



Support Services

Helping you navigate access to support services.

The impact of COVID-19 has created new or deeper hardship for many people. The purpose of Emerge Stronger – Support Services is to connect you with providers that may be able to help at this challenging time.

Please take full advantage of what is available – the City and its community can get through this together.

Some organisations have had to reduce services, stop face-to-face visits or close entirely due to COVID-19. Please call ahead or go online first to check services are still in operation and ask if there are requirements for assistance i.e. identification or referral.

If you are a business or provider that can help people experiencing hardship, please contact the City of Joondalup on **9400 4200** to discuss being added to this list.

Mental Health Support

In an emergency, **call the police on 000** immediately

Lifeline

Lifeline helps individuals experiencing a personal crisis with access to 24 hour crisis support and suicide prevention services.

Phone: **13 11 14** (24 hrs, 7 days/week)

Website: lifeline.org.au (online chat available 5.00pm – 10.00pm)

Beyond Blue

Beyond Blue supports you with confidential, one-on-one counselling by a trained mental health professional.

Phone: **1300 224 636** (24 hrs, 7 days/week)

Website: beyondblue.org.au (online chat available)

Mental Health Emergency Response Line

Staffed by mental health professionals, get expert help over the phone in a mental health emergency.

Phone: **1300 555 788** (24 hrs, 7 days/week)

Website: nmahsmh.health.wa.gov.au

Helping Minds

This free service is available to people feeling overwhelmed by personal circumstances, including impacts COVID-19. If you are struggling emotionally or mentally, you can access three free phone or video counselling sessions with a health professional.

Phone: **1800 811 747** (8.30am – 4.30pm, Monday to Friday)

Website: helpingminds.org.au

Men's Helpline

MensLine Australia is a phone and online counselling service for men with emotional health and relationship concerns, for example, depression, anger, stress or looking after your mental health during COVID-19.

Phone: **1300 78 99 78** (24 hrs, 7 days/week)

Website: mensline.org.au

SANE Help Centre

Quarantine, self-isolation, physical distancing and separation from loved ones can exacerbate or trigger the symptoms of mental health issues. Call to speak with a qualified counsellors who can assist with phone and online counselling, support, information and referrals.

Phone: **1800 187 263** (8.00am – 8.00pm)

Website: sane.org

Suicide Call Back Service

This is a telehealth provider that offers free phone and online counselling by qualified professionals. This service is for anyone who is feeling suicidal, is worried about someone else or has lost someone to suicide and needs help. Online chat available.

Phone: **1300 659 467** (24 hrs, 7 days/week)

Website: suicidecallbackservice.org.au

Mental Health Support – Children and Young People

Child and Adolescent Health Service – Acute Response Team

Supporting children and young people with complex mental health needs.

Phone: **1800 048 636** (24 hours, 7 days a week).

Website: cahs.health.wa.gov.au

Headspace Joondalup

Free online and telephone service for young people aged 12 – 25 years with any health and wellbeing concerns such as anxiety, problems with family or friends, or drug and alcohol use.

Phone: **9301 8900** or **1800 650 890**

Website: headspace.org.au

Youth Beyond Blue

Supporting young people experiencing stress, anxiety or generally feeling down. Lots of online resources, help group and videos. Online chat available 3.00pm to midnight.

Phone: **1300 22 46 36** (24 hrs, 7 days/week)

Website: youthbeyondblue.com

Kids Helpline

A free, private and confidential phone and online counselling service for young people aged 5 – 25 years aimed to protect children and young people from harm.

Phone: **1800 551 800**

Website: kidshelpline.com.au

Domestic Violence

In an emergency, **call the police on 000** immediately

Women's Domestic Violence Helpline

Support for women experiencing family and domestic violence. It includes phone counselling, information and advice, referral to local advocacy and support services, liaison with police if necessary and referral to safe accommodation if required.

Phone: **1800 007 339** (24 hrs, 7 days/week)

Website: dcp.wa.gov.au/CrisisAndEmergency

Men's Domestic Violence Helpline

Information and support for men who are victims of family and domestic violence. The helpline also provides counselling for men who are perpetrators of domestic violence and are concerned about their violent and abusive behaviours. The service can provide telephone counselling, information and referral to ongoing face to face services if required.

Phone: **1800 000 599** (24hrs, 7 days/week)

Website: dcp.wa.gov.au

1800 RESPECT

Access this service to talk with a trained counsellor to support people impacted by sexual abuse, domestic abuse or family violence. 24hr online chat available.

