



Government of **Western Australia**  
North Metropolitan Health Service  
Women and Newborn Health Service

# Finding help before and after baby arrives

For new parents and their families



This resource provides a list of general and mental health resources for families during pregnancy and after the birth of a baby.

For free\* telephone support, contact the **Pregnancy Birth and Baby Helpline** on **1800 882 436**. This service is available 7 days a week, 7am to midnight (AEST). It provides high quality information and can redirect you to other services if appropriate.

\* Calls from landlines are free.

Mobile charges may apply.

**For all emergencies, please call 000.**

Phone numbers and websites contained in this resource were correct at the time of production (October 2019).

This resource has been consumer reviewed.

Good sources of information and help include:

- **Healthdirect Australia** – for 24 hour telephone health advice staffed by registered nurses, call 1800 022 222 *healthdirect.gov.au*
- **General practitioners** – find your local GP by calling Healthdirect Australia on *1800 022 222*. Also find after hours GP's and after hours Locum Services.

- **Child health nurses**

**Metropolitan area** – find your local child and community health centre via the central booking system on 1300 749 869.

**Rural areas** – go to [wacountry.health.wa.gov.au](http://wacountry.health.wa.gov.au) and find your community child health nurse by clicking on your region.

- **National Relay Service (NRS)** – provides assistance to deaf, hearing and speech impaired persons requiring assistance receiving and making calls 1800 555 677.

- **Interpreter Service** – 13 14 50

For information about **emotional wellbeing for parents**, go to:

[healthyfamilies.beyondblue.org.au](http://healthyfamilies.beyondblue.org.au)

For a list of **mental health services** in WA, go to: [mhc.wa.gov.au/getting-help](http://mhc.wa.gov.au/getting-help)



Image Credit: WA Health

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## Aboriginal resources

Aboriginal  
Legal Service 9265 6666  
1800 019 900  
(free call)

Babbingur Mia  
Health Service  
(Rockingham) 9550 0900

Byanda and Nunyara  
Women's Refuge 9328 7284

Derbarl Yerrigan  
Health Service 9421 3888

Kambarang Place 9328 7562

Meerilinga Parent  
Support Service 9489 4022 (Perth)  
1800 200 702  
(regional)

Ngala program Midland-  
Ngalang Moort Ngalang  
Kurlangah 9368 9368

Ruah Community Services 13 78 24

Wungening Aboriginal  
Corporation (Perth) 9221 1411

Yorgum Aboriginal  
Corporation (Perth) 9218 9477  
1800 469 371  
(free call)

Aboriginal Family Law  
Services 1800 469 246

## Accommodation

Crisis Care – refuge service (24hr)	1800 199 008 (free call)
Homeless Advisory Service	1800 065 892
Uniting Care West	1300 663 298

## Complaints

Consumer Protection Advice Line	1300 304 054
Health Consumer's Council	9221 3422, 1800 620 780 (free call)

## Alcohol and drugs

Alcoholics Anonymous (AA) (24 hr helpline)	9325 3566 1300 22 22 22
Alcohol and Drug Support Line (24 hr helpline)	9442 5000 1800 198 024 (rural free call)
Holyoake	9416 4444
Mental Health Commission	<a href="http://mhc.wa.gov.au">mhc.wa.gov.au</a>
Next Step	9219 1919
Parent and Family Drug Support Line (24 hr helpline)	9442 5050 1800 653 203 (rural free call)
Women's Health and Family Services	6330 5400 1800 998 399 (rural free call)

## Counselling services: metro

Anglicare 1300 11 44 46

Centrecare 9325 6644

The Compassionate Friends  
(bereavement and grieving) 1300 064 068  
(free call)

City of Cockburn Family Support 9411 3859 (Success)  
9411 3851 (Coolbellup)

Living Proud Inc (office hours) 9486 9855  
QLife (3pm – midnight, 7 days) 1800 184 527

Relationships Australia 1300 364 277

Women's Health and Wellbeing Service 9490 2258

Women's Health and Family Services 6330 5400,  
1800 998 399 (free call)

