



Support Services Summary Directory – Goldfields

July 2023

## This directory is limited to program, and services funded by Department of Social Services, National Indigenous Australians Agency and Department of Health and Aged Care.

For more information about enhanced Income Management and the SmartCard visit servicesaustralia.gov.au/smartcard or call the **SmartCard eIM hotline on 1800 252 604**.

# Support Services Summary Directory – Goldfields

This directory provides an overview of contacts for available support services.

Managing money

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| **Name** | **Contact details** |
| Ngaanyatjarra Council (Aboriginal Corporation) | Shop 4, Laverton Place,  Laverton  (08) 8950 1711 |
| Anglicare WA | 1300 114 446  Mon – Fri, 8:00am to 4:00pm |
| Financial Counselling Australia Ltd | (03) 8554 6979 |

Food and emergency relief

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| **Name** | **Contact details** |
| The Salvation Army (Western Australia) | 13 72 58 |
| Esperance Care Services Inc. | 2 Gilpin Street, Esperance (08) 9071 6310  Tues, Wed and Fri, 9:30am to 2:30pm  Thu, 9:30am to 4:00pm Sat, 9:00am to 2:30pm |
| St Vincent De Paul Society (WA) Incorporated | 1300 794 054 |
| Ngaanyatjarra Council (Aboriginal Corporation) | Shop 4, Laverton Place,  Laverton  (08) 8950 1711 |
| The Roman Catholic Bishop of Geraldton - Centacare Family Services | (08) 9921 2749 |
| Mission Australia | (08) 9225 0400 |
| SecondBite | 1800 263 283 |
| Oz Harvest Limited | 1800 108 006 |

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| **Name** | **Contact details** |
| Foodbank Australia Limited | 175 Forrest Street, Boulder Wed – Fri, 9:00am to 2:00pm (08) 9093 0284 |

Finding local services (inc. accessing services)

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| **Name** | **Contact details** |
| City of Kalgoorlie-Boulder | 577 Hannan Street,  Somerville  (08) 9021 9600 |
| Shire of Coolgardie (Kambalda Community Resource Centre) | Irish Mulga Drive, Kambalda West  (08) 9080 2111 |
| Shire of Laverton | 9 Macpherson Place,  Laverton  (08) 9031 1202 |
| Shire of Leonora | 16 Tower Street, Leonora (08) 9037 6044 |
| Bega Garnibirringu Health Services Incorporated | 16-18 MacDonald Street,  Kalgoorlie  (08) 9022 5500  Mon – Fri, 7:00am to 5:00pm |
| Waalitj Foundation (Laverton) | 4 Euro Street, Laverton (08) 9242 6725 |
| Country Western Australia Primary Health Network (PHN) | Unit 3, 74 Egan Street,  Kalgoorlie  (08) 6272 4900 |

Alcohol and other drug support and treatment services

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| **Name** | **Contact details** |
| Bega Garnibirringu Health Services Incorporated | 16-18 MacDonald Street, Kalgoorlie  Mon – Fri, 7:00am to 5:00pm (08) 9022 5500 |
| The Salvation Army (Western Australia) | 1800 198 024 |

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| **Name** | **Contact details** |
| Hope Community Services | 48 Brookman Street, Kalgoorlie  Mon, Wed and Fri, 9:00am to 5:00pm  (08) 9921 7409 |
| Country Western Australia Primary Health Network (PHN) | Unit 3, 74 Egan Street,  Kalgoorlie  (08) 6272 4900 |
| Western Australia Council on Addictions (Cyrenian House) | 318 Fitzgerald Street, Northbridge  Mon and Thurs, 9:00am to 8:00pm  Tues and Wed, 9:00am to 5:00pm  Fri, 9:00am to 4:30pm (08) 9328 9200 |

Gambling addiction support

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| **Name** | **Contact details** |
| Ngaanyatjarra Council (Aboriginal Corporation) | Shop 4, Laverton Place,  Laverton  (08) 8950 1711 |

Mental health/emotional support

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| **Name** | **Contact details** |
| Bega Garnibirringu Health Services Incorporated | 16-18 MacDonald Street, Kalgoorlie  Mon – Fri, 7:00am to 5:00pm (08) 9022 5500 |
| Headspace | Level 1, 48 Brookman Street,  Kalgoorlie  (08) 9021 5599  18 Andrew Street , Esperance (08) 9034 5160 |

