



Hardship and Homelessness Services

The Cities of Joondalup and Wanneroo acknowledge that some people in the community are facing hardship and are at risk of, or experiencing, homelessness.

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





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Service information is subject to change. Check websites or call ahead before you visit.
This edition is correct as of December 2024.



Emergency Assistance and Support Lines

Emergency (Life threatening)
Police, Fire or Ambulance **000**

Non-emergency (Non-life threatening)
Police **131 444**
Ambulance. **9334 1234**

Alcohol and Drug Support Line
Confidential 24/7 telephone counselling,
information and referral service for anyone
seeking help for their own or another person's
alcohol or drug use. **9442 5000**

Beyond Blue
Confidential 24/7 mental health counselling
service.. . . . **1300 224 636**
Live Chat at beyondblue.org.au

Crisis Care
After hours response line for child safety and
wellbeing concerns and for people experiencing
a crisis, including family and domestic violence
and homelessness . . **9223 1111** or **1800 199 008**

**Emergency Relief and Food
Access Service**
. **1800 979 777**

Entrypoint Perth
Assessment and referral service assisting people
who are experiencing, or at risk of, homelessness
to access accommodation and support options
. **6496 0001** or **1800 124 684**

Healthdirect
24/7 health advice from registered nurses
. **1800 022 222**

Here for you
Confidential support for anyone concerned about
their own or another person's alcohol, other drug
use and/or mental health issues
. **1800 here4u (1800 437 348)**

Homeless Advisory Service
Assistance with seeking accommodation
. **1800 065 892**

Kids Helpline
Confidential 24/7 online and phone counselling
service for young people
aged 5 to 25 **1800 551 800**
Live Chat at kidshelpline.com.au

Lifeline WA
24/7 crisis support and suicide prevention
services **131 114**
Text Service **0477 131 114**
Live Chat at wa.lifeline.org.au

MensLine Australia
24/7 counselling service for men specialising in
family and relationship issues
Chat at **1300 789 978**
Live Chat at mensline.org.au

Mental Health Emergency Response Line
24/7 telephone service for people experiencing a
mental health crisis in the Perth metro area
. **1300 555 788**

Meth Helpline
Confidential 24/7 counselling, information and
referral service for anyone seeking help for their
own or another person's meth use
. **1800 874 878**

National Debt Helpline
Free, independent and confidential financial
counselling **1800 007 007**
Live chat at. ndh.org.au

**National Disability Insurance Scheme
(NDIS)**
Funding for supports and services to eligible
people with a disability **1800 800 110**
Live Chat at ndis.gov.au

Qlife
LGBTQIA+ peer support and referral service
. **1800 184 527**
Live Chat at qlife.org.au

Samaritans Crisis Line
Anonymous and confidential emotional support
service.. . . . **135 247**

Sexual Assault Resource Centre (SARC)
24/7 crisis line for recent sexual assaults
. **1800 199 888** or **6458 1828**

Suicide Call Back Service
24/7 counselling for suicide prevention and
mental health. **1300 659 467**
Live Chat at suicidecallbackservice.org.au

Women's Domestic Violence Helpline
24/7 support service for women, with or without
children, experiencing family and domestic
violence **1800 007 339**

1800 RESPECT
Confidential 24/7 information, counselling and
support service for people impacted by
domestic, family or sexual violence **1800 737 732**
Live Chat at 1800respect.org.au



Directories

Ask Izzy

Website: askizzy.org.au

An online directory of support services in the areas of housing, food, everyday needs, money help, health, support and counselling, family and domestic violence help, legal advice and advocacy, and work and learning.

WA Connect

Website: waconnect.org.au

Online Emergency Relief directory for people in hardship and/or experiencing homelessness. Type in a location/suburb and choose the type of goods or service you want to find. It has everything from accommodation to food, toiletries, showers, furniture and household items, legal services, health services, employment and training services, and transport. Also available as an app.

Payphones

Standard national and mobile calls are free of charge from all Telstra payphones. Free Telstra Wi-Fi is available at selected payphones.

For payphone locations and Wi-Fi hotspots visit the Telstra website.

Public Transport

Transperth

InfoLine: **13 62 13**

Website: transperth.wa.gov.au

Visit the website, download the mobile app or phone the InfoLine for information on journey planning, timetables, service updates, disability assistance, accessible travel, SmartRiders, tickets and fares.

