



**EVERYONE NEEDS  
HELP SOMETIMES**

**MENTAL HEALTH SUPPORT**





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*Please note that these listings are for provision of information purposes only and listing them here does not imply endorsement by WAIFS.*

# GETTING HELP

This document has been prepared to help you find the service that is right for you.

## Student Support Officers

WAIFS' student support officers are here to help you.

If you have a concern relating to your studies, need help finding a mental health service or would just like to chat then please contact us.

## WAIFS Campus

Level 1, 160 Central Arcade, 811 Hay Street,  
Perth, WA 6000

\*Our elevator is located opposite the Perth  
CBD Apple Store.

## Contact Details

Phone: +61 8 6200 6200

Email: [admissions@waifs.wa.edu.au](mailto:admissions@waifs.wa.edu.au)

Website: [www.waifs.wa.edu.au](http://www.waifs.wa.edu.au)

## Office Hours

Monday to Thursday: 8.30am to 9.00pm

Friday: 8.30am – 5.30pm

Saturday and Sunday: 8.30am to 5.00pm

## WAIFS Emergency Contact Details

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# FINDING ANOTHER SERVICE

## **Headspace**

Headspace is focused on providing mental health support to 12-25 year olds. With 100+ national headspace centres, online services and clinical programs across Australia this is an excellent resource.

Visit the website: [headspace.org.au](https://headspace.org.au)

## **Greenbook**

Green Book acts as a search engine for service providers. All you need to do is enter a service type, suburb or region into the search engine and Green Book will do the rest.

Visit the website: [www.greenbook.org.au](https://www.greenbook.org.au)

## **Professional Referral**

Mental health services usually require a referral from a General Practitioner, private psychiatrist or public mental health service.

Most Overseas Student Health Cover (OSHC) policies will cover your GP appointment. Please read your policy document for full details, terms and conditions. For more information, please refer to the OSHC section of this document.



# Overseas Student Health Cover (OSHC)

International students who have elected for WAIFS to arrange their OSHC will be covered with Allianz.

If you have OSHC with Allianz then you can contact their helpline.

## ALLIANZ 24 HOUR HELPLINE

Call: 1800 814 781

**In the event of a medical or personal situation Allianz will assist you with:**

- (a) 24 hour medical advice and assistance
- (b) 24 hour referrals to a doctor for medical treatment
- (c) 24 hour telephone access to a solicitor for legal advice
- (d) 24 hour access to an interpreting service
- (e) assistance to replace travel documents or passports
- (f) any messages which need to be passed to your family or friends in the event of an emergency.

More information can be found on their website:

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

## Other OSHC Providers

If you are with another OSHC provider, please contact them for further assistance and information. A list of other popular OSHC providers is included below:

- [NIB](#)
- [Medibank](#)
- [BUPA](#)
- [CBHS](#)
- [AHM](#)

# HELPLINES



Helplines can provide you with immediate access to support and advice that is confidential, free\* and anonymous.

**Lifeline** provides 24-hour crisis counseling, support groups and suicide prevention services.

[Call 13 11 14.](tel:131114)

**Beyondblue** is available 24/7. They'll be there to listen, provide information and advice, and point you in the right direction so you can seek further support.

[Call 1300 22 4636.](tel:1300224636)

## Not speaking your language?

A free interpreting service for people who do not speak English is available. To access this service please:

- 1) Call TIS on 131 450 and ask to talk to Lifeline on 13 11 14 in the language required.
- 2) TIS will call 13 11 14 on behalf of the caller.

*\* Some calls will be charged the cost of a local call and additional charges may apply for depending on your phone plan.*

## Mental Health Support Lines

<a href="#"><u>Mental Health Emergency Response Line</u></a>	1300 555 788 (Metro) or 1800 676 822 (Peel)
<a href="#"><u>Rurallink</u></a>	1800 552 002
<a href="#"><u>Lifeline</u></a>	13 11 14
<a href="#"><u>BeyondBlue</u></a>	1300 224 636
<a href="#"><u>Suicide Call Back Service</u></a>	1300 659 467
<a href="#"><u>The Samaritans Crisis Line</u></a>	08 9381 5555 (main line) 08 9388 2500 (Youth Line) or 1800 198 313 (Country Toll Free)
<a href="#"><u>Men's Line Australia</u></a>	1300 789 978
<a href="#"><u>PANDA</u></a> (perinatal anxiety and depression), Monday to Friday 9am to 7.30pm AEST)	1300 726 306
<a href="#"><u>QLife</u></a> (LGBTI+, 3pm to 12am)	1800 184 527
<a href="#"><u>Quitline</u></a>	13 78 48
<a href="#"><u>Butterfly Foundation</u></a> (Eating disorders, Monday-Friday 8am to 9pm AEST)	1800 334 673
<a href="#"><u>Child Protection and Family Support Crisis Care Helpline</u></a>	08 9223 1111 or 1800 199 008 (Country Toll Free)
<a href="#"><u>HealthDirect</u></a> (general health information and advice)	1800 022 222
<a href="#"><u>Wellways</u></a> (mental health system navigation, Monday - Friday 9am to 9pm AEST)	1300 111 400

