

Essential Contacts Guide

A decorative graphic of overlapping, wavy lines in various shades of blue and teal, creating a sense of movement and depth. The lines are layered, with some appearing as solid bands and others as fine, mesh-like patterns.

Support services in
and around Kwinana

A guide to assisting people within the City of Kwinana.

At some point in life, many of us will face challenging circumstances. At these times a little more support and guidance from others can make a big difference.

You don't have to be in a crisis to seek help. This guide provides information on a range of support services available around Kwinana. Even if you're not sure that you'd benefit from help, it's ok to ask.

KEY TO SERVICES OFFERED

	Crisis Assistance
	Medical and Health Assistance
	Outreach/Referral Pathways
	Counselling
	Accommodation Assistance
	Aboriginal Services
	Food Assistance
	Advocacy
	Drug and Alcohol Assistance
	Case Management
	Laundry/Shower
	Employment
	Legal Aid
	Documentation/ID Support
	Refer to map number overleaf

EMERGENCY ASSISTANCE CONTACT NUMBERS

Available 24 hours, 7 days a week
Police, Fire or Ambulance
 000

Crisis Care Help Line
 9223 1111 or 1800 199 008
 Crisis Assistance

Mental Health Emergency Response Line
 Metro area. 1300 555 788
 Peel area. 1800 676 822
 Crisis Assistance
 Medical and Health Assistance

COUNSELLING SERVICES

1800 Respect
 National Sexual Assault, Domestic Family Violence Counselling Service (24/7)
 1800 737 732
 Counselling

Aboriginal Family Domestic Violence Hotline
 1800 019 123
 Aboriginal Services

Beyond Blue (24/7)
 1300 224 636
 Counselling

Breathing Space for Men (24/7)
 Calista
 9439 5707
 Counselling

Family Helpline (24/7)
 9223 1100 or 1800 643 000
 Counselling

Kids Helpline (24/7)
 1800 551 800
 Counselling

Lifeline (24/7)
 Crisis Support. Suicide Prevention
 13 11 14
 Counselling

Men's Domestic Violence Helpline
 1800 000 599
 Counselling

Women's Domestic Violence Helpline
 9223 1188 or 1800 007 339
 Counselling

Samaritans (24/7)
 Crisis support. Suicide prevention.
 135 247

SANE Helpline
 1800 187 263

Suicide Call Back Service (24/7)
 1300 659 467

CRISIS ACCOMMODATION SUPPORT

Crisis Care
 9223 3111 or 1800 199 008
 Crisis Assistance
 Accommodation Assistance

Entry Point
 9469 0001 or 1800 124 684
 Crisis Assistance
 Accommodation Assistance

Fremantle Multicultural Centre Crisis Accommodation
 Accommodation, support and case management for CALD families
 9336 8282
 Crisis Assistance
 Accommodation Assistance
 Case Management

Lucy Saw Women's Refuge Centre
 Domestic violence refuge
 Rockingham
 9527 6872
 Crisis Assistance
 Accommodation Assistance

S.O.U.L Care
 Accommodation for pregnant women and babies
 0434 947 751
 Crisis Assistance
 Accommodation Assistance

YSHAC Rockingham
 Crisis accommodation for 15 to 20 year olds
 0411 704 959
 Crisis Assistance
 Accommodation Assistance

Crisis Assistance
 Accommodation Assistance

DRUG AND ALCOHOL ASSISTANCE

Alcohol and Drug Support Line (24/7)
 9442 5000
 Drug and Alcohol Assistance
 Counselling

Drug and Alcohol Assistance
 Counselling

Meth Helpline (24/7)
 1800 874 878
 Drug and Alcohol Assistance
 Counselling

Drug and Alcohol Assistance
 Counselling

Wungening Aboriginal Corporation
 13 Mackinnon Street, Rockingham
 6558 1090

South Metro Community Alcohol and Drug Service
 Unit 2, 31 Council Avenue, Rockingham
 9550 9200
www.palmerston.org.au
 Monday and Tuesday 9am to 8pm; Wednesday 9am to 12pm; Thursday and Friday 9am to 4.30pm; Saturday 10am to 3pm
 Drug and Alcohol Assistance
 Counselling

FOOD AND EMERGENCY RELIEF ASSISTANCE

Margaret Court Community Outreach Inc.
 18 Maydwell Way, Calista
 9202 7128
 Wednesday to Friday 10am to 3pm
 Food Assistance