Concessions

Free travel on trains and buses is available for Seniors SmartRider holders, Carer, Aged or Disability Support Pension SmartRider holders, and Veterans SmartRider holders:

- From first service until 6am.
 - From 9am until 3.30pm.
 - From 7pm until last service.
 - All day Saturday, Sunday and public holidays.
- Concession fares at other times.

Free travel is available at all times to:

- Vision impaired passengers
- Support persons travelling with someone carrying a Companion Card.

Concession fares are available for WA Health Care Card holders and Concession Card holders.

Joondalup Central Area Transit (CAT) Bus

A free and convenient means of travelling around the Joondalup CBD from Monday to Friday.

Translating and Interpreting

Translating and Interpreting Service (TIS National)

Phone: **131 450**

Website: tisnational.gov.au

24/7 immediate phone interpreting service for any individual or organisation in Australia, enabling non-English speakers to independently access services and information over the phone.

Public Libraries

City of Joondalup Libraries

Website: joondalup.spydus.com

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

Joondalup Library

102 Boas Avenue, Joondalup

Phone: **9400 4707**

Duncraig Library

Corner Warwick Road and Marmion Avenue, Duncraig

Phone: **9400 4790**

Whitford Library

Corner Banks and Marmion Avenues, Hillarys

Phone: **9400 4870**

Woodvale Library

5 Trappers Drive, Woodvale

Phone: **9400 4180**

City of Wanneroo Libraries

Website: wanneroo.spydus.com

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

Clarkson Library

27 Ocean Keys Boulevard, Clarkson

Phone: **9407 1600**

Girrawheen Library

6 Patrick Court, Girrawheen

Phone: **9342 8844**

Wanneroo Library

Wanneroo Library and Cultural Centre

3 Rocca Way, Wanneroo

Phone: **9405 5940**

Yanchep/Two Rocks Library

Phil Renkin Recreation Centre

Lisford Avenue, Two Rocks

Phone: **9561 1110**



Local Support Services – Joondalup and Wanneroo Regions

Anglicare Financial Counselling

Sanori House
4/126 Grand Boulevard, Joondalup
Phone: **1300 114 446**
Website: anglicarewa.org.au

Free and confidential service to assist with immediate financial problems and discuss financial options. Phone for an appointment.

Anglicare Family Relationship Centre

Sanori House
6/126 Grand Boulevard, Joondalup
Phone: **1300 114 446**
Website: anglicarewa.org.au

Provides family relationship information and support and family dispute resolution services for families experiencing separation.

APM Communities

Lakeside Joondalup Shopping City
Shop E25/E26 (outside)
Boas Avenue, Joondalup
Phone: **1300 276 522** or **1800 276 552**
Email: apmnet@ndis.gov.au
Website: apm.net.au

Helping people with a disability, NDIS participants, families and carers to identify and access the support they need.

Centrecare

85 Boas Ave, Joondalup
Phone: **9300 7300**
Email: joondalup@centrecare.com.au
Website: centrecare.com.au

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.

Citizens Advice Bureau

Lotteries House
5/70 Davidson Terrace, Joondalup
Phone: **9301 2833**
Email: joondalup@cabwa.com.au
Website: cabwa.com.au

Free, confidential, impartial information and referral service and a low-cost legal service including legal advice, wills and enduring power of attorneys. Other services include tax help, financial information, mediation and dispute resolution, and help with standard form letters.

E'CO Pay It Forward

58 Buckingham Drive, Wangara
Phone: **9302 3456**
Email: support@ecopayitforward.com
Website: ecopayitforward.com

Assisting people experiencing hardship with furniture, clothing, bedding, linen, household items and toys.

Government Dental Clinics

Joondalup: 24 Regents Park Road
Phone: **9300 1620**
Email: JoondalupGDC@health.wa.gov.au
Warwick: 316 Erindale Road
Phone: **9447 8011**
Email: WarwickGDC@health.wa.gov.au

Subsidised public dental care for health care or pension concession cardholders.

Grace Café (Grace Anglican Church)

57 Shenton Ave, Joondalup
Phone: **9300 0418** or **0419 955 142**
Email: gracecafejoondalup@gmail.com

Complimentary meals, refreshment hampers, food, toiletries, and blankets as well as support and social connection.

Headspace Joondalup (Black Swan Health)

22 Reid Promenade, Joondalup
Phone: **9301 8900**
Email: info@headspacejoondalup.com.au
Website: headspace.org.au

Free and confidential service for young people aged 12-25 years in the areas of mental health (including the Early Psychosis Program), physical and sexual health, alcohol or drug use, and work and study.

