

Support Services availability during COVID-19

This document lists support services available locally within the Shire of Northam as well as state and national online resources and hotlines that are reputable and freely available to help you during the tough times of the COVID-19 pandemic.

As well as this document the Shire of Northam have implemented a range of community support initiatives. Further information is available through the COVID-19 portal on the Shire of Northam website (<https://www.northam.wa.gov.au/coronavirus-covid-19.aspx>), or by calling our dedicated COVID-19 Community Hotline on **6608 0613**.

HEALTH / MEDICAL			
Provider	Services being offered	How to contact them	Additional Information / Links
Northam Hospital	Hospital Care	(08) 9690 1300 OR 000 in and emergency	
Wheatbelt Health Network	Multidisciplinary primary care services across the Wheatbelt. Doctors' Appointments available (preferred phone call consults)	(08) 9621 4444 northam@wheatbelt.com.au	https://www.wheatbelt.com.au/home/important-coronavirus-update/
Northam Family Practice	General Practice Doctors' Appointments (preferred phone call consults)	(08) 96211757 reception@northamfamilypractise.com.au	Specialising in paediatrics, Dermatology, Wound care & suturing, Health Assessments, Aged Care & Family health, Mental Health, Travel medicine, Antenatal Care,

			chronic illness treatment and management, skin checks, immunisations, women's health, Pre-employment medical examination and driving license medical examination.
Grey Street Surgery	General Practice. Doctors' Appointments available. Phone/video consults preferred.	(08) 9622 1089	Specialising in chronic illness like heart disease, diabetes, hypertension and mental health issues; Women's Health; Men's Health; Wound dressings and care; Comprehensive skin cancer care and surgery; Asthma education; Chronic disease care; infant and Child Health care; Pregnancy care
1800 CALL A DOC (1800 0225 523)	General Practitioner service that is available in the after-hours period. This service will be available 24/7 over the Easter Long Weekend.	1800 0225 523	
Stewarts Good Price Pharmacy Warehouse	Pharmacy	(08) 9622 1644 stewarts@goodpricepharmacy.com.au	Hours as normal Monday to Friday 8.30am-6pm - Weekends and Public Holidays 9am-5pm
Northam Discount Drug Store	Pharmacy	(08) 9622 1521 northam@discountdrugstores.com.au	Hours as normal Monday to Friday 8.30am - 5.30pm except Thursdays 6.30pm - Saturday 8.30am to 3pm and Sunday 9am-2pm
Wheatbelt Health	Pharmacy	(08) 9622 7905	Hours as normal Monday to Friday

Pharmacy		admin@wheatbeltpharmacy.com.au	8.30am - 5.30pm - Saturday 8.30am to 1pm - Sunday CLOSED
Department of Health	Fact Sheet Fact Sheet: For Older Australian on COVID-19		https://www.health.gov.au/sites/default/files/documents/2020/03/coronavirus-us-covid-19-information-for-older-australians_3.pdf
In Balance Physiotherapy & Fitness	Physiotherapy	(08) 9622 5335	Physiotherapy only due to current restrictions
Wheatbelt Physiotherapy	Physiotherapy	0472 756 323	Telephone & video consults
Northam Podiatry	Podiatry	(08) 9622 3440	
Share and Care Community Services	Home Care Support Services	(08) 9622 2828	Office closed. Services being offered to existing clients.
Silver Chain Group	Home Care Support Services	1300 761 577	

MENTAL HEALTH & WELLBEING			
Provider	Services being offered	How to contact them	Additional Information / Links
Amity Health	Primary Mental Health - Counselling Services, Psychologists. Telephone & video consults	(08) 9842 2797	See GP for a referral or call Amity for assistance.
Share and	Financial Counselling,	(08) 9622 2828	http://www.shareandcare.com.au/

