

SUPPORT SERVICE LIST

EMERGENCY CONTACTS

Police	131 444 or 000 <i>if life threatening</i>
Ambulance	000
Fire	000

OTHER CONTACTS

WA Poisons Information Centre	131 126
Translating and Interpreting Service	131 450

HELP LINES AND CRISIS SUPPORT

Lifeline	13 11 14 lifeline.org.au	24 hours, 7 days	access to 24-hour crisis support and suicide prevention services
Suicidal Call Back Service	1300 659 467 suicidcallbackservice.org.au/phone-and-online-counselling/	24 hours, 7 days	free professional phone and online counselling
MensLine Australia	1300 789 978 mensline.org.au	24 hours, 7 days	telephone and online counselling service offering support for Australian men
The Samaritans Help Line	0863 839 850 Youthline WA 1800 198 313 thesamaritans.org.au	8am – 8pm	anonymous emotional support
Kids Help Line	1800 551 800 kidshelpline.com.au	24 hours, 7 days	free Australian telephone and online counselling service for young people aged 5-25
Beyond Blue	1300 22 4636 beyondblue.org.au	24 hours, 7 days	support and/or information for depression and anxiety
Headspace	1800 650 890 headspace.org.au	9am – 1am AEDT 7 days	free and secure space where young people 12 - 25 or their family can chat, email or speak on the phone with a qualified youth mental health professional
Sane Australia	1800 18 72 63 sane.org	10am – 8pm Mon - Fri, AEST	mental health Counsellors are available by phone, web chat, or email
Mental Health Emergency Response Line	Metro 1300 555 788 Peel 1800 676 822	24 hours, 7 days	assessment, specialist intervention and support for people experiencing a mental health emergency
Salvation Army	13 SALVOS (13 72 58) salvationarmy.org.au	24 hours, 7 days	alcohol and other drug services, homelessness support and accommodation, women’s support
Women’s Domestic Violence Helpline	Free call: 1800 007 339		support and counselling for women experiencing family and domestic violence
Men’s Domestic Violence Helpline	Free call: 1800 000 599		counselling and referrals for men who are concern about their violent and abusive behaviours, as

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well as men experiencing family and domestic violence

SUPPORT GROUPS

FINANCIAL AND LEGAL SUPPORT

National Debt Helpline	1800 007 007 ndh.org.au	free and confidential telephone or live chat 9.30am - 4.30 pm, Mon - Fri
Legal Aid WA	1300 650 579 legalaid.wa.gov.au	free or low-cost legal services 9.30am - 4pm, Mon – Fri (WST)
Legal Yarn	1800 319 803	free telephone information service for Aboriginal and Torres Strait Island People 9am – 4pm, Mon – Fri (WST)
Citizens Advice Bureau - Legal Advice	(08) 9221 5711 cabwa.com.au/get-legal-advice	low-cost legal advice service on a wide range of issues and prepare various simple legal documents. 9.30am - 4pm, Mon - Fri (WST)
Justice of the Peace	(08) 9425 2525 justice.wa.gov.au	
Youth Legal Service	(08) 9202 1688 youthlegalserviceinc.com.au	free and confidential legal services to young people in Western Australia 9am - 4pm, Mon - Fri

SUPPORT FOR MENTAL HEALTH, HEALTH ISSUES, CRISIS, SEXUAL ASSAULT

Health Direct	1800 022 222 healthdirect.gov.au	24-hour health advice
WAAC	(08) 9482 0000 Country Callers: 1800 671 130 waac.com.au	confidential and anonymous phone line that you can call for information about HIV, STIs and other sexual health issues.
1800RESPECT	1800 737 732 Text: 0458 737 732 1800respect.org.au	National sexual assault, domestic violence counselling (telephone and online) 24 hours, 7 days

ALCOHOL AND DRUG SUPPORT

Alcohol and Drug Support Line	(08) 9442 5000 Country Callers: 1800 198 024 drugaware.com.au	for information and confidential counselling, support and referral 24 hours a day
Alcoholics Anonymous	1300 22 22 22 aaperthwa.org	speak confidentially with a qualified alcohol and other drug counsellor 24 hours a day
WA Quitline	13 78 48 Text: 0482 090 634 quitlinewa.org.au/quitline-wa/	confidential advice and information service for people who want to quit smoking 8am – 8pm, Mon - Fri
Parent and Family Drug Support Line	(08) 9442 5050 Country Callers: 1800 653 203	information and confidential counselling, support and referral 24 hours a day

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SEXUAL HEALTH AND LGBTQ

Qlife	1800 184 527 qlife.org.au	anonymous and free LGBTIQ+ peer support and referral for people in Australia wanting to talk about sexuality, identity, gender, bodies, feelings or relationships. 3pm - 12am, 7 days
The Freedom Centre	(08) 9482 0000 freedom.org.au	support and information and by maintaining a safe social space with healthy attitudes towards sexuality, gender, sex, respect, empowerment, self-esteem and education.

