Lifeline WA
Crisis Support. Suicide Prevention.

Services and Resources list

Please note that this is not a comprehensive list of all services, it serves as a guide of the nature and scope of help available. Check with the provider regarding any eligibility requirements.

Crisis lines (if life is in immediate danger call 000)			
Mental Health Emergency Response Line (MHERL)	For anyone involved in a mental health emergency including individuals, families/carers, the general public or health professionals. Clinicians provide assessment, specialist intervention, support & referrals.	Metro: 1300 555 788 Peel: 1800 676 822	24/7, WA
Rural Link	Specialist after hours mental health telephone service for rural WA.	1800 552 002	After hours, WA
Crisis Care	People in crisis needing urgent help, including child safety concerns, domestic violence, and homelessness.	08 9223 1111 (metro) 1800 199 008 (country)	After hours, WA
Lifeline	Short-term support for people who are feeling overwhelmed or having difficulty coping or staying safe. Phone, online chat or text.	13 11 14 -lifeline.org.au or text 0477 13 11 14	24/7, National
Poisons Information Centre	Provides information and advice on what to do when someone has been poisoned, overdosed or made a mistake with their medication.	13 11 26	24/7, WA
Aboriginal and Torres Strait Islander service providers			
13 YARN	Talk with an Aboriginal or Torres Strait Islander Crisis Supporter.	13 92 76	24/7, National
Derbarl Yerrigan Health Service	Provides culturally secure primary health, mental health and dental services for Aboriginal families.	dyhs.org.au	WA
Alcohol and other drugs			
Alcohol & Drug Support Line	Support for anyone seeking help for their own or another person's alcohol or drug use.	08 9442 5000 (metro) 1800 198 024 (country)	24/7, WA
Counselling Online	Free and confidential service for people affected by alcohol or drug use.	counsellingonline.org.au	24/7, National
Working Away Alcohol & Drug Support Line	Counselling and referral to support health and wellbeing working away including FIFO/fly-in-fly-out workers, their families and friends.	1800 721 997	24/7, WA
Carers, family and friends			
Carers WA	Free services for anyone looking after a family member or friend with disability, a medical condition, mental illness or who is frail due to age.	1800 007 332 carerswa.asn.au	8:30am-4:30pm Mon-Fri, WA
Helping Minds	Free counselling and support groups for family and friends of people living with mental health challenges.	08 9427 7100 helpingminds.org.au	9am-4:30pm Mon-Fri, WA
MIFWA	One to one support, workshops and education program for family and carers of someone with a mental illness.	08 9237 8900 mifwa.org.au	9am-5pm Mon-Fri, WA