Joondalup Christmas Lunch

Central Park, Joondalup
Phone: **0466 252 076**
Website: joondalupchristmaslunch.com

Complimentary Christmas Lunch and fellowship for local residents who may be experiencing financial hardship or are isolated from family and friends on Christmas Day. Register via the website.

Joondalup Health Campus (Including Joondalup Mental Health Unit)

Cnr Grant Boulevard & Shenton Ave, Joondalup
Phone: **9400 9400**
Website: joondaluphealthcampus.com.au

Specialist health services for both public and private patients.

Kommuniti HQ

Phone: **0411 468 337**
Email: admin@bigalconnolly.org
Website: kommunitihq.org

Kommuniti hosts meet-ups and workshops bringing community together for the purpose of creating community wealth and helping to alleviate loneliness and hardship. Subscribe to the newsletter at bit.ly/SubscribeKommunitiOrg for inspiration and support, and to be kept informed of events.

Meal Connect – Australian Red Cross & RUAH Housing First

Lotteries House Car Park
70 Davidson Terrace, Joondalup
Phone: **0477 331 696**

A warm meal, a friendly chat, and support services information.

North Metropolitan Mental Health Services Community Clinics

Butler: 81 Exmouth Drive
Phone: **6372 1500**
Email: jcmh@health.wa.gov.au
Wanneroo: 2 Cafaggio Crescent
Phone: **9406 7100**
Email: WACMHS@health.wa.gov.au

Emergency and non-urgent psychiatric services to adults aged 18 to 65 years requiring mental health treatment and support.

Northern Suburbs Community Legal Centre

Edith Cowan University
Building 1, 270 Joondalup Drive, Joondalup
Phone: **9440 1663**
Email: info@nsclegal.org.au
Website: nsclegal.org.au

A not-for-profit provider of legal advice and assistance to those in financial hardship in the areas of family law, property law, elder law, family violence, criminal law, tenancy, consumer and civil law.

No Limits Perth

Phone: **0490 676 979**
Email: info@nolimitsperth.org.au
Website: nolimitsperth.org.au

Practical emergency relief support including food hampers, household furniture, linen, baby equipment, toiletries, and referral services information. Requests for food hampers and household assistance can be made online.

People Who Care

2/77 Motivation Drive, Wangara
Phone: **9379 1944**
Email: enquiries@peoplewhocare.org.au
Website: peoplewhocare.org.au

Services and support for those who are frail aged, those with disability, and individuals and families starting over following domestic violence and disruption.



Rainbow Community Church – Food Ministry

Hainsworth Community Centre
29 Hainsworth Ave, Girrawheen
Phone: **6102 1526**

Food hampers by appointment only through the Rainbow Community Church Facebook page. Collection from Hainsworth Community Centre and 4/54 Christable Way, Landsdale.

Read Write Now

Phone: **9427 1393** or **1800 018 802**
Website: read-write-now.org.au

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

Relationships Australia

Lotteries House
7/70 Davidson Terrace, Joondalup
Phone: **6164 0440**
Email: joondalup@relationshipsaustralia.org.au
Website: relationshipsaustralia.org.au

A safe and confidential space to address behavioural, social, emotional and learning problems experienced by children, young people and their families. Counselling for families, including couples and individuals is also available. The fee for counselling per session is based on a sliding scale, according to the household income. No referral is required, simply telephone for an appointment.

Services Australia Service Centres

Joondalup: 11 Boas Ave
Warwick: 85-87 Ellersdale Road
Website: servicesaustralia.gov.au

Centrelink, Medicare and My Aged Care services.

St John Urgent Care

Joondalup Gate
21 Joondalup Drive, Edgewater
Phone: **9400 7000**
Website: stjohnhealth.com.au

When it's urgent but not an emergency, avoid queues at the Emergency Department and receive immediate care. (Out of pocket charges apply.)

Street Chaplains – Joondalup and Wanneroo

Phone: **0429 957 239**
Website: streetchaplain.com

Pastoral care and practical help including water, blankets and first aid.

The Hepburn Centre

46 Highclere Boulevard, Marangaroo
Phone: **9342 5303**
Email: info@hepburncentre.com.au
Website: hepburncentre.com.au

A community meeting place and activity venue with a variety of programs and services. Food distribution provided by No Limits Perth and Positive Spin mobile laundry service.

The Pantry WA

5/25 Dellamarta Road, Wangara
Phone: **0492 955 712**
Email: info@thepantrywa.com.au

Offering food hampers to people in need.

