



# Wheatbelt Support Services

## Disaster Response Hotline

If you have been affected by a large-scale emergency or disaster, welfare support assistance may be available via the Department of Communities. For information please visit [Disaster and emergency support services \(www.wa.gov.au\)](http://www.wa.gov.au) or contact the **Disaster Response Hotline on 1800 032 965 (24 hours)** for assistance.

## Support partners

Some of Communities' partners include:

- Adventist Development and Relief Agency (ADRA)
- Australian Red Cross
- Country Women's Association
- Foodbank
- Rapid Relief Team (RRT)
- Salvation Army
- Services Australia
- Volunteering WA
- WA Local Government Association

## Utilities & service providers

- **Synergy:** ..... 13 13 53
- **Western Power:** .....13 13 51
- **Telstra:** .....1800 888 888
- **Water Corporation:** ..... 13 13 75
- **Main Roads** ..... 13 81 38
- **SES** ..... 13 25 00
- **Insurance Council:** .... 1800 734 621
- **Fire or threat to life/safety** ..... 000
- **WA Police Force** ..... 131 444
- **Crisis Care** ..... 1800 199 008

## Financial assistance

For the latest available financial assistance information please visit [www.dfes.wa.gov.au/emergencywa/recovery](http://www.dfes.wa.gov.au/emergencywa/recovery)

## Human Services Crisis Payments:

In most cases you must contact us within 7 days of your extreme circumstance occurring. However, if your extreme circumstance is due to coronavirus (COVID-19) you must contact us within 14 days.

To qualify for a Crisis Payment a social security pension or benefit must be payable to the person and on the day of claim the person must be in severe financial hardship.

To apply, please visit

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/crisis-payment>,  
**call 13 10 21.**

## Rural West

Providing a free, confidential, mobile, independent financial counselling service to regional small business and all primary production enterprises in WA. Free call **1800 612 004** [www.ruralwest.com.au](http://www.ruralwest.com.au)

## Rural Link

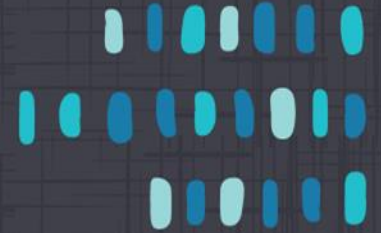
An after hours service for people in rural communities of Western Australia 1800 552 002 [www.mhc.wa.gov.au/getting-help/helplines/rurallink](http://www.mhc.wa.gov.au/getting-help/helplines/rurallink)

## Rural Aid

Providing farmers and communities with critical support before, during and after a disaster - 1300 327 624 - [www.ruralaid.org.au](http://www.ruralaid.org.au)

## FoodBank

Provides food through not-for-profit agencies. Please ring **9258 9277** to be referred to an agency that can help.



## No Interest Loans (NILs)

No Interest Loans (NILs) for individuals and families on low incomes with access to safe, fair and affordable credit. Loans are available for essential goods and services such as fridges, washing machines, car repairs and medical procedures for up to \$1,500. Repayments are set at an affordable amount over 12 to 18 months. For information visit [wanils.com.au](http://wanils.com.au) or call **9263 2199**.

## Personal supports

- **Department of Communities – Crisis Care** – *after hours child protection, telephone information and support to people in crisis.*  
Website: [dcp@wa.gov.au](mailto:dcp@wa.gov.au)  
Phone: 1800 199 008 (24/7)
- **Housing Division** – 9845 7144
- **The Red Cross** – *Practical help and resources to use before, during and after emergencies – 1800 733 276*  
[www.redcross.org.au/emergencies/](http://www.redcross.org.au/emergencies/)
- **Anglicare WA** – *Support and referral services Ph: 1300 114 446 or 9881 5124*
- **Samaritans** – *Telephone counselling*  
Web: [thesamaritans.org.au](http://thesamaritans.org.au)  
Phone: 135 247
- **WA Country Health Service** – *Mental Health and Community Alcohol and Drug Service. Servicing the Wheatbelt.*  
Phone: 9621 0999
- **Holyoake** - *Providing counselling and support. Drug & Alcohol focused.*  
Phone: 9621 1055
- **Beyond Blue** - *Anyone feeling anxious or depressed. Ph: 1300 224 636*  
Website: 9258 [www.beyondblue.org.au](http://www.beyondblue.org.au)

- **Kids Helpline** - *Counselling for people aged 5 to 25. Phone: 1800 551 800* Website: [www.kidshelpline.com.au](http://www.kidshelpline.com.au)
- **Lifeline** - *Anyone experiencing a personal crisis. Phone: 13 11 14*  
Website: [www.lifeline.org.au](http://www.lifeline.org.au)
- **MensLine Australia** - *Men with emotional concerns. Phone: 1300 789 978*
- **Mental Health Emergency Response Line (MHERL)** - *Mental health emergencies. Phone: 1300 555 788*
- **Open Arms** - *Veterans and families counselling. Phone: 1800 011 046*  
Website: [www.openarms.gov.au](http://www.openarms.gov.au)
- **Suicide Call Back Service** - *Anyone with concerns involving suicide* Website: [suicidecallbackservice.org.au](http://suicidecallbackservice.org.au)  
Phone: 1300 659 467
- **National Debt Helpline** - *Anyone with concerns involving financial debt*  
Phone: 1800 007 007
- **Consumer Credit Legal Service**  
*Provision of legal advice concerning credit, banking and finance. Phone: (08) 9221 7066*
- **Agcare Family Counsellors** –  
Provide a free and confidential advice:  
Wheatbelt: 9046 5091  
Central Agcare: 9889 1244  
Kondinin, Bruce Rock & Surrounds:  
9061 1840
- **Farm Assistance Hotline** – *Provides assistance to farming families experiencing financial hardship PH: 1800 050 585*
- **Wheatbelt Community legal Centre**  
Ph: 9622 5200