Grandfamilies
A resource guide for Western Australian grandparents raising their grandchildren
This booklet provides information to help grandparents care for their grandchildren.
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Grandparents often find that their lives change significantly when they take on a parenting role for their grandchildren. There is a big difference between visiting your grandchildren, or having them stay for a few days, compared to raising them full-time.

In many cases, taking on the role of parenting your grandchildren occurs as a result of a crisis or unexpected and unplanned event.

This guide provides information to help grandparents in their parenting role.

Considerations for your grandparenting role:

- Providing for your grandchildren’s immediate needs, such as food, clothing and bedding
- Clarifying the legal position relating to parenting your grandchildren
- Assessing your capacity to take on this role and what supports you might need
- Making arrangements for your grandchildren to be enrolled in school locally or to continue at their existing school, pre-school or education and care centre
- Accessing financial assistance to help with the additional costs of raising your grandchildren
- Getting the advice and information you need to update your knowledge on child development and contemporary parenting issues, and
- Dealing with the special needs of your grandchildren.

For an online version of this guide, visit www.communities.wa.gov.au/about/projects-and-programs/grandfamiliesresourceguide
There are a number of services and programs operating in Western Australia to assist grandfamilies and provide them with opportunities to connect with others in a similar role.

**Wanslea**

**Grandcare Program**
Information and referrals to sources of practical assistance, informal counselling, links to other community resources and support networks.

**Telephone:** 1800 008 323  
**Email:** support@wanslea.asn.au  
**Visit:** www.wanslea.asn.au/children-and-family/grandcare/

**Grandcarers Support Scheme**
Provides an annual payment to eligible grandcarers in acknowledgement of the additional demands and financial pressures grandcarers may experience. $400 is paid for the first grandchild and $250 is paid for each additional grandchild.

**Telephone:** 1800 794 909  
**Email:** support@wanslea.asn.au  
**Visit:** www.wanslea.asn.au/children-and-family/grandcare/grandcarers-support-scheme

**Pro bono lawyers**
Wanslea volunteer lawyers provide pro bono legal advice appointments to grandcarers in the areas of family law, Family Violence Restraining Orders, child protection and wills.

**Telephone:** 1800 008 323 to make appointments.  
**Email:** support@wanslea.asn.au  
**Visit:** www.wanslea.asn.au
**Grandparent Advisers**

Information on Australian Government payments and services, including Centrelink and Medicare, and assistance with arranging appointments and referrals to other government and community service providers.

**Telephone:** 1800 245 965  
**TTY:** 1800 810 586  

**Aboriginal Family Support Service**

Information, advocacy and referrals, individual support and practical help, group activities, respite camps and peer support groups for Aboriginal grandparents and their families.

**Telephone:** (08) 6330 5400  
**Email:** info@whfs.org.au  
**Visit:** [www.whfs.org.au/services/aboriginal](http://www.whfs.org.au/services/aboriginal)

**Grandparents Rearing Grandchildren WA - Kingsley**

Offers support for grandparents to connect with others in similar roles.

**Telephone:** 0412 460 724  
**Email:** enquiries@grandparentsrearinggrandchildren.org.au  
**Visit:** [www.grandparentsrearinggrandchildren.org.au](http://www.grandparentsrearinggrandchildren.org.au)

**North Side Grandparents Support Group - Clarkson**

Offers support for grandparents to connect with others in similar roles.

**Telephone:** 0488 249 603  
**Email:** nsgsg@bigpond.com
Grandparents Raising Grandchildren Support Group - Kwinana
Facilitated by Relationships Australia WA.

**Telephone:** (08) 6164 0600 or 1300 364 277  
**Email:** 4families@relationshipswa.org.au  
**Visit:** www.relationshipswa.org.au/services/4families

Ngala Parenting Line
Offers phone advice and support to parents and carers of children up to 18 years old. Hours of operation are Monday to Sunday 8am to 8pm. A call-back service for out of hours queries is offered.

