



# GREAT SOUTHERN MENTAL HEALTH SERVICES AND SUPPORTS DIRECTORY

## About this directory

**This resource is for anyone looking to find mental health services in the Great Southern to support themselves or others. It contains a range of emergency crisis support contacts, credible services, educational material and apps.**

- Great Southern local mental health service providers
- WA Country Health Service Great Southern Mental Health Services and Rural Link
- Mental health helplines and online services
- Great Southern child and youth mental health service providers
- Phone and online child and youth mental health services
- Online child and youth mental health resources, information and apps
- Phone and online youth LGBTIQ+SB mental health services and information
- Great Southern perinatal mental health service providers and helplines
- Local and online Aboriginal wellbeing support services and resources
- After suicide support services (postvention)
- Loss of a child or baby support services
- Domestic violence and sexual abuse support
- Financial counselling services
- Alcohol and other drugs support lines
- Where to find private mental health providers
- Resources and information for clinical professionals
- Helping others, education and self help



The services contained in this document are updated regularly  
You can also find latest copy of this document at the City of Albany's webpage:  
<https://www.albany.wa.gov.au/documents/14774/great-southern-mental-health-service-providers>

## Get in touch

### WA Country Health Service

Great Southern  
Health Promotion

[gs.healthpromotion@health.wa.gov.au](mailto:gs.healthpromotion@health.wa.gov.au)



# GREAT SOUTHERN LOCAL MENTAL HEALTH SERVICES

## Amity Health

**Amity Health**, provide several mental health counselling options to eligible clients at no cost. From children aged +7years, teens, adults and older adults, our appointment options range from in-person, phone or video link. We accept self-referrals, health professional referrals and GP referrals, with our clinicians available in Albany, Denmark, Mount Barker and Katanning. For further information please speak with our administration team, visit our website or use the QR code.



Address: 136 Lockyer Avenue, Albany  
Phone: **(08) 9842 2797**  
Email: [query@amityhealth.com.au](mailto:query@amityhealth.com.au)  
Web: [www.amityhealth.com.au](http://www.amityhealth.com.au)

## Palmerston



Confidential, culturally responsive, and evidence-based alcohol and other drug (AOD) support for individuals and families across the Great Southern region. Service focus on reducing harm, supporting recovery, and improving wellbeing through a combination of counselling, case management, groups, and community-based interventions for individuals aged 12+. Opening hours 9am to 4.30pm Mon to Fri

### Albany

Address: 63 Serpentine Road, Albany  
Phone: **(08) 9892 2100**  
Email: [albany@palmerston.org.au](mailto:albany@palmerston.org.au)  
Web: [www.palmerston.org.au](http://www.palmerston.org.au)

### Katanning

Address: 56 Clive St, Katanning  
Phone: **(08) 9831 8306**  
Email: [katanning@palmerston.org.au](mailto:katanning@palmerston.org.au)  
Web: [www.palmerston.org.au](http://www.palmerston.org.au)

## Neurological Council of WA



**The Neurological Council of WA's NeuroCare and NeuroKids** services deliver community neurological nursing and health care navigation for children and adults affected by neurological conditions or symptoms. Support is available across a wide range of conditions, including Parkinson's disease, Huntington's disease, motor neurone disease, brain injury, stroke, epilepsy, dementia, migraine, chronic fatigue, pain, and other brain and nervous system disorders.

Phone: **(08)6285 3802**  
Free call: **1800 645 771**  
Email: [hello@ncwa.com.au](mailto:hello@ncwa.com.au)  
Web: [www.ncwa.com.au](http://www.ncwa.com.au)

Address: Albany Lotteries House  
211-217 North Road, Centennial Park, Albany

## Anglicare

Supporting people, families and communities to cope with the challenges of life; assisting people with relationship issues, financial problems and housing difficulties.



Address: 44 Collie St, Albany  
Phone: **(08) 9845 6666** or 1300 11 44 46  
Email: [albany.reception1@anglicarewa.org.au](mailto:albany.reception1@anglicarewa.org.au)  
Web: <https://www.anglicarewa.org.au/learn-about-us/locations>

## Pivot Support Services

Pivot Support Services is a community service provider offering Co-ordinator led community connection via referrals, emergency and crisis relief, limited financial support and case management. Pivot aim to support service users to break the cycle of disadvantage through program areas such as the Prisoner Reintegration Team, Community Hub, and New Leaf employment services.



Address: 1/265 York Street, Albany WA 6330  
Phone: **(08) 9842 9699**  
Email: [admin@pivotssupport.com.au](mailto:admin@pivotssupport.com.au)  
Web: [www.pivotssupport.com.au](http://www.pivotssupport.com.au)

## Southern Ag Care

Professional counselling and support services for rural people provided by rural people in the Great Southern.

Eligible areas are West Arthur, Wagin, Dumbleyung, Lake Grace, Woodanilling, Katanning, Kent, Kendenup, Kojonup, Broomehill-Tambellup, Cranbrook, Gnowangerup, Jerramungup, Plantagenet, Denmark Shires.



Phone: **(08) 9827 1552**  
Email: [amin@southernagcare.org.au](mailto:amin@southernagcare.org.au)  
Web: [www.southernagcare.org.au](http://www.southernagcare.org.au)

## Fellowship House

A supportive community hub for adults who have experienced mental health challenges, offering group programs and one-on-one support in areas such as living with voices, building life skills, and developing coping strategies for mental health. Drop in from 10am to 1pm weekdays (closed Wed).




Address: 23 Stead Rd, Centennial Park, Albany  
Phone: **(08) 9842 9221** (direct) or **1800 742 466**  
Email: [albany@rw.org.au](mailto:albany@rw.org.au)  
Web: [www.rw.org.au](http://www.rw.org.au)

## Neami National

### Step up/step down service

Up to 28-day residential stay for mental health and wellbeing support. This short-term residential support aims to prevent hospital admission and promote recovery in the community. Self-referrals accepted or from health professionals

Address: 7 Diprose Crescent, Spencer Park, Albany   
Phone: **(08) 6323 8900**  
Email: [albany@neaminational.org.au](mailto:albany@neaminational.org.au)  
Web: <https://www.neaminational.org.au/services/step-up-step-down-albany/>

## Relationships Australia



### Services at Albany branch:

Counselling | 4families | Mediation and family dispute resolution | Redress support services (assists clients to access the National Redress Scheme) | Courses and Workshops. Our services are offered in a confidential and safe environment, and a referral is not required. Telephone, video and face to face appointments are available. Office hours are 9.00am - 5.00pm Monday to Friday. To find out more or book an appointment, please call or email the details here.