The Salvation Army

Heathridge: 36 Christmas Ave
Phone: **9401 3408**
Merriwa: 26 Jenolan Way
Phone: **9305 2131**
Website: salvationarmy.org.au

Food, food vouchers, clothing, information and referrals.

The Spiers Centre

2 Albatross Court, Heathridge
Phone: **9401 2699**
Email: info@thespierscentre.com.au
Website: thespierscentre.com.au

Food assistance, information and referrals, counselling and support groups. Emergency relief and financial counselling (by appointment only).

Trinity North Community Care (Trinity North Uniting Church)

Phone: **0481 069 341**
Email: tncc@tnuca.org.au
Duncraig: 29 Wandoo Road

Food hampers and assistance with applications for no interest loans for eligible clients.

Greenwood: 89 Marlock Drive

Outreach services and mobile Foodbank. Appointments are essential.

Uniting WA

56 Baltimore Parade, Merriwa
Phone: **9220 1255**
Email: hello@unitingwa.org.au
Website: unitingwa.org.au

Financial counselling and emergency relief for people facing immediate financial crisis (by appointment only).

Vinnies Support Centre

5/82 Reid Promenade, Joondalup
Phone: **6559 7315** or
1300 794 054 (emergency assistance)
Email: info@svdpwa.org.au
Website: vinnieswa.org.au

Practical support including food, clothing, furniture and bedding, and financial counselling and agency referrals.

Food4All (Yanchep Community Church)

Yanchep Beach Primary School
100 Lindsay Beach Boulevard, Yanchep
Phone: **0400 044 236**

Food hampers.

Youth Futures WA

Lotteries House
1/70 Davidson Terrace, Joondalup
Phone: **9300 2677**
Website: youthfutureswa.com.au

Accommodation assistance, emergency relief (food hampers, public transport passes), alternative education, training and support for young people aged 15–24 years.



Accommodation Assistance (General)

Australian Red Cross

110 Goderich Street, East Perth
Phone: **9225 8846**
Email: wainfo@redcross.org.au
Website: redcross.org.au

Private Tenancy Support program for people at risk of losing their private rental housing. Assistance with Care and Housing Support program for older people at risk of or experiencing homelessness to access secure, affordable housing and link them to care and other support options.

Department of Communities (Housing) Joondalup

4/7 Wise Street, Joondalup
Phone: **6215 1414** or **1800 093 325**
Email: joondalup@communities.wa.gov.au
Website: housing.wa.gov.au

A variety of affordable housing options to assist Western Australians on low to moderate incomes. Options include public housing, community housing, transitional housing, bond assistance loans and home ownership. A housing options assessment is available to anyone seeking rental housing assistance. It can be downloaded and submitted online, via email or mail, or in person at any Communities Housing office.

Entrypoint Perth

Phone: **6496 0001** or **1800 124 684**
Website: entrypointperth.com.au

A free assessment and referral service assisting people who are experiencing, or at risk of, homelessness in WA to access accommodation and support options.

Foundation Housing

297 Vincent Street, Leederville
Phone: **9422 0700**
Website: foundationhousing.org.au

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.

MercyCare Housing Support Service

Phone: **1800 800 046**
Email: yhreferrals@mercyare.com.au
Website: mercyare.com.au

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

Multicultural Service Centre of WA – Multicultural Housing Services Program

14 Brewer Place, Mirrabooka
Phone: **9344 7858**
Website: mscwa.com.au

Assists families and individuals from Culturally and Linguistically Diverse backgrounds who are at risk of homelessness (including facing evictions), looking for accommodation other than emergency or short-term housing, struggling with tenancy responsibilities, or in need of support, advice, guidance and advocacy to find suitable accommodation.

Outcare Thrive Program

27 Moore Street, East Perth
Phone: **6263 8622**
Email: outcare@outcare.com.au
Website: outcare.com.au

Assists public housing tenants, including Aboriginal Housing, who are at risk of eviction to retain their home through addressing issues that are impacting clients' wellbeing such as family and domestic violence, relationship breakdowns and managing overcrowding.

Rent Deduction Scheme – Centrelink

Website: servicesaustralia.gov.au

Public housing rent deduction straight from Centrelink payments. You will need to authorise the rent deduction with your housing authority then apply for the scheme through your housing authority.

