

## Student Safety and Wellbeing Resources



Mana Tohu Mātauranga o Aotearoa  
New Zealand Qualifications Authority



AUSA X NZQA

WVP & Code Champion Qun Ma

Any enquiries: [welfare@ausa.org.nz](mailto:welfare@ausa.org.nz)

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## An overview of contacts for student safety and wellbeing

### Contacts at NZQA

Contacts at NZQA	Contact Details	Notes
<b>NZQA – The Code Administrators</b>	0800 697 296 – ask to speak to Code Administrators <a href="mailto:code.enquiries@nzqa.govt.nz">code.enquiries@nzqa.govt.nz</a>	If a student has a general enquiry about the Code, ask them to call NZQA and ask for the Code team
<b>NZQA- The Risk Management</b>	E  <a href="mailto:risk@nzqa.govt.nz">risk@nzqa.govt.nz</a>	Contact if you have any queries on complaint process
<b>Code webpage on NZQA’s website</b>	<a href="#">Know the Code: tertiary learners » NZQA</a>	Documents and materials about the Code
<b>Digital Tool Kit</b>	<a href="https://www.nzqa.govt.nz/providers-partners/tertiary-and-international-learners-code/providers-signatories/digital-toolkit/">https://www.nzqa.govt.nz/providers-partners/tertiary-and-international-learners-code/providers-signatories/digital-toolkit/</a>	Social media posts Videos #KnowtheCode flyers Disputes Resolution Schemes flyers

### Services at University

Services at University	Contact Details	Notes
<b>Accommodation Services</b>	<a href="https://www.auckland.ac.nz/en/on-campus/accommodation/accommodation-solutions-advisory-service.html">https://www.auckland.ac.nz/en/on-campus/accommodation/accommodation-solutions-advisory-service.html</a> Phone: +64 9 373 7599 ext 87691 or 0800 864 467.	<a href="https://www.auckland.ac.nz/en/on-campus/accommodation/university-accommodation.html">https://www.auckland.ac.nz/en/on-campus/accommodation/university-accommodation.html</a>
<b>Student Association(s)</b>	<a href="http://ausa.org.nz/contact-us/">http://ausa.org.nz/contact-us/</a> 4 Alfred Street AUCKLAND 1010	
<b>Campus Safety/Security</b>	Phone: 0800 373 7550 or 966 (internal)	<a href="https://www.auckland.ac.nz/en/about-us/emergency-information/contact-numbers.html">https://www.auckland.ac.nz/en/about-us/emergency-information/contact-numbers.html</a>
<b>Disability Support Services</b>	Student Access Portal (make an appointment) Phone: +64 9 373 7599 ext 82936. Email: <a href="mailto:disability@auckland.ac.nz">disability@auckland.ac.nz</a>	<a href="https://www.auckland.ac.nz/en/students/student-support/personal-support/students-with-disabilities.html">https://www.auckland.ac.nz/en/students/student-support/personal-support/students-with-disabilities.html</a>
<b>Student Disputes Resolution Office / Advisor</b>	<ul style="list-style-type: none"> <li>Your class or faculty representative</li> <li><a href="#">The Student Advice Hub</a></li> <li><a href="#">AUSA Advocacy</a></li> <li><a href="#">The Auckland University Students' Association (AUSA)</a></li> </ul>	<a href="https://www.auckland.ac.nz/en/students/complaints-and-incidents/complaints.html">https://www.auckland.ac.nz/en/students/complaints-and-incidents/complaints.html</a>

