

Homelessness

Services & Information



The City of Bayswater is committed to ensuring the members of our community who experience homelessness have access to the help they need.

People are considered homeless when they are without accommodation that is safe, secure and affordable. Homelessness affects many different people and can result from such things as domestic violence, ill-health, long-term unemployment and mental health issues.

This booklet is designed to be the first point of contact for those who are at risk of, or experiencing homelessness; and provides information about the services available in and around the City of Bayswater.

The information in this booklet was correct at the time of printing.

Please notify us of any changes to the services listed by emailing **community.services@bayswater.wa.gov.au**



Where to Start

If you are homeless, or at risk of becoming homeless and don't know where to begin, these contacts will help you find nearby services and accommodation as quickly as possible.

Entry Point

Free assessments and referral services for people experiencing homelessness or at risk of homelessness in the Perth Metropolitan area.

Open: Monday to Friday 9am to 7pm and Saturday 9am to 5pm

Phone: 1800 124 684 or (08) 6496 0001

After hours ONLY (7pm to 9am) - contact Crisis Care on 1800 199 008 (free call)

Web: entrypointperth.com.au

Women's Council for Domestic and Family Violence Services

Referral to women's shelters and counselling services in Western Australia.

Open: Monday to Friday 9am to 4:30pm

Phone: (08) 9420 7264

Web: womenscouncil.com.au

Crisis Care Helpline

Crisis Care focuses on child protection and provides support when someone is escaping domestic violence or is at risk of homelessness.

Open: 24 hours, 7 days a week telephone service for people in crisis.

Phone: (08) 9223 1111 or 1800 199 008 (country free call)
13 14 50 (translating and interpreting service)

Web: dcp.wa.gov.au

Please note: All support and referrals to crisis accommodation need to be directed to Entry Point during office hours (9am to 7pm), not Crisis Care.

Emergency Contacts



Police Assistance
(non-emergency)
131 444



**Women's Domestic
Violence Helpline**
(08) 9223 1188
or 1800 007 339



Emergencies
(Police, Fire or
Ambulance)
000



**Mental Health
Emergency
Response**
1300 555 788



**Emergency for
hearing impaired**
106 (through National
Relay Service)



Lifeline
13 11 14



**City of Bayswater
Security Watch**
1300 360 333



**Alcohol and Drug
Information Service**
(08) 9442 5000



1800 RESPECT
National Sexual Assault,
Domestic Family Violence
Counselling Service
1800 737 732

Outreach Services

These local contacts provide mobile assistance, transport and referrals to connect people experiencing homelessness to specialised community services.

Peers@Hand Support Program (for everyone)

Peer workers assist individuals and families in the City of Bayswater and the Town of Bassendean living with mental health and / or alcohol and other drug issues.

55 Central Avenue, Maylands

Open: Monday, Wednesday and Friday 9am to 5pm.

Phone: (08) 9272 1333 / 0416 419 180

Email: peers@55central.asn.au

Web: 55central.asn.au

Nyoongar Outreach Services (for Aboriginal and Torres Strait Islander community)

Provides culturally appropriate outreach services and works collaboratively with the City of Bayswater to connect people to support services.

35-37 Gladstone Street, Perth

Open: Street outreach patrols around Maylands, Bayswater and Morley on Tuesday and Thursday between 2pm and 6pm.

Phone: (08) 9228 4211 or 0417 932 605

Web: nyoongaroutreach.com.au

St Pat's Community Support - Crossroads Outreach Program (for everyone)

Dedicated outreach workers provide a culturally appropriate service to link and refer people to support services for alcohol, drug and homelessness issues.

Open: Times vary - Maylands area and surrounding parks.

Phone: 0478 398 760 Outreach (08 9475 2981 admin only)

Web: stpats.com.au/outreach

Accommodation and Local Services

These are local contacts that provide accommodation services in and around the City of Bayswater. Please note: referrals may be needed from Entry Point or other support services to enable individuals to connect with accommodation services.

55 Central 55 Central Avenue, Maylands For single adult males 18 to 65.

Open: Monday to Friday 8am to 4pm

Phone: 9272 1333 **Web:** 55central.asn.au



10 minute walk from Maylands train station (Midland line).



24 beds, up to three months stay.



Case management, Street to Home program, Peers@Hand Mental health support.

Indigo Junction Midland 15 to 25 year olds (male and female).

Open: 24 hour phone contact for assessment and referral information.

Phone: 9274 5382 **Web:** indigojunction.org.au



Midland train station (Midland line).



6 bed youth house for crisis accommodation, 6 medium-term supported units.



Counselling, assessment and referral, outreach, recreation, GP, Centrelink community team every second Tuesday from 10am to 12pm.

Croft 833 Beaufort Street, Inglewood For adults 18 and over.

Open: Monday to Friday 8am to 4pm

Phone: 9272 6111 **Web:** croft.org.au



Maylands train station (Midland line).
Bus 950 from Perth or Morley.



7 self-contained units offer short-term accommodation for men and women on a daily or weekly basis.



Daily rate: \$30.00.
Weekly rate: \$185.00 plus a refundable \$40 key/linen deposit.

Multicultural Services Centre of WA

64 Wellington Road, Morley

Migrants and refugees in crisis and/or experiencing homelessness.

Open: Monday, Tuesday and Thursday 8:30am to 4:30pm

Phone: 6150 9326 **Web:** mscwa.com.au



Bus 371 from Morley bus station.



Counselling, assessment and referral, outreach, recreation, emergency relief and housing support is available.

Orana House

Accommodation, advocacy and holistic support for women and children experiencing family and domestic violence.

