

# Student Support

## Staying Connected with Your Subject Coordinators

📞 **Your subject coordinators are always here to support you throughout your learning journey.** We strongly encourage you to keep in touch with us. For personal matters, you can contact your individual lecturer via their email listed on your LearnJCU subject site.

Alternatively, you can reach any subject coordinator via [mpe@jcu.edu.au](mailto:mpe@jcu.edu.au). If you wish to keep your message confidential, please read the email: **Confidential for (Specific Subject Coordinator) Only**.

As health professionals and JCU lecturers, we adhere to the **Code of Conduct and professional ethics**, ensuring that your privacy and confidentiality are maintained at all times.

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**If you or someone else is at immediate risk, call Triple Zero (000) 🚒 . For urgent mental health triage in Queensland, call 1300 MH CALL (1300 642 255) 📞 , available**

**24/7.** 

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## Academic support (JCU)

📖 **The Learning Centre (JCU)** — Personalised consultations, workshops and online resources covering academic writing, English language, study skills, maths, statistics and sciences. Book on-campus or online. [🔗 Visit Learning Centre](#)

📄 **Academic Success resources (JCU)** — Study guides on active learning, note taking, research, assessment unpacking and exam preparation, including support for English as a second language. [🔗 Academic Success](#)

🤝 **JCUSA Academic Advocacy** — Free, confidential support for academic concerns, appeals, special consideration, deferred exams and understanding rules and procedures. [🔗 JCUSA Support](#)

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## Financial support (JCU & external)

💰 **JCU Scholarships** — More than fifty scholarships offering tuition support, bursaries and grants for diverse circumstances including regional students and Aboriginal and Torres Strait Islander students. [Scholarships](#)

📄 **Financial Support (JCU)** Information on deferring or paying fees, refunds under special circumstances, SSA Fee, and other financial assistance pathways for current students. [Financial Support](#)

🏠 **Accommodation bursaries (JCU AskUs)** Many residences offer bursaries; check the Accommodation site and Scholarships pages for current options. [Accommodation Assistance](#)

☎️ **National Debt Helpline** — Free, independent financial counselling for budgeting, debt and hardship. [ndh.org.au](http://ndh.org.au)

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## Social and emotional wellbeing (JCU)

💬 **Counselling and Wellbeing (JCU)** Free, confidential counselling, mental health support, and wellbeing resources for students; in Cairns, Townsville and online. [Counselling Services](#)

♿️ **AccessAbility Services (JCU)** Study adjustments and practical support for students with disability, neurodivergence, health conditions or carers, including exam adjustments and the Neurodiversity Hub. [AccessAbility](#)

🛡️ **Safety and Wellbeing (JCU)** — Respect program, reporting options, sexual harassment and assault support, cyber abuse information, and emergency guidance. [Safety and Wellbeing](#)

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## Perinatal mental health (Queensland & Australia)



- National perinatal mental health helpline offering counselling, peer support, service navigation and multilingual resources for expecting and new parents (up to 12 months postpartum). Helpline **1300 726 306**. [panda.org.au](http://panda.org.au)

👤 **Queensland Government – Help for new parents** — Directory of phone supports including 13 HEALTH, Pregnancy Birth & Baby Helpline, Parentline, Breastfeeding Helpline, PANDA and Lifeline. [qld.gov.au](http://qld.gov.au)



**COPE – Centre of Perinatal Excellence** — Evidence-based resources, weekly updates, screening tools and practitioner directory. [cope.org.au](https://cope.org.au)

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## Sudden Infant Death (SIDS) and bereavement support




**Red Nose Grief and Loss** — Free specialised bereavement support following miscarriage, stillbirth, newborn death, SIDS or sudden child death. **24/7 Support Line 1300 308 307.** [Overview](#)



**Red Nose Queensland** — Office hub with counselling and remembrance activities. Contact **07 3849 7122** or **1300 998 698.** [Service profile](#)

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## General mental health support

 **1300 MH CALL (Queensland)** 24/7 mental health access line for triage and referral. **1300 642 255.** [QLD Mental Health Commission](#)







— **13 11 14** phone support, text **0477 13 11 14**, and webchat for crisis support. [Lifeline](#)



— Helpline **1300 224 636** and national mental health helplines. [Beyond Blue](#)

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## Quick contacts

 **Emergency** — Triple Zero **000**  **Queensland mental health triage** — **1300 MH CALL (1300 642 255)** Lifeline **13 11 14**  **PANDA** — **1300 726 306**  **Red Nose Support** — **1300 308 307**

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## Notes

- Services and opening hours can change. Use the linked pages to confirm current details and eligibility.
- This page focuses on Queensland and Australia-wide supports relevant to JCU students