The Salvation Army
 Corner Medina Avenue and Hoyle Rd, Medina

9439 1585
 Monday, Tuesday and Friday – 12.30pm. Food assistance (no appointment needed)
 Friday, 9am. Food hampers/ vouchers (by appointment)
 Food Assistance

St Vincent De Paul
 Corner Medina Avenue and Summertron Road, Kwinana

9419 6652
 Monday to Friday, 10am to 3pm

SOUL Soup Patrol
 Thursdays and Sundays
 Rockingham
 0450 947 751
 Food Assistance

LAW ENFORCEMENT CONTACT NUMBERS

Non-emergency City of Kwinana City Assist
 For matters relating to local government local law enforcement (dog/cat control; reporting illegal dumping)
 9439 0200

Local Police
 13 14 44

OUTREACH SERVICES AND REFERRAL PATHWAYS

Kwinana Assertive Outreach Service
 9236 4570
 Supporting community through Assertive Outreach and liaison services.
 Monday to Friday 9am to 4pm
 Outreach/referral pathways

Salvation Army Outreach Team – Rockingham/ Kwinana
 0437 258 511
 Monday to Friday 8am to 3.30pm

RUAH
 137 824
 Outreach/referral pathways

YOUTH

Kwinana Youth Services
 9236 4570
 Providing support to young people aged 12 to 18 years of age.
 Accommodation Assistance
 Aboriginal Services
 Food Assistance
 Advocacy
 Case Management
 Documentation/ID Support

headspace Rockingham 12 to 25 years old
 Unit 3, 18 Goddard Street, Rockingham
 6595 8888
 Monday, Tuesday, Thursday, Friday 8.30am to 4.30pm
 Wednesday 10am to 6pm
 For current after hours appointments refer to www.facebook.com/headspacerockingham
 Medical and Health Assistance
 Counselling
 Drug and Alcohol Assistance
 Case Management
 Employment

eheadspace
 Non-crisis phone and online support
 1800 650 890
eheadspace.org.au
 Counselling
 Outreach/referral pathways

4families Family Mental Health Support
 Free family mental health support service for children, from 0-18 and their families and carers
 Relationships Australia WA
 Level 1, 2 Robbos Way, Kwinana
 6164 0500
 Counselling

The Zone Youth Space
 Offering programs, workshops, events and activities for those 12 to 18 years of age.
 9236 4550
 @ zone@kwinana.wa.gov.au

SUPPORT SERVICES

Anglicare WA
 Counselling and housing support
 9528 0702
 Counselling

Australian Red Cross
 PO Box 589, Kwinana
 0499 376 635
 Outreach/referral pathways

Bridging the Gap Inc
 2 Robbos Way Kwinana (Darius Wells Library and Resource Centre)

9419 2553
 Employment
 Outreach/referral pathways

Employment
 Outreach/referral pathways

Centrelink
 18 Civic Boulevard, Rockingham
 13 61 50: Families
 1800 136 380: Aboriginal Australians
 13 28 50: Job Seekers
 Outreach/referral pathways
 Counselling
 Documentation/ID Support

Communicare
 2 Robbos Way, Darius Wells Library and Resource Centre

9251 5777: Employment Services (ParentsNext)
 Employment

Housing Authority Kwinana
 2 Stidworthy Way, Kwinana

9411 9500
 Accommodation Assistance

Relationships Australia WA
 Level 1, 2 Robbos Way, Kwinana

6164 0500
 Counselling

The Smith Family
 Support for families with children 0-12 years
 Darius Wells Library and Resource Centre (2 Robbos Way, Kwinana)

9265 5582

Carers WA Services and Support
 1800 242 636

Kwinana Early Years Services (KEYS)
 Outreach Office, 18 Hewison Road, Medina

9439 1838

National Disability Insurance Scheme (NDIS)
 Contact centre open Monday to Friday 8am to 8pm (local time)
 1800 800 110

Ngala Parenting Line
 7 days a week 8am to 8pm
 9368 9368

People with Disabilities
 Advocacy service
 9420 7279
 1800 193 331

Settle In
 Settlement services for newly arrived humanitarian entrants and migrants.
 9251 5777
 E: info@settleinprogram.org.au
 U5/3-5 Robinson Road, Rockingham
 Monday to Friday 8.30am to 4.30pm

Case Management
 Outreach/referral pathways
 Advocacy
 Documentation/Identification Support