	<ul style="list-style-type: none"> <li>• <a href="#">The Postgraduate Students Association (PGSA)</a></li> <li>• <a href="#">A Doctoral Advisor</a></li> <li>• <a href="#">The Proctor</a></li> <li>• A Resident Advisor</li> <li>• A Staff member</li> <li>• <a href="#">A Tuākana</a> or other mentor</li> <li>• <a href="#">A UniGuide</a></li> <li>• <a href="#">The Campus Care Team</a></li> </ul>	
<b>Distance Student Support</b>	Not found	
<b>General Student Information Centre</b>	<p>Student hubs</p> <p>Email: <a href="mailto:studentinfo@auckland.ac.nz">studentinfo@auckland.ac.nz</a></p> <p>Phone:</p> <p>Auckland: (09) 923 5025</p> <p>Outside Auckland: 0800 61 62 63</p> <p>International: +64 9 373 7513</p>	
<b>International Student Support</b>	<p>Phone: 09-923 1969</p> <p>Phone (after hour): 021 376 922</p>	<a href="https://www.auckland.ac.nz/en/students/student-support/personal-support/international-student-support.html">https://www.auckland.ac.nz/en/students/student-support/personal-support/international-student-support.html</a>
<b>IT Services</b>	<p>Student IT Hub, Level 2, Kate Edger Information Commons, City campus</p>	<a href="https://www.auckland.ac.nz/en/students/student-support/tech-support.html">https://www.auckland.ac.nz/en/students/student-support/tech-support.html</a>
<b>Māori Support Services</b>	<p>Pro Vice Chancellor Māori Office</p> <p>Phone: +64 9 373 7599 ext 88166</p> <p>Email: <a href="mailto:Waipapa.marae@auckland.ac.nz">Waipapa.marae@auckland.ac.nz</a></p>	<a href="https://www.auckland.ac.nz/en/students/student-support/personal-support/support-maori-students.html">https://www.auckland.ac.nz/en/students/student-support/personal-support/support-maori-students.html</a>
<b>Medical center(s) on campus</b>	<p>Postal address:</p> <p>University Health and Counselling</p> <p>Private Bag 92019</p> <p>Auckland</p> <p>New Zealand</p> <p>Phone: 0800 698 427 - 0800 MY UHCS</p> <p>Fax: 09 373 7501</p> <p>Email: <a href="mailto:uhsinfo@auckland.ac.nz">uhsinfo@auckland.ac.nz</a></p>	<a href="https://www.auckland.ac.nz/en/students/student-support/personal-support/student-health-counselling.html">https://www.auckland.ac.nz/en/students/student-support/personal-support/student-health-counselling.html</a>
<b>Pasifika Student Support</b>	<p>Office of the Pro Vice-Chancellor (Pacific)</p> <p>Fale Pasifika Building Complex</p> <p>Building 273, Room 201</p>	<a href="https://www.auckland.ac.nz/en/students/student-support/personal-support/support-pacific-students.html">https://www.auckland.ac.nz/en/students/student-support/personal-support/support-pacific-students.html</a>

	20 Wynyard Street, Auckland CBD 1010 Email: pvcapacific@auckland.ac.nz	
<b>Rainbow Students</b>	Michael: <a href="mailto:studentrainbownetwork@auckland.ac.nz">studentrainbownetwork@auckland.ac.nz</a>	<a href="https://www.auckland.ac.nz/en/students/student-support/personal-support/rainbow-students.html">https://www.auckland.ac.nz/en/students/student-support/personal-support/rainbow-students.html</a>
<b>Refugee-background Student Support</b>	Not found	<a href="https://www.auckland.ac.nz/en/students/student-support/personal-support/students-refugee-backgrounds.html">https://www.auckland.ac.nz/en/students/student-support/personal-support/students-refugee-backgrounds.html</a>
<b>Spiritual and Religious Support</b>	Lay and Associate Chaplains Phone: +64 9 373 7599 ext 89902 Chapel Administrator Office hours: Monday - Friday, 1-5pm Email: maclaurinchapel@auckland.ac.nz Muslim Chaplain Phone: +64 27 380 6110	<a href="https://www.auckland.ac.nz/en/students/student-support/personal-support/spiritual-religious-support.html">https://www.auckland.ac.nz/en/students/student-support/personal-support/spiritual-religious-support.html</a>
<b>Student Accessibility Services</b>	See Student Disability Services	
<b>Student Counselling</b>	See Medical center(s) on campus	
<b>Student Financial Services</b>	<ul style="list-style-type: none"> <li>• <a href="#">Student Emergency Fund - The University of Auckland</a></li> <li>• An <a href="#">AUSA Hardship Grant</a>.</li> <li>• Study link has a <a href="#">special needs grant</a> and an <a href="#">unexpected or urgent cost fund</a>.</li> <li>• You may be eligible for a special needs grant through <a href="#">Work and Income</a>.</li> </ul> <p>You can apply for the <a href="#">University of Auckland Partnership Appeal Award</a>, which are given out twice a year.</p> <p>Additional support resources are available through <a href="#">MoneyTalks</a>.</p>	<a href="https://www.auckland.ac.nz/en/students/student-support/financial-support.html">https://www.auckland.ac.nz/en/students/student-support/financial-support.html</a>

