



WHAT IS A CRITICAL INCIDENT? INFORMATION FOR STUDENTS

POLICY NUMBER: NC24-PP026

RESPONSIBILITY: CAMPUS MANAGER

Contents

1. What is a Critical Incident?	1
2. Who should I contact in an emergency or potentially life-threatening situation?	1
3. Who should I contact if I believe a critical incident has occurred/is about to occur?.....	2
4. 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 in an emergency or potentially life-threatening situation?

DO NOT DELAY – USE THE CONTACT NUMBERS BELOW

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

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.



3. Who should I contact if I believe a critical incident has occurred/is about to occur?

Monday to Friday 8.30am to 5.00pm:

T: +61 (0)8 6200 6200

Main Contact Number

Student Support Officers and **Critical**

Incident Contacts:

E: mariana.martinez@waifs.wa.edu.au (Main Contact)

Mariana MARTINEZ – Campus Manager

E: jerly.peregrino@waifs.wa.edu.au

Jerly PEREGRINO – Head of Marketing/Student Support

E: marcia.ferreira@waifs.wa.edu.au

Marcia FERREIRA – Student support and marketing

E: admissions@waifs.wa.edu.au

Elinore EDWARDS – Head of admissions

E: noemi.flores@waifs.wa.edu.au

Noemi FLORES - Student

support/admissions (From 5pm to 7pm)

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

Mariana MARTINEZ – Campus Manager

E: mariana.martinez@waifs.wa.edu.au or 0420 832 960

Jerly PEREGRINO – Head of Marketing/Student Support

E: jerly.peregrino@waifs.wa.edu.au or 0451 572 889

Elinore EDWARDS – Head of admissions

E: admissions@waifs.wa.edu.au or 0413 965 362

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)

Renzo PAGANINI - Student Support

E: Renzo.Paganini@waifs.wa.edu.au (Sunday)

Mariana MARTINEZ – Campus Manager

E: mariana.martinez@waifs.wa.edu.au or 0420 832 960

Marcia FERREIRA – Student Support

E: Marcia.Ferreira@waifs.wa.edu.au (Saturday)

Wendy XU - Operations Manager

E: Wendy.XU@waifs.wa.edu.au

Monday to Sunday :

Sean Tuhakaraina – PEO and Managing Director

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

Louise Edwards – Chief Executive

E: louise.edwards@waifs.wa.edu.au or 0430 965 368

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



West Australian Institute of Further Studies

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 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, 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: 0863 839 850
Q Life <i>LGBTI Support</i>	www.qlife.org.au T: 1800 184 527 or webchat 3pm to midnight every day
Sexual Assault Resource Centre A free, 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/ (08) 6458 1828 1800 199 888 (Freecall from landlines) 8.30a.m. to 11 p.m. 7 days a week
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 1800 198 024 (Regional) (08) 9442 5000 (Metropolitan)
Gambling Help WA Free gambling counselling 24/7	www.facebook.com/gamblinghelpwa T: 1800 858 858
Interpreting Services	
Translating & Interpreting Service (TIS)	https://www.tisnational.gov.au T: 13 14 50 Automated telephone interpreting service: 1800 131 450