



# Hardship and Homelessness Services

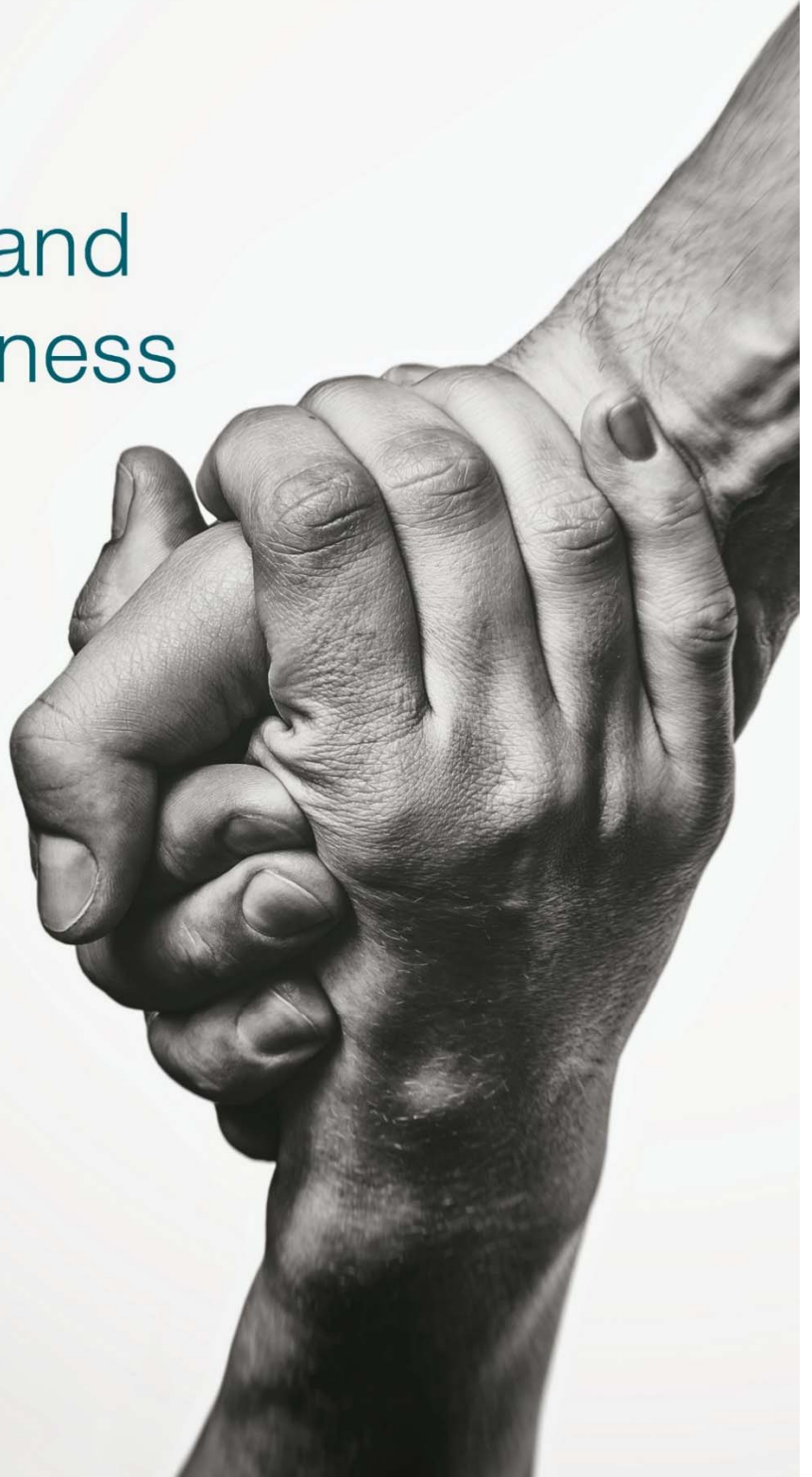
The City of Joondalup is aware that some people in the community are experiencing hardship and may be sleeping rough at the moment.

This booklet provides a list of local services that provide food, warm clothing, cuppa and support or assistance with finding accommodation as well as some services located further away that provide specialist homelessness support.

Please call **9400 4000** or visit the City of Joondalup on Boas Avenue in Joondalup if you would like to talk to someone about your homelessness.

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[joondalup.wa.gov.au](http://joondalup.wa.gov.au)



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## ON-LINE SERVICES DIRECTORY FOR WA

### Ask Izzy

[www.askizzy.org.au](http://www.askizzy.org.au) – is an online directory that helps people access 350,000 local listings for housing, food, everyday things, physical/mental health, emergency funds, support & counselling and legal support.

### ER Connect

[erconnect.org.au](http://erconnect.org.au) – this is an online directory for services provided in WA. You type in a location/suburb and choose the type of service you want to know about. It has everything from accommodation to financial assistance, emergency relief, food, toiletries, legal support, counselling, health, showers, employment, furniture, Centrelink and car repair.

