



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, a cuppa, warm clothing and support or assistance with finding accommodation as well as some services located further away that provide specialist homelessness support.



Service information is subject to change. For changes or additions, please email community.development@joondalup.wa.gov.au or call **9400 4315**.



Contents

Directories	4
Support phone lines	4
Local Support Services Map and Icon Key	5
Local Support Services	6
Accommodation Assistance	9
Accommodation Services for Families	10
Accommodation Services for Men	10
Accommodation Services for Women	10
Accommodation Services for Young People ..	11
Christmas	12
Counselling	12
Drop-in Centres	13
Food	13
Food, clothing and household items	15
Financial Support	16
Health and wellbeing	17
Phone access	18
Reading and writing	18
Rental support	18
Sobering up centre	19
Street to Home	
Outreach	19
Translating Services	19
Transport	19
Pets	19
Facebook support groups	20



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

Entry Point 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 and 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**

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

Support line **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 Services Map – City of Joondalup





Local Support Services

Icon Key

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



City of Joondalup Libraries Website: joondalup.wa.gov.au

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**

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

Duncraig Library
Corner Warwick Road and Marmion Avenue Duncraig
Phone: **9400 4790**

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

Whitford Library
(Closed until November 2020)
Corner Banks and Marmion Avenues Hillarys
Phone: **9400 4870**

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

Woodvale Library
5 Trappers Drive Woodvale
Phone: **9400 4180**

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



City of Wanneroo Libraries Website: wanneroo.wa.gov.au

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

Clarkson Library
Cnr Ebb Way and Ocean Keys Blvd, Clarkson
Phone: **94071600**

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

Girrawheen Library
6 Patrick Court, off Girrawheen Ave, Girrawheen
Phone: **9342 8844**

(Departing from Warwick Train Station – Bus 344)

Wanneroo Library
Wanneroo Library and Cultural Centre,
3 Rocca Way, Wanneroo
Phone: **9405 5940**

(Departing from Joondalup or Edgewater Train Stations – Bus 467 or 468)

Yanchep/Two Rocks Library
Phil Renkin Recreation Centre, Lisford Avenue, Two Rocks
Phone: **9561 1110**

(Departing from Butler Train Station – Bus 490)



Hillsong Joondalup

3 Lago Place Joondalup
Phone: **9301 0177**

Grocery basics including fresh food available
Thursdays 1.30pm – 4.00pm.



Vinnies Support Centre

5/82 Reid Promenade Joondalup
Email: info@svdpwa.org.au
Phone: **1300 794 054**

Monday – Friday, 9.00am – 1.00pm

Support and friendship, advocacy, free financial services such as budgeting support, agency referrals and financial counselling, food, utility bills, clothing, furniture and bedding. Call or email for an appointment.



Grace Café

Corner Grand Boulevard and Shenton Avenue
Email: gracecafejoondalup@gmail.com

Monday and Friday, 10.00am – 2.00pm

Complimentary meals, refreshments hampers, and support including social connection, toiletries and blankets as well as some clothing and shoes.



Patricia Giles Centre and Rebecca West House

Phone: **9300 0340**
Email: community@patgilescentre.org.au
Website: 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.



Youth Futures WA

1/70 Davidson Terrace Joondalup
Phone: **9300 2677**

(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 with accommodation, emergency relief (food hampers, public transport passes and other items are considered on a needs basis), education, training, employment and community engagement.

Emergency relief is available by appointment on **Tuesdays and Thursdays, 1.00pm – 2.30pm.** To make an appointment call **9300 2677** (Monday – Friday, 9.00am – 4.00pm).



The Spiers Centre (TSC)

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 and Wanneroo

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, 9.00pm – 2.00am**, mostly around the City Centre. 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.



The Hub – Riverview Church Joondalup

Cr Winton Road and Franklin Lane, Joondalup
Phone: **9416 0000** (via Burswood campus)
Website: riverviewchurch.com.au

Operating from **10.00am – 1.30pm Thursdays**, with lunch from **12.00noon – 1.00pm**, Orange Sky showers, washing machines and dryers are available from **10.00am – 1.00pm**. Foodbank food truck is open from **1.00pm – 2.00pm** (referrals available with concession cards). Haircuts available on the first Thursday of each month.



Soul Link – C3 Church

Corner of Lincoln Lane and Winton Road, Joondalup
Phone: **9300 3299**
(Departing from Joondalup Train Station – five minute walk)

Food relief program running every Wednesday 10.00am – 12.00noon.

