

Caring for our community



bayswater.wa.gov.au

Acknowledgement of Country

Ngalla City of Bayswater kaatanginy baalapa Noongar Boodja baaranginy, Wadjuk moort Noongar moort, boordiar’s koorra koorra, boordiar’s ye yay ba boordiar’s boordawyn wah.

The City of Bayswater acknowledges the Traditional Custodians of the land, the Whadjuk people of the Noongar Nation, and pays its respects to Elders past, present and emerging.

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Disclaimer

The information in this brochure is understood to be correct but is intended as a guide only.



Introduction

The City of Bayswater is committed to ensuring community members who are at risk of or experiencing homelessness have the information they need to connect to free community services.

Homelessness includes:

- Rough sleeping
- Stays in supported accommodation for the homeless
- Couch-surfing
- Living in boarding and rooming houses without private facilities and security of tenure
- Heavy reliance on short-term stays in motels, hotels and other forms of temporary lodging.

The City of Bayswater is committed to working in collaboration with local service providers, businesses, community groups, and state and local government authorities to address local homelessness and offer the support people need.

This resource provides useful links to help those at risk of or experiencing homelessness.

City of Bayswater Rangers and Security

The City of Bayswater Rangers and Security team provides services helping make our City a safer place for everyone to enjoy.

Security officers are compassionate people who are out in the community connecting with people who are sleeping rough.

A key service is the 24-hour mobile security patrol which can be contacted on 1300 360 333 for non-emergencies, such as disorderly conduct, loitering, noise complaints, etc.

While the City's Security Officers hold relevant licences and qualifications in security operations, it is important to note they do not hold the same powers as police officers.



Nyoongar Outreach Services

Nyoongar Outreach Services (NOS) is a not-for-profit, day and night Aboriginal mobile outreach service, providing support to the wider Perth metropolitan area.

NOS visit locations within the City of Bayswater every week. Their staff can provide community members with transport, mediation, advocacy and referrals, and assist with service and accommodation applications.

Location	Phone
35-37 Gladstone Street, East Perth	(08) 9228 4211
Email	Website
operations@nyoongaroutreach.com.au	nyoongaroutreach.com.au



Priority phone numbers

Emergencies (Police, Fire or Ambulance).....	000
Police Assistance (non-emergency).....	131 444
Emergency for deaf or hard of hearing (through National Relay Service).....	106
1800RESPECT National Sexual Assault Domestic Family Violence Counselling Service.....	1800 737 732
Women's Domestic Violence Helpline	(08) 9223 1188
Men's Domestic Violence Helpline	(08) 9233 1199
QLife.....	1800 184 527
Child Protection and Family Support Crisis Care Helpline.....	(08) 9223 1111
Crisis Care.....	1800 199 008
Lifeline.....	13 11 14
Kids Helpline.....	1800 551 800
Mental Health Emergency Response Line	1300 555 788 or 1800 552 002
Suicide Call Back Service	1300 659 467
The Samaritans 24/7 Anonymous Crisis Support.....	13 52 47 or 1800 198 313
Beyond Blue	1300 224 636
Men's Line Australia.....	1300 789 978
Lifeline Crisis Text Service.....	0477 131 114
Alcohol and Drug Support Line.....	(08) 9442 5000 or 1800 198 024
Meth Helpline.....	1800 874 878
Parent and Family Drug Support Line	(08) 9442 5050 or 1800 653 203
National Debt Helpline	1800 007 007

Get connected

The City of Bayswater has a wide range of resources to help connect you to information.

Visit bayswater.wa.gov.au to find out more.

Community Directory

Our online Community Directory can connect you to local community and sporting groups.

Community training

The City hosts a Community Upskiller training program to help community group representatives and local residents increase their knowledge, skills and confidence around important topics.

Internet and e-learning

Join one of the City's libraries at Bayswater, Maylands or Morley and access free Wi-Fi services and computers. A variety of eLearning sessions are also available on a range of topics.

Mobile charging

Bring your mobile phone charger and use a power point to recharge your phone at any of the City's three libraries.

Recharge points

The City has designated areas for people to recharge their electric mobility scooter or wheelchair batteries free of charge:

- City of Bayswater Civic Centre, 61 Broun Avenue, Morley
- The RISE, 28 Eighth Avenue, Maylands
- Bayswater Library, 25 King William Street, Bayswater
- Bayswater Waves, Cnr Broun Avenue and Priestley Street, Embleton.



Information and referral services

Ask Izzy

The Ask Izzy website can help you find relevant nearby health and welfare services, including housing, a meal, financial assistance, family violence support, counselling and more.

You can even use Ask Izzy if you do not have credit on your phone (Telstra or Vodafone mobile networks) or access to Wi-Fi. The service is free and anonymous, with thousands of services listed across Australia.

Online service 

Website

askizzy.org.au

Accommodation assistance

55 Central

55 Central provides housing and support services to men facing homelessness, addiction recovery, living with mental illness or other issues that are impacting their lives.

