



Supports After Suicide or Sudden Loss

Perth Metropolitan Suicide Prevention Coordinators
Updated 2024



Acknowledgments

This resource was originally prepared by Perth Metropolitan Suicide Prevention Coordinators with members of the Metropolitan Suicide Postvention Development Group.

The Group acknowledges that suicide bereavement is different. It has unique and complex features that distinguish it from other types of bereavement. Dedicated suicide bereavement support is invaluable.

Many thanks to everyone who contributed.

The Suicide Prevention Coordinator program is funded by the WA Mental Health Commission and works with the Commission to deliver on the current state-wide suicide prevention strategy (Suicide Prevention Framework 2021-2025).

Disclaimer

The information in this guide is for general use only. While Neami National has made every effort to ensure the information in this guide is accurate, the advice within it may not apply to all circumstances. Neami National is not responsible for the suitability of the information for your organisation's specific circumstances, or any actions taken as a result of the information included in this guide. You must make your own assessment of the information contained in this document and whether or not you choose to rely on it.

Content Warning: Suicide Prevention

This document discusses suicide and related topics that may be upsetting for some readers, in particular those who are recently bereaved. If you feel overwhelmed or distressed, please seek out a trusted friend for support or call one of the phone lines below.

In an emergency, do not hesitate to call emergency services; 000

Contact us

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Contents

Contents	3
Supports After Suicide and Sudden Loss	6
Anglicare WA - ARBOR	6
How can ARBOR be accessed?	7
Anglicare WA - StandBy	7
How can StandBy be accessed?	8
Anglicare WA - CYPRESS	8
How can CYPRESS be accessed?	8
Primary and Secondary Schools	8
GriefLine	9
Injury Matters, Road Trauma Support WA	10
How can Road Trauma Support WA be accessed?	10
Lifeline WA – Support in Times of Grief and Loss	10
How can Lifeline WA’s Support in times of Grief and Loss service be accessed?	11
Lionheart	12
MATES in Construction WA	12
How can MATES in Construction support be accessed?	13
MATES in Mining	13
How can MATES in Mining be accessed?	13
Miners’ Promise	14

How can Miners' Promise be accessed?	14
Solace Grief Support Group WA Inc	14
How can the Solace Grief Support Group be accessed?	15
State Mortuary Bereavement Viewing Facility	15
The Compassionate Friends of Western Australia Inc. and The Compassionate Friends Mandurah Inc.	15
How can The Compassionate Friends be accessed?	16
The Grief Centre of Western Australia	19
How can the Grief Centre WA's services be accessed?	17
Thirrili	17
How can Thirrili be accessed?	18
Other	18
Resources.....	19
Helplines.....	20



Supports After Suicide and Sudden Loss

The loss of a loved one in a sudden or unexpected way is often painful and difficult - please know that there are many organisations and community groups that are available to provide specialised support.

The purpose of this resource is to increase awareness amongst both the general community and professionals of the many supports available to people bereaved by suicide and sudden loss. People are encouraged to use this resource as a tool to help someone bereaved by suicide navigate through the supports available to find one that best suits their individual needs.

All of the organisations included in this resource are well-established, however changes may occur, so it is best to check directly with the organisation. The organisations included in this resource were agreed by the Metropolitan Postvention Development Group. Each organisation has agreed to be included in this resource and provided the relevant information for their service.



Indicates a listing that provides support specifically for people impacted by suicide



Indicates a listing that provides support for people impacted by the loss of a loved one (suicide or other circumstance)

Anglicare WA - ARBOR

[www.anglicarewa.org.au/get-help/mental-health/active-response-bereavement-outreach-\(arbor\)](http://www.anglicarewa.org.au/get-help/mental-health/active-response-bereavement-outreach-(arbor))

ARBOR stands for **A**ctive **R**esponse **B**ereavement **O**ut**R**each. ARBOR is a free service that offers short-medium term grief- counselling, practical/ emotional support, appropriate referral support, volunteer lived-experience peer support and support groups. ARBOR is an early and active brief-intervention program with the aim of supporting people recently impacted by suicide (recently impacted means: up to 2 years post suicide-loss).

ARBOR Grief Counselling

ARBOR suicide-bereavement counsellors can provide support and strategies for managing grief, as well as appropriate referrals within or external to Anglicare WA services. ARBOR counselling sessions are typically an hour long and can be one-on-one or involve multiple clients. The setting of counselling is flexible to meet client-needs, for example, at times a home visit may be more suitable. ARBOR also offers telephone counselling via appointment only (note: this is not a crisis line. Please phone Lifeline on 13 11 14 if you are in crisis).

