

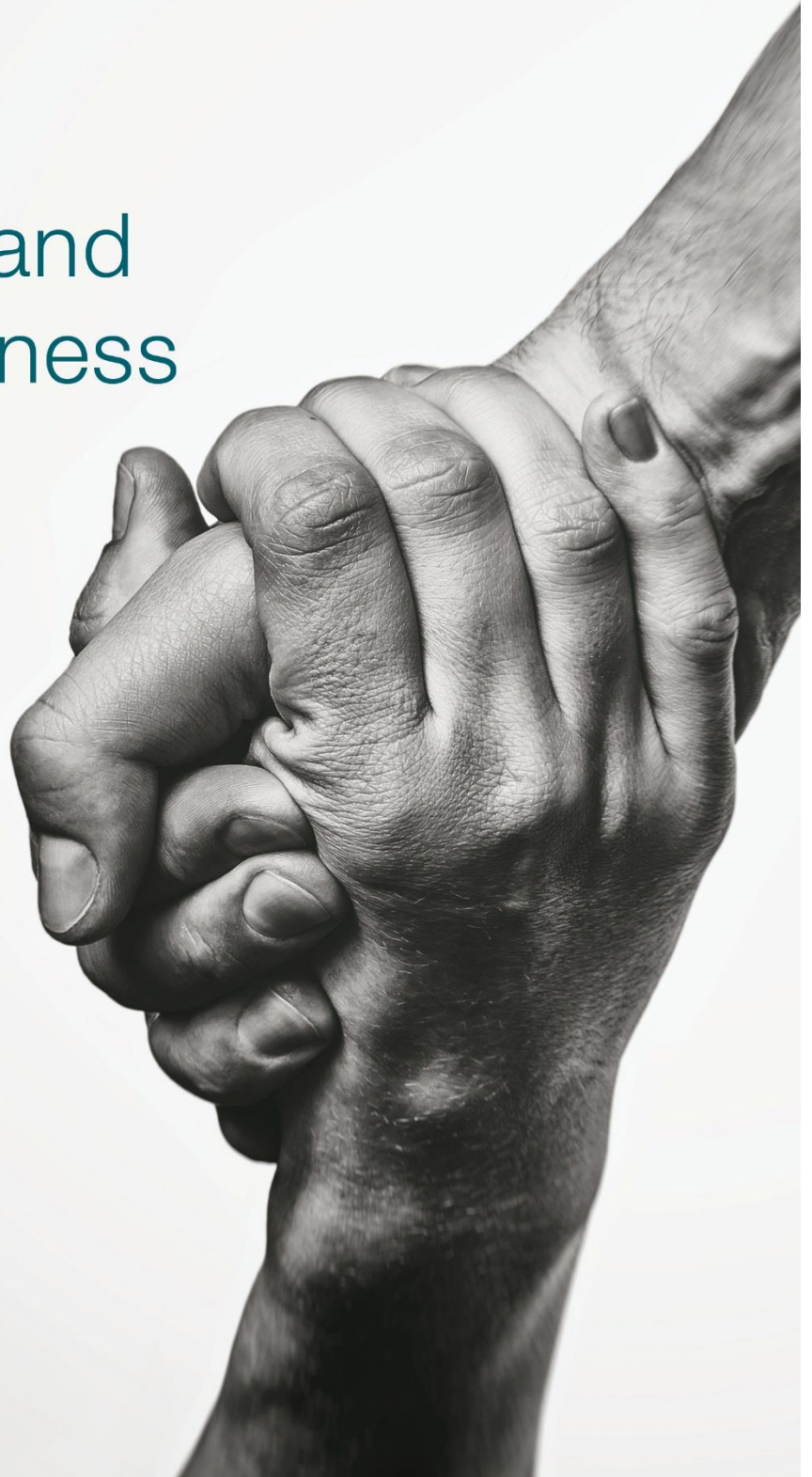


Hardship and Homelessness Services

The Cities of Joondalup and Wanneroo are 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.

joondalup.wa.gov.au
wanneroo.wa.gov.au



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DIRECTORIES

WA Connect

Website: waconnect.org.au

Online Emergency Relief directory for people in hardship and/or experiencing homelessness. 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.

Entry Point Perth

Phone: 6496 0001 or 1800 124 684

Website: 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.

Ask Izzy

Website: askizzy.org.au

An online directory with listings of housing, food, everyday things, physical and mental health, emergency funds, support & counselling and legal support.