## ACCOMMODATION ASSISTANCE

### Australian Red Cross – Assistance with Care and Housing Support

Phone: 9225 8846

Helping older people access secure and affordable housing and linking them to care and other support options

[achmetro@redcross.org.au](mailto:achmetro@redcross.org.au)

### Entry Point Perth

Phone: 6496 0001 or 1800 124 684

Website: [entrypointperth.com.au](http://entrypointperth.com.au)

Entrypoint Perth is a free assessment and referral service assisting people who are homeless or at risk of homelessness in Western Australia to access accommodation and support options.

### Foundation Housing Limited

Phone: 9422 0707

297 Vincent St Leederville

Foundation Housing links people to accommodation that best suits their needs, and to a range of support services that enable the accommodation or tenancy to be sustained over time.

Office Hours: 8.30am to 4.30pm weekdays (or by appointment)

### Mercy Youth Support Service

Phone: 9442 3444 or 1800 800 046

18 Barrett St, Wembley

Assists young people aged 18-25 to find and secure independent accommodation. The referral line is open Monday to Friday 9.00am – 4.00pm and a response will be provided within 1-2 business days.

### Multicultural Service Centre of WA - Multicultural Housing Services Program

Phone: 9328 1544

Assists migrants and refugees experiencing difficulties in maintaining private rental tenancies.

Aims to assist and support at the earliest opportunity, before debts or other tenancy management issues become unmanageable and place the tenants at risk.

## ACCOMMODATION SERVICES FOR FAMILIES

### St Bartholomew's House

Phone: 9323 5100

Provides a range of accommodation and support to adults or families.

Updated December 2019

For changes or additions, please email [community.development@joondalup.wa.gov.au](mailto:community.development@joondalup.wa.gov.au) or call 9400 4315

### **Uniting Care West- Homeless Accommodation Service**

Phone: 9220 1288

Unit 5/5 Aberdeen Street, East Perth

Short to medium term accommodation for individuals, families and couples.

## **ACCOMMODATION SERVICES FOR WOMEN**

### **Anawin Women's Refuge**

Phone: 9328 7562

Single Aboriginal women who are homeless due to family domestic violence or other crisis.

### **Ebenezer Home**

Phone: 9440 1736 4 Penrith Place Balga

Provides short/medium term accommodation for young single Aboriginal women aged 15-25 years, however all young women are welcome. Costs apply.

### **Graceville Centre**

Phone: 9328 8529 or 9328 7284

Refuge for women aged 25 years and over with or without children. No boys over 12 years. Strictly no drugs or alcohol. Costs apply.

### **Orana House**

Phone: 9370 4544

Women with/without children who are homeless due to family domestic violence or other crisis.

### **Patricia Giles Centre \*3**

Phone: 9300 0340 9.00am – 10.00pm

Counselling, crisis accommodation, emergency relief and specialised support services to single women as well as women with children under the age of 18 years experiencing domestic and family violence.

### **Rebecca West House \*4**

8.30am – 5.00pm

### **RUAH Refuge**

Phone: 9227 6616 for women with children.

Phone: 9328 7562 for single Aboriginal women.

For women who are homeless or escaping family domestic violence.

### **St Bartholomew's House – Kensington Street Transitional Accommodation**

Phone: 9323 5100

Provides safe, secure and affordable accommodation for females aged fifty years or over, who are experiencing or at risk of homelessness.

### **Stirling Safe at Home**

Phone: 9205 7386 or 9205 7387

Hours: Mon – Fri 8.30am – 4.30pm

Provides support to women and their children who after experiencing recent Domestic Violence choose to be supported to remain in their own home when it is safe to do so.

### **Stirling Women's Centre**

Phone: 9205 7375

Hours: Mon – Fri 8.30am – 6.30pm; Sat, Sun & Public Holidays 10.00am – 1.00pm

Provides crisis accommodation for women with or without children who are escaping, or who have been affected by, Domestic or Family Violence and are homeless. Costs apply - nightly rate of \$14.50 per family or \$100.00 per week.

### **Wooree Miya Refuge**

Phone: referrals go through Crises Care on 9223 1111 but for general information about the service contact 9221 1411.

For women with or without children who are homeless due to family domestic violence or other crisis.

### **Zonta House**

Phone: 9364 8028

Accommodation for women over the age of 18 years, without children who are unable to stay in their homes due to abuse or the risk of abuse. 24 hr access 7 days week.

Unable to assist people under the influence of alcohol or substance abuse.

## **ACCOMMODATION SERVICES FOR MEN**

### **55 Central Crisis Accommodation Service**

Phone: 9272 1333

Provides 24-hour emergency crisis accommodation for up to 3 months for single adult males between the ages of 18 and 65 years.

### **Salvation Army Homelessness Service - The Beacon**

Phone: 9492 7100

Corner Nash & Aberdeen Streets

Accommodation and support for adult men who are homeless or at risk of homelessness.

Walk in or by phone.