ARBOR Lived-Experience Peer Volunteers

ARBOR lived-experience Peer Volunteers are people who have experienced bereavement by suicide, who wish to help others and are trained to support others through similar situations. Lived-experience Peer Volunteers attend the ARBOR Newly Bereaved Groups in conjunction with the ARBOR Counsellor to provide support and empathy to participants.

Lived-Experience Suicide Support Groups

This is an open and on-going group that occurs once a month. This group provides informal social support to people bereaved by suicide and is guided by ARBOR lived-experience Peer Volunteers and the ARBOR Peer Support and Project Officer. The aim of the group is to provide a safe environment for people to share their grief-journey with others bereaved by suicide.

Cultural Support

ARBOR is designed to be as inclusive as possible and is appropriate for a culturally and linguistically diverse range of clients. Suicide bereavement support is offered to Aboriginal people and communities through partnerships with local Aboriginal specialist services.

Suicide Awareness Training for allied health professionals

ARBOR offers Suicide Awareness training packages to professionals and communities. This training has been developed to provide insight into suicide bereavement and information regarding appropriate referral pathways.

How can ARBOR be accessed?

Clients

Please phone 1300 11 44 46 to discuss booking an appointment or any of the above-mentioned information. OR, email: arbor.bereavement@anglicarewa.org.au.

Professionals

Please phone 1300 11 44 46 to discuss booking an appointment or any of the above-mentioned information. OR, email: info@anglicarewa.org.au. Alternatively, please complete an on-line referral form:

[https://www.anglicarewa.org.au/get-help/mental-health/active-response-bereavement-outreach-\(arbor\)/for-professionals](https://www.anglicarewa.org.au/get-help/mental-health/active-response-bereavement-outreach-(arbor)/for-professionals)

Anglicare WA - StandBy

StandBy is a service that is dedicated to supporting people and communities across Australia bereaved or impacted by suicide.

The StandBy program is focused on supporting anyone who has been bereaved or impacted by suicide at any stage in their life, including:

- Individuals
- Families
- Friends
- Witnesses
- First Responders
- Service Providers

StandBy is accessible 24 hours a day, seven days a week, providing free face-to face and/or telephone support at a time and place that is best for each individual.

The program offers coordinated evidence-based support and resources (including connections to local services and groups) that is individualised for each person's unique circumstance. This support is continued for up to two years to ensure those that engage with StandBy are not alone and receive ongoing support.

StandBy is guided by local advisory groups – which includes community stakeholders as well as those with Lived Experience. StandBy National is informed by our National Lived Experience Advisory Group.

StandBy provides:

- Person-centred support and follow-up
- Contactable 24/7 to arrange face to face or telephone support
- Locally tailored community workshops
- Connect and coordinate local support that fits individual needs
- Group support after a suicide for schools, workplaces and community groups.

How can StandBy be accessed?

Please phone 1300 727 247, email standby.perthmetro@anglicarewa.org.au or visit www.standbysupport.com.au

Anglicare WA - CYPRESS



For children and young people aged 6 - 18 years

www.anglicarewa.org.au/get-help/mental-health/children-young-people-responsive-suicide-support

CYPRESS stands for 'Children & Young People Responsive Suicide Support'. It's a free and long-term support service for children and young people between the ages of 6 and 18 who have been bereaved by suicide.

Suicide is the leading cause of death of children between 5 and 17 years old. Children and young people under the age of 18 who lose a parent to suicide are up to three times more likely to die by suicide than children and young people living with their parents. CYPRESS services offered include counselling, home visits and outreach, support groups, community capacity building, and peer support.

CYPRESS operates across the entire metro area and offers outreach and office-based support as needed.

Counselling

Individual, group or family counselling is provided by professional bereavement counsellors who are also specialised in working with children and young people.

Home visits and outreach

Counsellors can visit the family home, school, youth centre, community centre, park or nominated place to provide support where people feel most comfortable.

Peer support

Increase connectedness and reduce feelings of isolation by linking in with others who have a lived experience of suicide.

How can CYPRESS be accessed?

CYPRESS operates across the entire metro area and offers outreach and office-based support as needed. Agencies, schools, individuals, families and friends can contact CYPRESS during business hours between 8:30am and 4:30pm. Referrals can be made by telephoning the CYPRESS contact line on 1300 11 44 46 or emailing them to info@anglicarewa.org.au.

