



# Great Southern Mental Health Service Providers



## Relationships Australia Services at Albany branch:

- Counselling
  - Child and family therapy
  - Mediation and family dispute resolution
  - Redress support services (assists clients to access the National Redress Scheme)
  - Relationship courses and seminars
- Our services are offered in a confidential and safe environment - a referral is not required. Telephone, video and face to face appointments are available. Office hours are 9-5 M-F. To find out more or book an appointment, please call or email the details below.

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

## Anglicare WA



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: [www.anglicarewa.org.au/get-help/mental-health](http://www.anglicarewa.org.au/get-help/mental-health)



## Amity Health

Amity Health offers funded mental health counselling for eligible children, teens and adults. A GP or Health Professional referral is required. Amity Health is a registered NDIS provider.

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)

## Pivot



provides assistance to persons with mental health issues through its NDIS service and Community Hub. The level of assistance can vary from therapeutic support, referrals and practical assistance for persons in crisis

Address: 121 Aberdeen Street, Albany  
Phone: (08) 9842 9699  
Email: [admin@pivotssupport.com.au](mailto:admin@pivotssupport.com.au)  
Web: [www.pivotssupport.com.au](http://www.pivotssupport.com.au)



## Richmond Wellbeing

A community resource centre for people impacted by mental distress: individuals, their families, carers and key supports.

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



## Chorus

Enabling people to live the life they choose, in their home, in their own community. Services include aged care, disability services, mental health services and volunteering.

Address: 122 Grey Street, Albany  
Phone: 1800 264 268  
Email: [local.albany@chorus.org.au](mailto:local.albany@chorus.org.au)  
Web: [www.chorus.org.au](http://www.chorus.org.au)



## Depression Support Network

Provides one-to-one peer support to people living with depression, their carers and families. Teaching recovery and safety planning, recovery techniques and ideas, information sessions. Share meals, enjoy walking groups, social activities, art and craft groups and more.

Address: 39 Mokare Rd, Spencer Park, Albany  
Phone: (08) 9842 1439 | Jo: 0428 289 578  
Email: [manager@dsnalbany.com.au](mailto:manager@dsnalbany.com.au)  
Web: [www.dsnalbany.com.au](http://www.dsnalbany.com.au)



## Palmerston Albany

Supporting individuals, families and communities affected by drug and alcohol issues, with services including counselling, group support and residential rehabilitation.

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)



## Step up/Step Down Service

Short term residential support to prevent hospital admission, support early discharge and promote recovery in the community. Most services require no referral.

Address: 17 Diprose Crescent, Spencer Park, Albany  
Phone: (08) 6323 8900  
Email: [albany@neaminational.org.au](mailto:albany@neaminational.org.au)  
Web: [www.neaminational.org.au](http://www.neaminational.org.au)



GP or Health  
Professional  
referral

## Albany Halfway House

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). Albany Halfway House Association is a registered NDIS provider.

Phone: (08) 9842 2612  
Email: [admin@albanyhalfwayhouse.org.au](mailto:admin@albanyhalfwayhouse.org.au)  
Web: [www.albanyhalfwayhouse.org.au](http://www.albanyhalfwayhouse.org.au)



**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.

Phone Counselling Intake Line – [1300 175 594](tel:1300175594)  
Web: [www.ruralaid.org.au](http://www.ruralaid.org.au)

# Great Southern WA Country Health Service Mental Health Services

**WACHS Great Southern Mental Health Service (GSMHS)** is a specialist service providing acute in-patient and community care to mental health clients in the Great Southern.

GP or Health  
Professional referral  
for some services

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: <https://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

### After hours emergency service:

#### RuralLink

Phone: 1800 552 002

- Monday to Friday 4:30pm to 8:30am

- 24 hour service on Saturday, Sunday and Public holidays

# Mental Health Helplines and Online Services

Helplines or online chat services can provide you with immediate access to support and advice that is confidential, free and can be anonymous.