Care	Emergency Care Home and Community Care, Domestic Violence Advocates	(08) 96225195 admin@sharencare.com.au	
Avivo	In-home support, Recovery Support and Community Support. Aged Care, Disability and Mental health	(08) 9574 9800	Open if existing clients need to make contact. After hours-if new client then they will be referred to appropriate services.
WACHS Wheatbelt Mental Health Service	Providing free, confidential, quality, community mental health care to the people of the	(08) 96210999	https://www.goomalling.wa.gov.au/Assets/Document-Centre/Lifestyle/WMHS_Service_Brochure.pdf
The Regional Men's Health Initiative	Provides short term personal resilience/referral pathways. Providing Critical links to other services	(08) 9690 2277 menshealth@4blokes.com.au	
Act Belong Commit	Website material - Keeping mentally healthy when isolated or spending a lot of time at home		https://www.actbelongcommit.org.au/news/Keeping-mentally-healthy-when-isolated-or-spending-a-lot-of-time-at-home
Lifeline WA	Website material & 24/7 crisis support line	https://www.lifelinewa.org.au/Services Telephone Crisis Support	https://www.lifeline.org.au/get-help/topics/mental-health-and-wellbeing-during-the-coronavirus-covid-19-outbreak

		13 11 14	
Beyond Blue	Website material & 24/7 support line	https://www.beyondblue.org.au/home 24/7 Telephone Support: 1300 224 636	https://www.beyondblue.org.au/the-facts/looking-after-your-mental-health-during-the-coronavirus-outbreak https://www.beyondblue.org.au/get-support/online-forums/staying-well/coping-during-the-coronavirus-outbreak
Mission Australia	Website material - Coping with stress and anxiety during the Coronavirus outbreak		https://www.missionaustralia.com.au/news-blog/news-media/coping-with-stress-and-anxiety-during-the-coronavirus-outbreak
Clinical Research Unit for Anxiety and Depression, UNSW	Online courses designed to help you identify, understand, and improve psychological difficulties like stress, insomnia, worry, anxiety and depression.	https://thiswayup.org.au/	https://thiswayup.org.au/

FOOD RELIEF			
Provider	Services being offered	How to contact them	Additional Information / Links
	Providing food relief &	Monday – Thursday 9am	Urgently requiring donations of

Bridgeley Community Centre	accepting donations of pantry and household staples.	– 12.30pm (08) 9622 3981 reception@bridgeley.org.au	pantry and household staples. For example long life milk, packaged rice, packaged pasta, tinned chunky soups, pasta sauces, tissues, toilet paper.
St Joseph's Care (Church)	Providing Food for families (Limited supplies)	Come to the parish on Tuesday mornings at 6am 96225411	Limited supplies available.

PARENTS / FAMILIES / EARLY LEARNING			
Provider	Services being offered	How to contact them	Additional Information / Links
Wanslea	Individual support for parents/carers. Parenting workshop sessions, "No Scaredy Cats" and a "123 Magic and Emotion Coaching".	0447 622 736 Monday - Friday 8.30 - 4.30	All services being offered via Zoom. Male family support worker available for Dad's.
Great Beginnings Northam	Child Care Ages (Infant to 8 year olds)	(08) 96225167 northam@sparrow.edu.au	Taking new clients
Dokta Daycare	Child Care Ages (4 years old to end of Primary School age)	0400903966	Taking new clients
Beyond Blue	Website material to support children, families and		https://beyou.edu.au/resources/news/covid-19-supporting-early-learning-communities

	educators		https://beyou.edu.au/resources/news/covid-19-supporting-schools https://beyou.edu.au/resources/tools-and-guides/wellbeing-tools-for-you
Raising Children	Website material – Coronavirus (COVID-19) and children in Australia		https://raisingchildren.net.au/guides/a-z-health-reference/coronavirus-and-children-in-australia
Reach Out	Website material – talking to your teenagers about coronavirus		https://parents.au.reachout.com/common-concerns/everyday-issues/things-to-try-stress/how-to-talk-to-your-teenager-about-coronavirus
National Association of School Psychologists	PDF material Talking to Children about COVID-19		https://higherlogicdownload.s3.amazonaws.com/NASN/3870c72d-fff9-4ed7-833f-215de278d256/UploadedImages/PDFs/02292020_NASP_NASN_COVID-19_parent_handout.pdf
Emerging Minds	Website material - Supporting children during the Coronavirus outbreak		https://emergingminds.com.au/resources/supporting-children-during-the-coronavirus-covid-19-outbreak/
Constable Care Child Safety Foundation	Now shifted online and producing a range of new video resources that are free for schools, parents and the community.		www.cccsf.org.au/primary www.cccsf.org.au/secondary
Kids Helpline	Free, private and confidential 24/7	1800 55 1800	https://kidshelpline.com.au/

