



**EMERGE  
STRONGER**



## 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.

#### 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](https://beyondblue.org.au) (online chat available)

#### Head to Health

An Australian Government Department of Health initiative to improve your own mental health or support somebody else with mental health issues. Head to Health provides links to trusted Australian online and phone supports, resources and treatment options.

Website: [headtohealth.gov.au](https://headtohealth.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](https://helpingminds.org.au)

#### 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](https://lifeline.org.au)  
(online chat available 5.00pm – 10.00pm)

#### 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](https://mensline.org.au)

## 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: [nmaahsmh.health.wa.gov.au](http://nmaahsmh.health.wa.gov.au)

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## National Mental Health Helpline

A free service providing mental health information, support, referral and professional counselling for people in distress.

Phone: **1300 643 287**

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## 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](http://sane.org)

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## 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: [suicidcallbackservice.org.au](http://suicidcallbackservice.org.au)

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## 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](http://cahs.health.wa.gov.au)

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### 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](http://headspace.org.au)

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## 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](http://kidshelpline.com.au)

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## 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](http://youthbeyondblue.com)

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## Domestic Violence

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

### 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](http://1800respect.org.au)

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### CentreCare

Offering extensive, professional counselling, support, mediation and training services.

Phone: **9325 6644**

Website: [centrecare.com.au](http://centrecare.com.au)

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### 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](http://dcp.wa.gov.au)

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## 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](http://dcp.wa.gov.au)

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## 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](http://ntv.org.au)

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## 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](http://dcp.wa.gov.au/CrisisAndEmergency)

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## Financial Assistance

### Centrelink

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

Phone: All phone numbers are listed online here

Some main numbers include:

- 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](http://my.gov.au)

Website: [dss.gov.au](http://dss.gov.au)

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## 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](http://ndh.org.au)

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## Red Cross – Help for migrants in transition

Red Cross is receiving funding from the Australian Government for the next six months to deliver emergency relief and casework support for people who are on temporary visas. These are emergency relief payments, not income support, and can only provide one-off, limited amounts to help people with essential needs like food and medicine. These funds are for people on temporary visas who have no way to support themselves and who have urgent needs.

Website: [redcross.org.au](http://redcross.org.au)

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## 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](http://thespierscentre.com.au)

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## WA ScamNet

WA ScamNet is urging consumers to be vigilant during the COVID-19 pandemic. Current scams include Phishing scams with Government and financial institutions, insurance providers (etc) impersonations as well as online shopping scams providing COVID-19 related products. Never give money or your financial details to someone you don't know. If you think your banking or financial details have been compromised, contact your financial institution immediately.

Website: [scamnet.wa.gov.au](http://scamnet.wa.gov.au)

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## Food, Supplies, Accommodation and Essentials

### Ask Izzy

When people are looking for support, Ask Izzy can help them to find the services that they need, now and nearby. It is free and anonymous, and users can search over 360,000 services to find housing, meals, healthcare, counselling, legal advice, addiction treatment and a whole lot more.

Those who are on the Telstra mobile network, can access Ask Izzy even if they do not have credit.

Website: [askizzy.org.au](http://askizzy.org.au)

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### 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** (select option 2)

Website: [redcross.org.au](http://redcross.org.au)

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### Dada Bhagwan Perth Parivar

Free vegetarian curry meals provided with no contact delivery to people who are elderly, self-isolating, vulnerable or medical staff.

Phone. **0408 000 300** or **0425 255 677**  
or **0469 012 135**

Website:

[dhirapp.dhirinfotech.com.au/order/free-meal](http://dhirapp.dhirinfotech.com.au/order/free-meal)

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### 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](http://entrypointperth.com.au)

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### 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](http://foodbank.org.au/WA)

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### 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](http://foyer.org.au)

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### 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](http://nolimitsperth.org.au)

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### 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](http://ruah.org.au)

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### 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](http://vinnies.org.au)

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### 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](http://salvationarmy.org.au)

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## The Home Hub – Homes for Good

The Home Hub has released its new initiative Homes for Good, a coordinated and whole-of-community response to the increased housing and homelessness crisis presented by COVID-19. Homes for Good is a matching service that aspires to advertise homes to people who need accommodation. The organisation is also encouraging landlords with vacant properties to consider being a part of this coordinated response by registering their properties into the listings.

