

Where to get help during COVID-19

PILBARA REGION

KARRATHA / ROEBOURNE

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](#) (9227 1631) - for updates on COVID-19
- Communities with travel restrictions have access to priority assistance through [Coles](#) Karratha (9141 9400) and [Woolworths](#) Karratha (9182 3202) for bush orders
- Call your local Aboriginal member corporation + Mawarnkarra Health Service (9182 0851)

Alcohol & Other Drug Services

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

- Mission Australia - 08 9182 3600
- Yaandina Drug and Alcohol Service - 08 9182 1121
- WA Network of Alcohol & other Drug Agencies - 08 6557 9400
- Mental Health Commission - 08 9442 5000

Housing Homelessness & Food Services

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

- For food assistance, St Vincent de Paul Society - 08 9185 4336
- Food and clothing assistance, The Salvation Army - 08 9185 2148
- Food and essential items, Yaandina - 08 9182 1120
- Department of Communities Housing - 08 9159 1700
- [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

- Karratha Women's Refuge - 08 9185 2807
- Munga Tharndu Maya Women's Refuge Roebourne - 08 9182 1800
- Child Protection and Family Support - Karratha 08 9185 0200
- Karratha Women's Place - 0459 033 800
- Karratha Anglicare DV counselling - 08 9143 1880

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
- Mawarnkarra Health Service - 08 9182 0850
- Mission Australia - 08 9182 3626
- headspace Pilbara - 1800 290 626 (for young people)
- Anglicare WA - 08 9143 1880
- Karratha Central Healthcare - 08 9144 6900
- Pilbara Mental Health - 08 9144 7800
- [WA Association of Mental Health](#) (08 9246 3000) - information for self-care

Disability & Ethnic Support

There are new measures for 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
- Yaandina Community Services - 08 9182 1365
- Lifestyle Solutions - 1800 634 748

Aged Care & Residential Care Facilities

- There are a range of support measures to help seniors with accessing essential services
- Yaandina Aged Care - 08 9182 1365
- [COTA for Older Australians](#) - COVID-19 information
- [Department of Health](#) - Advice for aged care residents and families

For the latest information & 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