



# Support for students

ANU is committed to providing a safe and inclusive environment for staff and students. As part of fulfilling our commitment, ANU provides a range of free and confidential services to support our community.

This list includes ANU services and external services.

## Crisis support

In an emergency, call Triple Zero (000) or for police assistance call 131 444.

The **ANU Wellbeing and Support Line** offering free, confidential, crisis support outside business hours, whether you live on or off campus. The line is open 5pm - 9am Monday to Friday and 24-hours a day on weekends and public holidays. Call 1300 050 327 or text 0488 884 170.

**1800RESPECT** is a national sexual assault, domestic and family violence counselling and information referral service (available 24-hours a day, 7 days a week). Call 1800 737 732 or visit <https://www.1800respect.org.au/>

Other options to find urgent help:

- ANU Security (02) 612 52249
- [Lifeline Canberra](#) 13 11 14
- Mental Health Crisis Service 1800 629 354
- Kids Helpline (young people up to 25 years) 1800 551 800
- Canberra Rape Crisis Centre 7am-11pm daily (02) 6247 2525 (voice) 0488 586 518 (text)
- Service Assisting Male Survivors of Sexual Assault (SAMSSA) 7am-11pm daily (02) 6247 2525 (voice) 0488 586 518 (text)
- Domestic Violence Crisis Service (02) 6280 0900

## Non-urgent support

General information and contacts for services to support student wellbeing, health, and academic success are [available here](#) and through the “Wellbeing and Support” link on the ANU OK app (available through [Google Play](#) and the [App Store](#))

## The Student Safety and Wellbeing Team

Student Safety and Wellbeing Case Managers have specialist expertise supporting people who have experienced sexual harassment and sexual assault. The team can also support you in relation to a wide range of other issues that impact wellbeing including discrimination, bullying, and racism.

They work from a person-centred and trauma-informed practice framework. This means that you will be treated with dignity and respect and will receive a transparent and confidential service that will empower you to make choices and connect with others.

Find more information and how to book an appointment with the Student Safety and Wellbeing team [here](#).

### **ANU Counselling Centre**

The ANU Counselling Centre is a free, confidential and non-diagnostic service available to all currently enrolled ANU students located in Australia. Students currently located overseas are encouraged to make contact, we can advise about alternative support options. No referral or Mental Health Treatment Plan from a General Practitioner is required to register and attend appointments.

Find more information and how to book an appointment at the ANU Counselling Centre [here](#).

### **ANU Medical Centre**

This is the on-campus health services provider, which offers General Practitioner, Nurse Practitioner, and other primary health services.

Find more information and how to book an appointment at the ANU Medical Centre [here](#).

### **Support for LGBTIQ+ students**

QLife is a nation-wide, anonymous, phone or web chat service for people wanting to talk about a range of issues, including sexuality, identity, gender, bodies, feelings or relationships. Support by phone and online is available from 3pm to midnight, 365 days a year on 1800 184 527 or at <https://qlife.org.au/>

More information about LGBTIQ+ groups and resources at ANU and externally can be found [here](#).

### **Support for Aboriginal and Torres Strait Islander students**

If you, or someone you know, are feeling worried or no good, we encourage you to connect with 13YARN on 13 92 76 (24 hours/7 days) and talk with an Aboriginal or Torres Strait Islander Crisis Supporter. This is your story; your journey and we will take the time to listen. No shame, no judgement, safe place to yarn.

<https://www.13yarn.org.au/>

### **Support for international students**

Sonder is a smartphone app for international students that can provide you with 24/7 on-demand and confidential access to wellbeing and safety professionals and resources. The app is available free of charge to all international students at ANU. Through the app, you can access services including multilingual chat, call and video call with nurses, doctors, psychologists, and other health professionals

More information and a link to download sonder are [here](#).

## **ANU Chaplaincy Service**

The Chaplaincy service is endorsed by the University and is provided by a multifaith team of chaplains, including members of Christian, Muslim, Buddhist, Jewish and Humanist traditions. We are women and men, lay and clergy, from different cultural, linguistic, and educational backgrounds, serving mainly on a volunteer basis.

Chaplains welcome contact from all members of the ANU community, and you can find more information [here](#).

## **Former ANU students**

Former students can access support for matters arising during their time as ANU students. Please email [NixonReview@anu.edu.au](mailto:NixonReview@anu.edu.au) and we will contact you.

## **Making or receiving a disclosure about harmful behaviours**

If you are experiencing harassment or discrimination, you can find information about what matters are considered harmful behaviours and options for finding support and making a report at our [Harmful Behaviours Disclosure Response and Support](#) page.

A disclosure is not a formal report or complaint, and you are not required to identify yourself if you don't want to. Making a disclosure lets ANU connect you with support and provides a way to let the University know of a harmful behaviour that has affected our community.

The linked page also has information about how to respond if someone has made a disclosure to you, including support that is available for you when someone discloses harmful behaviour.