**In an emergency call 000 or visit your local emergency department.**

## Phone Support Services

### Lifeline - 131 114

24 hour crisis support and suicide prevention.

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

### Suicide Call-back Line - 1300 659 467

24 hour telephone and online counselling.

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

### Beyond Blue - 1300 224 636

Information and support for people living with depression and anxiety.

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

### Rural Link - 1800 552 002

After-hours extension of local mental health services: Monday to Friday 4.30pm - 8.30am and 24 hour service on Saturday, Sunday and public holidays.

Web: [www.mhc.wa.gov.au/getting-help/helplines/rurallink/](http://www.mhc.wa.gov.au/getting-help/helplines/rurallink/)

### Safe Zone - 1800 142 072

24/7 free counselling services for all Australian Defence Force personnel, veterans and their families.

Web: [www.openarms.gov.au/safe-zone](http://www.openarms.gov.au/safe-zone)

### Grief Line -1300 845 745 (6am to midnight AEST)

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

### Kids Helpline

Kids Helpline is Australia's only free (even from a mobile), confidential 24/7 online and phone counselling service for young people aged 5 to 25.

Phone: 1800 55 1800

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

## Web Based Online Screening and Counselling

### Call to Mind - Telepsychiatry

Rural and remote psychiatrists bulk billed 291 Assessments.

Phone: 0438 643 217

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

### Mental Health Online

Comprehensive free online help for mental distress

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

### Mindspot

MindSpot supports Australian adults experiencing stress, anxiety, depression, OCD, PTSD, and chronic pain.

Services are free, confidential, and online, and provide optional access to qualified therapists.

Phone: 1800 614 434

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

## REACHOUT REACHOUT

One-to-one peer support, moderated online communities, as well as tips, stories and resources, ReachOut offers a wide range of support options that allow young people to engage in the ways they want to, when they want to.

Web: [www.reachout.com](http://www.reachout.com)

## 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.

Telephone: 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)

## The Brave Program



The BRAVE program is an online self-help program that contains both resources and information for children, teenagers and their parents. It is designed specifically to help young people with anxiety overcome their worries and improve the quality of their lives.

Web: <https://brave4you.psy.uq.edu.au/child-program>

## Child and Adolescent Mental Health Service - Crisis Connect

CAMHS Crisis Connect provides phone and online videocall support for children and young people who are experiencing a mental health crisis, as well as support and advice to families and carers, and professionals in the community.

Phone: 1800 048 636 between 8am and 2.30am, 7 days a week.

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

## Qlife

QLife provides Australia-wide anonymous, LGBTI peer support and referral for people wanting to talk about a range of issues including sexuality, identity, gender, bodies, feelings or relationships. QLife services are free and include both telephone and webchat support, delivered by trained LGBTI community members across the country. Our services are for LGBTI individuals, their friends and families, and health professionals in Australia. 3PM to MIDNIGHT, EVERY DAY

Phone: 1800184527

Web: <https://qlife.org.au/> | Webchat <https://qlife.org.au/resources/chat>





# Great Southern Youth Mental Health Service Providers

## headspace Albany



headspace Albany supports young people aged 12 - 25 and their family and friends. All supports are free, and include mental health concerns, physical health and sexual health, substance use issues, and work and study support. headspace Albany delivers all services from the centre, and also offers telephone and online appointments. All services are no cost to young people.

### Opening hours:

Monday - 9am to 5pm

Tuesday and Wednesday - 9am to 8pm

Thursday and Friday - 9am to 5pm

Address: The Link Shopping Centre  
St Emilee Way, Albany

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)

Self-referral available. GP or Health Professional referral also welcome

## eheadspace

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



## Youth Focus Great Southern

Youth Focus is a youth mental-health service for 12 to 25 year olds, providing school-based counselling services at no cost. Schools currently serviced are: Albany Senior High School, North Albany Senior High School, Denmark Senior High School, and Mount Barker Community College. Youth Focus is the lead agency for headspace Albany; all referrals for Youth Focus Great Southern should be directed through headspace Albany (08) 98429871 or email

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

Address: The Link Shopping Centre  
St Emilee Way, Albany

Phone: (08) 9842 9871

Fax: (08) 9842 6201

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

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



## Albany Youth Support Association

Helping young people and their families with a range of programs including; Albany Youth Outreach, Denmark Youth Outreach, Tambellup Youth Outreach, Navig8, Act Belong Commit Youth Arts Studio, Reconnect, SHOT Supported Housing and Young House.

