



Support Services 2024

Mannix College

Mannix offers a range of services and support to help you. No matter the issue, no matter the time of day, our team of friendly support staff is here for you.

24/7 College Duty Phone

Call **0419 122 406** if you have an injury, incident or urgent concern at any time during your residency. This phone is answered by Mannix staff.

Resident Advisors (RA)

You can speak to your Resident Advisors (RAs) for general, day-to-day concerns. When engaging with your RAs, please remember that they are student leaders available to support you, but their role is not to solve your problems for you.

They can provide general advice, connect you to other staff, assist you within the limits of their training and the boundaries of their role, and refer you to suitable persons or services as needed. Our College is fortunate to have a wonderful team of RAs, but please be mindful that they serve our large community and are students themselves.

Resident Support Officers (RSO)

From 7pm-4am, our lovely and well-trained RSO staff provide overnight support to our community and will respond to incidents, injuries and emergencies as required.

Support Staff

Name	Title	Email	Mobile
Andrew Swan*	Principal	andrew.swan@monash.edu	0480 133 037
Annie McGuire*	Dean of Students & Wellbeing	annie.mcguire@monash.edu	0425 107 194
India Wright*	Director of Academics & Employability	india.wright@monash.edu	0400 995 566
Lis Shugg	Counsellor	counsellor.mannix@monash.edu	N/A

* *Lives on site*

Monash University

Monash University offers all students a range of support services. Go to <https://www.monash.edu/students/support> for more information.

Safety

Emergencies on campus

- Call Monash Security on 9905 3333 (or 333 from a Monash phone).
- Dial 000 for police, fire, ambulance for Emergencies on or off-campus

General safety enquiries

- Call Monash Security on 03 9902 7777

Safer Community Unit

The SCU investigates incidences of behaviour on campus that may be illegal, concerning or unacceptable. They can also assist if you are going through a difficult situation and are not sure who to contact.

- Opening hours: Mon–Fri, 9am – 5pm
- Phone: 03 9905 1599
- Email: safercommunity@monash.edu

Health

Counselling

- Open from 9am to 5pm on weekdays.
- Make an appointment Phone: 9905 3020 or <https://www.monash.edu/students/support/health/counselling>
- Appointments are free
- Counselling Help Online (1300 788 336) is useful if you are:
 - not in a crisis, but want to get some information, support and resources about how to get help on a certain issue
 - feeling a bit nervous about seeing a counsellor
 - unable to get to campus to see a counsellor.

Medical

- Monash medical clinics at Caulfield, Clayton and Peninsula campuses are open from 9am to 5pm weekdays.
- Medical emergencies
 - Ambulance - Tel: 000
 - Campus security - Tel: 333 (9905 3333)

Disability Support Services

Support for students with physical and/or psychological disabilities services include academic support, accessible accommodation on-campus, alternative exam arrangements, assistive technology, equipment, hearing augmentation and resting rooms. Phone: 9902 6000 or go to www.monash.edu/students/support/disability

Other Services

- Sexual Assault Crisis Line: 1800 806 292 or 9349 1766
- Centre Against Sexual Assault: 9635 3610
- Crisis Assessment and Treatment Team (24/7 service) 1300 369 012.
 - The Middle South CATT provides 24-hour, 365 days per year responsive, mobile, community-based psychiatric assessment and treatment for people in acute psychiatric crises.
- Lifeline:
 - Personal Crisis Support / Suicide Prevention: 13 11 14 (24/7 service)
 - Suicide Prevention: 1300 651 251 (24/7 service)
- National sexual assault, domestic and family violence counselling service 1800 737 732
- Turning Point - Drug and Alcohol 1800 888 236 (24/7 service)
- Suicide Call Back Service (24/7) 1300 659 467
- Compassionate Friends- bereaved family (24/7) 03 9888 4944 or 1300 064 068
- Grief Line (12pm-3am, every day) 03 9935 7400 or 1300 845 745
- Men's Line (24/7) 1300 789 978
- Men's Referral Service for men who want to change violent behaviour 1300 766 491
- OCD and Anxiety Help Line (10am-4pm, Mon-Fri) 03 9830 0533 or 1300 269 438
- Safe Steps Family Violence Response Centre (24/7) 1800 015 188
- Sexual Assault Crisis Line (24/7) 800 806 292 Suicide Line (24/7) 1300 651 251
- Victims of Crime Helpline (8am-11pm, every day) 1800 819 817 or text 0427 767 891

Hospitals and medical clinics

- [Victorian hospital list](#)
- [OSHC Worldcare medical clinics \(for international students\)](#)