

# Where to get help during COVID-19

PILBARA REGION

## HEDLAND

### Advice for Aboriginal Communities

- There are restrictions on access into designated WA regions and remote Aboriginal Communities
- [Department of Communities](#) (1800 176 888) - Information on travel restrictions
- [Aboriginal Health Council of Western Australia](#) (08 9227 1631)- for updates on COVID-19
- Communities with travel restrictions have access to priority assistance through [Coles](#) (08 9172 1922) and [Woolworths](#) (08 9174 2500) for bush orders
- Wirraka Maya Health Service (9172 0400)

### Alcohol & Other Drug Services

AOD services are still open, appointments are via phone or video only

- Mission Australia - 08 9174 4800
- Bloodwood Tree Association - 08 9138 3000
- Hope Community Services - 08 9144 2228
- WA Network of Alcohol & other Drug Agencies - 08 6557 9400
- Mental Health Commission - 08 6553 0600

### Housing, Homelessness & Food Services

Supermarkets remain open with a dedicated hour for the elderly and people with a disability between 7am - 8am

- Bloodwood Tree - 08 9138 3000 for food and housing support
- Department of Communities Housing - 08 9160 2800
- [Shelter WA](#) (08 9325 6660) - Assistance for services providing housing and homelessness services

### Family & Domestic Violence

Support is still available via phone and alternative operations

- Hedland Women's Refuge - 08 9173 1896
- Mission Australia - 08 9174 4800
- Child Protection and Family Support - Hedland 08 9160 2400
- Hedland Well Women's Centre - 08 9140 1124

### Financial Support

There are economic support payments, crisis, job seeker and youth allowance payments available.

- [Financial Counsellors' Association of WA](#) (08 9325 1617)- resources, tools and counselling for those experiencing financial hardship
- [Centrelink](#) - what to do if you're affected by COVID-19 + Centrelink Indigenous Call Centre (1800 136 380)
- [Department of Social Services](#) (1300 653 227) - information about the coronavirus supplement and payments
- [Department of Treasury](#)- facts about the increased and accelerated income support during the Coronavirus

### Mental Health Services

Mental Health services are still open, appointments are via phone and video only

- Lifeline - 13 11 14
- Kids Helpline - 1800 55 1800
- MacKillop Family Services - 08 9148 1600
- Mission Australia - 08 9182 3626
- headspace Pilbara - 1800 290 626 (for young people)
- Youth Involvement Council (YIC) - 08 9140 1272
- Anglicare WA - 08 9143 1880
- Relationships Australia - 08 6164 0520
- Pilbara Mental Health - 08 9174 1240
- Hedland Health Campus - 08 9174 1000
- [WA Association of Mental Health](#) - information for self-care

### Disability & Ethnic Support

There are new measures of NDIS participants and providers - contact your service provider by telephone

- NDIS Disability Support - 1800 800 110
- Department of Communities Disability Services - 1800 998 214
- Empowering People in Communities (EPIC) - 08 9185 0000
- PATCHES Paediatrics and Therapy Services - 08 6280 0856
- Lifestyle Solutions - 1800 634 748

### Aged Care & Residential Care Facilities

- There are a range of support measures to help seniors with accessing essential services
- [COTA for Older Australians](#) - COVID-19 information
- [Department of Health](#) - Advice for aged care residents and families

### For the latest information and trusted advice

[Federal Government](#)

[WA Government information on COVID-19](#)

[WA Government Pandemic Plan \(pdf\)](#)

[WA Government COVID-19 Clinics](#)

[World Health Organisation](#)

[WA Health - Resources](#)

Coronavirus Health Information Line - 1800 020 080