

## EMERGENCY CONTACTS

|           |                                    |
|-----------|------------------------------------|
| Police    | 131 444 or 000 if life threatening |
| Ambulance | 000                                |
| Fire      | 000                                |

## OTHER CONTACTS

|                                      |         |
|--------------------------------------|---------|
| Poisons Information Centre           | 131 126 |
| Translating and Interpreting Service | 131 450 |

## HELP LINES AND CRISIS SUPPORT

|                                       |   |                                 |  |
|---------------------------------------|---|---------------------------------|--|
| Lifeline                              | 13 11 14<br><a href="http://lifeline.org.au">lifeline.org.au</a>  | 24 hours, 7 days                | access to 24-hour crisis support and suicide prevention services   |
| Suicidal Call Back Service            | 1300 659 467<br><a href="http://suicidcallbackservice.org.au">suicidcallbackservice.org.au</a>            | 24 hours, 7 days                | free professional phone and online counselling   |
| Men's Line Australia                  | 1300 789 978<br><a href="http://mensline.org.au">mensline.org.au</a>                                      | 24 hours, 7 days                | telephone and online counselling service for Australian men  |
| Samaritans Crisis Line                | 135 247<br>Youthline WA<br>1800 198 313<br><a href="http://thesamaritans.org.au">thesamaritans.org.au</a> | 24 hours, 7 days                | anonymous emotional support  |
| Kids Help Line                        | 1800 551 800<br><a href="http://kidshelpline.com.au">kidshelpline.com.au</a>                              | 24 hours, 7 days                | free Australian telephone and online counselling service for young people aged 5-25  |
| Beyond Blue                           | 1300 22 4636<br><a href="http://beyondblue.org.au">beyondblue.org.au</a>                                  | 24 hours, 7 days                | support and/or information for depression and anxiety  |
| Headspace                             | 1800 650 890<br><a href="http://headspace.org.au">headspace.org.au</a>                                    | 9am - 1am<br>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<br><a href="http://sane.org">sane.org</a>   | 10am - 10 pm<br>Mon - Fri, AEST | mental health Counsellors are available by phone, web chat, or email   |
| Mental Health Emergency Response Line | Metro<br>1300 555 788<br>Peel<br>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)<br><a href="http://salvationarmy.org.au">salvationarmy.org.au</a>                    | 24 hours, 7 days                | alcohol and other drug services, homelessness support and accommodation, women's support   |
| Women's Domestic Violence Helpline    | Telephone: (08) 9223 1188<br>Free call: 1800 007 339  |                                 | support and counselling for women experiencing family and domestic violence  |
| Men's Domestic Violence Helpline      | Telephone: (08) 9223 1199<br>Free call: 1800 000 599  |                                 | counselling and referrals for male perpetrators, as well as male victims of family and domestic violence   |

*The information is accurate at the time of publication*

## SUPPORT GROUPS

### FINANCIAL AND LEGAL SUPPORT

|                                       |  |  |
|---------------------------------------|--|--|
| National Debt Helpline                | 1800 007 007<br><a href="http://ndh.org.au">ndh.org.au</a>   | free and confidential telephone or live chat<br>9.30am - 4.30 pm, Mon - Fri  |
| Citizens Advice Bureau Legal Services | (08) 9221 5711<br><a href="http://cabwa.com.au/get-legal-advice">cabwa.com.au/get-legal-advice</a>                   | low-cost legal advice service on a wide range of issues and prepare various simple legal documents.<br>9.30am - 4pm, Mon - Fri |
| Justice of the Peace                  | 1300 657 788<br><a href="http://justice.wa.gov.au">justice.wa.gov.au</a>   |  |
| Youth Legal Service                   | (08) 9202 1688<br>Rural 1800 199 006<br><a href="http://youthlegalserviceinc.com.au">youthlegalserviceinc.com.au</a> | free and confidential legal services to young people in WA<br>9am - 5pm, Mon - Fri   |

