

# Welcome to Perth

## Pre-departure Guide



# WELCOME

We would like to take this opportunity to welcome you to Perth, and to the West Australian Institute of Further Studies (WAIFS). WAIFS is an education provider located in the heart of Perth CBD. We pride ourselves on providing consistent, quality training and support to our students so that they are able to thrive while studying in Perth.

Perth is the capital of Western Australia, and is a multicultural city with a population of approximately 2.2 million people. It was ranked the 7th most livable city in the world in the Economist's 2018 Livability report, based on factors such as health, climate, crime rate, education, housing availabilities and cultural activities. For more information on Perth please visit [www.australia.com](http://www.australia.com) or for more study related information visit [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au).

For those of you moving to Perth, it can be quite a culture shock, especially when you don't have the support network that you are used to having. It is important to remember that most of our students are feeling the same and you shouldn't feel intimidated to approach other students or individuals to start a conversation or begin a friendship.

This pre-departure guide has been designed especially for you, to ensure that you are provided with all the necessary and relevant information that you will need to consider before moving overseas; whilst studying at WAIFS; living in Australia; and adapting to a new place.

WAIFS' team members are also more than willing to support you whilst you are settling into your new environment, so feel free to have a chat with us and ask us a question if you are struggling.



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## WAIFS

### WAIFS Campus

Level 1, 160 Central Arcade,  
811 Hay Street, Perth, WA 6000

\*Our elevator is located opposite the Perth CBD Apple Store.

### Travel to WAIFS through a variety of public transport options

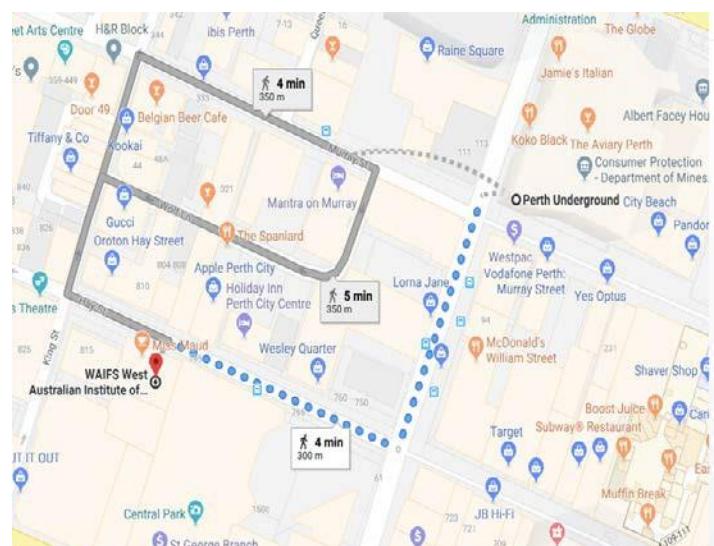
- We are located 30m from City Park stop #12 on route of the free Red CAT
- Within a five minute walk from the Perth Underground Train Station.

### Contact Details

**Phone:** +61 8 6200 6200  
**Email:** [admissions@waifs.wa.edu.au](mailto:admissions@waifs.wa.edu.au)  
**Website:** [www.waifs.wa.edu.au](http://www.waifs.wa.edu.au)

### Office Hours

**Monday to Thursday:** 8.30am to 9.00pm  
**Saturday and Sunday:** 8.30am to 5.00pm  
**Friday:** 8:30am – 5:00pm



# BEFORE YOU LEAVE HOME

What to pack (check the baggage allowance for your airline to avoid costly fees!)

## Important Documents

- Passport and visa
- Review your LoO and CoE to confirm your course commencement details and requirements
- Gather the required documents from your previous studies, IELTS test, immunisation history etc.
- Confirmed travel arrangements and airport transfers

## Clothing

Perth is well known for its Mediterranean climate with hot dry summers and cool, wet winters. Although days can be warm, the evenings can get rather cool. November to April are the warmest months and temperatures can range from 22°C to 40°C. May to October are cooler months in Perth with temperatures of 7°C to 19°C.

## Items You May Consider Packing

- Lighter clothing for summer - jeans, t-shirts, shorts/skirts
- Jumpers/sweaters and jackets for cooler evenings and winter months
- A variety of footwear
- Swimsuit/bathers (if you like to swim)

If you do forget to pack something, don't worry! We have a wide variety of shops available in and around Perth where you can buy something new instead.