Referral through Youth Futures, The Spiers Centre or Centrelink – ask for a referral for Soul Link. Each referral lasts for four 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**
Email: info@nolimitsperth.org.au
Website: 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

Cnr Lincoln Lane and Winton Road, Joondalup
Phone: **9258 9277** (Foodbank Centre head office)
Email: wa.info@foodbankwa.org.au
(Departing from Joondalup Train Station – 15 minute walk)

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

The hub is open on **Wednesday, Thursday and Friday, 10.00am – 2.00pm.**



Food 4 All

Yanchep Community Centre, 7 Lagoon Drive
[Yanchep Church Facebook Page](#)
Website: yanchepchurch.org.au/

(Departing from Butler Train Station – Bus 344)

Community members may select produce to suit their needs for the following week **Tuesdays, 6.30pm – 7.30pm.**



Salvation Army Heathridge

36 Christmas Ave, Heathridge
Phone: **9401 3408**

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

Emergency food relief by phone appointments.



Rainbow Community Church – Food Ministry

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

(Departing from Warwick Station – Bus 344)

Foods hampers and sit-down meal **Thursdays, 11.30am – 12.30pm.**



Salvation Army Merriwa

26 Jenolan Way, Merriwa

Phone: **9305 2131**

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

Bread available from **Tuesdays 9.00am – 9.00pm.**

Fresh Produce Bags available **Wednesdays, 12.00noon – 12.30pm.**

Doorways

Friday, **9.00am – 1.00pm**

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



Trinity North Community Care

29 Wandoo Road, Duncraig

(rear of Trinity North Uniting Church)