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

|               |  |  |
|---------------|--|--|
| Health Direct | 1800 022 222<br><a href="http://healthdirect.gov.au">healthdirect.gov.au</a> | 24-hour health advice  |
| AIDSline      | (08) 9482 0044<br><a href="http://waids.com">waids.com</a>                   | confidential and anonymous phone line that you can call for information about HIV, STIs and other sexual health issues.<br>9am - 5 pm, Mon - Fri |
| 1800RESPECT   | 1800 737 732<br><a href="http://1800respect.org.au">1800respect.org.au</a>   | National sexual assault, domestic violence counselling (telephone and online)<br>24 hours, 7 days  |

### ALCOHOL AND DRUG SUPPORT

|                                     |  |   |
|-------------------------------------|--|---|
| Alcohol and Drug Support Line       | Metro 94 425 000<br>Rural 1800 198 024<br><a href="http://drugaware.com.au">drugaware.com.au</a> | for information and confidential counselling, support and referral 24 hours a day |
| Alcoholics Anonymous                | (08) 9325 3566<br>1300 22 22 22<br><a href="http://aaperthwa.org">aaperthwa.org</a>              | speak confidentially with a qualified alcohol and other drug counsellor           |
| Quitline                            | 13 78 48<br><a href="http://quitlinewa.org.au/quitline-wa/">quitlinewa.org.au/quitline-wa/</a>   | confidential advice and information service for people who want to quit smoking   |
| Parent and Family Drug Support Line | Metro 08 9442 5050<br>Rural 1800 653 203   | information and confidential counselling, support and referral 24 hours a day     |

### SEXUAL HEALTH AND LGBTQ

|                    |  |  |
|--------------------|--|--|
| Qlife              | 1800 184 527<br><a href="http://qlife.org.au">qlife.org.au</a>       | anonymous and free LGBTI peer support and referral for people in Australia wanting to talk about sexuality, identity, gender, bodies, feelings or relationships.<br>3pm - 12am, 7 days |
| The Freedom Centre | (08) 9228 0354<br><a href="http://freedom.org.au">freedom.org.au</a> | 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<br><a href="http://childcarefinder.gov.au">childcarefinder.gov.au</a> | information on childcare services, types of care available and government help with the cost of child care |
|---------------------------|--|--|

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|-----------------------------------|--|---|
| Australian Red Cross              | 1800 733 276<br><a href="http://redcross.org.au">redcross.org.au</a>                   |   |
| Family and Relationships Helpline | 1800 050 321   | information about family relationships at all stages<br>8am - 8pm AEST, Mon – Fri, 10am - 4 pm, Sat     |
| Ngala Parenting Line              | (08) 9368 9368<br>Rural 1800 111 546<br><a href="http://ngala.com.au">ngala.com.au</a> | free telephone support service for parents and caregivers of children aged 0 to 18 years who live in WA |

## HOMELESSNESS

|                                   |   |  |
|-----------------------------------|---|--|
| WestAus Crisis & Welfare Services | (08) 9582 9920  | 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.<br>9am - 4pm, Mon - Fri<br><br><a href="http://westauscrisis.org.au/homeless">westauscrisis.org.au/homeless</a> |
| Entry Point                       | 6496 0001<br>1800 124 684<br><br><a href="http://entrypointperth.com.au">entrypointperth.com.au</a> | free assessment and referral service assisting people who are homeless or at risk of homelessness in WA to access accommodation and support options<br>9am - 7pm, Mon – Fri<br>9am - 5pm, Sat  |
| Crisis Care                       | (08) 9223 1111<br>Free call (from country area):<br>1800 199 008                                    | arranging help including temporary accommodation, protection for children, financial aid, counselling and support services<br>24 hours, 7 days   |