SUPPORT PHONE LINES

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

Crisis Care after hours service for urgent help – 1800 199 008

Crisis Care translating and interpreting – 13 14 50

1800 RESPECT sexual assault and domestic violence 24-hour helpline – 1800 737 732

Homeless Advisory Service – 1800 065 892

Kids Helpline – 1800 551 800

Lifeline – 131 114

Mental Health Emergency Response Line – 1300 555 788

Meth 24 hour Helpline – 1800 874 878

Police Assistance – 131 444

Qlife – 1800 184 527 / webchat qlife.org.au


















Samaritans Crisis Support Line – 135 247

Samaritans Youth Line – 1800 198 313

Sexual Assault Resource Centre (SARC) – 1800 199 888

LOCAL SUPPORT

Icon Key

SYMBOL	SERVICE
	WiFi
	Computer Facilities
	Information
	Food Parcels
	Financial Support
	Short Term Accommodation
	Clothing
	Someone to talk to
	Support to finding employment
	Basic First Aid
	Meals
	Tea and Coffee
	Care packages – toiletries
	Shower facilities
	Needle / stick exchange
	Linen and Blankets
	Furniture

LOCAL SUPPORT



Joondalup Libraries

Website: joondalup.wa.gov.au/category/libraries

Free computer and internet access is available at City of Joondalup Libraries, Libraries along with a number of other free or affordable services

Joondalup Library

Address: 102 Boas Avenue Joondalup

(Departing from Joondalup Train Station – Red or blue CAT bus or 10-minute walk)

Phone: 9400 4707

Duncraig Library

Address: Corner Warwick Road and Marmion Avenue Duncraig

(Departing from Warwick or Whitfords Train Station – Bus 441 or 442)

Phone: 9400 4970

Whitford Library (closed until November 2020)

Address: Corner Banks and Marmion Avenues Hillarys

(Departing from Whitfords or Joondalup Train station – Bus 442)

Phone: 9400 4870

Woodvale Library

Address: 5 Trappers Drive Woodvale

(Departing from Joondalup or Whitfords Train Station – Bus 465 or 466)

Phone: 9400 4180



Wanneroo Libraries

Website: wanneroo.wa.gov.au/librarylocations

Free computer and internet access is available at City of Wanneroo Libraries along with a number of other free or affordable services

Alkimos Pop-Up Community Library

Address: Gateway Shopping Precinct, Alkimos

Phone: 9407 1600

(Departing from Butler Train Station – Bus 491 or 490)

Clarkson Library

Address: Cnr Ebb Way & Ocean Keys Blvd, Clarkson

(Departing from Clarkson Train Station – Bus 481 or 480 or 474)

Phone: 94071600

Girrawheen Library

Address: 6 Patrick Court, off Girrawheen Ave, Girrawheen

(Departing from Warwick Train Station – Bus 344)

Phone: 9342 8844

Wanneroo Library

Address: Wanneroo Library and Cultural Centre, 3 Rocca Way, Wanneroo
(Departing from Joondalup or Edgewater Train Stations – Bus 467 or 468)
Phone: 9405 5940

Yanchep/Two Rocks Library

Address: Phil Renkin Recreation Centre, Lisford Avenue, Two Rocks
(Departing from Butler Train Station – Bus 490)
Phone: 9561 1110



Youth Futures WA

Phone: 9300 2677

Address: 1/70 Davidson Terrace Joondalup
(Departing from Joondalup Train Station – Blue CAT bus or 10-minute walk)
Food and financial assistance for young people aged 15–24 years.

Assist young people in the areas of accommodation, Emergency Relief (food hampers, public transport passes and other items are considered on a needs basis), education, training, employment and community engagement. This also includes 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).



Patricia Giles Centre and Rebecca West House

Website: patgilescentre.org.au

Phone: 9300 0340

Email: community@patgilescentre.org.au

Patricia Giles Centre including Rebecca West House offers women and children’s counselling, crisis accommodation, emergency relief, outreach services, and specialised support services. Services are available for single women as well as women with children under the age of 18 years experiencing family and domestic violence.



The Spiers Centre

Phone: 9401 2699

Website: thespierscentre.com.au

Monday–Friday: 9.00am–4.00pm

Appointments and support offered by phone and email. Food, clothing, vouchers, financial counselling, Emergency Relief, TSC Empowering Communities Facebook Page, TSC Children’s Service Facebook Page.



Street Chaplains – Joondalup

Website: streetchaplain.com/joondalup/

Street Chaplains, identifiable by their uniforms (purple shirts/blue jackets), are trained volunteers who are present in Joondalup City streets late on Friday night from 9.00pm 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.



Riverview Church

Phone: 9416 0000 (via Burswood campus)

Website: riverviewchurch.com.au

Address: Cr Winton Road & Franklin Lane, Joondalup / 1 Thorogood St, Burswood

Free takeaway morning tea at Joondalup campus 10.00am–11.30am on Thursday mornings.

Emergency food assistance provided through phone appointments only, 9.00am–3.00pm Monday and Tuesday, 10.00am–4.00pm Wednesday. Burswood food assistance to be collected Monday to Wednesday during phone hours. Joondalup food assistance to be collected by appointment. A form of identification is essential, the more supporting paperwork the more likely assistance can be provided.



