Getting By…
Getting Ahead
2013
A guide to concessions and other ways of keeping costs down
Ruah Community Services is committed to working in partnership with individuals marginalised by mainstream society to enable them to overcome their disadvantage, improve the quality of their lives, enhance their spirit and participate more fully in the community. Ruah services support people to:

- Address homelessness and accommodation vulnerabilities;
- Break the cycle of domestic or family violence;
- Achieve an improved quality of life in their mental health recovery journey;
- Reduce the impact of poverty and find pathways to mainstream opportunities;
- Address problematic substance use;
- Make the transition from prison into the community; and
- Access employment and education opportunities.
This is the 6th edition of "Getting By" that Ruah Community Services has prepared for the benefit of people on low incomes, as a resource for Ruah workers, and as a referral tool for use by the broader Perth community sector.

This guide includes information about useful concessions and other ways of getting by on a low income that people are already tapping into, information which people requested to be included, and information about new services and programs.

Ruah extends a big THANK YOU to all contributors.

Users are welcome to copy and distribute the information it contains.

This guide, and other useful publications, are available for free download by following the links from:


Ruah has decided to up-date the information in this guide annually while it has capacity for the task. Please help to keep it up to date: If you are aware of, or if you find out about, a service or concession that should be in this guide, please fill in the Update Form at the back of this guide, or contact:

Ruah Community Services
Ph: 9485 3939
Fax: 9481 0808
E-mail: administration@ruah.com.au.
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# GETTING AROUND

## CAR REGISTRATION

**DEPT OF TRANSPORT**

You may be entitled to between 50-100% discount on your vehicle licence if you hold recognised concession, pension or disability cards.

You can pay your bills, change your details and register for Licence Alert online. Licence Alert sends you an email or SMS reminder of when your vehicle registration renewal is due.

**Ph:** 13 11 56  

## DRIVER’S LICENCE

**DEPT OF TRANSPORT**

You may be entitled to between 50-100% discount on your driver’s licence if you hold recognised concession, pension or disability cards.

You can pay your bills, change your details and register for Licence Alert online. Licence Alert sends you an email or SMS reminder of when your vehicle registration renewal is due.

**Ph:** 13 11 56  

## EMERGENCY TRAVEL

**DEPT FOR CHILD PROTECTION**

Some financial assistance may be available to people who, due to an unforeseen crisis, are stranded and do not have sufficient funds to pay travel costs.

**Ph:** 9222 2555  

## FARES ALLOWANCE

**CENTRELINK**

You may be able to get Fares Allowance if you are a student living away from your permanent home to study and are receiving:

- ABSTUDY, as a full-time or part-time tertiary student or as a secondary student
- Austudy, as a full-time or eligible part-time tertiary student
- Pensioner Education Supplement, as a full-time or eligible part-time tertiary student, or
- Youth Allowance, as a full-time student or with study as the only activity you are required to fulfil

For eligible students, Fares Allowance covers:

- a single journey from your permanent home to your place of study at the beginning of the academic year
- one return journey between your place of study and your permanent home during the year (if you have been receiving Youth Allowance, ABSTUDY, Austudy, or the Pensioner Education Supplement for six months or more), and
- a single journey from your place of study to your permanent home when you finish or stop your studies for the academic year

Fares Allowance is paid for the cost of the least expensive form of public transport that is practicable and can only be paid for travel within Australia.

You are usually paid Fares Allowance after your journey. You need to provide proof that you have travelled (and how much you paid) when you make a claim for Fares Allowance.

**Ph:**  
Students: 13 24 90  
ABSTUDY: 13 23 17  
| **GST EXEMPTION** | **AUSTRALIAN TAXATION OFFICE**  
You may be able to purchase a motor vehicle GST FREE, if you have a disability, you are gainfully employed and you intend to use the car to get to and from work. Phone for more information or visit the website. | Ph: 13 28 66  
| **MOBILITY ALLOWANCE** | **CENTRELINK**  
Mobility allowance assists people with disabilities who are involved in qualifying activities and cannot use public transport without substantial assistance. Qualifying activities may include looking for work, or any combination of paid employment, voluntary work, vocational training and independent living or life skills training. | Ph: Disability, Sickness and Carers on 13 2717  
www.humanservices.gov.au |
| **PUBLIC TRANSPORT** | **BUSES, TRAINS AND FERRIES**  
If you have a Pensioner Concession or a Health Care Card you are eligible to travel at concession rates. Contact Transperth for more information. | Ph: 13 62 13  
| | **FREE TRAVEL ENTITLEMENTS**  
WA Seniors, Aged and Disability Support Pension concession card holders can travel FREE on all Transperth services between 9am and 3.30pm Monday to Friday, and all day Saturday, Sundays and Public Holidays. A Smartrider is required. For an application form, phone, see the website, or go to your nearest Transperth InfoCentre. | Ph: 13 62 13  
www.transperth.wa.gov.au |
| | **TRANSPERTH SMARTRIDER**  
Using a Smartrider card gives Transperth customers a discount on fares. There are different Smartriders and different concession rates for primary/secondary students, tertiary students, Pensioners and Veterans. For more information contact Transperth or see the website. | Ph: 13 62 13  
| | **TRANSPERTH SERVICE**: Monthly or 6 Monthly Passes providing unlimited travel on buses, trains and ferries.  
ELIGIBILITY: People receiving a Disability Support Pension who are working or volunteering for at least 8 hours a week in an approved organisation.  
Forms available for volunteers from participating organisations. Organisations may contact Transperth for more information. | Ph: 9326 2000  
West Parade  
East Perth  
| **SHOPPING, MEDICAL TRANSPORT** | **HACC SERVICE PROVIDERS**  
Social support and transport assistance for the frail aged, younger people with disabilities and their carers to enable them to remain living independently in the community by providing access to community activities and services. Information and Directory of Services available on-line.  
Your Local Council may be able to provide you with more information about local services.  
Also see page 49. | Commonwealth Respite and Carelink Centres  
Ph: 1800 200 422  
| **PEOPLE WHO CARE (INC)** | Minimum fee charged based on kilometres, for the frail aged and people with disabilities to attend medical/health related appointments or recreational/social activities. All clients must have been assessed by Home and Community Care (HACC) as being eligible for services. | Ph: 9379 1944 48 James Street<br>Guildford<br>pwcinc@peoplewhocare.org.au<br>Ph: 9447 0810 585 Beach Road<br>Warwick<br>Ph: 9535 3433 423 Pinjarra Road<br>Coodanup<br>www.peoplewhocare.org.au |
| **TRAVEL IN WA** | **TRANSWA**<br>Transwa honours a 50% concessional rate on rail and road coach services for Western Australian residents in possession of a valid Pension or Health Care card. Transwa offers Western Australian full time high school and tertiary students a 50% concession on fares as long as they are in possession of a Student SmartRider card. Transwa accepts the free travel vouchers that Pensioners receive every year, as well as offering Seniors nationwide a 50% concession, as long as they are in possession of a State Seniors SmartRider or Seniors card. | Ph: 1300 662 205<br>www.transwa.wa.gov.au |
| **GREYHOUND AUSTRALIA** | Travelling by coach is the best way to really see Australia. You can travel to hundreds of destinations in comfort and style. On presentation of a Pensioner Concession Card you will receive 10% off any full adult fare. Contact Greyhound for more information. | Ph: 1300 473 946<br>www.greyhound.com.au |
| **TRAVEL OUTSIDE WA** | **GREAT SOUTHERN RAILWAYS**<br>(The Ghan, The Indian Pacific, the Southern Spirit and The Overland)<br>If you have a Pensioner Concession Card, you may be able to get a discount on travel between Perth and other destinations. | Ph: 13 21 47<br>www.greatsouthernrail.com.au or |
| **TAXI USERS SUBSIDY SCHEME (TUSS)** | **DEPT OF TRANSPORT**<br>If you are unable to use public transport due to a permanent severe disability, you may be able to receive taxi subsidy vouchers. Application forms are available on line. | Ph: 1300 660 147 20 Brown Street<br>East Perth<br>Email: subsidies@transport.wa.gov.au<br>www.transport.wa.gov.au/taxis/15155.asp |
| **WA NILS** | The WA No Interest Loans Scheme provides interest free loans from $200 - $1500 for the purchase of essential items and services (such as mobility aids, car repairs or driving lessons). You must be on a low income (eligible for a Health Care Card), and have been living in the same property for three months (some flexibility around this). | Ph: 9354 7611<br>www.wanils.asn.au |
## GETTING FED

### BREAKFAST

**CHRISTIAN OUTREACH CENTRE**  
Free tea and coffee in a friendly and welcoming environment. Social discussion group.  
Wed ................................. 9.00am-12noon  
Ph: 9399 8890 or 9399 2508  
38 Marion Avenue  
Armadale  
Email: dykstra@iinet.net.au

**TRANBY DAY CENTRE**  
FREE breakfast – cereal and toast, tea, coffee and cordial. Cooked Breakfast Friday.  
Mon-Fri............................................ 7.00am-12.00noon  
Ph: 9220 1200  
Unit 6, 5 Aberdeen Street  
**East Perth**

**CHRISTIAN CENTRE FOR SOCIAL ACTION**  
FREE tea and coffee, biscuits, toast  
Mon-Fri................................. 9.00am-3.00pm  
Ph: 9472 4227  
Old Post Office Building  
879 Albany Highway  
(cnr Canterbury Tce)  
**East Victoria Park**

**ST PATRICK’S COMMUNITY SUPPORT CENTRE**  
FREE  
Mon-Sat ..................................... 7.45am-8.30am  
Sun and public holidays........................ 9.00am-9.30am  
Ph: 9430 4159  
(Mon-Fri) 12 Queen Victoria Street  
**Fremantle**

**RUAAH CENTRE**  
Drop in for free tea or coffee. Also see page 8  
Mon-Fri............................................. 9.30am-12.30pm  
Ph: 9328 7682  
33 Shenton St  
**Northbridge**

**SALVATION ARMY SOUP PATROL**  
FREE soup and rolls at these times/locations:  
Supreme Court Gardens........................... 8.00am  
Wellington Square .................................. 8.30am  
Ph: 9461 3550  
Upper Level  
City Rail Station Complex  
**Perth**

**CITIPLACE**  
$6.50 with Seniors / DSP Card  
Mon-Fri............................................. 8.30am-10.00am  
Ph: 9461 3550  
Upper Level  
City Rail Station Complex  
**Perth**

### BREAKFAST FOR KIDS

Over 220 schools in Perth are now providing nutritious breakfasts for children through Red Cross and Foodbank programs. Enquire at your child’s school.