## COMPLAINTS AND DISCRIMINATION

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|------------------------------|--|--|
| Equal Opportunity Commission | (08) 92163900<br><a href="mailto:eoc@eoc.wa.gov.au">eoc@eoc.wa.gov.au</a>  | provide a means of redress to individuals who allege unlawful discrimination   |
| Wageline                     | 1300 655 266<br><br><a href="http://commerce.wa.gov.au/labour-relations/contact-wageline">commerce.wa.gov.au/labour-relations/contact-wageline</a> | 8.30am - 4.30pm, Mon, Wed, Thu and Fri<br>9am - 4.30pm, Tue  |
| FairWork                     | 131 394<br><br><a href="http://fairwork.gov.au">fairwork.gov.au</a>  | information and advice about pay and entitlements, free calculators, templates, help resolving workplace issues, investigates and enforces breaches of workplace laws<br>8am - 5.30pm, Mon-Fri |

## DISABILITY

|  |  |   |
|--|--|---|
| Ethnic Disability Advocacy Centre                                | (08) 9388 7455<br>1800 659 921<br><a href="http://edac.org.au">edac.org.au</a>   | advocacy organisation in WA and aims to safeguard the rights of ethnic people with disabilities and their families.<br>9am - 5pm, Mon - Fri                           |
| Citizen Advocacy Perth West                                      | (08) 9445 9991<br><br><a href="http://capw.org.au">capw.org.au</a>   | 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:<br>Text 0410 850 185<br><a href="http://dyslexiaassociation.org.au">dyslexiaassociation.org.au</a> | assistance for people with Dyslexia   |
| Literacy and Clinical Services (DSF – Dyslexia SPELD Foundation) | (08) 9217 2500<br><br><a href="http://dsf.net.au">dsf.net.au</a>   | advice and support to families and educators on successful literacy acquisition, evidence-based practice, and the strategies most likely to improve literacy outcomes |

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|--|--|---|
| Disability Services Commission               | 1800 998 214<br><a href="http://disability.wa.gov.au">disability.wa.gov.au</a>   | information, support and services to people with disability, their families and carers  |
| Life Without Barriers                        | 1800 935 483<br>SMS relay number 0423 677 767<br><a href="http://lwb.org.au/disability">lwb.org.au/disability</a>  | disability services and programs<br>8.30am - 5pm, Mon - Fri   |
| Senses Australia                             | 1300 111 881<br><a href="http://senses.org.au">senses.org.au</a>   | information, support and services to people with disability, their families and carers  |
| VisAbility                                   | 1800 847 466<br>(08) 9311 8202<br><a href="http://visibility.com.au">visibility.com.au</a>   | support for people living with blindness or vision impairment   |
| Access Plus WA Deaf                          | (08) 9441 2677<br><a href="http://accessplus.org.au">accessplus.org.au</a>   | services for all members of the community in four different areas; interpreting, support services, NDIS advocacy and navigation, and Auslan and training  |
| <b>LANGUAGE, LITERACY AND NUMERACY (LLN)</b> |  |   |
| Read Write Now!                              | 1800 018 802<br><a href="http://read-write-now.org">read-write-now.org</a>   | volunteer tutors provide free one-on-one assistance for adults to help improve Reading; Writing; Spelling; and Maths  |
| Adult Migrant English Program (AMEP)         |  | 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.<br><a href="http://immi.homeaffairs.gov.au/settling-in-australia/amep/service-providers">immi.homeaffairs.gov.au/settling-in-australia/amep/service-providers</a> |
| Broadband for Seniors                        | 1300 795 897<br><a href="http://beconnected.esafety.gov.au">beconnected.esafety.gov.au</a>   | Help for seniors with using computers, word processing web use, sending emails  |
| Reading Writing Hotline                      | 1300 655 506<br><a href="http://readingwritinghotline.edu.au">readingwritinghotline.edu.au</a>   | Assistance with LLN - national telephone referral service for adult literacy and numeracy   |
| Headspace work and study service             | 1800 810 794<br><a href="http://headspace.org.au/young-people/digital-work-and-study-program/">headspace.org.au/young-people/digital-work-and-study-program/</a> | Online (webchat, video, email or phone) support in developing the skills and confidence to reach student's work or study goals  |