Phone: **(08) 6164 0530**  
Email: [albany@relationshipsaustralia.org.au](mailto:albany@relationshipsaustralia.org.au)  
Web: [www.relationshipsaustralia.org.au](http://www.relationshipsaustralia.org.au)

## Rural Aid

Rural Aid Counselling Program is dedicated to improving the mental health outcomes of rural Australia. The Rural Aid Mental Health and Wellbeing team is made up of experienced counsellors who are based in rural towns across the country. Rural Aid's counsellors are trained to help their communities with a range of services, from early intervention and health promotion, right through to treatment using evidence-based interventions. Rural Aid counsellors offer free, confidential support to farmers and their families. WA counsellors are based in Narrogin, Denmark, York and Kalannie.

Phone Counselling Intake Line  
**1300 327 624**  
Web: [www.ruralaid.org.au](http://www.ruralaid.org.au)



## AHA Great Southern

GP or Health Professional referral

A community based and managed support service for adults diagnosed with severe and persistent mental health issues, working cooperatively with service users and other agencies towards recovery (18-65 years).

Phone: **(08) 9842 2612**  
Email: [hello@gsaha.org.au](mailto:hello@gsaha.org.au)  
Web: [www.gsaha.org.au](http://www.gsaha.org.au)



# WA COUNTRY HEALTH SERVICE GREAT SOUTHERN MENTAL HEALTH SERVICES

GP or Health  
Professional referral  
for some services

## WACHS Great Southern Mental Health Service (GSMHS)

A specialist service providing acute in-patient and community care to mental health clients in the Great Southern.

Referrals are accepted from health professionals and other referral parties. If urgent, clients may present in person during office hours 8.30am to 4.30pm  
WEB: [www.wacountry.health.wa.gov.au/Our-services/Great-Southern/Great-Southern-health-services/Great-Southern-mental-health-services](http://www.wacountry.health.wa.gov.au/Our-services/Great-Southern/Great-Southern-health-services/Great-Southern-mental-health-services)

### Sites located at:

#### Albany Community Mental Health

Location: Ground floor,  
Albany Health Campus  
Hardie Road, Albany WA 6330

Phone: **(08) 9892 2440**

Fax: (08) 9892 2605

Email: [gs.cmh@health.wa.gov.au](mailto:gs.cmh@health.wa.gov.au)

#### Albany Authorised Psychiatric Unit (APU)

Location: Ground floor, Albany Health  
Campus, Hardie Road,  
Albany WA 6330

Phone: **(08) 9892 2525**

#### Katanning Community Mental Health

Location: Katanning Hospital,  
11-31 Kobeelya Avenue,  
Katanning WA 6317

Phone: **(08) 9821 6341**

Fax: (08) 9821 6323

#### Albany WACHS Child and Adolescent Mental Health Service

Specialised assessment, treatment and support to children, young people and their families who are experiencing moderate to severe mental health problems.

Phone: **0427 864 473** Mon-Fri 8.30-4.30pm

#### WACHS has multidisciplinary teams that are made up of:

Psychiatrists, Psychiatric Registrars, Psychologists, Nurses, Social Workers, Occupational Therapists, Aboriginal Mental Health Workers and a Peer Support Workforce with Lived Experience.

## Rurallink 1800 552 002

**Rurallink** is an after-hours telephone service for people in rural and regional Western Australia experiencing a mental health crisis.



#### After hours emergency service: 24-hour free call 1800 552 002

- Availability 4.30pm – 8:30am Monday to Friday and 24 hours Saturday, Sunday and public holidays.
- During business hours you will be connected to your local community mental health clinic.
- Callers to Rurallink are connected to a trained mental health clinician who can provide them with:
  - ⇒ mental health assessment
  - ⇒ crisis support, crisis planning and brief intervention
  - ⇒ mental health system navigation
  - ⇒ mental health information and advice
  - ⇒ planned support calls over weekends and overnight to people experiencing a crisis
  - ⇒ referral to a mental health or emergency service when more than telephone support is required.

The service is designed to keep individuals safe during a mental health crisis by connecting them with appropriate support services.

The service is available for:

- ⇒ anybody experiencing a mental health crisis who feels they need urgent assistance
- ⇒ families or carers of people with a mental illness
- ⇒ members of the general public who witness a mental health crisis and need assistance
- ⇒ health professionals
- ⇒ community welfare service providers.

# MENTAL HEALTH HELPLINES AND ONLINE SERVICES



**Lifeline** provides free, confidential 24/7 crisis support and suicide prevention for anyone in Australia. Trained Crisis Supporters listen with compassion and help you find a way forward. Lifeline also offers online resources to help you understand what's happening and support self-management.

Phone: **13 11 14**  
 Text: **0477 13 11 14**  
 Web: <https://www.lifeline.org.au/get-help/services/crisis-support>



**MindSpot** supports Australian adults experiencing stress, anxiety, depression, panic attacks, substance misuse and excessive worry. Services are free, confidential, online, and provide optional access to qualified therapists. Find educational and self-help resources such as **The Big 5** on their website.

Phone: **1800 614 434**  
 Web: [www.mindspot.org.au](http://www.mindspot.org.au)



**Open Arms** Veterans & Family Counselling is Australia's leading provider of mental health assessment and counselling for Australian veterans and their families.



Phone: **1800 011 046 (24 hr)**  
 Web: <https://www.openarms.gov.au/>

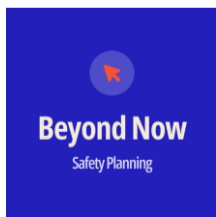
## Safe Zone Support



24/7 free counselling services for all Australian Defence Force personnel, veterans and their families. Safe Zone provides professional counsellors who understand military culture and can offer you care without needing to know who you are, or when or where you served.

