

Need some help?

Crisis Support Guide

Resources to help during
financial, food, accommodation
and other hardship



Last reviewed June 2024



9257 9999



enquiries@kalamunda.wa.gov.au

Disclaimer

The resources and information provided in this document have been checked for accuracy, however, these services are independent to the City of Kalamunda and, therefore, cannot be guaranteed to be current or meet your need at the time of use. Please note that listing of these services does not imply endorsement.

Content will be reviewed periodically, however, if you notice any errors in the information provided please contact the City of Kalamunda and the booklet will be updated.



**DOWNLOAD A DIGITAL
VERSION OF THE GUIDE**



**If you are in immediate danger or are
worried about someone in crisis,
Call 000.**

Poisons Hotline: **131 126**

Non-emergency Police: **131 444**

Department of Fire and Emergency Services: **133 337**

Western Power: Electrical power faults/emergencies: **131 351**

Water Corporation: emergencies and faults: **131 375**

State Emergency Services: Storm or flood damage: **132 500**

For medical advice: Call Healthdirect on **1800 022 222**

RSPCA (animal welfare): **1300 278 358**

Wildcare Helpline: **9474 9055**

WAconnect

<https://waconnect.org.au/>

WAConnect is a directory of community service providers managed by the DropIN team at the Western Australian Council of Social Service.

AskIzzy

<https://askizzy.org.au/>

Find the help you need, now and nearby.
Search over 400,000 support services.

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Food Relief



Rapid Relief Team

Support emergency food relief through Food Boxes.
Please contact the City of Kalamunda if you are in need
of a 48 hour relief box. City of Kalamunda: **9257 9999**
<https://www.rrtglobal.org/>



 [@RapidReliefTeamAU](https://www.facebook.com/RapidReliefTeamAU)

Foodbank WA

Access affordable hampers, groceries and pre-made meals
at your local Foodbank branch.

23 Abbott Road, Perth Airport WA 6105

For more information, please call **9258 9277**

Email: **info@foodbankwa.org.au**



 [@foodbankwa](https://www.facebook.com/foodbankwa)

To shop at one of our Foodbank WA branches or Mobile Foodbank you need a referral
from one of their charity partners.

To get a referral for Foodbank WA please free-call The Emergency Relief and Food
Access Service on 1800 979 777.

It's open 9.30am – 5.00pm Monday to Friday (closed on public holidays).

You can also find a charity in your area using the Find Food button on the WA Connect
website waconnect.org.au

Emergency Relief and Food Access Service (ERFAS)

Financial Wellbeing Collective, supported by the Government of WA will help you access
local support to help you put food on your table, pay rent or keep up with your bills.

1800 979 777 | 9.30am – 5pm, Monday – Friday

Maida Vale Seventh-day Adventist Church

345 Kalamunda Road, Maida Vale WA 6057

- Free sit-down meal on Saturdays at 12:30pm; open to anyone struggling. Offer vegetarian, non-allergenic meals.
- Can provide food parcels (delivery on Fridays)

ISKCON Perth Hare Krishna Food for Life Program

Food for Life (FFL) is the world's largest vegetarian food distribution program.

Phone: (08) **6293 1519** | **0422 045 525**

Email: **info@harekishnaperth.com**

www.harekrishnaperth.com/food-for-life/

Food Relief

St Vincent de Paul Society WA - Kalamunda and Maida Vale Conference

Offers community relief services for accommodation, food, furniture & household goods.

Phone: **1300 794 054**

Service Hours (appointments required):

Wednesday 9:00am to 12:30pm | Friday 9:00am to 12:30pm

St Vincent de Paul Society WA - Lesmurdie Conference

Phone: **1300 794 054**

Service Hours (appointments required):

Tuesday 9:00am to 12:30pm | Thursday 9:00am to 12:30pm

SecondBite

SecondBite distributes the food it rescues to more than 1,400 charities and community organisations, free of charge. These organisations provide food relief to individuals and families in need, in the form of hampers, pre-prepared meals and community pantries.

While SecondBite does not provide food relief directly to individuals, if seeking food relief, use their food finder to locate services near you. Locations include: Hillside Church, Hare Krishna and FoodBank (Perth Airport).

<https://secondbite.org/food-finder/>

Call: 1800 263 283 | Email: admin@secondbite.org



Feed it Forward

Collect food from organisations and volunteers provide food relief to all communities within the Perth Metro Region. Join Facebook Group for locations.



 Public Facebook Page www.facebook.com/profile.php?id=100087975005458
Private Facebook Page www.facebook.com/groups/577861689418823/

Forrestfield Community Pantry

This initiative is run from a private residence by local volunteer, supported by food relief organisations like Feed it Forward. Join the Feed it Forward Private Group to see more information on the address and opening times.

HillSide Church Community Outreach - Forrestfield

Phone: (08) **9359 5400** | (08) 9359 2777 | Email: hcco@hillside.org.au

Service Hours: Tuesday 10:30am to 1:30pm | Thursday 10:30am to 1:30pm



Feed it Forward Inc · Follow

December 23, 2022 · 🌐

Do you need food assistance?

We aren't an emergency relief, but join our private FB group to see what food is available in your area.

The easiest way to know is to:

1. Create a post, requesting a hamper, in what suburb - one of our team leaders or admins will tag the volunteer most closest to you.
2. In the search bar, search for your suburb or surrounding suburbs to see what comes up

We have over 500 volunteers in Perth and abroad who selflessly collect surplus food to distribute to those in need.

Hope to see you in our group!

Add yourself here or using the QR Code: <https://www.facebook.com/groups/577861689418823/>



Feed it Forward Inc

🔒 Private group · 13.6K members



Frank Konecny Community Centre (*Out of Local Area)

2 Skottowe Pkwy, Parmelia WA 6167

Email: admin@frankkonecny.com.au

Due to the generosity of individuals and small businesses FKCC are able to continue Friday hampers. Crisis Hampers available on Fridays from 12.10pm (**bookings only**).

Ring **9439 2470** to book in
Monday - Thursday 8.30am-3pm

Can only be accessed once a fortnight (to make it fair on everyone).

Open to Public available on Fridays from 1.30pm-2:00pm

FKCC will open the doors and you are welcome to come in and get any items you need that are left over from the Crisis hampers.

We do not ask for healthcare cards, or any of your financial information. Don't forget to bring your bags.

**FREE HOT BREAKFAST
THURSDAYS 8AM - 10AM
ALL WELCOME**



COME TRY OUR BREAKFAST ELEMENTS

@FRANK KONECNY

2 SKOTTOWE PARKWAY PARMELIA 6167



Food Relief

Sudbury Community House (*Out of Local Area)

30 Chesterfield Rd, Mirrabooka WA 6061

Project Dignity: What We Offer

Open every week (except public holidays).

MONDAYS: Free Laundry, Hampers, Food & Services Australia from 11am - 1pm.

WEDNESDAYS: Food hampers available from 11am-1pm.

For more info call **9344 8011**.

<https://www.sudburyhouse.org.au/project-dignity>

Manna Charity (*Out of Local Area)

Email: carol.gould@manna.org.au

<https://www.manna.org.au/>

Providers of meals to the homeless and disadvantaged people in Perth.

Kitchen: (By Appointment Only)
Bentley Primary School

Simon Says Charity (*Out of Local Area)

COVENTRY VILLAGE, shop 10A , 243/253 Walter Rd W, Morley WA 6062

Providing free/low cost meals for community. **Phone:** 0406214141 or 0414174666

 www.facebook.com/SimonSaysCharity

Sharing a Hills Christmas

For people in need at Christmas time living in the City of Kalamunda.

Organised by the combined Churches and supported by schools and businesses in the City of Kalamunda.

Sharing a Hills Christmas has been operating in Kalamunda since 1994 and has become an integral part of the community's Christmas celebrations. We invite you to be a part of the blessing.

Each year the team provide food hampers to 250 – 300 families who are going through difficult times, as well as gifts for all members of each family and gift bags to residents of our aged hostels.

Please contact **0448 812 534** or email sharingahillschristmas@gmail.com for further information and details.



Accommodation



Entrypoint Perth

Phone: **1800 124 684** or **6496 0001**

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

Website: <https://www.entrypointperth.com.au/services/>

Online Enquiry Form: <https://www.entrypointperth.com.au/contact-us/Online>

Registration Form: <https://www.entrypointperth.com.au/online-registration-form/>

Crisis Accommodation and Homelessness Services

Phone: **1800 065 892**

The Crisis Accommodation and Homelessness Services is a State Government service that helps people to seek their own accommodation or link with crisis accommodation.

Crisis Care

Free Call **1800 199 008**, **13 11 14** (for 24-hour crisis support), or **9223 1111**

Crisis Care provides information and referrals for people experiencing crisis. They can be contacted for advice around homelessness services. Those experiencing Family and Domestic Violence may also contact Crisis Care to discuss accommodation assistance and support services.

