



UNIVERSITY OF
AUCKLAND
Waipapa Taumata Rau
NEW ZEALAND

Critical Incidents and Emergency Response in University of Auckland Student Accommodation

For any immediate danger, call the police/ambulance/fire on 111, and then University Security on 0800 373 7550 (external and mobile phones)/ 966 (internal).

[UoA Emergency response information](#)

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Introduction

The University of Auckland (UoA) is committed to providing a supported, safe and secure environment for all students residing in University Accommodation. The Codes of Practice for the Pastoral Care of Students (international and domestic) require the University to have protocols and practices in place to guide the management of a variety of incident types for students in University Accommodation. These include student critical incidents, hall-wide and University-wide incidents, and civil defence emergencies that may impact the community beyond the University.

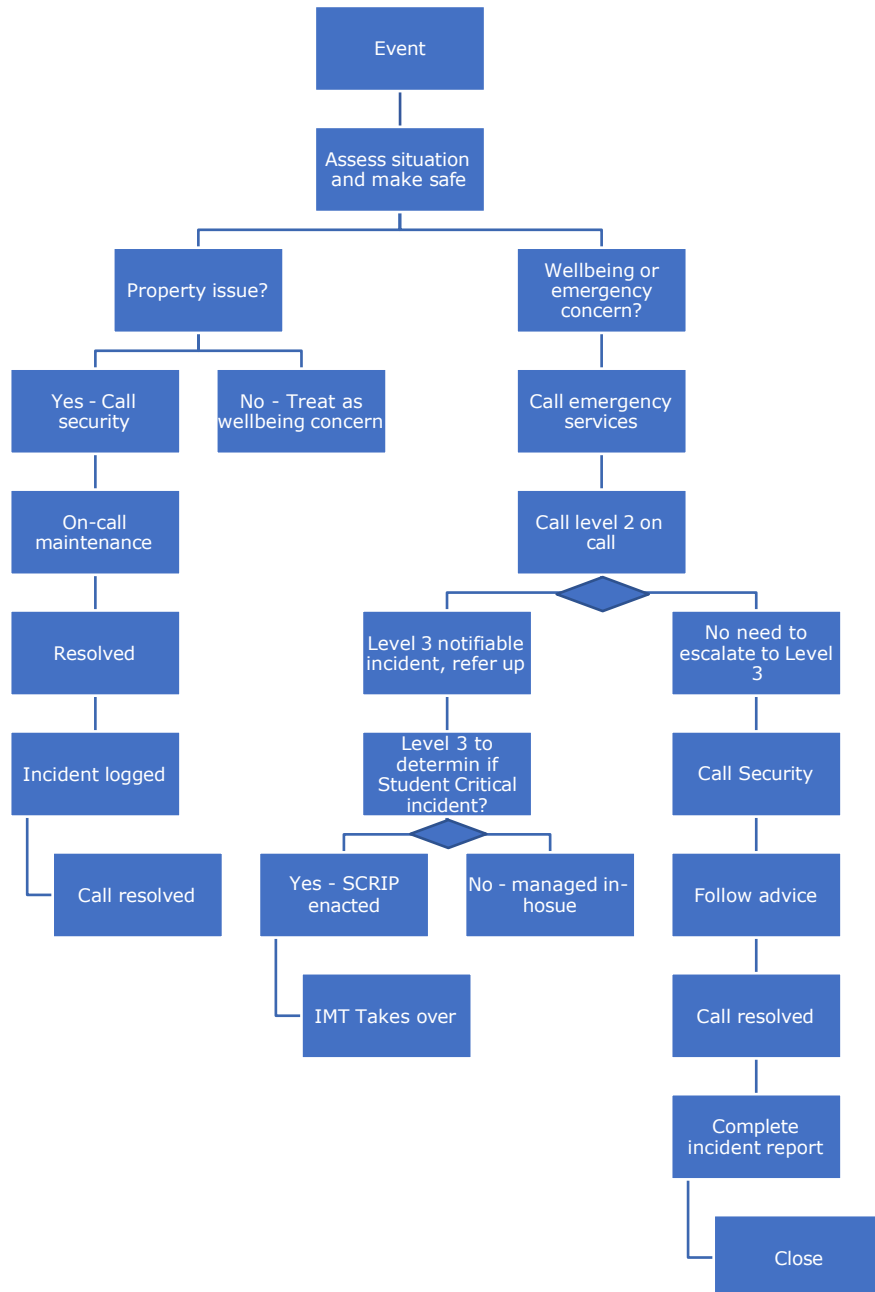
While the University has comprehensive policies and guidelines in place for critical incidents and emergency responses, this document provides the additional steps to be considered when the affected student or students reside in University accommodation.