**Telephone:** (08) 9368 9368 or 1800 111 546 for non-metropolitan callers  
**Email:** ngala@ngala.com.au  
**Visit:** www.ngala.com.au

Families WA Facebook page
The Families WA Facebook page provides information, events, resources, research and participation opportunities for families in WA.

**Visit:** www.facebook.com/ParentingWA

Raising Children Network
This Australian parenting website publishes reliable, scientifically validated information and resources for grandcarers to help them with day-to-day decisions on raising children and looking after their own needs.

**Visit:** www.raisingchildren.net.au
Financial support and information

Your grandchildren's financial support is their parent’s responsibility unless otherwise legally agreed. However, the reality is that sometimes this responsibility falls to you and other family members. In this situation, you may be eligible for financial assistance and support to help.

The following list is a small sample of the services available.

**Emergency relief**

**Anglicare**
Provides emergency relief to support families in crisis including food vouchers, food relief and basic essentials.

**Telephone:** (08) 9263 2000  
**Visit:** www.anglicarewa.org.au

**St Vincent De Paul Society**
Provides a wide range of support including food vouchers, clothing, furniture and assistance with utility bills or back to school costs.

**Telephone:** 1300 794 054  
**Visit:** www.vinnies.org.au

**UnitingCare West**
Assistance is usually in the form of food cards or part payment of overdue utility bills.

**Telephone:** 1300 663 298  
**Email:** admin@unitingcarewest.org.au  
**Visit:** www.unitingcarewest.org.au
Australian Asian Association of WA

Supports individuals and families from culturally and linguistically diverse backgrounds in crisis.

**Telephone:** (08) 9328 6202 or (08) 9328 1160  
**Email:** ceo@aaawa.org.au  
**Visit:** www.aaawa.org.au

Second Harvest Australia

Supports a network of food centres which provide low cost groceries and household products.

**Telephone:** (08) 9414 7590 to find your closest centre  
**Email:** admin@secondharvest.com.au  
**Visit:** www.secondharvest.com.au

Support and payments

Family Assistance Office

Assesses eligibility for Australian Government payments relating to parenting. Grandparents may be eligible for Family Tax Benefit Part A and B, Child Care Benefit, Child Care Rebate and other payments.

**Telephone:** 13 61 50 or 1800 245 965  
**TTY:** 1800 810 586  
**Visit:** www.familyassist.gov.au
**Centrelink**

Assesses eligibility and provides Australian Government funded income support payments, rent assistance, crisis and hardship payments, and concession cards to people who are retired, unemployed, sick or living on low incomes.

**Telephone:** 13 23 00 for benefits payable to older people  
13 27 17 for benefits payable to carers of children with disabilities  
13 24 90 for benefits payable to young people  
1800 245 965 for the Grandparent Advisers

**TTY:** 1800 810 586  
**Visit:** www.humanservices.gov.au

**Foster Care subsidy payments**

Subsidy payments are paid to you when your grandchild is in the care of the Director General of the Department of Communities and you have been assessed and approved as a relative carer for your grandchild.

**Telephone:** (08) 9222 2555 or 1800 622 258  
**TTY:** (08) 9325 1232  
**Visit:** www.communities.wa.gov.au/services/child-protection-and-family-support

**The Smith Family Education Assistance**

Assists low income families to meet the cost of their children’s education and encourages disadvantaged children to stay at school and reach their full potential. Has offices in Collie, Gosnells, Kwinana, Maddington, Mirrabooka, Midland, Perth and the Pilbara.

**Telephone:** (08) 9265 5555 or 1300 326 459  
**Email:** tsfmktg@thesmithfamily.com.au  
**Visit:** www.thesmithfamily.com.au
Secondary Assistance Scheme

Provides an allowance to assist eligible families with secondary schooling costs at government schools. Information and application forms are available at all secondary schools.