Shelter WA

Accommodation Support: <https://www.shelterwa.org.au/emergency-accommodation/>

If you would like help finding services, Peer Pathways is a Monday – Friday phone service. You can talk to someone who will help you with the right supports for your situation. This may include finding mental health services, housing support and advocacy support.

Phone **9477 2809**

Email info@peerpathways.org.au

Home Hub

Home Hub is not an emergency accommodation provider but can help you to find:

- Support services by searching and contacting our support services partners <https://www.homehub.org.au/services-directory/>
- Properties Search Affordable Properties <https://www.homehub.org.au/properties/>

Public Housing:

<https://www.wa.gov.au/organisation/departments/departments-of-communities/public-housing>

Community Housing:

https://www.wa.gov.au/system/files/2023-07/community_housing_brochure.pdf

Accommodation



Tranby Engagement Hub - Uniting WA

The Tranby Engagement Hub is an engagement and referral service for people 18 years and over who are experiencing homelessness in and around the City of Perth.

They assist adults in crisis who have been referred from outreach or other support services. Their team provide essential services such as showers and food, and work 1:1 with people to understand their individual needs and support them to access the services that are right for them.

Phone: **9220 1288**

Email: tranby@unitingwa.org.au

<https://unitingwa.org.au/>

Wyn Carr House - Uniting WA (Older Women)

Wyn Carr House is a re-imagined solution. Unite with us to build this innovative, state-of-the-art space, to support older women experiencing, or at risk of homelessness.

Email: partners@unitingwa.org.au

Phone: **9220 1222**.

Koort Boodja - Uniting WA

Koort Boodja is a supported crisis accommodation service for people experiencing homelessness in and around the City of Perth.

Phone: **9220 1288**

Email: partners@unitingwa.org.au

Salvo Care Line

Phone **1300 36 36 22** (24-hour counselling hotline)

The Salvation Army provides emergency accommodation, counselling and support.

South West Metro Housing Enquiry Line

Phone: **9528 0735**

Email: housing@anglicarewa.org.au

Homelessness Advisory Service

Phone: **9223 1111** (Crisis Number for After Hours) |

1800 065 892 (In business hours 8am – 5pm)

Provides information to primary and secondary homeless people that will assist them to seek their own accommodation, where you have shelter but do not have your own tenancy or lodgings.

Accommodation



Anglicare WA

9325 7033 | Housing Enquiry Line 9528 0735

Anglicare works with people during periods of crisis, change and transition to get them back in control and able to move on with their lives. Anglicare can help with emergency accommodation. Email: housing@anglicarewa.org.au

Mission Australia

Mission Australia provides supported accommodation for young people.

<https://www.missionaustralia.com.au/housing>

1800 269 672

Email: housingenquiries@missionaustralia.com.au

Mission Australia Youth Accommodation Support Services (YASS) (Youth)

Phone: **9225 0400** or **0893294480**

Eligibility: Anyone aged 15 to 18 can receive crisis accommodation. Those aged 16 to 25 can receive short to medium-term accommodation.

Email: yasswa@missionaustralia.com.au

Teenagers in Need of Crisis Accommodation (TINOCA) (Youth)

Phone: **9307 4520** | **9323 5108** | **9307 4520**

This Youth Futures WA service provides crisis accommodation to homeless young people.

Eligibility Homeless young people aged 15 to 19.

Anglicare WA Y-Shac (Youth)

Y-Shac assists young people aged between 15-20 years old who are homeless or at imminent risk of homelessness in crisis accommodation and 16-25 year olds who are in transitional housing.

- Y-Shac Rockingham can be contacted by phoning: (08) **9523 3400** / **0411 704959** or emailing yshac.rockingham@anglicarewa.org.au
- Y-Shac Spearwood can be contacted by phoning (08) **9412 0671** / **0422 456 301** or emailing yshac.spearwood@anglicarewa.org.au

Ebenezer Aboriginal Corporation (Youth)

Ebenezer Staff are mostly Aboriginal and provide culturally appropriate support for Aboriginal youth although all nationalities are accepted.

- Female Crisis Accommodation – Girrawheen, for ages 15 – 25.
Phone: **9247 1330** or **0479 166 907**
Email: girra@ebenezerhome.org.au
- Medium Term Accommodation
Male (Marangaroo) or female (Nollamara), aged 16-25 inclusive.
Phone: **9247 1330**

Accommodation



Kira House (Youth)

This service provides safe accommodation for women aged 14-21 years, with or without children, experiencing family and domestic violence or at risk of homelessness. Young women can stay for up to 3 months.

Phone: **0408 895 613**

Email: KiraHouse@risenetwork.com

Indi House (Youth)

Phone: **9274 1611**

Provides emergency housing for young people aged 15-25 years and 24-hour support from youth workers.

Email: youth@indigojunction.org.au

<https://indigojunction.org.au/how-we-help/youth/housing/indi-house-emergency-housing/>

Armadale Youth Accommodation Service (Youth)

A short-term crisis accommodation for “at risk” or “homeless” young people between the ages of 15 and 20.

Phone: **9235 7000**

Email: administration@parkerville.org.au

Passages Youth Engagement Hub (Youth)

Phone: **9228 1478 / 6323 7500**

Passages is a youth engagement hub providing a non-judgemental safe space to our communities most marginalised and at risk young people in Perth and Peel. Young people aged 12 to 25 years have a safe, friendly and positive place to access support and referrals to essential services.

www.vinnies.org.au/wa/passages

Reconnect (Youth)

Reconnect is a free, voluntary and confidential program to help prevent young people, aged 12 to 18 years from becoming homeless and encourage them to stay connected with family and the community.

Phone: **9235 7000** Email: administration@parkerville.org.au

Accommodation



Moving Out Moving On (Youth)

The Parkerville Children and Youth Care Moving Out Moving On program is a safety net designed to help young people, aged 15 to 21 years, who are experiencing homelessness, at risk of homelessness or residing in crisis or temporary accommodation.

Phone: **9235 7021**

Email: momo@parkerville.org.au

St. John of God Horizon House (Youth)

A home, care and support for young people aged 16 to 22 at risk of homelessness. Please note that Horizon House is not a crisis accommodation service.

Phone: (08) **6116 0562**

Hours: 9.00am to 5.00pm AWST Monday to Friday

Email: horizonhouse@sjog.org.au

- Bendat Horizon House for Perth (North) **9404 5549 / Mobile: 0400 685 871**
- Bendat Horizon House for Perth (South) **9258 9475 / Mobile: 0407 094 719**
- St John of God Horizon House Young Mother and Baby Program provides accommodation and support to vulnerable young mothers aged 16 to 22.
Tel: (08) **9276 6948 or 0438 065 593**. 10.00am and 3.00pm Monday to Friday.
Email: hmmumsandbabies.dianella@sjog.org.au

Perth Inner City Youth Service – Household Network (Youth)

The household network provides medium to long term supported accommodation in the West Leederville and West Perth area in shared houses and units for young people aged 16-25 who are at risk of homelessness or homeless.

Phone **9388 2791**

Centrecare Family Accommodation Service (CFAS)

A Centrecare service for families who require support to maintain and/or access medium-term, non-emergency, supported accommodation.

Phone: **9325 6644**

Homelessness Advisory Service

Phone: (08) **9223 1111** (Crisis Number for After Hours)

1800 065 892 (In business hours 8am – 5pm)

Provides information to primary and secondary homeless people that will assist them to seek their own accommodation, where you have shelter but do not have your own tenancy or lodgings.

Accommodation



Ruah Engagement Hub

Phone: **13 78 24 247** | James St Northbridge

The Ruah Engagement Hub is a daytime drop-in space for people experiencing homelessness or at risk of becoming homeless. It is not a residential facility but a safe space for people to rest and refresh, as well as access specialist support services. Welcomes anyone who is experiencing homelessness, or at risk of homelessness, and is over the age of 20 years old. No referrals are necessary. Visitors can drop-in whenever they need support between the opening hours of 8.30am and 2.00pm Monday to Friday.

Department of Communities Housing Resources

The Department of Communities (Government of WA) operates across the construction, property finance and human services sectors to create affordable housing opportunities for people who would otherwise have difficulty accessing appropriate housing.

- <https://www.wa.gov.au/organisation/departments/departments-of-communities-housing-resources>
- <https://www.wa.gov.au/organisation/departments/departments-of-communities/housing-options>
- https://www.wa.gov.au/system/files/2023-06/sd262_affordable_housing_options_a5_brochure_web.pdf

Services Australia - Homelessness & Housing

Provided by the Australian Government, this service provides information for if you move house, live with others or are experiencing homelessness.