St Bart's Mental Health Accommodation Service

Phone: **9323 5100**
Email: enquiries@stbarts.org.au
Website: stbarts.org.au

Provides short to medium-term accommodation for people who have persistent mental health challenges and who are at risk of or experiencing homelessness. Recovery focused and trauma-informed service is provided onsite through Community Recovery Villages and Accommodation Units.

St Pat's Housing Services

100 Hampton Road, Fremantle
Phone: **6372 4895**
Website: stpats.com.au

Offers a range of accommodations within the greater Fremantle area for men and women, including families, couples and youth housing. Walk-in Housing Assessments available at St Pat's Community Centre, 12 Queen Victoria Street, Fremantle.

The Salvation Army Homelessness Service – The Beacon

9 Aberdeen Street, Northbridge
Phone: **9492 7101**
Email: beaconintake@salvationarmy.org.au
Website: salvationarmy.org.au

Accommodation, case management and a comprehensive range of services to adults who are experiencing homelessness.

Uniting WA Homeless Accommodation Support Service (HASS)

Phone: **9220 1288**
Email: HASS@unitingwa.org.au
Website: unitingwa.org.au

Provides case management and accommodation support for single adults in Perth experiencing homelessness, or those who are at imminent risk of homelessness.

Vinnies Housing Plus

Phone: **9374 3200**
Email: housing.service@svdpwa.org.au
Website: vinnies.org.au

Provides a variety of medium-term housing options in the greater Perth and Mandurah area for families and young people who face barriers accessing housing, are willing to engage and have the capacity to meet tenancy responsibilities. Vinnies Housing Plus only accepts referrals from external support agencies for clients who meet eligibility criteria. Accepted referrals will be eligible for up to 12 months accommodation pending the ongoing success of the tenancy and engagement with their support worker.



Vinnies Mental Health Service

Phone: **9374 3200**
Email: reception.vmh@svdpwa.org.au
Website: vinnies.org.au

Recovery focused supported accommodation service for adults with a persistent and enduring mental health diagnosis who may otherwise be at risk of homelessness. Referral from mental health professional required.

Vinnies Tom Fisher House

Phone: **9227 1445**
Email: tfh@svdpwa.org.au
Website: vinnies.org.au

An intensive intervention service for people experiencing long-term homelessness with complex needs. Provides up to seven nights stay for singles and couples. Referral from specialist agency or outreach team required.

Accommodation Services for Men

55 Central Crisis Accommodation Service

55 Central Ave, Maylands
Phone: **9272 1333**
Email: enquiries@55central.asn.au
Website: 55central.asn.au

Provides 24-hour emergency crisis accommodation for single adult males. Each individual is assigned a case worker to offer tailored support across a range of areas to assist them into more stable accommodation.

St Bart's Future Homes

East Perth
Phone: **9323 5124**
Email: intake@stbarts.org.au
Website: stbarts.org.au

Supported, short-term accommodation for up to three months, for men aged 18+ who are experiencing, or at risk of, homelessness. Individuals are supported through case management to explore suitable, long-term options.

Tenacious House

Phone: **0412 456 335**
Email: admin@tenacioushouse.com
Website: tenacioushouse.com

Provides mental health support and professional care services in the northern suburbs of Perth to adult men. The program helps individuals conquer life-controlling issues, such as addiction, and re-integrate with society through combining clinical and community support.

Accommodation Services for Women

Orana House

Phone: **9370 4544**
Website: orana.net.au

The Orana House Women's Refuge provides safe, temporary accommodation and associated support services to women and their children who need to escape family and domestic violence. The premises are specifically designed to meet the needs of larger families, including those with disabilities and accompanying older male children. Orana also operates four transitional houses for women and children, providing a steppingstone to rebuilding their lives.

Patricia Giles Centre for Non-Violence

Phone: **9300 0340**
Website: patgilescentre.org.au

Patricia Giles Centre 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.

RUAH – Harmony Place Refuge for Women and Children

Phone: **13 78 24** (general information)
Email: connecting@ruah.org.au
Website: ruah.org.au

Provides accommodation and access to support services for women with dependent children escaping family and domestic violence. To be eligible for services, women must be 18 years of age or over and have accompanying children. Please call Crisis Care on **9223 1111** to begin the referral process.

RUAH – Kambarang Place Aboriginal Women's Refuge

Phone: **13 78 24** (general information)
Email: connecting@ruah.org.au
Website: ruah.org.au

Provides accommodation and culturally appropriate support for single Aboriginal and Torres Strait Islander women aged over 18 years, who are escaping domestic violence or life crisis. Please call Crisis Care on **9223 1111** to begin the referral process.

