

INFORMATION AND RESOURCES

Due to the current COVID situation Palmerston has moved its groups online. To make sure that people accessing online groups can contact supports and assistance in addition to the help provided by Palmerston, we have created a short information package.

INFORMATION ABOUT COVID-19

COVID-19 is continuing to affect many people and it is natural to feel anxious, scared, or frustrated when we feel like we don't have control over a situation. However, there are things we can do to manage how we are feeling. If COVID-19 is causing you stress or anxiety or if you are beginning to feel overwhelmed, it is important to reach out for help. Below are some resources that can help.

- **COVID-19 Payment Information:**

<https://www.servicesaustralia.gov.au/state-or-territory-pandemic-payment-during-coronavirus-covid-19?context=60352>

<https://www.jobsandskills.wa.gov.au/jobs-and-skills-centre/covid-19-support-individuals-and-jobseekers>

- **Isolation and Mental Health Information:**

<https://www.thinkmentalhealthwa.com.au/mental-health-and-covid-19/>

<https://www.healthdirect.gov.au/covid-19-and-mental-health>

- **Pharmacy Delivery Service:**

<https://www.pharmacy777.com.au/our-services/prescription-services/express-delivery>

(Free same day delivery for orders placed before 12:30pm Monday-Friday)

<https://www.chemistwarehouse.com.au/AboutUs/prescription-home-delivery>

MENTAL HEALTH RESOURCES

It is very common for people who have problems with alcohol or other drugs to experience a mental health issue at the same time. Mostly these issues are around depression, anxiety and/or dealing with some kind of traumatic event(s).

This information sheet suggests other places where you may be able to access support and information for you, a family member.

- **Families 4 Families** – Contact 0413861049

A peer support program run by families affected by alcohol and other drugs and mental health issues as well as other unmet needs. (Winner family category of the 2014 and 2015 Western Australian AOD Excellence Awards; finalist 2014 Mental Health Commission Better Outcomes Awards.)

Mentalhealthmatters2@gmail.com

- **Beyond Blue** - Helpline 1300 22 4636 operating 24/7 an

Deals primarily with issues connected with depression and anxiety – web site has lots of information.

Web chat available from 3pm to 12am for support and advice.

<http://www.beyondblue.org.au/>

- **Carers Australia** – (02) 6122 9900 National Line

- **Carers WA** – 1300 227 377 Offering support and information to families and carers

- **headspace** 1800 650 890

National Youth Mental Health Foundation providing a range of services for people 12-25 years of age, their parents and families. Centre locations in: Osborne Park; Armadale; Midland; Fremantle; Joondalup; Mandurah and Rockingham. See website for other non-metro centres. <http://www.headspace.org.au/>

- **Mental Health in Multicultural Australia** (02) 6285 3100

Mental health information and advice for people from non-English speaking backgrounds.

Palmerston has access to interpreter services if it would help you to have sessions or information translated into another language. <http://embracementalhealth.org.au>

- **SANE** - Helpline 1800 187 263
National mental health organisation with information sheets about various mental health issues. Also has moderated online forums for families and people with mental health concerns.
<http://www.sane.org/>
- **The Black Dog Institute**
Information and help about mood disorders, including depression and bipolar disorder.
<http://www.blackdoginstitute.org.au/>
- **Freedom Centre**
Drop-in session and support services to help support young people, families and whole LGBTQ+ community to be healthy, happy and informed about diverse sexuality, gender and sex.
<https://www.freedom.org.au/>

WA MENTAL HEALTH ORGANISATIONS

- **Act Belong Commit** (08) 9266 1705
Health promotion campaign that encourages individuals to take action to protect and promote their own mental wellbeing.
<http://www.actbelongcommit.org.au/>
- **Helping Minds** 1800 811 747 (Regional) or (08) 9427 7100 (Metro)
Support group meetings for individuals, families and friends.
<http://helpingminds.org.au/>
- **Mental Health Commission of WA** (now incorporating the Drug and Alcohol Office) (08) 6553 0600
Level 1, 1 Nash Street, Perth, WA 6000
<https://www.mhc.wa.gov.au/>
- **Mental Illness Fellowship WA** (08) 9237 8900
Information and support services for people affected by mental health issues and their families.
<http://www.mifwa.org.au/>
- **Richmond Wellbeing** 1800 742 466 or (general) (08) 9350 8800 (Cannington Head Office)
Provides a range of services to people with mental health problems including community support workers and some accommodation programs.
<http://www.rfwa.org.au/>
- **RUAH** 13 78 24
A service with a mental health section that delivers services and support.
<http://www.ruah.com.au/services/mental-health/>
- **WAAMH** (08) 6246 3000
Peak body for not-for-profit community managed mental health agencies. Has a service directory.
<http://waamh.org.au/>