### LUNCH

**CHURCHLANDS COMMUNITY SERVICES**  
FREE  
Wednesday Café .............................. 11.00am-12.30pm  
Closed over Christmas and January

**HAROLD HAWTHORNE HOME AND COMMUNITY CARE**  
Fresh cooked 3 course lunch $10 members. Phone to book  
Mon-Fri

**SALVATION ARMY COMMUNITY LUNCH**  
FREE  
Tuesdays ........................................... 11.30am-12noon  
Free bread Tuesdays and Fridays from 9.30am.  
*Closed during Christmas period  
Ph: 9527 3460  
Corner Read Street and Wilmott Drive  
**Cooloongup**
<table>
<thead>
<tr>
<th><strong>LUNCH</strong></th>
<th><strong>CHRISTIAN CENTRE FOR SOCIAL ACTION</strong></th>
<th><strong>ST PATRICK’S CARE CENTRE</strong></th>
<th><strong>SALVATION ARMY COMMUNITY LUNCH</strong></th>
<th><strong>PASSAGES DROP IN-CENTRE</strong></th>
<th><strong>CITIPLACE</strong></th>
<th><strong>EARTHWISE COMMUNITY ASSOCIATION</strong></th>
<th><strong>MEETING PLACE CAFE</strong></th>
<th><strong>LORIKEET CLUBHOUSE</strong></th>
<th><strong>MARKETS</strong></th>
</tr>
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<tbody>
<tr>
<td><strong>FREE</strong></td>
<td>Mon-Fri.................................................................12.30pm</td>
<td><strong>3 Course Meal $4.00</strong></td>
<td><strong>Three course meal for a donation</strong></td>
<td><strong>ELIGIBILITY: 12-25 years and homeless or at risk of homelessness.</strong></td>
<td><strong>$7.50</strong></td>
<td><strong>$3.00 Lunch</strong></td>
<td><strong>Special of The Day for pensioners – 3 course meal $10.00, or Roast $7.</strong></td>
<td><strong>Hot nutritional lunch $3.00 (Need to order by 10.45am) free fruit to members</strong></td>
<td><strong>Some outlets in market food halls reduce meals to half price just before closing time. Most markets are open Thursday – Sunday. Phone to find out what time your local market food hall closes.</strong></td>
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<tr>
<td>Mon, Tue, Wed and Fri – cooked lunch</td>
<td>Mon-Sun ........................................................................11.45am-12.30pm</td>
<td>Mon-Sun ........................................................................11.45am-12.30pm</td>
<td>Every second Thu.................12noon (*note: closed January)</td>
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<tr>
<td>Thu - sandwiches</td>
<td>Wed .........................................................................11.30am-12.30pm</td>
<td>Thu .........................................................................9.00am-9.00pm</td>
<td>Thrift Shop</td>
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<td>Be early – don’t miss out.</td>
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<td>Wed and Thu .........................................................................9.00am-3.00pm</td>
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<td>Sat .........................................................................9.00am-1.00pm</td>
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<tr>
<td><strong>PH: 9472 4227</strong></td>
<td><strong>Old Post Office</strong></td>
<td><strong>Ph: 9430 4159</strong></td>
<td><strong>Ph: 9398 2244</strong></td>
<td><strong>Ph: 9228 1478</strong></td>
<td><strong>Ph: 9461 3550</strong></td>
<td><strong>Ph: 0422 941 492</strong></td>
<td><strong>Ph: 9390 0590</strong></td>
<td><strong>Ph: 9381 9144</strong></td>
<td><strong>Phone to find out what time your local market food hall closes.</strong></td>
</tr>
<tr>
<td><strong>Old Post Office 879 Albany Highway (corner Canterbury Tce) East Victoria Park</strong></td>
<td><strong>12 Queen Victoria Street Fremantle</strong></td>
<td><strong>42 Goodall Street Gosnells</strong></td>
<td></td>
<td><strong>Fax: 9228 9572</strong></td>
<td><strong>Upper Level City Rail Station Complex Perth</strong></td>
<td><strong>315 Bagot Road (behind the pink church) Subiaco</strong></td>
<td><strong>Shop2 Westfield Shopping Centre Westfield Road Westfield</strong></td>
<td><strong>104 Cambridge Street West Leederville</strong></td>
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</tbody>
</table>
**RAINBOW PROJECT LUNCHES**
Friendship-focused lunches are held by the Rainbow Project in Manning, Wembley Downs, Maylands, Duncraig, Claremont and Mandurah.

Gold coin donation.

HACC referral and assessment processes may apply, however people recovering from Mental Health issues are welcome to come along to try it out a few times first, and information and assistance with the formalities can be provided.

<table>
<thead>
<tr>
<th>Location</th>
<th>Details</th>
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<tbody>
<tr>
<td><strong>CLAREMONT/NEDLANDS:</strong></td>
<td>First Thursday of the month .................................................. 11.30am</td>
</tr>
<tr>
<td><strong>DUNCRAIG</strong></td>
<td>Fortnightly Tuesdays ........................................................................ 11.00am</td>
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<tr>
<td><strong>MANDURAH:</strong></td>
<td>Fortnightly Wednesdays .................................................................... 11.30am</td>
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<tr>
<td><strong>MANNING/COMO:</strong></td>
<td>Fortnightly Wednesdays .................................................................... 11.30am</td>
</tr>
<tr>
<td><strong>MAYLANDS:</strong></td>
<td>Fortnightly Wednesdays .................................................................... 11.30am</td>
</tr>
<tr>
<td><strong>WEMBLEY DOWNS:</strong></td>
<td>Second and fourth Tuesdays ...... .................................................. 12 noon</td>
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**EVENING MEAL**

<table>
<thead>
<tr>
<th>Location</th>
<th>Details</th>
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<tr>
<td><strong>CHRISTIAN CENTRE FOR SOCIAL ACTION</strong></td>
<td>Free light snack</td>
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<tr>
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<td>Wed (after optional 5.30 pm worship) ........................................... approx 7.00pm</td>
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<tr>
<td><strong>FREE RED CROSS SOUP PATROL</strong></td>
<td>Every day</td>
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<td></td>
<td>Beach St (near ferry) ................................................................. 7.00pm</td>
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<td></td>
<td>Ellen St (opposite Christian Brothers) ........................................... 7.15pm</td>
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<td></td>
<td>Short St (cnr Pakingham) ............................................................... 7.30pm</td>
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<td></td>
<td>Chester St (cnr Lefroy St) ................................................................ 7.45pm</td>
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<td></td>
<td>Goldfield House (South Tce and Douro Rd) ......................................... 8.00pm</td>
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<tr>
<td><strong>HIGHWAYS CAFÉ</strong></td>
<td>Free 2 course meal in a warm, friendly, family atmosphere.</td>
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<td>During School Term only</td>
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<td>Mon .......................................................... 5.00pm-7.00pm</td>
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<tr>
<td></td>
<td>Coffee from 4.30pm</td>
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<tr>
<td><strong>ST ALBAN’S SOUP KITCHEN</strong></td>
<td>FREE Soup and Rolls</td>
</tr>
<tr>
<td></td>
<td>Sat .......................................................... 5.30pm-7.00pm</td>
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<tr>
<td></td>
<td>Except January</td>
</tr>
<tr>
<td><strong>CAFÉ LIA</strong></td>
<td>FREE 2 course meal</td>
</tr>
<tr>
<td></td>
<td>Tuesdays .......................................................... 5.00pm-7.00pm</td>
</tr>
<tr>
<td></td>
<td>Coffee and tea from 4.30pm</td>
</tr>
<tr>
<td><strong>Ph:</strong></td>
<td>9355 9000</td>
</tr>
<tr>
<td><strong>Email:</strong></td>
<td><a href="mailto:rainbow@unitingcarewest.org.au">rainbow@unitingcarewest.org.au</a></td>
</tr>
</tbody>
</table>

**Ph:** 9472 4227
Old Post Office Building
879 Albany Highway (cnr Canterbury Tce)
East Victoria Park

**Ph:** 9225 8888
Fremantle

**Ph:** 9328 8071
423 Beaufort St
Highgate
www.stalbans.org.au

**Ph:** 9390 5388
Cnr Lake & Centre Rd
Kelmscott
**EVENING MEAL**

**THE SHOPFRONT**
Financially disadvantaged people can enjoy a free, simple evening meal in a relaxed, homely and welcoming environment.
Mon......................................................6.30pm-8.00pm
Tue and Wed........................................6.00pm-8.00pm
Closed over the Christmas period

**VICTORY LIFE CENTRE**
King's Cafe
FREE 3 course Evening Meal
Tue..................................................5.00 – 6.30pm

**FREE RED CROSS SOUP PATROL**
Every Day
The Esplanade (car park opposite Wesfarmers) ............6.45pm
Wellington Street (near park left of YHA)....................7.00pm
110 Goderich St (cnr Bishops Row) ........................7.15pm
Wellington Square (next to toilets, Hill St) ................7.30pm
191-195 Newcastle St (next to Tom Burke House) ........7.45pm

**MANNA INDUSTRIES**
Free evening meal
Sunday to Friday ........................................5.00pm

**EARTHWISE COMMUNITY ASSOCIATION**
First Friday of the month.
Cheap evening meal with music. Come and play or just listen and enjoy

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**GETTING FOOD**

**ARMADALE**

**Crossways Community Resource Centre (pantry membership system)**
ELIGIBILITY: City of Armadale residents with a Pension or Health Care Card.
Tue-Fri .............................................9.15am-11.45am

**Southside Care Low Cost Food Centre**
ELIGIBILITY: Residents of Armadale and Serpentine/Jarrahdale. Health Care Card or Pension Card.
Wed and Thu.......................................9.00am-1.00pm

**CARLISLE**

**Carlisle Food Centre**
ELIGIBILITY: Pension or Health Care Card
Thu and Sat........................................9.00am-12noon

**FORRESTFIELD**

**Foothills Food Centre**
ELIGIBILITY: Pension or Health Care Card
Thu and Sat.........................................9.00am-12noon

**FREMANTLE**

**Port Care**
Low Cost Supermarket.
ELIGIBILITY: Open
Mon-Fri................................................9.30am-2.45pm
Sat ......................................................9.30am-1.30pm

*note: relocating mid 2013 – phone for new address

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**Ph: 9371 9109**
170 Whatley Cres
Maylands
(opposite Maylands train station)

**Ph: 9202 7111**
1 Neil Street
Osborne Park
www.victorylifecentre.com.au

**Ph: 9225 8888**
Perth

**Ph: 0410 506 038**
Weld Square
Beaufort Street
Perth

**Ph: 0422 941 492**
315 Bagot Road
(behind the pink church)
Subiaco

**Ph: 9399 2531**
Brookdale Drive (just off seventh Road)
Armadale
admin@crossways.org.au

**Ph: 9390 0311**
18 Gillam Drive
Kelmscott

**Corner Star and Archer Streets**
**Carlisle**

**Ph: 9453 6320**
57 Hale Road
(behind the Church)
Forrestfield

**Ph: 9433 1391**
Corner Wray Ave and Hampton Rd
Fremantle
www.portcare.com.au
| **MANNING** | **MANKARA (at Southcare)** | Low cost food store  
ELIGIBILITY: Nil criteria  
Mon-Fri..........................................................8.30am-2.00pm |
|--------------|---------------------------|------------------------------------------------------------------|
| **ROCKINGHAM** | **Rockingham Low Cost Food Centre** | Rocky Low Cost is a Not For Profit Community Organisation that provides low cost items to people living on a low income (receiving centrelink benefits).  
It is a small supermarket which stocks fresh fruit & vegies, cold & frozen foods (including meat), general grocery items as well as health, cleaning & hygiene products.  
Eftpos & Basics Card accepted  
Emergency Relief Assistance is available on Wednesdays by appointment.  
Phone Bev or Michelle for more information.  
Tue, Wed, Thu & Fri................................. 8:30 am – 1.00pm |

---

**THE RUAH CENTRE**

33 Shenton Street Northbridge (catch the Blue Cat bus)  
Drop in 9.00am – 1 pm Monday to Friday  
Appointments 1.00 – 3.30pm Monday to Friday  

**A SAFE, RELAXING AND FRIENDLY ENVIRONMENT WHERE STAFF CAN HELP YOU WITH YOUR NEEDS**

FREE ASSISTANCE / REFERRALS WITH ISSUES SUCH AS:

- Income and budgeting problems
- Housing (referrals to crisis accommodation, advocacy and assistance with Department of Housing applications)
- Material assistance (referral for food parcels, bills etc)
- Drug and alcohol concerns
- General and Mental health concerns
- Assistance to apply for Legal Aid etc

TEA AND COFFEE, SHOWERS, TV/VIDEO, BOARD GAMES, CARD GAMES, JIGSAWS, RECREATION AND OUTINGS, COOKING CLASSES.
## GETTING FIT

### HEALTHY EATING AND EXERCISE RESOURCES

**FOODcents®** is a community program helping Western Australian's achieve a healthy diet on a budget. With some careful planning you can feed yourself and your family for less.