HEALTH

City of Kwinana Community Wellbeing Team
 Monday to Friday 9am to 4pm
 Providing support, advocacy and linking people to appropriate services and other resources
 9236 4570
 Crisis Assistance
 Outreach/referral Pathways
 Accommodation Assistance
 Aboriginal Services
 Food assistance
 Advocacy
 Employment
 Legal Aid
 Documentation/ID Support

Health Direct
 24 hour health advice and information
 1800 022 222
 Medical and Health Assistance

Babbingur Mia Aboriginal Health Service
 61 Council Avenue, Rockingham
 9591 2025
 Medical and Health Assistance
 Aboriginal Services

Moorditj Koort Aboriginal Health and Wellness Centre
 150 Gilmore Avenue, Medina

6174 7000
 Medical and Health Assistance
 Aboriginal Services

West Australian Transcultural Mental Health Centre
 Monday to Friday 8.30am to 4.30pm
 9224 1760

Citizens Advice Bureau
 9439 1251
 Outreach/referral pathways
 Legal aid

LEGAL ADVICE

SCALES Community Legal Service
 9550 0400

Back cover

NO MONEY TO MAKE A CALL?

1800 REVERSE (the person you are calling will be asked to accept call charges)

TRANSLATING AND INTERPRETING SERVICE

Free access to a telephone or on-site interpreter in your own language (24/7)
 131 450

ONLINE HELP

Ask Izzy
 Helping people at risk of becoming homeless to find services they need, right now and nearby.
www.askizzy.org.au

Daisy
 Connecting people experiencing violence or abuse to services in their local area.
 Free download for Android and iOS devices.
www.1800respect.org.au/daisy

HealthEngine
 Find a GP near you
healthengine.com.au

PLING
 A state-wide youth services directory, helping you find anything from youth centres to crisis services for emergencies, for your smartphone.
www.yacwa.org.au/pling

Front cover

How to Use this Guide

This guide is designed to assist members of the community by providing information about local support services.

Services for people

Individuals or families exposed to hardship from one or more risks, such as domestic or family violence, unstable housing circumstances or financial difficulties, are more vulnerable to experiencing homelessness and social exclusion. This can result in negative effects on a person's physical and mental health, education and employment opportunities.

Many people experiencing disadvantage have complex needs such as mental health and/or drug and alcohol issues. They may also have experienced traumatic life events that affect their needs and these issues may result in behaviour that is seen to be antisocial.

Vulnerable people in the community have the same rights and responsibilities as any member of the public to:

- Be in public places, but at the same time respecting the right of local community members to live in a safe and peaceful environment; and
- Participate in public activities or events.

If a member of the public or business is concerned about a person experiencing homelessness they can call the **Salvation Army's Rockingham and Kwinana Outreach Team on 0437 258 511**.

