**Youth support contacts and services – Parent information**

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| **Mental Health Telephone & Online Support** | **Contact** | **Who can refer/Details** |
| **Emergencies – call 000 or go to local hospital ED (over 16yrs) or PCH (under 16yrs)** | **000** | Anyone |
| **CAMHS Crisis Connect– youth**  For assessment and advice when a young person is experiencing a mental health crisis. | **1800 048 636** | Parents and other adults ringing on behalf of students. Either young person or parent/adult can speak to the intake officer. |
| **Mental Health Emergency Response Line (MHERL)** | **1300 555 788** | 24-hour telephone service for people experiencing a mental health crisis. |
| **Child Protection and Family Support Crisis Care Service** (24/7) | **1800 199 008 or 9223 1111** | After-hours response to reported concerns for a child’s safety and wellbeing. Provide information and referrals for people experiencing crisis and can be contacted for advice around homelessness services or family and domestic violence support. |
| **e-headspace:** (12 – 25yrs, 24/7, 9am – 1am AEDST) | **1800 650 890**  [Online & phone support | headspace](https://headspace.org.au/online-and-phone-support/) | Anyone can refer in – if create an account then can speak to a clinicians online- confidential, free counselling. |
| **Q-Life** (3pm – midnight) | **1800 184 527** [QLife](https://qlife.org.au/) | QLife provides anonymous and free LGBTI peer support and referral for people in Australia wanting to talk about sexuality, identity, gender, bodies, feelings or relationships |
| **Kid’s Helpline** (5 – 25yrs, 24/7)  **Kid’s Helpline** (Parents) | **1800 55 1800** [www.kidshelpline.com.au](http://www.kidshelpline.com.au)  **1800 654 432** | Student can self-refer / use, any age  Parent line available |
| **Lifeline** 24 Hr Counselling & Crisis Support (free) | **131114**  [www.lifeline.org.au/crisischat](http://www.lifeline.org.au/crisischat) or texting 0477131114 (nightly service only)  Online chat (nightly) | Anyone with immediate need for support re suicidal ideation; Four categories – ‘feeling suicidal; having a difficult time; worried about someone, and information / support.’ Follow up needed |
| **Sane** -free support / talk for those with complex mental health issues & their carers. | **1800 187 263**  [www.sane.org/mental-health/counselling](http://www.sane.org/mental-health/counselling) | Peer group chat; Forums; Anyone can call, contact. |
| **Beyond Blue** (all ages, 24/7, phone or webchat) | **1300 22 4636**  [Talk or chat online to a counsellor - Beyond Blue](https://www.beyondblue.org.au/get-support/talk-to-a-counsellor?gclid=EAIaIQobChMIqI3Cpanp_QIVkR0rCh1gqQB0EAAYASAAEgLfNvD_BwE) | 24/7 crisis support. Anyone can call or chat online for free counselling. |
| |  | | --- | | **Mensline** Australia – 24 hr counselling service for men with relationship or family concerns | | [www.mensline.org.au](http://www.mensline.org.au)  **1300 78 99 78** | 24/7telephone and online counselling for men. |
| **Suicide Call Back Service** – nationwide 24 hr /7 day service for anyone affected by suicide | **1300 659467**  [www.suicidecallbackservice.org.au](http://www.suicidecallbackservice.org.au) | A free nationwide service providing 24/7 phone and online counselling to people affected by suicide. |
| **1800 RESPECT** | 1800 737 732  [Home | 1800RESPECT](https://www.1800respect.org.au/) | Domestic and family violence and sexual assault counselling and support |
| **Mental health agencies** | **Contact** | **Who can refer** |
| **Headspace** | **Headspace Midland -** 92748860  **Headspace Cannington -** 9358 9800  **Headspace Armadale** – 9393 0300  [www.headspace.org.au](http://www.headspace.org.au) | Need a GP referral with a Mental Health Plan. |
| **Youth Focus** | Burswood office – 6266 4333  [Youth Focus | Supporting young Western Australian people and their mental health](https://youthfocus.com.au/)  **Website has many useful APPS.** | Youth Focus counsellor operates from LSHS school site one day a week – Referral process via school staff  Free for 12-25-year olds. Online referral form. Anyone can refer. |