### **St Bartholomew 's House**

Phone: 9323 5100

Supported accommodation for single men aged over 18 years.

Clients with higher support needs, referral from prison, hospital or rehab, or diagnosed mental health will require a referral form to be completed.

### **Tenacious House**

Phone: 0412 456 335

Email: [admin@tenacioushouse.com.au](mailto:admin@tenacioushouse.com.au)

Voluntary residential program for young men aged 18-35 who want to overcome life controlling issue such as addiction, anxiety, depression, unemployment or homelessness.

Uses the 12 Step Narcotics Anonymous approach.

## **ACCOMMODATION SERVICES FOR YOUNG PEOPLE**

### **Crossroads West**

Phone: 9328 1600

Level 3, 333 William Street, Northbridge

Shared and independent accommodation and support services for young people.

### **Ebenezer Home**

Phone: 9247 1330 for female accommodation

Phone: 9440 1736 for male accommodation

Provides support and accommodation to young people between the ages of 15 and 25 years who are homeless or at risk of homelessness. Ebenezer Home staff is predominantly Aboriginal and therefore provide culturally specific service for Aboriginal youth, however, all nationalities are accepted.

Updated December 2019

For changes or additions, please email [community.development@joondalup.wa.gov.au](mailto:community.development@joondalup.wa.gov.au) or call 9400 4315

### **Foyer**

Phone: 6240 7200 or 1800 185 685 (24 hours a day)

For young people aged 16-23 years who are homeless or at risk of homelessness who are willing to engage in, education, training, or employment and support programs.

Will house young parents with 1 child under 3 years and pregnant women.

Costs apply – rent is \$460 per fortnight.

### **Household Network (Perth Inner City)**

Phone: 9388 2792

Medium – long term supported accommodation for young people aged 16-25 who are homeless or at risk of homelessness in addition to having current drug and/or alcohol issues, mental health issues or diverse sexuality and/or gender issues.

### **Mercy Youth Services**

Phone: 9442 3444

18 Barrett St, Wembley

Medium term accommodation for up to 9 months for young people aged 16-18 → helps prepare young people for independent living.

Accommodation for single mums aged 16-24 → 6-month lease.

The Mercy Youth Support Service assists young people aged 18-25 to find and secure independent accommodation.

### **Mission Australia Youth Accommodation and Support Service**

Phone: 9329 4480

Provides supported crisis/short-term accommodation for 15 – 19 year olds and transitional housing for young people aged between 16 and 25 years.

### **Perth Inner City Youth Service**

Phone: 9388 2792

22 Blencowe Street, West Leederville

Externally supported medium to long-term accommodation for young people aged 16-25.

Specialist supported accommodation for LGBTI and TGD young people.

### **Youth Futures WA**

Phone: 9300 2677

Suite 3, 70 Davidson Terrace, Joondalup

Assist young people in the areas of accommodation, emergency relief, education, training, employment and community engagement.

## **EVICION PREVENTION**

### **Australian Red Cross – Private Tenancy Support Service**

Phone: 9225 8844

Assisting people who are in private rentals and are at risk of eviction and homelessness

Email: [watenancysupport@redcross.org.au](mailto:watenancysupport@redcross.org.au)

### **First Nations Homelessness Project**

Phone: 0449 655 282



Perth based in-home support for first nations people facing eviction. Strong support, strong healing, strong spirits.

Web: <http://www.firstnationshomelessnessproject.org>

## **SOBERING UP CENTRE**

### **The Salvation Army - Bridge House**

Phone: 9227 8086

11-15 Wright Street, Highgate

## **STREET TO HOME SERVICES - OUTREACH ASSISTANCE FOR ROUGH SLEEPERS**

### **Passages Resource Centre**

Phone: 9228 1478

22 Palmerston St, Northbridge 6003

Support for homeless and street-present young people. Provides crisis/emergency relief, information, referrals and support, showers, kitchen, laundry, computer/internet access, street doctor, a phone, mail collection and recreation in a safe and friendly environment.

Opening Hours: Monday-Thursday 9am-12noon & 1:00pm-4:00pm, Friday 9:00am-1:00pm

### **RUAH Assertive Outreach Team**

Phone: 9328 5933

Assists people who are sleeping rough to access stable housing, and address issues surrounding their homelessness to achieve positive, long term outcomes, and an improved quality of life. They can come to you.

### **Street Chaplains – Joondalup**

Street Chaplains, identifiable by their uniforms (purple shirts/black jackets), are trained volunteers who are present in Joondalup City streets late on Friday night from 10.00pm to 2.00am, mostly around the CBD. They can assist by providing water and first aid, mediation or guidance to find a safe means home. At other times, chaplains simply provide a listening ear if you need to talk things through and calm down. [streetchaplain.com/joondalup/](http://streetchaplain.com/joondalup/)

### **Uniting Care West Assertive Outreach Team**

Phone: 9220 1228

Assists people who are sleeping rough to access stable housing, and address issues surrounding their homelessness to achieve positive, long term outcomes, and an improved quality of life. They can come to you.

