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 [mp3, 50 kb] ]

- 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 [mp3, 85 kb] ]

- 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
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