Stirling Women's Centre

Phone: **9205 7375**
Email: womensr@stirling.wa.gov.au
Website: stirling.wa.gov.au

Provides crisis accommodation and support services for women and children who are experiencing family or domestic violence.

St Bart's Women's Service

Phone: **9323 5100**
Email: intake@stbarts.org.au
Website: stbarts.org.au

Safe, supported transitional accommodation for up to three months, for women aged 18+ who are experiencing, or at risk of, homelessness. Individuals are supported through case management to explore suitable, long-term options.

The Salvation Army – Graceville Centre

Phone: **9328 7284**
Email: gracevillecentre@salvationarmy.org.au
Website: salvationarmy.org.au

The Graceville Centre provides two refuges: Byanda and Nunyara. Byanda Refuge provides accommodation for women and their children (no boys over 16 years) escaping family and domestic violence. Nunyara Refuge provides accommodation for single women escaping domestic violence.

Wungening Aboriginal Corporation – Wooree Miya Refuge

Phone: **9221 1411** (general information)
Email: mail@wungening.com.au
Website: wungening.com.au

Provides safe, culturally secure, short-term accommodation for women and children who are experiencing, or at risk of, homelessness due to family and domestic violence. Referral is generally made via telephone crisis referral agencies such as Crisis Care **9223 1111** or Women's DV Helpline **9223 1188**.

Zonta House Refuge Association

Phone: **1800 870 149**
Email: info@zontahouse.org.au
Website: zontahouse.org.au

Provides safety, essential relief and support to women and children who have experienced family and domestic violence, including refuge and transitional accommodation.



Accommodation Services for Young People

Ebenezer Aboriginal Corporation

Phone: **9247 1330**

Email: girra@ebenezerhome.org.au

Website: ebenezer.org.au

Crisis accommodation (maximum of 12 weeks) for single females aged 15-25 years, who are experiencing, or at risk of, homelessness.

Medium-term accommodation (maximum of two years) for single males and single females aged 16-25 years.

Eligibility requirements apply.

Ebenezer staff are predominantly Aboriginal and provide culturally appropriate support for Aboriginal youth, however, all nationalities are welcome.

Foyer Oxford

196 Oxford St, Leederville

Phone: **6240 7200** or **1800 185 685**

Email: hello@foyeroxford.org.au

Website: foyeroxford.org.au

Combines holistic support, high quality housing and access to flexible training to give young people aged 16-24 years the opportunity to thrive long term. Eligibility requirements apply. There is also some accommodation available for single parents.

Indigo Junction – Indi House

Midland

Phone: **9274 1611**

Email: youth@indigojunction.org.au

Website: indigojunction.org.au

Emergency housing for young people aged 15-25 years.

Life Without Barriers – At Risk Youth Accommodation (ARYA House)

Phone: **9277 8749**

Email: arya.house@lwb.org.au

Website: lwb.org.au

Emergency overnight accommodation for young people aged 14-17 years.

Life Without Barriers – Ngatti House

Fremantle

Phone: **9432 1100**

Website: lwb.org.au

Medium-term accommodation and clinical support for people aged 17-22 years who show signs and symptoms of mental illness while at risk of, or experiencing, homelessness.

MercyCare – Carlow House

Phone: **1800 800 046**

Email: yhreferrals@mercy care.com.au

Website: mercy care.com.au

Provides medium-term, 24-hour youth supported accommodation for young people aged 16-19 years old who are experiencing, or at risk of, homelessness.

MercyCare – Coolock Young Mothers Program

Phone: **1800 800 046**

Email: yhreferrals@mercy care.com.au

Website: mercy care.com.au

Provides medium-term accommodation (up to nine months) for single mothers aged 16–25 years. The program has a focus on parenting skills, securing long term tenancy and improved health and wellbeing.

MercyCare – Youth Support Service

Phone: **1800 800 046**

Email: yhreferrals@mercy care.com.au

Website: mercy care.com.au

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

Mission Australia – Youth Accommodation and Support Service (YASS)

Phone: **9329 4480**

Email: yasswa@missionaustralia.com.au

Website: missionaustralia.com.au

Provides crisis accommodation for 15-18 year olds who are experiencing, or at risk of, homelessness, and transitional accommodation for 16-25 year olds. YASS provides 24-hour care and case management, presenting an opportunity for clients to address their homelessness, mental health, alcohol and other drug use, relationships, education and employment and build independent living skills.