Phone: **1800 142 072**  
 Web: [www.openarms.gov.au/safe-zone](http://www.openarms.gov.au/safe-zone)

## Beyond Now suicide safety planning app



Sometimes life can be overwhelming, and suicide may seem like the only way to relieve the pain. Beyond Now is an app created to support people through these feelings. You can use the app to create your own easy-to-follow plan to help you in those moments when you can't think straight.



Web: <https://www.lifeline.org.au/get-help/support-toolkit/safety-planning>

## Suicide Call Back Service



**1300 659 467**  
 24 hour telephone and online counselling for people affected by suicide. In addition, this service provides online information and resources to support individuals, those who are helping others and health professionals.

Web: [www.suicidecallbackservice.org.au](http://www.suicidecallbackservice.org.au)

## Mental Health Online



Comprehensive, free, online mental health treatment programs. Expert programs, information and resources to help you manage your mental wellbeing.

The free self-help and therapist-assisted programs can help you manage:

- generalised anxiety
- depression
- social anxiety
- obsessive compulsive disorder
- post-traumatic stress disorder
- panic with or without agoraphobia
- depression-anxiety



Web: [www.mentalhealthonline.org.au](http://www.mentalhealthonline.org.au)

## Beyond Blue



Information and support for people living with depression and anxiety. You can talk or chat online to a counsellor, get 6 free sessions with a mental health coach, and access wellbeing resources for self help.

Call a counsellor 24/7 on **1300 224 636**  
 Web: [www.beyondblue.org.au](http://www.beyondblue.org.au)

## Support for eating disorders and body image issues

**Butterfly Foundation** is the national charity for all Australians impacted by eating disorders and body image issues, and for the families, friends and communities who support them. Butterfly provides support services, treatment and resources, delivering prevention and early intervention programs and advocating for the needs of those with eating disorders and body image issues.

Phone: **1800 33 4673**  
 Web: [www.butterfly.org.au](http://www.butterfly.org.au)  
 Online chat: [www.butterfly.org.au/get-support/chat-online](http://www.butterfly.org.au/get-support/chat-online)



## Call to Mind Telepsychiatry



Our experienced psychiatrists and psychologists offer people all across Australia access to timely, quality mental health treatment via telehealth. **GP referral required.** Rural and remote psychiatrists bulk billed 291 assessments.

Phone: **(03) 9099 0453**  
 Email: [info@calltomind.com.au](mailto:info@calltomind.com.au)  
 Web: [www.calltomind.com.au](http://www.calltomind.com.au)

Referrals can be faxed to **(03) 99789458** or emailed to [referrals@calltomind.com.au](mailto:referrals@calltomind.com.au)

## SANE



SANE is for people with recurring, persistent or complex mental health issues or trauma, and their families, friends and communities. SANE's team of trained staff and volunteers provide free digital and online support, information, and resources.

Available Monday to Friday, 10am - 8pm (AEST/AEDT).

Phone: **1800 187 263**  
 Web: [www.sane.org/](http://www.sane.org/)



## Injury Matters: Road Trauma Support

Road trauma can affect anyone, and it impacts everybody differently. Whether you are personally affected or supporting someone else, Road Trauma Support WA (RTSWA) is here to listen and provide support. At RTSWA we offer a range of free trauma-informed services designed to help people understand their experiences and develop strategies to move forward. These include information and resources, education and training and free, personalised counselling. Our counselling service provides confidential, non-judgmental support from specialist counsellors, delivered in person in Perth or via phone or video call.

No referral is required. No timeframe or session limits apply.

Phone: **1300 004 814** (free call)  
 Email: [admin@rtswa.org.au](mailto:admin@rtswa.org.au)  
 Web: <https://www.injurymatters.org.au/programs/road-trauma-support-wa/>



**Griefline** provides free, confidential support for people experiencing grief, loss, or major life changes, as well as for those supporting someone who is grieving. Specialist counsellors offer phone and online support, alongside practical resources to help individuals and carers better understand grief and develop coping strategies.

Phone: **1300 845 745**  
 Web: <https://griefline.org.au/>

# GREAT SOUTHERN CHILD AND YOUTH MENTAL HEALTH SERVICES

## headspace Albany and Youth Focus Great Southern

**headspace Albany** supports young people aged 12- 25 and their families. All services are free. We also do Walk-in appointments - no booking required mental health, physical health, sexual health, alcohol and substance use issues, and work and study support.



- Services available at the headspace Centre, or via phone or video.
- You can self-refer or get a family-member or friend to help you.
- GP and Agency Referrals welcome



**Youth Focus Great Southern** based at headspace Albany, Youth Focus provides free mental health support to young people aged 12-25 and their families, at a variety of locations throughout the Great Southern.

- **School based support** at Albany Senior High School, North Albany Senior High School, Denmark Senior High School, and Mount Barker Community College.
- **Denmark Community** service available 2 days a week at Denmark CRC.
- **Great Southern Outreach Service** visiting Katanning, Kojonup, Gnowangerup, Mt Barker, Tambellup and other locations throughout the Great Southern.

**All referrals for Youth Focus Great Southern should be directed through headspace Albany.**

### Opening hours:

Monday - 9am to 5pm  
Tuesday and Wednesday - 9am to 8pm  
Thursday and Friday - 9am to 5pm

Phone: **(08) 9842 9871**

Email: [info@headspacealbany.com.au](mailto:info@headspacealbany.com.au)

Web: [www.headspace.org.au/albany](http://www.headspace.org.au/albany)

Web: [www.youthfocus.com.au](http://www.youthfocus.com.au)

headspace Albany and Youth Focus are located at  
The Link Shopping Centre, St Emilie Way, Albany

## WACHS Child and Adolescent Mental Health

### Albany

Specialised assessment, treatment and support for children, young people and their families who are experiencing moderate to severe mental health problems.

Albany Phone: **0427 864 473**  
Mon-Fri 8.30-4.30pm

## Amity Health

**Amity Health** offers mental health counselling at no cost, to eligible children from +7 years, teens and young people. We have clinicians available in Albany, Denmark, Mount Barker and Katanning who can meet in person, over the phone or by video link. Give us a call to chat about your referral options, visit our website or use the QR code.