Primary and Secondary Schools

Postvention processes following a loss is guided by the schools. Schools are often already responding or planning to respond well before any formal news that a student or other member of their school community has died by suspected suicide. Schools match their response to presenting need and engage with external services such as headspace, Youth Focus, Child and Adolescent Mental Health Service (CAMHS), Chaplains or other local services as well as internal supports for their system - for example the Department of Education has access to School Psychologists and Lead School Psychologists for consultation and support.

Be You headspace consultants support secondary school communities prepare for, respond to and recover together where there has been a death by suicide. You can access more information here: <https://headspace.org.au/professionals-and-educators/educators/programs-in-schools/be-you/>

For further information, the [*School Response and Planning Guidelines for Students with Suicidal Behaviour and Non-Suicidal Self-Injury*](#) has a Postvention section which relates to Department schools as well as non-Government schools from Catholic Education WA and the Association of Independent Schools

GriefLine

www.griefline.org.au

GriefLine is a free national helpline offering confidential phone counselling and support to anyone experiencing grief, loss, trauma, loneliness and/or isolation. Their trained and experience volunteers provide skilled interventions, compassion, empathy and an opportunity to work with an individual's experience of grief, loss or trauma. The GriefLine website is filled with evidence-based resources to help people understand and navigate their experience with grief and loss.

How can GriefLine be accessed?

GriefLine National toll-free helpline

Available Monday to Friday, 8am to 8pm AEST on 1300 845 745

Online Moderated Forums

Visit www.griefline.org.au for more information.

Injury Matters, Road Trauma Support WA



For anyone affected by road trauma

www.rtswa.org.au

Road Trauma Support WA is a state-wide service that provides information, support and counselling to anyone affected by road trauma, regardless of when the incident occurred or what level of involvement the person had, direct or indirect. They support those who have been involved in and/or injured in a road crash, their families, friends and carers, those who have witnessed a crash or are first on the scene, first responders and those who may have caused a road crash to occur. Counselling is free of charge; no referral is required and there is no limit on the number of sessions.

How can Road Trauma Support WA be accessed?

Phone: [\(08\) 6166 7688](tel:(08)61667688)

Email: info@injurymatters.org.au

Address: Level 2, 297 Vincent Street, Leederville WA 6007

Opening hours: Monday to Friday, 8:30am to 4:30pm

Lifeline WA – Support in Times of Grief and Loss



<https://wa.lifeline.org.au/services/counselling-services/support-in-times-of-grief-and-loss/>

Lifeline WA's Support in Times of Grief and Loss service is for anyone impacted by Grief and Loss, including:

- Circumstantial loss (e.g. job loss)
- Suicide bereavement
- Loss of a family member, friend or community
- Complex grief

- Anticipatory grief.

Lifeline WA's Support in Times of Grief and Loss service can help by:

- Address your feelings and manage your emotions whilst experiencing bereavement
- Identify healthy coping mechanisms and support systems around you that address feelings of isolation and despair
- Resolve the effects of the loss of a loved one and how this alters your life
- Help manage setbacks in your life brought on by grieving
- Develop strategies to achieve emotional wellbeing for yourself and your family.

How can Lifeline WA's Support in times of Grief and Loss service be accessed?

Counselling appointments can be made directly by the individual/s or facilitated by an agency by contacting 08 9261 4444 or by email on counselling@lifeline.wa.org.au.

Lionheart Camp for Kids



For children and young people aged 5 - 17 years

www.lionheartcampforkids.com.au

Lionheart is a community-based service that provides support to grieving families. Every year, countless children experience the death of someone they love. Lionheart believes no child should face this struggle alone. Their unique programs give children the chance to cry, laugh, grow, and heal. Kids meet other kids in similar circumstances, and together, they grow stronger.

Children and teens ages 5-17 attend their camps that combine traditional, fun camp activities with grief education and emotional support, free of charge for all families. Led by grief professionals and trained volunteers, Lionheart provides a unique opportunity for youth to increase levels of hope, enhance self-esteem, and especially to learn that they are not alone.

Lionheart partners with Western Australian organisations to bring hope and healing to hundreds of grieving children and teens each year through camps, online resources, life skill workshops and feeling a sense of belonging in close knit and supportive community of others who have experienced the death of a family member too.