For more information about the FOODcents program visit the website or find us on facebook.

To request a FOODcents session for a group of 8 people or more contact the following organisations:
- Cancer Council WA contact 9388 4399 or sbailiff@cancerwa.asn.au. These sessions are available in metro and regional areas.
- Australian Red Cross contact 92251951. These sessions are available in the metro area, Goldfields, Kimberleys and the Pilbara.
- Foodbank WA offers FOODcents as part of their Food Sensations® program. For more information call 9463 3214. These sessions are available state-wide.

**The Foodbank WA Food Sensations® Program** is a nutrition education and cooking program based on the WA Department of Health's FOODcents program. Food Sensations® aims to improve the food choice and preparation skills of disadvantaged groups, via the provision of highly interactive, experiential sessions that involve handling healthy food, turning it into meals and then eating it together in a fun environment.

The program is adapted for delivery to various groups:
- School students (Primary and Secondary);
- Parent groups;
- Health Professionals and Teachers (Educator Training Days);
- Disadvantaged adolescents not in school; and
- Disadvantaged adults

Food Sensations sessions are delivered around the state including in regional and remote WA areas, where it is adapted to consider food accessibility challenges and alternative cooking methods.

**Heart Foundation Heartmoves** is a gentle physical activity program suitable for anyone who hasn’t done exercise in a while. You can exercise at your own pace in a friendly atmosphere.

Heartmoves is run by accredited exercise professionals specifically trained in managing safe, low to moderate intensity physical activity programs.

See the website for more information.

[www.facebook.com/foodcents](http://www.facebook.com/foodcents)

[www.foodbankwa.org.au](http://www.foodbankwa.org.au)

[Ph. 9463 3214 Email: Vanessa.bobongie@foodbankwa.org.au](http://www.healthyfoodforall.com.au/food-sensations/)

LiveLighter encourages adults to think about the simple changes they can make to lead a healthier lifestyle and achieve a healthier weight.

If you eat more than you need to, and aren't as active as you should be, toxic fat can build up around your vital organs. This can increase your risk of developing serious diseases such as heart disease, type 2 diabetes and some cancers.

Do you have a ‘grabable gut’? If so, grab your computer and visit the LiveLighter website today!

**HEALTHY EATING AND EXERCISE WEBSITES**

<table>
<thead>
<tr>
<th>Website Name</th>
<th>Description</th>
<th>URL</th>
</tr>
</thead>
<tbody>
<tr>
<td>EAT FOR HEALTH</td>
<td>Advice about the amount and kinds of foods that we need to eat for health and wellbeing.</td>
<td><a href="http://www.eatforhealth.gov.au">www.eatforhealth.gov.au</a></td>
</tr>
<tr>
<td>GO FOR 2 AND 5</td>
<td>Recipes and information about healthy eating</td>
<td><a href="http://www.gofor2and5.com.au">www.gofor2and5.com.au</a></td>
</tr>
<tr>
<td>MIND BODY LIFE</td>
<td>Website with information tailored for people living with mental illness re physical health and well-being. Information on nutrition and physical activity.</td>
<td><a href="http://www.mindbodylife.com.au">www.mindbodylife.com.au</a></td>
</tr>
<tr>
<td>MY HEALTHY BALANCE</td>
<td>A free online, educational healthy lifestyle program which encourages and supports healthy behaviour changes related to physical activity, healthy eating and healthy weight.</td>
<td><a href="http://www.myhealthybalance.com.au">www.myhealthybalance.com.au</a></td>
</tr>
<tr>
<td>NUTRITION AUSTRALIA</td>
<td>Information about nutrition, healthy eating, meal planning and physical activity.</td>
<td><a href="http://www.nutritionaustralia.org/wa">www.nutritionaustralia.org/wa</a></td>
</tr>
</tbody>
</table>

**GETTING DRESSED**

<table>
<thead>
<tr>
<th>TREASURE TROVE</th>
<th>Description</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ruah Op Shop</td>
<td>Recycled clothing, books, toys, furniture, bric a brac and much more - in good condition at bargain Prices. Good, clean, sellable Donations welcome Voluntees Welcome. Open: Mon-Sat .................................................. 9.30am-3.30pm</td>
<td>Ph: 9443 9968 421-423 Oxford Street Mt Hawthorn</td>
</tr>
<tr>
<td>OP SHOPS</td>
<td>OpShop.org lists stores selling goods for community and charitable organisations. Enter your post code and the webpage will list many nearby op shops.</td>
<td><a href="http://www.opshop.org">www.opshop.org</a></td>
</tr>
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</tr>
<tr>
<td>UNITING AID Resource Area</td>
<td>This Resource Area provides access to very low priced new and used clothing and household bric-a-brac items. Nothing costs more than $10 and if needed, consideration can be given to the individual’s circumstances in an interview.</td>
<td>Ph: 9344 3840 19 Monterey St Nollamara  Email: <a href="mailto:unitingaid@uniting.com.au">unitingaid@uniting.com.au</a>  <a href="http://www.wa.uca.org.au/unitingaid">www.wa.uca.org.au/unitingaid</a></td>
</tr>
<tr>
<td>ANGLICARE WA</td>
<td>Dealing with the daily cost of living can be a struggle. An unexpected bill or the loss of a job can put enormous pressure on people’s finances. At Anglicare WA we help people develop the financial management and budgeting skills needed to manage household expenses. We provide food relief and basic essentials for families in crisis. We provide affordable clothing and household items through our Op Shops and help with education costs through matched savings plans</td>
<td>Emergency Relief locations: <a href="http://tinyurl.com/coumlq">http://tinyurl.com/coumlq</a> Financial Counselling locations: <a href="http://tinyurl.com/cnz4vbo">http://tinyurl.com/cnz4vbo</a> Op Shop locations: <a href="http://tinyurl.com/czxpvdo">http://tinyurl.com/czxpvdo</a></td>
</tr>
<tr>
<td>SALVATION ARMY</td>
<td>Thrift Shop: Wed and Thu.................................................................9.00am-3.00pm Sat ...........................................................................9.00am-1.00pm</td>
<td>Ph: 9398 2244 42 Goodall SStreet Gosnells</td>
</tr>
</tbody>
</table>

**GETTING SPRUCED UP**

<table>
<thead>
<tr>
<th>SHOWERS &amp; LAUNDRY FACILITIES</th>
<th>CHRISTIAN OUTREACH CENTRE</th>
<th>Ph: 9399 8890 or 9399 2508 38 Marion Avenue Armadale <a href="mailto:dykstra@iinet.net.au">dykstra@iinet.net.au</a></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Free showers and washing facilities. Free coffee and tea in a friendly environment. Life skills activities (eg cooking, sewing, gardening)</td>
<td>Ph: 9328 7682 33 Shenton St Northbridge</td>
</tr>
<tr>
<td></td>
<td>Tue.................................................................9.00am-4.00pm</td>
<td>Email: <a href="mailto:Passages.project@svdpwa.org.au">Passages.project@svdpwa.org.au</a>  <a href="http://www.passagesresourcecentre.com">www.passagesresourcecentre.com</a></td>
</tr>
<tr>
<td></td>
<td>RUAH CENTRE</td>
<td>Ph: 9228 1478  Fax: 9228 9572 22 Palmerston Street Northbridge</td>
</tr>
<tr>
<td></td>
<td>Free Showers. Towel, shampoo and soap provided. See also page 8</td>
<td>Mon-Fri.................................................................9.00am-1.00pm</td>
</tr>
<tr>
<td></td>
<td>Mon-Thu......................................................................9.00am-12noon</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mon-Thu......................................................................1.00- 4.00pm</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Fri .............................................................................9.00am-1.00pm</td>
<td></td>
</tr>
</tbody>
</table>
| **HOPE INC (HELPING OUT PEOPLE EVERYWHERE INC)** | Free Showers, soap and towels  
Tue and Fri.............................................. 1.00-3.30pm. | Ph: 9427 5013  
142 146 Beaufort St  
Northbridge |
| **CITIPLACE REST CENTRE** | ELIGIBILITY: Open. 50c entry (free for disabled).  
SERVICE: Toilets, baby changing facilities, hoist for the disabled, showers (before 9pm, $8 soap and towel). | Ph: 9461 3554  
Perth Train Station  
Concourse  
Perth |
| **TRANBY** | 50 cent shower and shave facilities with 50 cent razor  
Mon-Fri.............................................. 7.00am-12.00am | Ph: 9220 1200  
Unit 6  
5 Aberdeen St  
East Perth |
| **HAIR-DRESSING** | POLYTECHNIC WEST  
(Apprentices supervised by professionals)  
Prices vary according to what you would like to have done.  
Book in advance by phoning:  
Mon-Thu.............................................. 8.00am-3.30pm  
For an appointment:  
Mon-Wed .............................................. 8.45am | Ph: 9207 4449  
18 Loxwood Road  
Balga |
| **CHALLENGER INSTITUTE OF TECHNOLOGY** | (Trainees supervised by professionals)  
Prices vary according to what you would like to have done.  
Book in advance. | Ph: 9239 8127  
15 Grosvenor Street  
Beaconsfield  
www.challenger.wa.edu.au |
| **CITIPLACE** | Professionally trained hairdressers.  
If you are 55 years or over, or you are receiving a DSP pension you can have your hair done. Both male and female. Prices begin at $12.50.  
Daily.............................................. 8.30am to 2.30pm  
(Closed on Public Holidays) | Ph: 9461 3550  
Upper Level  
City Railway Station  
Complex  
Perth |
| **POLYTECHNIC WEST** | (Apprentices supervised by professionals)  
Prices vary according to what you would like to have done.  
Book in advance by phoning:  
Mon-Thu.............................................. 8.00am-3.30pm  
For an appointment:  
Mon-Wed .............................................. 8.45am | Ph: 9374 6361  
Cnr Lloyd Street and  
Eddie Baron Drive  
Midland |
| **TAYLOR WEIR SCHOOL OF HAIRDRESSING** | Low Cost Haircuts performed by apprentices  
Appointments only  
Mon-Thu.............................................. 8.00am-5.00pm | Ph: 6103 0472  
Level 1 Arcade 189,  
189 William Street  
Northbridge |
| **BEAUTY CLINICS** | CENTRAL INSTITUTE OF TECHNOLOGY  
BEAUTY CLINIC  
Waxing, Facial Treatments, Manicure, Pedicure, Body Treatments, Skincare Clinic. Packages Available. Services provided by students under the guidance of qualified staff.  
Contact for more information.  
Mon – Sat during TAFE semester only.  
Bookings essential | Ph: 9428 0300  
30 Aberdeen Street  
Northbridge  
(entrance off William St)  
Email:  
beautyclinic@central.wa.edu.au  
www.centraltafe.wa.edu.au |
| **CITIPLACE** | Beautician. Removal of facial and eyebrow hair.  
Approximately every 2 months (appointment necessary)  
From $5.00 if you are a pensioner. | Ph: 9461 3550  
Upper Level  
City Rail Complex  
Perth |
### GETTING HELP IN A CRISIS

#### ANYWHERE

**CENTRELINK CRISIS PAYMENT**
Crisis payment helps you if you are in severe financial hardship because you have experienced circumstances such as domestic violence or a natural disaster, you have been released from gaol or psychiatric confinement, or you have arrived in Australia for the first time on a qualifying humanitarian visa. Claims must be lodged within seven days of the extreme event.

