Here you can find contacts for emergencies and for advice with personal, study and uni related matters.

**ON campus emergency**

Campus Security is your first point of contact for any incident or emergency on campus. They will coordinate any emergency response 24/7:

- For emergencies phone: **9385 6666**
- For general enquiries phone **9385 6000**

**OFF campus emergency**

- Phone Triple Zero (000) for police, fire or ambulance
- For non-urgent help phone the police assistance line on **131 444**

**24 hour counselling and mental health**

- **Mental Health Line** - Phone **1800 011 511** for mental health acute care.
- **Lifeline** - Phone **13 11 14** for crisis support and suicide prevention.
- Alternatively please attend the accident and emergency service of your **local hospital**.
- **More counselling contacts for suicide and self harm**

**Warning Signs** to help determine if someone is in need of mental help.

**Victims of crime**
A victim of crime is someone who has suffered physical harm, emotional trauma and/or personal property loss resulting from criminal activity. If you have been a victim of crime don’t be afraid to come forward to report the crime as our **Campus Security Services Officers** are specially trained to help you.

For support outside UNSW see:

- **NSW Victims Services** - for victims of crime
- **Crime Stoppers** - provide crime information anonymously
- **NSW Police Assistance Line** - for non-emergencies and general enquiries

**First aid and insurance for injuries**

If you require non-urgent First Aid assistance and cannot make it to the **University Health Service**, contact **Campus Security** on phone **9385 6000**. Each Patrol Officer carries a First Aid kit or pouch.

Students are covered by **Insurance for Injuries** incurred in UNSW activities.

**Emergency procedures**

This section tells you what to do in case of an emergency:

- Raise the alarm
- Listen to announcements by Building Emergency Staff
- Evacuate the building when instructed to do so

**How do I raise the alarm?**

- Alert people nearby and enlist their aid
- In an emergency, call the Security Control Room immediately on 9385 6666 or break the glass alarm.

**When an alarm is raised you will hear the following sounds:**

**BE ALERT** *when you hear this* [Beep Beep sound](#)  
- Remain CALM
- Stand-by and listen for further instructions
- Gather your personal belongings in case of evacuation

**EVACUATE** *when you hear this* [Whoop Whoop sound](#)  
- Gather your immediate belongings
- Listen to instructions - Wardens/Security and Emergency Services
- Make your way to the emergency EXITS and leave the building
- Go to the emergency assembly point
- Identify any persons who maybe missing or injured

See also **Interactive Emergency Procedures Chart**

**More support at UNSW**

![Campus Security](image-url)
Campus security

24/7 security on campus

Counselling

Individual appointments

More contacts

Wellbeing, health and safety support services

Urgent Help and Emergency Contacts

Document Version Date 24/11/2017
UNSW CRICOS Provider Code: 00098G
https://student.unsw.edu.au/emergency