Complaint Procedures	Contact Details	Notes
<b>The UoA Contact</b>	<p>Academic disputes and complaints</p> <p>Informal procedures</p> <p>Your class or faculty representative</p> <p><a href="#">Student Advice Hub</a></p> <p><a href="#">AUSA Advocacy</a></p> <p><a href="#">Auckland University Students' Association (AUSA)</a>.</p> <p>You may approach the Academic Head in writing to make a formal complaint</p> <p>Complaints about student behaviour</p> <p>Options for <a href="#">self-resolution</a>, <a href="#">formal and informal resolution</a> are covered in the <a href="#">Guidelines that accompany the University's Addressing Bullying, Harassment and Discrimination Policy and Procedures</a>.</p> <p><a href="#">Report a Student Concern or Complaint, or Request Special Consideration   Advocate System (symplicity.com)</a></p> <p><a href="#">Whistleblower hotline - The University of Auckland</a></p> <p><a href="#">Complaint or feedback on University service delivery (auckland.ac.nz)</a></p>	<p>Academic complaints</p> <p><a href="https://www.auckland.ac.nz/en/students/forms-policies-and-guidelines/student-policies-and-guidelines/academic-disputes-and-complaints.html">https://www.auckland.ac.nz/en/students/forms-policies-and-guidelines/student-policies-and-guidelines/academic-disputes-and-complaints.html</a></p> <p>Complaints about student behaviour</p> <p><a href="https://www.auckland.ac.nz/en/about-us/about-the-university/equity-at-the-university/harassment.html">https://www.auckland.ac.nz/en/about-us/about-the-university/equity-at-the-university/harassment.html</a></p> <p>Service complaints</p> <p><a href="https://www.forms.auckland.ac.nz/en/public/student-contact-and-support/complaints-and-feedback.html?_gl=1*6yevdu*_ga*MTE1NDEzOTczNS4xNjgyMjAwMTUx*_ga_SJ5FRP7YT L*MTY4NTQ0MTk4NC40MC4xLjE2ODU0ODI2NzQuMC4wLjA">https://www.forms.auckland.ac.nz/en/public/student-contact-and-support/complaints-and-feedback.html?_gl=1*6yevdu*_ga*MTE1NDEzOTczNS4xNjgyMjAwMTUx*_ga_SJ5FRP7YT L*MTY4NTQ0MTk4NC40MC4xLjE2ODU0ODI2NzQuMC4wLjA</a>.</p>
<p>Before coming to NZQA the learner should try to resolve the issue with the education provider itself. If the learner has followed their education providers formal complaints process and the issue has not been resolved, then the individual can make a complaint to NZQA.</p>		
<b>Tertiary Education Dispute Resolution – for domestic tertiary learners</b>	<a href="#">Tertiary Education Dispute Resolution - Aotearoa New Zealand (tedr.org.nz)</a>	Set up to resolve financial and contractual disputes for domestic tertiary learners
<b>iStudent Complaints – for international learners</b>	<a href="#">Helping international students resolve complaints with their education provider   iStudent Complaints</a>	Set up to resolve financial and contractual disputes for international learners
<b>NZQA</b>	<a href="#">Student complaints about an education provider » NZQA</a>	Handles all complaints about alleged non-compliance with the Code of Practice, other than

		financial and contractual disputes
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### National Student Associations

National Student Associations	Contact Details	Notes
<b>National Disabled Student Association (NDSA)</b>	<a href="mailto:president@ndsa.co.nz">president@ndsa.co.nz</a> <a href="https://www.facebook.com/NationalDisabledStudentsAssociation/">https://www.facebook.com/NationalDisabledStudentsAssociation/</a> <a href="http://www.ndsa.org.nz">www.ndsa.org.nz</a>	
<b>New Zealand International Student Association (NZUSA)</b>	<a href="mailto:president@nzisa.co.nz">president@nzisa.co.nz</a> <a href="https://nzisa.co.nz/">https://nzisa.co.nz/</a>	
<b>New Zealand Union of Students' Associations (NZUSA)</b>	<a href="mailto:president@students.org.nz">president@students.org.nz</a> <a href="https://www.students.org.nz/">https://www.students.org.nz/</a>	
<b>Tauira Pasifika</b>	<a href="mailto:president@tauirapasifika.org.nz">president@tauirapasifika.org.nz</a> <a href="https://www.facebook.com/tauirapasifika/">https://www.facebook.com/tauirapasifika/</a>	
<b>Te Mana Ākonga</b>	<a href="mailto:tumuaki@temanaakonga.org.nz">tumuaki@temanaakonga.org.nz</a> <a href="https://www.temanaakonga.org.nz/">https://www.temanaakonga.org.nz/</a>	