Incident Management in Accommodation - process overview

Conduct and welfare incident classification:

Incident Classifications:	Level 1	Level 2	Level 3	Level 4
Incident type:	Low	Medium	High	Critical
Incident description:	A minor incident with very low impact or risk, minimal follow up	A minor incident with little to some impact or risk	A major incident with high impact or risk	A critical incident with significant impact or risk, such as life in danger

Conduct and welfare incident flowchart:



Student Critical Incidents

What is a Student Critical Incident?

A student critical incident is an unplanned or unforeseen traumatic event affecting a student or students which has an impact upon the University of Auckland (UoA), its staff, its students and potentially the wider community. The incident may happen on or off campus. This document is for reference for staff involved in responding to critical incidents and emergencies when an incident occurs within student accommodation, creates hall-wide disruption, or involves a current resident or UoA Accommodation staff member.

The University's Student Critical Incident Response Plan (SCIRP) is activated under the following circumstances:

- death of a student
- assault or serious injury of a student
- serious mental health episode or attempted suicide of a student
- arrest of a student
- notifiable infectious illness/disease
- student out of touch or missing
- civil or family disaster in a student's home region
- student critical incident overseas

This document provides information for additional steps to be taken by accommodation staff when the affected student or students reside in University accommodation.

Critical Incident Response – Roles & Responsibilities of Accommodation Staff

On-Call levels and reasons for escalations

On-Call Responder:	Responder roles:	Reasons to escalate to this level:
Level 1 responder	Resident Adviser, Receptionist, Administrator, Night Supervisor	Most enquiries and issues can be resolved at level 1. This is likely to be generalist support and/or advice to students. Level 1 staff will have the ability to triage and refer up to level 2.
Level 2 responder	Resident Coordinator or Resident Manager	Issues that would be escalated to level 2 are: threat to safety, illness, building issue, external support service onsite, mental health issue, damage, high level conduct, welfare concern, complaints.
Level 3 responder	Head of Operations or Associate Director	Issues that would be escalated to level 3 are: hospitalisations, infectious illnesses, assault, illegal activity, building evacuations, critical medical/mental health issues, & conduct, critical welfare concerns, emergency, critical complaints, media inquiries.
Level 4 responder	University Critical incident plan	Issues that would trigger the University Critical Incident Plan are: missing students, loss of life, critical threats (bomb, active shooter, etc), facilities unsafe for occupancy, civil defence matters.

On-Call staff responsibilities:

Level 1 – first responder	Level 2 – onsite person in charge	Level 3 – advice & escalation	Resident Manager post incident	Head of Operations post incident	Associate Director post incident
<i>Immediate actions to identify, triage/make safe and refer up</i>	<i>Takes on ownership of the incident on the ground and advice for level 1 staff</i>	<i>Ensures university policy and procedure are being adhered to and staff support</i>	<i>Wellbeing of affected staff and residents with focus on post-incident care</i>	<i>Support for on-site team, ensuring that post-incident care is being followed, review process and incident</i>	<i>Strategic reporting up into the University, support provided to Accommodation team, will own communications from Accom to external parties.</i>
<ul style="list-style-type: none"> <input type="checkbox"/> Applies first aid or triage required <input type="checkbox"/> Summons assistance, utilises bystanders <input type="checkbox"/> Emergency Calls (if required) 1-111 and University Security 0800 373 7550 <input type="checkbox"/> Refers and seeks advice from level 2 on call 	<ul style="list-style-type: none"> <input type="checkbox"/> Advises on procedure and policy – specific advice to situation <input type="checkbox"/> Leads and co-ordinates the response on the ground if needed <input type="checkbox"/> Refers up to Level 3 on call if required (level 3 or above incident) <input type="checkbox"/> Liaises with external agencies where appropriate <input type="checkbox"/> Supports on the ground staff <input type="checkbox"/> Identifies witnesses and affected people <input type="checkbox"/> Task an RA to establish a quiet room if required 	<ul style="list-style-type: none"> <input type="checkbox"/> Leads internal advice on policy and process <input type="checkbox"/> Will refer and initiate the critical incident procedure <input type="checkbox"/> Assesses whether to call Emergency Contact <input type="checkbox"/> Assesses safety/best interests of student /privacy <input type="checkbox"/> Will work with and liaise with internal university partners (security, ITS, Media etc) 	<ul style="list-style-type: none"> <input type="checkbox"/> Establishes who might be affected and need post-care <input type="checkbox"/> Works with University services on wellbeing plans <input type="checkbox"/> Considers best interests of resident and community <input type="checkbox"/> Self-care <input type="checkbox"/> Reporting of the incident in database <input type="checkbox"/> Closes the incident 	<ul style="list-style-type: none"> <input type="checkbox"/> Point of escalation for post-care <input type="checkbox"/> Quality assurance of the management of the incident <input type="checkbox"/> Support for on-site staff, incl. temporary resourcing <input type="checkbox"/> Management of other internal university partners, such as property, IT, Te Papa Manaaki <input type="checkbox"/> Refreshes relevant student safety key messages 	<ul style="list-style-type: none"> <input type="checkbox"/> Quality assurance of the process <input type="checkbox"/> Reporting up to senior leadership of the University <input type="checkbox"/> Conducts investigations, share learnings, carries out remedial actions <input type="checkbox"/> Media Liaison <input type="checkbox"/> Will sit on any IMT formed