**HUGS (HARDSHIP UTILITY GRANT)**
Provides financial assistance to those people in financial hardship in Western Australia to pay their utility accounts.

**ST VINCENT DE PAUL SOCIETY (WA) INC**
ELIGIBILITY: Open
SERVICES: Blankets, clothing, furniture, food parcels, food vouchers, assistance with bills, information and referrals, advocacy and friendship. Phone for a home visit. *Note: Assistance may be limited.*

**DEPARTMENT FOR CHILD PROTECTION**
ELIGIBILITY: People in emergency situations who have had an unforeseen crisis.
SERVICE: Emergency Relief such as food vouchers and assistance with referrals.

**ADVENTIST DEVELOPMENT AND RELIEF AGENCY**
Food Parcels (all areas except Fremantle, Gosnells and Midland)
Mon and Tue ................................. 9.00am-2.00pm

**COMMUNICARE INC**
Communicare’s Emergency Relief Services include emergency food, blankets, vouchers and bill pay assistance to families in crisis. Families, with identification, can access the services but APPOINTMENTS ARE REQUIRED IN ALL INSTANCES.

<table>
<thead>
<tr>
<th>CHALLENGER INSTITUTE OF TECHNOLOGY</th>
<th>Ph: 9239 8127</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Trainees supervised by professionals)</td>
<td>15 Grosvenor Street</td>
</tr>
<tr>
<td>Prices vary – phone for information and bookings</td>
<td><strong>Beaconsfield</strong></td>
</tr>
<tr>
<td>or Ph: 9335 8788</td>
<td>or <strong>Fremantle</strong></td>
</tr>
<tr>
<td>6-8 Cliff Street</td>
<td>Ph: 9586 7438</td>
</tr>
<tr>
<td></td>
<td>Education Drive</td>
</tr>
<tr>
<td></td>
<td><strong>Mandurah</strong></td>
</tr>
<tr>
<td></td>
<td><a href="http://www.challenger.wa.edu.au">www.challenger.wa.edu.au</a></td>
</tr>
</tbody>
</table>
times within a financial year unless they are undertaking case management.

Families and individuals can receive 1 bill assist appointment per year (multiple bills can be presented at an appointment)

Appointments are only taken on the days emergency relief is distributed. To make an appointment in Cannington call from 8:30am on a Tuesday or Thursday only. To make an appointment in Armadale call from 8.30am on Wednesdays only. There are only a limited number of appointments available each day so please call as close to 8:30am as possible as appointments fill quickly.

<table>
<thead>
<tr>
<th>SIGNPOSTS</th>
<th>ELIGIBILITY: Pension or Health Care Card, or those with an unexpected change in circumstances. SERVICES: Advocacy and Casework. <strong>By Appointment Only</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ANGLICARE WA</strong></td>
<td>Dealing with the daily cost of living can be a struggle. An unexpected bill or the loss of a job can put enormous pressure on people’s finances. At Anglicare WA we help people develop the financial management and budgeting skills needed to manage household expenses. We provide food relief and basic essentials for families in crisis. We provide affordable clothing and household items through our Op Shops and help with education costs through matched savings plans</td>
</tr>
</tbody>
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<thead>
<tr>
<th>ARMADALESOUTHSIDE CARE</th>
<th>ELIGIBILITY: Residents of Armadale and Serpentine/Jarrahdale. Health Care Card or Pension Card. SERVICE: Food hampers. Assistance with utility and phone bills, prescription costs, essential local travel costs. Budgeting advice. Phone for appointment. <strong>Mon, Thu &amp; Fri</strong>... 8.30am-4.30pm</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CROSSWAYS COMMUNITY RESOURCE CENTRE</strong></td>
<td>ELIGIBILITY: Low Income residents of the Armadale and Kelmscott areas. SERVICE: Food parcels and emergency relief. <strong>By Appointment Only</strong> ER: Tue, Wed and Thu Bill and Food Assistance: Tue and Thu Food Assistance only: Wed</td>
</tr>
</tbody>
</table>

| **SALVATION ARMY** | ELIGIBILITY: Health Care Card or Pension Card; Armadale and Serpentine/Jarrahdale Shire residents. SERVICE: Food vouchers, food parcels, Telstra vouchers (limited), clothing vouchers, limited furniture. **By Appointment Only** Tue and Fri... 9.00am-12noon |

| **ATWELL** | **ATWELL FINANCIAL COUNSELLING SERVICE** Hardship Utility Grants (HUGs) Alinta Assist and Power Assist, No Interest Loans (Health Care Card required), Financial Literacy, information and referral. **Mon-Fri**... 9.00am-4.00pm |

<table>
<thead>
<tr>
<th>Cannington</th>
<th>Ph: 9251 5777 28 Cecil Avenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Armadale</td>
<td>Ph: 9399 9617 Units 1-2, 36-40 Commerce Ave</td>
</tr>
<tr>
<td></td>
<td><strong><a href="http://www.communicare.org.au">www.communicare.org.au</a></strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Burswood</th>
<th>Ph: 9416 0100 1 Thorogood St</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong><a href="http://www.riverview.org.au">www.riverview.org.au</a></strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Armadale</th>
<th>Ph: 9390 0311 Brookdale Drive (just off seventh Road)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong><a href="mailto:admin@crossways.org.au">admin@crossways.org.au</a></strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Armadale</th>
<th>Ph: 9399 2531 57 Braemore Street, Armadale</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong><a href="mailto:admin@crossways.org.au">admin@crossways.org.au</a></strong></td>
</tr>
</tbody>
</table>

| Armadale | Ph: 9497 1803 57 Braemore Street, Armadale |

| Armadale | Ph: 9414 6302 1 Lombe Gardens |

<p>| Armadale | <strong><a href="http://www.riverview.org.au">www.riverview.org.au</a></strong> |</p>
<table>
<thead>
<tr>
<th>Location</th>
<th>Organisation</th>
<th>Eligibility</th>
<th>Services</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>BALGA</td>
<td>Salvation Army</td>
<td>Low Income, Health Care Card or Pension Card</td>
<td>Blankets, food parcels, assistance with bills, financial counselling. Phone from 8.30am for an appointment: Mon-Fri: 8.30am-12noon</td>
<td>Ph: 9349 7488 10-18 Lavant Way Corner Princess Road and Lavant Way Balga</td>
</tr>
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<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Good Shepherd Centre</td>
<td>Health Care Card Holders</td>
<td>Food vouchers, food parcels, limited assistance with accounts – depending on availability of funds By Appointment Only – ring from 9.00am. Mon and Fri: 9.30am-12.30am</td>
<td>Ph: 9247 9705 Good Shepherd Centre, 30 Balga Ave Balga</td>
</tr>
<tr>
<td>BELLEVUE</td>
<td>New Life Welfare (WA) Inc</td>
<td>Low Income Earners, Bellevue and surrounding areas.</td>
<td>Blankets, clothes, financial counselling, food parcels. 24 Hours 7 Days by phone appointment</td>
<td>Ph: 9255 1039</td>
</tr>
<tr>
<td>BELMONT</td>
<td>Jacaranda Community Centre</td>
<td>Belmont and surrounding areas.</td>
<td>Emergency relief, financial counselling, WA NILS loans, debt negotiation, assistance with utility accounts, HUGS and Water Assist applications. Income management service for clients referred by Centrelink (no geographical restrictions on this service). Charity Link Christmas, Charity Link Back to School and Charity Link Winter Blankets. Mon, Tue and Thu by appointment: 9.15am-5.00pm Wed &amp; Fri – emergency case management only</td>
<td>Ph: 9477 4346 146 Epsom Avenue Belmont Email: info@ jacarandacc.org.au <a href="http://www.jacarandacommunitycentre.org.au">www.jacarandacommunitycentre.org.au</a></td>
</tr>
<tr>
<td>ALL SAINTS ANGLICAN CHURCH</td>
<td></td>
<td>Concession card holders, Belmont and surrounding areas.</td>
<td>Shelf food, limited fresh food, Telstra phone cards, limited smartrider cards, food vouchers. Tue &amp; Thu: 2.30pm-4.30pm Closed January</td>
<td>Ph: 9277 4338 300 Belgravia St Belmont</td>
</tr>
<tr>
<td>BENTLEY</td>
<td>Salvation Army</td>
<td>Bentley and surrounding suburbs</td>
<td>Food parcels and vouchers. You must ring for an appointment. Wed: 9.00am-12.00noon</td>
<td>Ph: 9458 1855 Lot 48 Dumond St Bentley</td>
</tr>
<tr>
<td>CANNINGTON</td>
<td>Communicare Inc</td>
<td>Emergency Relief Services include emergency food, blankets, vouchers and bill pay assistance to families in crisis. Families, with identification, can access the services but APPOINTMENTS ARE REQUIRED IN ALL INSTANCES. Families and individuals can receive Emergency Relief 3 times within a financial year unless they are undertaking case management. Families and individuals can receive 1 bill assist appointment per year (multiple bills can be presented at an appointment) Appointments are only taken on the days emergency relief is distributed. To make an appointment in Cannington call from 8:30am on a Tuesday or Thursday only. There are only a limited number of appointments available each day so please call as close to 8:30am as possible as appointments fill quickly.</td>
<td>Communicare's Emergency Relief Services include emergency food, blankets, vouchers and bill pay assistance to families in crisis. Families, with identification, can access the services but APPOINTMENTS ARE REQUIRED IN ALL INSTANCES. Families and individuals can receive Emergency Relief 3 times within a financial year unless they are undertaking case management. Families and individuals can receive 1 bill assist appointment per year (multiple bills can be presented at an appointment) Appointments are only taken on the days emergency relief is distributed. To make an appointment in Cannington call from 8:30am on a Tuesday or Thursday only. There are only a limited number of appointments available each day so please call as close to 8:30am as possible as appointments fill quickly.</td>
<td>Ph: 9251 5777 28 Cecil Avenue Cannington Ph: 9399 9617 Units 1-2, 36-40 Commerce Ave Armadale <a href="http://www.communicare.org.au">www.communicare.org.au</a></td>
</tr>
</tbody>
</table>
| MULTICULTURAL HOUSING SERVICES PROGRAM | Ph: 9258 5188  
| ELIGIBILITY: Migrants and refugees (Living in Australia for less than 5 years *some exceptions possible) | 13/64-66 Kent Street  
| SERVICE: Advocacy and support services. Please phone for an appointment and the service details | Cannington  
| Mon-Fri 9.00am-4.00pm |  