### Emergency Services

Emergency Services	Contact Details	Notes:
<b>Fire and Emergency</b> <b>Police</b> <b>Ambulance</b> <b>Civil Defense</b>	111 – Call	Even if you are unsure if it is an emergency and still worried you can call 111 and ask the operator
<b>Minor Incidents</b>	105 – Call	If it is not an emergency and you want to report it to the Police, you can call them on 105
<b>Non-life-threatening medical Issue</b>	Dependent on the situation and individual	Tell the individual to contact their family/ personal doctor

		(GP) or after-hours medical clinic
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## Helplines

Helplines	Contact Details	Notes
<b>Alcohol Drug Helpline</b>	0800 787 797 (free call)	Offers free confidential information and support on any problem, issue or query you have about your own or someone else's drinking or drug taking
<b>Healthline</b>	0800 611 116 (free call)	If it is a medical issue and just need advice give them a call
<b>Lifeline</b>	0800 543 354 Text HELP - 4357	Provides free 24/7 support for you or if you are concerned for someone's wellbeing or safety with highly trained team.
<b>Need to Talk</b>	1737 (free call or text)	Free anytime for support from a trained counselor
<b>Samaritans</b>	0800 726 666 (free call)	Charity that offers emotional support to anyone in distress or at risk of suicide, 24/7, for free
<b>Suicide Crisis Helpline</b>	0508 82 88 65 0508 (TAUTOKO)	Provides free 24/7 support for you or if you are concerned for someone's wellbeing or safety with highly trained team.
<b>The Depression Helpline</b>	<a href="tel:0800111757">0800 111 757</a> 757 or free text 4202	To talk to a trained counsellor about how you are feeling or to ask any questions
<b>The Lowdown Text</b>	5626 (free text)	For support to help young people recognize and understand depression or anxiety
<b>Rainbow Youth</b>	(09) 376 4155	Rainbow friendly services – provides education, information, support, and advocacy
<b>Rural Support Trust Helpline</b>	0800 787 254	Talk to someone who gets your issues and been there before; health and wellbeing, financial pressure, employment, flooding, earthquake etc.



<b>What's Up</b>	<a href="https://whatsup.co.nz/contact-us/">https://whatsup.co.nz/contact-us/</a> (11am– 10:30pm – online chat)  0800 9428 787 (12pm – 10pm weekdays, 3pm -11pm weekends)	A safe space to talk about anything at all – created by the Mental Health Foundation
<b>Youth line</b>	0800 376 633 (24/7 - free call)  234 (8 am- 12am - free text)  <a href="mailto:talk@youthline.co.nz">talk@youthline.co.nz</a> (webchat)	Offer support to all young people in NZ. Free counselling, helpline service and youth mentoring

### Local DHB Mental Health Crisis Team

Local DHB Mental Health Crisis Team (CATT TEAM)	Contact Details	Notes
<b>Northland</b> – Weekends and after-hours phone 0800 223 371		
<b>Whangarei</b>	(09)430 4101 extn 3537	<b>Areas covered:</b>  Topuni bridge near Wellsford North through to Towai on the east coast Monday to Friday 8am – 4:30pm
<b>Kaipara District</b>	(09) 439 3330 extn 65401	<b>Areas covered:</b>  Pouto to Waipoua forest. Across from Tangiteroria to Paparoa Monday to Friday 8am – 4:30pm
<b>Mid North District</b>	0800 643 647	<b>Areas covered:</b>  Towai is the southernmost point through to Bay of Islands, Kaikohe and the Hokianga, south of the Mangamuka Gorge and Totara North Monday to Friday 8am – 4:30pm
<b>Far North District</b>	(09) 408 9187	<b>Areas covered:</b>  Areas North of the Hokianga, Mangamuka and Totara North through to Cape Reinga Monday to Friday 8am – 4:30pm
<b>Auckland</b>		
<b>Waitematā</b>	(09) 486 8900	<b>Areas covered:</b>