ONLINE CHAT BASED FREE COUNSELLING AND SUPPORT FORUMS

- **Beyond blue**
Operating between 3pm-2am AWST; Support for everyone with a focus on depression.
<https://online.beyondblue.org.au/WebModules/Chat/InitialInformation.aspx>
- **Counselling online**
Operating 24/7; web chat counselling and SMS.
<https://www.counsellingonline.org.au/how-we-can-help/chat-to-a-counsellor/>
- **headspace**
Chat based support regarding mental health issues for 12-25 year olds and their families.
<https://www.eheadspace.org.au/>
- **Q life 1800 184 527**
Online chat service operating between 3pm-midnight; Australia wide support online for people identifying as LGBTQ+, including peer-support as well as information about relevant resources or referrals. QLife is an anonymous and confidential service and as such cannot provide crisis support.
<https://qlife.org.au/>
- **Sane Forums**
Operating 24/7; offers a range of mediated online forums about a number of mental health issues.
<https://saneforums.org/>

GENERAL INFORMATION

- **Alcohol and Drug Support Line** - Confidential 24/7 helpline. (08) 9442 5000 or 1800 198 024 (Country Toll Free)
- **Parent and Family Drug Support Line** - Confidential 24/7 helpline. (08) 9442 5050 or 1800 653 203 (Country Toll Free)
- **Mental Health Emergency Response Line (MHERL)** 24/7 telephone line that will advise about mental health matters and where appropriate, link you with mental health services.
Metro callers 1300 555 788; Peel 1800 676 822
- **DAWN Drug and Alcohol Withdrawal Network** (08) 9388 5000 or email dawn@sjog.org.au
Free home-based withdrawal service that operates from a number of locations across the Perth metropolitan area.
DAWN is staffed by registered nurses who provide daily home visits; they work with GPs in the community to assist safe withdrawal from drugs and alcohol in a home environment. NO referral needed.
- **Drug and Alcohol Youth Service (DAYS)** 129 Hill Street East Perth (08) 9222 6300
Provides inpatient withdrawal and respite services, inpatient residential rehabilitation service and outpatient counselling and support, psychotherapy and medical assessment to young people aged between 12 and 18 years old (with some flexibility up to the age of 21 for people who are experiencing significantly problematic drug use). The service is staffed by doctors, nurses, clinical psychologists, drug and alcohol workers, as well as Aboriginal and youth mentors
- **Next Step Drug and Alcohol Service Inpatient Withdrawal Unit** 32 Moore Street, East Perth - 9219 1819
Provides medically supervised withdrawal from alcohol, opioids, amphetamines and other drugs.
The unit is staffed 24 hours a day, seven days a week by nurses and allied health workers. There are 17 beds available, including four beds which are part of the **Aboriginal Withdrawal Unit**. Outpatient services also available at East Perth office.
- **WA Network of Alcohol and Drug Agencies** (08) 6557 9400
www.wanada.org.au/

USEFUL NUMBERS

- **Butterfly Foundation Deals with eating disorders (Mon-Fri 8am to 12am AEST) - 1800 334 673**
- **Child Protection and Family Support Crisis Care Helpline - 1800 199 008 (Toll free)**
- **Derbal Yerrigan Aboriginal Health Services (08) 9421 3888 www.dyhs.org.au**
- **HealthDirect (general health information and advice, available 24/7) -1800 022 222**
- **Kids Helpline - 1800 551 800**
- **Lifeline - 13 11 14**
- **Men's Line Australia - 1300 789 978**
- **Mental Health Commission of WA (now incorporating the Drug and Alcohol Office) 08 6553 0600 www.mhc.wa.gov.au**
- **Meth Helpline - 1800 874 878**
- **Parent and Family Drug Support Line - (08) 9442 5050 or 1800 653 203 (Country Toll Free)**
- **Suicide Call Back Service - 1300 659 467 or online chat at <https://www.suicidecallbackservice.org.au/phone-and-online-counselling/> (both available 24/7)**
- **Smoking Quit Line - 13 78 48**
- **The Samaritans Crisis Line – 135 247 or 1800 198 313 (Country Toll Free)**
- **Women's Domestic Violence Helpline Australia - 1800 007 339**
- **Women's Health and Family Services (Northbridge & Joondalup) – (08) 6330 5400 www.whfs.org.au**
- **Wungening Aboriginal Corporation (formerly the Aboriginal Alcohol and Drug Services) (08) 9221 141**
- **1800RESPECT supporting people experiencing sexual, family or domestic violence – 1800 737 732 or online chat at <https://chat.1800respect.org.au/#/welcome> (both available 24/7)**
- **Mobile Foodbank: 1800 979 777 <https://www.foodbank.org.au/?state=wa>**