## **FOOD**

### **Celebrate Recovery**

Phone: No longer in use. Must contact online.

Banksia Grove Community Centre

Grass Tree Bend, Banksia Grove

Free Halal 3 course meal, Mon & Wed 4.00-5:30pm

### **Foodbank Joondalup Hub**

Supplies frozen hampers, dry hampers, fruit and veg hampers, and frozen meals.

Updated December 2019

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The hub is open on Wednesday, Thursday and Friday from 10.00am until 2.00pm.  
The main contact is the Foodbank Centre at Perth Airport, 9258 9277, or  
[wa.info@foodbankwa.org.au](mailto:wa.info@foodbankwa.org.au).  
The volunteer manager at the hub is John Kerr.

### **Manna Industries**

5 Mackie St Victoria Park 6100 1300 626 624  
Weld square – in the park  
Sunday – Friday at 1:30pm (cnr Newcastle, Beaufort and Stirling streets)  
Soup, hot meal, dessert and a drink.

### **No Limits Perth**

Phone: 0490 676 979  
Provision of food hampers to those experiencing hardship on Monday and Wednesday,  
registrations online [essentialnolimitsperth.org.au](http://essentialnolimitsperth.org.au). Provision of practical support including furniture,  
linen, clothing, baby equipment and toiletries. Referrals may be sent via email  
[einfo@nolimitsperth.org.au](mailto:einfo@nolimitsperth.org.au) and registrations are online.

### **Passages Drop in Centre**

Phone: 9228 1478  
22 Palmerston Street, Northbridge  
For young people aged 12-25 years who are homeless or at risk of homelessness.  
Breakfast Club: Monday – Thursday 9.00am – 11.00am.  
Free BBQ every Friday from 10:45am-1.00pm.

### **Red Cross Soup Patrol**

Phone: 9225 8888  
Wellington Street, Perth - corner Pier and Wellington St at 6:30pm  
Red Cross Headquarters, Perth - corner Goodrich and Bishops Rd at 6:45pm  
Free Soup every day

### **Riverview Joondalup Church**

Phone: 9301 0054  
Cnr Winton Road & Franklin Lane, Joondalup  
Food, drink, Information, Assistance, Referrals, Food Packs, Care Packs, Clothing  
Drop-in 10.00am-12noon  
Community lunch Thursdays 12noon-1.30pm

### **Salvation Army Soup Patrol**

Supreme Court Gardens at 8.00am  
Wellington Square at 8.30am  
Free soup

### **Soul Link (C3 church)**

Phone: 9300 3299  
Corner of Lincoln Lane and Winton Road, Joondalup  
This food relief program runs every Wednesday 10.00am -12:00pm.  
Referral through the City of Joondalup Youth Futures, The Spiers Centre or Centrelink - ask for a  
referral for Soul Link. Each referral lasts for 4 weeks and can be used on a continual basis if  
necessary - even after the 1<sup>st</sup> referral has expired just ask for a new referral.  
You do not have to be a member of the church or linked to the church. Need to be able to show a  
valid ID with name and current address.



### **True North Church**

Phone: 9403 1800

19 Scaphella Ave, Mullaloo

Mon, Tues, Weds, Fri from 9.00am-4.00pm

Offers homeless people lunch on Tuesday and Friday (1.00-3.00pm) and showers (with toiletry pack supplied). For emergency food relief, call to make a booking.

## **FOOD AND CLOTHING**

### **HANDnor**

Phone: 0414 682 269

Salvation Army Merriwa 26 Jenolan Way.

Fridays 9.30am – 12noon.

Hand nor is dedicated to assisting people who are homeless or at risk of homelessness by providing items of food, clothing, blankets and other essential items for Males and Females 25years +. Services in Northern Corridor Cities of Wanneroo, Joondalup, Stirling.

Shower services with toiletries supplied, free haircuts, basic first aid, mental health first aid, needle/stick exchange/141. Sewing/mending service also available.

Fresh food Foodbank/Coles/2nd Bite from 11.15am.

Outreach services available

### **HOPE Inc. (Helping Out People Everywhere)**

Phone: 9427 5013

142-146 Beauford St, Northbridge

Food parcels, financial assistance, low cost clothing and household goods, free showers, blankets and sleeping bags and a monthly barbecue Tuesday and Friday from 1.00pm – 4.00pm.

### **Riverview Joondalup Church**

Phone: 9301 0054

Cr Winton Road & Franklin Lane, Joondalup

Drop-In Service Thursday mornings 9.00am – 12noon

Hot Food, Drinks, Info, Assistance, Referrals, Food Packs, Care Packs, Clothing, and more  
Community Lunch 12noon to 1.30pm

### **Salvation Army**

Phone: 9401 3408

36 Christmas Ave, Heathridge

Tuesday and Thursday 9.30am - 12noon

### **Salvation Army Doorways**

Phone: 9305 2131

26 Jenolan Way, Merriwa

Friday 9.00am – 1.00pm

Help with food, free toasted sandwiches & hot drinks, clothes & furniture vouchers, haircuts, emergency relief (by appointment).