Soul Link – C3 Church

Phone: 9300 3299

Address: Corner of Lincoln Lane and Winton Road, Joondalup

(Departing from Joondalup Train Station – 5-minute walk)

This food relief program runs every Wednesday 10.00am–12.00pm.

Referral through 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 first referral has expired just ask for a new referral.

You will need to be able to show valid ID with name and current address.



No Limits Perth

Phone: 0490 676 979

Website: nolimitsperth.org.au

Email: info@nolimitsperth.org.au

Providing practical emergency relief support including food hampers, household furniture, linen, baby equipment and toiletries. Support of emergency supplies and referral services information. All support requests from individuals can be made online and from agencies via email.



Foodbank Joondalup Hub

Phone: 9258 9277 (Foodbank Centre head office)

Address: Cnr Lincoln Lane & Winton Road, Joondalup

(Departing from Joondalup Train Station – 15-minute walk)

Email: wa.info@foodbankwa.org.au

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

The hub is open on Wednesday, Thursday and Friday from 10.00am until 2.00pm.



Salvation Army Heathridge

Phone: 9401 3408

Address: 36 Christmas Ave, Heathridge

(Departing from Joondalup Train Station – Bus 462 or 463 or 464)

Emergency food relief by phone appointments.



Salvation Army Merriwa

Phone: 9305 2131

Address: 26 Jenolan Way, Merriwa

(Departing from Joondalup or Clarkson Train Station – Bus 484 plus 15-minute walk)

Tuesdays bread available from 9am-9pm. Wednesday Fresh Produce Bags available from 12-12.30 pm

Friday 9.00am–1pm Doorways

Help with food hampers, free toasted sandwiches, haircuts, food, clothing, showers, Coles vouchers and furniture vouchers Fresh Produce Bags (12-12.30pm only).



Rainbow Community Church – Food Ministry

Phone: 6102 1526

Address: Hainsworth Community Centre, 29 Hainsworth Ave, Girrawheen

(Departing from Warwick Station – Bus 344)

Thursdays 11.30am–12.30pm

Foods hampers and sit-down meal



Trinity North Community Care

Phone: 9448 5111

Address: 29 Wandoo Road, Duncraig (rear of Trinity North Uniting Church)

(Departing from Joondalup Train Station – Bus 441 or 423)

Food hampers are distributed Tuesday and Thursday at 9.00am–12noon, appointments are essential.



Food 4 All

Contact: Yanchep Church Facebook Page or <http://www.yanchepchurch.org.au/>

Address: Yanchep Community Centre, 7 Lagoon Drive

(Departing from Butler Train Station – Bus 344)

Tuesdays 6.30pm–7.30pm

Community members may select produce to suit their needs for the following week.

ACCOMMODATION ASSISTANCE

Department of Communities (Housing) Joondalup

Phone: 9404 3300

Website: housing.wa.gov.au

Email: Joondalup@housing.wa.gov.au

Address: 4/7 Wise Street Joondalup

Office Hours: Monday to Friday 9.00am to 4.00pm

A variety of affordable housing options to assist Western Australians on low to moderate incomes. These options range from public housing rental assistance, home ownership and bond assistance loans.

Australian Red Cross – Assistance with Care and Housing Support

Phone: 9225 8846

Email: achmetro@redcross.org.au

Helping older people at risk of or experiencing homelessness to access secure and affordable housing and linking them to care and other support options.

Foundation Housing

Phone: 9422 0700

Address: 297 Vincent St Leederville

(Departing from Perth Underground Train Station – Bus 15)

Provision of affordable housing for people on low to moderate incomes. More than just accommodation, a high level of service and support is provided to help tenants sustain their home.

Home Hub

Website: homehub.org.au

Charitable company listing available safe and affordable housing options.

Salvation Army Homelessness Service – The Beacon

Phone: 9492 7100 (assessment bookings required)

Address: 9 Aberdeen Street, Northbridge (Corner Nash & Aberdeen Streets)

(Departing from Perth Station – Blue Cat Bus)

Accommodation, case management and a comprehensive range of services to men, women, couples and individuals who identify as man or woman. Genders inclusive facility is open 24/7 and accessible to individuals over the age of 18 who receive Centrelink benefits.

Housing Support Service – MercyCare

Supports people between the ages of 18–65 years, who are exiting the National Affordable Housing Agreement services, to live successfully in the community.

Phone: 1800 800 046

Email: yhreferrals@mercycares.com.au

Multicultural Service Centre of WA – Multicultural Housing Services Program

Phone: 9344 7858

Address: 14 Brewer Pl, Mirrabooka

Departing from Warwick Train Station – Bus 371 and a 7 minute walk)

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.

