



WAIFS – Student information sheet – CRITICAL INCIDENT

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
- Missing Students
- Student suicide attempt
- Student robbery/physical assault or other personal attack
- Acute illness (physical or mental)
- Student death
- Students in legal difficulties
- Chemical, radiation or bio-hazard spillage
- Fire, explosion, bomb threat

CRICOS Provider No. 03188C RTO Provider No. 52128	Author: WAIFS		Current Version: 1.0	
Document name/number and file location: What is a Critical Incident Info for Students/ S:\WAIFS Policies	Initial Issue date: 11/11/16	Current Version Issue Date: 11 November 2016	Next review date: 11/11/2017	Page 1 of 7



WAIFS – Student information sheet – CRITICAL INCIDENT

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 8.30 to 5.30 Manager, Student Administration: Elly Priestly Administration Officer: Marianne Heimel	T: 6200 6210 E: admissions@waifs.edu.au / E: elly@waifs.wa.edu.au E: erin@waifs.wa.edu.au
Monday to Friday 8.30 to 5.30 Campus Manager (Highgate): Tracy Thomas	T: 9228 8328 E: tracy@waifs.wa.edu.au
Saturday and Sunday 8.30a.m. to 5.30p.m. – Administration/Student support: Erin Hinsley	Tel: 9228 8328 E: erin@waifs.wa.edu.au
Monday to Thursday 5.30p.m. to 9.30p.m. Jerly PEREGRINO	Tel : 9228 8328 E : jerly@waifs.wa.edu.au
Monday to Sunday 8.30 a.m. to 5.30p.m. CEO: Louise Edwards	T: 0430 965 368 E: ceo@waifs.edu.au
Monday to Sunday 8.30 a.m. to 5.30p.m. Managing Director: Sean Tuhakaraina	T: 0430 965 389 E: sean@waifs.edu.au

CRICOS Provider No. 03188C RTO Provider No. 52128	Author: WAIFS		Current Version: 1.0	
Document name/number and file location: What is a Critical Incident Info for Students/ S:\WAIFS Policies	Initial Issue date: 11/11/16	Current Version Issue Date: 11 November 2016	Next review date: 11/11/2017	Page 2 of 7



WAIFS – Student information sheet – CRITICAL INCIDENT

CRICOS Provider No. 03188C RTO Provider No. 52128	Author: WAIFS		Current Version: 1.0	
Document name/number and file location: What is a Critical Incident Info for Students/ S:\WAIFS Policies	Initial Issue date: 11/11/16	Current Version Issue Date: 11 November 2016	Next review date: 11/11/2017	Page 3 of 7



WAIFS – Student information sheet – CRITICAL INCIDENT

The following support services are also available:

State Emergency Services:	
Ambulance	DIAL: 000
Fire	
Police	
DIAL: 112 on mobile or if out of range	
Free Support Services:	
Samaritans	24 hr crisis line T: 9381-5555 Samaritans Youthline – T: 9388-2500
Lifeline Australia – 24 Hour COUNSELLING SERVICE – ANY ISSUE	T: 13 11 44 W: lifeline.org.au

CRICOS Provider No. 03188C RTO Provider No. 52128	Author: WAIFS		Current Version: 1.0	
Document name/number and file location: What is a Critical Incident Info for Students/ S:\WAIFS Policies	Initial Issue date: 11/11/16	Current Version Issue Date: 11 November 2016	Next review date: 11/11/2017	Page 4 of 7



WAIFS – Student information sheet – CRITICAL INCIDENT

Free Support Services:

Sexual Assault Resource Centre (based at King Edward Memorial Hospital)

W:kemh.health.wa.gov.au/services/sarc/index.htm

Emergency Contact 24hr Crisis Line	(08) 9340 1828
Freecall	1800 199 888
Business Hours	8:30 am – 5:00 pm
Telephone	(08) 9340 1820
Fax	(08) 9381 5426
Email	SARCDuty@health.wa.gov.au

FOR MEN:

T: 1800 000 199

Gay & Lesbian

T: 1800 184527

W: .glccs.org.au

Family Planning WA

W:fpwa.org.au/

Sexual Health Helpline Phone: (08) 9227-6177

Offers confidential advice on sexual health matters, family planning, clinical services,

CRICOS Provider No. 03188C RTO Provider No. 52128	Author: WAIFS	Current Version: 1.0		
Document name/number and file location: What is a Critical Incident Info for Students/ S:\WAIFS Policies	Initial Issue date: 11/11/16	Current Version Issue Date: 11 November 2016	Next review date: 11/11/2017	Page 5 of 7



WAIFS – Student information sheet – CRITICAL INCIDENT

*education, contraception,
pregnancy and sexually
transmitted infections.*

HELP WITH ADDICTION

Alcohol and Drugs

T: 1800 888 236

W: counsellingonline.org.au

W: dao.health.wa.gov.au/

T: 9442 5000

Gambling

T: 1800 633 635

W: dgr.nsw.gov.au/gaming_hfpg_gline.asp

INTERPRETING SERVICES

**TRANSLATING &
INTERPRETING SERVICE (TIS)**

T: 13 14 50



WAIFS – Student information sheet – CRITICAL INCIDENT

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

CRICOS Provider No. 03188C RTO Provider No. 52128	Author: WAIFS		Current Version: 1.0	
Document name/number and file location: What is a Critical Incident Info for Students/ S:\WAIFS Policies	Initial Issue date: 11/11/16	Current Version Issue Date: 11 November 2016	Next review date: 11/11/2017	Page 7 of 7