- <https://www.servicesaustralia.gov.au/homelessness>

My Aged Care (Older Adults)

Older Australians facing homelessness, or who are homeless, may be able to access aged care services to help. My Aged Care is provided by the Australian Government.

1800 200 422 | Monday - Friday: 8am - 8pm Saturdays: 10am to 2pm

<https://www.myagedcare.gov.au/support-people-facing-homelessness>

Accommodation



Homelessness Resources from Other Services

City of Perth

Homeless Services in the Inner City Directory.

<https://perth.wa.gov.au/en/live-and-work/community-services-and-facilities/homeless-services>

Youth Futures

Non-exhaustive list of housing services for young people in Perth.

- <https://youthfutureswa.com.au/get-help/resources>
- <https://youthfutureswa.com.au/uploads/resources/Accommodation-Chart-V17-May-2023.pdf>

Centrecare

- <https://www.centrecare.com.au/metro-services/accommodation-and-support-services-metro>
- Centrecare Family Accommodation Service [brochure](https://www.centrecare.com.au/assets/uploads/brochures/4309Cn-Centrecare-Family-Accommodation-Service-WEB-Feb-23.pdf)
<https://www.centrecare.com.au/assets/uploads/brochures/4309Cn-Centrecare-Family-Accommodation-Service-WEB-Feb-23.pdf>

City of Gosnells

9391 6022 | Email: Community@gosnells.wa.gov.au

Hardship Assistance Resource:

https://www.gosnells.wa.gov.au/sites/default/files/seamless/hardship_assistance_resource_brochure_low_res.pdf

City of Armadale

9394 5000 | Email: info@armadale.wa.gov.au

Hardship Resource Directory:

https://www.armadale.wa.gov.au/sites/default/files/assets/documents/docs/Community_Development/CDHardshipResourceDirectory12ppA6UpdateFinalWeb.pdf

Legal, Financial and Welfare Support



Gosnells Community Legal Centre

Woodlupine Community Centre - Room 3

Wednesdays and Thursdays 9am - 4pm

To book an appointment call 9398 1455

<https://goscllc.com.au/>



- Support with budgeting and financial management
- Negotiation with creditors, banks or real estates
- Support to access government payments and support schemes, and
- Referral to other services run by Communicare, Gosnells CLC and other agencies (e.g. Legal services, Family and/or Domestic Violence, counselling etc)

Communicare

Woodlupine Community Centre - Room 3

Tuesdays 9am - 4pm

To Book an appointment call 9251 5777



- Financial Assistance and Employment Services
- Children, Families and Parenting
- Family and Domestic Violence

Financial Counselling – St. Vincent de Paul Society (Vinnies)

Vinnies WA financial counsellors are qualified professionals who offer independent, free, and confidential financial advice and advocacy.

Phone: (08) **6323 7500** | Email info@svdpwa.org.au

This is a free and confidential service arranged by appointment only.

Monday to Friday 8.30 am to 4.30 pm.

Website: <https://www.vinnies.org.au/wa/services-in-western-australia/financial-counselling>

Making Ends Meet – Anglicare

Phone: **1300 114 446**

Provides financial assistance, support and education to working families who are living in private rental accommodation and experiencing significant 'housing stress'.

Legal, Financial and Welfare Support



Uniting Care West Financial Counselling

Address: Unit 5, 5 Aberdeen Street, East Perth WA 6004

Telephone: **9220 1255**

Office hours: Monday to Friday 8:30 am – 4:30 pm

Monday's at 8:00 am for Financial Counselling Appointment
or Tuesday 1:30 pm for Emergency relief Appointment.

RSLWA Support

The RSLWA was founded to help those who defended our nation and to provide assistance to those who took the oath, as well as their families. Provides Financial Counselling, Financial Support and other Hardship Assistance.

<https://www.rslwa.org.au/services/welfare>

Welfare Team: **9287 3707** | Email: welfare@rslwa.org.au

Emergency Assistance - St. Vincent de Paul Society (Vinnies)

Phone: **1300 794 054**

Are you experiencing significant difficulties in meeting living expenses such as paying bills and having sufficient food and/or feeling socially isolated?

WA Government: Help in an emergency

<https://www.wa.gov.au/organisation/departments/department-of-justice/finances-help-and-support>

- Crisis Payment - Information about a one off payment for severe financial hardship - Telephone: **132 850**
- Special benefit - This page provides information about a hardship payment when other income support is not available - Telephone: **132 850**
- Child Support Hotline
Telephone: **1800 241 272**

Centrelink Financial Information

Provides information about financial issues to help people improve their standard of living.

Telephone: 132 300

Recorded information about payments

Telephone: 132 468

Monday to Friday: 8:00 am – 5:00 pm (Phone for appointment)

Legal, Financial and Welfare Support



National Debt helpline

Chat with a financial counsellor **1800 007 007** Monday to Friday 9.30 am to 4.30 pm.

The National Debt Helpline operates a phone based financial counselling service and is often the first point of contact for people in financial crisis situations.

Website: <https://ndh.org.au/>

Legal Aid

Phone: **1300 650 579** | Legal Yarn for First Nations Callers: **1800 319 803**

Website: legalaid.wa.gov.au

Provides information, legal advice and representation. The type and amount of help provided depends on your finances, nature of your legal problem and their resources.

Aboriginal Family Legal Services

Aboriginal Family Legal Services is a legal service for victims-survivors of family violence and/or sexual assault who are Aboriginal or Torres Strait Islander peoples, or whose partner or children are Aboriginal or Torres Strait Islander peoples.

Phone: **9355 1502** | **1800 469 246**

www.afls.org.au

Email: office@afls.org.au

Midland Information, Debt and Legal Advocacy Service (MIDLAS)

Midlas offers a range of free services for our eligible clients across the Perth metropolitan area and north east Perth region, including disability advocacy with discrimination, Royal Commission submission, NDIS appeals, financial counselling and capability including the Workforce Development Permit scheme, tenant advocacy, family law services and an information and referral service.

Phone: **9250 2123** | 9:30 am - 4:00 pm Monday - Friday

www.midlas.org.au

Street Law Centre

Street Law aims to provide free, accessible legal services and access to justice to meet the legal needs to the homeless or those at risk of homelessness.

Phone: **1800 752 992** | **9221 7661**

www.streetlawcentre.org.au

Australian Red Cross Telecross

1800 441 014

Telecross provides a daily telephone call each morning within a designated time period by a trained and friendly Red Cross volunteer to check on the wellbeing of people who are at risk of an accident or illness that may otherwise go unnoticed. The client chooses the days/day and times in the designated time-frame that suits them best.

Legal, Financial and Welfare Support



Women's Legal Service WA

Women's Legal Service WA provides a range of legal support services to West Australian women in crisis, at risk or facing disadvantage. We aim to empower and educate women to know their legal rights and make informed legal choices, support women in gaining equitable access to information, advice and advocacy and assist women in achieving fair outcomes.

Phone: **9272 8800**

www.wlswa.org.au

Youth Legal Service

Youth Legal Service aims to promote access to justice for children and young people through advice, education, support, representation and advocacy. We focus on understanding and advocating for the legal needs of children and young people, and playing an active role in the development of an awareness of the legal rights and responsibilities for children and young people.

Phone: **9202 1688**

www.youthlegalserviceinc.com.au

Community Legal <https://www.communitylegalwa.org.au/>

Jacaranda Community Centre

To help people achieve financial stability and reduce their financial burden.

P: **94774346** E: enquiries@jacarandacc.org.au

<https://www.jacarandacommunitycentre.org.au/>

Mob Strong Debt Help

A free nationwide legal advice and financial counselling service for Aboriginal and Torres Strait Islander people.

Phone: **1800 808 488** (9:30am - 4:30pm, Monday to Friday)

ConcessionsWA

On [ConcessionsWA](https://concessions.communities.wa.gov.au/) you can use the filters (category, card type, people group) to view all related concessions or you can use the A to Z directory to find specific concession details on more than 100 rebates, concessions and subsidy schemes provided by the Government of Western Australia.

<https://concessions.communities.wa.gov.au/>

Mental Health & Wellbeing



Lifeline

Phone: **13 11 14** | **0477 13 11 14 (text)** | Website: lifeline.org.au

24-hour crisis support line via phone, text or online chat.

Beyond Blue

Phone: **1300 224 636** | Website: beyondblue.org.au

Provides a 24/7 helpline to listen, provide information and advice, and point you in the right direction so you can seek further support. They also provide online chat seven days a week, an email service and community forums.

Suicide Call Back Service

Phone: **1300 659 467**

If you or someone you know is thinking about suicide, this service offers free professional 24/7 telephone counselling support and online counselling support to people at risk of suicide, concerned about someone at risk, bereaved by suicide and people experiencing emotional or mental health issues.

SANE Australia

Website: sane.org

Provides online forums for people with lived experience of complex mental health issues, as well as their family, friends and carers.