Address: 136 Lockyer Avenue, Albany  
Phone: **(08) 9842 2797**  
Email: [query@amityhealth.com.au](mailto:query@amityhealth.com.au)  
Web: [www.amityhealth.com.au](http://www.amityhealth.com.au)

## Albany Youth Support Association

Providing safe spaces and support to young people between 12-25, and their families, through a wide range of free programs, activities, and outreach services including: Young House Youth Refuge, the Open Access Arts Studio, YGS Drop-In Youth Centre, Denmark Youth Outreach, Reconnect, Youth AOD Educator, Student Wellbeing Officers, Home Stretch, Supported Housing and Outreach Tenancy, and The Oak Program.

Drop-In Youth Centre:  
4 Sanford Road,  
Albany WA 6330



Administration: 1/15 Aberdeen Street,  
Albany WA 6330

Phone: **(08) 9842 2082**  
Email: [aysa@aysa.org.au](mailto:aysa@aysa.org.au)  
Web: [www.aysa.org.au](http://www.aysa.org.au)

## Yorgum Healing Services



### Great Southern Region

Yorgum provides a wide range of culturally secure community-based healing services that utilise a trauma informed approach to positively impact social and emotional wellbeing.

Web: <https://yorgum.org.au/>

### FDV Counselling for Young People

Culturally safe, trauma-informed counselling for young people (5-17) experiencing family and domestic violence.

Phone: **0447 833 589**

## Southern Aboriginal Corporation (SAC)

**Aboriginal Youth Empowerment Program** works with at-risk young people from 11-25 years old. The Youth team provides culturally appropriate intensive case management support, activities, skill building and support to reconnect with community.



Phone: **(08) 9842 7777**  
Email: [youth@sacorp.com.au](mailto:youth@sacorp.com.au)  
Web: <https://www.sacorp.com.au/youth-support-program>

## 4 families

**4 families** is a family mental health support program for children and young people aged 0-18, their families and carers. The program is free and offers therapeutic and case management supports as well as advocacy and coordinated/collaborative practices with other organisations to support the needs and wellbeing of families.

Opening hours are 9am-5pm  
Monday to Friday.



Address: 29 Albany Highway, Albany  
Phone: **(08) 6164 0530**  
Email: [albany@relationshipsqa.org.au](mailto:albany@relationshipsqa.org.au)  
Web: [www.relationshipsqa.org.au](http://www.relationshipsqa.org.au)

## PHONE AND ONLINE CHILD AND YOUTH MENTAL HEALTH SERVICES

**Crisis Connect** provides urgent mental health support, advice and assessment for children and young people.



Phone: **1800 048 636**  
Web: <https://www.caahs.health.wa.gov.au/Our-services/Mental-Health/CAMHS-Crisis-Connect>



### Kids Helpline 1800 55 1800

Australia wide free 24/7, confidential and private counselling service specifically for children and young people aged 5 to 25 years.

Web: <https://kidshelpline.com.au/>



**eheadspace** provides online and telephone support and counselling to young people 12-25 years and their families and friends, at no cost. If you're based in Australia and going through a tough time, eheadspace can help.  
Phone: **1800 650 890**

Web: [www.headspace.org.au/online-and-phone-support](http://www.headspace.org.au/online-and-phone-support)

# ONLINE CHILD AND YOUTH MENTAL HEALTH RESOURCES, INFORMATION AND APPS

## ReachOut **REACHOUT**

Provides free online information, tools and tips to help young people get through everyday issues or tough times. ReachOut also provides practical information for parents and schools, making it easier to help young people.

Web: <https://au.reachout.com>



## RightByYou



Today's young people are on the frontline of seeing their friends show varying signs of suicidal thoughts. Our focus is on supporting and guiding young people on how to help their friends. We offer practical resources and key information about what to do when a friend may be expressing thoughts of suicide when they are online.

Web: [www.rightbyyou.org.au](http://www.rightbyyou.org.au)



## #chatsafe



**ORYGEN #chatsafe** is a suicide prevention program that aims to empower and equip young people with the skills to communicate safely online about self-harm and suicide. Guides and other resources available to download can be found at:

Web: [www.orygen.org.au/chatsafe](http://www.orygen.org.au/chatsafe)



**MOST** is a free app and online service for young people aged 12–25, offering tailored support for a range of mental health needs. Young people aged 15–25 can sign up independently. Those aged 12–14 require parent or carer consent and a **referral from a clinician**. **MOST** can be used alongside mental health care, including between appointments or while on a waitlist, and offers interactive tools and resources personalised to individual needs.

## MOST

Web: <https://www.most.org.au/>



## MindShift CBT

**(Youth friendly)** is an app for support to manage anxiety using evidence-based strategies. The Mindshift app provides access to educational resources to improve understanding of anxiety, guided exercises for anxiety management and relaxation techniques.

Web: <https://mindshiftcbt.com/>



## THIS WAY UP ↑↑

**This Way Up ↑↑** provides online learning for young people to support worry and rumination, teen worry, sadness and student wellbeing. The program provides practical skills to manage symptoms, break negative cycles, and help young people feel better. Signing up to this program is free when referred by a clinician.

Web: <https://thiswayup.org.au/>



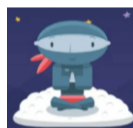
**ClearlyMe**® Help for you to think and feel better when you are going through a tough time, be the best version of yourself and get the most out of school and life.

Web: [www.blackdoginstitute.org.au/clearlyme/](http://www.blackdoginstitute.org.au/clearlyme/)



**Sleep Ninja** is a free, evidence-based sleep app for adolescents with strategies to develop healthy sleep habits and improve sleep quality.

Web: [www.blackdoginstitute.org.au/sleep-ninja/](http://www.blackdoginstitute.org.au/sleep-ninja/)



**YourCrew** is a reflective, interactive and fun way to prevent small issues from becoming big ones. YourCrew connects people seeking help to those they know and trust.

Web: <https://resources.yourcrew.org.au/how-we-keep-young-people-safe/app-landing-page>



## Smiling Mind

There are three types of content in the Smiling Mind App, designed to help you to Learn, Meditate and Practice key mental fitness skills. Everything is mapped to skillsets to support you to: Live Mindfully, Embrace Flexible Thinking, Grow Connections, Act Purposefully and Recharge Your Body.