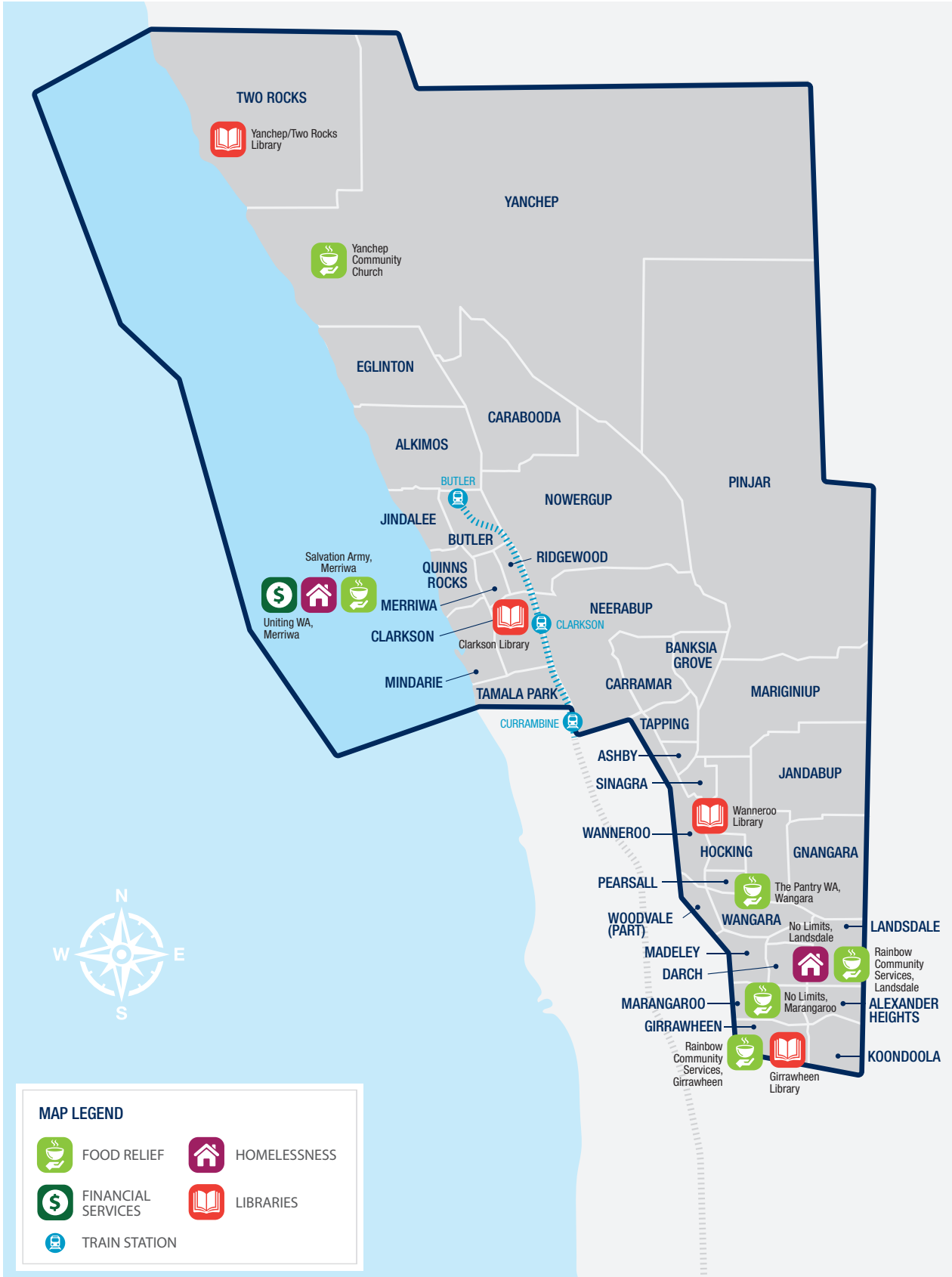
Phone: **9448 5111**

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

Food hampers distributed **Tuesday and Thursday 9.00am – 12.00noon**, appointments are essential.



Local Support Services Map – City of Wanneroo





Accommodation Assistance

Department of Communities (Housing) Joondalup

4/7 Wise Street Joondalup

Phone: **9404 3300**

Email: joondalup@housing.wa.gov.au

Website: housing.wa.gov.au

Monday – Friday 9.00am to 4.00pm

A variety of affordable housing options to assist Western Australians on low to moderate incomes. 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, affordable housing and link them to care and other support options.

Community Housing – Housing Authority

Website: housing.wa.gov.au

Phone: **9404 3300**

Affordable housing for people on low to moderate incomes. Complete an Application for Rental Housing form and tick the YES box on the cover page that asks “Do you also wish to be considered for a community housing property?”.

Foundation Housing

297 Vincent St Leederville

Phone: **9422 0700**

(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.

Housing Support Service – MercyCare

Phone: **1800 800 046**

Email: yhreferrals@mercycares.com.au

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

National Rent Affordability Scheme – Department of Social Services

Website: dss.gov.au

Affordable rental properties for people on low to moderate income households. Properties are listed on realestate.com.au and/or register with the local Tenancy Manager.

Multicultural Service Centre of WA – Multicultural Housing Services Program

14 Brewer Pl, Mirrabooka

Phone: **9344 7858**

Departing from Warwick Train Station – Bus 371 and a seven 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.

Rent Deduction Scheme – Centrelink

Phone: **1800 810 586**

Website: servicesaustralia.gov.au

Public housing rent deduction straight from Centrelink payments.



Salvation Army Homelessness Service – The Beacon

9 Aberdeen Street, Northbridge
(Corner Nash and Aberdeen Streets)
Phone: **9492 7100** (assessment bookings required)

(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. Gender inclusive facility is open 24/7 and accessible to individuals over the age of 18 who receive Centrelink benefits.

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 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** or **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

55 Central Ave, Maylands
Phone: **9272 1333**

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** or **9323 5100**
Email: aao@stbarts.org.au
Website: stbarts.org.au

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

Tenacious House

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

Voluntary residential program for men 18+ who want to overcome life controlling issues such as addiction and co-occurring 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

Phone: **9300 0340**

Email: community@patgilescentre.org.au

Website: 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

Perth

Phone: **9328 7562**

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

St Bart's Women's Service

Phone: **9323 5127** or **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

Mirraboooka Region

Phone: **9247 1330**

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

Perth

Phone: **9370 4544**

Crisis accommodation for women with or 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

111 Kensington Street, East Perth

Phone: **9323 5100**

(Departing from Claisebrook Train Station – 15 minute walk)

Provides safe, secure and affordable accommodation for females aged 50 years or over, who are experiencing or at risk of homelessness.

Stirling Women's Centre

Phone: **9205 7375**

Monday – Friday, 8.30am – 6.30pm
Saturday, Sunday, 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 Crisis Care on **9223 1111** but for general information 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

City of Stirling

Phone: **1800 800 046**

Email: yhreferrals@mercycares.com.au

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

1/70 Davidson Terrace Joondalup
Phone: **9300 2677**

(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 with accommodation, emergency relief (food hampers, public transport passes and other items are considered on a needs basis), education, training, employment and community engagement.