### **Spiers Centre**

Phone: 9401 2699

2 Albatross Court, Heathridge

Monday – Friday: 9.00am – 4.00pm

Food, clothing, vouchers, financial counselling and emergency relief

Also provide these services from a number of other locations throughout the cities of Joondalup, Wanneroo and Stirling

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### **St Vincent De Paul - Emergency Relief Assistance**

Phone: 1300 794 054

Blankets, clothing, food parcels, food vouchers, furniture, bedding, information and referrals.  
Monday – Friday: 9.00am-1.00pm

### **The Pantry WA**

Offering food parcels to people in need.

7 Lumsden Rd Wangara

Opening Times: Tues 11.00am-12noon, Wed 11.00am-12noon, Thurs 10.30am-12noon, Fri 11.30am-1.00pm

### **Trinity North Community Care**

Phone: 9448 5111

29 Wandoo Road, Duncraig - at the rear of the Trinity North Centre

Food hampers: Tuesday and Thursday at 9.00am – 12noon.

Call 9448 5111 - appointments are essential.

### **True North Church - Threads Op Shop**

Phone: 9403 1800

19 Scaphella Ave, Mullaloo

Open Tuesday to Saturday 9.00am – 1.00pm

Provides good quality 2nd-hand clothing at very affordable prices.

### **Youth Futures WA**

Phone: 9300 2677

3/70 Davidson Terrace, Joondalup

Food and financial assistance for young people aged 15-24 years.

Assistance is provided in the form of food hampers and public transport passes - other items are considered on a needs basis.

Emergency Relief is available by appointment on Tuesdays and Thursdays from 1.00pm – 2:30pm. To make an appointment call 9300 2677 (Mon-Fri: 9.00am – 4.00pm).

## **LAUNDRY**

### **A1 Quality Laundromat**

Mobile: 0404 168 020

Unit 2/8 Royce Court, Joondalup - look for the purple laundromat sign on the side of the road.

Open 7days from 7am to 9pm. Staffed Monday to Friday 9.00am to 4.00pm

On site Coin Change machine accepts notes only (\$5, \$10, \$20) and dispenses \$1 coins

Washing cost - all wash prices include quality detergent and softener.

Large washer (9 kg) is \$6, Extra-large washer (14 kg) is \$10, Maxi Washer (23 kg) is \$15 and Mega Washer (27kg) is \$18.

Wash cycle is approximately 30 minutes.

Maxi and Mega Washers are great for washing blankets, doonas, curtains, pillows etc.

Drying cost - \$1 for 7 minutes or \$2 for 14 minutes; an average load of towels costs approximately \$5 to dry and takes 35 minutes.

### **Craigie Laundrette**

Phone: 0414 828 526

Shop 11/15 Perilya Rd at Craigie Plaza, Craigie

Open every day of the year from 6:30am until 9pm.

There is access to a power point for recharging phones, laptops, electrical devices and CCTV for your security.

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Washing costs – Top loaders are \$3, large front loaders are \$5.  
Drying costs - Large dryer \$1 for 7.5 mins, Economy dryer \$1 for 20 mins.

### **Passages**

Phone: 9228 1478

22 Palmerston Street, Northbridge

For young people aged 12-25 years who are homeless or at risk of homelessness.

Showers and laundry facilities.

Monday –Thursday: 9.00am-12noon and 1.00pm – 4.00pm. Friday 9.00am-1.00pm.

## **FINANCIAL COUNSELLING SERVICES**

Financial counsellors are available free of charge to the community to help you with any debt issues you may have, or just to help you prepare a personalised budget to suit your situation. They provide assistance with paying bills, debt recovery, tenancy issues etc  
Contact the Financial Counselling Helpline on 1800 007 007 for more information.

### **CAP - Christians Against Poverty**

Phone: 1300 227 000

Lake Joondalup Baptist Church - 8 Kennedya Dr, Joondalup

CAP offers counselling and financial support to manage finances and debt. CAP also runs a financial planning and budgeting program which runs for 6 hours over the course of 3 weeks.

### **Spiers Centre**

Phone: 9401 2699

2 Albatross Court, Heathridge

Monday – Friday: 9.00am – 4.00pm

Food, clothing, vouchers, financial counselling and emergency relief

Also provide these services from a number of other locations throughout the cities of Joondalup, Wanneroo and Stirling

### **St Vincent De Paul**

Phone: 1300 794 054

Ocean Reef, Woodvale, Whitfords

Appointment needed – call 1300 794 054.

Emergency Relief: Monday to Friday 9.00am-1.00pm

Financial Counselling: Monday to Friday 8.00am-4.00pm

### **Trinity North Community Care - NILS (No Interest Loan Scheme)**

Phone: 9448 5111

29 Wandoo Road, Duncraig - at the rear of the Trinity North Centre

Volunteer staff will assist eligible people on low incomes to apply to the WA NILS scheme, for loans of up to \$1,500 for essential household goods, such as a washing machine or a refrigerator. Contact 9448 5111 for more details or call WA NILS on 1300 365 301.