		Wellsford to Northshore
<b>Henderson</b>	909) 822 8501	
<b>Rodney</b>	(09) 427 0360	
<b>Auckland City</b>	0800 800 717	<b>Areas covered:</b> Central Auckland
<b>Counties Manukau</b>	09 261 3700	<b>Areas covered:</b> South Auckland to Te Kauwhata
<b>Waikato</b>		
<b>Waikato</b>	0800 505 050	<b>Areas covered:</b> Coromandel, Hamilton to National Park
<b>Bay of Plenty</b>		
<b>Tauranga</b>	0800 800 508	<b>Areas covered:</b> Tauranga
<b>Whakatane</b>	0800 774 545	<b>Areas covered:</b> Whakatane to te Kaha
<b>Lakes</b>	0800 166 167	<b>Areas covered:</b> Rotorua, Taupo, Turangi
<b>Gisborne</b>		
<b>Tairāwhiti</b>	0800 243 500 After 10pm call (06) 869 0512	<b>Areas covered:</b> Hicks Bay to Gisborne
<b>Hawke's Bay</b>		
<b>Hawke's Bay</b>	0800 112 334	<b>Areas covered:</b> Wairoa, Napier, Hastings, Waipukurau
<b>Taranaki</b>		
<b>Taranaki</b>	0508 292 467	<b>Areas covered:</b> New Plymouth to Waverly

<b>Manawatu-Wanganui</b>		
<b>Whanganui</b>	0800 653 358	<b>Areas covered:</b> Ohakune, Whanganui to Bulls
<b>Mid Central</b>	0800 653 357	<b>Areas covered:</b> Palmerston North to Peka Peka
<b>Wellington</b>		
<b>Wairarapa</b>	0508 432 432	<b>Areas covered:</b> Masterton to Martinborough
<b>Hutt Valley</b>	0800 745 477	<b>Areas covered:</b> Lower and Upper Hutt
<b>Capital and Coast</b>	0800 745 477	<b>Areas covered:</b> Kapiti to Wellington, Kapiti Coast, Porirua City, Wellington City
<b>Nelson Marlborough – Operating 24/7</b>		
<b>Nelson</b>	0800 776 364	<b>Areas covered:</b> Nelson region from Rai Valley to Korere to Riwaka
<b>Marlborough</b>	0800 948 497	<b>Areas covered:</b> Marlborough. As far as the Clarence River and up to the Lakes and down the Sounds, and as far as Rai Valley
<b>Golden Bay</b>	0800 776 364	<b>Areas covered:</b> Golden Bay area, from the top of Takaka Hill to Tuimawiwi on the west coast of Golden Bay
<b>West Coast</b>		
<b>West Coast</b>	0800 757 678	<b>Areas covered:</b> West Coast, South Island
<b>Canterbury</b>		

<b>Christchurch</b>	0800 920 092	<b>Areas covered:</b> Kaikoura to Ashburton
<b>South Canterbury</b>	0800 277 997	<b>Areas covered:</b> Timaru, Mt Cook, Tekapo, Temuka, Waimate Glenavy in the south to Rakaia in the north, and inland as far as Mount Cook
<b>Otago</b>		
<b>Otago / Otago Southland</b>	0800 46 78 46 (push 1 for Southland Mental Health Services, push 2 for Otago Mental Health Service).	<b>Areas covered:</b> Dunedin, Milford Sound south to Stewart Island

### Sexual Violence

<b>Sexual Violence</b>		<b>Notes:</b>
<b>NZ Police</b>	111	
<b>Rape Crisis</b>	0800 88 33 00	Free social work and counselling services to survivors, along with their whānau and supporters.  Work with survivors of sexual harm
<b>Safe to talk</b>	0800 044 334	A 24/7 confidential helpline for survivors, support people and those with harmful sexual behaviors

### Other Resources

<b>Other Resources</b>		<b>Notes</b>
<b>Balance</b>	<a href="http://www.balance.org.nz">www.balance.org.nz</a>	Making a difference in the lives of those affected by mood disorder
<b>Citizens Advice Bureau (CABNZ)</b>	<a href="http://www.cab.org.nz">www.cab.org.nz</a>	Free and confidential advice and support
<b>Depression website</b>	<a href="#">Home   Depression and Anxiety</a>	How to recognize depression, find a way through and stay well. Includes e-therapy tool The Journal, guided by John Kirwan