Web: [www.smilingmind.com.au/](http://www.smilingmind.com.au/)



**Black Dog Institute** hosts a range of researched credible digital tools and apps to support mental health and wellbeing. Check out the Youth Mental Fitness Club

Web: [www.blackdoginstitute.org.au/education-services/mental-fitness/](http://www.blackdoginstitute.org.au/education-services/mental-fitness/)



BETTER MENTAL HEALTHY



# PHONE AND ONLINE YOUTH LGBTIQ+SB MENTAL HEALTH SERVICES AND INFORMATION

**QLife** provides anonymous and free LGBTIQ+ peer support and referral for people in Australia wanting to talk about sexuality, gender, bodies, feelings or relationships.

Phone: **1800 184 527** (5:30pm-10:30pm)  
Webchat: <https://qlife.org.au/resources/chat>  
Web: <https://qlife.org.au/>  
Facebook: [www.facebook.com/qlifeaus](http://www.facebook.com/qlifeaus)



**Freedom** is a free non-judgemental counselling service to address a range of life challenges and mental health issues. Open to LGBTIQ+ young people aged 12-25 across Regional WA.

Phone: General Enquiries **(08) 9482 0000**  
Email: [freedomcounselling@waac.com.au](mailto:freedomcounselling@waac.com.au)  
Web: [www.freedom.org.au](http://www.freedom.org.au)



**InterLink** provides mental health and wellbeing services to people with innate variations of sex characteristics and their family members located anywhere in Australia.

Phone: **(07) 3017 1724**  
Web: [www.ilink.net.au](http://www.ilink.net.au)



# GREAT SOUTHERN PERINATAL MENTAL HEALTH SERVICE PROVIDERS AND HELPLINES

## Bouncing Back

### Bouncing Back

Bouncing Back is an 8-week group program for mothers with babies under 18 months. It's aimed at supporting mental health and coping in the postnatal period and is a free, informal, supportive program run by specialist mental health professionals and child health nurses, with a free creche available. If you are interested, you can self-refer by contacting the Bouncing Back Co-ordinator on:

Phone: **0428 223 535**

Or you can speak to your GP or Child Health Nurse for referral.

## Amity Health

Amity Health provides a mental health counsellor with a specific interest and experience in perinatal mental health, who is available in Albany, Denmark and Mount Barker. This perinatal mental health counselling is offered to eligible adults, at no cost and appointments can be in person, over the phone or by video link. Give us a call to chat about your referral options visit our website or use the QR code.



Phone: **(08) 9842 2797**

Email: [query@amityhealth.com.au](mailto:query@amityhealth.com.au)

Web: [www.amityhealth.com.au](http://www.amityhealth.com.au)

## The Nest



**The Nest** is a free facilitated support group for mums. The 8-week program runs 9.30am-11.30am on Fridays each term. Topics covered include self-care, attachment, reflective parenting, budgeting, cooking and crafts. Free creche provided.

Phone: **(08) 9841 8254**

Email: [thenest@rcnc.org.au](mailto:thenest@rcnc.org.au)

Web: [www.rcnc.org.au/programs](http://www.rcnc.org.au/programs)

## ForWhen

### ForWhen

**ForWhen** provides mental health support for expecting and new parents. We connect parents that are struggling to navigate the complex waters of pregnancy and new parenthood to the critical mental health services you might need most.



Phone: **1300 24 23 22**

Web: <https://forwhenhelpline.org.au>

Facebook:

[www.facebook.com/ForWhenHelpline](http://www.facebook.com/ForWhenHelpline)

## PANDA



### Panda Helpline

Perinatal Anxiety and Depression Australia (PANDA) has a free, confidential helpline for mums, dads and family members who are affected by perinatal depression and anxiety. Panda offers a digital mental health checklist to help you better understand how you're feeling, and whether you might benefit from some extra support with your mental wellbeing. Find it here: <https://www.panda.org.au/checklists>

Phone: **1300 726 309;**

Monday - Friday 9am - 7:30pm

Saturday 9am - 4pm (AEST/AEDT)

Web: [www.panda.org.au](http://www.panda.org.au)



## Gidget Foundation



**Gidget Foundation Australia** provide information and resources to support emotional wellbeing of expectant and new parents. Access is available to telehealth for families experiencing perinatal depression and anxiety and requires a GP referral with a mental health care plan.



Phone: **1300 851 758**

Web: [www.gidgetfoundation.org.au](http://www.gidgetfoundation.org.au)

## Ngala Parenting Line

### Ngala Parenting Line

At Ngala we have a range of parenting resources, community and residential services across Western Australia which support local communities. Services range from private consultations and access to the Parenting Line. Ngala's services have been developed to provide support for all parents and carers with children from conception to adulthood.

7 days a week 8am - 8pm

Phone: Regional callers and landline users

**1800 111 546**

Phone: Metro callers and mobile users

**08 9368 9368**

## Pregnancy, Birth and Baby



### Pregnancy, Birth and Baby

Supporting parents on the journey from pregnancy to preschool. Speak to a maternal child health nurse for personal advice and guidance. Discover more about pregnancy, birth, being a parent and raising a child.

Web:

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

[thbaby.org.au/](https://www.pregnancybirthandbaby.org.au/)



## Mum Space



### Mum Space

Mum Space offers Mum2BMoodBooster and MumMoodBooster, free online programs to support women recovering from perinatal depression, which can be used independently or alongside health professional care. Mum Space also provides a range of additional resources, programs, and tip sheets.

Web: [www.mumspace.com.au](http://www.mumspace.com.au)

Facebook:

[www.facebook.com/MumSpace.com.au/](http://www.facebook.com/MumSpace.com.au/)



## Volunteer Family Connect

### Uplyft - Volunteer Family Connect

A universal, free service for parents and carers with babies or young children (0-5 years). Volunteer Family Connect (VFC) is a community-based early intervention program providing one-on-one emotional and practical support to parents and carers in their home.

**The VFC is not a therapy or crisis support service.**



Phone: **(08) 9843 0077**

Email: [vfc@uplyft.org.au](mailto:vfc@uplyft.org.au)

Web: <https://www.uplyft.org.au/programs/volunteer-family-connect>

## ONLINE EDUCATION AND INFORMATION



### Centre of Perinatal Excellence COPE

Everything you need to know from planning, expecting, preparing for birth, new parents and support for family and community to navigate helping others.