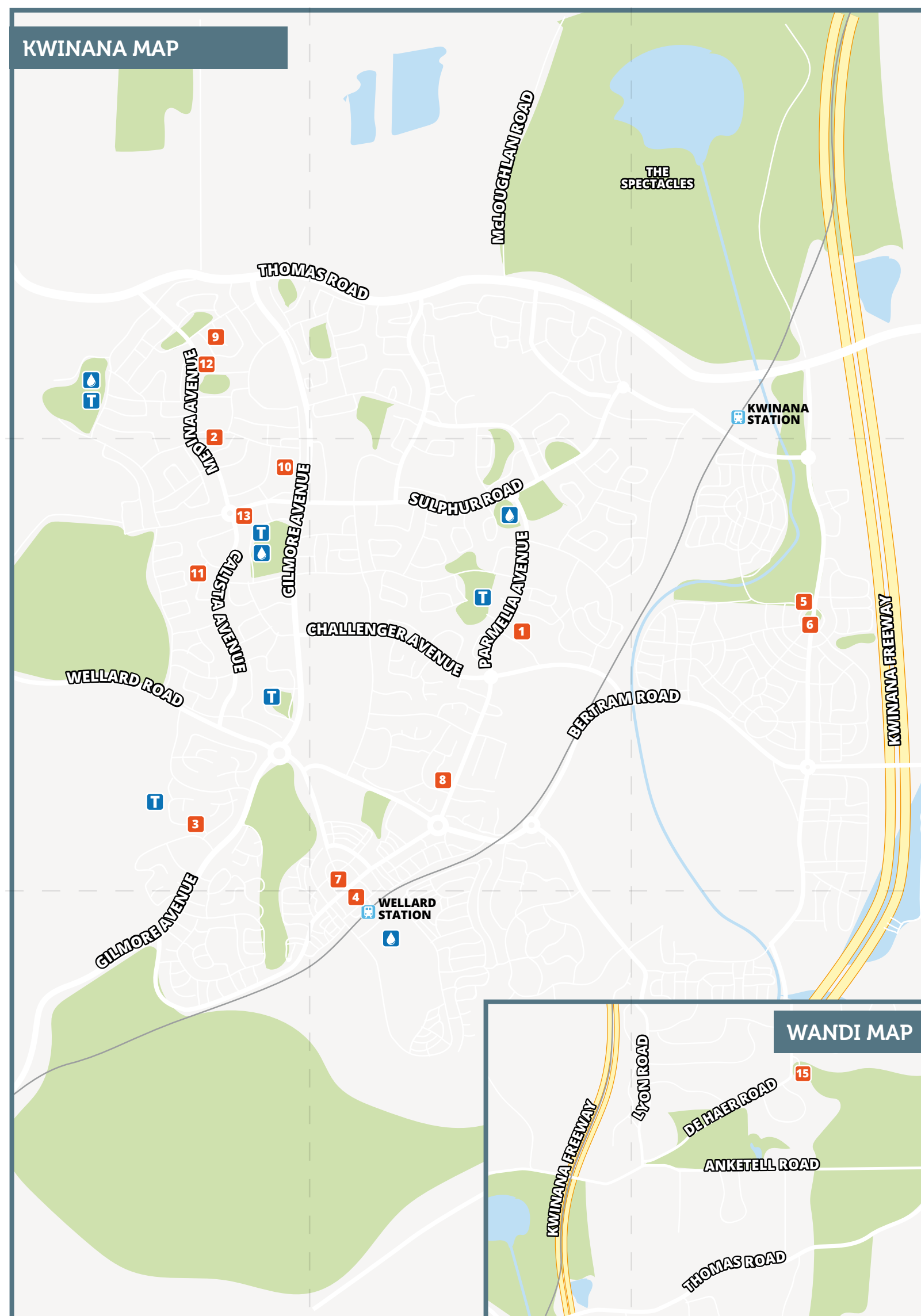
A response or intervention is appropriate if:

- The person requests assistance, or the person is distressed or in need of assistance;
- The person's behaviour is threatening the safety of the individual or the safety and security of people around them;
- The person's behaviour has resulted in damage to property or the environment such as an accumulation of litter or items scattered in the area;
- The person is sheltering in circumstances that places their own or others health and safety at risk (for example, staying in derelict buildings and high risk areas without the consent of the owner, ie *squatting*); or
- The person is a young person who appears to be 16 to 17 years old who may be at risk of significant harm.

In these circumstances call local police on **13 14 44**

If the person is an unaccompanied child who appears to be under the age of 15, in the first instance contact should be attempted with parent/s or guardian/s, or Department for Child Protection and Family Support Perth District Office (9214 2444) during office hours or the Crisis Care Unit (9223 1111) after hours.

This guide does not override existing laws, statutory requirements or regulations.



- Public toilets
- Drinking water fountain
- Free wi-fi

KWINANA MAP

- 1 Parmelia Medical Centre
- 2 Kwinana Medical Centre
- 3 Leda Medical Centre
- 4 Wellard Family Practice
- 5 Champion Medical Centre
- 6 Bertram Community Centre
- 7 Wellard Community Centre
- 8 Frank Konecny Community Centre
- 9 Kwinana Early Years Service (KEYS)
- 10 Moorditj Koort Aboriginal Health and Wellness Centre
- 11 Margaret Court Community Outreach inc
- 12 The Salvation Army
- 13 St Vincent De Paul

WANDI MAP

- 15 Wandi Community Hall

KWINANA CENTRE MAP

- 16 Department of Housing
- 17 Kwinana General Practice
- 18 Alpha Medical Centre
- 19 Darius Wells Library and Resource Centre
- 20 Kwinana Community Health
- 21 Child and Parent Centre - Calista

Spotted some outdated info?
Let us know!
Contact 9236 4550

Entry Point

A free assessment and referral service assisting individuals and families in Perth

 1800 124 684

City of Kwinana Community Engagement Officers

Providing support linking people to resources and appropriate services

 9236 4557

Monday to Friday 9am to 5pm

Details are correct at the time of listing, subject to change.

www.kwinana.wa.gov.au