<b>Groov</b> (app)	<a href="#">App   Groov Workplace Wellbeing Platform — Groov   Workplace Mental Wellbeing Platform (groovnow.com)</a>	An app that you can use to monitor, manage, and improve your mental wellbeing by setting daily goals and tracking your progress
<b>Like Minds, Like Mine</b>	<a href="http://www.likeminds.org.nz">www.likeminds.org.nz</a>	Is a public education program aimed at reducing the stigma and discrimination faced by people with experience of mental illness
<b>Skylight</b>	<a href="http://www.skylight.org.nz">www.skylight.org.nz</a>	Provides specialized grief support for NZ children, young people, adults, and their families who are facing change, loss, trauma, and grief
<b>Small Steps</b> (Digital tools)	<a href="#">Small Steps   Free Online Tools to Manage Your Wellbeing</a>	Digital tools to help you maintain wellness, find relief, or get help for yourself, friends or whānau
<b>Tripple P Online</b>	<a href="#">Online parenting course   proven to work   Triple P Online   Triple P Positive Parenting New Zealand (triplep-parenting.net.nz)</a>	Online parenting support designed to help parents support their children and teenagers to cope with life's ups and downs, promote wellbeing and make family life more enjoyable
<b>The Lowdown</b> (website)	<a href="http://thelowdown.co.nz">Welcome to Your Lowdown (thelowdown.co.nz)</a>	Helping young people understand and deal with depression. Video, stories, guides, music, chat
<b>Mental Health Foundation</b> (website)	<a href="#">Home   Mental Health Foundation</a>	Advice if you or someone you know are depressed, anxious or stressed
<b>Ministry of Health</b>	<a href="http://www.health.govt.nz/your-health/condistions-and-treatments/mental-health/preventing-suicide">www.health.govt.nz/your-health/condistions-and-treatments/mental-health/preventing-suicide</a>	Advice for what to do when someone is suicidal or at risk and needing urgent help
<b>Waka Hourua</b>	<a href="http://www.wakahourua.co.nz">www.wakahourua.co.nz</a>	National suicide prevention program for Māori and Pasifika communities

## Emergency services

### Fire/police/ambulance

Phone: **111** (or 1 111 from a University landline)

1. Call from a safe place (note that mobile phones are free)
2. Tell the operator which emergency service you want.
3. Wait until that service answers.
4. Give your location and address, including suburb and city.
5. Do not hang up until told to by the emergency service.
6. Make sure someone is available to direct the emergency service to the scene.

### On-campus emergency phone number

#### University Security

Phone: 0800 373 7550 or 966 (internal)

Note: To ensure the contact number is near the top of your contact list, please save it as 'Auckland University Security'. The security staff are on site 24/7 and will respond immediately to help and arrange any emergency or medical assistance required.

#### Non-emergency enquiries

University Security

Phone: **0800 373 7550 or 85000 (internal).**

Email: [city.security@auckland.ac.nz](mailto:city.security@auckland.ac.nz)

The Security office is located at B409, 24 Symonds Street, City Campus, Auckland.

#### Health, Safety and Wellbeing

Phone: 373 4896 (within Auckland), ext 84896.

Email: [hsw@auckland.ac.nz](mailto:hsw@auckland.ac.nz)

### Other important contact numbers

Poisons Information Centre: 0800 764 766

Healthline: 0800 611 116

Traffic issues: \*555 (from a mobile phone)

Auckland Council: 09 301 0101

## Student Support Services

<https://www.auckland.ac.nz/en/students/student-support.html>

### [Personal support - The University of Auckland](#)

- [Be well](#)
- [Te Papa Manaaki | Campus Care](#)
- [High Performance Support Programme](#)
- [International student support](#)
- [Parenting support and childcare](#)
- [Student Disability Services](#)
- [Spiritual and religious support](#)
- [Student Health and Counselling Service](#)
- [Students from low socio-economic backgrounds](#)
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- [Support for Māori students](#)
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[Academic and learning support - The University of Auckland](#)

[Financial support - The University of Auckland](#)

[Tech support - The University of Auckland](#)

[Student Hubs - The University of Auckland](#)

[Complaints and incidents - The University of Auckland](#)

[Student Services Strategy - The University of Auckland](#)

[Te Papa Manaaki | Campus Care - The University of Auckland](#)

## General Student Information Centre

<https://www.auckland.ac.nz/en/students/student-hubs.html>

Email:

[studentinfo@auckland.ac.nz](mailto:studentinfo@auckland.ac.nz)

Phone:

Auckland: (09) 923 5025

Outside Auckland: 0800 61 62 63

International: +64 9 373 7513

Student Hub, City Campus

Te Herenga Mātauranga Whānui | General Library

Building 109, 5 Alfred Street, Auckland

[Wayfinding map](#)

Hours: Monday to Thursday 8am-10pm, Friday 8am-8pm, Saturday and Sunday 9am-8pm

Student Hub, Grafton Campus

Te Herenga Hauora | Philson Library

Building 503, Level 1 (entry via the Atrium, Building 505), 85 Park Rd, Grafton

[Wayfinding map](#)

Hours: Monday to Thursday 8am-10pm, Friday 8am-8pm, Saturday and Sunday 9am-8pm

Student Hub, Epsom Campus

Te Herenga Whakaakoranga | Sylvia Ashton-Warner Library

Gate 3, 74 Epsom Avenue (parking at Gate 2)