## Counselling services: country

Anglicare 1300 11 44 46

Centrecare 9325 6644

Desert Blue Connect (Geraldton) 9964 2742

Farmer Assistance Hotline 13 23 16

Goldfields Women's Healthcare Centre	9021 8266
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Hedland Well Women's Centre	9140 1124
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Relationships Australia	1300 364 277
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South West Counselling	9754 2052
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South West Women's Health and Information Centre	9791 3350 1800 673 350 (free call)
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## Crisis or emergency

Crisis Care (24hr)	9223 1111 1800 199 008 (free call)
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Kids Helpline (24hr)	1800 551 800 (free call)
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Lifeline (24hr)	13 11 14
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### Mental Health Emergency Response Line

Metro area	1300 555 788
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Peel area	1800 676 822
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Rurallink (rural & remote mental health telephone service)	1800 552 002 (after hours)
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The Samaritans Crisis Line	13 52 47
Rural free call and Youthline	1800 198 313
St Vincent De Paul Society	9475 5400
Emergency Relief Assistance	1300 794 054 (weekdays)

## Cultural resources

ASeTTS (Association for Services to Torture & Trauma Survivors)	9227 2700
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Australian Asian Association of WA	9328 6202
Ethnic Disability Advocacy Centre	9388 7455 1800 659 921 (free call)
Humanitarian Group	6148 3600
Ishar Multicultural Women's Health Centre	9345 5335
Multicultural Futures	
Fremantle	9336 8282
Kwinana	9494 3782
Mandurah	9336 8282
Mirrabooka	9207 1527
Cockburn	9494 3781

Multicultural Services Centre	9328 2699
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Multicultural Women's Advocacy Service Northbridge	9328 1200
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Muslim Women's Support Centre	9451 5696
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Transcultural Mental Health Centre (WA)	9224 1760
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## Disabilities

Department of Communities, Disability Services	9426 9200 or 1800 998 214 (free call)
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Emmanuel Centre	9328 8113 TTY 9328 9571 SMS 0401 016 399
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People with Disabilities WA	9420 7279
Rural free call	1800 193 331

People Who Care	9223 1183
Mandurah	9535 3433
Wangara	6305 0551

## Domestic violence

Women's Domestic Violence Helpline (24hr)

9223 1188 & 1800 007 339 (free call)

1800 Respect (24hr)

1800 737 732

Men's Domestic Violence  
Helpline (24hr)

9223 1199

1800 000 599  
(free call)

Domestic Violence Advocacy  
and Support Central

6330 5400

Domestic Violence Legal Unit  
(Legal Aid)

1300 650 579

Crisis Care (24hr)

9223 1111 & 1800 199 008 (free call)

Djinda Services – Aboriginal

6164 0650

## Emotional health websites

[beyondblue.org.au](https://beyondblue.org.au)

[actbelongcommit.org.au](https://actbelongcommit.org.au)

[cope.org.au](https://cope.org.au)

[jeanhailes.org.au](https://jeanhailes.org.au)

[mentalhealth.wa.gov.au](https://mentalhealth.wa.gov.au)

[panda.org.au](https://panda.org.au)

## Family services and resources

Australian Breastfeeding Association 1800 686 268 (free call)

Ngala Parenting Line 9368 9368,  
7 days a week 1800 111 546  
– 8am to 8pm (rural free call)

Perth and Districts Multiple Birth Association 6458 1536

Perinatal Anxiety and Depression Australia (PANDA) 1300 726 306  
Mon-Fri 9am-7.30pm (AEST)

Ruah Community Services 13 78 24

Child and Parent Centres  
[childandparentcentres.wa.edu.au](http://childandparentcentres.wa.edu.au)

Meerilinga Parenting Services 9489 4022 (central admin)

Playgroup WA 9228 8088  
1800 171 882 (free call)

Pregnancy Birth and Baby Helpline 1800 882 436

Red Nose 1300 308 307

Grief and Loss Line 24 hrs) [rednosegriefandloss.org.au](http://rednosegriefandloss.org.au)

St John of God Health Care Raphael Centre 1800 292 292 (free call)

Wanslea 9245 2441  
[wanslea.asn.au](http://wanslea.asn.au)

