These are general support services that may be helpful. This list is not a recommendation and is not exhaustive. Please consider your own personal circumstances and needs when engaging a service. Some of these may be free or incur a cost, depending on your circumstances and whether you or your family are eligible for a Medicare Rebate (covers partial costs) or other concessions.

Please note in a life-threatening situation phone 000 for emergency services.
(Costs may apply for an ambulance, check with your private health care provider)

URGENT SUPPORT

HOSPITAL SERVICES :

under 16 years
Perth Children's Hospital (PCH)
6456 2222
15 Hospital Avenue, Nedlands, WA 6009
https://pch.health.wa.gov.au/

16 years or older
Sir Charles Gairdner Hospital (SCGH)
6457 3333
Hospital Avenue, Nedlands, WA 6009
https://www.scgh.health.wa.gov.au/

- **St John of God (SJOG) MIDLAND Public Hospital: Emergency Department**
  9462 4000
  1 Clayton Street, Midland WA 6056
  https://www.sjog.org.au/our-locations/st-john-of-god-midland-public-hospital/our-services/emergency-department

HEALTH DIRECT AUSTRALIA HELPLINE:

- Phone: **1800 022 2212 (metro)**
- 24 hours, seven days a week. For more information see https://www.healthdirect.gov.au/
- Access to a registered nurse for anyone seeking FREE health information and advice.

CAMHS CRISIS CONNECT:

- Phone: **1800 048 636** or https://cahs.health.wa.gov.au/Our-services/Mental-Health
- Young person (up to 18 years) needs urgent mental health advice, including concerns with suicidal thoughts and behaviours. Provides phone and online videocall support for children and young people experiencing a mental health crisis, as well as support and advice to parents/carers.
- Available 24 hours a day, 7 days a week
- Young people can call directly or parents/carers on their behalf.

MENTAL HEALTH EMERGENCY RESPONSE LINE (MHERL) :

- Phone: **1300 555 788 (metro)**
- 18 years of age and over
- 24 hours, seven days a week. For more information see https://www.mhc.wa.gov.au
- For anyone involved in a mental health emergency in the community, including individuals and family/carers.
- Clinicians may provide assessment and intervention and if required referral to local mental health service.

SUICIDE CALL BACK SERVICE :

- **1300 659 467** or www.suicidecallbackservice.org.au
- 24 hours, seven days a week
- Phone and online counselling for anyone affected by suicide, or experiencing thoughts of suicide.

CRISIS CARE :

- **Crisis Care: 1800 199 008 or 9223 1111** or https://www.wa.gov.au/service/community-services/community-support/crisis-care
- 24 hours, seven days a week
- Information and counselling service for anyone in crisis needing urgent help.

TALK TO YOUR GP

- Your GP may be able to offer an urgent appointment (dependent on clinic availability) to discuss and assist with a **Mental Health Care Plan – MHCP** (including *Medicare Rebate* for up to 10 sessions per annum).
- MHCP - refer eligible people to specialist and allied health practitioners including clinical psychologists, social workers or occupational therapist and claim a *rebate* for a portion of the session cost. After six sessions your GP will review your MHCP and discuss whether an additional four session would be helpful.
- Can refer eligible individuals to Child and Adolescent Mental Health Service (CAMHS)

FACE TO FACE COUNSELLING

Some of the below services may require a referral from your GP.

CHILD AND ADOLESCENT MENTAL HEATLH SERVICE (CAMHS) CLINICS :

- Offers assessment and treatment services to young people (up to 18 years) who are experiencing severe, complex and persistence mental health issues.
- Referral is through GP, school or treating specialist.
- There are 10 metro clinics; please see https://cahs.health.wa.gov.au/Our-services/Mental-Health/Community-CAMHS/Clinic-locations for further information on locations and referral information.

YOUTH FOCUS :

- Free counselling for young people experiencing early signs of self-harm, depression, suicidal thoughts
- **6266 4333** or www.youthfocus.com.au

RELATIONSHIPS AUSTRALIA :

- Provides counselling for individuals and families; **6164 0190** or www.relationships.org.au

HEADSPACE NATIONAL YOUTH MENTAL HEALTH FOUNDATION :

- Counselling for young people aged 12-25
- Support for parents, online resources, phone and web based counselling
- https://www.headspace.org.au to find a local centre

CENTRECARE :

- Individual/family counselling; **9325 6644** or www.centrecare.com.au

RECONNECT YOUTH SERVICES :

- **Mercy Reconnect:** 1800 800 046 or https://www.mercycare.com.au
- **Parkerville Reconnect:** 9235 7000 or https://parkerville.org.au/

ANGLICARE WA :

- Provides a range of counselling services, and parent-teen programs
- **1300 11 44 46** or www.anglicarewa.org.au

UNIVERSITY PSYCHOLOGY CLINICS :

- Provide a range of services to the general public including counselling and assessment
- **The Robin Winkler Clinic** (University of WA) 6488 2644 or www.uwa.edu.au/Facilities/Robin-Winkler-Clinic
- **Edith Cowan University Psychological Services Centre** 6304 7200 or www.ecu.edu.au/schools/arts-and-humanities/community-and-industry/psychological-services-centre
- **Murdoch University Psychology Clinic** 9360 2570 or www.psyclinic@murdoch.edu.au

- **Curtin Child and Adolescent Psychology Clinic** 9266 1717 or https://www.curtin.edu.au/about/learning-teaching/health-sciences/about/clinics/child-and-adolescent-psychology-clinic/

YOUTH LINK :

- A specialist mental health service for young people 13-24 years in the north metro area with serious mental health problems and barriers to accessing mainstream services.
  08:30 – 16:30 Monday to Friday. Phone **9227 4300** or **1300 362 569**
  https://www.nmhs.health.wa.gov.au/Hospitals-and-Services/Mental-Health/Specialties/Youth

HELPING MINDS :

- Free support for family and friends of people living with a mental health condition.
  Phone: **9427 7100** or www.helpingminds.org.au

ASeTTS (Association for Services to Torture and Trauma Survivors):

- Provides services to people who are humanitarian entrants or from a refugee type background and who have experienced trauma in their country of origin, during their journey to Australia or while in detention.
  Phone: **9227 2700** or https://asetts.org.au/

PHONE/ONLINE COUNSELLING + RESOURCES

KIDS HELPLINE:
1800 55 1800 (24 hours)
www.kidshelpline.com.au

LIFELINE:
13 11 14 or text **0477 13 11 14 (24 hours)**
www.lifeline.org.au

HEADSPACE:
1800 650 890
www.headspace.org.au

BEYOND BLUE:
1300 22 4636 (24 hours)
www.beyondblue.org.au

13YARN:
13 92 76 (24 hours)
https://www.13yarn.org.au/

Q-LIFE:
1800 184 527
https://qlife.org.au/

YOUTH FOCUS:
6266 4333
www.youthfocus.com.au

REACHOUT:
1800 629 354
https://about.au.reachout.com/

1800RESPECT:
1800 737 732
https://1800respect.org.au/

NATIONAL ALCOHOL & OTHER DRUG HOTLINE
1800 250 015

DEPARTMENT FOR CHILD PROTECTION AND FAMILY SUPPORT (CPFS) :

For when a young person is concerned about their safety at home

- Midland: 6277 3999 I 1 Midland Square MIDLAND
- Mirrabooka: 6277 4999 I 5 Milldale Way MIRRABOOKA
- Perth: 6277 5222 I 190 Stirling Street PERTH
- www.dcp.wa.gov.au