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**

- **Call Triple Zero (000)** - For police, fire or ambulance.
- For non-emergencies and general enquiries contact the [NSW Police Assistance Line](#).

24 hour counselling and mental health

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

24/7 support

- **Mental Health Line** - Phone **1800 011 511** for mental health acute care.
- **Lifeline** - Phone **13 11 14** for crisis support and suicide prevention.

After hours support (during semester only)

- **Here to Hear** - Arc’s after-hours student helpline.

More contacts
- 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 and Psychological Services
- Sexual assault, harassment and rape
- Racial discrimination
- LGBTIQ

Support outside UNSW

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

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

SMS emergency notification system (NSWalert)

Students are automatically registered with the UNSW - SMS Emergency Notification System to receive an SMS alert when emergency situations arise.

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

Medical health services

Doctor, dentist, pharmacy...
Educational advisors

General support advisors

Safety & wellbeing tutorial

Stay safe and be well

International advisors

For international students

Sexual harassment

Assault, harassment and rape

Discrimination, harassment

Know your rights
UNSWalert SMS

Emergency notification system