

A Quick Guide to Services for you at ECU

Seeking support is a strength and reaching out early can make all the difference.

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

Joondalup and Mount Lawley

Open 9.00am to 4.30pm weekdays

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

Information Guides

Help getting started and enrolling.
ecu.edu.au/my-uni-start

Student Portal

ecu.edu.au/portals

Student Code of Conduct

intranet.ecu.edu.au/student

Wellbeing and Belonging

Access and Inclusion

Support for students with diverse needs.

ecu.edu.au/access-and-inclusion
inclusion@ecu.edu.au
(61 8) 9370 6706

Psychological Counselling Support

Free, confidential psychological counselling service for ECU students.

ecu.edu.au/counselling
counselling@ecu.edu.au
(61 8) 6304 6706

The Living Room

Supportive space where students can chat with trained peers about study stress, personal issues, or feeling isolated.

intranet.ecu.edu.au/student/support/the-living-room

ECU Health Service

General practitioner and nursing services by Medicare and Overseas Student Health Cover (OSHC) providers.

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 LGBTIQ+ students. ecu.edu.au/about-ecu/commitment-to-equality-and-diversity/equity-diversity-and-inclusion/pride-at-ecu/ally-network

Student Success

Here to help you navigate study or personal challenges, working with you to create a plan to help you succeed.

ecu.edu.au/student-success

Study Overseas

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

Careers and Employability

ecu.edu.au/careers-employability

Learning Support

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.

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 Support

Drop-in sessions and workshops for assignment assistance, academic English, mathematics and more.

intranet.ecu.edu.au/student/my-studies/study-assistance/academic-skills-centre

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.

ecu.edu.au/centres/library-services/services-and-facilities/student-assistance-learning-technologies

HDR Skills Centre

Writing and oral skills for research students, including online HDR resources and workshops.

intranet.ecu.edu.au/student/my-studies/study-assistance/hdr-skills-resources
hdrca@ecu.edu.au

Graduate Research Services

Research, student advice, training and resources.

ecu.edu.au/centres/graduate-research-services/overview
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

Scholarships

ecu.edu.au/scholarships



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.

(61 8) 6304 3333
securityoperations@ecu.edu.au

ECU Nowforce Safety App

Register: ecu.nowforce.com

First Aid Assistance

For non-life-threatening issues, call Security: (61 8) 6304 3333

WA Police & Emergency Services

Phone 131 444 for assistance in non-life threatening situations.

In an emergency, contact the National Emergency Services on 000 or 112.

Family and Domestic Violence

Students experiencing family and domestic violence can contact our Student Incident and Support Team for assistance including wellbeing support and academic accommodations.

ecu.edu.au/domestic-family-violence

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

Sexual Assault & Sexual Harassment

If you've experienced sexual harassment or sexual assault, know that you are not alone.

Whether you need someone to talk to, guidance on what to do next, or wish to report an incident, we are here for you.

ecu.edu.au/harassment

Disclose an incident: Fill out the [Disclose an incident of sexual assault and sexual harassment form](#) (anonymous reporting available) or call ECU Security on (61 8) 6304 2282.





Online Essentials

Orientation Online

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

Online Unit Information

Login to the Student Portal and select 'Canvas'

[Askus2.ecu.edu.au](https://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

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

Getting Around 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:

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

24/7 access to [computers and Wi-Fi on campus](#)

On-campus Accommodation

ECU Village accommodation at Joondalup and Mount Lawley.

ecuvillage.com.au

Joondalup: joondalup@ecuvillage.com.au | (61 8) 6304 5760

Mount Lawley: mtlawley@ecuvillage.com.au | (61 8) 9370 6376

Student Guild

Clubs, events, and second-hand bookshop.

ecuguild.org.au

facebook.com/ECUGuild

x.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

ecu.edu.au/about-ecu/campus-facilities/food-cafes-and-bars

International Students

Preparing

Essential information to help you get started.

ecu.edu.au/my-uni-start/preparing

Student Success (International Students)

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 Leaders

intranet.ecu.edu.au/student/support/careers-and-employability-services/mentoring/ecu-peer-leadership-program

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

Studying in Australia Advice

immi.homeaffairs.gov.au/visas

Working Conditions and Tax

fairwork.gov.au



Staying Connected

Current Students Social Media

- [ecujourney](#)
- [edithcowanuni](#)
- [edithcowanuniversity](#)
- [edithcowanuniversity](#)
- [edithcowanuni](#)
- [school/edith-cowan-university](#)

Contact

134 328 | +61 8 6304 0000 (outside Australia)

[ECU.EDU.AU](https://ecu.edu.au)

Australian Aboriginal and Torres Strait Islander Students

Kurungkurl Katitjin, Centre for Indigenous Australian Education and Research

ecu.edu.au/kk

Student Success (Kurungkurl 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/kurungkurl-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

ecu.edu.au/centres/kurungkurl-katitjin/study-and-support

