Discounts)

ecu-webstore.onthehub.com

Student Learning Technologies Support Portal

Get help with all the tech you need for your studies, from using Teams, Canvas and different assessment tools
intranet.ecu.edu.au/student/my-studies/students-learning-technologies/student-learning-technologies-support-portal

Uni Life Tip Sheets

Access our tip sheets for quick and easy advice to support your studies and create good habits.
intranet.ecu.edu.au/student/my-studies/study-assistance/academic-tip-sheets

Mentoring

ecu.edu.au/mentoring

Transport and Campus Life

Campus Maps

ecu.edu.au/campus-maps

Parking

ecu.edu.au/parking

Transperth Tertiary SmartRider

Get your Student ID Card and link to your Transperth account

Askus2.ecu.edu.au

Keyword: ID cards

www.transperth.wa.gov.au/SmartRider

Transperth: 13 62 13

Journey planner for bus, train, ferry or CAT bus, register: transperth.wa.gov.au

Computer eLabs and Wi-Fi

24hr access to on-campus facilities

Student Guild

Clubs, events, and second-hand bookshop.

ecuguild.org.au

 facebook.com/ECUGuild

 twitter.com/ECUGuild

 instagram.com/ECUGuild

Facilities/Prayer Rooms

Search 'prayer rooms' on Student Intranet

Sport and Fitness Centres

Includes crèche and holiday programs

ecu.edu.au/sport

Food, Cafés and Taverns

intranet.ecu.edu.au/student/food-cafes-taverns

Learning Success

Free services available face to face and online to guide you to success in learning

Library Services

Browse and borrow items from digital and physical collections and access study and research support.
ecu.edu.au/library

LinkedIn Learning

A huge online library of tutorials covering business, creative and technical skills.
www.linkedin.com/learning

Digital Learning

The online resource Study Essentials contains essential information about using the Library, ECU's digital learning environment, academic writing and research.
ecu.au.libguides.com/study-essentials

Academic Skills

Drop-in sessions and workshops for assignment assistance, academic English, mathematics and more.
intranet.ecu.edu.au/student/academic-skills

Peer Support with Learning Technologies

Peer Assistants support you face-to-face in the Library and online with your learning technology queries including Canvas, ECU's new learning management system.
www.ecu.edu.au/centres/library-services/services-and-facilities/student-assistance-learning-technologies

Studiosity

Written feedback within 24hrs and live support with assignments for English, mathematics and science.
intranet.ecu.edu.au/student/studiosity

HDR Skills Centre

Writing and oral skills for research students, including online HDR resources and workshops.
intranet.ecu.edu.au/research-for-research-students/research-support-staff
hdrca@ecu.edu.au

Graduate Research Services

Research, student advice, training and resources.
intranet.ecu.edu.au/research/students
grs@ecu.edu.au
Joondalup: (61 8) 6304 2628

SOAR Centre

Learn about research skills training and research software training for HDR students from your research peers.
SOAR@ecu.edu.au
intranet.ecu.edu.au/research/soar-centre
Joondalup: (61 8) 6304 5751

Academic Integrity Module (AIM)

Compulsory for all students, this online course will set you up for academic success and understand our responsibility as a student
intranet.ecu.edu.au/student/my-studies/academic-integrity



International Students

Preparing

Essential information to help you get started.
www.ecu.edu.au/my-uni-start/preparing

Student Success

Specialised service for visa conditions, your Confirmation of Enrolment and related matters to help you succeed.
ecu.edu.au/student-success

Study and Enrolment Load Requirements

intranet.ecu.edu.au/student/international-loads

International Café

Connect with other students over a free afternoon tea
intranet.ecu.edu.au/student/my-studies/international-students/international-cafe

Peer Mentors

ecu.edu.au/mentoring

Housing Support

intranet.ecu.edu.au/student/support/accommodation-resources

Satisfactory Course Progress Requirements

intranet.ecu.edu.au/student/satisfactory-progress

International Student Fees

intranet.ecu.edu.au/student/money-matters/fees/international

Department of Immigration and Home Affairs Studying in Australia Advice

immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study

Working Conditions and Tax

www.fairwork.gov.au/tools-and-resources/fact-sheets