CHILDCARE, CHILDREN AND FAMILIES

Child Care Access Hotline	1800 670 305 childcarefinder.gov.au	information on childcare services, types of care available and government help with the cost of child care 8am – 6pm, Mon - Fri
Australian Red Cross WA	1800 733 276 redcross.org.au	
Family and Relationships Advice Line	1800 050 321	providing information about family relationships at all stages 8am - 8pm AEST, Mon - Fri 10am - 4 pm, Sat
Ngala Parenting Line	(08) 9368 9368 Country Callers: 1800 111 546 ngala.com.au	free telephone support service for parents and caregivers of children aged 0 to 18 years who live in WA 8am – 8pm, Mon – Sun (incl. PH)

HOMELESSNESS

WestAus Crisis & Welfare Services	(08) 9582 9920 westauscrisis.org.au/homeless	clients may be referred to an appropriate Crisis accommodation, assessed and offered Westaus crisis/transitional accommodation (if vacancies permit) or assisted with information in seeking private rental options. 9am - 4pm, Mon - Fri
Entry Point Perth	6496 0001 1800 124 684 entrypointperth.com.au	free assessment and referral service assisting people who are homeless or at risk of homelessness in WA to access accommodation and support options 9am - 7pm, Mon – Fri 9am - 5pm, Sat
Crisis Care	1800 199 008	arranging help including temporary accommodation, protection for children, financial aid, counselling and support services

COMPLAINTS AND DISCRIMINATION

Equal Opportunity Commission	(08) 9216 3900 1800 198 149 eoc@eoc.wa.gov.au	provide a means of redress to individuals who allege unlawful discrimination
Wageline	1300 655 266 commerce.wa.gov.au/labour-relations/contact-wageline	8.30am - 4.30pm, Mon, Wed, Thu and Fri 9am - 4.30pm, Tue
Fair Work Ombudsman	131 394 fairwork.gov.au	information and advice about pay and entitlements, free calculators, templates, help resolving workplace issues, investigates and enforces breaches of workplace laws 8am - 5.30pm, Mon-Fri

DISABILITY

SUPPORT SERVICE LIST

People with Disabilities WA Inc	(08) 9420 7279 Text: 0488 798 615 Country Callers: 1800 193 331 pwdwa.org	Advocating for the rights of people with disability in Western Australia
Disability Advocacy for Diverse Communities	(08) 9388 7455 1800 659 921 edac.org.au	advocacy organisation in WA and aims to safeguard the rights of ethnic people with disabilities and their families. 9am - 5pm, Mon - Fri
Citizen Advocacy Perth	(08) 9445 9991 capw.org.au	a not-for-profit organisation funded by the federal government, which aims to promote, facilitate and support advocacy for people with intellectual disability
Australian Dyslexia Association	In the event of an urgency: Text: 0410 850 185 dyslexiaassociation.org.au	assistance for people with Dyslexia
DSF Literacy and Clinical Services (The Dyslexia-SPELD Foundation of WA inc.)	(08) 9217 2500 dsf.net.au	advice and support to families and educators on successful literacy acquisition, evidence-based practice, and the strategies most likely to improve literacy outcomes for all students
Office of Disability	1800 176 888 disability.wa.gov.au	information, support and services to people with disability, their families and carers
Life Without Barriers	1800 935 483 SMS relay number 0423 677 767 lwb.org.au/disability/	disability services and programs 9am – 4:30pm, Mon – Fri (AEST)
Senses WA	1300 111 881 senses.org.au	information, support and services to people with disability, their families and carers
VisAbility	1800 847 466 (08) 9311 8202 visibility.com.au	support for people living with blindness or vision impairment 8:30am – 4:30pm, Mon – Fri (WST)
Deaf Connect - Perth	1800 893 855 deafconnect.org.au	services for all members of the community in four different areas; interpreting, support services, NDIS advocacy and navigation, and Auslan and training
LANGUAGE, LITERACY AND NUMERACY (LLN)		
Read Write Now!	1800 018 802 read-write-now.org	volunteer tutors provide free one-on-one assistance for adults to help improve Reading; Writing; Spelling; and Maths
Adult Migrant English Program (AMEP)	131 881 immi.homeaffairs.gov.au/settling-in-australia/amep/service-providers	free English language tuition through the Adult Migrant English Program (AMEP). You may be eligible for AMEP if you are a migrant or humanitarian visa entrant.
Be Connected	1300 795 897 beconnected.esafety.gov.au	Help for seniors with using computers, word processing web use, sending emails 9am – 5pm, Mon – Fri (AEST/AEDT)
Reading Writing Hotline	1300 655 506 readingwritinghotline.edu.au	Assistance with LLN - national telephone referral service for adult literacy and numeracy