



Emergency and Crisis Helpline

There are a range of services available to provide support and immediate response to people in crisis or in need of urgent medical care.

These include:

- emergency medical care
- emergency medical transport
- 24 hour telephone counselling, advice and referral services
- individual and family crisis assistance
- psychiatric or drug related emergencies.

Emergency services

- [Ambulance](#) 61 8 9334 1222
- [Fire Brigade](#) 133 337
- [Police](#) 131 444
- [National Security Hotline](#) 1800 123 400
- [State Emergency Services](#) Storm or flood damage 132 500
- [WA Poisons Information Centre](#) 131 126

Ambulance services

St John Ambulance Australia (WA)

- 209 Great Eastern Highway, Belmont WA 6104
 - Phone: **000 (emergency calls)**
 - Visit the [St John Ambulance Australia \(WA\) website \(external site\)](#)
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Hospital emergency departments

Emergency departments in public hospitals provide free emergency care to anyone who needs immediate treatment for a serious injury or illness.

Read more about [health care options and hospital emergency departments](#).

Metropolitan hospital emergency services

The metropolitan hospitals listed in this section provide 24 hour emergency services for people who have had a serious accident or suddenly become ill and require urgent medical care.

[View the current status of metropolitan public hospital emergency department wait times.](#)



- [Armadale Health Service \(external site\)](#)
- [Fiona Stanley Hospital \(external site\)](#)
- [Joondalup Health Campus \(formerly Wanneroo Hospital\) \(external site\)](#)
- [King Edward Memorial Hospital for Women/Women and Newborn Health Service \(external site\)](#)
- [Peel Health Campus \(external site\)](#)
- [Perth Children's Hospital \(PCH\) \(external site\)](#)
- [Rockingham General Hospital \(external site\)](#)

- [Royal Perth Hospital \(external site\)](#)
 - [Sir Charles Gairdner Hospital \(external site\)](#)
 - [St John of God Midland Public Hospital \(replaced Swan District Hospital\) \(external site\)](#)
 - [St John of God Hospital Murdoch \(private hospital – fees payable\) \(external site\)](#)
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Country hospital emergency services

Country hospitals and nursing posts provide or can arrange emergency services. Ambulance services or the Royal Flying Doctor Service can also help you access these services. Health services information can be found using the [National Health Services Directory](#).

Royal Flying Doctor Service (WA)

- Jandakot Airport, 3 Eagle Drive, Jandakot WA 6164
 - Phone: 1800 625 800 (24/7 medical & emergency calls only)
 - Visit the [Royal Flying Doctor Service \(WA\) website \(external site\)](#)
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Telephone services

Various telephone services are available to assist people or provide referral to services which can help.

healthdirect

- Phone: 1800 022 222 (free from land line only)
- Visit the [healthdirect website \(external site\)](#)

Mental Health Emergency Response Line

- Metro callers – Phone 1300 555 788 (local call)
- Peel callers – Free call 1800 676 822 (free from land line only)
- Country callers – 1800 552 002 (RuralLink – free from land line only)
- Visit the [Mental Health Commission website \(external site\)](#)

Alcohol and Drug Support Service

Alcohol and Drug Support Line (formerly the Alcohol and Drug Information Service/ADIS)

24 hour 7 days a week, statewide counselling, information, referral and support to anyone concerned about their own or another person's alcohol or drug use.

Phone: (08) 9442 5000 (metro callers) or 1800 198 024 (country callers)

Email: alcoholdrugsupport@mhc.wa.gov.au

Website: [Mental Health Commission \(external site\)](#)

Live chat: Visit [Alcohol. Think Again. \(external site\)](#) or [Drug Aware \(external site\)](#)

Parent and Family Drug Support Line (formerly the Parent Drug Information Service/PDIS)

24 hour 7 days a week, statewide counselling, information, referral and support for anyone concerned about a loved one's alcohol or drug use.

Phone: (08) 9442 5050 (metro callers) or 1800 653 203 (country callers)

Email: alcoholdrugsupport@mhc.wa.gov.au

Website: [Mental Health Commission \(external site\)](#)

Live chat: Visit [Alcohol. Think Again. \(external site\)](#) or [Drug Aware \(external site\)](#)

Working Away Alcohol and Drug Support Line

24 hour 7 days a week, statewide counselling, information and referral to support the health and wellbeing of working away from home communities including FIFO/fly-in-fly-out workers, their families and friends.