## Money

Bring enough cash for your first few days in Perth. You can exchange money at the airport or various currency exchange stores around Perth such as:

[Travel Money Oz](#)

[Money Chain](#)

[UAE Exchange](#)

[Travelex](#)

For your safety, we do not recommend you carry large amounts of cash on you. If you are carrying more than AUD\$10,000 cash (or equivalent currency), you must declare it to customs officials when you enter Australia.

## Electrical Requirements in Australia

Australia has a unique three pin electrical plug which uses 220-240 volts AC 50 hz.

Adaptors can be bought at the airport on arrival or from various travel or electrical stores in Perth.

Appliances that are 110 volt will require some sort of transformer.



## **Medication**

If you need to bring medication and medical devices into Australia, we recommend that you bring a copy of your medical records, prescriptions and a letter from your doctor (translated if not in English).

We recommend that you have a look on the Australian Government Therapeutic Goods Administration [website](#) for further information as there are some restrictions.

## **Airport Restrictions**

Australia and the state of Western Australia have strict quarantine restrictions to prevent the introduction of exotic pests, diseases and weeds found in other countries and Australian states and territories.

Items that you cannot bring into Western Australia include fresh fruit, vegetables, plant materials and bee products. If you have these items on you when you arrive in Perth, you can declare them to a quarantine inspector, mark the item on the Incoming Passenger Card, or place it in one of the marked bins at the terminals.

For further information visit:

[www.agriculture.gov.au/travelling](http://www.agriculture.gov.au/travelling)

[www.agriculture.gov.au/travelling/bringing-mailing-goods](http://www.agriculture.gov.au/travelling/bringing-mailing-goods)

[www.agric.wa.gov.au/exporting-animals/quarantine-wa](http://www.agric.wa.gov.au/exporting-animals/quarantine-wa)

# **ACCOMMODATION**

A variety of accommodation is available to suit a student's budget and needs. You have the following options:

**Student Accommodation** - WAIFS students have access to accommodation at [Edith Cowan University \(ECU\) Village](#) and [Murdoch University Village](#). These residential communities are designed just for students!

You can also stay at a purpose-built student apartment located in central Perth. [Campus Perth](#) and [The Student Housing Company](#) offer a range of shared and private apartment rooms to suit different needs.

**Private Rental** - If you want to be independent, you can rent a property and share living expenses with other students or friends. Rental properties are advertised on the [Real Estate Institute of Western Australia \(REIWA\)](#), [Real Estate](#) or [Domain](#) website, and in local newspapers.

As most properties are unfurnished, you will need to purchase essential furniture, electrical items, bedding and kitchen utensils. You will usually also need to pay four weeks rent up front (known as a bond) as well as covering costs for connecting electricity, gas and telephone land line.

If you cannot afford the upfront costs of renting a property, you may want to consider renting a room. Students and families often rent furnished spare rooms within their established homes.

## **Youth Hostels**

Hostels are either privately-owned or run by organisations such as [Youth Hostels Australia \(YHA\)](#). Single and shared rooms are available, with communal kitchen and bathroom facilities. Visit [Hostel World](#) or search for privately-owned youth hostels in Perth online.

# ARRIVING IN PERTH

WAIFS can help you have a hassle free arrival in Perth by **pre-arranging your airport transfer**.

If you would like to be picked up from the airport, just fill in the 'Airport Pick-Up' section on the application form and email it to student services at [admissions@waifs.wa.edu.au](mailto:admissions@waifs.wa.edu.au) at least seven (7) days before your arrival date in Perth.

## Airport and Transfer Options

Once you have collected your luggage and exited the building you will have a variety of options on how to get to your accommodation. If you have not prearranged your airport transfer, you may consider catching a taxi, using public transport or using a Rideshare option.

For further information visit Perth Airport's [website](#).

# GETTING AROUND

## Public Transport: Transperth

As an international student you can apply for a SmartRider Card to access a 40% discount on the public transport system in Perth, called Transperth. You can view the bus, train and ferry timetables and maps at Transperth's [website](#) or alternatively you can download the [Transperth App](#) for the most up to date public transport information.

## Central Area Transit (CAT) Bus

Within the central business district of Perth city, Joondalup and Fremantle anyone can access the CAT buses for free.

WAIFS is located on the route of the Red CAT services of Perth, stop #12 (Central Park) is within metres of our college. For more information about the CAT services and timetables can be downloaded [here](#) OR [here](#).

## Taxis

All taxis in Australia are meter operated by time and distance and operate 24 hours a day. It is recommended to pre-book a taxi via phone or internet/App, however you can hail a taxi on the street should their roof top light be illuminated.