[Wayfinding map](#)

Hours: Monday to Friday 8am-8pm Saturday and Sunday 9am-5pm

Student Hub, Te Papa Ako o Tai Tonga

6 Osterley Way, Manukau

[Wayfinding map](#)

Hours: Monday to Friday 8am-8pm Saturday and Sunday 9am-5pm

Student Hub, Te Papa Ako o Tai Tokerau

L Block, 13 Alexander Street, Whangarei

[Wayfinding map](#)

Hours: Monday to Friday 8am-4.30pm Saturday 10am-4pm Sunday closed

Public holiday hours

King's Birthday Monday 5 June - all hubs open 9am-5pm, apart from Te Papa Ako o Tai Tokerau, Whangārei, which is closed.

If you live outside of Auckland or you unable to visit us in person, you can [book an online appointment](#) with us.



## Disability Support Services

<https://www.auckland.ac.nz/en/students/student-support/personal-support/students-with-disabilities.html>

Student Access Portal (<https://www.auckland.ac.nz/en/students/student-support/personal-support/students-with-disabilities/make-an-appointment.html>)

### Office Locations

#### City Campus

Our main office is located in the ClockTower on the City Campus. We suggest making an appointment.

Hours: Monday-Friday, 8am-4pm.

#### The ClockTower

Basement Level, Room 036

22 Princes Street, Auckland 1010

#### Epsom Campus

We have an office on the Epsom Campus. A Disability Case Manager is at Epsom Campus each Tuesday. Hours: 8am-1pm.

#### Epsom Campus

Block N

Academic Success Centre, Level 3, Room 325a

### Contact details

Phone: +64 9 373 7599 ext 82936.

Email: [disability@auckland.ac.nz](mailto:disability@auckland.ac.nz)

## International student support

<https://www.auckland.ac.nz/en/students/student-support/personal-support/international-student-support.html>

Office hour: Monday - Friday between 8.30am and 5pm.

38 Princes Street, 1010 Auckland Auckland, New Zealand 1142

09-923 1969

If you require emergency assistance outside these hours or on weekends, you can get in touch with them by phoning: 021 376 922.

Karyn Floyd

Manager International Student Support Services

Faculties: Business, Arts, Law, Creative Arts and Industries, Medical and Health Sciences

Phone: +64 9 373 7599 ext 86911

Email: [karyn.floyd@auckland.ac.nz](mailto:karyn.floyd@auckland.ac.nz)

Mariam Almasri

International Student Adviser

Faculties: Science and Engineering

Phone: +64 9 373 7599 ext 84598

Email: [mariam.almasri@auckland.ac.nz](mailto:mariam.almasri@auckland.ac.nz)

Suriati Razman

International Student Adviser

Manaaki New Zealand Scholarships Support

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Maxine Ma

International Student Adviser

Faculty of Education and Social Work and Manaaki New Zealand Scholarships Support

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Email: [maxine.ma@auckland.ac.nz](mailto:maxine.ma@auckland.ac.nz)

Karen Dai

Immigration Manager (Students)

Phone: +64 9 373 7599 ext 86943

Email: [karen.dai@auckland.ac.nz](mailto:karen.dai@auckland.ac.nz)

Juliane Adamietz

International Student Adviser - International Student Experience

Phone: +64 9 373 7599 ext 82244

Email: [j.adamietz@auckland.ac.nz](mailto:j.adamietz@auckland.ac.nz)

## UoA accommodation halls

<https://www.auckland.ac.nz/en/on-campus/accommodation/university-accommodation.html>

**Physical address:** Accommodation Solutions, Office 219A, Level 2, Kate Edger Information Commons, Auckland 1010, New Zealand