| COODANUP | Ph: 9581 5544  
| CHURCH OF THE WAY | 58 Steerforth Dve  
| ELIGIBILITY: Concession Card holders | Coodanup  
| SERVICE: Food vouchers, shelf food, Telstra phone cards, referrals. Tue & Thu 9.00am-11.00am |  

| COOL-BELLUP | Ph: 9411 3850  
| COOLBELLUP FINANCIAL COUNSELLING | 90 Cordelia Ave  
| ELIGIBILITY: Cockburn residents | Coolbellup  
| SERVICE: Financial counselling. Access to the HUGS program to assist with utilities including gas, electricity and water (assessment required and the utility needs to agree). Assistance with negotiation of debt and government issues including Centrelink, ATO, ITSA, Credit Consumer Code, DoH, CSA and others. |  

| COOLOONGUP | Ph: 9527 3460  
| SALVATION ARMY | Cnr Read Street and Willmott Drive  
| ELIGIBILITY: Low income or Pension or Health Care Card. Rockingham Shire only. | Cooloongup  
| SERVICE: Food vouchers/parcels, assistance with bills (limited), blankets, clothing, furniture (limited), NILS loans, Assistance with HUGS grants. By appointment only Tue and Fri 9.00am-3.00pm |  

| DIANELLA | Ph: 9375 2224  
| SETTLEMENT GRANTS PROGRAM | 64 Wellington Road  
| ELIGIBILITY: Migrants and refugees | Dianella  
| SERVICE: Assistance with accounts. Please phone first Tue 8.30am-4.30pm |  

| DUNCRAIG | Ph: 9448 5111  
| TRINITY NORTH COMMUNITY CARE | 29 Wandoo Road  
| ELIGIBILITY: Open to residents of Joondalup Shire | Duncraig  
| SERVICE: Food hampers, assistance with NILS (No Interest Loans Scheme) applications. Tue, Thu, Fri 9.00am -12noon |  

| EAST PERTH | Ph: 9421 3888  
| DERBARL YERRIGAN HEALTH SERVICES | 156 Wittenoom St  
| ELIGIBILITY: Clients of the Medical Service, living in East Perth and surrounding areas, with a Pension or Health Care Card | East Perth  
| SERVICE: Medical, food, account and transport assistance. Mon-Fri 9.00am-5.00pm | www.derbarlyerrigan.com.au  

| EAST VICTORIA PARK | Ph: 6253 9500  
| SUSSEX ST COMMUNITY LAW CENTRE | 29 Sussex Street  
| ELIGIBILITY: Low Income, Victoria Park and surrounding areas | East Victoria Park  
| SERVICE: Food vouchers by appointment only. Ring Thu for appointment on Tue. Tue 9.30am-11.30am Financial counselling Mon-Fri | www.sscls.asn.au  

| FORREST-FIELD | Ph: 9359 1253  
| Foothills Information and Referral Service | 35 Edinburgh Road  
| ELIGIBILITY: Residents of the Shire of Kalamunda | Forrestfield  
<p>| SERVICE: Financial counselling, assistance with utility arrears and rent arrears where disconnection or eviction is possible. Mon-Fri 9.30am-4.00pm | <a href="http://www.firs.org.au">www.firs.org.au</a> |</p>
<table>
<thead>
<tr>
<th>Location</th>
<th>Service Provider</th>
<th>Eligibility</th>
<th>Service Details</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Forrestfield, Wattle Grove</td>
<td>ST STEPHEN’S ANGLICAN CHURCH</td>
<td>Residents of Forrestfield and Wattle Grove</td>
<td>Home delivered food hampers. Ring Tuesday only between 1pm and 2pm for delivery between 2pm and 3pm. Closed January</td>
<td>9453 6786</td>
</tr>
<tr>
<td>Fremantle</td>
<td>FREMANTLE PORTCARE</td>
<td>Open</td>
<td>Food hampers</td>
<td>9433 1391</td>
</tr>
<tr>
<td>Fremantle</td>
<td>ANGLICARE</td>
<td>Health Care Card or Pension Card</td>
<td>Food vouchers, and assistance with bills. Ring Tue 9.00am for appointment Thu.</td>
<td>9263 2000</td>
</tr>
<tr>
<td>Fremantle</td>
<td>UNITING CARE WEST/CREDITCARE</td>
<td>Open</td>
<td>Food vouchers, assistance with bills. By appointment only.</td>
<td>9335 8898</td>
</tr>
<tr>
<td>Fremantle</td>
<td>GOSNELLS SALVATION ARMY</td>
<td>Gosnells and surrounding areas</td>
<td>Emergency food only, assistance with Telstra accounts, information, advocacy, assisted referral. Please ring Wednesday morning for appointment.</td>
<td>9398 2244</td>
</tr>
<tr>
<td>Gosnells</td>
<td>GOSNELLS COMMUNITY LEGAL CENTRE</td>
<td>Residents of the City of Gosnells</td>
<td>Some emergency relief, Telstra and utility accounts, information, advocacy, assisted referral.</td>
<td>9398 1455</td>
</tr>
<tr>
<td>Gosnells</td>
<td>ALL SAINTS ANGLICAN CHURCH</td>
<td>City of Gosnells Residents only</td>
<td>Food Hampers, Food Vouchers (assistance may be limited)</td>
<td>9490 1931</td>
</tr>
<tr>
<td>Guildford</td>
<td>PEOPLE WHO CARE INC</td>
<td></td>
<td>Furniture and other household items at very reasonable prices.</td>
<td>9379 1944</td>
</tr>
<tr>
<td>Heathridge</td>
<td>SALVATION ARMY</td>
<td>Residents of Heathridge and surrounding areas with a Health Care Card or Pension Card</td>
<td>Blankets, clothing, food parcels/ vouchers, furniture, assistance with bills (limited). By appointment only.</td>
<td>9401 3408</td>
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<tr>
<td>Location</td>
<td>Service Provider</td>
<td>Eligibility</td>
<td>Service</td>
<td>Contact Information</td>
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<tr>
<td>THE SPIERS CENTRE INC</td>
<td>Provides food vouchers and bill assistance. Financial counselling also available. Phone for more information.</td>
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<td></td>
<td>Ph: 9401 2699  2 Albatross Court  Heathridge</td>
</tr>
<tr>
<td>JOONDALUP</td>
<td>PAT GILES CENTRE</td>
<td>ELIGIBILITY: Women and children escaping domestic violence who are or have been clients of any of the Pat Giles Centre services.</td>
<td>SERVICE: Emergency relief, food packages, household goods, information and referral.</td>
<td>Ph: 9300 0340  <a href="http://www.patgilescentre.org.au">www.patgilescentre.org.au</a></td>
</tr>
<tr>
<td>LANGFORD</td>
<td>BOOGURLARRI COMMUNITY HOUSE</td>
<td>ELIGIBILITY: Langford and surrounding areas</td>
<td>SERVICE: Financial Counselling, advocacy and negotiation with bills, budgeting assistance, No Interest Loans Scheme, Hardship Utilities Grants. Phone for an appointment. Thu.................................................9.00am-12.00pm  (Note* availability may change from July 2013 – phone to check)</td>
<td>Ph: 9350 6236  82 Langford Ave  Langford  <a href="http://www.boogurlarri.net.au">www.boogurlarri.net.au</a></td>
</tr>
<tr>
<td>LEEMING</td>
<td>LEEMING ANGLICAN HAMPERS</td>
<td>ELIGIBILITY: Residents of southern suburbs from Stock Road to Tonkin Highway, up to the airport.</td>
<td>SERVICE: Home delivered food hampers. Ring between 4.00pm and 6.00pm on Friday, or between 9.00am and 11.30am Saturday, for delivery between 12noon and 4.00pm Saturday.</td>
<td>Ph: 0415 375 823</td>
</tr>
<tr>
<td>LOCKRIDGE</td>
<td>BLUE SKY COMMUNITY GROUP</td>
<td>ELIGIBILITY: Postcodes 6054 and 6063, Health Care Card and Pension Card holders.</td>
<td>SERVICE: Food vouchers and assistance with utility bills. Mon, Tue and Thu .........................9.00am-10.00am  Financial counselling by appointment.</td>
<td>Ph: 9376 9999  (emergency relief 9am-3pm Mon-Thu)  (financial counselling 9am-3pm, Mon-Fri)  34 Dianna Cres  Lockridge</td>
</tr>
<tr>
<td>MADDINGTON</td>
<td>WATTLE HOUSE COMMUNITY CENTRE (MISSION AUSTRALIA)</td>
<td>ELIGIBILITY: Living in the City of Gosnells with a Health Care, Concession or Pension Card</td>
<td>SERVICE: Various kinds of vouchers, referrals, advocacy. Mon and Wed - Appointments given to the first 4 people through the door at 9.00am</td>
<td>Ph: 9493 2447  40 Orr Street Maddington</td>
</tr>
<tr>
<td>MANDURAH</td>
<td>ST VINCENT DE PAUL WELFARE OFFICE</td>
<td>ELIGIBILITY: People living in Mandurah and surrounding areas. By appointment only.</td>
<td>SERVICE: Emergency food vouchers, furniture, blankets and clothing. Assistance with utility accounts. Financial counselling. Referrals Mon-Fri..............................................10.00am-1.00pm</td>
<td>Ph: 9535 9035  23 Davies Street Mandurah</td>
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<td>Service</td>
<td>Eligibility</td>
<td>Service</td>
<td>Phone</td>
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<tr>
<td><strong>WESTAUS CRISIS</strong></td>
<td>Residents of the Peel region. Note: Clients assisted once per year only.</td>
<td>Food parcels and crisis payments, advocacy and referrals, support and advocacy for people in private rentals, and the Peel homelessness program</td>
<td>Ph: 9582 9920</td>
<td>Suite 3 Lotteries House 7 Anzac Place Mandurah</td>
</tr>
<tr>
<td><strong>MANNING</strong></td>
<td>City of South Perth Residents</td>
<td>Bread, food vouchers, limited assistance with bills. Negotiation of accounts. Financial counselling by appointment only.</td>
<td>Ph: 9450 6233</td>
<td>54 Bickley Crescent Manning <a href="http://www.southcare.org.au">www.southcare.org.au</a></td>
</tr>
<tr>
<td><strong>MEDINA</strong></td>
<td>Residents of Kwinana and surrounding areas</td>
<td>Blankets, clothing, food vouchers, furniture, and assistance with telephone bills.</td>
<td>Ph: 9439 1585</td>
<td>55 Medina Ave Medina</td>
</tr>
<tr>
<td><strong>MELVILLE</strong></td>
<td>City of Melville residents only</td>
<td>Financial counselling services by appointment Mon and Wed. Drop in service for Emergency Relief</td>
<td>Ph: 9364 0661</td>
<td>Willagee Community Centre cnr Archibald and Winnacott St Willagee</td>
</tr>
<tr>
<td><strong>MERRIWA</strong></td>
<td>Must live locally and have a health care or Pension Card.</td>
<td>Food vouchers, food parcels and assistance with bills. Assistance is limited. Contact Wed 9.30am for an appointment that day.</td>
<td>Ph: 9305 2131</td>
<td>26 Jenolan Way Merriwa</td>
</tr>
<tr>
<td><strong>UNITING CARE WEST/CREDITCARE</strong></td>
<td>Open. Local areas of Swan, Stirling, Joondalup and Wanneroo</td>
<td>Food vouchers, assistance with bills. By appointment only.</td>
<td>Ph: 9206 6200</td>
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<tr>
<td><strong>MIDLAND</strong></td>
<td>Residents of the Shire of Swan</td>
<td>Vouchers available. Tuesdays only. Ring or come in at 8.30am for an appointment</td>
<td>Ph: 9274 7929</td>
<td>25 Spring Park Road Midland</td>
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<tr>
<td>Service Provider</td>
<td>Eligibility</td>
<td>Service</td>
<td>Contact Information</td>
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<td><strong>CHURCH OF THE ASCENSION</strong></td>
<td>Concession card holders, Shire of Swan and surrounding areas</td>
<td>Food vouchers, some utility bills assistance, limited shelf food. Please come at 12 noon for assessment.</td>
<td>Ph: 9274 1464 17 Spring Park Rd Midland</td>
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<tr>
<td><strong>MIRRABOOKA</strong></td>
<td>Migrants and refugees (Living in Australia for less than 5 years *some exceptions possible)</td>
<td>Please phone for an appointment and the service details</td>
<td>Ph: 9344 7858 or Ph: 9207 1651 4 Brewer Place, Mirrabooka</td>
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<tr>
<td><strong>DERBARL YERRIGAN HEALTH SERVICES</strong></td>
<td>Clients of the Medical Service with a Pension or Health Care Card</td>
<td>Medical, food, and account assistance.</td>
<td>Ph: 9344 0444 14/22 Chesterfield Rd Mirrabooka <a href="http://www.derbarlyerrigan.com.au">www.derbarlyerrigan.com.au</a></td>
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<tr>
<td><strong>MORLEY</strong></td>
<td>Health Care Card or Pension Card. Morley and surrounding areas.</td>
<td>Blankets, clothing, food vouchers and parcels, prescriptions. Ring for appointment.</td>
<td>Ph: 9279 4500 565 Walter Road East Morley</td>
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<tr>
<td><strong>MURDOCH</strong></td>
<td>Murdoch University Students in legitimate need only. Non-perishable food items available for financially struggling Murdoch students.</td>
<td></td>
<td>Ph: 9360 6583 Email: <a href="mailto:studentassist@the-guild.com.au">studentassist@the-guild.com.au</a></td>
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<tr>
<td><strong>NOLLAMARA</strong></td>
<td>City of Stirling Residents only: Families or Singles on low income with Pension Card or Health Care Card or unexpected change in circumstances.</td>
<td>No appointments necessary. Services are limited for the following: Food parcels/vouchers; linen/blankets; free clothing; chemist/fuel vouchers; new born baby bundles; Bill Assistance eg: utilities/telephone. Assistance given for debt negotiation/budgeting and organising Centrelink Centrepay for bill payments. Interpreter service available. Uniting Aid Resource Area – very low priced new and used clothing &amp; household bric-a-brac items. Nothing costs more than $10 and if needed, consideration can be given to the individual's circumstances in an interview.</td>
<td>Ph: 9344 3840 19 Monterey St Nollamara <a href="http://www.wa.uca.org.au/unitingaid">www.wa.uca.org.au/unitingaid</a> email: <a href="mailto:unitingaid@uniting.com.au">unitingaid@uniting.com.au</a></td>
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<tr>
<td><strong>NORTH PERTH</strong></td>
<td>Migrants and refugees (Living in Australia for less than 5 years *some exceptions possible)</td>
<td>Please phone for an appointment and the service details</td>
<td>Ph: 9328 1544 4 View Street North Perth</td>
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<tr>
<td>Location</td>
<td>Organisation</td>
<td>Eligibility</td>
<td>Service</td>
<td>Hours</td>
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<tr>
<td>Osborne Park</td>
<td>Victory Life Centre</td>
<td>People in financial difficulty</td>
<td>Food hampers, some clothing</td>
<td>Tue-Fri 10.00am-3.00pm</td>
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<tr>
<td>Parmelia</td>
<td>Anglican Parish of Kwinana</td>
<td>Residents of Kwinana and surrounding areas (id required).</td>
<td>Clothing, food vouchers, food parcels: drop in – no appointment necessary.</td>
<td>Tue and Thu 9.30am-11.00am Assistance with utilities accounts, financial counselling – phone for an appointment</td>
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<tr>
<td>Perth</td>
<td>Uniting Care West/Creditcare</td>
<td>Open</td>
<td>Food vouchers, assistance with bills.</td>
<td>Mon-Tue 8.30am-11.30am Financial Counselling By appointment only Mon-Fri 8.30am-4.30pm</td>
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<td></td>
<td>Hope Inc (Helping Out People Everywhere Inc)</td>
<td>Open</td>
<td>Blankets, clothing, food parcels, assistance with bills</td>
<td>Tue and Fri 1.00pm-4.00pm</td>
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<td></td>
<td>Salvation Army Community Support Services</td>
<td>Families or singles on low income. Pension or Health Care card</td>
<td>Blankets, clothing, food parcels/ vouchers, beds &amp; mattresses (depending on funding availability), assistance with bills (limited), furniture (DV or similar crisis only – assistance may be limited). By appointment only.</td>
<td>Mon-Fri 9.00am-3.00pm</td>
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<td></td>
<td>Ruaah Centre</td>
<td>Over 20 years, homeless or at risk of homelessness, have drug or alcohol problems. (Free morning tea/coffee and snack from 10am)</td>
<td>See page 8 for more information.</td>
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<td>St George’s Cathedral</td>
<td>Concession Card holders. Walk-ins only</td>
<td>Shelf food only</td>
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<td>Salvation Army</td>
<td>Low income or Pension or Health Care Card. Rockingham Shire only.</td>
<td>Food vouchers/parcels, assistance with bills (limited), blankets, clothing, furniture (limited), NILS loans, Assistance with HUGS grants. By appointment only</td>
<td>Tue and Fri 9.30am-12noon</td>
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</tbody>
</table>
| ST NICHOLAS COMMUNITY CENTRE | Ph: 9592 2699  
| ELIGIBILITY: People in need of help  
| SERVICE: Food vouchers, shelf food, Telstra phone cards, limited smart riders, some bill assistance, support, referrals, advocacy. Mon and Fri  
| Mon and Fri .............................................................. 9.00am-11.00am  
| 14 Council Ave  
| Rockingham |