## Kids and Youth Mental Health Support Lines

<a href="#"><u>Headspace</u></a>	1800 650 890 (12-25 year olds, family and friends)
<a href="#"><u>Kids Helpline</u></a>	1800 551 800 (5 to 25 year olds) or 1800 654 432 (parents)
<a href="#"><u>Youth BeyondBlue</u></a>	1300 224 636 (12-25 year olds)

## Alcohol and Other Drug Support Lines

### [Alcohol and Drug Support Line](#)

08 9442 5000 or 1800 198 024 (Country Toll Free)

### [Meth Helpline](#)

1800 874 878

### [Parent and Family Drug Support Line](#)

08 9442 5050 or 1800 653 203 (Country Toll Free)

# LIVE CHAT AND ONLINE FORUMS

This is a great service for those wanting to stay anonymous, but still reach out to someone for advice and assistance. You don't even have to leave the comfort of your home to receive help.

[Alcohol and Drug Support Service Live Chat](#) (7am to 11pm WA time)

[BeyondBlue online chat](#) (3pm to 12am Eastern Standard Time)

[Youth beyondblue online chat](#) (3pm to 12am Eastern Standard Time)

[Lifeline Crisis Support Chat](#) (7pm to 12am Eastern Standard Time)

[eHeadspace](#) (12 to 25 year olds)

[Butterfly Live Chat](#) (eating disorders) (Monday-Friday 8am to 9pm AEST)

## Online Forums

Online forums allow you to get support from others who are affected by mental illness and share similar experiences.

[Sane Australia forums](#)

[eHeadspace group chat sessions](#) (12 to 25 year olds)

[ReachOut.com online forums](#) (14 to 25 year olds)

[BeyondBlue online forums](#)

[Depressionet](#)

# Counselling

Counselling is a great way for someone who is facing issues, to see a trained professional and discuss them in a safe and supportive environment.

Anyone concerned about themselves or someone else can go to counselling. Support Services relating to alcohol and drugs will accept referrals, however you will need to make an appointment. Mental health services usually require a referral from a General Practitioner, private psychiatrist or public mental health service. We recommend you check with the service you're interested in to make sure.

See below for a list of support services ([Helplines](#) are also a great tool to access if wanting quick and immediate support).



## Mental Health:

- [360 Health and Community](#) - 1800 719 619
- [4families](#) - Albany/South West/South Metro - 08 6164 0600
- [Access to Allied Psychological Services \(ATAPS\) by 360](#) - 1800 719 619
- [ALIVE program \(360 Health and Community\)](#) - North Metro, Fremantle, Rockingham, Armadale - 1800 719 619
- [Anglicare WA](#) - Metrowide, Adolescent Service - 08 9528 0702
- [Association for Services to Torture & Trauma Survivors \(ASeTTS\)](#) - Metrowide, CALD Services - 08 9227 2700
- [Black Swan Health](#) - South Metro, Adolescent Services - 08 9201 0044
- [Centrecare](#) - Goldfields/South East - 08 9325 6644
- [Collie Family Centre](#) - South West - 08 9734 5343
- [Fremantle Women's Health Centre](#) - South Metro, Women's Health Services - 08 9431 0500
- [Headspace](#) - Albany, Broome, Bunbury, Geraldton, Kalgoorlie, Metrowide, Youth Services - 1800 650 980
- [Midland Women's Health Care Place](#) - North Metro, Women's Services - 08 9250 2221
- [Phoenix Support Service](#) - North Metro, Survivors of child sexual abuse - 08 9443 1910
- [South Coastal Women's Health Services Association](#) - South Metro, Women's Services - 08 9550 0900
- [Women's Health and Family Services](#) - North Metro - 08 6330 5400
- [Women's Health and Wellbeing Services](#) - South Metro, Women's Health Services - 08 9490 2258
- [Ycounselling \(YMCA\)](#) - 08 9473 8400
- [Youth Focus](#) - Metrowide, Adolescent Services - 08 6266 4333
- [Yorgum Aboriginal Corporation \(Link Up\)\\*](#) - 08 9218 9477

