



## WHAT IS A CRITICAL INCIDENT? INFORMATION FOR STUDENTS

**POLICY NUMBER:** NC18-PP026

**RESPONSIBILITY:** OPERATIONS MANAGER

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### 1. What is a Critical Incident?

A Critical Incident can include, but is not limited to:

- Natural Disaster
- Drug and Alcohol abuse
- Domestic/ Racially-motivated violence/abuse
- Sexual abuse
- Missing Students
- Student suicide attempt
- Student robbery/physical assault or other personal attack
- Acute illness (physical or mental)
- Student death
- Student in legal difficulties
- Chemical, radiation or bio-hazard spillage
- Fire, explosion, bomb threat
- A situation that may disrupt the welfare arrangements for a student under the age of 18

### 2. Who should I contact if I believe a critical incident has occurred/is about to occur? Contact Details in case of Critical Incident:

#### Monday to Friday 8.30am to 5.30pm:

Office Manager: Erin Butterly

Marketing: Jerly Peregrino

T: 6200 6200

E: [admissions@waifs.edu.au](mailto:admissions@waifs.edu.au)

E: [erin@waifs.wa.edu.au](mailto:erin@waifs.wa.edu.au)

E: [jerly@waifs.wa.edu.au](mailto:jerly@waifs.wa.edu.au)

#### Monday to Thursday evenings 5.30pm to 9.30pm:

Administration/Student support: Nora Kumri

Tel: 6200 6200

E: [nora@waifs.wa.edu.au](mailto:nora@waifs.wa.edu.au)

#### Saturday and Sunday 8.30am to 5.30pm:

Administration/Student support: Naomi Enever

Tel: 6200 6200

E: [naomi@waifs.wa.edu.au](mailto:naomi@waifs.wa.edu.au)

#### Monday to Sunday:

CEO: Louise Edwards

T: 0430 965 368

E: [ceo@waifs.edu.au](mailto:ceo@waifs.edu.au)

#### Monday to Sunday :

Managing Director: Sean Tuhakaraina

T: 0430 965 389

E: [sean@waifs.edu.au](mailto:sean@waifs.edu.au)



### 3. Useful Contact Information

State Emergency Services	
<b>Ambulance, Fire, Police</b>	For <u>emergencies</u> call 000, or 112 on mobile or if out of range.  For non-urgent matters call Police on 131 444
Free Support Services	
<b>Lifeline Australia</b> Provides crisis support, suicide prevention and mental health support services across Australia. These can include stresses from work, family or society and physical and mental wellbeing. Lifeline offers support services by phone or through their online chat available on their website.	<a href="http://www.lifeline.org.au/Home">www.lifeline.org.au/Home</a> T: 13 11 44
<b>Beyond Blue</b> Promotes good mental health, tackles stigma and discrimination, and provides support and information on anxiety, depression and suicide	<a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a> T: 1300 224 636
<b>Samaritans</b> Provides support to people in need of emotional support, helping people dealing with feelings of sadness, depression, loneliness or despair to work through their emotional difficulties	<a href="http://www.thesamaritans.org.au">www.thesamaritans.org.au</a> 24 hr crisis line T: 135 247
<b>Q Life</b> <i>LGBTI Support</i>	<a href="http://www.qlife.org.au">www.qlife.org.au</a> T: 1800 184 527
<b>Sexual Assault Resource Centre</b> A free 24 hour-7 days a week emergency service specialising in counselling and medical services for men, women and children over 13 years who have suffered recent sexual assault or childhood sexual abuse.	<a href="http://www.kemh.health.wa.gov.au/services/sarc/">www.kemh.health.wa.gov.au/services/sarc/</a> 24hr crisis line T:1800 199 888 OR 6458 1828
<b>Sexual Health Quarters</b> <i>Formerly known as the Family Planning Association of WA, SHQ offers confidential advice on sexual health matters, family planning, clinical services, education, contraception, pregnancy and sexually transmitted infections.</i>	<a href="http://www.shq.org.au">www.shq.org.au</a> T: 9227 6177
Help With Addiction	
<b>Counselling Online</b> Free drug and alcohol counselling 24/7	<a href="http://www.counsellingonline.org.au">www.counsellingonline.org.au</a> T: 9442 500
<b>Gambling Help WA</b>	<a href="https://www.facebook.com/gamblinghelpwa">www.facebook.com/gamblinghelpwa</a> T: 1800 858 858
Interpreting Services	
<b>Translating &amp; Interpreting Service (TIS)</b>	<a href="https://www.tisnational.gov.au">https://www.tisnational.gov.au</a> T: 13 14 50