Specific considerations for types of critical incidents

Death of a student in Accommodation (where the death has occurred in an Accommodation facility)

Immediate priorities	Other considerations
<ul style="list-style-type: none"> ▪ Call emergency services (Police, paramedics, etc.) ▪ Notify the Level two on call staff member (Resident Coordinator or Resident Manager) who will escalate to the Level 3 on call staff member (Head of Operations or Associate Director, Campus Life). Where the Level 3 on call is the HoO, they will inform the AD Accommodation who notifies the Director Campus Life, and the Student Critical Incident Response Plan is activated. ▪ Contact Security – they will secure the scene including the body until Police arrive ▪ Ask onsite staff (RAs or Reception) to keep students away from the area ▪ Establish a quiet space in the Residence for reflection, with a staff member present 	<ul style="list-style-type: none"> ▪ Providing support to flatmates and friends of the deceased ▪ Communications to the Accommodation community ▪ Instructions on where to direct media inquiries to all staff (Direct Media Enquiries to Communications (Media & Comms Manager)) ▪ Work with IMT on supporting family to collect belongings ▪ Work with University on a blessing of the space ▪ Ongoing support for staff and students via UHCS, Te Papa Manaaki & EAP

Death of a student in Accommodation (where the death has not occurred in an Accommodation facility)

- Notify the Level two on call staff member (Resident Coordinator or Resident Manager) who will escalate to the Level 3 on call staff member (Head of Operations or Associate Director, Campus Life). Where the Level 3 on call is the HoO, they will inform the AD Accommodation who notifies the Director Campus Life, and the Student Critical Incident Response Plan is activated.
- Provide support to flatmates/floormates/friends in the Residence
- Work with the family on collection of belongings
- Work with University on blessing of the student's space
- Direct Media Enquiries to Communications ([Media & Comms Manager](#))
- Ensure ongoing support plan for students via UHCS and Te Papa Manaaki

Assault or serious injury of a student in Accommodation

Immediate priorities	Other considerations
<ul style="list-style-type: none"> ▪ Call emergency services (Police, paramedics, etc.) ▪ Call UoA Security ▪ Administer first aid as needed, and as safe ▪ Notify the Level two on call staff member (Resident Coordinator or Resident Manager) who will escalate to the Level 3 on call staff member (Head of Operations or Associate Director, Campus Life). Where the Level 3 on call is the HoO, they will inform the AD Accommodation who notifies the Director Campus Life, and the Student Critical Incident Response Plan is activated. ▪ Ensure a safe space for the student and attending staff member ▪ Ensure a staff member is available to support any witnessing students 	<ul style="list-style-type: none"> ▪ Secure the area until the Police and/or Security say it is safe to return/re-enter ▪ Work with UoA Security on any security footage material for external parties ▪ Work on communications to the Accommodation community ▪ Inform Media & Comms Manager for public inquiry ▪ Work with Property Services on any repairs required ▪ Work with Cleaning team if there are any specialised cleaning requirements ▪ Develop welfare plan for the student if/when they return to Accommodation