Phone: **1800 737 732** (24hrs, 7 days/week)

Website: 1800respect.org.au

Crisis Care Helpline

A counselling service for people in crisis needing urgent help. The helpline operates after hours, 7 days a week. Call when you need someone to help sort out a serious problem like if you are concerned for the wellbeing of a child, escaping domestic violence or are homeless.

Phone: **9223 1111** or **1800 199 008**

Website: dcp.wa.gov.au

Men's Referral Service

This service helps men to end family and domestic violence. Call to get information and counselling with male behavioural and relationship concerns. Online chat available.

Phone: **1300 766 491**

Website: ntv.org.au

Financial Assistance

Centrelink

Contact Centrelink about payments and services for Medicare, Centrelink, or Child Support, including Coronavirus (COVID-19) support and payments.

Phone:

- 132 307** MyGov Help Desk
- 132 850** Help in an emergency – Crisis payments
- 136 150** Families
- 132 300** Older adults
- 132 850** Job Seekers

Website: my.gov.au

Website: dss.gov.au

National Debt Helpline

Professional financial counsellors can offer a free, independent and confidential service to help individuals tackle their debt problems. They are not a lender and don't sell a product or make money from clients.

Phone: **1800 007 007** (9.30am – 4.30pm, Monday to Friday)

Website: ndh.org.au

The Spiers Centre

Provides assistance such as emergency relief, financial counselling and support groups. All services are operational during COVID-19 and are phone or online based.

Phone: **9401 2699** (9.00am – 4.00pm weekdays)

Website: thespierscentre.com.au

Food, Supplies, Accommodation and Essentials

ER Connect

This is a directory of Emergency Relief service providers managed by the Western Australian Council of Social Service (WACOSS). It contains up-to-date search results of emergency relief services, with phone numbers, operating hours, and directions on the services available. Search for food relief, financial counselling, emergency accommodation, home maintenance, toiletries and more.

Phone: None (online only)

Website: erconnect.org.au

Foodbank

Foodbank WA provides food and groceries to over 400 registered charities in the form of food parcels, hampers, frozen or cooked meals and vouchers. Foodbank is unable to provide food without a charity referral. Charities that remain open are changing rapidly during the pandemic and it is best to check the Foodbank website directly about how to access a referral.

Phone: **9258 9277**

Website: foodbank.org.au/WA

Ruah Community Services

Provides support services in housing and homelessness, mental health and wellness and family and domestic violence.

Phone: **13 78 24**

Website: ruah.org.au

No Limits Perth

Provide support for people who are facing hardship, victims of domestic violence, vulnerable families and children, the elderly, those affected by fire, newcomers and those just doing it tough. Assist with practical such as food hampers, furniture, toiletries and basic essentials.

Phone: **0490 676 979**

Website: nolimitsperth.org.au

Australian Red Cross

Assistance with homelessness accommodation support services and tenancy advice. Assistance with employment, health, finance and social integration services.

Phone: **1800 733 276** or **9225 8888**

Website: redcross.org.au

St Vincent de Paul WA

The organisation provides a range of supports and services to assist people in times of hardship, including emergency housing and homelessness support, financial counselling, food and essentials provision and social support.

Phone: **1300 794 054** (9.00am – 1.00pm, weekdays)

Website: vinnies.org.au

Entry Point Perth

A free assessment and referral service helping people who are homeless or at risk of homelessness in Western Australia to access accommodation and support options.

Phone: **6496 0001** or **1800 124 684**
(9.00am – 7.00pm, Monday to Friday.
9.00am – 5.00pm, Saturdays)

Website: entrypointperth.com.au

Foyer Foundation – Crisis Accommodation for Young People

Helping young people aged 16 – 23 years who are homeless or at risk of homelessness who are willing to engage in education, training, or employment and support programs.

Phone: **6240 7200** or **1800 185 685**
(24 hours a day)

Website: foyer.org.au

Salvation Army

This service can assist those in need with basic food, clothes and furniture vouchers, personal help and emergency relief.

Phone: **9260 9500** (8.30am – 4.00pm,
Monday to Friday)

Website: salvationarmy.org.au

The Pantry WA

The Pantry is a not-for-profit organisation providing food to people in need. They are moving to online delivery. Register via the website.

Phone: None

Website: thepantrywa.com.au

Trinity North Community Care

This organisation provides food hampers, information, support and referrals.

