

JCU Referral Directory

Please attach this list to your 'Townsville Referral Directory' that was provided to you by the ADCQ.

Resource	Description	Contacts
Employee Assistance Program (EPA):	The Employee Assistance Program (EAP) is available to permanent (continuing and fixed term) full-time and part-time staff at JCU.	Phone: 1300 360 364 Website: jcu.edu.au/whs/healthwellbeing
JCU Health Services Townsville	Located in the Clinical Practice Building (CPB) on campus, Level 1	Phone: 4781 4495
JCU Health Services Cairns	James Cook Medical Centre which is walking distance from the campus. Smithfield Medical Centre located in the Campus Shopping Village (across from Cairns Student Lodge)	Phone: 4781 4495 Phone: 4057 7300
Student Association	Free and Confidential Service for students, offering: Representation and Advocacy, Complaints assistance, Advice on University Rules/Regulations, Harassment/Grievance Advice	Townsville: 4781 4400 Cairns: 4232 1160
Student Conflict Support Services (SCSS)	The SCSS mission is to provide JCU students with a range of free support services to assist them to constructively manage conflict.	Phone: 4781 6052 Email: scss@jcu.edu.au Website: www.jcu.edu.au/scss
Student Counselling service	Professional, confidential and responsive service to assist students while all Uni, and to succeed at JCU.	Townsville: 4781 4711 Cairns: 4232 1150
Union Representative	As there are several Unions that JCU staff can be members of, please contact your respective union representative.	
Useful JCU Links:	<p><i>Staff Resources:</i> Code of Conduct http://www.jcu.edu.au/policy/governance/conduct/JCUDEV_007161.html Discrimination and harassment http://www.jcu.edu.au/policy/allatoh/JCUDEV_005372.html Workplace Bullying and Intimidation http://www.jcu.edu.au/policy/allitoz/JCUDEV_008558.html</p> <p><i>Student resources:</i> Student Complaints Management http://www.jcu.edu.au/policy/student/rights/JCU_096199.html Student Conduct http://www.jcu.edu.au/policy/student/rights/JCUDEV_005377.html Student Charter http://www.jcu.edu.au/student/JCU_101283.html</p>	