

# How to find the right support at the right time



 Fremantle, Cockburn & Melville

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Futures  
**Where is  
the door**



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Where is  
the door  
.org.au





# How to find the right support at the right time

**Where is the door?** is a project to help people better navigate community services in the local government areas of Cockburn, Fremantle and Melville.

The project is responding to an increased need from community members, due to higher costs of living, housing pressures and other demands creating increased stress for individuals and families.

Many people find themselves looking for support for the first time and do not know where to start. Yet, the earlier people seek help, the more options are available and the easier it is to stop problems from worsening.

**Here are some local resources to try if you, or a loved one, are experiencing difficulties...**



# Mental Health Support

**Ongoing uncertainty and financial pressures can impact mental health.**

A local Mental Health Support Resource makes it simpler to find mental health supports for all ages in our region.

The resource brings together details of crisis lines, local free face to face services, vetted telephone and online supports, and contacts for community navigators.



## Mental Health Resource

This resource can be downloaded to your phone via the Access MyCommunity App. To access the resource link and App, text the word Wellbeing4Me to 0488 884 151 or scan the QR code.

**SMS 0488 884 151**




# Financial Support

Whatever the reason, if you are falling behind with bills or feeling overwhelmed, it's time to reach out for financial support.

## Financial Wellbeing Collective

FREE confidential financial support available for all community members. Contact the Financial Wellbeing Collective for support to manage debt, develop a budget or advocate and negotiate with creditors (people you owe money to).

 **1800 932 050**

 **[thefwc.org.au](https://thefwc.org.au)**

## National Debt Hotline


When you're in financial trouble your first port of call should be the National Debt Helpline. Trained financial counsellors will assess your situation and provide you with free advice to help you move on.

 **1800 007 007**

 **[ndh.org.au](https://ndh.org.au)**

## Emergency Relief and Food Access Service

The Emergency Relief and Food Access Service (ERFAS) can help you put food on your table, pay rent or keep up with your bills. Call 9.30am – 5pm Monday to Friday.

 **1800 979 777**



# Family Domestic Violence

If you are concerned about yourself or a loved one support is available for people experiencing violence and abuse.

The 1800 RESPECT line and [yourtoolkit.com](http://yourtoolkit.com) are good places to start. The FDV Supports resource provides a comprehensive list of supports in the region.




Your  
ToolKit.com

A free, step-by-step guide on personal safety, support services and money matters for people facing family and domestic violence.

## 1800 RESPECT

National Sexual Assault, Domestic Family Violence Counselling Service.  
Open 24 hours.

 **1800 737 732**

 **[1800respect.org.au](http://1800respect.org.au)**



## Family & Domestic Violence Supports

Free and low-cost services and resources for families.




# Community Navigators

**Often life challenges do not neatly fit into boxes. It is not uncommon to be experiencing several concerns at the same time and be confused about which bit to address first.**

There are community navigators in our local area who can talk through the best way to access help for your individual circumstances.

## Fremantle and Rockingham Family Support Network

This service links families into a range of support services.

 **1300 951 190**

## Library Connect

A walk-in service run by St Pats at Fremantle Library for advice, referrals, and support.

Available:  
Tuesday & Thursday 1pm to 6pm  
Wednesday 9am - 5pm  
Saturday 9am - 1pm

 **Fremantle Library**

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