Lionheart allows youth to:

- Tell their story in a safe environment
- Process grief in healthy ways
- Meet friends facing similar circumstances
- Learn they are not alone

- Build a tool-box of coping skills
- Honour and memorialise loved ones
- Have fun!

How can Lionheart Camp for Kids be accessed?

To register for Lionheart or for more information head to the website www.lionheartcampforkids.com.au check out Lionheart Camp for Kids on Facebook and Instagram or phone on 0481 199 758.

MATES in Construction WA



For the building and construction industry and their immediate families

www.mates.org.au

MATES WA provide free and confidential grief and bereavement support for all members of the building and construction industry and their immediate families. Support is available for loss that has occurred at any stage in the individual's life and includes support post suicide or suicide attempt.

MATES also provide support to anyone directly impacted by the suicide or suicide attempt of a building and construction worker. This includes family and friends, workmates, employers, witnesses or responders to the incident, sporting clubs, and other community groups the worker was affiliated with.

All MATES support services are free, confidential, and accessible 24/7 through the MATES help and referral line on 1300 MIC 111 (1300 642 111). Following immediate telephone support, you will be linked to a MATES case manager who will offer timely telephone and/or face to face support.

MATES case managers are tertiary trained in psychology, social work or counselling and provide empathic, short-term support and referral based on your identified needs and goals. They are not a clinical service and do not provide long-term counselling; but will refer you to specialist services for ongoing care where appropriate.

For construction industry workplaces impacted by the death or suicide of an employee, MATES also provide a free co-ordinated Psychological Safety Response that aims to normalise emotional responses to the event and promote safety, calm, connectedness, efficacy, hope, help-seeking and help-offering. The response includes planned site visits, support resources and case management support for Managers and employees seeking further assistance.

How can MATES in Construction support be accessed?

To access MATES in Construction support, please contact the free 24/7 MATES help and referral line on 1300 MIC 111 (1300 642 111). The MATES in Construction office is located in Malaga and can also be contacted during business hours via phone on (08) 9463 6664 or via email on waadmin@mates.org.au for appointments.

MATES in Mining



For the mining industry

<https://mates.org.au/mining/>

<https://fifo.mates.org.au/>

MATES in Mining is an evidence-based suicide awareness, prevention and postvention program for the mining industry. The program leverages industry participation and support to further imbed suicide prevention and mental health awareness into the industry culture.

Workforce capacity building is provided through clear pathways of education, training and support – building communities of MATES who can look out for MATES. The program is adapted to mirror safety structures onsite and engages the entire workforce in providing a mentally safer and healthier workplace.

In addition to the education and training provided to prevent suicide, MATES in Mining can provide postvention support – the support a site may need after a worker or a worker's family member has died by suicide. The grief that follows a suicide can be complex, often leaving people with unanswered questions. Postvention is designed to help those grieving after a suicide to ensure they receive appropriate help and support.

MATES also provides Case Management support via qualified professionals (Social Workers or Psychologists) to further assist workers who are struggling after a suicide by someone they know. A “brokerage” model of case management is used whereby case managers do not provide clinical services but connect the worker to appropriate services in their industry or their community. These services include workplace EAP's, financial counselling, drug and alcohol counselling. Workers also have access to the MATES dedicated 24/7 telephone support/crisis line (1300 642 111).

How can MATES in Mining be accessed?

To find out more about adopting MATES in Mining, please contact waadmin@mates.org.au phone (08) 9463 6664 or call the 24/7 telephone support line on 1300 642 111.

Miners' Promise



For mining and resource sector employees and their families

www.minerspromise.org.au

An independent member and industry partnership-based organisation established to assist mining and resources sector employees and their immediate families by providing practical, emotional and financial support when impacted by a crisis event or death. It is through member subscriptions, industry partnerships and individual and corporate donations made to Miners' Promise, that they are able to continue to help the many families who find themselves unexpectedly and sometimes tragically needing help. Their fundamental service is the practical, emotional, and financial support provided to resources sector families following a death, or other significant crisis event such as a serious illness or accident.

When a significant event such as a death occurs, Miners' Promise is immediately on hand to assist families. They meet with the family to determine and tailor the type of support needed. When a request for support is initiated, a full assessment is undertaken, allowing those in crisis to be intimately involved in determining their priorities and immediate needs. Typically, support includes 24/7 emotional support and practical support that can include acting as a liaison between for example, an employer, probate lawyer, superannuation and government agencies, and it may involve providing immediate financial assistance to pay bills or assist with funeral costs.

How can Miners' Promise be accessed?