St Bart's Mental Health Accommodation Service

Phone: 9323 5100

Email: reception@stbarts.org.au

Website: stbarts.org.au

Accommodation services for people who have persistent mental health challenges and who are at risk of, or experiencing homelessness, and those experiencing a social crisis or requiring respite through our Community Recovery Villages and Accommodation Units. Mental health support includes trauma informed recovery programs including workshops, external service presentations, educational seminars and self-help groups, as well as referrals to and assistance in accessing other community mental health services.

ACCOMMODATION SERVICES FOR FAMILIES

St Bartholomew's Family Service

Phone: 9349 5394 / 9323 5100

Email: reception@stbarts.org.au

Website: stbarts.org.au

Providing safe, stable accommodation for adults with accompanying children. Families are supported through case management to address the causes of their homelessness, and assisted to re-establish their own homes in the community.

ACCOMMODATION SERVICES FOR MEN

55 Central Crisis Accommodation Service

Phone: 9272 1333

Address: 55 Central Ave, Maylands

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

St Bart's Future Homes

Phone: 9323 5115 / 9323 5100

Email: aao@stbarts.org.au

Website: stbarts.org.au

Provides residents with own bedroom and bathroom, communal activities space, and meal preparation facilities. Case management and support, advocacy, advice, resources and referrals.

Tenacious House

Phone: 0412 456 335

Email: admin@tenacioushouse.com.au

Address: Bullsbrook

Voluntary residential program for men 18 + who want to overcome life controlling issues such as addiction and cooccurring mental health issues. Provision of opportunities to move from isolation, despair and instability to connection, hope and resilience. Aims to provide a pathway into a healthy and fulfilling future of employment, education or other positive ventures.

ACCOMMODATION SERVICES FOR WOMEN

Patricia Giles Centre and Rebecca West House

Website: patgilescentre.org.au

Phone: 9300 0340

Email: community@patgilescentre.org.au

Patricia Giles Centre including Rebecca West House offers women and children's counselling, crisis accommodation, emergency relief, outreach services, and specialised support services. Services are available for single women as well as women with children under the age of 18 years experiencing family and domestic violence.

Kambarang Women's Refuge – Ruah

Phone: 9328 7562

Address: Perth

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

St Bart's Women's Service

Phone: 9323 5127 / 9323 5100

Email: case.manager@stbarts.org.au

Website: stbarts.org.au

Safe, supported accommodation where women can address the causes of their homelessness, regain independence, and reconnect to community and other support services.

Ebenezer Home

Phone: 9247 1330

Address: Mirrabooka Region

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

Graceville Centre – Salvation Army

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

Address: Perth

Crisis accommodation for women with/without children who are homeless due to family domestic violence.

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

Address: 111 Kensington Street, East Perth

(Departing from Claisebrook Train Station – 15 minute walk)

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

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 Refuge Association

Phone: 1800 870 149

Website: zontahouse.org.au

Zonta House Refuge Association Inc. support women who have experienced, or are at risk of experiencing family and domestic violence. Zonta House provides refuge and transitional accommodation, holistic support services and education to women over the age of 18.

Coolock Program – MercyCare

Phone: 1800 800 046

Email: yhreferrals@mercycares.com.au

Address: City of Stirling

Provides medium term accommodation (up to six months) for young mothers between the ages of 16–25 years.

ACCOMMODATION SERVICES FOR YOUNG PEOPLE

Youth Futures WA

Phone: 9300 2677

Address: 1/70 Davidson Terrace, Joondalup

(Departing from Joondalup Train Station – Blue CAT bus or 10-minute walk)

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

Assist young people in the areas of accommodation, Emergency Relief (food hampers, public transport passes and other items are considered on a needs basis), education, training, employment and community engagement. This also includes 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).

Ebenezer Home

Phone: 9247 1330 for female accommodation

Updated October 2020. Service information is subject to change.

For changes or additions, please email community.development@joondalup.wa.gov.au or call **9400 4315**

Phone: 9440 1736 for male accommodation

Address: 4 Penrith Pl, Balga

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.

Foyer

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

Address: 196 Oxford St, Leederville

(Departing from Perth Train Station – Bus 15 plus a 10-minute walk)

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 one child under three years and pregnant women.

Costs apply – rent is \$460 per fortnight.

Household Network

Phone: 9388 2792

Address: Perth

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.

Youth Support Service – MercyCare

Phone: 1800 800 046

Email: yhreferrals@mercycares.com.au

Website: mercycares.com.au

Provides assistance to young people between the ages of 16–25 years to obtain their own accommodation in the private rental market.

Carlow House – MercyCare

Phone: 1800 800 046

Email: yhreferrals@mercycares.com.au

Website: mercycares.com.au

Provides a therapeutic environment for young people in medium term accommodation (up to 12 months).