Men 

Location

55 Central Avenue, Maylands

Phone

(08) 9272 1333

Email

enquiries@55central.asn.au

Website

55central.asn.au

Entry Point Perth

Entry Point Perth provides a free telephone-based assessment and referral service that assists people who are homeless or at risk of homelessness to access accommodation and support options.

Phone

1800 124 684 or (08) 6496 0001

Opening hours

Monday to Friday 9am – 7pm
Saturday 9am – 5pm



Accommodation assistance

Foyer Oxford

Foyer Oxford provides student-sized apartments for young single people and young parents aged 16 to 24 years to stay, supporting them to maintain education and employment.



Location

196 Oxford St, Leederville

Phone

(08) 6240 7200 or 1800 185 685

Email

hello@foyeroxford.org.au

Website

foyeroxford.org.au

Opening hours

24-hour service

Multicultural Services Centre – Housing Services

Help with short-term housing, advocacy and negotiating with landlords, real estate agents and tenancy education.



Location

5 Bookham St, Morley

Phone

(08) 9444 8283

Opening hours

Monday to Friday 8.30am – 4.30pm

Website

mscwa.com.au

Accommodation assistance

Ruah Refuge – Harmony Place

For women who are homeless or escaping family domestic violence.



Phone

9227 6616 for women with children;
9328 7562 for single Aboriginal women

Email

connecting@ruah.org.au

Opening hours

Monday to Friday 8.30am – 3pm,
excluding public holidays.

Website

ruah.org.au

St Bart's

Offers a supported transitional accommodation service and welcomes adults with persistent mental health challenges. This is a fee payable service.

Location

7 Lime Street, East Perth

Phone

(08) 9323 5100

Email

enquiries@stbarts.org.au

intake@stbarts.org.au

Opening hours

Monday to Friday 8am – 4.30pm

Website

stbarts.org.au

Accommodation assistance

Uniting WA

Uniting WA's Homeless Accommodation Support Service provides case management and transitional accommodation support for people in Perth at risk of or experiencing homelessness.

Location

10/5 Aberdeen Street, Perth

Phone

(08) 9220 1288

Email

tranby@unitingwa.org.au

Website

unitingwa.org.au

Vinnies Tom Fisher House

Vinnies Tom Fisher House provides accessible and free overnight accommodation for up to seven nights for those experiencing long-term homelessness. The service provides support to people facing complex challenges which may prevent them from accessing other programs.

Location

9 Brewer Road, Canning Vale

Phone

(08) 9227 1445

Email

tfh@svdpwa.org.au

Website

vinnies.org.au/wa/services-in-western-australia/vinnies-tom-fisher-house

Opening hours

Every day of the year
5.30pm to 8.30am

Emergency assistance

1300 794 054
Monday to Friday 9am – 12.30pm

Accommodation assistance

Mission Australia – YouthBeat

At YouthBeat, young people aged 18 years and under can access up to 12 months' case management services and supported transitional accommodation.

Youth

Location

48 Palmerston Street, Northbridge

Phone

(08) 6212 8700

Website

missionaustralia.com.au

Email

youthbeatwa@missionaustralia.com.au

Opening hours

Monday to Friday 8.30am – 4.30pm,
Inner City Youth Outreach Service
9pm – 5am



Emergency relief

AMURT WA

AMURT is a volunteer-driven Australian registered charity that responds to social needs in emergencies and provides community support by providing food relief. The service aims to help vulnerable communities break the cycle of poverty and gain greater control over their lives to become self-reliant and resilient.

Food and groceries
Clothing and toiletries
Blankets



Phone

0490 341 797

Email

jaswant.singh@amurt.org.au

Opening hours

Friday to Sunday 12pm – 9pm,
Tuesday to Thursday 7pm – 9pm

Website

amurt.info

Emergency relief

Perth Homelessness Support Group

Volunteers host a number of outreach services at Moore Street (opposite Mclver train station).

On Sunday from 9 to 10.30am, volunteers distribute non-perishable food, fresh food, hot food and clothing, and offer doctor/medical and laundry services.

A clothing distribution service is also offered on Tuesday night at 5.15pm.

On Wednesday night at 5pm, tea and coffee is available. Individuals can also call the organisation and request an emergency hamper of supplies and food items be delivered to their location.

Office and depot location

Unit 2/28 Munt St, Bayswater

Phone

(08) 9471 9115

Website

perthhomeless.com.au

Salvation Army

Salvation Army offers food vouchers, petrol vouchers, blankets, furniture, food parcels and short-term financial assistance for household bills.

Location

565 Walter Road East, Morley

Phone

(08) 9279 4500

Email

corps.morley@aus.salvationarmy.org

Website

salvationarmy.org.au/morley/contact-us

Opening hours

Monday to Friday, 9am – 2.30pm



Domestic violence

Anglicare WA Recovery After Violence Support

Works with victims and survivors of family and domestic violence on a medium to long-term basis, providing support to access the Perth Family Court in relation to children's matters.