**Telephone:** (08) 9264 4516  
**Email:** student.allowances@education.wa.edu.au  
**Visit:** www.education.wa.edu.au

In the case of financial hardship, District Education Offices can be contacted for information and/or help, either through the waiving of fees depending on individual circumstances, or by providing contact details of organisations that offer financial or practical help.
Housing and accommodation

Department of Communities

Housing
Provides a range of home ownership opportunities, assesses eligibility for public housing, bond loan assistance and provides information and referral to crisis accommodation and housing support services.

Telephone: (08) 9222 4666 or 1800 093 325 for non-metropolitan callers
TTY: (08) 9476 2444
Email: generalenquiries@housing.wa.gov.au
Visit: www.housing.wa.gov.au

Community Housing
Community housing is part of a broader affordable social housing system, which includes public housing stock. The Department works with various community housing organisations to house social housing applicants from a combined wait list.

Email: CommunityHousing@housing.wa.gov.au

Tenants’ Advice Service
A community legal centre that provides advice and information to tenants experiencing difficulties with residential tenancy matters.

Telephone: (08) 9221 0088 or 1800 621 888 for non-metropolitan callers
Visit: www.tenancywa.org.au
Seniors’ Housing Advisory Centre

A service delivered by the Department of Mines, Industry Regulation and Safety and COTA WA providing information and referral on housing related matters for seniors, including renting, tenancy and retirement villages.

**Telephone:** 1300 367 057 (Department of Mines, Industry Regulation and Safety) or 1300 734 838 (COTA WA)

**Email:** seniors.housing@commerce.wa.gov.au or housing@cotawa.org.au

**Visit:** www.commerce.wa.gov.au/consumer-protection/seniors-housing-advisory-centre
Crisis assistance

**Crisis Care Helpline**

A telephone information and counselling service for people in crisis needing urgent help. It operates 24 hours a day, seven days a week.

**Telephone:** (08) 9223 1111 or 1800 199 008 for non-metropolitan callers

**Visit:** [www.cpfs.wa.gov.au/CrisisAndEmergency/Pages/CrisisCare.aspx](http://www.cpfs.wa.gov.au/CrisisAndEmergency/Pages/CrisisCare.aspx)

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**Samaritans Crisis Line**

Provides phone support to people who are experiencing feelings of distress and despair, including those who may be at risk of suicide.

**Telephone:** 135 247 or 1800 198 313 for non-metropolitan callers

**Youth Line:** 1800 198 313

**Email:** support@samaritanscrisisline.org.au

**Visit:** [www.samaritanscrisisline.org.au](http://www.samaritanscrisisline.org.au)

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**Lifeline**

Delivers services that aim to prevent suicide, support people in crisis and create opportunities for emotional wellbeing through counselling, crisis interventions, group programs, self-care resources, personal support, training and education.

**Telephone:** 13 11 14

**Visit:** [www.lifeline.org.au](http://www.lifeline.org.au)
Department of Communities - Child Protection and Family Support (CPFS)

The Department’s CPFS team is responsible for providing for the protection and care of children throughout Western Australia. CPFS also provides assistance with crisis accommodation, family and domestic violence, family support services, women’s refuge information and youth support.

**Telephone:** (08) 9222 2555 or 1800 622 258 for non-metropolitan callers

**TTY:** (08) 9325 1232

**Visit:** www.cpfs.wa.gov.au

If a situation arises where you are concerned for the wellbeing of your grandchildren, contact the Crisis Care Helpline or the Police to seek assistance.

Police

**Telephone:** 13 14 44 for your nearest police station

**Emergencies:** 000 or 112 from mobile phones
Grandchildren may come into the primary care of their grandparents in two ways; informally through a private arrangement made by the family or through a formal arrangement with the Department of Communities and/or the court system.

It is important to understand your legal status as a grandparent, as this can affect the types of assistance you may be able to access and your authority to make important decisions on your grandchild’s behalf.

As with all legal matters, you should seek independent, professional legal advice specific to your individual circumstances. You should also keep notes of any discussions, events or information that you may need to refer to as part of any future legal proceedings.

**Legal Aid Western Australia**

Provides free telephone advice, information and assistance and has publications and self-help kits that can be ordered or accessed online.