Address: 12 Young Street, Albany

Youth Centre: 4 Sanford Road, Albany

Phone: (08) 9842 2082

Email: [admin@aysa.org.au](mailto:admin@aysa.org.au)

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

## 4 Families



Relationships Australia's 4families program is a free early intervention service for families and carers with children 0-18. We focus on addressing issues that affect the mental and emotional wellbeing of children and young people providing counselling, information & referrals, psychosocial support, advocacy and casework. Opening hours are 9-5 Monday to Friday.

Address: 29 Albany Highway, Albany

Phone: (08) 6164 0350

Email: [albany@relationshipsaustralia.org.au](mailto:albany@relationshipsaustralia.org.au)

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

## Child and Adolescent Mental Health Service - Crisis Connect

CAMHS Crisis Connect provides phone and online videocall support for children and young people who are experiencing a mental health crisis, as well as support and advice to families and carers, and professionals in the community.

Phone: 1800 048 636 between 8am and 2.30am, 7 days a week.

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

Crisis-Connect

# Great Southern and online Perinatal Mental Health Service Providers



## Bouncing Back

Bouncing Back aims to reduce depression and anxiety during pregnancy and after birth. Women who are pregnant or have a child aged less than 18 months can join this informal and supportive group. The program runs for eight weekly sessions in Albany, with a free crèche available.

Ask your Child Health Nurse or GP to refer you, or self-refer by calling:

Phone: 0428 223 535

## The Nest



The Nest group meet for 2 hours once a week for 8 weeks, to provide parenting support and knowledge building. Topics covered: self care, mindfulness, protective behaviours, child health issues and relationships.

Phone: 9841 8254

Web: <https://www.rcnc.org.au/programs/2016/10/4/the-nest>

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

## Miscarriage, stillbirth, & newborn death support



Meeting bereaved parents wherever they are, physically, or emotionally, when their pregnancy has ended, or their baby has died – whether recently or many years ago. Support staff are in your local community, on the phone, or online.

Telephone: 1300 308 307 - 24/7 support

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

Facebook: <https://www.facebook.com/Sands.australia>

## 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.

Phone: 1300 726 309; 9am-7.30pm

(AEST/AEDT), weekdays

Email: [support@panda.org.au](mailto:support@panda.org.au)

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

## 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.

Telephone: 1800 882 436

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

Facebook:

[www.facebook.com/pregnancybirthandbaby/](https://www.facebook.com/pregnancybirthandbaby/)

## Aboriginal mental health support services and resources

### 13 Yarn

13YARN is run by Aboriginal and Torres Strait Islander people

Free and confidential service available 24/7 from any mobile or pay phone

Aboriginal & Torres Strait Islander Crisis Supporters to yarn to.

Call 13YARN (13 92 76)

[www.13yarn.org.au](http://www.13yarn.org.au)

[13YARN - Call 13 92 76 | 24 /7 Crisis support for Aboriginal and Torres Strait Islanders](#)

### Strong Spirit Strong Mind



Culturally secure information for Aboriginal people. Social and emotional wellbeing for Aboriginal and Torres Strait Islander peoples.

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

### WellMob



Social, emotional and cultural wellbeing online resources for Aboriginal and Torres Strait Islander People

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

## Great Southern after Suicide support services



### THIRILLI

THIRIRILI

Indigenous Suicide Postvention Services

Practical and emotional support for Aboriginal and Torres Strait Islander families and communities impacted by or affected following the event of a suicide or traumatic incident causing death.