Serious mental health episode or attempted suicide of a student

Immediate priorities	Other considerations
<ul style="list-style-type: none"> ▪ Call emergency services, if needed ▪ Administer first aid as needed, and if safe to do so ▪ Enlist additional staff to protect the life of the affected student and to safeguard others ▪ Notify the Level two on call staff member (Resident Coordinator or Resident Manager) who will escalate to the Level 3 on call staff member (Head of Operations or Associate Director, Campus Life). Where the Level 3 on call is the HoO, they will inform the AD Accommodation who notifies the Director Campus Life, and the Student Critical Incident Response Plan is activated ▪ Ensure that the space is safe for remaining students ▪ Provide details of emergency contact to Level 3 on call staff member 	<ul style="list-style-type: none"> ▪ Ensure the student and any witnesses are referred to UHCS/Te Papa Manaaki ▪ Work with Cleaning team if there are any specialised cleaning requirements ▪ Develop welfare plan for the student if/when they return to Accommodation ▪ Provide post-incident support to attending student staff members through UHCS or EAP

Arrest of a student in Accommodation

- Notify the Level two on call staff member (Resident Coordinator or Resident Manager) who will escalate to the Level 3 on call staff member (Head of Operations or Associate Director, Campus Life). Where the Level 3 on call is the HoO, they will inform the AD who notifies the Director Campus Life, and the Student Critical Incident Response Plan is activated.
- Work with level 3 on call staff member to develop internal communications to residents (if a public arrest)
- Inform [Media Relations team](#) for any public inquiry
- Call emergency contact, where appropriate

Notifiable infectious illness/disease

- Isolate the students (and any flatmates if needed)
 - Isolate a bathroom
 - Isolate the flat
 - Provide waste hazard bags
- Use PPE (facemask, gloves, goggles, apron)
- Notify the Level two on call staff member (Resident Coordinator or Resident Manager) who will escalate to the Level 3 on call staff member (Head of Operations or Associate Director, Campus Life). Where the Level 3 on call is the HoO, they will inform the AD Accommodation who notifies the Director Campus Life, and the Student Critical Incident Response Plan is activated.
- Notify Medical Lead of the University Health and Counselling Services, who will notify the DHB
- Call Emergency Services if needed
- Work with University [Internal communications team](#) for communications to University community
- Ensure staff know where to refer all inquiries to Communications

Student in Accommodation out of touch or missing

- Check the student's bedroom
- Try calling the student
- Talk to the student's friends
- Talk to the student's RA

- Check social media
- Ask Security, Access Control, or reception staff to check swipe card access
- Reach out on social media where possible
- Notify the Level two on call staff member (Resident Coordinator or Resident Manager) who will escalate to the Level 3 on call staff member (Head of Operations or Associate Director, Campus Life). Where the Level 3 on call is the HoO, they will inform the AD Accommodation who notifies the Director Campus Life, and the Student Critical Incident Response Plan is activated.
- Help to establish the student’s last known whereabouts
 - Inspect CCTV footage (Safety and Security Manager)
 - If the student lives in a catered hall, find out when they were last in the hall dining room (via Head of Operations / Associate Director only) via Campus Card Office
 - Activate WiFi check via on-call Connect (only able to be done by Head of Operations and/or Associate Director)

Civil or family disaster in a student’s home region

- Offer a message of support to residents
- Find out where any NZ based community support might be
- Connect students to support with UHCS and Te Papa Manaaki
- Notify the Level two on call staff member (Resident Coordinator or Resident Manager) who will escalate to the Level 3 on call staff member (Head of Operations or Associate Director, Campus Life). Where the Level 3 on call is the HoO, they will inform the AD Accommodation who notifies the Director Campus Life, and the Student Critical Incident Response Plan is activated.
- Link International Students with the Manager of International Student Support
- Ensure support for students who might need to return home in the form of early withdrawal, or assistance with the International Office in booking flights
- Provide information to student staff on how best they can support and refer to appropriate services