**Telephone:** (08) 9261 6222 or 1300 650 579 for non-metropolitan callers

**Visit:** www.legalaid.wa.gov.au

**Community Legal Centres Association WA**

The peak agency for community legal centres in Western Australia. These centres provide free or low cost legal services to people who are ineligible for legal aid and are unable to afford the services of a private lawyer. Some centres are set up to meet the needs of specific groups. Check eligibility requirements when contacting a centre.

**Telephone:** (08) 9221 9322

**Visit:** www.communitylaw.net
Citizens Advice Bureau of WA

Provides legal advice and mediation, and can prepare documents such as wills, Powers of Attorney and some Family Court documents.

Telephone: (08) 9221 5711
Visit: www.cabwa.com.au

Law Access Pro Bono Referral Scheme

Coordinates provision of pro bono (free or reduced cost) legal assistance by the Western Australian legal profession where there is limited or no assistance available from Legal Aid or any other agency.

Telephone: 9324 8600
Email: info@lawsocietywa.asn.au
Visit: www.lawaccess.net.au

Aboriginal Family Law Service

Provides legal and community education services for Aboriginal people, including children, who have experienced family and domestic violence or sexual assault.

Telephone: 1800 469 246
Visit: www.afls.org.au

Welfare Rights and Advocacy Service

Provides free, independent information, advice, advocacy and assistance relating to Centrelink, tenancy and social security prosecution issues depending on location.

Telephone: (08) 9328 1751
TTY: (08) 9328 6069
Email: welfare@wraswa.org.au
Visit: www.wraswa.org.au
In Western Australia children can start their education in Kindergarten. Compulsory schooling starts the following year, in Pre-Primary. It is compulsory for all children aged five to 16 years to attend formal schooling. Sixteen and 17 year olds must be either enrolled in school or with a training organisation; be employed; or be in a combination of school, training and/or employment.

**Department of Education (WA)**

The State Government agency responsible for education programs from Kindergarten to Year 12. Offers a range of services, including information on enrolments, schools and specialist programs.

**Telephone:**  (08) 9264 4111  
**Visit:**  www.education.wa.edu.au
Catholic Education Office of Western Australia

Provides information about Catholic schools in Western Australia, including the Tuition Fee Discount Scheme.

**Telephone:** (08) 6380 5200  
**Email:** communications@ceo.wa.edu.au  
**Visit:** www.ceo.wa.edu.au

Association of Independent Schools of WA

Provides information on independent schools, including those based on a religious belief or a teaching philosophy.

**Telephone:** (08) 9441 1600  
**Email:** reception@ais.wa.edu.au  
**Visit:** www.ais.wa.edu.au

Wirrpanda Foundation

Aims to improve life outcomes for Aboriginal children and at-risk youth to increase the retention of Aboriginal students in school and encourage further study or employment. It does this through promotion of strong role models and healthy life choices.

**Telephone:** (08) 9242 6700  
**Email:** admin@wf.org.au  
**Visit:** www.wf.org.au

EdConnect Australia

Participating schools assist students to improve their school work with the support of volunteers.

**Telephone:** (08) 9444 8646  
**Email:** edconnect@edconnect.org.au  
**Visit:** www.edconnectaustralia.org.au
Department of Training and Workforce Development

Provides information to young people who are finishing school and who need advice on training, work opportunities and options.

Telephone: (08) 6551 5000
Email: career.centre@dtwd.wa.gov.au
Visit: www.dtwd.wa.gov.au

Mychild

The Australian Government’s online child care portal provides information on types of child care, assistance with the costs and links to other resources about children’s health and wellbeing, parenting and family support. Information on local child care centres can be accessed from the site’s online database. Grandcarers may be eligible for the Child Care Benefit or Child Care Rebate through Centrelink.