## Alcohol and Other Drugs:

- [Wungening Aboriginal Corporation](#) - Metrowide, Aboriginal Service - 08 9221 1411
- [Attach program \(UnitingCare West\)](#) - Metrowide - 1300 663 298
- [Bloodwood Tree Association](#) - Pilbara - 08 9138 3000
- [Cyrenian House](#) - Metrowide - 08 9328 9200
- [Fresh Start](#) - Metrowide - 08 9381 1333
- [Holyoake Institute](#) - Metrowide - 08 9416 4444
- [Milliya Rumurra Aboriginal Corporation](#) - Kimberley - 08 9192 1699
- [Ngaanyatjarra Health Services](#) - Goldfields/South East - 08 8950 1730
- [Ngnowar-Aerwah Aboriginal Corporation](#) - Kimberley - 08 9161 1806
- [Nindilingarri Cultural Health Services](#) - Kimberley - 08 9193 0093
- [Palmerston](#) - Metrowide - 08 9328 7355
- [Salvation Army](#) - South East Metro - 13 72 58
- [Women and Newborn Health Service at King Edward Memorial Hospital](#) - Metrowide - 08 9340 1795
- [Women's Health and Family Services](#) - North Metro - 08 6330 5400

The [Community Alcohol and Drug Services](#) also provide counselling:

## Metropolitan:

- [Drug and Alcohol Youth Service](#) - Metrowide - 08 9222 6300
- [Next Step's East Perth Outpatient services](#) - Metrowide - 08 9219 1919
- [South Metro Community Alcohol and Drug Service](#) - Fremantle - 08 9430 5966, Rockingham - 08 9550 9200, Mandurah - 08 9581 4010
- [South East Metro Community Alcohol and Drug Service](#) - Thornlie - 08 9267 2400
- [North Metro Community Alcohol and Drug Service](#) - Joondalup - 08 9301 3200, Warwick 08 9246 6767
- [North East Metro Community Alcohol and Drug Service](#) - Midland - 08 9274 7055

## Regional:

- [South West Community Alcohol and Drug Services](#) - South West - 08 9721 9256
- [Great Southern Community Alcohol and Drug Services](#) - Albany - 08 9842 8008, Mt Barker - 08 9851 1971, Katanning - 08 9821 8306, Denmark 08 9848 1491
- [Midwest Community Alcohol and Drug Services](#) - Midwest - 08 9956 2424
- [Goldfields Community Alcohol and Drug Services](#) - Kalgoorlie 08 9201 3069, Esperance 08 9071 5169, Toll-free (both areas) 1300 664 137

# Community Support Services

Community support services are available to offer support to individuals, families and carers in relation to mental health, alcohol or other drug issues.

They include mobile outreach services, drop in centres, group programs and personalised support services to enable people to remain in their home or local community.

If you are interested in a service, please browse the lists below.

## Mental Health:

- [4families](#) - Albany/South West/South Metro - 08 6164 0600
- [55 Central](#) - North Metro - 08 9272 1333
- [Albany Halfway House Association](#) - Great Southern - 08 9842 2612
- [BOICO \(Bay of Isles Community Outreach\)](#) - Goldfields/South East - 08 9072 1072
- [Centrecare](#) - Goldfields/South East - 08 9325 6644
- [Helping Minds](#) - Kimberley/Metrowide/Pilbara/Statewide, Adolescent and Carer Services - 1800 811 747
- [Ishar Multicultural Women's Health Centre](#) - Metrowide, Carer Services - 08 9345 5335
- [JOC Wellness & Recovery](#) - Metrowide - 08 9381 7727
- [LAMP Inc](#) - South West, Carer Services - 08 9754 1834
- [Mental Illness Fellowship of Western Australia \(MIFWA\)](#) - Metrowide - 08 9237 8900
- [Mission Australia](#) - Metrowide, Adolescent Services - 1800 88 88 68
- [Outcare](#) - Metrowide, Adolescent Services - 08 6263 8622
- [Passages Resource Centre](#) - 08 9228 1478
- [Pathways SouthWest](#) - South West, General and Carer Services - 08 9791 1257
- [Perth Home Care Services \(Avivo\)](#) - Metrowide, General and Carer Services - 1300 620 267
- [Perth Inner City Youth Service](#) - Metrowide - 08 9388 2791
- [Richmond Wellbeing WA](#) - Metrowide, South West and Great Southern - 08 9350 8800
- [Rise Network](#) - North Metro/Wheatbelt - 08 6274 3700
- [Ruah Community Services](#) - Metrowide - 08 9485 3939
- [Share and Care Community Services Group](#) - Wheatbelt, Carer Services - 08 9622 2828
- [Southern Cross Care \(WA\)](#) - Metrowide, Carer Services - 1300 669 189
- [St Patrick's Community Support Centre](#) - Metrowide - 08 9430 4159
- [Stand By Me](#) (Altone Youth Services WA)\* - 08 9377 4022
- [Tendercare](#) - North Metro/South West/Wheatbelt - 08 9300 3399
- [The Salvation Army \(Western Australia\)](#) - Metrowide - 08 9260 9500
- [Wanslea Family Services](#) - Metrowide, Children of Parents with a Mental Illness Services - 08 9245 2441

