

Emergency Contact, Counselling, Online, Crisis, Relief support and Agency List: Northern Suburbs

Confirmed	Relationships and Domestic Violence		
31/03/20	1800 RESPECT	24-hour information, counselling and support service. Phone and online chat services available	Phone: 1800 737 732 24 hours/7 days a week Web: 1800respect.org.au (call 000 if you are in danger)
	Women's Domestic Violence Helpline	24-hour support, information, advice, referrals and counselling for women experiencing domestic violence.	Phone: 1800 007 339 24 hours/7 days a week (call 000 if you are in danger)
	Men's Domestic Violence Helpline	24-hour information, counselling and referrals for both male perpetrators and victims of domestic violence.	Phone: 1800 000 599 24 hours/7 days a week (call 000 if you are in danger)
31/03/20	Men's line	A telephone and online support and information service helping men deal with relationship problems in a practical and effective way.	1300 789 978 24 hours/7 days a week Online chat available
Parenting			
31/03/20	Ngala Parenting line	Over the phone parenting support	9368 9368 8am-8pm 7 days a week https://www.ngala.com.au/
NA	Raising Children Network	Information regarding parenting from birth to adulthood.	https://raisingchildren.net.au/
31/03/20	Carers Australia	Short-term counselling and emotional psychological support services or carers and their families	1800 242 636 6am-4pm Mon – Fri https://www.carergateway.gov.au/
Mental Health			
31/03/20	Lifeline	Phone and online crisis counselling and support service.	13 11 14 24 hours/7 days a week https://www.lifeline.org.au/ Online chat available
31/03/20	Kids Helpline	A free, confidential telephone and online counselling service specifically for young people 5-25.	1800 55 1800 24 hours/7 days a week https://kidshelpline.com.au/
31/03/20	Headspace	Free online and telephone service that supports young people 12-25 and their families.	1800 55 1800 7am- 11pm 7 days a week https://headspace.org.au/ online chat available - https://headspace.org.au/eheadspace/

31/03/20	Beyond Blue	Comprehensive website providing information and support for mental health	https://www.beyondblue.org.au/
NA	Head to Health	Website designed to help people find free and trusted online and phone mental health resources	https://headtohealth.gov.au/
	Mind Spot Clinic	An online and telephone and clinic that provides free services for people with stress, worry, anxiety, low mood or depression.	1800 61 44 34 6am-6pm Mon – Fri 6am-4pm Sat
31/03/20	SANE Australia	Information about mental illness, treatments and where to go for support.	1800 18 7263 8am-8pm Mon – Fri
31/03/20	Bite Back	BITE BACK is an online interactive space where you can learn how to amplify the good stuff in life! Activities, videos and fact sheets you can learn how to increase your levels of wellbeing...	https://www.biteback.org.au/
31/03/20	Black Dog Institute	Information on symptoms, treatment and prevention of depression and bipolar disorder	https://www.blackdoginstitute.org.au/
	Emergency Relief		
31/03/20	Uniting Care West	Assistance for people experiencing immediate financial crisis such as overdue utility bills, unexpected expenses associated with family needs or little to no food For health care card holders/Centrelink recipients	9220 1255 By appointment – phone on Wednesday at 10am Appointments on Friday & Tuesday – by phone rather than in person due to COVID-19 https://www.unitingcarewest.org.au/index.php/how-we-can-help/emergency-relief
31/03/20	Communicare	Support for families & individuals experiencing financial hardship through the provision of immediate support for items such as food, clothing, basic necessities fuel. Available to anyone	6370 1000 By appointment – phone Tuesday and Thursday between 9am & 12pm. Appointments are over the phone rather than in person due to COVID-19. https://www.communicare.org.au/Family-Services/Family-Support-Services/Emergency-Assistance-Program
31/03/20	The Salvation Army	Provides assistance to families and individuals experiencing financial hardship. Available to anyone	9401 3408 Open Tuesday & Thursday 9:30am – 12pm for phone interviews (phone interviews used rather than in person contact due to COVID-19). No appointment necessary
31/03/20	St Vincent de Paul Society	Support to families when they are experiencing significant difficulties in meeting living expenses such as paying bills and having sufficient food and or feeling social isolated. Phone calls, vouchers, bill assistance.	1300 794 054 Phone weekdays between 9am & 1pm to make appointment. Some areas may not be covered due to limited volunteer workforce in response to COVID-19. Available to anyone

	Other crisis support		
	Crisis Care	24-hour information and counselling service for people in crisis needing urgent help. Phone Crisis Care when You need help to sort out a serious problem You are concern about the wellbeing of a child You are escaping domestic violence and need help Arguments are causing unhappiness and problems in your family You are homeless You need counselling information or other support.	Phone: 9223 1111
	Financial supports & Government Links		
31/03/20	National Debt Hotline	Information and phone support.	https://ndh.org.au/debt-problems/covid19/
NA	Services Australia	Government – information and services to help you if you’re affected by COVID-19 or looking for more details.	https://www.servicesaustralia.gov.au/individuals/subjects/affected-coronavirus-covid-19
NA	Department of Social Services	Government – supporting individuals and families through a range of COVID-19 specific responses.	https://www.dss.gov.au/about-the-department/coronavirus-covid-19-information-and-support
NA	Department of Social Services	Information and support for people with disability and carers	https://www.dss.gov.au/disability-and-carers/covid-19-information-and-support-for-people-with-disability-and-carers
	Online Support Directories		
31/03/20	Ask Izzy	Find the help you need with access to 350 000 services. 24/7 Service. 360,000 Services. Local Listings. Free & Anonymous. Re-Connect Hubs. Services: Housing, Food, Everyday things, Physical/Mental Health, Emergency Funds, Support & Counselling, Legal Support.	https://askizzy.org.au/
NA	Green Book	The directory of alcohol and other drugs services and mental health services in Western Australia.	http://greenbook.org.au/
	ER Connect	Real time search results of emergency relief services, with phone numbers, operating hours, and directions on the services available. Users can search for food relief, financial counsellors, and emergency accommodation, among other services, and get a list of services that can provide local help.	https://erconnect.org.au/