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



### Triple P online for Baby

Positively nurture your baby's development and a close relationship right from the start.

Web: <https://www.tripleparenting.net.au/au/parenting-courses/triple-p-online-for-baby/>

# LOCAL AND ONLINE ABORIGINAL WELLBEING SUPPORT SERVICES AND RESOURCES

## Southern Aboriginal Corporation (SAC)

**SAC** is a leading Aboriginal Community Controlled Organisation in Western Australia, with services spanning the Great Southern, Wheatbelt and South West regions.

Our offices are located in Albany, Katanning, Bunbury and Narrogin, from which services are delivered to 17 regional and remote locations. SAC supports the unique and evolving needs of our local communities by promoting Noongar social and cultural values and implementing a culturally informed, trauma integrated healing approach.

### Our suite of services includes our:

- Family Violence Prevention Legal Service (FVPLS)
- Health Promotion Program
- Suicide Prevention Promotion program
- Family Dispute Resolution program (FDR)
- Youth Support Program
- Indigenous Skills and Employment program (ISEP)
- Housing program
- Tenancy program
- Aboriginal Rangers program
- Driving and Education program



Phone: (08) 9842 7777  
 Phone (FVPLS): (08) 9842 7751  
 Free Phone (FVPLS): 1800 557 187  
 Email: [reception@sacorp.com.au](mailto:reception@sacorp.com.au)  
 Web: [www.sacorp.com.au](http://www.sacorp.com.au)  
 Address: 27 Chester Pass Road, Albany WA 6330

## WACHS Great Southern Aboriginal Health Service

### Great Southern Aboriginal Health

provides a culturally sensitive service delivered by Senior Mental Health Professionals and Aboriginal Mental Health Workers.

Our social and emotional wellbeing team focus is on advocacy and support for Aboriginal individuals and families through a person-centred and trauma-informed approach.

We also offer accessible options for mental health care planning through our bulk-billed GP clinics and home visits.



Phone: (08) 9892 7222  
 Fax for referrals:  
 (08) 9892 7200

## Amity Health

Are you an Aboriginal woman in Gnowangerup, Mount Barker or Tambellup? Need support in staying strong in mind, body and spirit?

Give Anita a call for a yarn. Find out how Amity Health could support the social health and wellbeing of you and your family. For further information please call to speak to Anita or visit our website.

Address: 136 Lockyer Avenue, Albany  
 Phone: (08) 9842 2797  
 Email: [query@amityhealth.com.au](mailto:query@amityhealth.com.au)  
 Web: <https://www.amityhealth.com.au/>



## Yorgum Healing Services



### Great Southern Region

Yorgum provides a wide range of culturally secure community-based healing services that utilise a trauma informed approach to positively impact social and emotional wellbeing.

Web: <https://yorgum.org.au/>

### Intensive Family Support

Culturally safe, trauma-informed support for families with active Intensive Family Support or Reunification cases with the Department of Communities Child Protection.

Phone: 0429 338 444

### WA Stolen Generations Redress Scheme

Assistance in completing WA Stolen Generation Redress application for Aboriginal people removed from their families prior to 1 July 1972.

Phone: 0447 833 589

## 13 YARN

**13YARN** is run by Aboriginal and Torres Strait Islander people. It is a free and confidential service available 24/7 from any mobile or pay phone. Aboriginal & Torres Strait Islander Crisis Supporters to yarn to. This is your story; your journey and we will take the time to listen. No shame, no judgement, safe place to yarn. We're here for you.

13Yarn also has a range of resources and fact sheets to provide information and assistance during challenging times.

Phone: 13 92 76  
 Web: [www.13yarn.org.au](http://www.13yarn.org.au)



## BROTHER to BROTHER



FIRST PEOPLES MEN'S FAMILY VIOLENCE REFERRAL LINE

**1800 435 799**  
 24 HOURS A DAY 7 DAYS A WEEK

The **Brother to Brother** crisis line provides phone support for Aboriginal men who need someone to talk to about relationship issues, family violence, parenting, drug and alcohol issues or who are struggling to cope for other reasons.

The line is staffed by Aboriginal men, including Elders, who have a lived experience in the issues that the line offers support for.

Phone: 1800 435 799  
 Web: <https://dardimunwurro.com.au/brother-to-brother-crisis-line/>

## THIRRILI Indigenous Suicide Postvention Service



Indigenous Suicide Postvention Service  
 The Indigenous Suicide Postvention Services supports individuals, families, and communities affected by suicide or other significant trauma.

A Postvention Advocate can be contacted 24/7 by calling **1800 805 801**  
 Web: <https://thirrili.com.au/>



**WellMob** provides social, emotional and cultural wellbeing online resources for Aboriginal and Torres Strait Islander People.



Web: [www.wellmob.org.au](http://www.wellmob.org.au)



## STRONG SPIRIT STRONG MIND

**Strong Spirit Strong Mind** provide culturally secure, social and emotional wellbeing information for Aboriginal people and training for service providers.



Web: [www.strongspiritstrongmind.com.au](http://www.strongspiritstrongmind.com.au)

## AFTER SUICIDE SUPPORT SERVICES



### STANDBY

We support anyone who has been bereaved or impacted by suicide including: Individuals, families, friends, witnesses, schools, workplaces, community groups, first responders and service providers.



GREAT SOUTHERN REGION 24/7 SUPPORT NEEDS

Phone: **1300 727 247**

Email: [standby.greatsouthern@anglicarewa.org.au](mailto:standby.greatsouthern@anglicarewa.org.au)

Web: [www.standbysupport.com.au](http://www.standbysupport.com.au)

### THIRILLI

#### Indigenous Suicide Postvention Service

Indigenous Suicide Postvention Service  
The Indigenous Suicide Postvention Services supports individuals, families, and communities affected by suicide or other significant trauma.



THIRILLI

Thirilli provide emotional and practical support to families impacted by a loss from suicide or other fatal traumatic incidents.