| **Helping Minds** | 9427 7100  [HelpingMinds is a Provider of Mental Health Support to Carers in WA](https://helpingminds.org.au/) | Counselling for people impacted by family or friends with mental health challenges or their own mental health challenges. Counselling, support groups, advocacy. Referral is online. Anyone refers |
| **Child and Adolescent Mental Health Services - CAMHS** | Midland - 9250 5777  Bentley – 9416 3900  [Child and Adolescent Health Service | CAHS - Mental Health (CAMHS)](https://cahs.health.wa.gov.au/Our-services/Mental-Health) | Acute service for moderate to severe mental health issues.  GP referral, school psych, school nurse. |
| **Centrecare- Cannington / Armadale Network** | **9223 1111**  22 Pattie Street, Cannington. | Counselling services children, youth & families.  They run a Care School – wait list.  Children and Family services with parents able to self-refer. Online referral form. Teachers can recommend to parents. No or low cost. |
| **Communicare – Cannington & Armadale –** | 28 Cecil Avenue, Cannington **9251 5777**  [www.communicare.org.au](http://www.communicare.org.au) | Counselling services children, youth & families.  They run a Care School – wait list.  Children and Family services with parents able to self-refer. Online referral form. Teachers can recommend to parents. No or low cost. |
| **The Psych Centre –** bulk bills or reduced fees with GP mental health plan | 41 Wheatley Street, Gosnells. **94594414** | GP referral, mental health plan. Parents to arrange. |
| **Parkerville Therapeutic Family Services** (located at George Jones Centre) | [www.parkerville.org.au](http://www.parkerville.org.au)  **92357000** | Free specialist counselling services for children in care or with abuse backgrounds.  Parents to organise or through school psychologist / nurse. |
| **Minnawarra Community House – Armadale** | 24 Numulgi St, Armadale **94971413**  [www.minnahouse.org.au](http://www.minnahouse.org.au) | Low fee counselling for children / youth and other programs. Parents can refer. 10-18 year olds and their families. Negotiable fees, Mental Health Plan – GP referral required. |
| **Mercycare Reconnect** | |  | | --- | | **1800 800 046**  [www.mercycare.com.au/community-services](http://www.mercycare.com.au/community-services) | |  | |  |  | | Anyone can refer. Free and confidential service for young people having issues at home, school or work. Also links into training and employment, income support if eligible and accommodation.  Office in Cannington at 6 Cecil Ave: Ph 62989800 for migrants, refugees, asylum seekers. |
| **RUAH services** | <https://www.ruah.org.au>  13 7824 | Mental health services available for ages 18 – 65. Free service. Wrap-around support for people experiencing homelessness, family and domestic violence, mental health challenges, and, as a result needing legal advice and support. |
| **MAITRI (Multicultural)** | [Mental Health Services – MSCWA](https://mscwa.com.au/our-programs/mental-health-services/)  To make an appointment, call 9328 2699 (9am – 4pm)  20 View St, North Perth.  Health care cards $10/session, or sliding scale/negotiable  Referral Form is online | Adults, children, adolescents - MAITRI seeks to meet the mental health needs of people from culturally and linguistically diverse background.  GP, self-referral, mental health practitioners, school psychologist and school nurse. |
| **SENSES** | 1300 111 881  11 Kitchener Avenue, Burswood  Office coming to Armadale in 2022. | For children with disability 7-18 year olds to support their development with range of services – OT, speech, psychology, physiotherapy, mobility. Support for Autism, other sensory impairments. Needs NDIS funding. |
| **Perth Aboriginal Services – Mental health services** | [Perth Aboriginal services – mental health services (healthywa.wa.gov.au)](https://www.healthywa.wa.gov.au/Articles/N_R/Perth-Aboriginal-services-mental-health-services) |  |