	phone and online counselling service for 5 to 25 year olds.		
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YOUNG PEOPLE			
Provider	Services being offered	How to contact them	Additional Information / Links
Avon Youth Community & Family Services	Housing and Youth Services. 1:1 Mentoring for At Risk with social distancing measures in place	(08) 9622 2612 OR 0483 352 390 administration@avoncs.org.au	https://www.avoncs.org.au/
Youth Care	The YouthCARE School Chaplaincy service at Avonvale PS, West Northam PS and Northam SHS will continue throughout the period of COVID-19 restrictions.	If students/families from these schools would like to be contacted by the chaplain, please request this via the school.	www.youthcare.org.au
Youth Focus	Youth counselling, support & outreach for the Wheatbelt. Also have website material	Email Alison.Watkins@youthfocus.com.au for referrals or contact the Perth based Duty Officer 08 6266 433.	https://youthfocus.com.au/
Headspace	PDF Fact Sheet - How to cope with stress related to COVID-19		https://headspace.org.au/assets/Uploads/headspace-Fact-Sheet-Coping-with-COVID-19-Stress-v1.pdf https://headspace.org.au/young-people/how-to-cope-with-stress-related-

YACWA	Website material - Helping young people during the coronavirus pandemic		https://www.yacwa.org.au/covid-19/for-young-people/
Youth Beyond Blue	Phone & online counselling for young people	1300 224 636	https://www.youthbeyondblue.com/
Kids Helpline	Free, private and confidential 24/7 phone and online counselling service for 5 to 25 year olds.	1800 55 1800	https://kidshelpline.com.au/

SENIORS			
Provider	Services being offered	How to contact them	Additional Information / Links
Silver Chain	Aged Care nursing, Private services, cleaning, showering and shopping (packages available)	1300 761 577	http://www.shareandcare.com.au/
Juniper Northam Community Care	Support Workers attending client's houses to care for them. Home Care packages available	(08) 9621 2829 community@juniper.org.au	https://www.juniper.org.au/home-care-perth
Killara Adult Day Care & Respite	Open for day centre respite & cottage respite.	(08) 9622 5765 killara@northam.wa.gov.au	https://www.northam.wa.gov.au/

Centre	Social support over the phone		
Avivo	Aged Care, Disability and Mental health	(08) 9574 9800	

ABORIGINAL & TORRES STRAIT ISLANDER			
Provider	Services being offered	How to contact them	Additional Information / Links
Wheatbelt Aboriginal Health	Doctors' appointments (Conducting over the phone where possible)	(08) 9690 2888 wachs-wheatbelt_aboriginalhealthservice@health.wa.gov.au	https://www.wheatbelt.com.au/aboriginal-health/
Aboriginal Health Council of Western Australia	PDF Links Coronavirus Community Resources		https://www.ahcwa.org.au/coronavirus-updates
Australian Indigenous Health InfoNet	Website material - COVID-19 Updates and Information - & resources		https://healthinonet.ecu.edu.au/learn/health-topics/infectious-conditions/covid-19-updates-and-information/
Dept. Health	COVID-19 for Aboriginal People	PDF Fact Sheet	https://healthywa.wa.gov.au/Articles/A_E/Coronavirus/Coronavirus-information-for-Aboriginal-people

FAMILY & DOMESTIC VIOLENCE			
Provider	Services being offered	How to contact them	Additional Information / Links
Share and Care	Financial Counselling, Emergency Care Home and Community Care, Domestic Violence Advocates	(08) 9622 2828 (08) 96225195 admin@shareandcare.com.au	http://www.shareandcare.com.au/
Department of Child Protection	Health and Wellbeing of all children	(08) 9621 0400	
Red Cross	Website Material Defusing family tension and conflict during the COVID-19 pandemic		https://www.redcross.org.au/covid-19-and-family-conflict
Women's Domestic Violence Helpline	24 hour support & counselling helpline for women experiencing family & domestic violence	1800 007 339	
Men's Domestic Violence Helpline	24 hour support & counselling for men who are concerned about their violent and abusive behaviours	1800 000 599	
National Sexual Assault, Domestic Family	24 hour support line for people impacted by sexual assault, domestic or family violence and abuse.	1800 737 732	