Phone: 1300 124 014

Email: info@minerspromise.org.au

Office: Level 10, 2 Mill Street, Perth WA 6000

Roses in the Ocean

Australia's national lived experience of suicide organisation, Roses in the Ocean exists to save lives and to reduce emotional distress and pain.

<https://rosesintheocean.com.au/>

'Peer CARE Companion in Community' provides a 'golden thread' of trained and supported community members with lived experience of suicide known as Peer CARE Companions. The volunteer-based service strengthens the existing network of suicide prevention services including aftercare, postvention and safe spaces, and address service and support gaps in community by providing 'light touch' peer support and connection.

Roses in the Ocean piloted this project, which is being evaluated through the Telethon Kids Institute, in the Peel and Rockingham Kwinana (PaRK) region of Western Australia in 2021/22. Roses in the Ocean has now expanded this support to cover the Perth Metro.

How can Roses in the Ocean be accessed?

Phone: 1300 411 461^[1]_[SEP]

Email: enquiries@rosesintheocean.com.au

Solace Grief Support Group WA Inc

For people who have lost their spouse or partner

www.solacegriefsupport.org.au

Solace Grief Support Group WA is a peer led, self-help organisation for those who are grieving the death of their spouse or partner. Solace WA provides a caring environment where people are welcome and invited to share their story and receive support. When one's partner dies normal life as you knew it ceases.

Solace WA provides trained facilitators and support workers who all have experienced the death of their loved one. Café and walking groups are also held each month at different locations. They also offer telephone support and meeting up initially on a one to one basis when first contact is made.

How can the Solace Grief Support Group be accessed?

Contact details are 0488 991 084 or email info@solacegriefsupportwa.org.au

It may not be easy to make contact, however, please know that you and your call will always be welcome.

State Mortuary Bereavement Viewing Facility

The therapeutic benefits of a viewing to the grieving process are well regarded. The Bereavement Officer at the Bereavement Viewing Facility is available during business hours to provide information and support. The next of kin may contact the Bereavement Liaison Officer, Monday to Friday 9am - 5pm to arrange a viewing.

You can contact the Bereavement Liaison Officer on 6383 4895 or mortuary.pathwest@health.wa.gov.au with any questions or to make an appointment. The Facility

is located at the PathWest State Mortuary, Sir Charles Gardiner Hospital, JJ Block, Hospital Avenue, Nedlands WA 6009.

The Compassionate Friends of Western Australia Inc. and The Compassionate Friends Mandurah Inc.



The Compassionate Friends of W.A (T.C.F.W.A) is a self-support organisation offering friendship and understanding to bereaved parents. Its purposes are to:

- promote and aid parents, siblings, and grandparents in the positive resolution of the grief experienced after the death of a child at any age
- foster emotional and physical wellbeing for the whole family whilst never forgetting those children who have died.

The Compassionate Friends is not a crisis intervention centre nor are meetings “therapy” sessions. Yet healing happens slowly and gently as parents gain insight and have an opportunity to talk through their feelings in an accepting atmosphere where others are able to reach out to the newly bereaved.

We offer Support Groups for bereaved parents and siblings, phone support, newsletters, and Annual Memorial Events.

The Compassionate Friends is part of an international organisation, and they have a chapter in Mandurah. The Mandurah Chapter also offers a monthly Suicide Support Group.

How can The Compassionate Friends be accessed?

The Compassionate Friends Mandurah - Mandurah and the South West from Kwinana

Phone: 9535 7761

After Hours: 9582 8113

Email: tcfmandurah@bigpond.com

www.tcfmandurah.com.au

National Helpline: 1300 064 068

The Grief Centre of Western Australia



www.griefcentrewa.org.au

The Grief Centre of WA is available for adults, teenagers and children who are grieving after the death of a loved one or someone close to them. The Centre provides psychological, emotional,

and creative support options for people experiencing grief through bereavement, regardless of the circumstances or how long ago it occurred.

GCWA has been funded by the WA Mental Health Commission to provide Suicide Prevention and Postvention Services to the community.

This looks like:

- 1:1 Grief Counselling for those who have lost a loved one to suicide, or those who have attempted suicide or are contemplating suicide.
- Grief and Suicide Prevention Support Programs
- Community Grief and Suicide Prevention Workshops
- Community Grief and Suicide Prevention Events and Awareness Raising

They also provide individual and family counselling is provided as a fee-for-service which may be reduced for those who provide evidence of financial difficulties. Sessions occur at the Centre's premises in Tuart Hill, over the phone or via video call. The Grief Centre of WA also offers in person and online grief support groups for anyone who has suffered the loss of a loved one as well as those who are suffering through living-losses. This includes losses associated with COVID19 such as social isolation, relationship breakdown, the loss of employment, or being able to attend funerals or other significant occasions.

