

# Useful Phone Numbers

**Lifeline:** 13 11 14

**Alcohol and Drug Information Service:**  
9442 5000

**Gambling Help WA:** 1800 858 858

**Women's Law Centre:** 9272 8800

**Ombudsman of WA :** 1800 117 000

**People with Disabilities WA:** 9420 7279

**Ethnic Communities Council WA:** 9227  
5322

**Council on the Ageing WA:** 9472 0104

**Notes:**



FREE  
SERVICES



CONNECTING  
COMMUNITY

## STRUGGLING TO KNOW WHERE TO GO FOR SUPPORT?

This booklet contains useful online directories  
and support service telephone numbers



# National Debt Hotline

National debt helpline is a free and confidential service which helps people tackle their debt problems.

- Free advice to help you move on from debt
- Referral to your closest face-to-face financial counselling service
- You can call from 9.30am - 4.30pm Monday to Friday

**Call 1800 007 007**

# The Samaritans

The Samaritans are a Western Australian telephone support service for crisis support.

- Free and anonymous calls
- 24 hour telephone support
- You do not have to be suicidal to call, you can discuss any worries or concerns

**Call 135 247**

## I'm looking for assistance

Fill the following form to find assistance

I want an outlet 5 km near me

SEARCH

AI

Phone: 6253 9500

Open Right Now

AJ

Accordwest Bunbury

Phone: 08 9729 9000

Open Right Now

AK

Foodbank of Western Australia Inc. - Foo

Phone: 08 9258 9277

Closed Right Now

AL

Crossways Community Services

Phone: 9495 2033

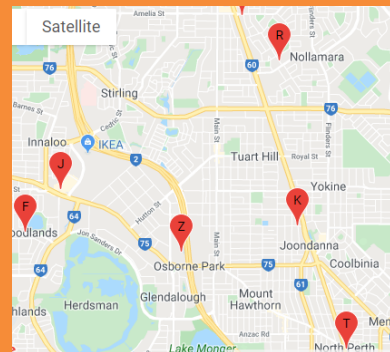
Closed Right Now

AM

Centacare Family Services

Phone: 08 9921 1433

Closed Right Now



## ERConnect

ERConnect is a directory of emergency relief service providers, with information on food relief, financial counsellors, emergency accommodation and support in convenient locations.

- Includes agency phone numbers, operating hours, and directions.
- Has a 'quick exit' button.

<https://erconnect.org.au/>

# Welfare Rights Advocacy Service

WRAS provides Independent advice, information, referral and ongoing casework assistance for people in Western Australia. Call to discuss;

- Centrelink issues
- Family Assistance Office issues
- Residential Tenancy issues
- Social Security Prosecution issues

<https://www.wraswa.org.au/>

# Financial Counsellor Directory

The Financial Counselling directory provides details of your nearest service that can possibly help you with payment towards bills and more.

- You can locate your nearest financial counsellor by entering your location or postcode in the search tool.

<https://financialcounsellors.org/i-need-emergency-help/>

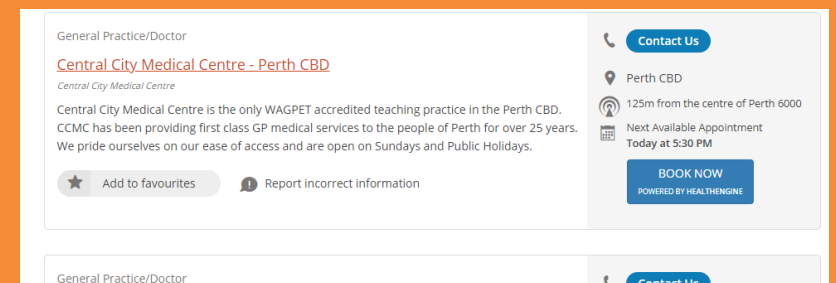
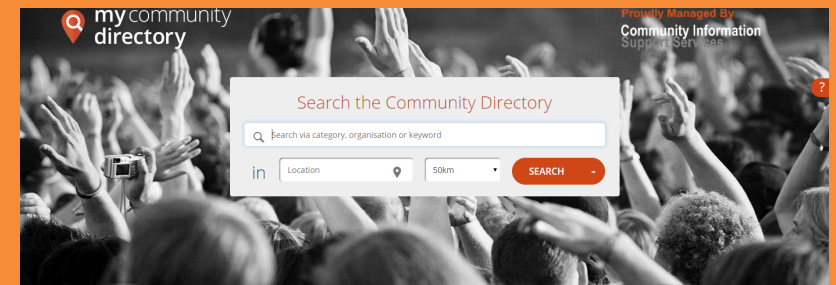
# My Community Directory

My Community Directory is a web-based search engine which provides information on free or subsidised services across Australia. Including;

- Health and community services
- Public facilities such as libraries, swimming pools, medicare offices etc.

Has Google maps and Google translate functions

[www.mycommunitydirectory.com.au](http://www.mycommunitydirectory.com.au)



# Ask Izzy

**For help and safety call:**  
Homeless Advisory Service  
Freecall  
1800 065 892

**West Leederville**  
**Head Office**  
Homeless Healthcare, West Leederville  
Open now until 5:00 PM  
11 mins walk  
4 mins transport  
3 mins drive

**Subiaco**  
**Support & Tenant Education Program**  
Rush Community Services  
Open now until 4:30 PM  
Full wheelchair access  
16 mins walk  
16 mins transport  
4 mins drive  
• Public housing

**Everyday things**  
Swags, clothes, food vouchers etc.

**Domestic & family violence help**  
Scared of partner or family member

**Health**  
Physical, mental, emotional

**Centrelink**  
Access to services

**Money help**  
Emergency funds, bills etc.

**Support & counselling**  
Relationships, gambling & LGBTIQ+

**Legal**  
Police, law & fines

**Drugs & alcohol**  
Support & assistance

**Life skills & education**  
Everyday skills & training

Ask Izzy is a free and anonymous tool which helps users locate nearby services. Including; housing, meals, healthcare, counselling, legal advice, addiction treatment and a whole lot more.

- Telstra users can access without credit
- 'Quick exit' button

<https://askizzy.org.au/>

My Wellbeing Mate is a wellness hub which links users to resources such as helplines, websites, guides, videos, inspiring talks, apps and more. Use the four filters to search;

- Mental Health
- Family Support
- Emergency Responders
- Aboriginal Health

Available on the **App Store** and via **Google Play**

# My Wellbeing Mate

**Help Me**

Search for resource

**Aboriginal Family Respite Service**  
Provides support to Aboriginal families who care for a family member with a mental illness.

**Adult Mental Health Program**  
Programs and services to improve the mental health and wellbeing of adults in WA.

**Alcohol & Drug Support Line - Country**

**How to use My Wellbeing Mate**

- Use the 4 filters to refine your search
- Click on the stars to save resources most relevant to you
- Click on the form button to send us your comments

**Filters**

- Aboriginal Health
- Emergency Responders
- Family Support
- Mental Health