Student critical incident overseas

Immediate priorities – if Accommodation is first to be informed	Other considerations
<ul style="list-style-type: none"> ▪ Notify the Level two on call staff member (Resident Coordinator or Resident Manager) who will escalate to the Level 3 on call staff member (Head of Operations or Associate Director, Campus Life). Where the Level 3 on call is the HoO, they will inform the AD Accommodation who notifies the Director Campus Life, and the Student Critical Incident Response Plan is activated. ▪ Provide support to any affected friends, flatmates etc. 	<ul style="list-style-type: none"> ▪ Develop communications to the wider community ▪ Work with the student’s family to send belongings back ▪ Work with the University on a blessing of the space ▪ Develop welfare plan for any flatmates/close friends ▪ Ensure staff know where to refer media enquiries

Family and relationship violence

Domestic relationships include: married couples; unmarried couples; gay, lesbian and gender diverse couples; children; family; anyone in a close relationship; flatmates or others who ordinarily share a household or people who live in University accommodation.

Family violence refers to domestic and relationship violence.

Resources:

[Family and Relationship Violence and Abuse Prevention and Management Guidelines](#)

Immediate priorities – if Accommodation is first to be informed	Other considerations
<ul style="list-style-type: none"> ▪ Show empathy to the student, establish the situation and assess the risk ▪ If immediate danger call 111 ▪ Notify the Level two on call staff member (Resident Coordinator or Resident Manager) who will escalate to the Level 3 on call staff member (Head of Operations or Associate Director, Campus Life). Where the Level 3 on call is the HoO, they will inform the AD Accommodation who notifies the Director Campus Life ▪ The University’s Family and Relationship guidelines to be implemented ▪ Provide support to the student with University resources or community resources ▪ If needed source temporary accommodation in Accommodation in another building ▪ Work on a personal safety plan 	<ul style="list-style-type: none"> ▪ Are there any cultural considerations that need to be considered? ▪ Are there children or other family members that need to be catered for/supported? ▪ If they are in shared accommodation, ensure there is a plan to locate personal items safely

Emergency Response

The University's [Emergency Response booklet](#) details procedures to be followed under the following circumstances:

- fire
- medical emergency
- emergency first aid
- power failure
- gas leak
- hazardous material spillage
- suspicious activity
- threat to personal safety
- active armed offender
- bomb threat
- suspicious mail
- natural disaster
- dealing with casualties

In all instances Accommodation staff should call Emergency Services, UoA Security and then Level 2/3 on call.

UoA Alert

If there is an emergency at the University of Auckland you need to know about it quickly and directly. Downloading the [UoA Alert](#) app will ensure you receive University emergency information promptly.

What kind of emergency information does the UoA Alert communicate?

UoA Alert will cover information about campus closures and major power outages, to bomb threats, fire and earthquakes. It has been designed specifically for the University, and will send mobile phone notifications via sound alerts and written home screen alerts on phones with the app installed.

The information sent will give you rapid and accurate knowledge of the situation and any relevant instructions. This will enable you to make informed decisions and act quickly.

Accommodation Emergency Resources

Property	Civil Defence cabinet	Quiet room	Evacuation Locations	Buddy Property	Nearest AED	Open safe zone
Grafton Hall	N/A	Music room (645-B22)	Grafton Hall car park or volleyball court	O'Rorke Hall	Grafton Hall Reception (645-G20)	Auckland Domain
O'Rorke Hall	Carpark (614P-B204)	TV lounge (614-0270)	Opposite O'Rorke Hall	Grafton Hall	O'Rorke Hall Reception (614-0172)	Albert Park
University Hall – Towers	Level G corridor (440-G00L1)	TV lounge (440-0104)	Outside Elim school of art	Waipārūrū Hall	University Hall level G corridor (440-G00L1)	Albert Park
Waipārūrū Hall	Whitaker study room (603-0442)	442 TV lounge (442-B210)	Outside Empire apartments	University Hall - Towers	Waipārūrū Hall reception (442-0010)	Albert Park
55 Symonds	N/A	TV lounge (616-B20)	89 Airedale Street	UniLodge Whitaker	55 Symonds Lobby (616-Lift)	Albert Park
Carlaw Park Student Village	831 (831-100L1) and 834 (834-100L1)	Study room (833-0210)	Outside of Carlaw Park Student Village	Grafton Hall & Student Flats	Carlaw Park Common kitchen (833-0112)	Auckland Domain
Grafton Student Flats	N/A	10s House study room (632-120)	Across the street from each residence	Grafton Hall or O'Rorke Hall	Grafton Hall Reception (645-G20)	Auckland Domain
Goldie Estate Homestead	N/A	Study Room (684-0102)	Outside of the tasting room	Goldies Estate Winery	Waiheke Recreation centre	Vineyard field
Te Tirohanga o te Tōangaroa	N/A	TV lounge (818-B106)	Infront of Copthorne (150 Anzac Avenue)	Carlaw Park Student Village	Carlaw Park Common kitchen (833-0112)	Albert Park
University Hall – Apartments	UHT Level G corridor (440-G00L1)	Common room (436-0201)	Outside Elim School of art	Waipārūrū Hall	University Hall level G corridor (440-G00L1)	Albert Park
UniLodge Whitaker	N/A	Study Room (450-G06)	Whitaker Place	55 Symonds	55 Symonds Lobby (616-Lift)	Albert Park
Waikohanga House	N/A	Common room (434-G-02)	Bottom of Carpark	University Hall Apartments	University Hall level G corridor (440-G00L1)	Albert Park