| ST ANDREWS ANGLICAN CHURCH | Ph: 9493 5090  
| ELIGIBILITY: Residents of Thornlie, Maddington, Gosnells, Kenwick, Langford and Huntingdale.  
| SERVICE: Home delivered food hampers Tue to Fri - Ring between 2.00pm and 3.00pm for delivery between 3.00pm and 5.00pm |

| GETTING HELP AFTER A DEATH | Ph: 1800 854 925 or contact your nearest DCP office  
| BEREAVEMENT ASSISTANCE PROGRAM  
| This Program provides assistance in situations where there are insufficient funds in a deceased person’s estate to pay for a funeral, and when the deceased person’s family are unable to meet the funeral costs. Strict eligibility criteria apply. Phone for more information or call in to your nearest Department of Child Protection district office.  
| CENTRELINK  
| Bereavement allowance is available to recently widowed persons, without dependent children, in the period immediately following the death of a partner. The allowance is only a short-term payment to assist the widowed person to adjust to their changed financial circumstances, such as settling financial affairs and arranging on-going financial support. To qualify, you must first satisfy relationship status, and residence requirements. The amount of allowance you receive will depend on your income and assets and other circumstances. |

| GETTING ON TOP OF BILLS | Ph: 9325 1617  
| BALANCING A BUDGET  
| FINANCIAL COUNSELLORS  
| Are you finding it difficult to make ends meet or cope with financial pressure? Maybe a Financial Counsellor can support you to manage your financial situation.  
| Go to our website or phone to find the location of your nearest Financial Counselling agency  
| FINANCIAL COUNSELLING HELPLINE  
| Information, options and support for individuals and families to explore, develop and implement strategies to overcome their financial situation. |

| Ph: 1800 007 007 |
### ANGLICARE WA
Dealing with the daily cost of living can be a struggle. An unexpected bill or the loss of a job can put enormous pressure on people’s finances. At Anglicare WA we help people develop the financial management and budgeting skills needed to manage household expenses. We provide food relief and basic essentials for families in crisis. We provide affordable clothing and household items through our Op Shops and help with education costs through matched savings plans.

### Emergency Relief Locations:
- [http://tinyurl.com/couklq](http://tinyurl.com/couklq)

### Financial Counselling Locations:
- [http://tinyurl.com/cnz4vbo](http://tinyurl.com/cnz4vbo)

### Op Shop Locations:
- [http://tinyurl.com/czxpvdo](http://tinyurl.com/czxpvdo)

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### BANKING
Ask your bank about how you can minimise fees on your account. Some CREDIT UNIONS and BUILDING SOCIETIES charge lower fees than banks. Some do not charge fees at all.

<table>
<thead>
<tr>
<th>Bank</th>
<th>Contact Information</th>
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### CENTREPAY
Centrepay is a free direct bill-paying service offered to customers receiving payments from Centrelink. Through Centrepay you can choose to pay bills by having a regular amount deducted from your Centrelink payment. There are many types of expenses you can pay using Centrepay, such as: private rent, telecommunications, electricity, gas and water, education fees and expenses, ambulance costs, child care, home care services, rental of household goods and court fines. There are several ways to start Centrepay deductions. You can telephone Centrelink on your usual payment number or use Centrelink’s online services.

<table>
<thead>
<tr>
<th>Ph:</th>
<th>Employment Services: 13 28 50</th>
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<tbody>
<tr>
<td></td>
<td>Disability, Sickness and Carers: 13 27 17</td>
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<td>Students: 13 24 90</td>
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<td></td>
<td>Family Assistance Office: 13 61 50</td>
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<td></td>
<td>Older Australians: 13 23 00</td>
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### CENTRELINK FINANCIAL INFORMATION SERVICE
The Financial Information Service (FIS) educates and informs a wide range of people on financial and lifestyle issues. FIS Officers can show you how to make informed financial decisions and help you to understand the consequences of those decisions in the short, medium and long term. FIS Officers provide information to people over the telephone, at personal interviews or through financial education seminars.

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<th>Ph:</th>
<th>13 23 00</th>
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### CONCESSIONS WA
ConcessionsWA is an easy-to-use online resource where you can search by category, concession card type or people group to find details on more than a 100 rebates, concessions and subsidy schemes provided by the Government of Western Australia.