### **Uniting Care West**

Phone: 9220 1288

Unit 5, 5 Aberdeen Street, Perth

This service is by appointment only. Appointments are scheduled one week in advance.

For emergency relief - contact the *Perth* office on 9220 1255 each Tuesday at 1.30pm for an appointment on Wednesday or Thursday or the Merriwa office on 9206 6200 from Monday at 8.30am for an appointment on Thursday or Friday.

## HEALTH AND DOCTORS

The City has included known medical centres that bulk bill. If you know of others please ring 9400 4000 and ask for them to be added to this directory.

### **Belridge Medical Centre**

Phone: 9307 0707

Cnr Ocean Reef Road & Eddystone Avenue, Beldon

Monday to Friday 7.30am – 8.00pm, Saturday 7.30am – 12.30pm

Bulk billing is available but needs to be requested when making appointment.

### **Candlewood Medical Centre**

Phone: 9300 0999

5/45 Candlewood Blvd, Joondalup

Monday, Wednesday, Friday 8.00am – 7.00pm, Tuesday, Thursday 8.00am – 8.00pm, Saturday 8.00am – 5.00pm, Sunday 9.00am – 1.00pm

Bulk billing available for patients who have concession cards. For patients without a concession card, a mixed billing practice with some Doctors who will bulk bill with a Medicare Card.

### **Craigie Medical and Dental Centre**

Phone: 9308 3333

9 Perilya Rd, Craigie

Monday - Friday: 7.00am-10.00pm, Weekends: 8.00am-10.00pm, Public holidays: 8.00am – 8.00pm

Bulk billing and no appointment necessary.

### **Edgewater Medical Centre**

Phone: 9306 1899

3/4 Wisteria Parade, Edgewater WA 6027

A mixed billing practice but consideration is made for patients who hold a health care card.

### **Edinburgh Family Medical Centre**

Phone: 9304 8844

Unit 1/23 Edinburgh Ave, Kinross

Bulk bill for all the patients who are registered under Medicare for GP consultation. Please note there may be some charges if you need any procedure.

### **Forrest Road Medical Centre**

Phone: 9402 1922

2/65 Forrest Road, Padbury

Monday to Friday 8.00am – 6.00pm, Saturday 8.30am – 1.00pm

A mixed billing practice that provides bulking billing to pensioner, health care card holder, children up to 16 years old. Bulk billing also available for financially disadvantaged people.

### **Hillarys Medical Centre**

Phone: 9403 2399

Suite 22-30/110 Flinders Avenue, Hillarys

Monday to Thursday 8.00am – 7.00pm, Friday 8.00am – 6.00pm, Saturday 8.30am – 12.30pm, Sunday and most public holidays 9.00am – 12.00noon

A private billing practice with bulk billing in some circumstances. Children under 12 years are bulk billed except Sundays, public holidays & as a “walk in”.

### **Hobsons Gate Medical Centre**

Phone: 9305 5999

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6/1 Hobsons Gate, Currambine

Bulk bill all children under the age of 16 years, all pensioners 65 and over, and anyone who has a Health Care Card or Concession Card from Centrelink.

**HOPE Inc. (Helping Out People Everywhere)**

Phone: 9427 5013

142-146 Beauford St, Northbridge

Free showers, soap and towels – Tuesday and Friday from 1.00pm – 4.00pm.

**Joondalup City Medical Group**

Phone: 9404 3000

Sanori House - 126 Grand Boulevard, Joondalup

Bulk billing for uni students, pensioners, health care card holders and all children under the age of 16. Happy to assist homeless clients.

Can walk in but they prefer phone in for appointments. Can refer to other services.

Mon – Thursday: 8.00am – 6.00pm and Friday: 8.00am – 5.30pm

**Joondalup Drive Medical Centre**

Phone: 9300 0055

6/1 The Gateway, Edgewater

Monday to Friday 7.00am – 8.00pm, Saturday 9.00am – 4.00pm, Sunday and public holiday 9.00am – 1.00pm

Bulk billing to pension card holders and children and students up to the age of 18 and discounted rates for health care card holders.

**Joondalup Health Campus - After Hours GP (doctor) Clinic**

Phone: 9400 9988

The clinic is now located in the Specialist Medical Centre (West) - adjacent to Pause Café, the pharmacy and florist - Joondalup Health Campus, Shenton Avenue, Joondalup

Open Monday - Friday 7.00pm to 11.00pm, Saturday, Sundays, Public Holidays: 11.00am to 11.00pm

The after-hours clinic bulk-bills all patients under the age of 16 and those who hold a current pension or health care card. All other patients including overseas visitors are privately billed and payment is required at the time of consultation. You need to produce your Medicare card.

