



After-hours Crisis Support Line

Frequently Asked Questions

Overview

UNE understands many things happen in a student's life – not just study. At times, it can be hard to cope, but there's support available around-the-clock for all UNE students.

UNE Crisis Line hours

- Overnight Monday to Friday from 4:00 pm – 9:00 am, AEST
- On weekends, a 24-hour service
- Public Holidays and over the Christmas-New Year period when the [UNE Counselling Service](#) is closed.

UNE Staff aware of a student expressing high levels of distress, can recommend the student contact the after-hours crisis support line between **4:00pm and 9:00am on weekdays and on weekends and public holidays**, as above.

After-hours support also is available via the Crisis Line for UNE Residential College Student Leaders, residents and UNE staff who are involved in helping a student in crisis.

Frequently Asked Questions

Who can use this service?

The UNE after-hours crisis support line is for any UNE student needing help to:

- Gain immediate relief from emotional distress
- Explore coping strategies for a current crisis
- Safely manage any immediate threats to life or safety
- Focus on specific next steps and pathways for long-term solutions.

Who will the student speak to?

After-hours calls are answered by an experienced Crisis Support worker or "Crisis Supporter". They can assist the student if they are experiencing a crisis or if they're supporting someone who is highly distressed.

Crisis support numbers:

Call: **1300 661 927**

Text: **0488 868 771**

Any hidden costs?

The crisis support line is completely free for calls or texts.

Is the service confidential?

Yes, the Crisis Support Line is confidential*.

*Confidential: What happens in non-urgent situations?

The After-hours UNE Crisis Line is a part of the [UNE Counselling Service](#), however, callers have the option to remain anonymous if they prefer. At the end of a student's call/texts, the student will be asked if they would like the [UNE Counselling Service](#) to contact them on their next business day to arrange a counselling appointment.

The [UNE Counselling Service](#) hours are Monday to Friday from 9.00 am to 4.00pm (AEST)

Phone: 02 6773 2897; **Venue:** From 23/7/18: SE corner Elm Ave & Queen Elizabeth Drive, entry off Elm Ave, UNE Campus.

*Confidential: What happens in urgent situations?

If the Crisis Supporter believes a caller is at risk of imminent harm to themselves or others, they may provide whatever information they have to the appropriate Emergency Service (e.g., ambulance or police).

What is a crisis?

A crisis is someone's personal reaction to an event/s or experience/s in their life that they find hard to cope with. It is a very individual reaction. One person may be greatly affected by an event, while another facing a similar event may experience less negative effects.

Reasons that might lead you to call the crisis support line include:

- Relationship breakdown or difficulties
- Study-related stress
- Conflict with friends or fellow residents/room mates
- Loss (of a loved one, job, home)
- Sexual assault and sexual harassment
- Sexuality, gender identity
- Physical health issues, illness
- Caring for another
- Self-esteem concerns
- Violence and trauma
- Onset of mental health issues
- Thoughts of suicide
- An accident
- Addiction or substance abuse
- Financial worries

By seeking help to manage a crisis, a build-up of mental health, social and physical problems may be interrupted or averted, and in turn reduce interruption to a student's academic, social and/or work life.

What is crisis support?

Crisis support offers an immediate response when difficulties seem overwhelming. It is short term, and centers on providing people with non-judgmental support and resources in their time of need. The main aim is to help reduce stress and improve a person's ability to cope with their current situation, as well as with future crises. It helps reduce or prevent unsafe and damaging reactions to difficulties, and creates opportunities for personal growth and change.

What can't the Crisis Line do?

The Crisis Support Line does not offer ongoing counselling, therapy or treatment.

UNE Residential Colleges Emergencies

In an emergency:

ALWAYS call 000 (ask for Ambulance/Police/Fire) Then call (or ask another student to call)

UNE Security on (02) 6773 2099 For general assistance while awaiting Emergency Services' arrival.