All enquiries should be directed to admin@griefcentrewa.org.au in the first instance.

Thirrili 

For Aboriginal and Torres Strait Islander people and their families **www.thirrili.com.au**

The National Indigenous Postvention Service (NIPS) supports individuals, families, and communities affected by suicide or other significant trauma. Once they are notified of a loss of an Aboriginal and Torres Strait Islander person to suicide or other traumatic incident, they assess who is best placed to assist the family. They will work with local Elders, community and Aboriginal and /or Torres Strait Islander organisations to ensure a community response is put in place to support bereaved individuals and families. They can travel to provide support if invited by the family or can provide advice to Community Leaders or Elders and local services on how best to respond.

Thirrili's aim is not to replace the good work being done by local services. Rather, they aim to compliment the work being done by local services to ensure the best outcome for families and their communities. Thirrili meet with individuals and families to discuss their needs. They are able to

provide practical social support, link people with a range of local social, health and community services and where appropriate continue to work with local services to ensure care and support continues beyond the immediate aftermath of the traumatic incident (throughcare). Thirrili can advocate on behalf of families to assist them to access the supports they need in their time of grief. Their impartiality and independence enables them to be strong advocates for families, ensuring that services are working together to provide coordinated care.

How can Thirrili be accessed?

To contact an Advocate call 1800 805 801 (24 hours, 7 days a week). Generally, the phone is answered by an Aboriginal Support Advocate. If for some reason the call is diverted to an answering machine, please leave your best contact number, and the Support Advocate will call you back as soon as possible.

Other

Your local GP is also available to support you and assist you to connect with services. They may provide you with a Mental Health Treatment Plan, under which you can access up to 10 individual sessions with eligible mental health providers per calendar year with rebates. It is suggested that you request, or try to source someone who specialises in grief and bereavement.

Many medium to large size workplaces provide an Employee Assistance Program, also known as EAP. You may like to consider using an EAP if available to you, these are usually confidential and free of charge.

Resources

- The resource “*When Someone Takes Their Own Life...what next?*” Booklet was developed in WA by people who have lost a loved one to suicide and can be found on the page below:
www.thinkmentalhealthwa.com.au/supporting-others-mental-health/how-to-help/supporting-someone-bereaved-by-suicide/
Hard copies can be ordered by request from the WA Mental Health Commission.
- [Sudden loss support kit](#) includes information for families and friends who lose a loved one in a sudden or unexpected way, including suicide. This resource was developed by the Tasmanian Department of Health and Human Services.
- SANE Australia www.sane.org has factsheets and podcasts on suicide bereavement including “[Has someone close to you died by suicide?](#)” and “[Is someone close to you bereaved by suicide?](#)”
- The National Standby Support After Suicide program has a range of excellent resources available at www.standbysupport.com.au/resources/
- Support After Suicide – Jesuit Social Services provides information and resources for those experiencing bereavement following a suicide loss and is available at www.supportaftersuicide.org.au
- Neami National Perth Suicide Prevention Coordination has the following resources available online:
 - Safety and Public Memorials Following Suicide
 - Support for Suicide Bereavement
 - A Guide for Parents – Supporting your child’s mental health.
 - Community Group/Club Suicide and Mental Health Awareness Guide
 - Aftercare Booklet - Supports Following a Suicide Attempt

The most up-to-date version of these resources will be on the website here:

<https://www.neaminational.org.au/find-services/perth-metro-suicide-prevention-coordination/>

Helplines and Support Services

Helplines can provide you with immediate access to support and advice that is confidential, free and anonymous.

In an emergency call 000 or visit your local emergency department.