Emergency relief is available by appointment on **Tuesdays and Thursdays, 1.00pm – 2.30pm.** To make an appointment call **9300 2677** (Monday – Friday, 9.00am – 4.00pm).

Ebenezer Home

4 Penrith Pl, Balga
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 welcome.

Foyer

196 Oxford St, Leederville
Phone: **6240 7200** or **1800 185 685** (24 hours a day)

(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 \$460.00 per fortnight.

Household Network

Perth
Phone: **9388 2792**

Medium–long term supported accommodation for young people aged 16 – 25 years 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

Perth
Phone: **9329 4480**

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

22 Blencowe Street, West Leederville
Phone: **9388 2792**

(Departing from West Leederville Train Station – six minute walk)

Externally supported medium to long-term accommodation for young people aged 16 – 25 years. Specialist supported accommodation for LGBTI and TGD young people.



Christmas

Joondalup Christmas Lunch

Central Park, Joondalup

Phone: **0466 252 076**

Website: joondalupchristmaslunch.com

(Departing from Joondalup Train Station – five minute walk)

Complimentary Christmas Lunch and Fellowship.

Guest Registration opens 1 October.

St Vincent De Paul Society

Phone: **9475 5400**

Toys, Christmas presents, food hampers.

Counselling

Centrecare

85 Boas Ave, Joondalup

Phone: **9300 7300**

(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

Suite 7/70 Davidson Tce,

Joondalup Lotteries House, Joondalup

Phone: **6164 0440**

Email: joondalup@relationshipsaustralia.org.au

Website: relationshipsaustralia.org.au

(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: yhreferrals@mercycaresw.org.au

Website: mercycaresw.org.au

An outreach support service which provides assistance to 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 issues.

Drop-in Centres

Passages Drop-in Centre

22 Palmerston St, Northbridge 6003

Phone: **9228 1478**

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.

Monday – Thursday, 9.00am – 12.00noon and 1.00pm – 4.00pm, Friday, 9.00am – 1.00pm

Tranby Day Centre

6/5 Aberdeen Street

Phone: **9220 1200**

Open 7 days a week, 7.00am – 7.00pm.

Essential services for adults 18+ including breakfast, sandwiches, support, referral and support. The Community Centrelink Team, Mobile GP, Street Lawyer and Individual Disability Advocate service at the same location. No referral needed.

Grace Anglican Church (Grace Cafe)

57 Shenton Avenue, Joondalup

Phone: **0451 378 910** (Father Gift) or

0404 595 294 (Pastoral Care)

(Departing from Joondalup Train Station – 10-minute walk)

Fridays 10.00am – 2.00pm Drop-in service

(Hot meals, drinks, companionship, food packs, toiletry packs, support service information, blankets/sleeping bags and more.)



Food

Australian Asian Association

275 Stirling Street Perth

Phone: **9328 6202**

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

Tuesday – Wednesday, 10.00am – 2.00pm.

Foodbank Joondalup Hub

Phone: **9258 9277** (Foodbank Centre head office)

Email: wa.info@foodbankwa.org.au

Wednesday – Friday, 10.00am – 2.00pm.

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

Food 4 All

Yanchep Community Centre, 7 Lagoon Drive

Phone: **0400 044 236**

(Departing from Butler Train Station – Bus 344)

Food hampers **Tuesdays, 6.30 – 7.30pm.**

Hillsong North

3 Lago Place Joondalup

Phone: **9301 0177**

Thursdays, 1.30pm – 4.00pm.

Grocery basics including fresh food.

Manna Industries

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

Phone: **1300 626 624**

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

Sunday – Friday, 1.30pm

Soup, hot meal, dessert and a drink.

Passages Drop in Centre

22 Palmerston Street, Northbridge

Phone: **9228 1478**

(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, 10.45am – 1.00pm.**

Rainbow Community Church – Food Ministry

Hainsworth Community Centre, 29 Hainsworth Ave, Girrawheen

Phone: **6102 1526**

(Departing from Warwick Station – Bus 344)

Thursdays, 11.30am – 12.30pm

Foods hampers and sit-down meal.

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/ Access Number (if they have one).

Pick up available **Mondays and Thursdays from 12.00noon** at Hainsworth Community Centre and on Tuesdays at 66 Raeside Drive, Landsdale.

Riverview Joondalup Church

Cr Winton Road and Franklin Lane, Joondalup

Phone: **9416 0000** (via Burswood campus)

(Departing from Joondalup Train Station – 15 minute walk)

Drop-in **Thursdays, 10.30am – 12.00noon**

Food, drinks, conversation, emergency relief, assistance, referrals, food packs, care packs, and more.

