

Mandurah Families Support Guide



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Mandurah, the City with a village heart.

The City of Mandurah understands that families are feeling the pressure of disrupted routines and financial pressures.










Which is why we've been working with local schools, child care centres and community service providers to ensure our families know how to access a range of programs, assistance and supports available locally.
















We hope that the information, contact numbers and online links contained in this new Mandurah Families Support Guide are helpful for families with children of all ages.





The resources and learning activities are separated into three age groups; 0-4, 5-11 & 12-17, and cover a range of interests and skills.

We are all adapting, evolving and rising above the challenges we currently face. If you or your family needs help, please seek it – as this resource shows, there are many people out there ready and willing to give a helping hand. That community spirit is what will make all the difference.







Services available to Mandurah Families

Service	Contact	Description	Category
Allambee	(08) 9535 8263 allambee.org.au	Support and counselling	
Anglicare WA	(08) 9537 5603 anglicarewa.org.au	Community support through difficult situations	
Australian Refugee	(08) 9227 2700 asetts.org.au	Serving humanitarian entrants and refugees	
Beyond Blue	1800 512 348 beyondblue.org.au	Mental wellbeing support service	
Bridging the Gap	(08) 9419 2553 bridgingthegap.org.au	Employment, career development and training services	
Centrelink	1300 169 468 servicesaustralia.gov.au/ individuals/ centrelink	Health, social and welfare payments and services	
Community Solutions	1300 621 499 communitysolutions.org.au	Register as a jobseeker to receive job support online or over the phone	
Finucare	(08) 9581 1743 General (08) 9581 1281 Financial Assistance finucare.org.au	Providing financial counselling, advocacy and financial outreach services	
Food Bank	(08) 9581 9200 foodbank.org.au	Food relief	

Halo	(08) 9534 9994 Assistance (08) 9586 2245 Op Shop haloteaminc.org.au	Providing welfare assistance and support to members of our community	
headspace (12-25)	(08) 9544 5900 headspace.org.au	Tailored and holistic mental health support to 12 - 25 year olds	
Helping Minds	(08) 9427 7100 helpingminds.org.au	Supporting mental health issues for families, young people & adults	
Kids Helpline	1800 551 800	Support & counselling	
Lifeline	13 11 14 lifeline.org.au	Provide 24/7 crisis support and suicide prevention services	
Mission Australia (Reconnect Peel) (12 – 18)	(08) 9531 9400 missionaustralia.com.au/ servicedirectory/186-children-families/reconnect-peel-mandurah	Supporting young people aged 12 – 18 who are at risk, living in Peel	
National Debt Hotline	1800 007 007 ndh.org.au	Free financial counselling and debt solutions	
OVIS Services	9535 4775 ovis.org.au	Women support service and crisis invention for family domestic violence	
Palmerston	(08) 9581 4010 palmerston.org.au	Support to individuals and families affected by alcohol and drug issues	
Passages	(08) 9583 5160 passages.org.au	Providing support, practical needs and referrals to Young people aged 12 to 25 in Peel	
Peel Community Kitchen	0420 293 538 peelcommunitykitchen.com.au	Provide meals and support to the community in need	
Peel Community Legal	0484 585 244 (08) 9581 4511 peelcls.com.au	Legal advice, credit and debt help	
Relationships Australia	(08) 6164 0570 or 1300 364 277 relationshipsaustralia.org.au	Support services for individuals, families and communities	
Salvation Army	(08) 9535 4951 salvationarmy.org.au	Emergency relief	
The Hub	(08) 9557 5942	Children and adolescents with behaviour difficulties	

Vinnies	(08) 9535 9035 / 7355 STET 1300 794 054 0428 490 005 vinnies.org.au	Provide emergency relief assistance with food, finances and support	
Wanslea	(08) 9245 2441 wanslea.asn.au	Support to achieve the best outcomes for children and the family	
West Aus Crisis and Welfare Centre	(08) 9582 9920 westauscrisis.org.au	Crisis support, emergency relief, advocacy and referrals	
Western Australia's Individualised Services	(08) 9481 0101 1800 031 093 – People with disabilities waindividualisedservices.org.au	WA helpline for people with disability (families, carers)	

Legend:

-  **Family**
-  **Relationships**
-  **Feeling Good**
-  **Finding a Job**
-  **Food Relief**
-  **Financial Assistance**

Help to access the Internet

Access to communications services is vital for all Australians, particularly during the ongoing impacts of COVID-19. In response, Australia's major mobile phone carriers have implemented a range of support measures, including providing additional free data allowances and concessions.

For the latest information, contact their local stores directly:

Vodafone (Mandurah Forum 1300 650 410/08 9534 7484
or Halls Head 0426 786 200)

Telstra (Mandurah Forum 08 9535 2191,
Halls Head 08 9535 5481)

Optus (Mandurah Forum 08 6247 8096)

If you are linked in with NDIS or DCPFS, contact them about any support that may be available.