## Individualised Community Living Strategy

The Individualised Community Living Strategy (ICLS) is a key Mental Health Commission Initiative which provides clinical and psychosocial support to assist people to reach their recovery goals and to live well in the

community. All referrals to this program are through [local area mental health services](#). Please refer to the [guidelines](#) for more information.

### Alcohol and Other Drugs:

- [Hope Community Services \(Leavers Week service\)](#) - 08 9497 9498
- [Metro Street Van Outreach Services \(Hope Community Services\)](#) - 08 9497 9498
- [Nyoongar Outreach Services](#) - Metrowide - 08 9228 4211
- [Ruah Community Services](#) - Metrowide, Aboriginal Services - 08 9485 3939
- [The Salvation Army \(Western Australia\)](#) - Metrowide - 08 9260 9500
- [Western Australian Substance Users Association \(WASUA\)](#) - Statewide - 08 9325 8387

### Sobering Up Centres

These centres provide a safe environment in which people, who are found intoxicated in public, may sober up. A person being cared for in a Sobering Up Centre can expect:

- Access to bathroom facilities, a shower, bed, clean clothes, and a simple nutritious meal;
- Non-discriminatory and non-judgemental care;
- Referral to other agencies and services if required.

People may refer themselves to a centre or be brought in by the police, a local patrol, health/welfare agencies, or by other means. Attendance at a centre is voluntary. Please see below for a list of Sobering Up Centres:

- [The Salvation Army - Bridge House](#) (Perth Sobering-Up Centre and detox) - 08 9227 8086
- [Bega Garnbirringu Health Services](#) (Kalgoorlie Sobering-Up Centre) - 08 9022 5500
- [Bloodwood Tree Association](#) (Port Hedland Sobering-Up Centre) - 08 9172 3622
- [Carnarvon Family Support Service \(Carnarvon Sobering-Up Centre\)](#) - 08 9998 5048
- [Garl Garl Walbu Alcohol Association Aboriginal Corporation](#) (Derby Sobering-Up Centre) - 08 9193 1665
- [Milliya Rumurra Aboriginal Corporation](#) (Broome Sobering-Up Centre) - 08 9193 7516
- [Ngnowar-Aerwah Aboriginal Corporation](#) (Wyndham Sobering-Up Centre) - 08 9161 1496
- [Waringarri Aboriginal Corporation](#) (Kununurra/Moongoong Sobering-Up Centre) - 08 9168 1528
- [Yaandina Family Centre](#) (Roebourne Sobering-Up Centre) - 08 9182 1172

Withdrawal services provide a safe and supportive environment to help you withdraw from alcohol and drug dependence. The services are confidential and most are free.

Many also offer a range of other supports to help promote recovery after withdrawal. For information about referral to the [Next Step Inpatient Unit](#) or [Aboriginal Withdrawal Unit](#) please visit those web pages. Please see below for a list of withdrawal services:

- [Aboriginal Withdrawal Unit](#) - Metropolitan - 08 9219 1819
- [Cyrenian House \(Serenity Withdrawal Unit\)](#) – Metropolitan – 08 9328 9200
- [Drug Alcohol Withdrawal Network \(St John of God\)](#) - Metropolitan - 08 9382 6049
- [Drug and Alcohol Youth Service \(Mission Australia\)](#) - Metropolitan - 08 9222 6300
- [XCeed Program \(Abbotsford Private Hospital\)](#) - South West - 08 6323 2214
- [Fresh Start Recovery Programme](#) - Metropolitan - 08 9381 1333
- [Next Step Inpatient Withdrawal Unit](#) - 08 9219 1819
- [Perth Sobering Up and Bridge House \(The Salvation Army Western Australia\)](#) - Metropolitan - 08 9227 8086
- [Yaandina Family Centre](#) - Pilbara - 08 9172 4490

If you are seeking to withdraw from alcohol or other drugs you may also wish to contact your local [Community Alcohol and Drug Service](#) or your GP for advice.