Telephone: Grandparent Adviser 1800 245 965
TTY: 1800 810 586
Visit: www.mychild.gov.au

Playgroup WA

Provides information and support for playgroups involving groups of parents, grandparents or grandcarers with children aged from newborn up to school age. They meet regularly to play and learn, and encompass multicultural and Aboriginal programs.

Telephone: (08) 9228 8088 or
1800 171 882
Email: hotline@playgroupwa.com.au
Visit: www.playgroupwa.com.au
Counselling

**Relationships Australia (WA)**

Provides counselling, family dispute resolution services and a range of education, family and community support programs.

**Telephone:** 1300 364 277  
**Email:** info@wa.relationships.com.au  
**Visit:** www.wa.relationships.com.au

**Moorditj Yarning**

A program developed by Relationships Australia specifically for Aboriginal and Torres Strait Islander people. Services include counselling and yarning around a broad range of issues and other programs.

**Telephone:** 1300 364 277
Centrecare

Offers extensive outreach and specialised counselling services, both in the metropolitan and regional areas of Western Australia, including family dispute resolution services and culturally appropriate services for Aboriginal and Torres Strait Islander people.

Telephone: (08) 9325 6644
Email: enquiries@centrecare.com.au

Family Helpline

A confidential telephone counselling and information service for families with relationship difficulties. It operates 24 hours a day, seven days a week.

Telephone: (08) 9223 1100 or 1800 643 000 for non-metropolitan callers

Anglicare Young Hearts Program

A free confidential counselling service for children and young people who have experienced family violence, located in Joondalup, Mandurah and Rockingham.

Telephone: (08) 9400 7200 Joondalup  
(08) 9583 1400 Mandurah  
(08) 9528 0702 Rockingham

Family Relationships Online

An Australian Government telephone service and website providing the locations of Family Relationship Centres, information on family matters and government services that can assist with family relationship issues.

Telephone: 1800 050 321
Visit: www.familyrelationships.gov.au
Dental health

**School Dental Service**

The WA Department of Health provides general dental care for all school children enrolled in the School Dental Service, enabling those who are financially or geographically disadvantaged to access dental care. The service also provides emergency dental care for eligible people.

**Telephone:** (08) 9313 0555 or (08) 9325 3452 after hours emergency service  
**TTY:** (08) 9313 2085  
**Email:** enquiries@dental.health.wa.gov.au  
**Visit:** www.dental.wa.gov.au

**Child Dental Benefits Schedule**

Provides basic dental services to children aged between 2 and 17 years.

**Telephone:** 13 21 50  
**Email:** medicare@humanservices.gov.au  
**Visit:** www.humanservices.gov.au/individuals/services/medicare

**Immunisation**

Immunisation is an important public health measure for controlling communicable diseases. Child immunisations commence from eight weeks of age.

**Australian Immunisation Register**

Can provide a copy of your grandchild’s immunisation record.

**Telephone:** 1800 653 809  
**TTY:** 1300 555 727 or 13 36 77  
**Email:** acir@medicareaustralia.gov.au  
**Visit:** www.humanservices.gov.au/individuals/services/medicare
Central Immunisation Clinic

Provides advice on immunisation requirements and provides a free vaccination service for vaccines listed on the usual childhood schedule.

**Telephone:** (08) 9321 1312  
**TTY:** 133 677  
**Email:** centimm@health.wa.gov.au  
**Visit:** http://healthywa.wa.gov.au/Healthy-living/Immunisation

Mental health

**Psychological Counselling for Children**

These costs can be claimed through Medicare, however, you must have a referral from your doctor or allied health practitioner.

**Telephone:** 13 20 11  
**TTY:** 1800 552 152  
**Email:** medicare@humanservices.gov.au

**Mental Health Commission**

Provides contact details of local providers and a list of online resources relating to mental health.

**Telephone:** (08) 6553 0600  
**Email:** contactus@mentalhealth.wa.gov.au  
**Visit:** www.mentalhealth.wa.gov.au

**Mental Health Community Outreach Program**

Community based support service for women residing in the inner city or lower north metropolitan area who have a mental illness and are caring for children.