24/7 Helplines

Service	How they can help	Access
<u>13YARN</u>	Crisis support line for mob who are feeling overwhelmed or having difficulty coping. Provides one-on one yarning with a Lifeline-trained Aboriginal & Torres Strait Islander Crisis Supporter.	13 92 76
<u>Alcohol and Drug Support Line</u>	A confidential, non-judgemental telephone counselling, information and referral service for anyone seeking help for their own or another person's alcohol or drug use.	08 9442 5000 (Metro) 1800 198 024 (Country)
<u>BeyondBlue</u>	Online and telephone support for anyone feeling anxious or depressed.	1300 224 636
<u>Brother to Brother</u>	Support for Aboriginal men in need of a yarn. The hotline is staffed entirely by Aboriginal men (including Elders) all of whom have relevant lived experience and expertise.	1800 435 799
<u>Crisis Care Helpline - WA</u>	The Department for Child Protection and Family Support's after-hours service, Crisis Care Unit, operates twenty-four hours a day, seven days a week. This telephone service prioritises child protection concerns. It also provides information, advice, support and intervention for people in crises and needing urgent help. Types of crises addressed by the service include child protection concerns, family and domestic violence, suicidal ideation and homelessness.	1800 199 008
<u>CAMHS Crisis Connect</u>	Mental health advice and support for children and young people in the metropolitan area.	1800 048 636
<u>HealthDirect</u>	To speak to a registered nurse for 24-hour health advice.	1800 022 222

Service	How they can help	Access
<u>KidsHelpline</u>	Free (including from a mobile) confidential online and phone counselling service for young people aged 5 to 25. <u>WebChat Counselling</u> is also available.	1800 55 1800
<u>Lifeline</u>	Provides compassionate phone support for people in crisis.	13 11 14
	Short-term support for people who are feeling overwhelmed or having difficulty coping. Real-time using 'SMS' technology.	0477 13 11 14
<u>MensLine Australia</u>	Men and boys – support dealing with family and relationship concerns.	1300 789 978 <u>Online chat</u>
<u>Mental Health Emergency Response Line (MHERL)</u>	Provides assessment, specialist intervention and support for people experiencing a mental health emergency and if required, referral to a local mental health service or ED.	1300 555 788 (Metro) or 1800 676 822 (Peel) or 1800 552 002 (Country/Rurallink)
<u>Mental Health Foundation Australia</u>	Provides phone support for people mental health challenges.	1300 643 287 Mon – Fri 9am – 5pm, AEST
<u>Open Arms</u>	Veterans & families counselling. Mental health and wellbeing support for current and ex-serving Australian Defence Force personnel and their families.	1800 011 046
<u>Parent and family drug support line</u>	A confidential, non-judgemental telephone counselling, information and referral service for anyone concerned about a loved one's alcohol or drug use. Callers have the option to speak to an experienced parent volunteer.	9442 5050 (Metro) 1800 653 203 (Country)

Service	How they can help	Access
<u>Sexual Assault Resource Centre</u>	Crisis Line For recent sexual assaults (in the last 2 weeks), 24 hours, 7 days a week and crisis counselling 8.30am to 11pm, 7 days a week	(08) 6458 1828 OR 1800 199 888 (Freecall from landlines)
	To request a face-to-face counselling appointment.	(08) 6458 1828 8.30am and 4.30pm Monday to Friday.
<u>Suicide Call Back Service</u>	For teens 15+ and adults feeling suicidal, lost someone by suicide, or caring for someone who is feeling suicidal. Suicide Call Back Service provides immediate telephone counselling and support in a crisis. Your call will be answered by a counsellor. You may be eligible to receive up to four free telephone counselling sessions, scheduled at times to best suit your needs.	1300 659 467 Or access their online or video chat on their website.
<u>Translating and Interpreting Service (TSI)</u>	Language Translation Support - Call and request an interpreter 24 hours, every day of the year. Can help support you connect you to health and medical services in over 26 languages	13 14 50

Other Services (not 24/7)

Service	How they can help	Access
<u>Butterfly National Helpline</u>	For anyone concerned by eating disorders or body image issues, whether you need support for yourself or someone you care about. All counsellors are qualified mental health professionals with specialist training in eating disorders and body image.	1800 334 673 and online chat 8am to midnight AEST, 7 days per week