Phone: 1800 721 997 (country callers)

Email: workingaway@mhc.wa.gov.au

Website: [Mental Health Commission \(external site\)](#)

Live chat: Visit [Alcohol. Think Again. \(external site\)](#) or [Drug Aware \(external site\)](#)

Meth Helpline

24 hour 7 days a week, statewide counselling, information, referral and support to anyone concerned about their own or another person's methamphetamine use.

Phone: 1800 874 878

Email: alcoholdrugsupport@mhc.wa.gov.au

Website: [Mental Health Commission \(external site\)](#)

Live chat: Visit [Alcohol. Think Again. \(external site\)](#) or [Drug Aware \(external site\)](#)

Drug Aware

Drug Aware is a program that targets young people with messages about drug use, focussing on the prevention of drug use and associated harm. It aims to do this by providing credible, factual information that people make informed decisions.

Do you need some information about drugs? Or have you got a question about your own or someone else's drug use?

To contact Drug Aware you can:

- [Email \(external site\)](#) – Your email will be answered as soon as possible during business hours, as this service is not staffed 24 hours a day.
- [Chat online \(external site\)](#) and confidentially to a qualified alcohol and other drugs counsellor (click chat button on home page). This service is provided free-of-charge for residents of Western Australia and is operated between the hours of 7.00am and 11.00pm.

If your question cannot be answered, you will be pointed in the right direction.

Child Protection Unit (formerly Child Sexual Abuse Unit)

- Visit the [Child Protection Unit website \(external site\)](#)

Family Help Line

- Phone: (08) 9223 1100
- Outside metro area: Free call 1800 643 000 (free from land line only)

Kids Help Line

- Phone: Free call 1800 551 800 (free from land line only)
- Visit the [Kids Help Line website \(external site\)](#)

Ngala

- 9 George Street, Kensington WA 6151
- Phone: (08) 9368 9368
- Outside metro area – Free call 1800 111 546 (free from land line only)
- Visit the [Ngala website \(external site\)](#)

Poisons Information Centre

- Phone: [13 11 26](#) (all areas, all hours)
- Visit the [Sir Charles Gairdner Hospital website \(external site\)](#)

Samaritans Crisis Line (formerly Suicide Emergency Line – Country)

- Samaritan House, 60 Bagot Road, Subiaco WA 6008
- Crisis Line: [135 247](#)
- Youthline WA: 1800 198 313
- Visit the [Samaritans Crisis Line website \(external site\)](#)

Sexual Assault Resource Centre (SARC)

- Phone: (08) 9340 1828 (crisis line 24 hours)
- Outside metro area – Free call 1800 199 888 (free from a land line only)
- Find out more about the [Sexual Assault Resource Centre](#)

Women and Newborn Drug and Alcohol Service (WANDAS)

- Phone: (08) 9340 1582 or 0414 892 753
- [Find out more about WANDAS](#)

Crisis support services

Men's Domestic Violence Helpline

61 8 9223 1199

1800 000 599

Women's Domestic Violence Helpline

61 8 9223 1188

1800 007 339

For more information about organisations providing crisis support services please access the following list:

- [1800Respect](#)
- [Anglicare WA](#)
- [Australian Red Cross](#)
- [Beyond Blue](#)
- [Department of Communities](#)
- [Kids Helpline](#)
- [Multicultural Women's Advocacy and Services](#)
- [Salvation Army](#)
- [Sexual Assault Resource Centre](#)
- [St Vincent De Paul Society](#)

Suicide prevention and support

[Lifeline](#) 131 114

Crisis support provides assistance for dealing with difficult situations including:

- relationship breakdown or difficulties
- loss (of a loved one, job, home)
- violence and trauma.

The following organisations provide suicide prevention, advice, support and counselling:

- [Lifeline](#)
 - [Mental Health Commission](#)
 - [The Samaritans](#)
 - [Youth Focus Support Services \(12-18 years\)](#)
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