

Mandurah Families Support Guide

There is no doubt, these are unusual times with challenges like we've never faced before. But Mandurah, the City with a village heart, is well placed to get through this together.

The City of Mandurah recognises that families are feeling the pressure of disrupted routines, social restrictions 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 to them.

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.

[City Kids](#) keeps families up-to date with free and low cost Term and Holiday Program activities on offer for kids and teens in Mandurah, and parents are encouraged to [sign up for the City Kids newsletter](#) to keep updated on activities and resources available for local families at this time, and in the future.

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.

Mayor's Forward

This pandemic has turned life as we know it on its head. Changes to our social lives, our school lives, our work lives and our home lives have thrown up challenges like we've never seen before and it is understandable that we are all impacted and respond differently.

What I need everyone to know is this – we are all in this together.

Through all this, what I have seen over and over again are amazing examples of how strong, supportive and caring our community is. No one should feel like they are alone and if you or a loved one needs support, please reach out.

It may be financial assistance, work advice, family guidance, relationship counselling, or simply someone to listen to you – there are the services and people in our local community willing to help and whose contact details are readily available in this guide.

And you can help too - show kindness and compassion towards each other, help out where you can, be a good neighbour and check in on your friends in a safe and responsible way.

One thing that has shone bright in all this has been the positivity, kindness and willingness to help shown by people right across our community. We can truly be proud of how Mandurah has responded during this time.

Please, for the sake of yourself, your family, friends and loved ones; stay safe, care for yourself and one another and together we will get through this.










































Mayor Rhys Williams





Services available to Mandurah Families

Service	Contact	Description	Category
Allambee	(08) 9535 8263 allambee.org.au	Support and Counselling	● ●
Anglicare	(08) 9537 5603 www.anglicarewa.org.au	Community Support through difficult situations	● ● ●
Beyond Blue	1800 512 348 www.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 www.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	●

Legend: ● Family ● Relationships ● Feeling Good
● Finding a Job ● Food Relief ● Financial Assistance

Service	Contact	Description	Category
Finucare	(08) 9581 1743 Food (08) 9581 1281 Financial Assistance www.finucare.org.au	Providing financial counselling, advocacy and financial outreach services	 
Food Bank	(08) 9581 9200 www.foodbank.org.au	Food relief	
Halo	(08) 9586 2245 www.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	  
Lifeline	13 11 14 www.lifeline.org.au	Provide 24/7 crisis support and suicide prevention services	
Mission Australia (Reconnect Peel) (12 – 18)	(08) 9531 9400 www.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	
Palmerston	(08) 9581 4010 www.palmerston.org.au	Support to individuals and families affected by alcohol and drug issues	  
Passages	(08) 9583 5160 www.passages.org.au	Providing support, practical needs and referrals to Young people aged 12 to 25 in Peel	   
Peel Community Kitchen	0420 293 538 www.peelcommunitykitchen.com.au	Provide meals and support to the community in need	
Peel Community Legal	0450 482 087 0484 585 244 0405 234 651 www.peelcls.com.au	Legal advice, credit and debt help	
Relationships Australia	(08) 6164 0570 or 1300 364 277 www.relationshipswa.org.au	Support services for individuals, families and communities	  
Salvation Army	(08) 9535 4951 www.salvationarmy.org.au	Emergency relief	 
Vinnies	(08) 9535 9035 or 0428 490 005 www.vinnies.org.au	Provide Emergency Relief assistance with food, finances and support	   
Wanslea	(08) 9245 2441 www.wanslea.asn.au	Support to achieve the best outcomes for children and the family	 
West Aus Crisis and Welfare Centre	(08) 9582 9920 www.westauscrisis.org.au	Crisis support, emergency relief, advocacy and referrals	 
Western Australia's Individualised Services	1800 031 093 waindividualisedservices.org.au	WA helpline for people with disability (families, carers)	   

Legend:  Family  Relationships  Feeling Good
 Finding a Job  Food Relief  Financial Assistance

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
Cooking with Kids	Recipes and tips on cooking with school age kids	raisingchildren.net.au/school-age/family-life/family-meals-cooking/cooking-with-kids-teens
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
Think U Know	Online Safety advice, rights and laws for young people and parents	thinkuknow.org.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/facilities/libraries/online-catalogue
Facebook Live Rhymetime	Join Facebook Live Storytime Every Tuesday at 10am Join Facebook Live Rhymetime Every Thursday at 10am	facebook.com/events/592345804825088 facebook.com/events/314531012860514
City of Mandurah Recreation Services	While the recreation centres are closed, Mandurah residents are encouraged to sign up for the recreation newsletter with tips and ideas for staying healthy at this time.	(08) 9550 3600 facebook.com/MandurahRecCentres mandurah.wa.gov.au/facilities/recreation-centres
Smiling Mind	A daily mindfulness and meditation guide at your fingertips	smilingmind.com.au

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.



AGES 0-4

ORGANISATION	ACTIVITIES	CONTACT DETAILS
Better Beginnings	Tools to help teach reading to 0-5 year olds	(08) 9427 3130 better-beginnings.com.au
Child Care Finder	Find currently available early learning and childcare providers.	1300 566 046 childcarefinder.gov.au
Facebook Live Rhymetime and Storytime	Join Facebook Live Storytime every Tuesday at 10am Join Facebook Live Rhymetime every Thursday at 10am	facebook.com/ events/592345804825088 facebook.com/ events/314531012860514
StoryBox	Favourite stories read by our best storytellers. Access for free with your Mandurah Libraries membership.	storyboxlibrary.com.au

AGES 5-12

ORGANISATION	ACTIVITIES	CONTACT DETAILS
Busy Things	Fun learning activities focused on creative development. Access for free with your Mandurah Libraries membership.	busythings.co.uk
Kings Park Home Delivery	Nature activities and family friendly fun for nature lovers.	bgpa.wa.gov.au
Questacon at home	Science, tech videos and experiments at home	questacon.edu.au
Scitech	Online science experiments and activities for all ages	scitech.org.au

AGES 12-17

ORGANISATION	ACTIVITIES	CONTACT DETAILS
City of Mandurah Youth	Information, activities and resources aimed at High schoolers (11-17)	(08) 9550 3675 facebook.com/mandurahyouth
eheadspace	Free online support, information and counselling to young people 12 - 25 and their families and friends.	headspace.org.au/eheadspace
Q Life	Provides anonymous and free LGBTI peer support.	1800 184 527 qlife.org.au
Reach Out	Useful information and practical suggestions to help young people deal with the most common issues.	au.reachout.com