| **Sexual assault referral centre (SARC**) | 6458 1828  [King Edward Memorial Hospital - Sexual Assault Resource Centre (SARC) (health.wa.gov.au)](https://www.kemh.health.wa.gov.au/other-services/sarc) | Free service. Crisis services to people who have experienced a recent sexual assault (rape) in the last 2 weeks and counselling for sexual assault/abuse experienced recently or in the past. 13 years and above. |
| **Mental health self-help programs/resources** | **Contact** | **What does it target?** |
| **The BRAVE Program** | <https://brave4you.psy.uq.edu.au/> | Anxiety. Interactive, online, evidence based cognitive behavioural therapy – children, teenagers & their parents can complete with help from online therapist. Also self-guided adolescent program. |
| **Moodgym** | <https://moodgym.com.au> | Online self-help  Has an Indigenous Wellbeing Course for mild, moderate, severe symptoms of anxiety |
| **The Black Dog Institute- Bite Back**  **myCompass** – Internet and mobile phone self-help program by Black Dog Institute | <https://www.biteback.org.au/>  [www.mycompass.org.au](http://www.mycompass.org.au)  [www.blackdoginstitute.org.au](http://www.blackdoginstitute.org.au) | Bite-back - Six week mental fitness challenge.  Mycompass – A customisable self-help tool for mental health |
| **Smiling Mind** | <https://www.smilingmind.com.au> | Free 30 day program for mental fitness |
| **Centre for Clinical Interventions (CCI)** | [CCI - Self Help Resources for Mental Health Problems](https://www.cci.health.wa.gov.au/Resources/Looking-After-Yourself) | Self-help workbooks and resources for a variety of mental health challenges. |
| **Everymind** | [Families and caregiver programs | Everymind](https://everymind.org.au/programs/families-and-caregivers-programs) | Programs and resources for parents/carers of children with mental health challenges |
| **Beyond Blue** | [www.beyondblue.org.au](http://www.beyondblue.org.au) **1300 224636**  [www.youthbeyondblue.org.au](http://www.youthbeyondblue.org.au)  Aboriginal section: *Our work with Aboriginal and Torres Strait Islander Communities.* | checklist assess depression/anxiety & resources/information |
| **BeyondNow-Suicide safety planning app** – allows creation of online safety plan – can be emailed to professional / others | [www.beyondblue.org.au/get-support.beyondnow-suicide-safety-planning](http://www.beyondblue.org.au/get-support.beyondnow-suicide-safety-planning) | Online APP for 13 plus – can develop a Safety Plan working alongside an adult. This plan would need to be shared with student’s family, nurse and school psychologist in case follow up required. |
| **ReachOut** | [www.reachout.com.au](http://www.reachout.com.au) | Directed at young people including the law, relationships, drug use, mental health. Fact sheets, interactive games, forums…. |
| **Mindspot** – free telephone and online service. | [www.mindspot.org.au](http://www.mindspot.org.au) | Screening assessments, referrals, therapist guided courses. Has Indigenous Wellbeing Course – adults manage depression/anxiety |
| **E-Couch** – Information about emotional problems (depression, anxiety) causes, prevention, treatment. | [www.ecouch.edu.au](http://www.ecouch.edu.au) | Computerised therapy with strategies to improve these conditions, workbook to track progress and experiences. |
| **This Way Up** – run by Clincal Research Unit for Anxiety and Depression, Sydney. | [www.thiswayup.org.au](http://www.thiswayup.org.au) | Free information, online therapy and brief courses in cartoon form, to help with a range of mental health conditions. |
| **Alcohol and other drugs (use/abuse)** | **Contact** | **Details** |
| **Drug & Alcohol Youth Services (DAYS)** | **9222 6300**  Drug and Alcohol Youth Service (DAYS) ([www.mhc.wa.gov.au](http://www.mhc.wa.gov.au)) or Mission Australia (129 Hill Street, East Perth) 92226300 missionaustralia.com.au | Negotiate entry into this program with parents and also consultation with school psychologist and / or nurse.  Two-week withdrawal and respite service and a 3 month residential program (rent charges may apply). Outreach counselling, group programs, mentoring, support for families – therapy. |