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



Short-term supported crisis accommodation for 5 families.
Medium-term supported transitional accommodation for 2 families.



Outreach, case management, risk assessment and safety planning, information and referrals to other services, workshops and programs.

Tranby Centre drop-in Centre (Uniting Care West)

6/5 Aberdeen Street, East Perth

For everyone.

Open: Monday to Friday 7am to 12pm
Saturday 8am to 11pm

Phone: 9220 1288 **Web:** unitingcarewest.org.au
24 hour crisis line: 1800 199 008



One minute walk from McIver train station
(Midland and Armadale/Thornlie line).



Referrals, accommodation support, Centrelink community team, outreach, case management, financial counselling, tenancy assistance, washing facilities, mail collection point, GP, Street Lawyer.

Family Foundations drop-in program Monday, Tuesday and Wednesday from 3.30pm to 6pm.



Free breakfast available.

The Shopfront 170 Whatley Crescent, Maylands

For adults only.

Open day: Monday to Friday 11am to 1.30pm

Open night: Monday 6.30pm to 8pm

Tuesday and Wednesday 6pm to 7.30pm

Phone: 9371 9109 **Web:** shopfrontwa.org.au



42, 43 bus from Perth.
One minute walk from Maylands train station (Midland line).



Clothing, accommodation support, overdue bills assistance, referrals to other agencies, shower, laundry, Mobile GP.
Available Monday to Thursday.



Free food available Monday to Friday.

RUAH (drop-in Centre)

33 Shenton Street, Northbridge

This service is for adults aged 20 and over and on low income.

Open: Monday to Friday 8.30am to 12.30pm

Phone: 13 RUAH (13 78 24) **Web:** ruah.org.au



10 minute walk from Perth train station.



Referrals, Aboriginal alcohol and other drugs support, counselling, recreation, employment assistance, shower, mail collection, GP, Street Lawyer, Centrelink community team, clothing, laundry, housing authority.



Light snacks available.



Computer and internet, phones and mobile re-charge.

Other Useful Contacts

Salvation Army Morley

Emergency food, food vouchers, furniture, toiletries and Telstra vouchers available Monday to Thursday 9am to 5pm and Friday 9am to 12pm.

565 Walter Road East, Morley

Call on Thursday for Friday appointment, call on Friday for Monday appointment.

Phone: (08) 9279 4500

Web: salvationarmy.org.au/morley

360 Street Doctor

Ashfield Reserve

2 Colstoun Road, Ashfield

Every Wednesday 9.30am to 3pm and every Friday 9.30am to 3pm.

Karnany Aboriginal Centre

25 Spring Park Road, Midland

Every Tuesday 9.30am to 1pm.

No appointments necessary.

Phone: (08) 9376 9200

Web: 360.org.au/Programs/Street-Doctor

Homeless Healthcare (Mobile GP)

The Shopfront

170 Whatley Crescent, Maylands

Every Tuesday 11am to 1pm

Phone: (08) 6260 2092

Web: homelesshealthcare.org.au

Orange Sky Laundry

Free mobile laundry service for people experiencing homelessness.

The Shopfront

170 Whatley Crescent, Maylands

Every Tuesday

from 11.30am to 1pm.

Karnany Aboriginal Centre

25 Spring Park Road, Midland

Every Monday 8.30am to 11am.

Web: orangesky.org.au

Centrelink

Morley Service Centre

38 Rudloc Road, Morley

8.30am to 4.30pm

Monday to Friday.

Phone: 131 794

Street Law Legal Centre WA Inc

Tranby

6/5 Aberdeen Street, East Perth

Every Friday from

8.30am to 10.30am.

RUAH Centre

33 Shenton Street, Northbridge

Every second Tuesday

from 10.00am to 12.00pm

Phone: 1800 752 992

For more information and advocacy

WA Housing Hub

Online resource by Shelter WA, which provides information and a list of crisis care accommodation.

Web: wahousinghub.org.au

Ask Izzy

Ask Izzy is an app providing an A to Z directory to connect people to services and accommodation.

Web: askizzy.org.au

Rights and entitlements

It is not against the law to sleep rough. People who are homeless or who are at risk of homelessness have the same rights as any other community members to:

- Use public spaces and facilities.
- Participate in public events, activities and services.
- Carry and store their own belongings.

If you see or know someone who appears to be in a crisis or an unsafe situation, you may choose to offer assistance or contact a support agency listed in this booklet.

If you believe there is a risk to health or safety, please contact the police on 131 444 or 000 in the case of a life-threatening emergency.





Some people in our community may have difficulty accessing the services they need to be physically and mentally well.

Often these people face barriers linked to alcohol and other drugs, mental illness and/or homelessness. To support people in this situation, 55 Central offers a service called Peers@Hand.

Peers@Hand workers:

- Find and connect with people who may need support.
- Assess and address immediate needs to alleviate crisis.
- Provide practical assistance, transport and peer support to connect people to specialised health and community services that can assist in their recovery.

Peers@Hand is making a real difference. Individuals who have accessed the service report feeling more in control of their health and wellbeing and more able to find the right help when they need it.

Peers@Hand is for people staying in the City of Bayswater and the Town of Bassendean. Workers are able to provide flexible meeting times and places as required. Please contact the Peers@Hand workers on 0416 419 180 for more information.

Peers@Hand is proudly delivered by 55 Central and funded by the Western Australian Primary Health Alliance (WAPHA).

City of Bayswater

61 Broun Avenue, Morley WA 6062 | PO Box 467, Morley WA 6943

P: (08) 9272 0622 | F: (08) 9272 0665

mail@bayswater.wa.gov.au | www.bayswater.wa.gov.au

This booklet is available in alternative formats upon request.