When calling a taxi company you may make special requests to see if they can accommodate your needs for wheelchair access, child restraints or if you are travelling with a big group of people you may want to request a Maxi Taxi, a van style cab that may be a more cost effective option.

## Popular taxi companies include:

[Swan Taxis](#)

[Taxi Wizard](#)

[Australia Wide Taxi](#)

Various other options you may consider for transport around Perth include:

[Uber](#)

[Shofer](#)

[Student Car Share](#)

## ORIENTATION AT WAIFS

It is compulsory that all new students attend Orientation, which has been allocated to you as per your Letter of Offer (LoO). Should you miss the day, please talk to Student Support staff to find out when is the next orientation day you can attend.

### What happens at Orientation?

- An official welcome by the CEO and Managing Director
- Obtain information relating to your course and WAIFS policies and procedures
- Create your student ID card
- Obtain information and details about your Overseas Student health Cover (OSHC)
- Be introduced to a range of WAIFS services and facilities
- Information on the ESOS framework
- Information on shopping, banking, postal and public transport facilities
- Information session on living and studying in Australia
- Make new friends before commencing your studies
- Meet the friendly WAIFS staff
- Lots of other invaluable information!

Apps that may be useful to download can be found [here](#).

## FINANCES

### Budgeting

We recommend you budget approximately AUD\$2,300–AUD\$5,000 for the initial costs of establishing yourself in your new home. Initial expenses may include:

- Public transport
- Food
- Temporary accommodation
- Bond for long-term accommodation (usually equivalent to one month's rent)
- First month's rent for long-term accommodation
- Textbooks and stationery
- Furniture.

You may also need approximately AUD\$1000–AUD\$2000 if you need to purchase a personal computer or laptop if you do not bring one with you.

## **Banking**

Australia has many banks, building societies and credit unions. The larger banks include ANZ, Commonwealth Bank, NAB and Westpac. It is important to open an Australian bank account as soon as possible after you arrive. You will need your passport as proof of identification to open an account. Many banks also allow you to apply for a bank account online from overseas. Student account packages are often available, so make sure you ask the bank.

## **Working Restrictions**

International student visa holders are permitted to work up to 40 hours a fortnight during study periods. However, we strongly recommend that students do not rely on this for their income and advise that working is not a legitimate cause for poor academic performance.

## **Tax File Number**

We recommend you apply to the Australian Taxation Office for a tax file number (TFN). Your TFN is a unique number the Australian government gives you to help manage tax and other government services. You should keep your TFN secure at all times and advise the taxation office if you change your name or address so they can update your details.

If you do decide to work, you must also give your TFN to your employer. If you do not, the employer will be obliged to tax you at the highest rate. Providing a TFN will ensure that you have more money in your pocket each pay period. Visit the ATO [website](#) for more information.

# **SAFETY**

## **Road Safety**

In Australia, all vehicles drive on the left side of the road.

You can familiarise yourself with general road safety topics by visit the Road Safety Commission [website](#).

## **Cars**

If you intend on driving whilst in Australia, you must carry your current overseas licence and a translation, or an International Drivers' Permit (IDP) with you while driving. If your foreign licence does not have a photo ID, you should get an IDP before travelling to Australia if you intend to rent a car.

If your licence expires whilst you are here, or if you plan to live in WA, you will need to apply for a WA driver's licence. If you have a valid driver's licence in another country, you can apply for a Western Australian driver's licence through the Department of Transport. For more information visit the Department of Transport [website](#). Before getting behind the wheel we also strongly recommend you read over WA's [road rules](#).

## Bikes

With Perth's sunny climate and level terrain, cycling is a great way to travel around the city. Perth has an excellent and expanding network of on-road and off-road cycle paths. You can bring your own bike or buy/hire one when you arrive. Don't forget a helmet as well – it's a legal requirement in Australia that all cyclists wear helmets. To familiarise yourself with our safety rules please see the Road Safety Commission [website](#) for further details.

Download cycle maps and guides from the Department of Transport [website](#). This site also provides details on cycling events, news, stories and other topics about bike-riding throughout the city.

## Water Safety

With over 80kms of pristine coastline, most popular Perth beaches are patrolled by professional lifesavers and lifeguards between October and April. Swimming at Perth beaches is generally safe, however it is important to consider the following:

- Read warning signs to make sure you understand the surf and tidal conditions
- Always swim between the red and yellow flags, these mark the safest areas for swimming
- If you are not a strong swimmer or you are unsure of surf conditions, ask a lifesaver for advice and consider swimming with a friend or taking up some swimming lessons.
- If you do find yourself caught in a strong current or a rip, do not try and swim against it, stay calm and raise your hand in the air for help. Lifeguards who patrol beaches will see you and help you

You can familiarise yourself with the swimming basics by taking some [swimming lessons](#).