QLife

Phone: **1800 184 527** | Website: qlife.org.au

Provides anonymous and free LGBTI peer support and referral.

Butterfly Foundation

Phone: **1800 334 673** | butterfly.org.au

Provides support for eating disorders and body image issues. They also provide an online chat service.

MAITRI Mental Health Service (Multicultural Services Centre of WA)

Phone: (08) 9328 2699 | mscwa.com.au

Provides mental health assessment, treatment and management, counselling, psycho-education and psychosocial intervention for people from culturally and linguistically diverse backgrounds.

Mental Health & Wellbeing



Samaritans WA

Phone: **135 247**

Talk through what's getting to you – big or small. No judgment. No pressure. There for anyone who needs someone. You don't have to be suicidal to call.

13YARN

Phone: **13 92 76** | Website: 13yarn.org.au

Aboriginal & Torres Strait Islander crisis support line for people feeling overwhelmed or having difficulty coping.

Getting help - finding a service

Government of Western Australia Mental Health Commission

- **Helplines:** <https://www.mhc.wa.gov.au/getting-help/helplines/>
- **MyServices:** <https://www.myservices.org.au/>
- Visit your **General Practitioner (GP)** for advice or referrals and to develop a Mental Health Care Plan
- **Live chat and online forums:**
<https://www.mhc.wa.gov.au/getting-help/live-chat-and-online-forums/>

Think Mental Health - Support Services

<https://www.thinkmentalhealthwa.com.au/mental-health-support-services/>

Helping Minds

HelpingMinds provides a variety of mental health carer support services.

<https://helpingminds.org.au/services/>

Phone: **9427 7100** | Email: info@helpingminds.org.au

Office hours are 8.30 am – 4.30 pm. By appointment only.

Healthy WA - Health Information for Western Australians

The HealthyWA website is provided to help you understand and manage your health and medical conditions. Topics include Parenting, Sexual Health, Mental Health, Maintaining a Healthy Lifestyle, End of Life and more. <https://www.healthywa.wa.gov.au/Healthy-living>

Department of Health: **9222 4222**

Mental Health & Wellbeing



R U OK Suicide Prevention

Resources on having mental health conversations.

<https://www.ruok.org.au/how-to-ask>

The Luminos Project

A sanctuary for youth, between 16 to 24, experiencing thoughts of suicide.

Call **6230 3903** | Email: info@thesamaritans.org.au

www.thesamaritans.org.au/the-luminos-project



Headspace (Youth)

Headspace is the National Youth Mental Health Foundation.

<https://headspace.org.au/>

Midland Centre: **9274 8860**

Email: reception@headspacemidland.com.au

Cannington: **9358 9800**

Email: reception@headspacecannington.com.au

eHeadspace

Phone: **1800 650 890** | Website: headspace.org.au/eheadspace

Headspace provides free online and telephone support and counselling to young people 12 - 25 and their families and friends, seven days a week from 9am to 1am Melbourne time. They also provide Group Chats and a Digital Work and Study Service to help you with advice relating to employment and education.

The Child and Adolescent Mental Health Service (Youth)

Phone: **1800 048 636**

Provides phone and online videocall support for children and young people who are experiencing a mental health crisis, as well as support and advice to families and carers.

Kids Helpline (Youth)

Phone: **1800 551 800** or kidshelpline.com.au

Provides a free, safe and anonymous 24/7 phone and online counselling service for 5 to 25 year olds. They also provide a dedicated phone line for parents on **1800 654 432**.
counsellor@kidshelpline.com.au (email counselling and support)

Reach Out (Youth)

Provides free online information, tools and tips help young people get through everyday issues to tough times – and also provides information for parents and schools to make it easier for them to help young people too.

Mental Health & Wellbeing

Women's Domestic Violence Help Line

Free call **1800 007 339** | (08) **9223 1188**

The Women's Domestic Violence Helpline is a statewide 24 hour service. This service provides support and counselling for women experiencing family and domestic violence.

Men's Domestic Violence Help Line

Free call **1800 000 599** | (08) **9223 1199**

The Men's Domestic Violence Helpline is a state wide 24 hour service. This service provides counselling for men who are concerned about their violent and abusive behaviours.

1800RESPECT

Free call **1800 737 732** | 1800respect.org.au

The national domestic, family and sexual violence counselling, information and support service. Call, or reach out via the online chat on their website.

Sexual Assault Resource Centre

Free call **1800 199 888** | (08) **9340 1828**

SARC provides a 24-hour emergency service in metropolitan Perth. This involves medical care, a forensic examination and counselling support to people who have been sexually assaulted within the previous 14 days. SARC also provides counselling in centres across the Perth metropolitan area to people who have experienced sexual assault and sexual abuse in the past.

The Centre for Women's Safety and Wellbeing

The Support and Services Directory is for any woman looking for support who is experiencing, or has experienced, abuse through family, domestic and/or sexual violence.

<https://csws.org.au/directory/>

Foundations of Hope

Provides support to women and children who are survivors of domestic violence.

 <https://www.facebook.com/Foundationsofhopedv/>

Black Dog Institute

Black Dog Institute is an independent not-for-profit medical research institute affiliated with UNSW Sydney.

Provides free and confidential mental health support for emergency service workers and volunteers.

Resources and Support: <https://www.blackdoginstitute.org.au/resources-support/>

Mental Health & Wellbeing

Men's Line

Phone: **1300 789 978** | Website: mensline.org.au

MensLine Australia is the national telephone and online support, information and referral service for men with family and relationship concerns.

COACH Community Mentoring

Phone: (08) **9291 9866** | Email: coach.lbc@iinet.net.au |

Website: www.coachnetwork.org

Location: 1 Varley Street LESMURDIE WA 6076

At COACH we provide non - judgemental, long-term volunteer mentor support – a 'friend with a purpose'. Through our one - to one goal focused programme we aim to support families who are going through tough times to work towards a brighter, more hopeful future . COACH is funded by Lesmurdie Baptist Church.

Working Away Support Line

24 hour 7 days a week, statewide counselling, information and referral to support the health and wellbeing of working away from home communities including FIFO/fly-in-fly-out workers, their families and friends.

1800 721 997

Email: workingaway@mhc.wa.gov.au

My FIFO Family

- Tips for staying connected
- Budgeting and Tax Tips
- Creating Balance

<http://www.myfifofamily.com/my-fifo-family-tips-advice/>

MATES

<https://mates.org.au/>

<https://fifo.mates.org.au/>

For suicide prevention assistance through community development programs on various sites including construction, mining and energy.

MATES Helpline is available 24/7 on

1300 642 111.

MyServices

<https://www.myservices.org.au/>

Find mental health, alcohol and other drug services close to you.

Support for CaLD Community

Translating and Interpreting Service (TIS) 13 14 50

*CaLD = Culturally and Linguistically Diverse

The Office of Multicultural Interests (OMI)

(OMI) is part of the Department of Local Government, Sport and Cultural Industries. OMI works to achieve the full potential of multiculturalism in Western Australia.

<https://www.omi.wa.gov.au/>

Services Directory:

<https://www.omi.wa.gov.au/communities-and-networks/services-directory>

Telephone: **6552 7300**

Email: **harmony@omi.wa.gov.au**

Multicultural Services Centre of Western Australia Inc.

MSC is an established provider of diverse community services and programs.

Telephone: **9328 2699** | <https://www.mscwa.com.au/>

Multicultural Communities Council of WA

Perth-based Multicultural Service Provider that delivers services for people from Multicultural Communities and advocates for the rights and interests of people from culturally and linguistically diverse (CaLD) background. Specialises in mental health.

Telephone: **6196 2818** | <https://www.mccwa.org.au/>

Connect Groups

Helping support groups and individuals.

<https://connectgroups.org.au/directory/categories/cald>

Office Hours: 8am to 4pm, Monday to Friday | Telephone: **9364 6909**

Relationships Australia

A leading provider of family and relationships services. Relationships Australia WA is proud to stand beside all community members, in all of their diversity, to support them to maintain positive and safe relationships.

Telephone: **1300 364 277**

<https://www.relationshipswa.org.au/Services/CaLD-Services>

Act, Belong, Commit

Support for People from Culturally and Linguistically Diverse Backgrounds.

Telephone: **9266 1705**

<https://www.actbelongcommit.org.au/where-to-get-help/support-for-people-from-culturally-and-linguistically-diverse-backgrounds/>

Family Services



OurSPACE WA - The Australian Childhood Foundation

Phone: **1300 381 581** | Email: ourspacewa@childhood.org.au

Free state-wide counselling, therapeutic consultation and support service for Department of Communities foster and family carers who are feeling under stress or requiring some extra support.

WA Family Support Network

Phone: **1800 199 008**

Family Support Networks (FSNs) are a partnership between the community sector and the Department of Communities. FSNs provide a common entry point to services and deliver earlier and targeted support to families with complex problems that are most vulnerable to involvement with the child protection system.