**Telephone:** (08) 6330 5400  
**Email:** outreach@whfs.org.au  
**Visit:** www.whfs.org.au/services/mothers-support-program
Mental Health Emergency Response Line

24 hour phone line for the psychiatric emergency assessment and advisory service, which assists mental health clients and their carers.

Telephone:  (08) 9224 8888 or
1300 555 788 for callers from the metropolitan region or
1800 552 002 for non-metropolitan callers or
1800 676 822 for callers from the Peel region

Maitri Mental Health Service

Established by the Multicultural Service Centre of WA and provides professional mental health services with culturally appropriate assessment, intervention and management including referrals.

Telephone:  (08) 9375 2224 Morley or
(08) 9328 2699 North Perth

Email:  maitri@mscwa.com.au

Sexual health

**Sexual Health Helpline**

Provides confidential information covering all aspects of sexual and reproductive health for both males and females.

**Telephone:**  (08) 9227 6178 or  
1800 198 205 for non-metropolitan callers  
**Email:**  sexhelp@srhwa.com.au  
**Visit:**  https://shq.org.au/services/sexual-health-helpline/

**Get The Facts**

A Department of Health website providing information for young people on sexual health, contraception, body image, tattoos and piercings.

**Visit:**  www.getthefacts.health.wa.gov.au
Special needs

Children with special needs include those with physical or mental disabilities, emotional or behavioural problems and those considered at-risk of developing learning difficulties. If you are concerned about your grandchild’s development or are raising a child who has a disability, the following services may be of assistance.

Department of Communities - Disability Services

The Department’s Disability Services team works in partnership with service providers and other government agencies to provide information, support and services to people with a disability, their families and carers.

Telephone: (08) 9426 9200 or 1800 998 214 for non-metropolitan callers
TTY: (08) 9426 9315
Email: dsc@dsc.wa.gov.au
Visit: www.disability.wa.gov.au

Independent Living Centre

Provides information and advice, carer support and respite, assessment, training, funding and hire services to support people to live independently.

Telephone: (08) 9381 0600 or 1300 885 886
Email: general@ilc.com.au
Visit: www.ilc.com.au
**Commonwealth Carer Respite and Carelink Centres**

Provide a link to carer support services, including respite options.

**Telephone:** 1800 052 222 or 1800 059 059 for emergency respite outside of business hours

**TTY:** 1800 555 677

**Carers WA**

Provides information and advice, the Carers Counselling line, the Linking Together service and Short Breaks respite funding.

**Telephone:** 1300 227 377 or 1800 007 332 (Carer Counselling Line 8am - 5pm Monday to Friday)

**Email:** info@carerswa.asn.au

**Visit:** www.carerswa.asn.au

**HelpingMinds (formerly Arafmi)**

Provides carer support groups for people who care for someone with a mental illness in Perth, Whitfords, Midland, Mandurah, Fremantle and Rockingham. Services include free professional family support counsellors for one-on-one counselling either by telephone or in person.

**Telephone:** (08) 9427 7100 or 1800 811 747 for non-metropolitan callers

**Email:** info@helpingminds.org.au

**Visit:** www.helpingminds.org.au

**Ethnic Disability Advocacy Centre**

Promotes and protects the rights of people with a disability who are from culturally and linguistically diverse backgrounds.

**Telephone:** (08) 9388 7455 or 1800 659 921

**Email:** admin@edac.org.au

**Visit:** www.edac.org.au
Support for grandchildren

**Kids Helpline**

A free 24 hour telephone and online counselling service for five to 25 year olds. When young people call Kids Helpline they can ask for the same counsellor each time.

**Telephone:** 1800 551 800  
**Email:** counsellor@kidshelp.com.au  
**Visit:** www.kidshelp.com.au

**Youthlink**

Provides free and confidential counselling to at-risk youth aged 13 to 24.