### COST OF LIVING REBATE SCHEME

The Cost of Living Rebate Scheme (COLRS) is an annual payment introduced by the state government to help WA Seniors Card Holders with rising living expenses. Payments are made in late July and vary slightly each year in line with the Consumer Prices Index (CPI).

**Eligibility**
- You must hold a current WA Seniors Card
- You must complete a COLRS application to receive the rebate

See the website for more information or contact the WA Seniors Card Centre:
Mon-Fri.................................................. 8.30am and 4.30pm

**Ph:** 6551 8800  
**Level 2, 140 William St**  
**Perth**

**Email:**  
[seniordcard@communityties.wa.gov.au](mailto:seniordcard@communityties.wa.gov.au)  

### CREDIT CARDS

**CONSUMER CREDIT LEGAL SERVICE**

Assists with problems with credit, banking and financial services. Free telephone advice, representation, legal information and training.

**Ph:** 9221 7066  
[www.ccls.wa.org.au](http://www.ccls.wa.org.au)

### FINES

**FINES ENFORCEMENT REGISTRY**

Many different types of unpaid fines and infringements are referred to the Fines Enforcement Registry (FER) after a period of time. These fines and infringements shouldn’t be ignored as they will not go away.

After the fines and infringements have been registered with the FER the amounts of the fines and infringements will increase if not paid and your licence may be suspended. You can check if you have any outstanding fines or infringements by phoning FER or you can check if your licence is suspended by searching on the website – a good idea when you have moved house or changed your contact details.

If you can’t afford to pay your outstanding amount in full, you can apply to make a formal payment plan with FER.

**Ph:** 1300 650 235  
**Interstate or mobile callers:** 9235 0235  
**501 Hay Street**  
**Perth**

**GPO Box X2293 Perth**  
**6847**

**Email:**  
[finest@justice.wa.gov.au](mailto:finest@justice.wa.gov.au)  

### PROMPT PAYMENT

Paying your bills on time means that you avoid a late fee, which can be expensive. If you can’t pay by the due date, phone the company beforehand and ask for a “time to pay” arrangement. Some companies even have a “prompt payment discount”.

**Synergy:** 13 13 53  
**Alinta:** 13 13 58  
**Telstra:** 13 22 00

### TAX

**TAX HELP**

Network of community volunteers, trained by the Tax Office, provide FREE help with tax returns to people on low incomes, between 1 July and 31 October.

**Phone:** 13 28 61  
GETTING LEGAL ADVICE AND INFORMATION

If you need legal advice related to outstanding fines or debts, the following services may provide free advice and assistance. Community Legal Centres can also provide advice and information on a range of legal issues including domestic violence, family law, child support, and tenancy. Many provide Community Legal Education opportunities. Phone first to check if they can help you with your issue or contact the Community Legal Centres Association on 9221 9322 or see www.communitylaw.net:

ANYWHERE

DEPARTMENT OF COMMERCE (Consumer Protection)
Provides general advice and information on such aspects as: consumer rights when buying goods and services including warranties, lay-bys and door-to-door sales; unfair contract terms; tenant’s rights; and buying or selling a new or used car. Consumer Protection has a free conciliation service that can also help you resolve a complaint with a business or service provider.

Advice Line: 1300 30 40 54
Email: consumer@commerce.wa.gov.au
www.commerce.wa.gov.au/consumerprotection

BELMONT

JACARANDA COMMUNITY CENTRE
ELIGIBILITY: Belmont and surrounding areas.
Debt negotiation, bankruptcy assistance, Department of Housing appeals, Court attendance on housing matters, advocacy with Department of Child Protection. Debt negotiation and advocacy. Equal Opportunity matters.

Ph: 9477 4346
146 Epsom Avenue Belmont
Email: info@jacarandacc.org.au
www.jacarandacomunitycentre.org.au

FREMANTLE

FREMANTLE COMMUNITY LEGAL CENTRE
Restraining orders, family law matters, criminal injuries compensation, tenancy (tenants only), welfare rights (Centrelink). Financial counselling. Assistance with NILS applications.

Ph: 9432 9790
Shop11 Queensgate, 10 William St Fremantle
Email: info@freemantle.com.au
www.fremantle.wa.gov.au/Community_services/Community_Legal_Centre

GOSNELLS

GOSNELLS COMMUNITY LEGAL CENTRE
Provides information, advice and ongoing assistance in family law, child support, welfare rights, tenancy, consumer credit and domestic violence. Mediation service. Representation in court available for restraining order applications and defended hearings. Initial legal advice available in minor criminal and civil law matters. Please ring first for appointment.

Ph: 9398 1455
Suite 1 Gosnells Lotteries House 2232 Albany Hwy Gosnells
Email: gosnells@gosnlaw.com.au
www.gosnlaw.com.au

JOONDALUP

NORTHERN SUBURBS COMMUNITY LEGAL CENTRE
Family, civil and criminal issues. Specialist tenancy law service.

Ph: 9301 4413
Building 1 Edith Cowan Uni 270 Joondalup Drive Joondalup
Email: joondalup@nsclegal.org.au
www.nsclegal.org.au
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<tr>
<th>Location</th>
<th>Service Name</th>
<th>Description</th>
<th>Contact Information</th>
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| Langford     | Boogurlarrri Community House                     | Family Law and Personal Injury/Individual claims (held once per month). $25 for concession card holders, $50 non-concession card holders. Phone for an appointment. | Phone: 9350 6236 82 Langford Avenue Langford  
www.boogurlarrri.net.au |
| Mandurah     | Peel Community Legal Service                     | Criminal, civil/administrative, family, generalist legal advice service. Also assistance in areas including tenancy, Centrelink, domestic and family violence, consumer debt etc. Phone first for appointment - Mon, Tue, Thu and Fri. | Phone: 9581 4511 2 Sutton Street Mandurah  
www.peelcls.com.au |
| Midland      | Midland Information, Debt and Legal Advocacy Service Inc. | Eligibility: City of Swan, Shire of Mundaring, Shire of Kalamunda, Town of Bassendean  
Service: Tenancy Advocacy, Domestic Violence Legal Service, Disability Advocacy, Information and Referral. | Phone: 9250 2123 8/12 Stafford Street Midland  
www.midlas.org.au  
Email: admin@midlas.org.au  
Facebook: www.facebook.com/#!/MIDLASinc  
Twitter: twitter.com/@MIDLAS  
tumblr: www.midlas.tumblr.com  
photos: http://midlas.posterous.com/  
videos: http://www.youtube.com/user/MIDLASmedia |
| Mirrabooka   | Northern Suburbs Community Legal Centre          | Legal advice, assistance, information and referrals in relation to family law and civil law. Community Education workshops.  
Specialist services:  
- CaLD Community Advocacy and Education  
- Tenancy Law: Information and advice for private and public tenants  
- Older People’s Rights Service: Legal Assistance and Social Work Assistance for those experiencing, or at risk of experiencing, elder abuse. | Phone: 9440 1663 10 Cobbler Pl Mirrabooka  
Email: mirrabooka@nsclegal.org.au  
www.nsclegal.org.au |
| Perth        | Aboriginal Legal Service                         | Criminal Law, Civil Law, Human Rights, Family Law, Duty lawyers in attendance all Local Courts and Children’s Court.  
Eligibility: Aboriginal and Torres Strait Islanders  
Referral provided if conflict (eg if opposing party is an existing client)  
Mon to Fri 8.30am–5.00pm | Phone: 9265 6666 7 Aberdeen St East Perth  
PO Box 8194 Perth  
Business Centre 6849  
www.als.org.au |
CASE FOR REFUGEES

CASE provides:
- immigration legal advice and assistance;
- generalist legal advice and assistance; and
- ongoing representation for both immigration and generalist matters.

Areas of migration assistance
1. Applications for protection visas.
2. Family reunion – CASE can provide assistance to people of refugee background now living in WA who wish to make an application to bring their family to Australia.
3. Applications for judicial review of Migration Review Tribunal and Refugee Review Tribunal decisions.
4. Judicial Review

Areas of generalist assistance
1. Child protection
2. Wills, enduring powers of attorney/guardianship
3. Equal opportunity and discrimination
4. Debts
5. Minor criminal and traffic offences
6. Motor vehicle accidents
7. Criminal injuries compensation
8. Citizenship
9. Other immigration matters that do not fall within the migration assistance program, such as spouse visas where domestic violence is involved, student visas, notice of cancellation of visas and bridging visas.

We may also provide assistance with tenancy matters (tenants only), violence restraining orders and employment.

Eligibility for generalist legal assistance
Clients are eligible for generalist legal assistance from CASE if they:
1. are from a Culturally and Linguistically Diverse background;
2. have recently arrived in Western Australia (generally this means the client arrived within the last 5 years);
3. are unable to access assistance from other sources due to language requirements, low income, other disadvantage etc.

Referral for GENERALIST matters
If you receive an enquiry from a client who you believe meets the eligibility criteria set out above, please phone to discuss the matter. If CASE is able to assist the client you will be asked to email the client's details with any information about their matter. We will then contact the client (with an interpreter if necessary) to make an appointment.

Mon-Fri: 9.30am–4.00pm (closed 12.30-1.30 for lunch)

CITIZENS ADVICE BUREAU

Provides advice and information relating to most areas of law including family, civil, consumer, vehicle accidents, neighbourhood disputes, simple wills, powers of attorney and probate and letters of administration. Initial legal advice given, no legal representation. Some Family Court documents prepared. Mediation Service available at low cost – Family, Neighbour and Commercial.