## Sun Safety

Depending on the time of the day and year, the sun in Australia can be very strong with ultraviolet (UV) radiation from the sun causing skin and eye damage, sunburn, tanning and skin cancer. UV radiation levels are highest between about 9 am and 4 pm, depending on where you are in Australia and the time of year. It is recommended to use sun protection when the **UV radiation level is 3 or above**. There is an [App](#) which can tell you when you need to use protection.

Sun protection can be in the form of shade, protective clothing, sunscreen, wearing a hat and sunglasses. For more information visit the SunSmart [website](#).

## Health

You may find that the Australian health system works in a different way to the system you used in your home country. In Australia most medical problems are treated by General Practitioners (GPs) who have a wide range of experience in all aspects of health for adults and children. Specialist doctors are available but you need to see a GP first to arrange a referral.

Nearly all GPs work with an appointment schedule which means you must call the doctor to arrange a time to see them. Emergency problems are usually seen without an appointment so it is always best to tell the medical receptionist what type of problem you have so they can help you see the doctor as quickly as possible. You can use the government [website](#) to check your symptoms, find a health service or find further health information.

Australia has a special health cover system for international students called [Overseas Student Health Cover \(OSHC\)](#). As part of your student visa requirements, you must have health cover for the length of your stay in Australia.

While you are studying in Perth, your OSHC will help to pay for any medical or hospital care you may require. It will also contribute towards the cost of most prescription medicines and an ambulance in an emergency. OSHC does not cover dental, optical or physiotherapy. If you want to be covered for these benefits, you will need to pay for the additional private health insurance.

WAIFS' preferred provider is Allianz Australia Insurance. However, you do not have to use this provider and can arrange your own. It is your responsibility to ensure that your membership is current while you hold a student visa. See the Allianz [website](#) for further information.

## FAMILIES

As it usually takes six months for an international student to familiarise themselves to a new city and school, we strongly recommended you do not bring your family to Perth until you have completed your first semester of study. This will allow you time to adjust to your new living environment, become comfortable with the local transport and find suitable accommodation and childcare/schooling for your family.

### Costs

If you intend on bringing your family to Perth, as part of your SSVF declaration you must ensure you have sufficient funds to support them during their stay, such as:

- Return airfares to/from Perth
- OSHC for entire family
- Higher rent for a larger home
- Living costs for dependants including food, clothing and other necessities
- Additional transport costs
- Childcare/schooling

### Childcare

Prior to arriving into Australia, you must make appropriate arrangements for children under the age of five if your partner is unable to care for them. As there is a large demand for childcare in Perth, you may find that there can be long waiting lists at some childcare centres and placements are not guaranteed.

We highly recommended that you ensure the centre you choose is a government approved facility. You can search for local childcare centres at [www.mychild.gov.au](http://www.mychild.gov.au). As childcare centres require documented evidence that all childhood immunisations have been given to your child, please ensure that you bring the appropriate documents with you (translated if needed).

### Primary and Secondary Schooling

If you have children between 5 and 17 years of age who you plan to bring to Australia, you must enrol them in school. Arrangements for enrolment must be made prior to any children arriving in Australia. You will also need to obtain Confirmation of Enrolment (CoE) for primary or secondary school-aged dependants (six to 17 years of age). CoEs may be required by the Department of Home Affairs (DoHA) when applying for dependant visas.

Kindergartens have qualified staff who help children develop social and other skills, and have a strong focus on preparing children for school. Some are linked to their local school. Children are entitled to attend two full days or four half-days per week, but it is not compulsory to attend kindergarten.

### **Schooling:**

In Australia there are two main categories of schools: public schools (also called government or state schools) and private (independent) schools – more on this can be found further down on this page. Parents are free to choose which system they want their children to attend. For information regarding public schools and their location, please refer [here](#).

**Preschool:** the first compulsory year of schooling and lays the foundations in literacy and numeracy for all future learning. It is commonly one year in length and children must attend five full days a week. Preschools are often attached to a particular primary school.

**Primary and Secondary schools:** Primary education in Western Australia runs from Year 1 to Year 6, while secondary education runs from Year 7 to Year 12. Primary schools are usually on different campuses than secondary schools.