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| **Name** | **Contact details** |
| Ngaanyatjarra Council (Aboriginal Corporation) | Shop 4, Laverton Place,  Laverton  (08) 8950 1711 |
| Anglicare WA | 1300 114 446  Mon – Fri, 8:00am to 4:00pm |
| Country Western Australia Primary Health Network (PHN) | Unit 3, 74 Egan Street,  Kalgoorlie  (08) 6272 4900 |

# Nationally Available Services

## This directory provides an overview of national support services available

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| **Organisation** | **Description** | **Contact details** |
| Alcohol and Drug Information Service (ADIS) NSW | For free and confidential 24/7 counselling helpline for people concerned around alcohol and/or drug misuse. | 1800 250 015 |
| Lifeline 13YARN | 13YARN (Thirteen YARN) is the first national crisis support line for First Nations people who are feeling overwhelmed or having difficulty coping. The service offers a confidential one-on- one opportunity with a Lifeline-trained First Nations Crisis Support Worker who can provide crisis support 24/7. 13YARN  empowers the community with the opportunity to talk without judgement and provide a culturally safe space to speak about their needs, worries or concerns. | 13YARN (13 92 76) |
| Australian National University (e- hub Assist) | Online self-help mental health programs. | [e-hub Assist - Home (ehubhealth.com)](https://assist.ehubhealth.com/) |

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| Black Dog Institute | Online self-help programs, psychoeducation and positive psychology. | [Black Dog Institute | Science.](https://www.blackdoginstitute.org.au/) [Compassion. Action.](https://www.blackdoginstitute.org.au/) |
| Blue Knot Foundation | Information and support line for anyone affected by complex trauma. | Blue Knot Helpline and Redress Support Service 1300 657 380  Mon – Sun, 9:00am to 5:00pm  National Counselling and Referral Service – Disability 1800 421 468 or 02 6146  1468  Mon – Fri, 9:00am to 6:00pm  Sat – Sun and public holidays, 9:00am to 5:00pm |
| Butterfly Foundation | Telephone, online counselling, referral and online support groups for eating disorders and body image issues. | 1800 334 673  Mon – Sun, 8:00am to midnight |
| Lifeline Australia | 24/7 crisis support and telephone counselling. | 13 11 14 |
| Alcoholics Anonymous | Alcoholics Anonymous is a fellowship of people who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism. | 1300 222 222 |

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| Beyond Blue | 24/7 online and email counselling and moderated forums. | 1300 224 636 |
| ReachOut | 24/7 online support for people aged 12 to 25. | [A Safe Place to Chat](https://au.reachout.com/) [Anonymously, Get Support &](https://au.reachout.com/) [Feel Better | ReachOut](https://au.reachout.com/) [Australia](https://au.reachout.com/)  (02) 8029 7777 |
| National Debt Helpline | Provides help to sort out your money (budget). | 1800 007 007  Mon – Fri, 9:30am to 4:30pm |
| Mob Strong Debt Helpline | Provides help to sort out your money (budget). | 1800 808 488  Mon – Fri, 9:30am to 4:30pm |
| Salvation Army | Provides help with food and bills. | 13 72 58 |
| St Vincent de Paul Society | Provides help with food and bills. | 13 18 12 |

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| 1800RESPECT | 24/7 Domestic or family violence counselling. | 1800 737 732 |
| Family Drug Support Australia | 24/7 Alcohol or other drug use counselling. | 1300 368 186 |
| National Gambling Helpline | 24/7 Support for anyone affected by gambling. | 1800 858 858 |
| Narcotics Anonymous | Narcotics Anonymous is a non-profit fellowship or society of men and women for whom drugs had become a major problem. | 1300 652 820 |
| Hearing Assessment Program – Early Ears | The program provides free, safe and simple hearing checks to children aged 0 - 6 years who do not yet attend full time school and on-going advice and support to parents and carers. | 134 432 |

Qlife Provides online chat or

phone counselling for lesbian, gay, bisexual, transgender and intersex (LGBTIQ+) people.

1800 184 527

Mon – Sun 3pm to midnight

Head to Health An online resource from the Australian Government, designed

to connect Australians to trusted mental health and wellbeing support services and information. Products and services available on Head to Health can be accessible via phone, online/digital formats, and/or face- to-face physical locations.

Home | Head to Health