**Office Hours:** Monday to Friday, 8.30am - 5.00pm.

**Phone:** +64 9 373 7599 ext 87691 or 0800 864 467.

Residence	Email & Contact Phone
55 Symonds	Email 55symonds@auckland.ac.nz DDI: 09 973 5300 Emergency Duty Phone 027 405 0442
Carlaw Park Student Village	Email cpsv@auckland.ac.nz DDI: 09 923 7080 Emergency Duty Phone 027 707 9813
Grafton Hall	Email graftonhall@auckland.ac.nz DDI: 09 923 2221 Emergency Duty Phone 021 476 069
Grafton Student Flats & Goldies Homestead	Email graftonstudentflats@auckland.ac.nz DDI: 09 923 2221 Emergency Duty Phone 021 476 069
O'Rorke Hall	Email ororkehall@auckland.ac.nz DDI: 09 373 7599 extn. 3500 Emergency Duty Phone 021 989 637
Te Tirohanga o te Tōangaroa	Email tetirohanga@auckland.ac.nz DDI: 09 886 6100 Emergency Duty Phone 027 233 4612
University Hall - Towers & University Hall - Apartments & Waikohanga House	Email universityhall@auckland.ac.nz DDI: 09 923 9191 Emergency Duty Phone 027 544 2520
Waipārūrū Hall & Whitaker Block	Email waiparuruhall@auckland.ac.nz DDI: 09 923 3400 Emergency Duty Phone 021 989 638

## Making Complaints

<https://www.auckland.ac.nz/en/students/complaints-and-incidents/complaints.html>

Complaints webpage

There is a [complaints webpage](#) which outlines the range of options available to students for different types of complaints or feedback, as well as support that is available to students wishing to make a complaint.

[Academic disputes and complaints - The University of Auckland](#)

[Bullying, harassment and discrimination - The University of Auckland](#)

Complaints or reports about **student behaviour** go to the [University Proctor](#) and there is an online form for submitting such a complaint.

[https://uoa-advocate.symphlicity.com/care\\_report/index.php/pid164459?](https://uoa-advocate.symphlicity.com/care_report/index.php/pid164459?)

Concern for a student's health or wellbeing

Student Emergency Fund application

Student involved in an incident

*Whistleblower hotline*

You can use the whistleblower hotline to report suspected **unethical misconduct including fraud, corruption, harassment or bullying**.

The whistleblower hotline is **independently** operated by KPMG on behalf of the University of Auckland. The information provided to the hotline will be noted by KPMG and forwarded to the University, who will decide on next steps and further action.

The hotline allows disclosures to be made 24/7 **anonymously** through four channels:

Online: Whistleblower report form

Phone: 0800 100 526

Email: [FairCall@kpmg.com.au](mailto:FairCall@kpmg.com.au)

Fax: +61 9335 7466

There is also an option for partial anonymity (where KPMG but not the University is aware of your contact details), or you can remain anonymous and set up a password to access follow-up reports. These options are explained in more detail on the online form or you can call the whistleblower hotline to discuss.

*Service Complaint: Complaint or feedback on University service delivery*

[https://www.forms.auckland.ac.nz/en/public/student-contact-and-support/complaints-and-feedback.html?\\_ga=2.65867118.176420196.1678318053-1663097820.1615851673](https://www.forms.auckland.ac.nz/en/public/student-contact-and-support/complaints-and-feedback.html?_ga=2.65867118.176420196.1678318053-1663097820.1615851673)

- [Academic disputes and complaints](#)
- [Dispute resolution](#)
- [Doctoral complaints and disputes](#)
- [Online bullying and harassment](#)
- [Residential rules and contact details](#)
- [Information about staff and students complaints, and the resolution process](#)
- [Tertiary Education Dispute Resolution information](#)

*Support for students making complaints*

If something goes wrong, there are a number of supports available to you to help resolve your issue, or to provide advice on progressing a formal complaint. These are:

- Your class or faculty representative
- [The Student Advice Hub](#)
- [AUSA Advocacy](#)
- [The Auckland University Students' Association \(AUSA\)](#)
- [The Postgraduate Students Association \(PGSA\)](#)
- [A Doctoral Advisor](#)
- [The Proctor](#)
- A Resident Advisor
- A Staff member
- [A Tuākana](#) or other mentor
- [A UniGuide](#)
- [The Campus Care Team](#)

Students can talk to their Student Representative via AUSA, PGSA or their Faculty Student Association or [Te Papa Manaaki | Campus Care](#) that will be able to work with students to identify the best avenue.

## Feedback Form

This QR code and link to feedback form for learners. Please ensure you get as many learners to complete feedback as possible. Their responses are anonymous, unless they want or need to share something with us (there is space for learners to enter in their contact details).

<https://nev.microsoft.com/Lb6aGjtnvw>



## Follow Us for More Information

### NZQR



[nzqa.govt.nz/know-the-code/](https://nzqa.govt.nz/know-the-code/)



@nzqa3154



@NZQAofficial



@nzqa.official



SCAN ME FOR MORE INFO

### AUSA

Website: <http://ausa.org.nz/>

Facebook: @AUSA - Auckland University Students' Association

Instagram: @ausa.uoa

TikTok: @ausa.uoa