If you want your child to attend a public primary or secondary school, there will be a designated local school that they should attend, depending on where you live. If you prefer a private primary or secondary school, you should contact it directly to see whether they can accept your child.

### **Fees For Public Schools**

To enrol your child, you should contact the relevant school directly. The principal will enrol fee-paying temporary and bridging visa holders if there is room at the school.

The annual tuition and contribution fee is as follows\*:

Kindergarten – \$3,500

Pre-primary and primary – \$5,600

Secondary, Years 7 to 10 – \$7,500

Secondary, Years 11 & 12 – \$8,200

Plus any charges at the school level, for example excursions, materials, and course fees – these could add up to several hundred dollars.

\*Fees may change and this information is given for indicative purposes only.

\*copy text from website <http://waifs.wa.edu.au/schooling-for-dependants/>

For further information about schooling for your children see:

[TAFE International](#)

[Department of Education](#)

### **Family Activities**

Perth is a great city for a wide range of family activities, from playing in local parks and playgrounds to visiting the Perth Zoo, SciTech or AQWA. There many websites that contain information on family focused activities and events, with local business reviews and suggestions such as:

[Experience Perth](#)

[Kids Around Perth](#)

[Buggy Buddys](#)

[Kids in Perth](#)

[Kidz a Buzz](#)

[Kids Guide Perth](#)

[Playgroup WA](#)

## **Support Networks**

Parenting can be hard, and with the additional stress of being away from home and studying can make for a challenging time. Thankfully there are many organisations that can provide you with counselling and support such as:

[Ngal](#)

[Helping Minds](#)

[Family Support WA](#)

[Relationships WA](#)

[Playgroup WA](#)

[BCL](#)

WAIFS also runs a Parents Group designed to bring families together from different nations. The Parents Group is a support network and social event for international students who have children.

# **CULTURE**

Australia is a vibrant multicultural society, and modern Australian has a “Western” culture derived from British colonisation, however it has also been shaped over time by waves of multi-ethnic migration and our First Nation Peoples (Aboriginal and Torres Strait Islanders). English is our national language, but over 200 different languages and dialects are spoken in Australia, including 45 indigenous languages.

Australians are known for using a lot of shortened words ([slang](#)) which can be confusing at times, especially if English is not your first language.

Australian values include:

- Respect for the equal worth, dignity and freedom of the individual
- Freedom of speech
- Freedom of association
- Freedom of religion and secular government
- Support for parliamentary democracy and the rule of law
- Equality under the law
- Equality of men and women
- Equality of opportunity, regardless of race, religion or ethnic background
- A spirit of egalitarianism that embraces mutual respect, tolerance, fair play, compassion for those in need and pursuit of the public good

## **Aussie Lifestyle Tips**

### **Barbecues and Parties**

Australians love to barbecue. There are BBQ facilities in public parks and near beaches, so all you need to do is take your food and perhaps some coins for the slot to start the fire. Barbecues are also how Aussies often like to socialise at home. It's quite normal for the hosts to specify something for you to bring to their BBQ or a party such as meat, salads, and desserts or 'a plate' (a dish of food). If they say "it's BYO", that means bring your own drinks. There is no need to take a present unless it is a birthday party.

### **Invitations and appointments**

It is not impolite to decline an appointment. However, it is considered rude not to keep appointments or to arrive late, particularly for business or study appointments. 'Late' in Australia means any time after the appointed time for formal meetings, but is more flexible for informal occasions.

## **Sport**

Australia is known as a sporting nation, though in fact most adults are more into watching than playing. However, Perth is well equipped with sports venues, parks and playing fields if you want to keep up with fun and fitness. All the usual sports are here: soccer, cricket, tennis, rugby, etc. Just ask around to find a club you can join. One sport that might be new to you is Australian rules football, also called 'Aussie Rules' or simply 'footy'. Most people find it more exciting to watch than soccer – watch it and see!

## **Enjoying the water**

For much of the year, Perth has great weather for swimming and there are lots of opportunities to enjoy water sports such as boating, fishing, surfing, scuba diving, windsurfing, water-skiing, and snorkeling. With beautiful beaches and the picturesque Swan River, there is something for everyone. Many beaches have lifeguards to watch out for you, but it is important to swim between the flags they set up.

## **Bartering and tipping**

Bartering is not accepted in shops, but sometimes you can ask whether there is a discount. Tips are usually only provided in restaurants for very good service but they are not expected. Tips are usually given by leaving small change on your table or putting it into a jar on the counter, if there is one.