Salvation Army Heathridge

36 Christmas Ave, Heathridge

Phone: **9401 3408**

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

Tuesday and Thursday, 9.30am – 12.00noon

Food, food vouchers, clothing, information and referrals.

Salvation Army Soup Patrol

Supreme Court Gardens **8.00am**

Wellington Square Perth **8.30am**

Free soup, pies, tea and coffee.



Soul Link - C3 Church

Corner of Lincoln Lane and Winton Road,
Joondalup
Phone: **9300 3299**

(Departing from Joondalup Train Station –
15 minute walk)

Food relief program **Wednesdays, 10.00am –
12.00noon.**

Referral through Youth Futures, The Spiers
Centre or Centrelink - ask for a referral for Soul
Link. Each referral lasts for four 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.

Trinity North Community Care

29 Wandoo Road, Duncraig
(rear of Trinity North Uniting Church)
Phone: **9448 5111**

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

Food hampers distributed **Tuesday and
Thursday, 9.00am – 12.00noon**, appointments
are essential.

Food, clothing and household items

E'CO Pay It Forward

100 Furniss Road Landsdale
Phone: **0401 142 855**

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

Website: ecopayitforward.com

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

Monday – Friday, 8.00am – 3.00pm

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

HOPE Inc.

(Helping Out People Everywhere)

142–146 Beaufort St, Northbridge
Phone: **9427 5013**

(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.

Monthly barbecue **Tuesday and Friday,
1.00pm – 4.00pm.**

No Limits Perth

Phone: **0490 676 979**

Email: info@nolimitsperth.org.au

Website: 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.

St Vincent De Paul Society – Emergency Relief Assistance

Phone: **1300 794 054**

Monday – Friday, 9.00am – 1.00pm

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



Salvation Army Doorways

26 Jenolan Way, Merriwa

Phone: **9305 2131**

(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.

The Pantry WA – Dream Life Church

7 Lumsden Rd Wangara

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

Tuesday 11.00am – 12.00noon,

Wednesday 11.00am – 12.00noon,

Thursday 10.30am – 12.00noon,

Friday 11.30am – 1.00pm

Offering food parcels to people in need.

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

29 Wandoo Road, Duncraig

(at rear of the Trinity North Centre)

Phone: **9448 5111**

Emergency food assistance by phone appointments only. To be collected **Tuesdays and Thursdays, 9.00am – 12.00noon.**

Yanchep Community Church

Yanchep Community Centre,

7 Lagoon Drive Yanchep

Phone: **0400 044 236**

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

Financial Support

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.

Australian Asian Association

275 Stirling Street Perth

Phone: **9328 6202**

Tuesdays and Wednesdays, 10.00am – 2.00pm.

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

CAP – Christians Against Poverty

Lake Joondalup Baptist Church

8 Kennedy Dr, Joondalup

Phone: **1300 227 000**

(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 money management courses (four hours over two nights) and offer debt counselling to help participants manage their money to pay off debts.

Communicare

Phone: **6370 1000**

Website: communicare.org.au

(family services menu)

Emergency Relief Hotline **Tuesdays and Thursdays, 8.30am – 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.



Housing Authority – Bond Assistance and Rent Advance Loan Scheme

Phone: **9404 3300**

Email: joondalup@communities.wa.gov.au

Website: housing.wa.gov.au

Interest-free loan for eligible applicants.

Multicultural Services Centre Mirrabooka

Phone: **9344 7858**

Email: admin@mscwa.com.au

Emergency relief, in the form of e-vouchers provided by email, and support services for families and the culturally and linguistically diverse.

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

Ocean Reef, Woodvale, Whitfords

Phone: **1300 794 054**

Appointment needed.

Emergency Relief:

Monday – Friday, 9.00am – 1.00pm

Financial Counselling:

Monday – Friday, 8.00am – 4.00pm

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.

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

29 Wandoo Road, Duncraig

(at rear of the Trinity North Centre)

Phone: **9448 5111**

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

Assistance for eligible low income earners 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

Unit 10, 5 Aberdeen Street, Perth

Phone: **1300 663 298**

Emergency relief provision, call on **Wednesdays** to make an appointment.

Wungening Aboriginal Corporation

1/14 Chesterfield Road, Mirrabooka

Phone: **6558 1041** (phone appointments only)

Monday – Friday, 8.30am – 4.00pm

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



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**.