<https://www.wafsn.org.au/>

Ngala Parenting Line

Phone: (08) **9368 9368** | 1800 111 546 (regional)

This is a free telephone support service for parents and carers of children aged 0-18 years who live in Western Australia. In Perth, phone, 7 days a week, 8 am-8 pm.

Family Relationship Advice Line

Free call: **1800 050 321**

The Family Relationship Advice Line is a national telephone service that helps families affected by relationship or separation issues, including information on parenting arrangements after separation. It can also refer callers to local services that provide assistance.

Best Beginnings

Best Beginnings is a home visiting service provided by the Department of Communities for families of new infants.

<https://www.wa.gov.au/system/files/2021-10/Best-Beginnings-Plus.pdf>

Zig Zag Early Years Partnership

The ZZEYP is the City of Kalamunda's Early Years Network, comprised of service providers, parents, teachers and other child service representatives. Their role is to support families in the City of Kalamunda through advocacy, events and networking opportunities.



 [@zzeyp](https://www.facebook.com/@zzeyp)



The following information has been sourced from:
Raising Children Network - WA parenting & family services

<https://raisingchildren.net.au/>

New babies and young children

Australian Breastfeeding Association – Breastfeeding Helpline

If you're breastfeeding and need help, trained volunteer counsellors can give you reassurance, information and advice about breastfeeding and overcoming common breastfeeding difficulties.

Phone the National Breastfeeding Helpline on **1800 686 268**, 7 days, 24 hours.

Child Health Centres

These centres have child and family health nurses who can check your baby's health. If you have any concerns about your baby, your young child, yourself or your family, these nurses can help. To find your nearest centre, contact Healthdirect Australia on 1800 022 222.

- Kalamunda Child Health Centre: **9257 1230** | 19A Mead St, Kalamunda WA 6076
- Forreestfield Child Health Centre: **9453 9269** | 88 Hale Road Forreestfield WA 6058
- High Wycombe Child Health Centre: **9454 8885** | 106 Edney Rd, High Wycombe WA 6057

Child care in Western Australia

There are 5 options for child care in Australia:

- Home-based care – this is when a friend, relative, babysitter or nanny cares for your child in your own home.
- Centre-based care – this includes long day care, occasional care, preschools and kindergartens.
- Family day care – this is when an approved educator cares for your child in the educator's home.
- Business-related creches – this is informal care offered in businesses like gyms or shopping centres.
- Outside school hours care – this is centre-based child care for primary school-age children before and/or after school, on student-free days and during the school holidays.

Starting Blocks

Your first step into early childhood education & care. <https://www.startingblocks.gov.au/>

Playgroups - Playgroup WA

Playgroup is a place in your local community for children aged 0 to 5 years and their parent or caregiver to regularly meet, make friends and play!

Find a Playgroup near you: <https://www.playgroupwa.com.au/>



The following information has been sourced from:
Raising Children Network - WA parenting & family services

<https://raisingchildren.net.au/>

Children with developmental delay or disability

The National Disability Insurance Scheme is a national scheme to support people with permanent and significant disability.

If your child has developmental delay or significant and permanent disability, the NDIS helps you and your child get services and support in your community.

Start by phoning the National Disability Insurance Agency (NDIA) on **1800 800 110**, Monday-Friday, 8 am-8 pm.

Child Protection

The Department of Communities protects and cares for Western Australian children and young people who are in need, and supports families and individuals who are at risk or in crisis.

Concern for a child's wellbeing: If you are concerned about a child's wellbeing, please contact the Central Intake Team on **1800 273 889**.

Crisis Care provides Western Australia's after-hours response to reported concerns for a child's safety and wellbeing and information and referrals for people experiencing crisis.

- **1800 199 008**
- Text on **0477 13 11 14**

What To Do?

<https://www.wa.gov.au/system/files/2022-08/Child-Protection-What-to-do-poster.pdf>

Support for Survivors of Child Abuse

The Western Australian Government encourages survivors of child abuse and people impacted by child abuse to access support services.

- If you have transitioned from care to independence, you are eligible for after care assistance until you turn 25 years old.
- Support is available for people who have experienced any form of abuse or neglect when they were a child in care.

<https://www.wa.gov.au/organisation/departments-of-communities/support-survivors-of-child-abuse>

Support for Fathers

- <https://supportforfathers.com.au/>
- <https://www.ngala.com.au/program/dadswa/>
- <https://thefatheringproject.org/>

Addiction and Substance Use



Cyrenian House - Alcohol and Other Drug Treatment Service

Phone: **9328 9200** | Email: enquiry@cyrenianhouse.com

Website: <https://cyrenianhouse.com/>

Residential and non-residential treatment programs offer a person-centred approach, focusing on overall lifestyle changes for people affected by AOD issues.

Here For You – Mental Health Commission

1800here4u (**1800 437 348**) | hereforyou@mhc.wa.gov.au | Website: mhc.wa.gov.au

Statewide confidential, non-judgemental telephone service for anyone concerned about their own or another person's alcohol and other drug use and/or mental health issues.

Alcohol and Drug Support Line

Phone: **9442 5000** or 1800 198 024 (Country)

Email: alcoholdrugsupport@mhc.wa.gov.au

Plus online chat that provides a 24/7 confidential, non-judgmental counselling, information and referral service for anyone seeking help for their own or another person's alcohol or drug use.

<https://www.mhc.wa.gov.au/>

Live Chat: <https://www.mhc.wa.gov.au/about-us/our-services/alcohol-and-drug-support-service/live-chat-with-an-alcoholdrug-counsellor/#>



The Drug and Alcohol Youth Service (DAYS) – Mission Australia

Phone: (08) **9222 6300**

A free and confidential service located in East Perth which provides young people (aged 12 to 21) and their families with access to a comprehensive range of alcohol and drug service.

Alcoholics Anonymous

Phone: (08) **9325 3566** | Email: aa.perthwa@iinet.net.au | Website: aa.org.au

Local Location: Jack Healey Centre, Mead Street, KALAMUNDA

Postal Address: Claisebrook House 33 Moore Street EAST PERTH WA 6004

If you think you may be drinking too much we can help – come to a meeting – any meeting, and get the help you need.

Alcohol Think Again

1800 198 024

<https://alcoholthinkagain.com.au/>

Do you know how to pour a standard drink? Check your knowledge and try the pour:

<https://alcoholthinkagain.com.au/resources-and-tools/standard-drinks-tool>

Addiction and Substance Use



Parent and Family Drug Support Line

Phone: **9442 5050**

The Parent and Family Drug Support Line is a confidential, non-judgemental telephone counselling, information and referral service for anyone concerned about a loved one's alcohol or drug use. Callers have the option to speak to an experienced parent volunteer.

Meth Helpline

24 hour 7 days a week, statewide counselling, information, referral and support to anyone concerned about their own or another person's methamphetamine use.

Phone: **1800 874 878**

South East Metro Community Alcohol and Drug Service

The South East Metro Community Alcohol and Drug Service provides a comprehensive range of free and confidential alcohol and other drug services.

Thornlie: Phone **9267 2400** Monday - Friday between 9:00am and 4:00pm

Armadaale: Phone **9399 5344** Monday - Friday between 9:00am and 4:00pm

Strong Spirit Strong Mind

Strong Spirit Strong Mind (SSSM) promotes the uniqueness of Aboriginal culture as a central strength in guiding efforts to manage and reduce mental health and alcohol and other drug related harms in Aboriginal communities.

<https://strongspiritstrongmind.com.au/drugs/>

Next Step Drug and Alcohol Services

Next Step Drug and Alcohol Services (Next Step) provide a range of treatment services for people experiencing problems associated with their alcohol and other drug use, as well as support for families.

<https://www.mhc.wa.gov.au/nextstep>

Drug Aware

Phone: **9442 5000**

<https://drugaware.com.au/>

- Facts - build your knowledge of the risks
- Live Chat
- Getting Help
- What are drugs and their side effects?



Addiction and Substance Use



Connect Groups

Helping support groups and individuals.

Addictions Support Group Directory:

<https://connectgroups.org.au/directory/categories/addictions>

Gambling Help WA

A Centrecare service for people affected by problem gambling, their partners and families.

Telephone (08) **9325 6644** and ask to speak to the Client Liaison Officer.



<https://www.facebook.com/gamblinghelpwa>

GambleAware

For 24 hour telephone support, please contact the Gamble Helpline on **1800 858 858**. This is a free call and will not be listed on your telephone account.

<https://www.gambleaware.com.au/>

BetStop

Betstop is the national self-exclusion register which allows you to exclude yourself from all licensed interactive wagering services in a single step. Self-exclusion is for a minimum of 3 months and up to a lifetime. BetStop is free, and your personal details will be protected.