Violence Counselling Service			
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ALCOHOL & OTHER DRUGS HARM REDUCTION			
Provider	Services being offered	How to contact them	Additional Information / Links
Holyoake	Free Drug and Alcohol Treatment/Counselling Support	(08) 96211055 or 1800 447 172 admin@holyoake.org.au	Providing counselling services for AOD over the telephone and digital means during COVID-19
Peer Based Harm Reduction WA	PDF Fact Sheet COVID-19 Harm Reduction and General Information for Consumers [PDF]		https://harmreductionwa.org/nsep/
Harm Reduction Coalition	PDF Fact Sheet COVID-19 Guidance for People who use drugs		PDFs can be found at: https://harmreduction.org/miscellaneous/covid-19-guidance-for-people-

HOMELESSNESS			
Provider	Services being offered	How to contact them	Additional Information / Links
PDF Fact Sheet	COVID-19 for people experiencing homelessness [25.03.2020]	Developed by UWA	https://www.shelterwa.org.au/wp-content/uploads/2020/03/Coronavirus-fact-sheet-for-people-experiencing-homelessness-version1-230320.pdf
Entrypoint Perth	Provision of service and support (not COVID-19 specific)		http://www.entripointperth.com.au/

FINANCIAL			
Provider	Services being offered	How to contact them	Additional Information / Links
Centrelink	Financial Assistance	13 24 68	servicesaustralia.gov.au
Disaster Response Hotline	Financial assistance assessment of those required to self-isolate	13 26 84	
Share and Care	Financial Counselling, Emergency Care Home and Community Care, Domestic Violence Advocates	(08) 9622 2828 (08) 9622 5195 admin@shareandcare.com.au	http://www.shareandcare.com.au/
Financial Counsellors' Association of WA	Website material – financial assistance & aid during COVID-19		https://financialcounsellors.org/home-page/covid19-updates/
Money Smart	Government financial assistance due to COVID-19		https://moneysmart.gov.au/covid-19-financial-assistance

DISABILITY PROVIDERS			
Provider	Services being offered	How to contact them	Additional Information / Links
APM Communities Northam	NDIS Local Area Coordination	1300 276 522	Not currently providing face to face appointments. Call to make arrangements
APM Community Capacity	Making sure people with disability are connected into their	0455 994 238 Katie.Leeder@apm.net.au	Access to essential supports for NDIS participants is a priority in the COVID-19 response

Building	communities and ensuring our community becomes more accessible and inclusive of people with disability.		
Family Access Services	Plan and self-managed. Family Access Services help those who are on self-managed NDIS plans.	1300320150	Continue to support people one on one within distancing measures.
In Balance Physiotherapy and Fitness:	Physio and Exercise classes	9622 5335	Currently set up to be fully operational throughout COVID - 19 and have systems in place to fully support participants and families through this difficult time. Currently offering online Therapy for those who cannot attend clinic or are at high risk. Our therapists are trained in online consults and hope participants will be actively involved.
My Supports	Disability support services.	9274 7575 info@mysupports.com.au u	At the moment clients are triaged, meaning those that need personal care assistance to get out of bed are given priority. Support services are still being provided in the safest manner possible, whilst ensuring

			clients are not feeling isolated. Support workers are providing regular phone contact during this pandemic.
Essential Personnel	Support and assistance to families, e.g. shopping, home cleaning duties etc.	teeny@essentialpersonnel.org.au 0459 141 299.	Continuing to offer support in new and innovative ways to ensure customers still receive valuable and quality support.
Forrest Personnel		1800 224 548	
Wanslea	Early Childhood Early Intervention partner in the community for NDIS.	1300 969 645 ndis@wanslea.asn.au	

OTHER			
Provider	Services being offered	How to contact them	Additional Information / Links
Wheatbelt Community Legal Centre	Family law (children's matters) Family violence Child protection Mediation / family dispute resolution Criminal law Criminal injuries compensation Tenancy law and	9622 5200 admin@wheatbeltclc.com.au	admin@wheatbeltclc.com.au

	tenancy related issues Most areas of civil law.		
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