Resources and programs for families

Parenting Resources		
Organisation	Activities	Contact Details
Commissioner for Children and Young People	Resources, contacts and news regarding WA young people.	1800 072 444 ccyp.wa.gov.au
Playgroup WA	Find the right playgroup for 0-5 years, make new friends, support and information.	playgroupwa.com.au
Development Disability WA	Inclusive activities and information for all abilities	(08) 9420 7230 ddwa.org.au
The Fathering Project	Resources, workshops, support and activities for fathers and father figures.	1300 328 437 thefatheringproject.org
Live Lighter	Recipes, resources and healthy eating tips.	livelighter.com.au
Ngala	Parenting tips, resources and help for children. Birth – Teenage	1800 111 546 ngala.com.au
Raising Children	Ad-free parenting videos, articles and apps backed by Australian experts.	raisingchildren.net.au
City of Mandurah Libraries (Lakelands, Falcon and Mandurah)	Access educational and recreational resources, and participate in face-to-face and online programs. Your Mandurah Libraries membership is free.	mandurah.wa.gov.au/community/places/Libraries
Mandurah Museum	Explore Mandurah Museum to discover the history and heritage of Mandurah, and how it informs our future.	mandurah.wa.gov.au/explore/heritage-museum
Think U Know	Online safety advice, rights and laws for young people and parents	thinkuknow.org.au
Parenting Connection WA	Giving parents and caregivers of children 0-18 years old the support they need to improve the wellbeing and development of their children. No cost.	08 9581 0581 parentingconnectionwa.com.au/

Resources For All Ages

Organisation	Activities	Contact Details
Inclusive Mandurah	Information on activities and resources for all ages and abilities.	facebook.com/inclusivemandurah
eResources at the Library	Access to FREE eBooks, eAudiobooks, eMagazines and more, with your Mandurah Libraries membership. Join online today.	(08) 9550 3650 mandurah.wa.gov.au/community/places/libraries/online-catalogue-and-resources
City of Mandurah MARC	Residents are encouraged to sign up for the recreation newsletter with tips and ideas for staying healthy.	(08) 9550 3600 mandurah.wa.gov.au/community/places/aquatic-and-recreation-centres
Smiling Mind	A daily mindfulness and meditation guide at your fingertips. Download app for free.	1800 018 802 smilingmind.com.au
Mandurah Museum	Community museum has travelling exhibitions and people of interest visit.	mandurah.wa.gov.au/explore/whats-on/calendar
Read Write Now	Improve your literacy and numeracy.	1800 013 802 read-write-now.org
Children's Sporting Clubs Concessions	For a list of sporting clubs and information on Kids Sport	kidsport.dlgsc.wa.gov.au/find-a-club/

Ages 0 - 4

Organisation	Activities	Contact Details
Better Beginnings	Fun resources and activities to encourage literacy and learning for families of children 0-5 years	(08) 9427 3130 better-beginnings.com.au
Child Care Finder	Find currently available early learning and childcare providers.	1300 566 046 childcarefinder.gov.au
Mandurah Libraries	Mandurah Libraries deliver Rhymetime, Storytime and STEAM for Toddlers face-to-face and online each week.	mandurah.wa.gov.au/explore/whats-on/calendar
Child and Parent Centre – Dudley Park	Playgroups, parenting workshops, Child Health Nurse and Speech Pathology services.	08 9537 5603 Facebook Group: Child and Parent Centre Dudley Park
StoryBox	Favourite stories read by our best storytellers. Access for free with your Mandurah Libraries membership.	storyboxlibrary.com.au
Busy Things	Fun learning activities focused on creative development. Access for free with your Mandurah Libraries membership.	busythings.co.uk

Ages 5 - 11

Organisation	Activities	Contact Details
City of Mandurah Events	Youth Zone, free games, competitions, social.	mandurah.wa.gov.au/explore/whats-on/calendar
Mandurah Libraries	Chess, Coder Dojo, Lego Club, STEAM 5-8, STEAM Imagineers	mandurah.wa.gov.au/explore/whats-on/calendar

Ages 12 - 17

Organisation	Activities	Contact Details
City of Mandurah Youth	Programs, events and opportunities for 11-25 years.	Billy Dower Youth Centre (08) 9550 3670 facebook.com/mandurahyouth Instagram.com/mandurahyouth
headspace Mandurah	A free counselling service providing young people aged 12-25 with health and wellbeing support.	Peel Health Hub (08) 9544 5900 headspace.org.au
Peel Youth Services	Counsellors and youth workers promote self-worth.	(08) 9581 3365 peelyouthservices.org.au
Passages Youth Engagement Hub	A space for young people aged 12-25 who are at risk of homelessness to access support and referrals to essential services.	(08) 9583 5160 passages.org.au
Calvary Youth Services	Crisis accommodation for 15-25 year old's who are homeless or at risk of homelessness.	(08) 9581 1741 calvary-mandurah.org
Streetnet Youth Service	Increase opportunities available to disengaged young people up to 18 years of age, including Aboriginal and Culturally and Linguistically Diverse youth.	Peel Health Hub (08) 9535 8263 streetnet.org.au
Q Life	Provides anonymous and free LGBTI peer support.	1800 184 527 qlife.org.au



