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