Perth Inner City Youth Service – Household Network

22 Blencoe Street, West Leederville

Phone: **9388 2792**

Email: info@picys.org.au

Website: picys.org.au

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

St John of God – Bendat House Young Mother and Baby Program

Phone: **9276 6948** or **0438 065 593**

Email: hmmumsandbabies.dianella@sjog.org.au

Website: sjog.org.au

Provides accommodation and support to vulnerable young mothers aged 16-22 years.

St John of God – Horizon House

Phone: **9404 5549** or **0400 685 871**

Email: horizonhouse@sjog.org.au

Website: sjog.org.au

Provides accommodation and a range of support for young people aged 16 to 22 who are experiencing, or at risk of, homelessness.

Youth Futures WA

1/70 Davidson Terrace, Joondalup

Email: **9300 2677**

Website: youthfutureswa.com.au

Offers a variety of accommodation and support services for young people experiencing, or at risk of, homelessness.



Accommodation Services for Families

Anglicare Family Housing Program

Phone: **9528 0735**

Website: anglicarewa.org.au

Transitional supported accommodation service that provides temporary housing for up to 12 months to families who have two or more children under the age of 16 and require support maintaining and sustaining a tenancy. Other eligibility requirements apply.

Centrecare Family Accommodation Service

Phone: **9325 6644**

Email: enquiries@centrecare.com.au

Website: centrecare.com.au

Provides support for families to maintain and/or access medium-term, non-emergency supported accommodation.

Indigo Junction – Indi Place

Midland

Phone: **9250 5256**

Email: family@indigojunction.org.au

Website: indigojunction.org.au

Supported housing for young parents under the age of 25.

St Bart's Family Service

Phone: **9323 5124**

Email: intake@stbarts.org.au

Website: stbarts.org.au

Provides safe, stable accommodation for adults with accompanying children for up to 12 months. Families are supported through case management to explore suitable, long-term accommodation options.

The Salvation Army Family Accommodation Program

10-18 Lavant Way, Balga

Phone: **6389 8200**

Website: salvationarmy.org.au

Provides transitional accommodation and support to families who are experiencing, or at risk of, homelessness. Eligible families will need to have children under 16 years of age in their care and be eligible for the public housing waitlist.

Other Metro Services

Australian Asian Association

275 Stirling Street, Perth

Phone: **9328 6202**

Email: gm@aaawa.org.au

Website: aaawa.org.au

Emergency relief of bill payments for culturally and linguistically diverse clients with a Centrelink Concession Card. Phone appointments only.

Black Swan Health

Phone: **1300 820 398**

Email: info@blackswanhealth.com.au

Website: blackswanhealth.com.au

Mental health and counselling services, disability services, and health and wellbeing programs.

CAP (Christians Against Poverty)

Phone: **1300 303 929**

Website: capaust.org

Money mentoring and budget help provided through local churches.

Communicare Emergency Assistance

Phone: **6370 1000**

Website: communicare.org.au

Food assistance in emergency situations for individuals and families experiencing financial hardship. Please phone for an appointment.

Foodbank (Mobile)

Various locations

Phone: **1800 979 777**

Website: foodbank.org.au

Visit the website for a list of locations. A referral is required to shop at a Mobile Foodbank. To get a referral, please call the Emergency Relief and Food Access Service on **1800 979 777**.

HOPE Inc.

(Helping Out People Everywhere)

142–146 Beaufort St, Northbridge

Phone: **9427 5013**

Website: hopeinc.com.au

Food relief, clothing and household items, and emergency financial aid. Call or go online to make a booking. The Community Day Centre provides light refreshments, shower facilities, informal counselling and referrals.

Manna Inc Perth

Phone: **1300 626 624**

Email: info@manna.org.au

Website: manna.org.au

Food and care hampers.

Soup kitchen at Weld Square, Cnr Newcastle and Beaufort Streets, Perth

MercyCare Mirrabooka-Joondalup Family Support Network

4 Brewer Place, Mirrabooka

Phone: **1300 760 691**

Email: mjfsn@mercyare.com.au

Website: mercyare.com.au

Centralised access for families or individuals up to 25 years of age to a wide range of support services in such areas as parenting, family and domestic violence, substance use, mental health, financial counselling, and services specific to migrant and Aboriginal people.

MercyCare – Reconnect

Phone: **1800 800 046**

Email: yhreferrals@mercyare.com.au

Website: mercyare.com.au

An outreach support service for young people between the ages of 12–18 years who are having difficulties staying at home, or who have recently become homeless because of family conflict.