## Fathers' resources

Dads WA - Ngala 9368 9368  
dadswa@ngala.com.au

Rural free call 1800 111 546

The Fathering Project 1300 328 437  
thefatheringproject.org

Mensline Australia  
(24hr) 1300 789 978

sms4dads.com Info to your phone for  
dads-on-the go

How is Dad going? howisdadgoing.org.au

## Financial

Anglicare WA 1300 11 44 46

Uniting Care West CreditCare 9220 1255



## Legal services and resources

Citizens Advice Bureau	9221 5711
Community Legal Centres Association (WA) Inc	9221 9322 communitylaw.net
Legal Aid – Child Support Legal Unit	1300 650 579 legalaid.wa.gov.au
Mental Health Law Centre	9328 8012 1800 620 285 (free call)

## Parenting and infant websites

[breastfeeding.asn.au](http://breastfeeding.asn.au)

[healthywa.wa.gov.au/Healthy-living/Having-a-baby](http://healthywa.wa.gov.au/Healthy-living/Having-a-baby)

[emergingminds.com.au](http://emergingminds.com.au)

[ngala.com.au](http://ngala.com.au)

[raisingchildren.net.au](http://raisingchildren.net.au)

[whatwerewethinking.org.au](http://whatwerewethinking.org.au)

## Sexual assault or abuse

Acacia Support Service  
(South Hedland) 6164 0520

Allambee Counselling Inc.  
(Mandurah) 9535 8263

Crisis Care (24hr) 9223 1111  
1800 199 008  
(free call)

Desert Blue Connect  
(Geraldton) 9964 2742

Kimberley Sexual Abuse Prevention  
and Support Service

Broome 9194 2400

Kununurra 9166 5000

Sexual Assault  
Resource Centre  
Emergency (SARC)  
(24hr) 6458 1828  
1800 199 888  
(free call)

SARC Goldfields 9091 1922  
1800 688 922  
(free call)

Waratah Support  
Centre (Bunbury) 9791 2884,  
1800 737 732 (free call)

Women's Refuge  
(Geraldton) 9964 2173

## Useful phone numbers and websites

Ambulance, Fire, Police	000
Carers Australia	1300 227 377 carersaustralia.com.au
King Edward Memorial Hospital for Women	6458 2222
Poisons Information Centre (24hr)	13 11 26
Police (24hr non-emergency)	13 14 44
Perth Children's Hospital	6456 2222

Health Direct  
(24hr health advice) 1800 022 222

Royal Flying Doctor  
Service (24hr) 1800 625 800

Transperth Infoline 13 62 13

Women's Information  
Service WA 1800 199 174 (free call)

Women and Newborn  
Health Library 6458 1100

Mental Health  
Carers Australia  
mentalhealthcarers  
australia.org.au

Pregnancy Birth  
and Baby Helpline 1800 882 436



## Women's resources

Desert Blue Connect  
(Geraldton) 9964 2742

Fremantle Women's  
Health Centre 9431 0500

Goldfields Women's  
Health Care Centre 9021 8266

Hedland Well  
Women's Centre 9140 1124

Midland Women's  
Health Care Place 9250 2221

## Mother and Baby Unit

Fiona Stanley Hospital 6152 2222

King Edward  
Memorial Hospital 6458 1799

Nintirri Centre Inc.  
(Tom Price) 9188 0500

Obstetric Drug  
Information Service 6458 2723

Sexual Health Helpline 9227 6178

Rural free call 1800 198 205

Sexual Health Quarters  
(SHQ) 9227 6177

South Coastal Health and  
Community (Rockingham) 9550 0900

South West Women's Health and Information Centre	9791 3350, 1800 673 350 (free call)
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Women's Health and Family Services (Northbridge)	6330 5400 1800 998 399 (free call)
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Women's Health and Family Services (Joondalup)	9300 1566
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Women's Health and Wellbeing Service (Gosnells)	9490 2258
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Women's Information Service WA	1800 199 174 (free call)
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Headspace	headspace.org.au
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## Youth

Adolescent Clinic, KEMH (request adolescent clinic midwife)	6458 1379
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### Centrelink

Family Assistance (MyGov Helpdesk)	13 23 07
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Youth and Students (MyGov Helpdesk)	13 23 07
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Headspace	headspace.org.au
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Kids Helpline (24hr)	1800 551 800 (free call)
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Samaritans Youthline (24hr)	1800 198 313 (free call)
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Youth Focus

6266 4333

Youthlink

9227 4300  
1300 362 569  
(referrals &  
enquiries)