Website: [homehub.org.au](http://homehub.org.au)

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## Trinity North Community Care

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

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

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## 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](http://unitingcarewest.org.au)

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## WA 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.

Website: [waconnect.org.au](http://waconnect.org.au)

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## Wungening Aboriginal Corporation – Mirrabooka Hub

Wungening Aboriginal Corporation is an Aboriginal Community Controlled Organisation which provides culturally secure, confidential and free of charge services to Aboriginal people in the Perth metropolitan area. Services include emergency relief and over-the-phone counselling.

Phone: **6558 1041** (8.30am - 5.00pm, Monday to Friday)

Website: [wungening.com.au](http://wungening.com.au)

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## Social Support

### 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](http://befriend.org.au)

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### COVID Connect – Red Cross

Free social phone call to those wanting to connect during COVID-19.

Website: [www.redcross.org.au](http://www.redcross.org.au)

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### People Who Care

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

Phone: **9379 1944**

Website: [peoplewhocare.org.au](http://peoplewhocare.org.au)

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### 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](http://redcross.org.au)

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## Health, Family and Relationships

### 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](http://mhc.wa.gov.au)

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### Black Swan Health

Services include high-quality, affordable, evidence-based counselling, health and wellbeing programs for chronic conditions and disability support coordination.

Phone: **9201 0044** or **1300 820 398**

Website: [www.blackswanhealth.com.au](http://www.blackswanhealth.com.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](http://cabwa.com.au)

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### **Family Relationship Centre, Anglicare**

Relationship support and information for families, including dispute resolution services for those families who are separated.

Phone: **1300 114 446**

Website: [anglicare.org.au/get-help](http://anglicare.org.au/get-help)

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### **Ishar Multicultural Women's Health Centre**

Ishar Multicultural Women's Health Services provides a range of holistic services to women from all walks of life and cultural backgrounds. Ishar is a LGBTQI friendly service and welcomes women of any sexual orientation, anyone who identifies as a woman and anyone who was assigned female identity at birth. Services that are currently available include: health checks, telehealth service, counselling and domestic violence support. Please note that phone and online appointments are preferable.

Phone: **9345 5335**

Website: [ishar.org.au](http://ishar.org.au)

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### **Metropolitan Migrant Resource Centre Inc.**

The Metropolitan Migrant Resource Centre is a not for profit settlement service organisation that has more than two decades of recognised achievements in providing high quality, culturally appropriate, client centred services that meet the needs of refugees, humanitarian entrants and newly arrived migrants. Current operations are reduced to phone and online contact wherever possible. Please call ahead to plan appropriately.

Phone: **9345 5755**

Website: [mmrcwa.org.au](http://mmrcwa.org.au)

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### **National Aboriginal Community Controlled Health Organisation (NACCHO)**

NACCHO is the national peak body representing 143 Aboriginal Community Controlled Health Services (ACCHSs) across the country on Aboriginal health and wellbeing issues. This organisation collates and disseminates key information and resources to the aboriginal community.

Website: [naccho.org.au](http://naccho.org.au)

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### **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](http://mhc.wa.gov.au)

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### **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](http://mhc.wa.gov.au)

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### **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](http://relationshipsaustralia.org.au)

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### **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](http://whfs.org.au)

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## **Seniors Support**

### **Cahoots Connects**

A free essential shopping delivery service for eligible members of the WA community who are isolated in their homes, including people with disability and mental health conditions, older Australians and Aboriginal and Torres Strait Islander people. The Cahoots Connects call centre is accessible and run by a caring and experienced team ready to place orders and offer next day deliveries. The dedicated team will even unpack, if this is required and safe to do, during these challenging times. Order are required to be placed by 12.00pm within the Perth Metropolitan area to meet next day delivery lead times.

