



WHAT IS A CRITICAL INCIDENT? INFORMATION FOR STUDENTS

POLICY NUMBER: NC18-PP026

RESPONSIBILITY: OPERATIONS MANAGER

Contents

1. What is a Critical Incident?	1
2. Who should I contact if I believe a critical incident has occurred/is about to occur?.....	1
3. Useful Contact Information	2

IF YOU WOULD LIKE A COPY OF THIS FOR YOUR OWN PERSONAL RECORDS, PLEASE ASK RECEPTION TO PRINT/EMAIL TO YOU.

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**

Campus Manager: Tracy Thomas
Marketing: Jerly Peregrino

T: 6200 6200
E: admissions@waifs.edu.au
E: tracy@waifs.wa.edu.au
E: 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

Saturday and Sunday 8.30am to 5.30pm
Administration/Student support: Naomi Enever

Tel: 6200 6200
E: naomi@waifs.wa.edu.au

Monday to Sunday
CEO: Louise Edwards

T: 0430 965 368
E: ceo@waifs.edu.au

Monday to Sunday
Managing Director: Sean Tuhakaraina

T: 0430 965 389
E: sean@waifs.edu.au



3. Useful Contact Information

State Emergency Services	
Ambulance, Fire, Police	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	
Lifeline Australia 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.	www.lifeline.org.au/Home T: 13 11 44
Beyond Blue Promotes good mental health, tackles stigma and discrimination, and provides support and information on anxiety, depression and suicide	www.beyondblue.org.au T: 1300 224 636
Samaritans 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	www.thesamaritans.org.au 24 hr crisis line T: 135 247
Q Life <i>LGBTI Support</i>	www.qlife.org.au T: 1800 184 527
Sexual Assault Resource Centre 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.	www.kemh.health.wa.gov.au/services/sarc/ 24hr crisis line T:1800 199 888 OR 6458 1828
Sexual Health Quarters <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>	www.shq.org.au T: 9227 6177
Help With Addiction	
Counselling Online Free drug and alcohol counselling 24/7	www.counsellingonline.org.au T: 9442 500
Gambling Help WA	www.facebook.com/gamblinghelpwa T: 1800 858 858
Interpreting Services	
Translating & Interpreting Service (TIS)	https://www.tisnational.gov.au T: 13 14 50