Accommodation Utilities Information

Property	Gas	Water mains	Master keys	Contractor keys	After hours maintenance	After hours cleaner
Grafton Hall	Grafton Hall Loading Dock (644-G54)	Graton Hall Loading Dock (644-G54)	4 Master Keys (645-Mailroom)	8 Contractor Swipes (645-Mailroom)	Cushman & Wakefield via UoA Security 0800 3737 599	United Cleaning Services 09 3799693
O'Rorke Hall	OH (Main): Bldg. 614, 10 Mount St., Carpark OH (Kitchen): Bldg. 614, 10 Mount St., Kitchen entrance/Loading space	Sprinkler Valve room (614-Carpark)	3 Master Keys (614-175)	4 Contractor Swipes (614-175)	Cushman & Wakefield via UoA Security 0800 3737 599	United Cleaning Services 09 3799693
University Hall – Towers	UHT Loading Gate Entrance (Bldg. 440, SE entrance)	440-109, Loading Dock	2 Master Keys (440-G-03A)	2 Contractor Keys (G-03A)	Cushman & Wakefield via UoA Security 0800 3737 599	United Cleaning Services 09 3799693
Waipārūrū Hall	Bldg. 441, Whitaker Pl.	441-00252	Master Keys #112-115 (442-002E)	Contractor Keys #116-139 (442-002E)	Cushman & Wakefield via UoA Security 0800 3737 599	United Cleaning Services 09 3799693
55 Symonds	55 Symonds, NW exterior entrance	55 Symonds, Sprinkler Valve Room (616-B003)	2 Master Keys (616-Office)	5 Contractor keys (616-Office, UL Safe)	Aqua Heat 0800 278269	That's Clean 0800 020 699
Carlaw Park Student Village	19 Nicholls Lane, Car park entrance	831-004 (Carpark) 831-008 (Carpark) 834-005 (Carpark) 835-005 (Carpark) 837-005 (Carpark) 836-007 (Carpark)	3 fronts x 2 Y01 & Y02 (833-104, Cab D)	Y04 x 2 (833-104)	Cushman & Wakefield via UoA Security 0800 3737 599	United Cleaning Services 09 3799693
Grafton Student Flats	10 House: 10 Carlton Gore Rd., Front Entrance 50 House: 50 Seafieldview Rd., Roadside 62 House: 62 Seafieldview Rd., Roadside	10 House: 10 Carlton Gore Rd., Front Entrance 50 House: 50 Seafieldview Rd., Roadside 62 House: 62 Seafieldview Rd., Roadside	50 House: 2 Masters 62 House: 2 Masters 10 House: 2 Masters 70 House: 2 Masters (645-Mailroom)	50 House: 2 Contractors 62 House: Contractors 10 House: Contractors 70 House: Contractors (645-Mailroom)	Cushman & Wakefield via UoA Security 0800 3737 599	United Cleaning Services 09 3799693
Goldie Estate Homestead	Bottles connected next to the house	Rainwater in a tank	1 Master (645-Mailroom)	1 Contractor (645-Mailroom)	UoA Security 0800 3737 599	UoA Security 0800 3737 599