Service	How they can help	Access
<u>Carers WA</u>	Carers WA work with with carers, persons with care and support needs, health professionals, service providers, government and the wider community to achieve an improved quality of life for carers.	1300 227 377 (general line Monday to Friday, 8.30am to 4.30pm)
<u>Parents Beyond Breakup</u>	Generalist counselling supporting men, women and grandparents through family breakdown and separation	1300 853 437 9:00am - 5:00pm 7 days per week
<u>Entrypoint Perth</u>	Entrypoint Perth is a free and voluntary assessment and referral service assisting people who are homeless or at risk of homelessness in Western Australia to access accommodation and support options.	1800 124 684 or 6496 0001 Monday – Friday 9:00am – 7:00pm Saturday: 9:00am – 5:00pm
<u>Eheadspace</u>	Online and telephone support and counselling to young people 12 - 25 years and their families and friends.	1800 650 890 9am - 1am AEST
<u>Family Relationship Advice Line</u>	Help for families affected by relationship or separation issues, including information on parenting arrangements after separation. It can also refer callers to local services that provide assistance.	1800 050 321 Mon - Fri 8am - 8pm + Sat 10am - 4pm local time, closed national public holidays
<u>Friendline</u>	Supports anyone who's feeling lonely, needs to reconnect or just wants a chat.	08 6118 0587 8am – 6pm, 7 days a week The online chat service is available 4pm – 6pm, Monday – Friday.
<u>GriefLine</u>	Provide free counselling support to anyone experiencing grief, loss and the many related feelings that occur as a result.	1300 845 745 8am and 8pm, 7 days a week (AEDT)

Service	How they can help	Access
<u>Here For You</u>	One-to-one support from a qualified counsellor or relevant professional peer practitioner in WA.	1800 437 348 7am – 10pm, 7 days per week
<u>National Debt Helpline</u>	Free professional financial counselling and advice on how to manage your debt. Independent and confidential service.	1800 007 007 Weekdays 9.30am - 4.30 pm Online chat available weekdays 9am – 8pm.
<u>PANDA National Helpline</u>	Supports women, men and families across Australia affected by anxiety and depression during pregnancy and in the first year of parenthood.	1300 726 306 The Helpline is open: 9am - 7:30pm Monday - Friday 9am - 4pm on Saturdays and public holidays.
<u>Parents Beyond Breakup</u>	Generalist counselling supporting men, women and grandparents through family breakdown and separation	1300 853 437 9:00am - 5:00pm 7 days per week
<u>Peer Pathways - WA</u>	For people with mental health challenges to find the supports needed to promote mental and physical wellbeing. WA Specific.	08 9477 2809 Monday - Friday 9am to 5pm
<u>QLife</u>	Anonymous telephone and webchat for LGBTIQ+ peer support for people to discuss sexuality, identity, gender, bodies, feelings or relationships. They also welcome contact from people who may not be LGBTIQ+ but who want to talk about someone else they care about.	3pm - Midnight 1800 184 527
<u>Samaritans WA</u>	Samaritans WA Volunteer Counsellors provide emotional support to individuals/	08 6383 9850 Every day from 8:00am-8:00pm (AWST).

Service	How they can help	Access
<u>SANE Australia</u>	Talk to a Mental Health Professional. SANE's team of trained staff and volunteers provide free support, information, and resources.	1800 187 263 Available Monday to Friday, 10am - 8pm (AEST/AEDT).
	For ongoing guidance and support. Work with a dedicated support team to identify your goals and tailor a support plan that's right for you.	Available Monday to Friday, 10am to 8pm (AEST/AEDT). <u>Online referral.</u>
<u>StandBy – Support After Suicide</u>	StandBy program is focused on supporting anyone who has been bereaved or impacted by suicide at any stage in their life.	1300 727 247 6am to 10pm 7 days per week
<u>Peer CARE Companion Warmline</u>	A suicide prevention call-back service providing a safe place for people with a lived experience of suicide to connect with others with a similar lived experience for a chat, in a shared space of compassion, understanding and respect.	1800 77 7337. Leave a message and they will call you back within 48 hours.
<u>Wellways Helpline</u>	A free, peer-led, confidential, and non-judgmental service providing mental health information, wellbeing support and referral advice for people with a mental health issue, as well as carers and family members.	1300 111 500 Monday - Friday 9am to 9pm AEST, excluding public holidays



More information

For feedback/comments please contact the Neami Suicide Prevention Coordinators:

Neami National Perth

Ground Floor, 9 Kitchener Avenue, Burswood WA 6100

Proudly working on the traditional lands of the Whadjuk people

Email: spc.metro@neaminational.org.au

**This service is not a crisis response service. If you require crisis support,
please call 000 or Lifeline 13 11 14.**



We acknowledge Aboriginal and/or Torres Strait Islander peoples and communities as the Traditional Custodians of the land we work on and pay our respects to Elders past, present and emerging. We recognise that their sovereignty was never ceded.

Neami celebrates, values and includes people of all backgrounds, genders, sexualities, cultures, bodies and abilities.