Urgent Help and Emergency Contacts

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

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