<https://www.betstop.gov.au/>

Shalom House

Shalom House is an independent residential rehabilitation centre located in the heart of the Swan Valley in Perth Western Australia.

0488 661 725

<https://www.shalomhouse.com.au/>

Food Addicts in Recovery Anonymous (FA)

FA is a free 12-step recovery programme of recovery for anyone who suffers from overeating, under eating, bulimia, or obsession with weight, food or body size. The meetings are open to anyone who wants to stop eating addictively.

8569 1709

<https://www.foodaddicts.org/>

Ageing and Senior Support

National Relay Service 1800 555 660

My Aged Care

My Aged Care, established by the Australian Government, can help you find and access the right government-funded aged care services. Find resources to help, including:

- Keeping your home liveable
- Keeping well
- Getting out and staying social
- getting some temporary help
- Residential Care
- Eligibility & Costs

Phone: **1800 200 422** | Mon - Fri 8am - 8pm Saturday 10am - 2pm

<https://www.myagedcare.gov.au/>

WA Seniors Card

To be eligible for the WA Seniors Card program, you need to be:

- Aged 65 years or above
- An Australian Citizen, or hold an Australian Permanent Resident Visa
- Reside in Western Australia
- Work less than 25 hours per week.

Benefits include free and concession public transport, local government rate rebates, water rate rebates and other discounts.

<https://www.seniorcard.wa.gov.au/sign-up/>

Phone: **1800 671 233**

Email: info@seniorcard.wa.gov.au

COTA Council on the Ageing Western Australia

The peak body for older people in Western Australia.

Phone: **9472 0104**

Email: admin@cotawa.org.au

Information and Resources: <https://www.cotawa.org.au/seniors-resources/information-and-resources/>

Strength For Life

Strength for Life is an individualised strength and balance exercise program designed to help people over 50 get fit, stay strong and improve their balance.

Phone: **9472 0104**

Aged Care Guide

<https://www.agedcareguide.com.au/>

Ageing and Senior Support

National Relay Service 1800 555 660

WA Elder Abuse Hotline

1300 724 679

Advocare - Empowering Older People in WA

1800 655 566

<https://www.advocare.org.au>

Kalamunda Hospital

9257 8100

Kalamunda Hospital provides the following services:

- Specialist Palliative Care services including:
 - Inpatient symptom control
 - Inpatient end of life care
 - Outpatient symptom management clinic
 - Day Hospice – 30 Byron Rd, Kalamunda WA
- Email: KDCH.DayHospice@health.wa.gov.au

<https://emhs.health.wa.gov.au/Hospitals-and-Services/Hospitals/Kalamunda-Hospital>

The Grief Centre of Western Australia

Easing the heartache of grief and loss through care, support and understanding.

0404 658 052

<https://www.griefcentrewa.org.au/>

Carer Gateway

Emotional and practical services and support for carers.

Phone: **1800 422 737**

- Peer support groups
- Tailored support packages
- Counselling
- Coaching
- Online skills courses
- Emergency respite
- Tips and information

<https://www.carergateway.gov.au/>

Socialisation and Connection

Stay connected in the community. View programs and activities on offer in the City of Kalamunda. <https://www.kalamunda.wa.gov.au/community/community-support/seniors>

People with a Disability



Translating and Interpreting Service

If you require assistance in translating or interpreting the resources, please call the Translating and Interpreting Service (TIS National) on **131 450**.

The National Relay Service can help you if you're d/Deaf or find it hard to hear or speak to hearing people on the phone. **1800 555 660**

TTY/voice calls – **133 677**

Speak and listen – **1300 555 727**

SMS relay – **0423 677 767**

NDIS - National Disability Insurance Scheme

Phone: **1800 800 110**

<https://www.ndis.gov.au/>



The NDIS provides funding to eligible people with disability to gain more time with family and friends, greater independence, access to new skills, jobs, or volunteering in their community, and an improved quality of life.

The NDIS also connects anyone with disability to services in their community.

Disability Support Guide

<https://www.disabilitysupportguide.com.au/>

Disability Services - Government of WA

Advancing opportunities, community participation and quality of life for people with disability.

- <https://www.wa.gov.au/organisation/departments/departments-of-communities/disability-services>
- <https://www.wa.gov.au/organisation/departments/departments-of-communities/disability-support-services>

People with Disabilities WA

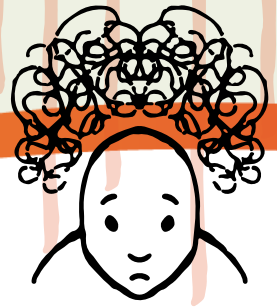
Advocating for the rights and empowering the voices of people with disability in Western Australia. <https://www.pwdwa.org/>

Phone: **1800 193 331** | **9420 7279**

Sunny

Sunny is 1800RESPECT's app for people with disability who have experienced violence and abuse.

Domestic Violence



Important Numbers

1800RESPECT

is the national domestic, family, and sexual violence counselling, information and support service. If you or someone you know is experiencing, or at risk of experiencing, domestic, family or sexual violence.

Call 1800 737 732, text 0458 737 732 or visit www.1800RESPECT.org.au

for online chat and video call services available 24/7 (video call - no appointment needed)

Crisis Care 1800 199 008

Lifeline 131 114

Police – Emergency 000

Police – to report an incident 131 444

Domestic Violence Legal Aid Unit - (08) 9261 6254

Women's Domestic Violence Helpline (24/7) - (08) 9223 1188 or 1800 007 339

Men's Domestic Violence Helpline (24/7) - 1800 000 599

Sexual Assault Resource Centre (08) 9340 1828

Legal Aid WA Domestic Violence Legal Unit 1300 650 579

Patricia Giles Centre for Non-Violence

Phone: (08) **9300 0340**

www.patgilescentre.org.au/

Provides a range of services and programs for families experiencing and escaping family and domestic violence.

There are many types of family and domestic violence including:

- **Physical:** Hurting you (pushing, slapping, punching, choking, kicking or pulling your hair), or threatening to hurt you, a loved one or a pet.
- **Financial:** Controlling your money, denying or restricting access to money, stealing from you, controlling what you can and can't buy.
- **Sexual:** Being pressured or forced into sexual activities.
- **Social isolation:** Being kept isolated from family and friends, controlling where you go, who you speak to and whether you can work.
- **Emotional and psychological:** Manipulation, shouting, humiliation, telling you that you're worthless or stupid.
- **Spiritual and cultural:** Denying your ability to go to your place of worship or to express your religious beliefs, cultural beliefs and values.

Domestic Violence

Centre for Women's Safety and Wellbeing

Phone: (08) **9420 7264**

Email admin@csws.org.au

<https://csws.org.au/>

The peak body for specialist domestic and family services for women and children affected by gender-based violence in Western Australia.

Anglicare WA

Phone: **1300 11 44 46**

www.anglicarewa.org.au/get-help/family-and-domestic-violence

Anglicare WA offers a range of services to assist victims of family and domestic violence, to help them build healthy relationships and develop skills to thrive in the future.

They also work with perpetrators to help manage anger and learn to communicate in a healthy, effective and safe manner.

RUAH

Phone: **13 RUAH (13 7824)**

Email: connecting@ruah.org.au

<https://ruah.org.au/>

Ruah Safe At Home (08) 6189 2571

Belmont Safeguarding Families Advocacy Service 0466 438 360

Family and domestic violence Co-ordinated Response Service operates in the Perth south eastern metropolitan corridor and is a closed referral service providing a coordinated response.

Relationships WA: Djinda Service

Phone: **6164 0650**

A free, confidential service that supports Aboriginal and Torres Strait Islander women and children experiencing family violence.

Abuse against people with a disability

Phone: 1800 880 052

National Disability Abuse and Neglect Hotline: receives allegations of abuse and neglect being experienced by people with disability.

eSafetywomen

www.esafety.gov.au/women

Learn eSafety skills

- Tech-based abuse
- Safety tips when getting new devices, downloading an app, visiting a website, connecting on social media, online dating and more.
- Protecting Personal Information





CENTRE FOR
Women's Safety
and Wellbeing

Have you, or
someone you
know, been
affected by abuse?

cswsw.org.au/directory

The Support and
Services Directory
can help women who
have experienced
domestic, family or
sexual violence to find
the right service, at
the right time.

You might be
searching for
yourself, a family
member, friend or
colleague – anyone
who needs support.

If you are in immediate danger,
please phone **000**.