Domestic and family violence and sexual assault			
1800 RESPECT	National sexual assault, domestic & family violence counselling service.	1800 737 732	24/7, National
Sexual Assault Resource Centre (SARC)	Based in Perth. Provides emergency services, counselling for recent and past sexual assault, as well as advice for health professionals.	08 6458 1828 1800 199 888	Emergency: 24/7 8:30am-11pm 7 days
Waratah Support Centre	Counselling & support for people who experience or have experienced sexual assault, sexual abuse, and family domestic violence.	1800 017 303	Bunbury, Busselton, Collie, telehealth
Family, parenting and relationships			
Family Relationship Advice Line	Helps families affected by relationship or separation issues, including information on parenting arrangements after separation.	1800 050 321	8am-8pm Mon-Fri, 10am-4pm Sat
Grandcare (Wanslea)	Services for grandparents who are raising their grandchildren fulltime.	1800 794 909	Metro & regional
Lifeline WA Separated Parents	Counselling (in person, phone or video), education and group workshops for parents before, during and after separation.	08 9261 4444 lifelinewa.org.au/Services	9am-5pm Mon-Fri, WA
MensLine Australia	Telephone and online support, information and referral service helping men to deal with relationship problems in a practical and effective way	1300 78 99 78	24/7, National
Ngala Parenting Line	Telephone support service for parents and caregivers of children aged 0 to 18 years who live in WA.	08 9368 9368 (metro) 1800 111 546 (regional)	8am-8pm 7 days, WA
Grief and loss, trauma			
Active Response Bereavement Outreach	Free counselling, practical/emotional support, volunteer peer support and support groups for people who have lost loved ones to suicide.	1300 11 44 46 anglicarewa.org.au	Metro home visits, regional by telephone
Blue Knot Foundation	Support for Adult survivors of complex trauma (including childhood trauma and abuse) their families and communities.	1300 657 380 blueknot.org.au	9am-5pm (AEST) 7 days
Griefline	Provides free counselling support to anyone experiencing grief, loss and the many related feelings that occur as a result.	1800 845 745 griefline.org.au	8am-8pm (AEST) Mon-Fri
Road Trauma Support	Info, support, and counselling for all people affected by road trauma.	1300 004 814 - rtswa.org.au	8:30am-4:30pm M-F
Financial support			
Gambling Help Online	Support for anyone affected by gambling.	gamblinghelponline.org.au	Online
National Debt Helpline	Financial counsellors provide free, independent and non-judgemental information, advice and advocacy to people in financial difficulty.	1800 007 007 ndh.org.au	9.30am-4.30pm Mon-Fri
LGBTIQ			
Qlife	Anonymous free LGBTI peer support and referral for people wanting to talk about sexuality, identity, gender, bodies, feelings or relationships.	1800 184 527 or webchat qlife.org.au	3pm-12am 7 days National

Mental health and illness – Helplines and evidence-based online programs			
Beyond Blue Support Service and Online Chat	Information and advice from trained mental health professionals.	1300 22 4636 online.beyondblue.org.au	Phone 24/7, online 1pm-12am (AEST)
Butterfly Foundation	Phone, webchat and email support for those experiencing an eating disorder, friends, family, carers and professionals.	1800 33 4673 butterfly.org.au	8am-midnight (AEST)
SANE Australia	Support for people living with complex mental health issues and the people who care about them.	1800 18 7263 sane.org	National Helpline 10am-10pm Mon-Fri
E-couch	Modules with information, interactive exercises and workbooks which teach specific evidence-based approaches for social anxiety.	ecouch.com.au	Online
MindSpot Clinic	Free, anonymous assessment and treatment for adults experiencing stress, anxiety, depression, OCD, PTSD, and chronic pain.	mindspot.org.au 1800 61 44 34	8am-8pm Mon-Fri 8am-6pm Sat AEST
Mood Gym	Interactive self-help which helps you to learn and practice skills which can help to prevent and manage symptoms of depression and anxiety.	moodgym.com.au	Online
myCompass	Free personalised toolkit of strategies and interactive learning activities for your mental health.	mycompass.org.au	Online
Multicultural service providers			
Ishar Multicultural Women's Health	For women from all walks of life and cultural backgrounds. Includes health, domestic & family violence support, social support and classes.	08 9345 5335 ishar.org.au	Based out of Mirrabooka
Multicultural Services Centre	Range of services for migrants and refugees including aged care, disability, mental health, housing, settlement, emergency relief, jobs.	08 9328 2699 (head office) mscwa.com.au	Offices around Perth + Bunbury
Suicide			
Alive Program (360 Health and Community)	Regular counselling sessions to help people experiencing suicidal thoughts and self-harm.	360.org.au/services/mental-health/alive	Across Perth Metro and Peel
Suicide Call Back Service	Free counselling for people affected by suicide.	1300 659 467 sucidecallbackservice.org.au	24/7
Young people			
Kids Helpline	Free telephone and online counselling service specifically for young people (5 to 25).	1800 551 800 kidshelpline.com.au	24/7
Headspace	One-stop shop for help with mental health, physical health, alcohol and other drugs, work and study support (12 to 25).	headspace.org.au to find your local centre	Metro, regional, rural

Service finder			
Ask Izzy	Search for local services. Easy to use and works well on mobiles.	askizzy.org.au	Online