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**

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

**24/7 phone support**

- 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.

See also counselling for suicide and self harm

**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 Security Services Officers are specially trained to help you. Please contact Campus Security.

More support at UNSW

- **Student Integrity Unit**
- **Legal services**
- **Health services**
- **Counselling services**
- **Sexual misconduct**
- **Racial discrimination**
- **LGBTIQ**

Support outside UNSW

- **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
More support at UNSW

Outlined below are services UNSW offer to assist you to make the most of university.

**Campus security**

24/7 security on campus

**Counselling**

Individual appointments

**UNSWalert SMS**

Emergency notification system
Sexual misconduct

Assault, harassment and rape

International advisors

For international students

More support services

Contacts for wellbeing

Urgent Help and Emergency Contacts

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