**Kingsley Family Practice**

Phone: 9342 0471

3/116 Cockman Road, Greenwood

Monday to Friday 8.00am – 5.00pm, Saturday 9.00am – 12.00noon. Bulk bill all health care card holders and everyone 65 and over.

**Ocean Reef Medical Centre**

Phone: 9307 5344

81 Marina Boulevard, Ocean Reef

Monday to Friday 8.00am – 6.00pm and Saturday: 8.30am - 12noon

No out of pocket cost during weekday office hours for pensioners, health care card holders or children under 16 years old. Note that all Saturday appointments without exception are privately billed.

**Padbury Family Practice**

Phone: 9401 7566

3-4/73 Gibson Ave, Padbury

Bulk bill pensioners between 9.00am-4.15pm and Health Care Cardholders are discounted.

### **Passages**

Phone: 9228 1478

22 Palmerston Street, Northbridge

For young people aged 12-25 years who are homeless or at risk of homelessness.

Showers and laundry facilities. Street Doctor and Medicare Local Support on Mondays.

Monday –Thursday: 9.00am-12noon and 1.00pm – 4.00pm. Friday 9.00am-1.00pm.

### **Prendiville Ave Medical Centre**

Phone: 9300 8800

1/4 Prendiville Ave, Ocean Reef

Monday to Friday 7.30am – 6.00pm, Saturday 8.00am – 12.00noon

Age pensioners and children under 16 years of age will be bulk billed on weekdays. Those experiencing financial hardship can discuss the situation with the doctor.

### **Ruah Centre**

Phone: 9328 7682

33 Shenton Street, Northbridge

Free services for those over 20 years of age and with a low income.

Showers, computers, Phones, hot drinks, toast and fruit between 9.00am and 1.00pm.

Homeless healthcare services – contact for more information and times.

### **Shenton Avenue Medical Centre**

Phone: 9305 3232

Unit 3A/94 Delamere Ave, Currambine

Weekdays are 7.30am – 9.00pm, Saturday 8.00am – 6.00pm, Sundays 9.00am – 3.00pm. Bulk bill on weekdays, private billing only on Saturday and Sundays.

### **Sunlander Medical Centre**

Phone: 9304 1424

2/10 Sunlander Drive, Currambine

Monday - Friday 8:00am - 7:00pm, Saturday 8:00am - 1:00pm. Bulk billing is available.

### **Whitfords Avenue Medical Group**

Phone: 9307 4222

Cnr Whitfords Ave & Dampier Ave, Kallaroo

Monday, Thursday 7.00am – 6.00pm, Tuesday, Wednesday 7.00am – 7.00pm, Friday 7.00am – 5.30pm, Saturday 8.00am – 3.00pm, public holidays 8.00am – 1.00pm. Bulk billing for patients with Medicare cards Monday to Friday, Saturday is private billing.

### **Womens Health and Family Services Joondalup**

Phone: 9300 1566

70 Davidson Terrace, Joondalup

Bulk billing is available for clients with health care card or financial concerns.

### **Woodvale Park Medical Centre**

Phone: 9309 4211

Unit 2,3 Trappers Drive, Woodvale

Weekdays 8.00am to 6.00pm, Saturdays: 8.00am to 12.00pm

A private billing practice but bulk bill children 5 years and under, pensioners and veteran's affairs patients Monday to Friday. Generous discounts are offered to HCC holders.



## **MENTAL HEALTH SUPPORT**

### **Joondalup Health Campus**

Phone: 9400 9400

Shenton Avenue, Joondalup

The mental health services at Joondalup Health Campus provide a comprehensive assessment and treatment service for patients experiencing mental illness.

Access to JHC mental health services can be via the Emergency Department or by direct referral from GPs, local community mental health teams and other mental health professionals.

### **Mental Health Emergency Response Line**

Phone: 1300 555 788

Provide assessment, specialist intervention and support for people experiencing a mental health emergency and if required, referral to a local mental health service.

For anyone involved in a mental health emergency in the community – including individuals, families/carers, member of the general public or health professionals.

Available 24 hours, 7 days a week

### **Partners in Recovery, Black Swan Health**

Phone: 9201 0044

The Partners in Recovery initiative aims to better support people living with severe and persistent mental illness by providing a more coordinated system response to their needs.

### **Personal Helpers and Mentors Scheme**

Phone: 1300 663 298

PHAMS provides support to people aged 16 years and over with severe and persistent mental illness, which may involve assistance with better managing their daily activities and improving access to relevant support services.

## **CHRISTMAS**

### **Joondalup Christmas Lunch (City of Joondalup)**

Phone: 0466 252 076

Registration opens 1 October, sit down Christmas lunch provided

### **St Vincent De Paul**

Phone: 9475 5400

Toys, Christmas presents, food hampers.

## **COUNSELLING**

### **Centrecare**

Phone: 9300 7300

85 Boas Ave, Joondalup

Delivers professional counselling, support, emergency relief, family dispute resolution etc. Offers a Parent Adolescent Conflict Counselling Service that supports parents, caregivers and young people aged 12-18 years to find creative solutions to conflicts they may be experiencing.