Phone: **1300 103 880**

Website: [cahoots.org.au](http://cahoots.org.au)

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### **Community Visitors Scheme (Lifeline WA)**

Visits by trained and screened volunteers to seniors living independently, in an aged care home or have been approved for or receiving a Home Care Package. This companionship program aims to enrich the quality of life of older people, establishing links with their local community.

Phone: **9261 4444**

Email: [lindaanderson@lifelinewa.org.au](mailto:lindaanderson@lifelinewa.org.au)

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### **Council of the Ageing (COTA) WA**

Free and independent information on navigating the aged care system including home support services, eligibility and access.

Phone: **1300 025 298**

Website: [cotawa.org.au](http://cotawa.org.au)

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### **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](http://advocare.org.au)

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### **In Home Support – St Judes**

A wide range of free Commonwealth Home Support Programme services for people aged 65+ including personal care support, domestic cleaning, shopping, cooking, gardening, companionship, social and welfare support for those not eligible for an aged care package.

Phone: **9279 4343**

Website: [stjudes.com.au](http://stjudes.com.au)

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### **My Aged Care**

Find and access government-subsidised services to help access services for independent living support and aged care homes. Independent living supports include house cleaning, meals, personal care, social support, gardening, home maintenance and medical appointment transport.

Phone: **1800 200 422**

Website: [myagedcare.gov.au](http://myagedcare.gov.au)

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### **Older Persons COVID-19 Support Line**

Provision of information, support and connection to seniors, their relatives, carers, friends or supporters.

Phone: **1800 171 866**

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### **Redimed**

Redimed Healthcare Group is offering free flu vaccines to people over 65 years with a valid Medicare card. Help prevent influenza by contacting the new visiting service to visit you at home for vaccination.

Phone: **0456 737 272 (Text only)**

Email: [fluvac@redimed.com.au](mailto:fluvac@redimed.com.au)

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### **The Move into Aged Care**

Website and booklet providing the loved ones of those transitioning into aged care with information on how to cope with the move, how to remain involved and support services available

Phone: **9479 7566**

Website: [themoveintoagedcare.com](http://themoveintoagedcare.com)

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### **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](http://wanslea.asn.au)

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## **Disability Support**

### **Auslan COVID-19 Key Information**

This video presentation produced by Key Word Sign Australia and Scope provides the latest information from the Department of Health about COVID-19 and advice on how to remain safe.

Website: [youtube.com](https://www.youtube.com)

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### **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: [apm.net.au](http://apm.net.au)

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### **Cahoots Connects**

A free essential shopping delivery service for eligible members of the WA community who are isolated in their homes, including people with disability and mental health conditions, older Australians and Aboriginal and Torres Strait Islander people. The Cahoots Connects call centre is accessible and run by a caring and experienced team ready to place orders and offer next day deliveries. The dedicated team will even unpack,

if this is required and safe to do, during these challenging times. Orders are required to be placed by 12.00pm within the Perth Metropolitan area to meet next day delivery lead times.

Phone: **1300 103 880**

Website: [cahoots.org.au](http://cahoots.org.au)

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### **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](http://carerswa.asn.au)

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### **COVID-19 Disability Helpline**

This helpline has been launched by a collective of various key disability service providers and advocacy groups to assist people with a disability and their families who are impacted by COVID-19. The helpline is for people seeking assistance and information from experienced advocates and planners, covering a wide range of topics and supports.

Phone: **1800 031 093** (9:00am - 5:00pm,  
Monday to Friday)

Website: [wacoss.org.au](http://wacoss.org.au)

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### **Wanslea Early Childhood Intervention (ECEI)**

Wanslea ECEI is the NDIS Partner in the Community for families seeking NDIS support for children aged 0-6 years with a developmental delay or disability. Operations have been moved to phone and email at this time. Offices remain open for ECEI enquiries to families who do not have a phone or email to make contact.

Phone: **1300 969 645**

Website: [wanslea.asn.au](http://wanslea.asn.au)

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For further information visit [joondalup.wa.gov.au](http://joondalup.wa.gov.au)