Families needing support across Australia can contact us anytime on **1800 805 801**

Web [thirilli.com.au](http://thirilli.com.au)

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### StandBy

Who do we help?

We support anyone who has been bereaved or impacted by suicide including:

- individuals, families, friends, witnesses
- schools, workplaces and 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: [standbysupport.com.au](http://standbysupport.com.au)

## Great Southern: where to find private mental health professionals



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:  
[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.

Find a social worker in your area

[Find a Social Worker - AASW - Australian Association of Social Workers](#)

### My Community Directory



My Community Directory is the one place people go to find community services and events so they can understand what's happening in their local community.

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

## Resources and information for consumers and clinical professionals

### HealthPathways

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



### Consumers

Web: <https://wa.communityhealthpathways.org/>

### Clinicians

<https://www.wapha.org.au/health-professionals/healthpathways/>



### eMHprac



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/>

Tips and fact sheets: <https://www.emhprac.org.au/resources/fact-sheets/>

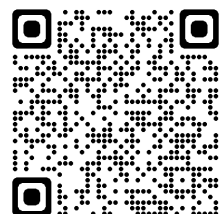


# Helping others and self help education

## Mental Health First Aid Guidelines

Guidelines for the public have been developed for English speaking countries with developed health systems about first aid applicable to a range of developing mental disorders and mental health crisis situations.

<https://mhfa.com.au/mental-health-first-aid-guidelines#mhfaesc>

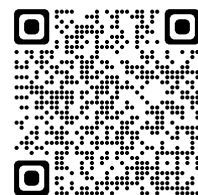


## Centre for Clinical Interventions (CCI)



The [Centre for Clinical Interventions](https://www.cci.health.wa.gov.au/) (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.

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



## PHONE APP

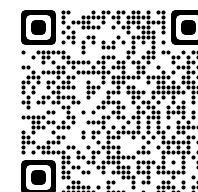
### A Friend in need



Be the Difference.  
Help a Friend in Need.

Download the App now to access information on up to 40 different life events, know how to find appropriate support services and professional helpers.

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



## PHONE APP

### iBobbly



A social and emotional wellbeing app for Aboriginal and Torres Strait Islanders

iBobbly is completely private and confidential and it's free! It helps by showing you ways to manage your thoughts and feelings, set goals and focus on what's important in your life.

Web: <https://www.blackdoginstitute.org.au/resources-support/digital-tools-apps/ibobbly/>

## Alcohol, drug, domestic violence and sexual abuse support

## Neurological Conditions Support

### Domestic Violence and Sexual Abuse Helplines

#### 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)

**Women's Domestic Violence Helpline:** 1800 007 339

**Men's Domestic Violence Helpline:** 1800 000 599

**Elder Abuse Helpline WA:** 1300 724 679

**Sexual Assault Referral Centre:** 1800 199 888

#### HealthDirect:

##### Domestic Violence information

Web: <https://www.healthdirect.gov.au/domestic-violence-and-abusive-relationships>

##### Sexual Assault

Web: <https://www.healthdirect.gov.au/sexual-assault-and-rape>

### Alcohol and Other Drugs

A 24/7 confidential, non-judgemental telephone counselling, information and referral service for anyone seeking help for their own or another person's alcohol or drug use.

**Alcohol and Drug Support Line:**  
1800 198 024 or 9442 5000

**Parent and Family Drug Support Line:**  
1800 653 203 or 9442 5050

### Neurological Council of WA



**Neurocare** community neurological nursing and health care navigation services for people of all ages living with a neurological condition or symptoms, including Parkinson's, Huntington's, motor neurone disease, brain injury, stroke, epilepsy, dementia, pain, migraine, chronic fatigue and other brain and nervous system disorders.

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

Phone: 9841 5233 | Free call: 1800 645 771

Email: [hello@ncwa.com.au](mailto:hello@ncwa.com.au)

Web: [ncwa.com.au](http://ncwa.com.au)

For further information about this publication please contact the Health Promotion team Albany

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