Mission Australia Youth Accommodation and Support Service

Phone: 9329 4480

Address: Perth

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

Perth Inner City Youth Service

Phone: 9388 2792

Address: 22 Blencowe Street, West Leederville

(Departing from West Leederville Train Station – 6-minute walk)

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

Specialist supported accommodation for LGBTI and TGD young people.

CHRISTMAS

Joondalup Christmas Lunch

joondalupchristmaslunch.com

Phone: 0466 252 076

Updated October 2020. Service information is subject to change.

For changes or additions, please email community.development@joondalup.wa.gov.au or call **9400 4315**

Address: Central Park, Joondalup
(Departing from Joondalup Train Station – 5-minute walk)
Complimentary Festive Christmas Lunch & Fellowship. Guest Registration Opens 1 October.

St Vincent De Paul Society

Phone: 9475 5400
Toys, Christmas presents, food hampers.

COUNSELLING

Centrecare

Phone: 9300 7300
Address: 85 Boas Ave, Joondalup
(Departing from Joondalup Train Station – Red or blue CAT bus or 10-minute walk)
Counselling, support, emergency relief, family dispute resolution, and youth support service for young people aged 12–23 years. Fees apply for some counselling services and family dispute resolution.

Relationships Australia

Phone: 6164 0440
Email: Joondalup@relationshipsaustralia.org.au
Website: relationshipsaustralia.org.au
Address: Suite 7/70 Davidson Tce, Joondalup Lotteries House, Joondalup
(Departing from Joondalup Train Station – Red or blue CAT bus or 10-minute walk)
Counselling services provided Monday–Thursday. Rate heavily discounted for concession holders.

Reconnect – MercyCare

Phone: 1800 800 046
Email: yhrefferrals@mercycaresw.org.au
Website: mercycaresw.org.au
An outreach support service which provides assistance to young people between the ages of 12–18 who are having difficulties staying at home, or who have recently become homeless because of family issues.

DROP IN CENTRES

Grace Anglican Church (Grace Cafe)
Phone: 0451 378 910 (Father Gift) or 0404 595 294 (Pastoral Care)
Address: 57 Shenton Avenue, Joondalup
(Departing from Joondalup Train Station – 10-minute walk)
Drop-in service. **Monday and** Friday mornings 10:00am–02:00pm
(Hot meals, drinks, companionship, food packs, toiletry packs, support service information, blankets/sleeping bags and more.)

Passages Drop-in Centre

Phone: 9228 1478
Address: 22 Palmerston St, Northbridge 6003
Support for homeless and street-present young people. Provides crisis/Emergency Relief, information, employment assistance, referrals and support, showers, kitchen, laundry, computer/internet access, street doctor, legal support, a phone, mail collection and recreation in a safe and friendly environment.
Updated October 2020. Service information is subject to change.
For changes or additions, please email community.development@joondalup.wa.gov.au or call **9400 4315**

Opening Hours: Monday–Thursday 9.00am–12.00noon & 1.00pm-4.00pm, Friday 9.00am-1.00pm

Tranby Day Centre

Phone: 9220 1200

Address: 6/5 Aberdeen Street

Open 7.00am–7.00pm 7 days a week. Essential services for adults 18+ including breakfast, sandwiches, support, referral & support. The Community Centrelink Team, Mobile GP, Street Lawyer and Individual Disability Advocate service at the same location. No referral needed.

FOOD

Australian Asian Association

Phone: 9328 6202

Address: 275 Stirling Street Perth

Emergency relief, culturally and linguistically diverse clients. Phone appointments only. Open 10.00am to 2.00pm, Tuesdays and Wednesdays.

Riverview Joondalup Church

Phone: 9416 0000 (via Burswood campus)

Address: Cr Winton Road & Franklin Lane, Joondalup

(Departing from Joondalup Train Station – 15-minute walk)

Drop-in service. Thursday mornings 10:30am–12.00pm

(Food, Drinks, Conversation, Emergency Relief, Assistance, Referrals, Food Packs, Care Packs, and more.)

Soul Link - C3 Church

Phone: 9300 3299

Address: Corner of Lincoln Lane and Winton Road, Joondalup

(Departing from Joondalup Train Station – 15-minute walk)

This food relief program runs every Wednesday 10.00am–12:00pm.

Referral through 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 first referral has expired just ask for a new referral.

You will need to be able to show valid ID with name and current address.

Foodbank Joondalup Hub

Phone: 9258 9277 (Foodbank Centre head office)

Email: wa.info@foodbankwa.org.au

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

The hub is open on Wednesday, Thursday and Friday from 10.00am until 2.00pm.

Salvation Army

Phone: 9401 3408

Address: 36 Christmas Ave, Heathridge

(Departing from Joondalup Train Station – Bus 462 or 463 or 464)

Tuesday and Thursday 9.30am–12noon

Food, food vouchers, clothing, information and referrals.