APM Communities

E25/26 Boas Avenue, Joondalup
Phone: **1300 276 522**
Website: apm.net.au

(Departing from Joondalup train Station – 10 minute walk)

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

Craigie Medical and Dental Centre

9 Perilya Road, Craigie
Phone: **9308 3333**
Email: craigiereception@primaryhealthcare.com.au

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

Bulk billed medical and dental care.

Monday – Friday, 7.00pm – 8.00pm
Saturday – Sunday, 8.00am – 8.00pm

Headspace Joondalup, Black Swan Health

Phone: **9301 8900**

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

Headspace Early Psychosis Service Joondalup, Black Swan Health

Phone: **9301 8999**

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

Joondalup Adult Community Mental Health

Joondalup Health Campus,
Shenton Avenue, Joondalup
Phone: **9406 7100**

(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.

Kommuniti/Allan Connolly

Email: allan@allanconnolly.com
LinkedIn: [linkedin.com/in/bigalconnolly](https://www.linkedin.com/in/bigalconnolly)
Website: bit.ly/SubscribeKommunitiOrg

Lived Experience advisor and ambassador of homelessness and hardship. 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 Allan's newsletter for inspiration and support, and to be kept informed of the date and times of his meet-ups, workshops and events.

Mental Health Emergency Response Line

Phone: **1300 555 788**

Available 24 hours, seven 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.

Mercy Care – Family Wellbeing Support Services

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



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.

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.

St John Urgent Care

Joondalup Gate, 21 Joondalup Drive, Edgewater

Phone: **9400 7000**

Email: joondalup.reception@stjohnwa.com.au

(Departing from Edgewater Train Station – 12 minute walk)

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

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

Street Doctor – 360 Health and Community

Phone: **1300 706 922**

Website: 360.org.au/streetdoctor

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

Thrive – Outcare

Phone: **6263 8622**

Website: outcare.com.au

Holistic housing for Aboriginal and public housing residents which provides support to identify and tackle challenges, improve life household skills and community involvement.



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

Unit 3, 2 Ranier Close, Ballajura

Phone: **9343 0142**

Phone Emergencies: **9248 5351**

Email: marken101@westnet.com.au

Monday – Thursday, 10.00am – 1.00pm

Assistance for pension or Health Care Card holders who aren't able to access the Cat Haven for subsidised sterilisations or other veterinary costs.

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.

Reading and writing

Read Write Now

Phone: **9427 1393** or **1800 018 802**

Website: read-write-now.org

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

Sobering up centre

The Salvation Army – Bridge Program

11–15 Wright Street, Highgate

Phone: **9227 8086**

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

Sobering up centre and detoxification service (maximum 12 hours including bed, shower 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)

Phone: **131 450**

Immediate Phone Interpreting.

Transport

Public Transport

Phone: **13 62 13**

Website: transperth.wa.gov.au

Disability and Senior concession cardholders can travel free on all Transperth services **Monday – Friday, 9.00am – 3.30pm 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.



Facebook support groups

Food support

Suspended Food Perth
The Movement
Dream Life Church
Mums Support and Connect Perth
Buy Nothing Project
Aussies helping Aussies
Veterans 360 Australia
Domestic Violence Packages – Commbank
Perth Freebies
Pet Foodbank
Pay It Forward, Northern Suburbs of Perth
Free Stuff Western Australia
Anonymous Angels
Perth Free Give Away Only
Free Stuff – North Perth
Donations For Homeless Perth (pay it forward)
Pay It Forward – Perth
No Limits Perth
Pay It Forward With Heart WA
Free Perth Pay It Forward
Free to Good Home – Perth
Giving is Good
Free stuff – Tapping and surrounds
RAGS2Riches in Perth
Pay it Forward to Families in need
Northern suburbs of Perth
Eco Pay It Forward

Personal care support

Share the Dignity

Housing support

Perth rentals and Rooms to rent
Shared Housing
Perth- house share
Perth Houses, Rooms, Rentals

Employment opportunities

Perth Job Vacancies
Perth Jobs
WA Restaurant Staff
Perth Services Swap
Job Opportunities Perth
Perth Job Vacancies
Looking for Work or looking for workers Perth

Free books

The Footpath Charity

Free bikes

Free Bikes for the Needy in Perth
Perth Free Events

Children and baby items

Free Baby Stuff Perth
Pay it forward Babies, Kids and Teenagers



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.