For telephone assistance you
can contact **1800 Respect** on
1800 737 732 or Women's DV
Helpline on **1800 007 339**.



scan me



Domestic Violence

RUAH Safeguarding Families Safety Planning booklet

<https://ruah.org.au/wp-content/uploads/2022/03/Safeguarding-Families-Safety-Planning-booklet-final.pdf>



Relationships Australia Safe from violence: A guide for women leaving or separating

<https://www.relationshipswa.org.au/relationshipswa/media/documents/booklets/safe-from-violence.pdf>

- Adolescent family violence
- Violence against Indigenous women
- Violence against people who identify as LGBTIQ
- Women from culturally and linguistically diverse backgrounds
- Women with disabilities
- Children's responses to family violence

DV Prevention Tips

- If threats are made against you or your family, contact 000 or 13 1444. Make sure you keep all text messages as this is evidence.
- Make sure you know where in your house you can and can't get reception for your mobile phone.
- It is important that there is someone in your workplace who knows what is happening to you. You can be selective about how much to tell them. In a large workplace, this could be your manager or HR Officer. Make sure people in the workplace is aware not to give out your contact details.
- Have deadlocks installed. Do not deadlock yourself in at night; you need to be able to leave the building in case of an emergency such as fire.
- Keep torches and spare batteries in an easy-to-reach place.
- Your local Safe At Home Program can carry out a safety audit of your home.

CODE WORDS

- Choose a code word that you can use without attracting attention e.g. on the phone. You can say to the person using abuse that you have to call your friend or family member to cancel catching up for a coffee that day otherwise they will come over. Then use the code word (e.g. raincheck on our coffee today). This will alert your friend or family member to contact police. Make sure you let at least five family members or friends know that when they hear the word it means that a crisis is occurring and you need police assistance immediately

Domestic Violence



Safety apps can help increase your safety when using digital devices like mobile phones, iPads, and tablets



Positive Pathways

A personal safety 'call for help' app within the smokescreen of a women's wellness app.

It is designed specifically for women in danger of domestic and family violence in Western Australia.

Its main purpose is for use in emergencies, with audio recording, automatic help messages, GPS location, and a one-touch 000 call function.

In Daily Thoughts the user can write and store journal entries and share them with trusted contacts. In Help and Plan, there are 3 options: Help Options, Saved Recordings and Positive Pathways. Developed by the Zonta House Refugee Association

For more information on [Positive Pathways](#):

Phone: 1800 870 149

Email: admin@positivepathways.org.au

Daisy

A mobile app that connects women to family violence services in Australia.

Download Daisy from www.1800respect.org.au/daisy



Sunny

Sunny is 1800RESPECT's app for people with disability who have experienced violence and abuse. Sunny has been co-designed with women with disability to make sure it provides the best support for the people who use it.



Arc

Arc can help people to track details of abusive behaviour, record their experiences and tell their stories. Users can upload photos, videos, audio, and diary entries to record what has happened, when it happened and how it made them feel.

www.arc-app.org.au/

Help Me

An app designed to help keep kids safe but can also help people of all ages, covering all personal emergencies. The app has a 'Help Me' button that sounds like a warning and lets you send an SMS to those in your safety network. It also has resources to educate kids and parents on how to stay safe.

Domestic Violence

Safety apps continued:



Emergency+

The Emergency+ app helps you call Triple Zero (000) quickly and communicates your location to emergency call-takers. Emergency+ also includes SES and Police Assistance Line numbers as options, so non-emergency calls are made to the most appropriate number.

Empower You

This app helps people to record incidents of abusive behaviour. It also provides contact information for more than 900 local support services.

I'm Safe – Women's Safety App

The I'm Safe app helps women alert their trusted contacts using SOS Sirens, record incidents of abusive behaviour, provide contact information for local support services, and connect them with experts via its "Ask for help" feature.

- Track me feature allows you to share your location with your loved ones by updating them on when and where you are in real-time.
- SOS feature sends out alerts to all your trusted contacts. This feature shares your location, captures photographs, and records audio clips.
- The app also has a "Fake Call" feature to help women leave uncomfortable situations.

LUMA Family and Domestic Violence

Phone: Phone: 93281200 | 1800 998 399

Email: FDV@luma.org.au

<https://luma.org.au/services/family-and-domestic-violence/>

Their family and domestic violence specialists work directly with you, listening to your situation, assessing your level of risk, and providing you with individual support.

- Multicultural Womens Advocacy Service (MWAS)
- Domestic Violence Advocacy Service (DVAS)
- Mindful Nest (FDV Counselling for Youth and Young Adults)

Relationships Australia - FAIR

Phone: **1300 364 277**

Relationships Australia WA's Family Abuse Integrated Response (FAIR) offers programs at no charge for men, women, young people and children who have perpetrated, experienced or seen abuse or violence in their families or in their relationships. FAIR is staffed by experienced counsellors with qualifications in psychology, social work and/or counselling, who offer group programs.

Medical Emergencies



DRSABCD

Danger - **R**esponse - **S**end for help - **A**irway - **B**reathing - **C**PR - **D**efibrillation

First Aid Guides - St. John

<https://stjohn.org.au/first-aid-facts>

Provides information on the following:

- AED maintenance checklist
- Anaphylaxis - using an Anapen
- Anaphylaxis - using an EpiPen
- Asthma attack
- Bat bites and scratches
- Bites and stings
- Burn or scald
- Choking adult / child (over 1 year)
- Choking infant (under 1 year)
- Concussion
- CPR adult
- CPR infants
- Diabetic emergency
- Dog bite
- Electric shock
- Epileptic seizure
- Eye injuries
- Fainting
- Febrile convulsion
- First Aid kits

Defibrillator (AED) Locations WA

<https://defibrillator-locations.stjohnwa.com.au/>

- Fracture and dislocation
- Frostbite
- Heart attack
- Heat-induced illness
- How to handwash
- Hypothermia
- Nosebleed
- Poisoning
- Recovery position
- Rescuing a drowning person
- Severe bleeding
- Shock
- Smoke or embers in eyes
- Snake bite
- Spider bites
- Spinal and neck injury
- Sprain and strain
- Stroke
- Vertigo (dizziness)

Stroke Foundation - Signs of a Stroke

A stroke is always a medical emergency. The longer a stroke remains untreated, the greater the chance of stroke-related brain damage.

<https://strokefoundation.org.au/>

Learn the F.A.S.T. signs of STROKE



FACE
drooped?



ARMS
can't be raised?



SPEECH
slurred or confused?



TIME
is critical! Call 000.

If you see any of these signs
Act FAST call 000 (triple zero)



Medical Emergencies



Heart Foundation: Heart Attack

[Download Heart attack printable brochure.](#)

What is a heart attack?

Links to: Heart Foundation YouTube



Cardiac Arrest - is when your heart stops beating. It is an emergency situation and you must call Triple Zero (000) immediately.

Learn more online via the Heart Foundation.
<https://www.heartfoundation.org.au/your-heart/cardiac-arrest>

Health Information

healthdirect

Free Australian health advice you can count on.

- Health topics A-Z
- Medicines
- Symptom Checker
- Service Finder

<https://www.healthdirect.gov.au/>

Overdose of Medicine

If someone is not breathing or is unresponsive, and they have taken a medicine, seek help straight away. Call triple zero (000) and ask for an ambulance.

If someone has taken the wrong type or too much medicine, call the Poisons Information Line on 13 11 26 for advice.

Will you recognise your heart attack?



Warning Signs Action Plan

Do you feel any

pain pressure

heaviness tightness

In one or more of your

chest neck jaw

arm/s back shoulder/s

You may also feel

nauseous a cold sweat

dizzy short of breath

Yes

1 STOP and rest now

2 TALK tell someone how you feel

If you take angina medicine

- Take a dose of your medicine.
- Wait 5 minutes. Still have symptoms? Take another dose of your medicine.
- Wait 5 minutes. Symptoms won't go away?

Are your symptoms severe or getting worse?

or

Have your symptoms lasted 10 minutes?

Yes

3 CALL 000 Triple Zero and chew 300mg aspirin, unless you have an allergy to aspirin or your doctor has told you not to take it

- Ask for an ambulance.
- Don't hang up.
- Wait for the operator's instructions.

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Wildlife Emergencies



Wildcare Helpline Department of Parks and Wildlife Service

Phone: 9474 9055

The Wildcare Helpline provides a service for the public who find sick or injured native wildlife and are seeking advice on where to find care for the animal.

Kanyana Wildlife Rehabilitation Centre

Phone: 9291 3900

Email: info@kanyanawildlife.org.au

120 Gilchrist Rd, Lesmurdie Western Australia 6076

Kanyana Wildlife Rehabilitation Centre is a not-for-profit organisation dedicated to wildlife conservation by:

- Caring for sick, injured, orphaned and displaced wildlife
- Breeding threatened species
- Training and research | Educating schools and community.