A Postvention Advocate can be contacted

24/7 by calling **1800 805 801**

Web: <https://thirilli.com.au/>

## LOSS OF A CHILD OR BABY SUPPORT SERVICES

### Gidget Foundation Australia



Providing information and resources to support parents who are grieving the loss of a baby.

Phone: **1300 851 758**

Web:

<https://www.gidgetfoundation.org.au/resources/grief-and-loss>



### Stillbirth CENTRE OF RESEARCH EXCELLENCE



Online self-directed programs, information and resources.

Web:

<https://carearoundloss.stillbirthcre.org.au/>



### Red Nose

Red Nose Grief and Loss - Over 40 years of experience supporting grieving individuals and families, we understand what you're going through and we're here to help.



Phone: **1300 308 307** - 24/7 support

Web: <https://rednosegriefandloss.org.au/>



### The Compassionate Friends

The Mandurah Chapter of The Compassionate Friends provides a range of support services to bereaved parents, siblings and grandparents throughout WA. We are a non-profit, non-government funded charity that provide peer support to families who have lost a child, by any cause, regardless of that child's age.



The Compassionate Friends Australia  
Supporting Parents, Siblings and Grandparents after a Child Dies

Phone: **(08) 9535 7761**

After Hours Phone: **0427 777 810**

Email: [tcfmandurah@bigpond.com](mailto:tcfmandurah@bigpond.com)

Web: <https://tcfa.org.au/>

**24 Hour National Helpline**  
**1300 064 068**



## DOMESTIC VIOLENCE AND SEXUAL ABUSE SUPPORT

### kareba house

#### kareba house



A trauma-informed and culturally responsive women's refuge providing crisis accommodation, safety planning, and holistic support for women and children experiencing or at risk of family and domestic violence.

**Katanning:**

Phone: **0488 140 228**

Email: [refugeka@karebahouse.org.au](mailto:refugeka@karebahouse.org.au)

Website: [www.palmerston.org.au](http://www.palmerston.org.au)



### Anglicare

#### Anglicare Albany Women's Centre

Albany Women's Centre offers women with or without children affected by family and domestic violence a safe refuge and support services.



Phone: **(08) 9845 6000**

Email: [awc@anglicarewa.org.au](mailto:awc@anglicarewa.org.au)

Web: [www.anglicarewa.org.au/get-help/family-and-domestic-violence/albany-women's-centre](http://www.anglicarewa.org.au/get-help/family-and-domestic-violence/albany-women's-centre)

#### Women's Domestic Violence Helpline

Phone: **1800 007 339**

Web: <https://csws.org.au/contact-us/>

#### Men's Domestic Violence Helpline

Phone: **1800 000 599**

Web: <https://www.wa.gov.au/service/community-services/community-support/mens-domestic-violence-helpline>

#### Centre for Women's Safety and Wellbeing



Visit the webpage to find information and resources for family domestic violence, sexual violence, women's health and gender equality.

Web: <https://csws.org.au/>

#### Blue Knot Helpline and Redress Support Service



Supporting adult survivors of childhood trauma and abuse, parents, partners, family and friends as well as the professionals who work with them. Blue Knot have a series of resources available to meet the needs of the different groups affected by complex trauma including childhood trauma and abuse.

Phone: **1300 657 380**

Email: [helpline@blueknot.org.au](mailto:helpline@blueknot.org.au)

Web: <https://blueknot.org.au/>

#### Sexual Assault Referral Centre

Phone: **1800 199 888**

Phone: **(08) 6458 1828**

Web:

<https://www.kemh.health.wa.gov.au/Other-Services/SARC>

#### 1800respect

24-hour support for people impacted by sexual assault, domestic/family violence and abuse.

Phone **1800 737 732**

Web: [www.1800respect.org.au](http://www.1800respect.org.au)

#### Elder abuse phonenumber

Phone: **1800 353 374**

Web:

<https://www.health.gov.au/contact/elder-abuse-phone-line>

#### Advocare WA Elder abuse

Phone: **1300 724 679**

Web:

<https://advocare.org.au/elder-abuse/addressing-elder-abuse/>

#### Mensline Australia

Phone **1300 78 99 78**

Web:

<https://mensline.org.au/family-violence/>

# FINANCIAL COUNSELLING SERVICES

## National Debt Helpline 1800 007 007



Financial counsellors offer you free, confidential and independent advice and assistance.

To speak to a financial counsellor, you can:

- **Call the National Debt Helpline** on 1800 007 007 – open weekdays from 9:30 am to 4:30 pm.
- **Use the live chat service** available 9:00 am to 8.00 pm weekdays. If you send a message outside these hours a financial counsellor will get back to you.

Phone: **1800 007 007**  
Web: [www.ndh.org.au/](http://www.ndh.org.au/)



## Rural West

Rural West provides a free, independent and confidential financial counselling service in WA. The service supports primary producers and related businesses as they navigate difficult and turbulent financial times.



Phone: **1800 612 004**  
Email: [enquiries@ruralwest.com.au](mailto:enquiries@ruralwest.com.au)  
Web: [www.ruralwest.com.au](http://www.ruralwest.com.au)

## Anglicare

**Anglicare National Debt Helpline**  
**Albany Service: Financial Counsellor**



Address: 44 Collie Street, Albany, 6330, WA  
Phone: **(08) 9845 6666**  
Email: [albany.reception1@anglicarewa.org.au](mailto:albany.reception1@anglicarewa.org.au)



## Mob Strong Debt Help

Mob Strong Debt Help is a free nationwide legal and financial counselling service for Aboriginal and Torres Strait Islander people.

- Mob Strong is a First Nations led service of Financial Rights Legal Centre.
- A non-government, non-profit organisation.
- Provide information, advice and assistance to individuals with money problems.

The service specialises in consumer finance (such as credit cards, pay day loans and car loans), banking, debt recovery and insurance (including car, home, life and funeral insurance).



Phone: **1800 808 488**  
Mon-Fri from 9:30am to 4:30pm AEST  
Web: <https://financialrights.org.au/getting-help/mob-strong-debt-help/>

## ALCOHOL AND OTHER DRUGS SUPPORT LINES

### Alcohol and Drug Support Line

The Alcohol and Drug Support Line is a 24/7 confidential, non-judgemental telephone counselling, information and referral service for anyone in Western Australia seeking help for their own, or another person's, alcohol or drug use.