Hillsong Joondalup

Phone: 9301 0177

3 Lago Place Joondalup

Grocery basics including fresh food available Thursdays 1:30pm-4pm.

Trinity North Community Care

Phone: 9448 5111

Address: 29 Wandoo Road, Duncraig (rear of Trinity North)

(Departing from Joondalup Train Station - Bus 441 or 423)

Food hampers: Tuesday and Thursday at 9.00am–12.00noon.

Call 9448 5111 – appointments are essential.

Rainbow Community Church – Food Ministry

Phone: 6102 1526

Address: Hainsworth Community Centre, 29 Hainsworth Ave, Girrawheen

(Departing from Warwick Station – Bus 344)

Thursdays 11.30am–12.30pm

Foods hampers and sit-down meal

Food 4 All

Phone: 0400 044 236

Address: Yanchep Community Centre, 7 Lagoon Drive

(Departing from Butler Train Station – Bus 344)

Tuesdays 6.30–7.30pm

Food hampers

Manna Industries

Phone: 1300 626 624

Address: Weld Square, Northbridge – in the park (cnr Newcastle, Beaufort and Stirling streets)

(Departing from Perth Underground Train Station – 10-minute walk)

Sunday–Friday at 1.30pm

Soup, hot meal, dessert and a drink.

Passages Drop in Centre

Phone: 9228 1478

Address: 22 Palmerston Street, Northbridge

(Departing from Perth Underground Train Station – 15-minute walk)

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.

Salvation Army Soup Patrol

Address: Supreme Court Gardens 8.00am and Wellington Square Perth 8.30am

Free soup, Pies, Tea & Coffee

Rainbow Church

Phone: 0449 256 069 or 0434 995 227

Food assistance available by appointment through the Rainbow Community Church facebook page. Clients must provide their name, number of family members, and Centrelink Reference Number / Centrelink Access Number (if they have one). Pick up available from 12.00pm on Mondays and Thursdays at Girrawheen location and from on Tuesdays at Landsdale location.

FOOD CLOTHING HOUSEHOLD ITEMS

No Limits Perth

Phone: 0490 676 979

Website: nolimitsperth.org.au

Email: info@nolimitsperth.org.au

Providing practical emergency relief support including food hampers, household furniture, linen, baby equipment and toiletries. Support of emergency supplies and referral services information. All support requests from individuals can be made online and from agencies via email.

HOPE Inc. (Helping Out People Everywhere)

Phone: 9427 5013

Address: 142–146 Beaufort St, Northbridge

(Departing from Perth Underground Train Station – 13-minute walk)

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

Salvation Army Doorways

Phone: 9305 2131

Address: 26 Jenolan Way, Merriwa

(Departing from Joondalup or Clarkson Train Station - Bus 484 plus 15-minute walk)

Friday 9.00am–2.00pm

Help with food hampers, free toasted sandwiches, haircuts, food, clothing and furniture vouchers.

St Vincent De Paul Society – 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 – Dream Life Church

Address: 7 Lumsden Rd Wangara

(Departing from Joondalup or Whitfords Train Station – Bus 468 plus 5–10-minute walk)

Tues 11.00am–12noon, Wed 11.00am–12noon, Thurs 10.30am–12noon, Fri 11.30am–1.00pm

Offering food parcels to people in need.

E'CO Pay It Forward

Email: pif@worldofeco.com or support@worldofeco.com

Phone: 0401 142 855

Website: ecopayitforward.com

Address: 100 Furniss Road Landsdale

(Departing from Whitfords Train Station – Bus 352 plus 12-minute walk)

Mon to Fri 8.00am to 3.00pm

Assisting people experiencing hardship with food passes to the Foodbank, furniture, clothing, bedding, linen, household items and toys.

Trinity North Community Care – NILS (No Interest Loan Scheme)

Phone: 9448 5111

Address: 29 Wandoo Road, Duncraig – at the rear of the Trinity North Centre

Emergency food assistance by phone appointments only. To be collected 9.00am to 12.00pm,

Tuesdays and Thursdays, 29 Wandoo Road Duncraig.

Updated October 2020. Service information is subject to change.

For changes or additions, please email community.development@joondalup.wa.gov.au or call **9400 4315**

Yanchep Community Church

Phone: 0400 044 236

Address: Yanchep Community Centre, 7 Lagoon Drive Yanchep.

Emergency food assistance. Must bring own bag. Food collected Tuesdays 6.00pm–6.30pm.

FINANCIAL SUPPORT

Emergency Relief

Financial counsellors are available free of charge to the community to help you with any debt issues you may have, or to help you to plan and minimise financial stress. Emergency Relief services can include food vouchers, payment towards utility bills, other vouchers, budgeting assistance and referrals as needed. Contact the Financial Counselling Helpline on 1800 007 007 for more information.