Other agencies that may be able to help if the Helpline/Kanyana are busy:

- Vet24-Balcatta – 08 6318 5300 (24hrs)
- Darling Range Wildlife Shelter – 08 9394 0885 (office hours)
- Kaarakin Black Cockatoo, Martin - 08 9390 2288 (office hours)
- Murdoch Vet Hospital – 1300 652 494 (24hrs)
- Native Animal Rescue, Malaga – 08 9249 3434 (seven days 9am to 5pm)
- WA Wildlife Hospital, Bibra Lake – 8:30am to 7pm - 9417 7105 (24 hrs)
- WA Seabird Rescue – 08 6102 8464

Snake Removal

If you find a snake in a garden or a house, keep pets and people well clear and ensure you keep an eye on snake's location.

- Perth Hills Reptile Removals (Adam and Lisa) 0407 192 458
- Snake Catcher Perth (Marcus) 0434 574 920
- Search online for a snake removal service near you.

Please be aware snake removal services are not free. **Do NOT attempt to kill the snake, this often results in people being bitten and is illegal as they are protected by law in all states and territories of Australia.**

RSPCA

Report Cruelty: Phone 1300 278 358

Dedicated to improving the prevention of animal cruelty.

Animal Care Centre: 108 Malaga Dr, Malaga. | Shelter: Tue-Fri: 9am-5pm, Sat: 9am-4pm



**Provide Basic
Wildlife First Aid**

Domestic Pets



Domestic Pet Crisis Services

The City acknowledges that domestic pets are an important part of people's lives and that they contribute to enhanced wellbeing.

While it's the owner's responsibility for their pet's welfare loved family pets can sometimes be affected in the event of a family crisis.

Should you be experiencing a crisis situation and require crisis support for your family pets either short term or long-term housing there are a number of animal welfare agencies that may be able to assist.

Listed below are just some of the support agencies available.

If you are unable to keep your dog/cat, in the first instance speak with family/friends to see if there is any possibility of them looking after your pets short-term. If this is not an option, consider kennel establishments, advertising for a new home for them on social media or contacting the major rehoming charities in Perth to see if they can assist.



Perth rehoming charities:

Cat Haven

23 Lemnos Street
Shenton Park WA 6008
(08) 9442 3600

Shenton Dogs Refuge Home

30 Lemnos Street
Shenton Park WA 6008
(08) 9381 8166

Swan Animal Haven

714 Welshpool Rd East
Wattle Grove WA 6107
0498 235 680

SAFE Perth - Saving Perth Animals from Euthanasia

PO Box 1297
Joondalup WA 6027
0437 870 245

Kennel establishments in the City of Kalamunda

Paws, Claws and Beaks Retreat

810 Welshpool Road
Wattle Grove 6107
(08) 9453 6287

A Cats Holiday Home

42 Bruce Road
Maida Vale 6057
(08) 9454 6858

Remember - All dogs and cats within the state of Western Australia are required to be microchipped and registered.

[Impounded Animals Information](#) 

Are You Ready?

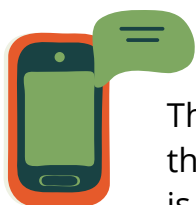


It is important to plan ahead for emergencies such as bushfires or storms. Prepare your property, know when to leave, where to go and which way to go.

Find out what you can do to be bushfire and storm ready through the City of Kalamunda, including:

- My Bushfire Plan
 - Burn Smart
 - Burning & Fuel Load Management
 - Storm safety
 - Heatwave
 - (DFES) Firewise Gardening in Western Australia
 - Pets and animals
 - Legal requirements
 - Alerts & Warnings
 - Helpful Resources & Links
- including fire permits, constructing and maintaining firebreaks, fuel load depth gauge tool kit, and more.

<https://www.kalamunda.wa.gov.au/residents/prepare/are-you-ready>



City SMS Register

The City of Kalamunda has established an SMS System to help notify residents of the latest bushfire danger ratings and total fire ban information. The SMS system is for out-bound messages only and is not a method for contacting the City.

Residents are advised that the SMS System is a supplementary service only and should not be relied upon for emergency planning or in the place of emergency broadcasts. Residents are still responsible for ensuring they remain up-to-date on all fire danger ratings and bushfire emergencies, restrictions and alerts. Emergency WA is the State's official website for community warnings and other emergency management information.

<https://www.kalamunda.wa.gov.au/residents/prepare/city-sms-register>

Prepare for a Storm <https://www.dfes.wa.gov.au/hazard-information/storm/prepare>

Extreme Weather



The SES

Phone: **132 500**

The Western Australian State Emergency Service (SES) is a Volunteer based division of the Department Fire and Emergency Services of Western Australia (DFES). The SES provide emergency assistance if you or your property is affected by a flood or storm for urgent property repairs that you cannot fix yourself.

Storm Alerts and Warnings

DFES and the **Bureau of Meteorology (BoM)** work together to inform the community when there is a severe storm risk.

Once BoM issues a Severe Weather or Severe Thunderstorm Warning, DFES will provide alerts and warnings on **Emergency WA**.

Travelling During a Storm

During a severe storm it's best that you stay indoors, avoid being on the road and park your car undercover. If you must travel:

- Slow down, turn your lights on and keep a safe distance from other drivers.
- Do not drive into water of unknown depth and current.
- Be alert and watch for hazards on the road such as fallen powerlines and loose debris.
- If visibility is poor, pull over and park with your hazard lights on until conditions improve.
- Obey road closure signs and never go through road closures.
- If you are in the country, be careful driving on gravel roads as surfaces will be slippery and muddy and vehicles could become bogged.
- If there is lightning, remain in your vehicle but avoid trees and powerlines. You will be safer in your car.
- If there is large hail, try to find shelter to protect yourself and your vehicle.

Stay Informed

DFES will provide storm warning updates as the information changes.

Always have your battery powered AM/FM radio with you and listen for emergency broadcasts on local ABC Radio.



Emergency WA Website www.emergency.wa.gov.au



DFES Facebook www.facebook.com/dfeswa



Call 13 DFES: **133 337**



Listen to **ABC local radio** Frequency: 720 www.abc.net.au/perth



Bureau of Meteorology www.bom.gov.au



Main Roads WA or call **138 138**

Extreme Weather



Heatwaves

The WA Department of Health outline how to prepare and stay healthy during a heatwave:

- Keep hydrated by drinking plenty of fluids. Fluids include water, diluted juice (mixed with water) and low sugar sports drinks.
- Limit or avoid alcohol and caffeinated drinks (including tea, coffee and energy drinks) as these can increase dehydration.
- Stay indoors with your air-conditioner or fan on (ensure adequate ventilation if using a fan). If you do not have air-conditioning or a fan, close windows and doors shutting off rooms you do not need access to block out the heat.
- Limit time outdoors. If you need to go outside, try to do so in the early morning or late evening. If you do go outside make sure to put on a hat and sunglasses, apply sunscreen and try to stay in the shade.
- Take care when you buy, store and handle food in hot weather to reduce the risk of food poisoning.
- Wear lightweight, light-coloured and loose-fitting clothing. Use natural fibre fabrics; cotton, linen and silk work best in absorbing sweat and allow the skin to breathe.

Read through the full list of preparation, during and post-heatwave advice:

https://www.healthywa.wa.gov.au/Articles/F_I/Heatwave-be-prepared-for-extreme-heat

Smoke and Air Quality

The Bureau of Meteorology will include information about smoke haze on forecasts when this is expected to be significant – this should prompt you to check for more information from your local authority.

After an Emergency: What to look out for

<https://www.dfes.wa.gov.au/emergencywa/recovery>

Provides information on the following:

- Household Cleanup - disposing of waste, dealing with dirt, mould and mildew.
- Fire Recovery - smouldering stumps, accommodation, utilities testing.
- Hazards - stagnant water, protective gear, chemical spills.
- Food Safety - lost power on perishable food, contamination of edible garden items.
- Water Safety - drinking water, water tanks and swimming pools can become polluted following a fire, flood or other emergency.
- Wastewater - Wastewater after cyclones or floods may enter your septic tank and cause your toilet to block up and can cause pungent smells.

Emergency Services



Important Phone Numbers

Police, Fire, Ambulance in a life threatening emergency	000 (triple zero)
State Emergency Services (SES) assistance	132 500
WA Police Assistance	131 444
Main Roads WA	138 138
Electricity - faults, hazards and emergencies Western Power 24/7 emergency line	13 13 51
Damaged powerline - Stay at least 8 metres away - If in a vehicle, stay where you are, don't open the doors or get out of the car.	000 (triple zero) Call Western Power on 13 13 51
Gas – leaks, faults and emergencies. Gas distributor's 24-hour emergency help line	13 13 52
Water – burst water mains or major leaks. Water Corporation 24/7 emergency response team	13 13 75
National Security Hotline	1800 123 400
Report a Bush Fire Hazard - City of Kalamunda	9257 9999

**For more information including local activities, visit
<https://www.kalamunda.wa.gov.au/community>**

 9257 9999
 enquiries@kalamunda.wa.gov.au

