MercyCare

WADJAK
Northside Aboriginal Community Group

Mirrabooka – Joondalup Family Support Network

Call 1300 760 691

mercycare.com.au | wadjaknorthside.org.au

We assist families or individuals up to 25 years of age.

Support we offer

- Understanding what support needs a family or individual may require
- Assistance to identify what support services are available, and what support they offer
- Accessing different services without having to be placed on several waitlists for the same service
- Coordinating the various support services, working together towards agreed goals
- Providing tailored support responses in the areas of: parenting, family and domestic violence, migrant and Aboriginal specific services, substance use, financial assistance, grief and loss, mental health, parent/teen conflict, relationship difficulties, school absenteeism, youth engagement, housing, carer support, post trauma and specialist counselling services

Where we operate

The Department of Communities Districts of Mirrabooka and Joondalup, which includes the local Government areas of:

- City of Bayswater*
- City of Joondalup
- City of Stirling*
- City of Swan*
- City of Wanneroo

**select suburbs only*

What we do

- We assist children, young people and their families to get the support they need without having to search for services themselves
- Our approach to gathering information ensures families or individuals are not having to retell their story to each service they are referred to
- We quickly connect families or individuals to the most appropriate support services
- We work alongside families and individuals to coordinate an immediate response to complex issues, building on each of their strengths and capacity to receive support
- We work in partnership with Wadjak Northside (our lead Aboriginal Community Controlled Organisation) and various other leaders, Elders and community - based groups to continuously improve the services we offer to families

What happens next?

Contact our team to make a referral

T 1300 760 691

E mjfsn@mercycare.com.au

Monday to Friday, 9am-4:30pm

A member of our team will:

- make contact to gather additional information;
- provide the family or individual with a range of support service options;
- facilitate all referrals to the selected services on behalf of the family or individual; and
- inform the family or individual of the agency responsible for coordinating the various services if more than one has been selected, and when the services will commence.

Mirrabooka – Joondalup Family Support Network

We are a partnership of agencies working together to support families with children and young people up to 25 years.

We provide central access to a range of support services, ensuring each family or individual can select the mix of services they wish to receive on a voluntary basis whilst maintaining confidentiality of client information.

Services include:

Support for families, carers and parents experiencing issues such as family violence, social isolation, parenting difficulties and financial hardship

Mental health and specialist counselling services

Youth support

Aboriginal family support through Wadjak Northside and Culturally and Linguistically Diverse specific services

Support with tenancy issues

The Family Support Network consists of a variety of local agencies and services who, in gaining consent from the family, may share specific information for the purposes of more effective coordination, accountability and service delivery to families. A list of these current partner agencies is available at **wafsn.org.au/locations/mirrabooka-joondalup-family-support-network**

WA Family Support Networks are funded by the Government of Western Australia's Department of Communities.

Need help now?

Emergency	000
Non-urgent police	131 444
Crisis Care	1800 199 008
Lifeline	13 11 14
Sexual Assault Resource Centre	1800 199 888
Entrypoint	1800 124 684

We are committed to the safety and wellbeing of children and young people

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