Metro callers: **(08) 9442 5000**  
Country callers: **1800 198 024**  
Email: [alcoholdrugsupport@mhc.wa.gov.au](mailto:alcoholdrugsupport@mhc.wa.gov.au)

### Parent and Family Drug Support Line

The Parent and Family Drug Support Line is a 24/7 confidential, non-judgemental telephone counselling, information and referral service for anyone concerned about a loved one's alcohol or drug use.

Metro callers: **(08) 9442 5050**  
Country callers: **1800 653 203**  
Email: [alcoholdrugsupport@mhc.wa.gov.au](mailto:alcoholdrugsupport@mhc.wa.gov.au)



### Here for You

A 24/7 confidential, non-judgemental telephone counselling, information and referral service for anyone in Western Australia seeking help for their own or someone else's mental health, alcohol and/or other drug related challenges.

Here For You also helps other service providers with system navigation and information to facilitate support for clients. If you are a health professional, please navigate to the health professionals page to access the call-back referral form.

Phone: **1800 437 348**  
Web: <https://admhss.mhc.wa.gov.au/get-help/here-for-you-support-line>



## WHERE TO FIND PRIVATE MENTAL HEALTH PROVIDERS



### Australian Psychological Society

Providing the public and professionals with an online search, telephone, and email referral service to help locate qualified APS psychologists in private practice in their area. To find a private psychology service visit:

[www.psychology.org.au/find-a-psychologist](http://www.psychology.org.au/find-a-psychologist)



### Australian Association of Social Workers (AASW)

Find a social worker in your area. Accredited Mental Health Social Workers (AMHSWs) are recognised providers with Medicare Australia and other programs, delivering clinical social work services in mental health settings and utilising a range of evidence-based strategies.

Web: <https://www.aasw.asn.au/find-a-social-worker/>



### My Community Directory

Find community services and events in the local community

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



## RESOURCES AND INFORMATION FOR CLINICAL PROFESSIONALS



### Clinician Assist

Providing a health portal for easy access to community based health care, services and information for practitioners, clinicians, and health professionals within Western Australia.

Web: <https://clinicianassistwa.org.au/login/>



**eMHprac** provides a range of resources including brochures, factsheets, videos, webinars, modules, and more, including our popular Guide to Digital Mental Health Resources. Explore our online library to learn about digital mental health resources and how to use them.

Web: <https://www.emhprac.org.au/>

### Australian Digital Mental Health A Directory for Health Practitioners



<https://www.emhprac.org.au/wp-content/uploads/2022/02/Australian-Digital-Mental-Health-A-Directory-for-Health-Practitioners.pdf>

# HELPING OTHERS, EDUCATION AND SELF HELP

## Depression Support Network



Peer support for people living with depression, Carers, families and those who have lost loved ones to suicide. Learn recovery techniques and safety planning. Join in group discussions, meals, nature walks, social activities, games, art, craft and more.

Address: 39 Mokare Rd, Spencer Park, Albany  
Phone: (08) 9842 1439 | Allayna: 0467 003 577  
Email: [manager@dsnalbany.com.au](mailto:manager@dsnalbany.com.au)  
Web: [www.dsnalbany.com.au](http://www.dsnalbany.com.au)

## HELPING OTHERS

The resources in this document are not just for those who *have* or are *developing* a mental health concern. They are also for the family, friends and community groups supporting someone who may have challenges.

There are lots of apps, online education opportunities and services available to increase mental health literacy.

Mental health and wellbeing is everyone's business.

If you are a concerned friend or loved one, many of the services contained in this directory will take your call ... to help you help others.



The **MHFA guidelines** are evidence-based frameworks for providing mental health first aid to someone that may be experiencing a mental health problem. The guidelines are applicable to a range of developing mental disorders and mental health crisis situations.

Web: <https://mhfainternational.org/guidelines/#mhfaesc>



## Phone App and resources A Friend in Need



Be the Difference. Help a Friend in Need. Life can be tough; let's be there for each other. Friends and family tend to be the first responders when life goes pear shaped. Download the phone app or checkout the web for printable resources.

[www.friendinneed.org.au](http://www.friendinneed.org.au)



Find health and wellbeing apps and programs for a range of health conditions at:



Web: <https://www.healthdirect.gov.au/health-and-wellbeing-apps>



## The Centre for Clinical Interventions (CCI)

has produced resources for consumers and healthcare professionals to assist in providing interventions for mental health problems such as depression, bipolar, social anxiety, panic, self-esteem, procrastination, perfectionism, and eating disorders. Looking after yourself or looking after others, you will find helpful information

Web: <https://www.cci.health.wa.gov.au/Resources/Overview>



## ecouch

ecouch™ is an online, self-directed training program which provides interactive self-help and evidence-based information to assist users to understand and manage symptoms associated with common mental health issues. e-couch offers five programs: Depression, Anxiety and Worry, Social Anxiety, Divorce & Separation and Loss & Bereavement. Each program includes a comprehensive information module, as well as self-help modules with interactive exercises and workbooks which teach evidence-based strategies

Web: [www.ecouch.com.au](http://www.ecouch.com.au)



## moodgym®

moodgym® is like an interactive self-help book which helps you to learn and practise skills which can help to prevent and manage symptoms of depression and anxiety.

Web: <https://www.moodgym.com.au/>



## THIS WAY UP ↑↑

Discover step-by-step strategies for managing stress, anxiety and low mood. A range of tailored online programs are designed to teach you proven psychological skills to transform your thoughts, feelings, and behaviours so you can make a positive change in your life.

On the website you will also find a range of resources and tips for living well.

Web: <https://thiswayup.org.au/>



## Your Health in Mind



This website provides expert information about mental illness, treatments, psychiatrists, other mental health professionals and how to get help.

Web: <https://www.yourhealthinmind.org/about-psychiatrists/mental-health-professionals>



## Triple P Fear-Less



Fear-Less is one of many free online parenting courses that you can access to support with helping your children to cope with challenges, break free from anxiety and become more emotionally resilient.

Web: <https://www.triplep-parenting.net.au/parenting-courses/fear-less-triple-p-online/>