Passages Youth Engagement Hub

Passages Youth Engagement Hub
Phone: **9228 1478**
Email: passages@svdpwa.org.au
Website: passages.org.au

A safe, friendly and positive place for young people aged 12-25 years to access practical assistance and support, including referrals to essential services.

RSPCA WA Pets In Crisis

Website: rspcawa.org.au/pets-in-crisis

A free service providing a temporary home for domestic pets from households experiencing immediate family and domestic violence. Pets are placed in foster care for up to three months while their owner seeks refuge or temporary accommodation. Only available via a referral from a caseworker or health professional. More information available online.

RUAH Engagement Hub

247 James Street, Northbridge
Phone: **13 78 24**
Email: connecting@ruah.org.au
Website: ruah.org.au

Drop-in centre for people aged 20 years and over. Services include assertive advocacy, crisis accommodation referrals, document support, assistance with accessing ID and housing applications, support with referral to case management programs, health and legal services, and rest and recuperation facilities including showers.

Ruby Benjamin Animal Foundation

Phone: **9291 7773**
Email: mpmonty@bigpond.com
Website: rubybenjamin.org.au

Subsidised pet sterilisation, and assistance with vet costs in some emergency situations, for Centrelink card holders, low-income earners and pensioners.

Tranby Engagement Hub

6/5 Aberdeen Street, Perth
Phone: **9220 1288**
Email: tranby@unitingwa.org.au
Website: unitingwa.org.au

Assistance for people 18 years and over, including access to showers and food, and referrals for crisis accommodation. Medical, legal, counselling and advocacy services are also provided through visiting agencies.

Vinnies Emergency Assistance and Support

Phone: **1300 794 054**
Email: vinnies.org.au

Blankets, clothing, food parcels, food vouchers, furniture, bedding, budget support, information and referrals.

Vinnies Financial Counselling

Phone: **6323 7500**
Website: vinnies.org.au

Qualified financial counsellors who offer independent financial advice and advocacy for people in financial difficulty.

Multicultural Services Centre

14 Brewer Place, Mirrabooka
Phone: **9344 7858**
Website: mscwa.com.au

Emergency relief to support immediate financial need for eligible clients from Culturally and Linguistically Diverse (CALD) backgrounds.

Perth Vet Bill Assistance Inc.

Website: perthvetbillassistance.com

Assistance to pet owners in financial hardship who have a pet in urgent need of medical attention and are unable to raise funds in any other way. Payment for approved cases is made directly to the vet clinic. Enquiries and applications for assistance can be made online.

St Pat's Community Support Centre

12 Queen Victoria Street, Fremantle
Phone: **6372 4800**
Website: stpats.com.au

A range of vital support services including meals, showers and emergency relief for people who are rough sleeping, vulnerable or find it difficult to engage with the mainstream community.

Street Doctor – 360 Health + Community

Phone: **9376 9200**
Email: streetdoctor@360.org.au
Website: 360.org.au/street-doctor

Mobile GP clinic that aims to improve the health and wellbeing of people who are experiencing homelessness, are transient or disadvantaged. Bulk billed to Medicare. Visit the website for times and locations.

The Salvation Army Bridge Programme

11/15 Wright Street, Highgate
Phone: **9227 8086**
Email: aodserviceswa@salvationarmy.org.au
Website: salvationarmy.org.au

Sobering up centre and detoxification service for individuals to recover from the immediate effects of alcohol and drug use (maximum 12 hour stay).

A seven-to-14-day withdrawal service providing one-to-one case management and information and education via group work.

Non-residential services include counselling, family therapy, outreach support and referrals to other services.

WA No Interest Loans Scheme (NILS)

Phone: **9263 2199**
Email: wanils@anglicarewa.org.au
Website: wanils.com.au

No interest loans of up to \$2000 for eligible clients.

Wungening Aboriginal Corporation

1/14 Chesterfield Road, Mirrabooka
Phone: **6558 1041**
Email: info@wungening.com.au
Website: wungening.com.au

Alcohol and other drugs support services.



Mentally Healthy WA

The City of Joondalup has partnered with Mentally Healthy WA to help promote the Act Belong Commit message for good mental health: Act – do something! Belong – do something with someone. Commit – do something meaningful. Prevention is key. Being active, having a sense of belonging and having a purpose in life all contribute to good mental health and wellbeing. Learn more at actbelongcommit.org.au