Communicare

Phone: 6370 1000 each Tuesday and Thursday between 8.30am and 11.00am

Emergency relief vouchers distributed via email to clients accessed as eligible. New clients are requested to provide 100 points of ID via email or text.

Phone appointments only.

Financial counselling: apply online communicare.org.au (under family services menu).

CAP – Christians Against Poverty

Phone: 1300 227 000

Lake Joondalup Baptist Church – 8 Kennedy Dr, Joondalup

(Departing from Joondalup Train Station – Bus 460, 461 or 470 plus a 12-minute walk)

CAP Debt Centre (Lake Joondalup Baptist and CAP partnership) run CAP Money courses and debt counselling to help participants manage their money to pay off debts. The money management course runs for four hours over two nights.

The Spiers Centre

Phone: 9401 2699

Website: thespierscentre.com.au

Monday–Friday: 9.00am–4.00pm

Appointments and support offered by phone and email. Food, clothing, vouchers, financial counselling, Emergency Relief, TSC Empowering Communities Facebook Page, TSC Children's Service Facebook Page.

People Who Care

Phone 9379 1944

Email: touchpoint@peoplewhocare.org.au

Emergency relief, including food vouchers, for aged pensioners and people with a disability, must have a Centrelink concession card.

St Vincent De Paul

Phone: 1300 794 054

Address: 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

Updated October 2020. Service information is subject to change.

For changes or additions, please email community.development@joondalup.wa.gov.au or call **9400 4315**

Trinity North Community Care – NILS (No Interest Loan Scheme)

Phone: 9448 5111

Address: 29 Wandoo Road, Duncraig – at the rear of the Trinity North Centre
(Departing from Joondalup Train Station – Bus 441 or 423)

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 WA – Emergency Relief

Phone: 1300 663 298

Address: Unit 10, 5 Aberdeen Street, Perth

Emergency Relief provision, call on Wednesday to make an appointment.

Communicare

communicare.org.au (family services menu).

6370 1000

Emergency Relief Hotline is open each Tuesday and Thursday between 8.30am and 11.00am.

New clients are requested to provide 100 points of ID via email or text. Vouchers distributed via email to clients accessed as eligible. Phone appointments only.

Apply online for financial counselling under the family services menu.

Multicultural Services Centre Mirrabooka

Phone: 9344 7858

Email: admin@mscwa.com.au

Emergency relief, families, and support services for the culturally and linguistically diverse.

Emergency relief provided in the form of e-vouchers provided by email.

People Who Care

Phone: 9379 1944

Email: touchpoint@peoplewhocare.org.au

Emergency relief, including food vouchers, for aged pensioners and people with a disability, must have a Centrelink concession card.

Wungening Aboriginal Corporation

Phone: 6558 1041 Phone appointments only.

Address: 1/14 Chesterfield Road, Mirrabooka.

Emergency relief. Casework services (referrals, alcohol and other drugs, crises, homelessness, long-term needs, counselling) available 8.30am to 4.00pm Monday to Friday. Clients must be at least 12 years of age and children will require guardian's signature.

Australian Asian Association

Phone: 9328 6202.

Address: 275 Stirling Street Perth

Emergency relief, culturally and linguistically diverse clients. Phone appointments only.

10.00am to 2.00pm, Tuesdays and Wednesdays.

HEALTH AND WELLBEING

Doctors

There are many medical centres that bulk bill concession card holders, ask if they do when you ring for an appointment. GPs can be found online or by calling the City of Joondalup Information line on 9400 4705.

Craigie Medical and Dental Centre

Bulk Billed medical and dental care

Phone: 9308 3333

Address: 9 Perilya Road, Craigie

(Departing from Joondalup Train Station – Bus 464 plus 5-minute walk)

craigiereception@primaryhealthcare.com.au

7.00–8.00pm Monday–Friday and 8.00am–8.00pm Saturdays and Sundays

St John Urgent Care

Phone: 9400 7000

Address: Joondalup Gate, 21 Joondalup Drive, Edgewater

(Departing from Edgewater Train Station – 12 minute walk)

Email: joondalup.reception@stjohnwa.com.au

Emergency bulk billed walk in clinic with non-life-threatening injuries or illnesses can be seen by a doctor without presenting at an Emergency Department.

Monday–Sunday 8.00am–10.00pm including public holidays.

Street Doctor – 360 Health & Community

360.org.au/streetdoctor

1300 706 922

Mobile GP bulk billing clinic that aims to improve the health and wellbeing of people who need assistance.

Mental Health Emergency Response Line

Phone: 1300 555 788

Available 24 hours, 7 days a week.