Te Tirohanga o te Tōangaroa	Bldg. 818, 128 Anzac Ave., Roadside	818-B5 (Beach Rd. bldg.)	4 Master (818-Office)	4 Contractor (818-Office, UL Safe)	Aqua Heat 0800 278269	That's Clean 0800 020 699
University Hall – Apartments	Bldg. 436, 14 Whitaker Pl., Roadside (carpark)	Bldg. 436, 14 Whitaker Pl., Roadside (carpark)	2 Master Keys (440-G03A)	2 Contractor Keys (440-G03A)	Cushman & Wakefield via UoA Security 0800 3737 599	United Cleaning Services 09 3799693
UniLodge Whitaker	Bldg. 450, 5 Whitaker Pl., SW exterior entrance	Sprinkler Valve Room (450-B005)	2 Master Keys (450-Office)	5 Contractor keys (450-Office)	Aqua Heat 0800 278269	That's Clean 0800 020 699
Waikohanga House	Bldg. 436, 44 Symonds St., Roadside	Sprinkler Valve Room (436-G04)	2 Master Keys (440-G03A)	2 Contractor Keys (440-G03A)	Cushman & Wakefield via UoA Security 0800 3737 599	United Cleaning Services 09 3799693

Emergency contact numbers

Service	Number
Emergency Services Ambulance, Fire, Police	111
Non-emergency Services Police	105
Auckland Hospital Emergency Department 2 Park Road, Grafton	09 367 0000
Accident and Medical Clinic Quay Med Health Care and Accident Emergency Centre 68 Beach Road, Auckland Central	09 919 2555
White Cross – Ponsonby 202 Ponsonby Road, Ponsonby	09 360 0481
Healthline Out of hours Registered Nurse	0800 611 116
Emergency Mental Health Service 24/7 emergency mental health crisis helpline	0800 800 717
National Mental Health Line Non-emergency - free to all New Zealanders	call 0800 173 7173 or txt 1737
Suicide Crisis Line Free 24/7 access to counsellor	0508 828 865
Auckland Sexual Abuse Help 24/7 Crisis Line	09 623 1700
Lifeline Free 24/7 access to counsellor	0800 543 354
Auckland Central Police Station 13-15 College Hill, Freemans Bay	09 302 6400
Victim Support Contact Centre 24/7	0800 842 846
Auckland Sexual Health Services Sexual Health Treatment and Counselling Building 7, Floor 3, (Entry via Building 4) Greenlane Clinical Centre, Greenlane West	0800 739 432

Accommodation contact numbers

Residence	Duty Cell Phone number	Building number	Address
55 Symonds	027 405 0442	616	55 Symonds St, Auckland
Carlaw Park Student Village	027 707 9813	831-837	19-26 Nicholls Lane, Parnell
Goldies Homestead Residents' landline	09 372 5427	684, 687	18 Causeway Rd, Waiheke Island
Grafton Hall & Student Flats	021 476 069	623, 628, 629, 632, 643-646	10A Carlton Gore Road, Grafton
Waipārūrū Hall	021 989 638	601-603 & 441-442	35 Whitaker Pl, Auckland
O'Rorke Hall	021 989 637	614	16 Mount St, Auckland
Te Tirohanga o Te Tōangaroa	027 233 4612	818	128 Anzac Ave, Auckland
UniLodge - Whitaker	027 295 3926	450	5 Whitaker Pl, Auckland
University Hall & Waikohanga House	027 544 2520	434, 436, 440	30 Whitaker Pl, Auckland

Role	UoA Cell phone	On call level
Associate Director (Accommodation)	021 581 652	Level 3/4
Head of Operations	027 707 9814	Level 3
Buildings Manager	027 577 5478	Subject matter expert
Resident Manager - Carlaw	027 707 9815	Level 2
Resident Coordinator - Carlaw	027 535 2247	Level 2
Resident Manager – UniHall	027 660 7001	Level 2
Resident Coordinator - UniHall	021 273 4046	Level 2
Resident Manager – Waipārūrū	027 404 6285	Level 2
Resident Coordinator - Waipārūrū	021 270 5105	Level 2
Resident Coordinator - Waipārūrū	027 358 2905	Level 2
Resident Manager – Grafton	027 405 0041	Level 2
Resident Coordinator - Grafton	027 557 3140	Level 2
Resident Manager – O'Rorke	027 292 9319	Level 2
Resident Coordinator – O'Rorke	027 279 6642	Level 2
Resident Manager – UniLodge South	027 886 2671	Level 2
Resident Manager – UniLodges North	027 556 7507	Level 2
Resident Coordinator - UniLodge	027 380 1469	Level 2
University Security	0800 3737 599	Subject matter expert