Youth Reach South  
(Success)

9499 4274



## Regional areas



Image Credit: WA Health

## South West

South West  
Women's Health and  
Information Centre  
(Bunbury) 1800 673 350

Child Health  
Nurse (South West  
appointments) 1800 457 949

South West  
Aboriginal Medical  
Service (SWAMS) 9726 6000  
1800 779 000 (freecall)

Radiance - [radiancesouthwest.com.au](http://radiancesouthwest.com.au)

## Goldfields/Esperance

Goldfields Women's Health  
Care Centre 9021 8266

Centrecare Kalgoorlie 9080 0333

Bega Garnbirringu  
Health Service 9022 5500

Community Health  
(Child Health) Laverton 9031 1311

Leonora 9080 4380

CentreCare General and  
Financial Counselling  
(Esperance) 9083 2600

Centrecare General &  
Financial Counselling  
(Laverton and Leonora) 9037 6561

Esperance Population Health  
(Child Health) 9071 0400

Escare (Esperance) 9071 3110

Esperance Health Campus  
Midwifery Unit 9079 8000

Esperance Health Campus  
Emergency Department 9079 8000

## Great Southern

Great Southern Aboriginal Health Service  
Albany: 08 9892 7222  
Katanning: 08 9821 6370

Community midwifery service 9821 6216

Albany Health Campus  
maternity ward 9892 2310

Child Health Services 9842 7563

Amity Health 9842 2797

Bouncing Back  
Program 0428 223 535

Child and Parent Centre  
(Mt Lockyer) 9843 0071

## Pilbara

### East Pilbara

Hedland Well Women's Centre	9140 1124
South Hedland Child and Parent Centre	9172 4956
Newman Neighbourhood Centre	9175 1516

### West Pilbara

Nintirri Centre (Tom Price)	9188 0500
Karingal Neighbourhood Centre	9189 5579
Karratha Community House	9185 6605
Gurlu Gurlu Maya Child and Parent Centre (Roebourne)	9182 1475

## Wheatbelt

Western Wheatbelt Primary Health Service  
Moora: 9651 0270

Eastern Wheatbelt Primary Health Service 9081 3222

Southern Wheatbelt Primary Health Service 9881 0385

Amity Health 9842 2792

Avon Primary Health Service 9690 1320

Midwifery Group Practice (Northam) 9690 1633

Wanslea Children and Parenting Support 9245 2441

Share and Care Community Services (Northam) 9622 2828

## Midwest

Community Health Centre  
Geraldton Hospital 9956 1985

Community Health Centre  
Carnarvon Hospital 9941 0500

Geraldton Hospital Maternity 9956 2222

Geraldton Regional Aboriginal  
Medical Service 9956 6555

Rangeway Child  
and Parent Centre 9921 6814

Desert Blue Connect 9964 2742

Department for Child  
Protection and Family Support 9965 9500

Midwest Family Support  
Network 9965 5460

## Kimberley

### Broome

Broome Hospital 9194 2222

Community and Child Health  
Centre 9194 2340

Broome Regional Aboriginal  
Medical Service 9192 1338

Boab Health Services 9192 7888

Anglicare WA  
(Family & relationship Centre) 9193 8100

### Derby

Derby Hospital 9193 3333

Derby Aboriginal Health Services 9158 4200

Community Health-midwife  
& Child Health Nurse 9191 1308

Anglicare WA  
(Family & relationship Centre) 9191 0100

## **Fitzroy Crossing**

Hospital	9166 1777
Nindilingarri Cultural Health Service	9193 0093
Community Health Midwife & Child Health Nurse	9166 1727

## **Halls Creek**

Halls Creek Hospital	9168 9222
Community Health Midwife & Child Health Nurse	9168 9203
Child and Parent Centre (Wunan)	9168 5122

## **Kununurra/Wyndham**

Kununurra Hospital	9166 4222
Community Health - Midwife & Child Health Nurse	9168 2280
Child and Parent Centre (Wunan)	9169 3184
Kununurra Neighbourhood House	9168 1615
Wyndham Hospital	9161 0222
Wyndham Community Health	9161 0262
Anglicare WA	9166 5000

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This document can be made available in alternative formats on request for a person with a disability.

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