**Telephone:** 1800 803 356 or 1300 362 569 (triage officer)  
**Email:** generic.youthlink@health.wa.gov.au  
**Visit:** www.youthlink.perthwa.net

**Youth Focus**

Provides preventative, early intervention and support services for young people between 12 and 19 years of age who are at-risk of depression, suicide or self-harm. Services including counselling, peer support, therapeutic camps and mentoring.

**Telephone:** (08) 6266 4333  
**Email:** Youthfocus@youthfocus.com.au  
**Visit:** www.youthfocus.com.au
ReachOut
A web based service that provides information, support and referrals on mental health and wellbeing for young people.

Telephone: (02) 8029 7777
Visit: www.reachout.com

Youthbeyondblue
Supports young people aged between 12 and 25 years and provides information on depression for young people, their friends and family.

Telephone: 1300 224 636
Email: bb@beyondblue.org.au
Visit: www.youthbeyondblue.com

YMentoring
A community based not-for-profit mentoring program operated by YMCA Perth for youth in the metropolitan area.

Telephone: (08) 9227 0479
Email: ymentoring.perth@ymca.org.au

Edmund Rice Camps For Kids
Offers camps and other recreational and developmental activities for children aged between 7 and 16 years who are at-risk or experiencing some form of disadvantage.

Telephone: (08) 9365 2811 or 0414 441 844
Email: info@edmundricecamps.com.au
Visit: www.edmundricecampswa.com.au

PLING
An online directory of youth services provided in Western Australia. Pling is also available as a free app.

Visit: www.yacwa.org.au/pling/
Alcohol and drugs

Many agencies provide information and counselling for families affected by alcohol and drugs. Some of these are listed here.

**Parent and Family Drug Support Line**

Provides confidential information and counselling for drug-related problems.

**Telephone:** (08) 9442 5050 or 1800 653 203 for non-metropolitan callers

**Email:** alcoholdrugsupport@mhc.wa.gov.au


**Holyoake**

Provides individuals and families with a range of services that promote effective responses to problems associated with the use of alcohol and drugs.

**Telephone:** (08) 9416 4444

**Email:** reception@holyoake.org.au

**Visit:** www.holyoake.org.au
Alcohol and Drug Information Service

Provides 24-hour, free and confidential information and counselling to anyone concerned about alcohol and drug-related problems.

Telephone: (08) 9442 5000 or 1800 198 024 for non-metropolitan callers
Email: alcoholdrugsupport@mhc.wa.gov.au

The Salvation Army

Provides support to people and families affected by alcohol and drug use.

Telephone: 13 72 58
Website: www.salvos.org.au

Palmerston Association

Offers services in the Perth metropolitan area and the Great Southern region for families and individuals affected by alcohol and drug problems.

Telephone: (08) 9328 7355
Email: perth@palmerston.org.au
Visit: www.palmerston.org.au

Al-Anon and Alateen

Al-Anon helps families and friends of alcoholics recover from the effects of living with someone whose drinking is a problem. Alateen is a fellowship of young Al-Anon members (mostly teenagers).

Telephone: 1300 252 666 (1300 ALANON) or 9325 7528
Email: office.admin@alanonwa.org
Visit: www.al-anon.org.au/
www.al-anon.org.au/alateen
The table below shows how calls to 13/1300 and 18/1800 numbers are typically charged from different phone types.

<table>
<thead>
<tr>
<th>Phone type</th>
<th>Type of number called/charge</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>13/1300</td>
</tr>
<tr>
<td>Landline to:</td>
<td>Fixed-low charge</td>
</tr>
<tr>
<td>Mobile to:</td>
<td>Timed-rates vary</td>
</tr>
<tr>
<td>Payphones to:</td>
<td>Fixed-low charge</td>
</tr>
</tbody>
</table>
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The information contained in this publication is for information only and is not to be relied upon as legal advice. You are encouraged to consult a solicitor, or call Legal Aid Western Australia or a community legal centre, if you are unsure how laws might apply to your situation.

The Department of Communities has made every effort to ensure the information is accurate and current as at 30 April 2018 and does not accept responsibility for any errors or omissions.
Department of Communities
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