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

Joondalup Adult Community Mental Health

Phone: 9406 7100

Address: Joondalup Health Campus, Shenton Avenue, Joondalup

(Departing from Joondalup Train Station – Blue Cat Bus)

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.

Psychosocial Supports Program, Black Swan Health

Phone: 9201 0044

The Psychosocial Supports Program assists people living with severe and persistent mental illness with unmet needs to achieve improved health, wellbeing and recovery.

Headspace Joondalup, Black Swan Health

Phone: 9301 8900

Free youth mental health, physical health, drug and alcohol and social support services for 12–25-year-olds.

Updated October 2020. Service information is subject to change.

For changes or additions, please email community.development@joondalup.wa.gov.au or call **9400 4315**

Headspace Early Psychosis Service Joondalup, Black Swan Health

Phone: 9301 8999

Early intervention and specialist support for young people aged 12–25yrs experiencing, or at risk of psychosis.

APM Communities

Phone: 1300 276 522

Address: E25/26 Boas Avenue, Joondalup
(Departing from Joondalup train Station – 10-minute walk)

Website: apm.net.au

Helping NDIS participants and people with disability access the supports they need.

Family Wellbeing Support Services – Mercy Care

Phone: 1800 800 046

Email: yhreferrals@mercy.com.au

Website: mercy.com.au

Provides early intervention support to assist vulnerable families with children and young people who are at risk of, or affected by, mental illness.

St Bart's Mental Health Support Services

Phone: 9323 5100

Email: reception@stbarts.org.au

Website: stbarts.org.au

Trauma informed recovery programs including workshops, external service presentations, educational seminars and self-help groups, as well as referrals to and assistance in accessing other community mental health services. Accommodation services for people who have persistent mental health challenges and who are at risk of, or experiencing homelessness, and those experiencing a social crisis or requiring respite through our Community Recovery Villages and Accommodation Units.

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, the Salvation Army and others.

READING AND WRITING

Read Write Now

Phone: 9427 1393 or 1800 018 802

www.read-write-now.org

Updated October 2020. Service information is subject to change.

For changes or additions, please email community.development@joondalup.wa.gov.au or call **9400 4315**

Tutors provide free one-to-one assistance in reading, writing, spelling, maths and/or IT skills to those in need of assistance.

RENTAL SUPPORT

Australian Red Cross – Private Tenancy Support Service

Phone: 9225 8844

Email: watenancysupport@redcross.org.au

Assisting people who are in private rental or community housing, and are at risk of eviction in northern corridor.

SOBERING UP CENTRE

The Salvation Army – Bridge Program

Phone: 9227 8086

Address: 11–15 Wright Street, Highgate

(Departing from Wellington Street Bus station – Bus 42 plus a 5 minute walk)

Sobering up centre and detoxification service (maximum 12 hours including bed, show and food on exit), one-week residential stay (supportive care approach)

Non-Residential services include, counselling (individual and family) and outreach.

STREET TO HOME OUTREACH

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.

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.

TRANSLATING SERVICES

Translating and Interpreting Service (TIS National)

Immediate Phone Interpreting

Phone: 131 450

TRANSPORT

Public Transport

13 62 13 transperth.wa.gov.au

Updated October 2020. Service information is subject to change.

For changes or additions, please email community.development@joondalup.wa.gov.au or call **9400 4315**

Disability and Senior concession cardholders can travel free on all Transperth services between 9.00am and 3.30pm Monday–Friday and all-day Saturday, Sunday and public holidays. Most services are within walking distance of a bus or train station.

Department of Communities

Phone: 9222 2555

Financial assistance may be available to people who, due to unforeseen crisis, are stranded and can't afford to pay travel costs.

PETS

Perth Veterinary Bill Assistance Inc.

Email: perthvetbillassistance@live.com.au

Website: perthvetbillassistance.com

Assistance to families in financial hardship who have a pet in urgent need of urgent medical treatment and have exhausted all other possible options for support.

RSPCA WA Pets In Crisis

Website: rspcawa.asn.au/pets-in-crisis.php

Temporary foster care for pets from households experiencing family and domestic violence while their owner seeks refuge or temporary accommodation of their own. More information available online or through a referral from a case worker or health professional.

The Ruby Benjamin Foundation

Phone: 9343 0142 and for emergencies 9248 5351

Email: marken101@westnet.com.au

Address: Unit 3, 2 Ranier Close, Ballajura

Open 10.00am–1.00pm Monday–Thursday. Assistance for pension or Health Care Card holders who aren't able to access the Cat Haven for subsidised sterilisations/other veterinary costs.

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

Act-Belong-Commit

It's important to keeping active, connect with others, and engaging in activities that you enjoy whether going to an event or to experience something new. Act-Belong-Commit is about being mentally healthy. It can be going for a walk along the beach, calling a friend or joining a local group.