## **Household and neighbourhood**

In Australia you must take care of household duties yourself; only a few rich people can afford servants. This means you must quickly get used to tasks such as cleaning, shopping, cooking and getting repairs done. We all have to do it sometime and it's not bad when you get used to it.

When you move into a place, ask the landlord or agent what requirements there are and who to contact for maintenance. Find out from your neighbours what day during the week you need to put your 'wheelie bins' (rubbish bins) by the roadside – most neighbours would be pleased to meet you anyway! Remember to show consideration to them by not making too much noise at night, and let them know if you plan to have a big party.

## **Dress code at WAIFS**

On campus, most students wear casual clothes such as jeans, trousers, dresses, skirts or shorts, although singlets and thongs (flip-flops) are not really appropriate. Some students might not be accustomed to the minimal clothing sometimes seen here, but they should not show disrespect to women who dress more skimpily than the custom might be back home (in Australia, women have the same rights as men).

## **Proof of age card**

A proof of age card provides anyone aged 18 years or over with a recognised form of personal identity, primarily for use in accessing licensed premises in Western Australia such as bars nightclubs or purchasing alcohol or cigarettes.

Instead of carrying your passport with you and risk damaging or losing it, you can apply for a [Proof of Age card](#) with the Department of Transport.

# STUDENT SUPPORT SERVICES

## Language Support and Academic Skills

Every Wednesday morning there is a free English support class for all WAIFS students. No need to prebook, just come to campus at 9am. You can also arrange to meet with your Trainer on Wednesday should you require additional support with your studies.

## Anti-bullying and Harassment

Bullying and harassment in any form is unacceptable. It breaches proper and professional conduct. All at WAIFS have a responsibility to provide a working, teaching and learning environment that is free from bullying and harassment, and that encourages staff, students and other members to develop attitudes and skills to ensure that everyone is equally valued and all are treated with respect.

Students should note that bullying and harassment are considered to be student misbehavior. Students should refer to the WAIFS Anti-Bullying and Harassment Policy and Procedure for further information.

## Counselling and Student Welfare

The registered provider must have a documented critical incident policy together with procedures that cover the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken. Please refer to WAIFS Critical Incident Policy for further information.

## Complaints and Appeals

WAIFS will respond to any complaint or appeal an overseas student makes regarding his or her dealings with the registered provider, the registered provider's education agents or any related party the registered provider has an arrangement with to deliver the overseas student's course or related services. Please refer to WAIFS Complaints and Appeals Policy and Procedure for further information.

WAIFS classifies complaints as '**academic**' and '**non-academic**'. The complaints and appeals process for both types of complaint is the same with the only difference being that different WAIFS staff attend the internal formal hearing of the complaint depending on whether it is academic or non-academic.

### **'Non-academic' complaints include but are not limited to complaints about:**

- Student administration
- Marketing and pre-enrolment information
- Education agents/Migration agents who have referred students to WAIFS
- Any related party WAIFS has an agreement with to deliver a course or related service to an overseas student
- Facilities
- Fees and finance related matters
- Welfare

### **'Academic' complaints include but are not limited to, complaints about:**

- Assessment and results
- Student progress
- Statements of Attainment and Certificates

## Useful Contacts Including External Support Services:

<b>State Emergency Services</b>	
<b>Ambulance, Fire, Police</b>	<p>For emergencies call 000, or 112 on mobile or if out of range.</p> <p>For non-urgent matters call Police on 131 444</p>
<b>Free Support Services</b>	
<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>LBGTI 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
<b>Help With Addiction</b>	
<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="http://www.facebook.com/gamblinghelpwa">www.facebook.com/gamblinghelpwa</a> T: 1800 858 858
<b>Interpreting Services</b>	
<b>Translating &amp; Interpreting Service (TIS)</b>	<a href="https://www.tisnational.gov.au">https://www.tisnational.gov.au</a> T: 13 14 50

## WAIFS Contact Details In Case of Critical Incident

**Monday to Friday**  
**8.30am to 5.30pm**

Head of Administration: Nazeer Iqbal  
Marketing: Jerly Peregrino

T: 6200 6200  
E: [admissions@waifs.edu.au](mailto:admissions@waifs.edu.au)  
E: [nazeer@waifs.wa.edu.au](mailto:nazeer@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: Horace Khor

Tel: 6200 6200  
E: [Horace.Khor@waifs.wa.edu.au](mailto:Horace.Khor@waifs.wa.edu.au)

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