Fee may apply for some counselling and mediation services.

## KEY SUPPORT NUMBERS

Homeless Advisory Service- 1800 065 892

Lifeline- 131 114

Samaritans Youth Line- 1800 198 313

Mental Health Emergency Response Line - 1300 555 788

Kids Helpline - 1800 551 800

Sexual Assault Resource Centre (SARC) - 1800 199 888

Police Assistance - 131 444

Emergency – Police, Fire, Ambulance (life threatening situations) – 000

Qlife – 1800 184 527

## PHONE ACCESS

Most services will assist you in contacting other agencies for support by the use of their phone.

### **Telstra Calling Card Program**

Provides Phonecards to people in crisis who have no other means of communication. If you're in a financial crisis you may access a community agency for advice and help. After assessment, you may receive a Telstra Phonecard.

Telstra does not issue these calling cards. Contact a homeless support service to request assistance and to complete an agreement form. Participating community agencies include Anglicare Australia, St Vincent de Paul Society and The Salvation Army.

## TRANSLATING SERVICES

### **Translating and Interpreting Service (TIS National)**

Immediate Phone Interpreting

Phone: 131 450

## TRANSPORT

### **CAT Bus**

The Joondalup CAT route is a free, high frequency service that operates around the Joondalup CBD and educational precinct. Further information about the Joondalup CAT bus route can be found at <https://www.transperth.wa.gov.au/timetables/results?bus=joondalup%20cat>.

## **Department of Communities**

Phone: 9222 2555

Financial assistance may be available to people who, due to unforeseen crisis, are stranded and do not have sufficient funds to pay travel costs.

## **Transperth**

Phone: 13 62 13

Most agencies and services are accessible by bus or train.

Use a concession card to travel at a discounted rate.

Seniors, aged and disability support pension concession cardholders can travel free on all Transperth services between 9.00am and 3.30pm Monday - Friday, all day Saturday, Sunday and public holidays.

## **Buses Departing from Joondalup Train Station**

WH - Whitfords                      J – Joondalup                      PER - Perth

B – Butler                              JHC - Joondalup Health Campus

Public transport timetables and an online Journey Planner can be accessed at:

<http://www.transperth.wa.gov.au/>

## **WiFi ACCESS**

Free computer and internet access is available at all City of Joondalup Libraries.

Duncraig Library - Corner Warwick Road and Marmion Avenue Duncraig – 9400 4970

Joondalup Library - 102 Boas Avenue Joondalup - 9400 4707

Whitford Library - Corner Banks and Marmion Avenues Hillarys - 9400 4870

Woodvale Library - 5 Trappers Drive Woodvale - 9400 4180

## **READING AND WRITING**

### **Read Write Now**

Phone: 9427 1393 or 1800 018 802

[www.read-write-now.org](http://www.read-write-now.org)

Tutors provide free one-to-one assistance in reading, writing, spelling, maths and/or IT skills to adults who have left the school system.

## FACEBOOK SUPPORT GROUPS

Type of Support	Facebook page name
Food Support	Suspended Food Perth
Food Support	The Movement
Food Support	Dream Life Church
Food Support	Mums Support and Connect Perth
Food Support	Buy Nothing Project
Food Support	Aussies helping Aussies
Food Support	Veterans 360 Australia
Food Support	Domestic Violence Packages - Commbank
Food Support	Perth Freebies
Food Support	Pet Foodbank
Food Support	Pay It Forward, Northern Suburbs of Perth
Food Support	Free Stuff Western Australia
Food Support	Anonymous Angels
Food Support	Perth Free Give Away Only
Food Support	Free Stuff PERTH NOR
Food Support	Donations For Homeless Perth (pay it forward)
Food Support	Pay It Forward – PERTH
Food Support	No Limits Perth
Food Support	Pay It Forward With Heart WA
Food Support	Free Perth Pay It Forward
Food Support	Free to Good Home- Perth
Food Support	Giving is Good
Food Support	FREE STUFF- TAPPING & SURROUNDS
Food Support	RAGS2Riches in Perth
Food Support	Pay it Forward to Families in need Northern suburbs of Perth
Food Support	Eco Pay It Forward
Personal Care Support	Share the Dignity
Housing Support	Perth rentals and Rooms to rent
Housing Support	Shared Housing
Housing Support	Perth- house share
Housing Support	Perth Houses, Rooms, Rentals
Housing Support	Perth Job Vacancies
Employment Opportunities	Perth Jobs
Employment Opportunities	WA Restaurant Staff
Employment Opportunities	Perth Services Swap
Employment Opportunities	Job Opportunities Perth
Employment Opportunities	Perth Job Vacancies
Employment Opportunities	Looking for Work or looking for workers Perth
Free books	The Footpath Charity
Free bikes	Free Bikes for the Needy in Perth
Free events	Perth Free Events
Children and baby items	Free Baby Stuff Perth
Children and baby items	Pay it forward Babies, Kids and Teenagers