## Self-help and Peer Support

Self help and support groups are a great way to gain support when dealing with life's challenges. You can join a group that has regular sessions where people will be able to encourage each other on the road to recovery, access information and educate, volunteer and support others.

To find a service please look at the list below:

- [Alcoholics Anonymous\\*](#) - 1300 22 22 22
- [Bluebird\\*](#) - 08 964 6909
- [Children of Parents with a Mental Illness \(COPMI\)\\*](#) - 1800 187 263
- [Dream It Forward \(ConnectGroups\)](#) – Statewide, Aboriginal service - 08 9364 6909
- [Even Keel Bipolar Disorder Support Association Incorporated](#) - Metrowide - 08 9274 8200
- [GROW](#) - Metrowide - 1800 558 268
- [Hepatitis WA\\*](#) - 08 9227 9800
- [Narcotics Anonymous\\*](#) - 1300 652 820
- [Pay it Forward \(Connect Groups\)](#) - Statewide - 08 9364 6909
- [Women's Health and Family Services](#) - North Metropolitan Women's Service - 08 6330 5400 (Northbridge) or 08 9300 1566 (Joondalup)

\* These services are not funded by the Mental Health Commission.

There are also resources available to help you such as:

- [Head to Health - the Federal Government's gateway to digital mental health resources - find apps, digital programs and other resources](#)
- [A Better night's sleep - A self-help guide for people who use alcohol and other drugs and are experiencing difficulties with their sleep](#)
- [Western Australian Drug and Alcohol Authority](#)
- [Self Help Guide - for alcohol and other drug users](#)

## Psychologists, Psychiatrists and GPs

You may wish to see a psychologist, psychiatrist or other mental health professional. Visit your GP for advice or for a referral to these services. Alternatively, you can search the web for a professional in your area. In regards to choosing a GP [click here](#).

The [Australian Psychological Society](#) and the [Royal Australian and New Zealand College of Psychiatrists](#) each have listings of their professionals on their websites. You might also like to try [Lyns](#), which provides online appointments to registered psychologists.

MH Connex is a care management program, funded by the Federal Government and available for people with severe and complex mental illness, whose needs are predominately being managed in primary care. Visit the [WAPHA website](#) for more information.

Better Access and Better Access Telehealth is a Federal Government initiative that provides better access to mental health practitioners through Medicare. Visit the [Federal Department of Health's website](#) for more information.

## Advocacy Services

Advocacy services are there to help individuals gain access to information and services and will also act on behalf of the family and carers of the individual. In most cases these services are free. Please find below a list of Advocacy Services available:

- [Carers Association of WA](#) - Statewide, Carers - 1800 242 636
- [Consumers of Mental Health WA](#) (COMHWA) - Statewide - 08 9258 8911
- [Fremantle Multicultural Centre](#) - Metrowide, CALD - 08 9336 8282
- [Health Consumers Council\\*](#) - Statewide - 1800 620 780
- [Helping Minds](#) (Mental Health Carers Arafmi WA) - Kimberley; Pilbara; Statewide and Metrowide, Adolescent and Carers - 1800 811 747
- [Mental Health Advocacy Service \(MHAS\)\\*](#) - 1800 999 057
- [Mental Health Law Centre](#) - Metrowide, Individual Advocacy - 1800 620 285
- [Mental Health Matters 2 \(MHM2\)\\*](#) - 0413 861 049
- [Pay it Forward](#) (Connect Groups) - Statewide - 1800 195 575
- [Rise Network](#) - North Metropolitan and Wheatbelt - 08 6274 3700
- [Western Australian Network of Alcohol and other Drug Agencies](#) (WANADA) - Statewide - 08 6557 9400
- [Western Australian Association for Mental Health](#) (WAAMH) - Statewide - 08 6246 3000

Furthermore, the Government of WA Mental Health Commission delivers quality outcomes to individuals and their families in relation to mental health prevention, promotion, support, intervention programs, and treatment. Head to their [website](#) for an extensive range of information and services available to individuals.