



INFORMATION

Crisis Care Helplines

Telephone (08) 9223 1111 or 1800 199 008 (country free call)

Crisis Care can be accessed through the translating and interpreting service on 13 14 50.

Telephone Crisis Care when:

- You need someone to help sort out a serious problem.
- You are concerned about the wellbeing of a child.
- You are escaping domestic violence and need help.
- You are homeless.

Family and Domestic Violence Helplines:

As the COVID-19 situation continues to evolve, please be assured that family and domestic violence services are still operating. Some services may provide support in different ways as required under health directives.

Emergency responses and support is still available during this time.

Our focus is ensuring the health, safety and wellbeing of our clients. We have taken measures to slow the spread of COVID-19, which includes enhanced cleaning of our emergency accommodation facilities.

- **National Counselling and referral: 1800RESPECT (1800 737 732)**
- **Men's Domestic Violence Helpline: provides counselling and referrals for male perpetrators, as well as male victims of family and domestic violence. Telephone (08) 9223 1199 or free call 1800 000 599**
- **Women's Domestic Violence Helpline: provides support and counselling for women experiencing family and domestic violence (including for referral to a women's refuge). Telephone (08) 9223 1188 or free call 1800 007 339**
- **Sexual Assault Resource Centre: provides a range of free services to people affected by sexual violence. Telephone (08) 6458 1828 or free call 1800 199 888**
- **MensLine Australia: 24/7 support for men and boys dealing with family and relationship difficulties. Support for men who are concerned that their behaviour is hurting the people they care about. Telephone 1300 78 99 78**



Department of Communities

Child Protection and Family Support

Child Protection and Family Support protects and cares for Western Australian children and young people who are in need, and supports families and individuals who are at risk or in crisis.

We work proactively with families to build safety around children, and prevent the need for children to enter the out-of-home-care system. We also support children and young people who are in out-of-home care to thrive by working with community sector organisations and foster carers to provide them with a safe, stable environment.

We provide and fund a range of child safety and family support services throughout the state including mandatory reporting investigations and training, Working with Children Checks, fostering and adoption services, counselling and outreach programs, crisis accommodation, homelessness services, and emergency services support.

If you are concerned about a child's wellbeing, please contact the Central Intake Team on 1800 273 889 or email cpduty@cpfs.wa.gov.au.

You can lodge a written mandatory report of child sexual abuse here using the Department's secure [Mandatory Reporting Web System \(MRWS\)](#)

Housing

The situation regarding coronavirus (COVID-19) continues to progress in Western Australia. We recognise that the COVID-19 pandemic has placed a lot of people under personal and financial stress. In order to assist, a number of changes are being made to rental tenancies. The important things to remember are:

- you must continue to pay your rent if you can afford to
- if you are struggling to make rent payments at the moment due to loss of employment or reduced working hours, make contact with your local Department of Communities housing office as soon as you can
- some evictions have been put on hold, but you are still expected to pay your rent, look after your dwelling and be a good neighbour. Evictions for serious breaches of tenancy agreements can still happen.

To help ensure your safety and the safety of our staff, housing inspections have been put on hold. Please continue to report maintenance issues to Housing Direct on 1300 137 677

Further information

To find out more about communities, please visit our website or contact Ken Parker, Administration Manager.

- **Web:** www.communities.wa.gov.au
- **Email:** ken.parker@communities.wa.gov.au
- **Phone:** 9690 1900 or 1800 176 888 (Freecall)



Department of Communities

Wheatbelt Contact Numbers

Housing

Northam Regional Office

Street Address:	5 Elizabeth Place, Northam, WA 6401
Telephone No:	(08) 9690 1900
Fax No:	(08) 9622 3643
Phone Contact Hours:	8:00am - 5:00pm Monday - Friday Closed Public Holidays
Counter Hours:	9:00am - 4:30pm Monday - Friday Closed Public Holidays
Email Address:	northam@housing.wa.gov.au

Merredin Office

Street Address:	27 Mitchell Street, Merredin, WA 6415
Telephone No:	(08) 9081 3800
Fax No:	(08) 9041 2055
Phone Contact Hours:	9:00am - 4:00pm Monday - Friday Closed Public Holidays
Counter Hours:	9:00am - 4:00pm Monday - Friday Closed Public Holidays
Email Address:	merredin@housing.wa.gov.au

Narrogin Office

Street Address:	11-13 Park Street, Narrogin, WA 6312
Telephone No:	(08) 9881 9400
Fax No:	(08) 9881 2802
Phone Contact Hours:	8:00am - 4:30pm Monday - Friday Closed Public Holidays
Counter Hours:	9:00am - 4:00pm Monday - Friday Closed Public Holidays
TTY No:	N/A
Email Address:	narrogin@housing.wa.gov.au

Child Protection and Family Support



Department of Communities

Northam Regional Office

Street Address:	Cnr Fitzgerald and Gairdner Streets, Northam, WA 6401
Telephone No:	(08) 9621 0400
Fax No:	(08) 9622 3779

Merredin Office

Street Address:	113 Great Eastern Highway, Merredin WA 6415
Telephone No:	(08) 9041 6900
Fax No:	(08) 9622 3643

Moora

Street Address:	49 Dandaragan Street, Moora WA 6510
Telephone No:	(08) 9653 0100
Fax No:	(08) 9651 1666

Narrogin

Street Address:	Government Buildings, Park Street, Narrogin WA 6312
Telephone No:	(08) 9881 0123
Fax No:	(08) 9881 2040

Information from COVID-19 from www.wa.gov.au :

- If you suspect you may have COVID-19 coronavirus symptoms or may have had close contact with a person who has COVID-19 coronavirus, you should contact the National Coronavirus Helpline on [1800 020 080](tel:1800020080).
- For up-to-date COVID-19 coronavirus health and information and advice visit the Department of Health's [Healthy WA](http://HealthyWA) website or call 13 COVID ([13 26843](tel:1326843))

Western Australia Government Pandemic Plan

https://www.wa.gov.au/sites/default/files/2020-03/WAGPP_2.pdf