



WHAT IS A CRITICAL INCIDENT? INFORMATION FOR STUDENTS

POLICY NUMBER: NC23-PP026

RESPONSIBILITY: MANAGING DIRECTOR

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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 in an emergency or potentially life-threatening situation?

DO NOT DELAY – USE THE CONTACT NUMBERS BELOW

State Emergency Services	
Ambulance, Fire, Police	<p>For <u>emergencies</u> call 000, or 112 on mobile or if out of range.</p> <p>For non-urgent matters call Police on 13 14 44</p>

THEN: Contact WAIFS on the contact numbers/emails below as soon as it is safe to do so – do not delay reporting a potentially life-threatening situation by calling WAIFS first. However, WAIFS do need to implement a critical incident policy and procedure so please do let us know as soon as it is safe to do so.



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3. 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 5.00pm:

Main Contact Number T: +61 (0)8 6200 6200

Student Support Officers and **Critical Incident**

Contacts:

Jerly PEREGRINO – Head of Marketing/Student Support E: jerly.peregrino@waifs.wa.edu.au (Main Contact)

Marcia FERREIRA – Student support and marketing E: marcia.ferreira@waifs.wa.edu.au

Abid SYED – Student support/admissions E: abid.syed@waifs.wa.edu.au

Elinore EDWARDS – Student support/admissions E: elinore.edwards@waifs.wa.edu.au

Noemi FLORES - Student support/admissions (From 5pm to 7pm) E: noemi.flores@waifs.wa.edu.au

Monday to Sunday evenings 5.30pm to 9.30pm and all other times:

Sean TUHAKARAINA (owner) E: sean.tuhakaraina@waifs.wa.edu.au or 0430 965 389

Louise EDWARDS (owner) E: louise.edwards@waifs.wa.edu.au or 0430 965 368

Horace KHOR – Accounts Team Leader and Student Support E: Horace.Khor@waifs.wa.edu.au or 0404 540 929

Saturday and Sunday 8.30am to 5.00pm:

Tel: + 61 (0)8 6200 6200

Student Support E: Reception@waifs.wa.edu.au (Saturday and Sunday)

Marcia FERREIRA – Student Support E: Marcia.Ferreira@waifs.wa.edu.au (Saturday)

Renzo PAGANINI - Student Support E: Renzo.Paganini@waifs.wa.edu.au (Sunday)

Wendy XU - Operations Manager E: Wendy.XU@waifs.wa.edu.au

Monday to Sunday :

T: 0430 965 389

Sean Tuhakaraina – PEO and Managing Director E: sean.tuhakaraina@waifs.edu.au 04 0430 965 362

Louise Edwards – Chief Executive E: louise.edwards@waifs.wa.edu.au or 0430 965 389

4. Useful Contact Information

State Emergency Services	
Ambulance, Fire, Police	For emergencies call 000, or 112 on mobile or if out of range. For non-urgent matters call Police on 13 14 44
Free Support Services	
Mental Health Emergency Contact Line	https://www.mhc.wa.gov.au/getting-help/helplines/mental-health-response-line/
Live Chat and Online Forums	https://www.mhc.wa.gov.au/getting-help/live-chat-and-online-forums/
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 14 = 24/7 Crisis Line You can also text them or chat with them online.
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 – call and speak with a counsellor You can also chat online, send an email (24 hour response) or call the Suicide Call-Back Service: 1300 659 467
Samaritans Provides support to people in need of emotional support,	www.thesamaritans.org.au



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helping people dealing with feelings of sadness, depression, loneliness or despair to work through their emotional difficulties	24 hr crisis line T: 13 52 47
Q Life <i>LBGQTIA+ Support</i>	www.qlife.org.au T: 1800 184 527 or webchat 3pm to midnight every day
Family and Domestic Violence	https://kemh.health.wa.gov.au/Womens-Health/FDV For pregnant women experiencing DV Women’s Domestic Violence Helpline Tel: (08) 9223 1188 Tel: 1800 007 339 Men’s Domestic Violence Helpline Tel: (08) 9223 1199 Tel: 1800 000 599 Crisis Care Tel: (08) 9223 1111 1800RESPECT (external site) Tel: 1800 737 732
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
Study Perth Study Perth has partnered with Multicultural Services Centre of WA (MSCWA) to create a safe space to offer free counselling sessions, available in various languages.	https://www.studyperth.com.au/student-support/free-support-services/
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
Alcohol and Drug Support Service	<i>Alcohol and Drug Support Line 24 hour 7 days a week, statewide counselling, information, referral and support to anyone concerned about their own or another person’s alcohol or drug use.</i> Phone: (08) 9442 5000 (metro callers) or 1800 198 024 (country callers) Email: alcoholdrugsupport@mhc.wa.gov.au Website: Mental Health Commission (external site) Live chat: Visit Alcohol. Think Again. (external site) or Drug Aware (external site) <i>Parent and Family Drug Support Line 24 hour 7 days a week, statewide counselling, information, referral and support for anyone concerned about a loved one’s alcohol or drug use.</i> Phone: (08) 9442 5050 (metro callers) or 1800 653 203 (country callers) Email: alcoholdrugsupport@mhc.wa.gov.au Website: Mental Health Commission (external site) Live chat: Visit Alcohol. Think Again. (external site) or Drug Aware (external site)



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	<p><i>Working Away Alcohol and Drug Support Line</i></p> <p>24 hour 7 days a week, statewide counselling, information and referral to support the health and wellbeing of working away from home communities including FIFO/fly-in-fly-out workers, their families and friends.</p> <p>Phone: 1800 721 997 (country callers) Email: workingaway@mhc.wa.gov.au Website: Mental Health Commission (external site) Live chat: Visit Alcohol. Think Again. (external site) or Drug Aware (external site)</p> <p><i>Meth Helpline</i></p> <p>24 hour 7 days a week, statewide counselling, information, referral and support to anyone concerned about their own or another person's methamphetamine use.</p> <p>Phone: 1800 874 878 Email: alcoholdrugsupport@mhc.wa.gov.au Website: Mental Health Commission (external site) Live chat: Visit Alcohol. Think Again. (external site) or Drug Aware (external site)</p>
Interpreting Services	
Translating & Interpreting Service (TIS)	<p>https://www.tisnational.gov.au T: 13 14 50</p>
Legal Services	
<p>Study Perth To help international students understand their legal rights, StudyPerth will provide FREE multilingual and confidential legal advisory services via My Legal Mate.</p>	<p>https://www.studyperth.com.au/student-support/free-support-services/</p>