Phone: **9448 5111** (9.00am – 12.00noon,
Tuesday and Thursday)

Website: None

Uniting Care West

Offers a wide range of services including emergency relief, accommodation support, counselling, homelessness and more.

Phone: **1300 663 298**

Website: unitingcarewest.org.au

Pharmacy Home Delivery Program

Australia Post has started a new, free home delivery service for people in urgent need of medication or medical supplies. The program is available for vulnerable people who have been advised by a doctor to self-isolate, are 70 years old and over, or have a chronic health condition.

Website: auspost.com.au

Social Support

Red Cross Telecross Service

A daily telephone call to check you are well. Telecross is for people who live alone and are at risk of an accident or illness that may go unnoticed, in particular, people who are frail and aged, have a disability, are housebound, or are recovering from an illness or accident.

Phone: **1300 885 698**

Website: redcross.org.au

People Who Care

A wide range of services are offered to support people who are frail, elderly, have a disability or experiencing financial hardship.

Phone: **9379 1944**

Website: peoplewhocare.org.au

Befriend Inc.

This group tries to create inclusive, connected communities to make sure everyone feels like they belong. Social distancing doesn't have to mean social isolation. The organisation is experimenting with safe new ways people can all stay connected.

Phone: **9520 8574**

Website: befriend.org.au

Health, Family and Relationships

Women's Health and Family Services (WHFS)

Programs and Services at WHFS include medical, counselling, drug and alcohol support, domestic violence, mental health and other health services for women and their families.

Phone: **6330 5400**

Website: whfs.org.au

Relationships Australia WA

Provides a wide range of services including counselling, mediation, domestic violence support, and parenting, family and couple relationship advice.

Phone: **1300 364 277**

Website: relationshipsaustralia.org.au

Alcohol and Drug Support Line

Confidential, non-judgemental telephone counselling, information and referral service for anyone seeking help for their own or another person's alcohol or drug use.

Phone: **9442 5000** (24hrs, 7 days/week)

Website: mhc.wa.gov.au

Parent and Family Drug Support Line

Confidential, non-judgemental telephone counselling, information and referral service for anyone concerned about a loved one's alcohol or drug use.

Phone: **9442 5050** (24hrs, 7 days/week)

Website: mhc.wa.gov.au

North Metro Community Alcohol and Drug Service

Provides a comprehensive range of free and confidential alcohol and other drug services in Joondalup and Warwick. Live online chat with an alcohol/drug counsellor available.

Phone: **9301 3200** (Joondalup);
9246 6767 (Warwick)

Website: mhc.wa.gov.au

Family Relationship Centre, Anglicare

Provides assistance to families in need of information and support in relation to family relationships and for those families who are separated we offer family dispute resolution services.

Phone: **1300 114 446**

Website: anglicare.org.au/get-help

Seniors Support

Red Cross Telecross Service

A daily telephone call to check you are well. Telecross is for people who live alone and are at risk of an accident or illness that may go unnoticed, in particular, people who: are frail and aged, have a disability, are housebound, or are recovering from an illness or accident.

Phone: **1300 885 698**

Website: redcross.org.au

Elder Abuse Helpline - WA

Provides information to help you protect yourself or others. Abuse can be financial, emotional, social, physical, sexual or neglect.

Phone: **1300 724 679** (8.30am - 4.30pm
Monday to Friday).

Website: advocare.org.au

Citizens Advice Bureau of WA

This independent, not-for-profit organisation provides information, service referral and legal advice.

Phone: **9221 5711** (9.30am – 4.00pm,
Monday to Friday)

Website: cabwa.com.au

Wanslea Grandcare

This organisation can assist grandparents who are raising grandchild full-time, and can include information, advocacy and financial support.

Phone: **1800 794 909**

Website: wanslea.asn.au

Disability Support

Carers WA

Provision of specialist information and advice, resources, carer support through counselling, education/training, social support and carer advocacy and representation.

Phone: **1300 227 377** (General line
8.30am – 4.30pm, Monday to Friday)

Counselling Line: **1800 007 332**

Website: carerswa.asn.au

APM - NDIS Planning

APM is the key NDIS planning agent operating in the City of Joondalup. APM provide all NDIS Local Area Coordination services to residents seeking NDIS supports. All operations have been moved to phone only interviews at this time.

Phone: **1300 276 522**

Website: amp.net.au

For further information visit joondalup.wa.gov.au