Location

Geoffrey Sambell Centre,
23 Adelaide Terrace, East Perth

Phone

1300 114 446

Email

info@anglicarewa.org.au

Website

anglicarewa.org.au/get-help/family-and-domestic-violence/recovery-after-violence-support

Opening hours

Monday to Friday 8.30am – 4.30pm

Ishar

Provides advocacy, referral, counselling and individual support services for women who have experienced or are currently experiencing domestic violence.

Culturally and linguistically diverse LGBTQIA+ Women



Location

21 Sudbury Road, Mirrabooka

Phone

(08) 9345 5335

Email

info@ishar.org.au

Website

ishar.org.au/family-and-domestic-violence

Opening hours

Monday to Friday 8.30am – 4.30pm

Domestic violence

Orana House

Orana House provides crisis accommodation and holistic support services to women and children who are escaping family and domestic violence.

Women and children Accommodation



Phone

(08) 9370 4544

SWitCH Centre

(08) 6155 2665

Opening hours

24 hours

Email

outreach@orana.net.au

Website

orana.net.au/our-services



Mental health

Midland Head to Health

Midland Head to Health is a walk-in service for adults over 18, offering free advice and support to people experiencing mild to moderate mental health concerns.

Location

23 Old Great Northern Highway,
Midland

Phone

1800 595 212

Email

midlandheadtohealth@sjog.org.au

Website

[sjog.org.au/campaigns/microsites/
head-to-health](https://sjog.org.au/campaigns/microsites/head-to-health)

Opening hours

Every day of the year
10am – 8pm

Rainbow Community House

Rainbow Community House provides individual, group, couple and family therapy and counselling services to prevent suicide among LGBTQIA+ youth aged 12 to 25.

LGBTQIA+
Youth



Location

4 View Street, North Perth

Phone

(08) 6370 4210

Email

info@rainbowch.org

Website

rainbowch.org

Opening hours

Monday to Thursday 9am – 5pm

Alcohol and other drugs

Alcohol and Drug Support Service

A 24/7 non-judgmental telephone, counselling, information, referral and support line for alcohol and drug use. Offers free translation support.

Culturally and linguistically diverse
Phone service



Phone

(08) 9442 5000

Country callers

1800 198 024

Translating and
interpreting service

131 450 (through TIS National)

Email

alcoholdrugsupport@mhc.wa.gov.au

Website

[mhc.wa.gov.au/about-us/our-
services/alcohol-and-drug-
support-service](https://mhc.wa.gov.au/about-us/our-services/alcohol-and-drug-support-service)

Opening hours

24 hours

Cyrenian Central

Delivers a range of programs, services and treatment designed to reduce the harm related to alcohol and other drug use for individuals and families.

Location

318 Fitzgerald Street, Perth

Phone

(08) 9328 9200

Website

cyrenianhouse.com

Email

enquiry@cyrenianhouse.com

Opening hours

Monday and Thursday 9am – 8pm
Tuesday and Wednesday 9am – 5pm
Friday 9am – 4.30pm

Drug and Alcohol Youth Service (DAYS)

DAYS offers supported short-stay residential services, accommodating up to eight young people for up to 21 days. The service provides residents with access to clinical psychology, medical assistance, mentoring and case management services.

Youth Short-stay supported accommodation



Location

129 Hill Street, East Perth

Phone

(08) 9222 6300

Opening hours

For referrals – Monday to Friday
12.30pm – 4pm

Website

[missionaustralia.com.au/
servicedirectory/185-alcohol-
other-drugs/drug-and-alcohol-
youth-service-days-youth-
withdrawal-and-respite-service](https://missionaustralia.com.au/servicedirectory/185-alcohol-other-drugs/drug-and-alcohol-youth-service-days-youth-withdrawal-and-respite-service)

Palmerston Association WA

Palmerston Association is a leading and respected not-for-profit provider of alcohol and other drug support services.

Residential rehabilitation program



Location

134 Palmerston Street, Perth

Phone

(08) 9328 7355

Email

perth@palmerston.org.au

Opening hours

Monday, Tuesday and Friday
9am – 5pm
Wednesday and Thursday
9am – 8pm

Website

palmerston.org.au

Financial support

Blue Sky

Blue Sky is an active participator in the Hardship Utilities Grants Scheme (HUGS) which assists Western Australian utility customers who are in financial hardship and are unable to pay their utility bills. The purpose of HUGS is to assist customers in financial hardship with their connection to essential services. Blue Sky provides information and assistance by phone, internet, correspondence and face-to-face.

Food vouchers and blankets Financial support



Location

34 Diana Crescent, Lockridge

Phone

(08) 9376 9999

Email

email@blueskygroup.com.au

Website

blueskygroup.com.au

Opening hours

Monday to Friday 9am – 5pm.
An answering system is available
24 hours a day.

City of
Bayswater

61 Broun Avenue, Morley WA 6062

Civic Centre Opening Hours: 8.30am – 4.30pm (Monday to Friday)

Mailing address: PO Box 467 Morley WA 6943

P: 9272 0622 | mail@bayswater.wa.gov.au | bayswater.wa.gov.au



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