| **Parent & family drug support line (24/7)** | **9442 5050**  [Parent and Family Drug Support Line (mhc.wa.gov.au)](https://www.mhc.wa.gov.au/about-us/our-services/alcohol-and-drug-support-service/parent-and-family-drug-support-line/) | Confidential, non-judgemental telephone counselling, information and referral service for anyone concerned about a loved one’s alcohol or drug use. Callers have the option to speak to an experienced parent volunteer. |
| **Next Step Drug and Alcohol Services** (Addiction treatment) | **9219 1919**  32 Moore St, Perth | Range of treatment services for people experiencing problems associated with their alcohol and other drug use, as well as support for families. |
| **Drug Aware** | **1800 198024** [www.drugaware.com.au](http://www.drugaware.com.au) | Educational strategies for youth. 24 hour AOD support line |
| **Parent support information and services** | **Contact** | **Who can refer/about** |
| **Triple P (Positive Parenting Program)** | <https://www.triplep-parenting.net.au> | Find free parenting courses and seminars in Perth/WA or sign up for Triple P online. |
| **Raising Children Network** | <https://raisingchildren.net.au/> | Parenting videos, articles and apps backed by Australian experts |
| **Reach Out** | <https://parents.au.reachout.com> | Self-help, community forums and one-on-one support |
| **Family Support Network** | Midland - **1300 038 380**  [Perth/Midland Family Support Network | Western Australian Family Support Networks (wafsn.org.au)](https://www.wafsn.org.au/locations/perth-midland-family-support-network/) | Local networks of high quality, integrated services that support families and young people at risk. |
| **Ngala Parenting line** | **9368 9368**  <http://www.ngala.com.au/service/ngala-parenting-line/> | A free support service for WA parents and caregivers of children from conception to 18 years |
| **Student Wellbeing Hub** | [Parenting Help | Strategies for supporting students (studentwellbeinghub.edu.au)](https://studentwellbeinghub.edu.au/parents/) | Information and advice about important topics like bullying, online safety and communicating with your child and the school**.** |
| **NDIS – Disability support** | **1800 800 110**  [National Disability Insurance Scheme (NDIS)](https://www.ndis.gov.au/) | Funding and support for eligible people with disabilities. |
| **Relationships Australia** | [**1300 364 277**](tel:1300364277)  [Services - Relationships WA](https://www.relationshipswa.org.au/services) | Wide range of programs and services to support healthy relationships |
| **Topics for further information** | **Resource** |  |
| **Ten top tips for parents of teenagers – Triple P** | <Top_Ten_Tips_for_Parents_of_Teenagers.pdf> |  |
| **Children starting secondary school** | [Preparing your child for secondary school factsheet.docx](Preparing%20your%20child%20for%20secondary%20school%20factsheet.docx) |  |
| **Attendance and School Refusal** | [Information for parents\_attendance at secondary school.docx](Information%20for%20parents_attendance%20at%20secondary%20school.docx)  <https://raisingchildren.net.au/school-age/school-learning/school-refusal/school-refusal>  [Information for parents\_school refusal, anxiety and attendance.docx](Information%20for%20parents_school%20refusal,%20anxiety%20and%20attendance.docx) |  |
| **Social Media Use** | <https://raisingchildren.net.au/teens/entertainment-technology/digital-life/social-media>  **National Online Safety** (available to all Lesmurdie SHS students, staff and parents)  [Channels – National Online Safety | The National College](https://nationalcollege.com/channels/national-online-safety?phases%5b0%5d=3) |  |
| **Headspace Fact Sheets:**   * Various mental health problems * Tips for good mental health * Gaming * Screen time * Alcohol and drug use in young people * Family conflict * Suicidal ideation and self-harm * Sleep * Eating well * Dealing with a break-up * Sexuality and sexual identity | [Resources for health professionals - In category Printable fact sheets for young people and families (headspace.org.au)](https://headspace.org.au/professionals-and-educators/health-professionals/resources/printable-fact-sheets-for-young-people-and-families/) |  |