

Useful Resources

Crisis and Emergency Supports

Police / Fire / Ambulance

Tel: 000

My Services – Emergency Help

Details for other emergency support services – telephone and online chat services. Developed by the Mental Health Commission (WA).

www.myservices.org.au/emergency

Crisis Care

An after-hours response to reported concerns for a child's safety and wellbeing and information and referrals for people experiencing crisis. They can also be contacted for advice around homelessness services, and for those experiencing family and domestic violence, the service can discuss accommodation assistance and other support services.

Free call: 1800 199 008

www.wa.gov.au/service/community-services/community-support/crisis-care

Mental Health Emergency Response Line

Provides contact with a trained mental health clinician.

Metro: 1300 555 788

Peel: 1800 676 822

www.mhc.wa.gov.au/getting-help/helplines/mental-health-emergency-response-line

Lifeline

Suicide prevention, crisis support and mental health services. 24-hour counselling line. Lifeline is available to support people through any form of distress, whether they are feeling overwhelmed, struggling to cope, or simply need someone to listen.

Phone: 13 11 14

Text: 0477 13 11 14

www.lifeline.org.au/chat

www.lifeline.org.au/

Other support services

Here for You Support Line

Telephone support service 7am to 10pm daily. A support line for Western Australians seeking help for their own or someone else's mental health, alcohol and/or other drug related challenges. Connect with a qualified counsellor based in WA. Guidance around local services and resources also available. Please note, this is not an emergency service.

Tel: 1800 437 348

www.admhss.mhc.wa.gov.au/get-help/here-for-you-support-line

My Community Directory

Covers a broad range of services, including mental health, alcohol and other drugs, family and domestic violence, health, housing, legal, financial, disability, aged care, youth, and recreation. Searchable by local government area or across WA. Emphasises free and low-cost services. Coordinated by Community Information Support Services (CISS), promoting community, health, welfare, and local services in partnership with local councils, including services in regional WA. A mobile app (**Access My Community**) is also available.

www.mycommunitydirectory.com.au



Other support services

WAConnect

A WA-wide community and emergency relief service portal managed by WACOSS*. Provides real-time search results of current services across WA, including contact details and operating hours, and allows searching by category and location. Includes information on crisis and emergency relief. No account required.

*Western Australian Council of Social Services

www.waconnect.org.au/

Rurallink

Provides contact with a trained mental health clinician. For people living in regional and remote areas of Western Australia. This service is available 4.30pm to 8.30am weeknights, 24 hours at weekends and public holidays.

Tel: 1800 552 002

www.emhs.health.wa.gov.au/Hospitals-and-Services/Mental-Health-Alcohol-and-Other-Drugs/Inpatient-and-Other-Services/Rurallink

Healthdirect

A free 24hr, 7-day-a-week health advice line answered by Registered Nurses for any health issue, helping you make an informed decision about how to manage it.

Free call: 1800 022 222

www.healthdirect.gov.au/

Translating and Interpreting Service (TIS National)

Provides language services for people with limited English proficiency and the organisations that support them. The service offers free interpreting, translating and language services.

Tel: 131 450

www.tisnational.gov.au/

My Services Directory

Includes information and contact details for mental health, alcohol and other drug services close to you. Telephone and online chat services for immediate and emergency supports.

Developed by the Mental Health Commission (WA).

www.myservices.org.au/emergency

Ask Izzy

National service connecting people in need with housing, food, financial aid, family and domestic violence support, counselling and more. Free and anonymous.

www.askizzy.org.au/

WA Virtual Emergency Department

Connects patients with experienced emergency clinicians for virtual (telehealth) medical assessments and referrals to care. Also accessible through Healthdirect.

Tel: 1800 633 422

www.health.wa.gov.au/Improving-WA-Health/WA-Virtual-Emergency-Department

National Relay Service

For people who are deaf or have a hearing or speech impairment. A free government phone service, that uses special staff called Relay Officers, to convert text, sign language, or speech during a phone call. Available 24 hours.

www.accesshub.gov.au/about-the-nrs/nrs-call-numbers-and-links

www.accesshub.gov.au/about-the-nrs