Ph: 9221 5711
Level 1
25 Barrack Street
Perth
www.cabwa.com.au
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<thead>
<tr>
<th><strong>PERTH</strong></th>
<th><strong>CONSUMER CREDIT LEGAL SERVICE</strong></th>
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<tr>
<td></td>
<td>Assists consumers with problems with credit, banking and financial services. Assists by way of free phone advice, representation and legal information.</td>
</tr>
<tr>
<td></td>
<td>Ph: 9221 7066</td>
</tr>
<tr>
<td></td>
<td><a href="http://www.cclswa.org.au">www.cclswa.org.au</a></td>
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<tr>
<th><strong>DAYDAWN ADVOCACY CENTRE</strong></th>
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<tr>
<td></td>
<td>Support, advocacy and negotiation on behalf of Aboriginal people in relation to a variety of housing issues, including homelessness, housing applications, housing disputes, public housing appeals, inspections, waiting lists, and evictions.</td>
</tr>
<tr>
<td></td>
<td>Director: Sister Dolores Coffey RSM</td>
</tr>
<tr>
<td></td>
<td>Ph: 9218 8035 or 0409 910 529</td>
</tr>
<tr>
<td></td>
<td>9/5 Aberdeen Street Piccadilly Square Central Perth</td>
</tr>
<tr>
<td></td>
<td>PO Box 8750</td>
</tr>
<tr>
<td></td>
<td>PBC Perth 6849</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:daydawn@perthcatholic.org.au">daydawn@perthcatholic.org.au</a></td>
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<tr>
<th><strong>EMPLOYMENT LAW CENTRE OF WA</strong></th>
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<td></td>
<td>The Employment Law Centre of WA (Inc) (ELCWA) is a community legal centre specialising in employment law. We provide free, confidential legal advice, further assistance and referrals to vulnerable employees in Western Australia in relation to their employment. ELCWA’s website has a range of fact sheets and other resources available on line.</td>
</tr>
<tr>
<td></td>
<td>Ph: 9227 0111 or 1300 130 956 Regional, Rural, Remote (additional advice line): 9227 0185 or 1300 520 054</td>
</tr>
<tr>
<td></td>
<td><a href="http://www.elcwa.org.au">www.elcwa.org.au</a></td>
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<tr>
<th><strong>HEALTH CONSUMERS COUNCIL</strong></th>
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<tr>
<td></td>
<td>Telephone information and referral service. Individual advocacy. Consumer representative recruiting, training and support.</td>
</tr>
<tr>
<td></td>
<td>Ph: 9221 3422</td>
</tr>
<tr>
<td></td>
<td>1800 620 780</td>
</tr>
<tr>
<td></td>
<td>U13/14 Wellington Fair</td>
</tr>
<tr>
<td></td>
<td>40 Lord Street East Perth</td>
</tr>
<tr>
<td></td>
<td>East Perth</td>
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<td></td>
<td><a href="http://www.hconc.org.au">www.hconc.org.au</a></td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:info@hconc.org.au">info@hconc.org.au</a></td>
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<tr>
<th><strong>LEGAL AID WA</strong></th>
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<td></td>
<td>Free telephone and internet information about many areas of law. Eligibility criteria apply for advice, minor assistance and representation. Specialist services include family and domestic violence; youth law, and Alternative Dispute Resolution. Duty lawyer services at all courts.</td>
</tr>
<tr>
<td></td>
<td>Ph: 1300 650 579</td>
</tr>
<tr>
<td></td>
<td><a href="http://www.legalaid.wa.gov.au">www.legalaid.wa.gov.au</a></td>
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<tr>
<th><strong>MENTAL HEALTH LAW CENTRE (WA) INC.</strong></th>
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<td></td>
<td>Provision of free legal advice and representation for people with a mental illness who find themselves in the mental health service and/or criminal justice systems, and other areas of law, resources permitting, where there is a causal connection between the legal issue and the person’s mental illness.</td>
</tr>
<tr>
<td></td>
<td>Telephone advice line available.</td>
</tr>
<tr>
<td></td>
<td>Help with law reform submissions, resources permitting.</td>
</tr>
<tr>
<td></td>
<td>Community education and information sessions provided in areas of law that particularly impact on people with a mental illness.</td>
</tr>
<tr>
<td></td>
<td>Free information brochures and booklets available on request as listed on our website.</td>
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<tr>
<td></td>
<td>You can follow our news on twitter @MHLCWA.</td>
</tr>
</tbody>
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|                         | Ph: 9328 8266                    |
|                         | Freecall from Landline: 1800 620 285 |
|                         | 96-98 Parry Street Perth          |
|                         | Email: office@mhlcwa.org.au       |
|                         | www.mhlcwa.org.au                 |
### PASSAGES
ELIGIBILITY: 12-25 years and homeless or at risk of homelessness.

- Street Law Centre WA Legal clinic: Wed 10.30am-12noon
- Youth Futures WA: Wed 10.30am-12noon
- Centrelink Community Team: Fri 10.30am-12noon

Contact: Ph: 9228 1478, Fax: 9228 9572, 22 Palmerston Street, Northbridge
Email: Passages.project@svdpwa.org.au
Website: [www.passagesresourcencentre.com](http://www.passagesresourcencentre.com)

### RUHAH CENTRE
Centrelink Community Team provides assistance at the Centre. See also page 8
Wed and Fri 9.00am-11.00am
Streetlaw alternative Tuesdays for legal advice 9.00am-11.00am

Contact: Ph: 9328 7682, 33 Shenton Street, Northbridge

### STREETLAW CENTRE (WA) INC
Generalist legal service providing advice and assistance to the homeless, or those at risk of homelessness. Regular legal clinics held at the following centres:

- Ruah Community Services: fortnightly on Tue 10.00am-12.00noon
- Tranby: Fri 8.30am-10.30am
- Passages Resource Centre: Thu 10.30am-12.00pm

Contact: Ph: 9271 6582 or 1800 752 992, Address: PO Box 598, Maylands 6931
Website: [www.streetlawcentre.org.au](http://www.streetlawcentre.org.au)
Email: administration@streetlawcentre.org.au

### TRANBY
Centrelink Community team provides assistance with completing forms.
- Mon, Tue & Thu 9.00am-11.00am
- Disability Advocate
- Wed 9.00am-11.00am
- Streetlaw
- Fri 8.30am-10.30am

Contact: Ph: 9220 1200, Unit 6, 5 Aberdeen Street, East Perth

### WAGELINE
Wageline provides information on employment matters to employees working for businesses that are sole traders or partnerships in Western Australia. It provides information (for the cost of a local call) on pay rates, including overtime and penalties, annual leave, sick leave, carer’s leave, long service leave, parental leave, meal breaks and termination. Wageline’s website has a range of publications that are free to download.

Contact: Ph: 1300 655 266

### WELFARE RIGHTS AND ADVOCACY SERVICE
Free independent information, advice, advocacy and assistance with Centrelink, Tenancy and Social Security Prosecution issues. Assistance provided within a set geographic area with Centrelink help to those who live North of the Swan River to the top of the state, tenancy help to those in the North Metropolitan area and state wide help with Social Security prosecutions.

Contact: Ph: 9328 1751
Website: [www.wraswa.org.au](http://www.wraswa.org.au)
Email: welfare@wraswa.org.au

### WOMEN’S LAW CENTRE WA
Information and referral, legal advice, assistance, (limited) representation, community legal education and law reform advocacy.
Family law (children’s issues), violence restraining orders, equal opportunity law, criminal injuries compensation, protection and care issues. Women clients only.

Contact: Ph: 9272 8800, Country Freecall: 1800 625 122, 445 Hay Street, Perth
Website: [www.wlcwa.org.au](http://www.wlcwa.org.au)
<table>
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<tr>
<th>Location</th>
<th>Service Description</th>
<th>Contact Information</th>
</tr>
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</table>
| PERTH         | YOUTH LEGAL SERVICE  
Legal information, advice and advocacy to young people under 25 years in civil and criminal matters. Also representation in metropolitan Children’s Courts. Financial counselling to assist young people with debt issues. By appointment only.                                                                                                                                   | Ph: 9202 1688  
www.youthlegalserviceinc.com.au  
Email: yls@youthlegalserviceinc.com.au |
| ROCKINGHAM and KWINANA | SCALES COMMUNITY LEGAL CENTRE (Southern Communities Advocacy, Legal and Education Service Inc)  
Information and Referrals, Advice, Minor Assistance, Casework, Advocacy, Community Legal Education, Law and Policy Reform offered in the following areas of law: Civil law, Consumer, Criminal (Children’s and Magistrates Court), Family and Domestic Violence (restraining orders, criminal injuries compensation, child protection, liaison with Police), Equal Opportunity, Family Law relating to children, Driving Offences, Tenancy (public and private tenants), Centrelink and Victims of Crime.  
Mon-Thu................................................... 9.00am to 5.00pm  
Fri ....................................................... 9.00am to 12.00noon  
Ph: 9550 0400  
Suite 3  
St Nicholas Community Centre  
14 Council Avenue Rockingham  
http://goto.murdoch.edu.au/scales  
Email: scales@murdoch.edu.au |
| SUBIACO       | SUBIACO COMMUNITY LEGAL SERVICE  
FREE Community Legal Service.  
The Subiaco Community Legal Service is a team of experienced and qualified lawyers who donate their time to assist local residents with legal matters including estate planning, wills, commercial and civil matters and family law.  
Appointments are available every Monday (excluding public holidays) between 6.00pm and 9.00pm. Please phone first for an appointment  
This free advice service is a 15-minute consultation, by appointment, as a first point of reference for general advice regarding legal matters.  
Ph: 9237 9222  
Shenton Park Community Centre  
240 Onslow Road, Shenton Park  
www.subiaco.wa.gov.au |
| VICTORIA PARK | SUSSEX STREET COMMUNITY LAW SERVICE  
Generalist legal service providing advice and assistance in civil and family law. Also provides specialist services in tenancy, welfare rights and financial counselling. Income limits may apply. Statewide Disability Discrimination Unit (no income limits apply).  
Ph: 6253 9500  
29 Sussex Street  
East Victoria Park  
Website: www.sscls.asn.au |
## GETTING HELP WITH PARENTING

### BABY FORMULA

**DEPARTMENT FOR CHILD PROTECTION**  
If due to unforeseen circumstances, you cannot afford baby formula for your child and it is urgently needed, you may get help to buy the formula.  

**Ph:** 9222 2555 or contact your nearest DCP office  
After Hours contact Crisis Care  
**Ph:** 9223 1111 or 1800 199 008

### BABY BONUS

Baby Bonus helps you with the extra costs of a new baby or adopted child. Baby Bonus may be paid to an eligible primary carer or their partner following the birth or adoption of a child. Baby Bonus is paid per eligible child, and is paid in 13 fortnightly instalments. You may be eligible for Baby Bonus if you have an adjusted taxable family income of $75,000 or less for the six month period following the birth of your baby or the date that the child enters your primary care, Claims need to be lodged no later than 52 weeks after the birth of the child or adopted child entering your care.  

**Ph:** Family Assistance Office 13 61 50  

### CHILD CARE BENEFIT

Child Care Benefit helps you with the cost of child care for long day care, family day care, occasional care, outside school hours care, vacation care and registered care. You may qualify for Child Care Benefit if you use approved or registered child care, and your child is immunised (or on an immunisation catch up schedule), or is exempt from the immunisation requirements, and you are responsible for paying the child care fees for your child.  

**Ph:** Family Assistance Office 13 61 50  

### CHILD CARE CENTRES

The Australian Child Care Index helps parents find the care in their area that suits their needs, by listing all the care options available to them.  

**www.echildcare.com.au**

Roberta Jull Family Day Care for quality professional childcare in a home environment, government subsidies available  

**Ph:** 9490 1866  
[www.robertajull.org.au](http://www.robertajull.org.au)

### CHRISTMAS

Many organisations provide free toys, Christmas presents and food hampers for children and families at Christmas time. Contact your nearest Emergency Relief Agency for more contact information – see [page 8](#).

**Local Council**  
**St Vincent de Paul**  
**Ph:** 9475 5400  
**Salvation Army**  
**Ph:** 9442 5777  

### RIVERVIEW COMMUNITY SERVICE

Tree of Hope Christmas Program. Treat baskets and gifts may be available. Referrals from agencies only - no self-referral. Phone for more information.  

**Ph:** 9416 0100  
1 Thorogood St  
Burswood  
[www.riverview.org.au](http://www.riverview.org.au)

### JACARANDA COMMUNITY CENTRE

ELIGIBILITY: Belmont and surrounding areas.  
SERVICE: Charity Link Christmas provider. Note* Cut off date end October  

**Ph:** 9477 4346  
146 Epsom Avenue  
Belmont
| **DAD AND PARTNER PAY** | Supports dads or partners caring for a baby or who adopt a child on or after 1 January 2013 with up to two weeks government-funded pay if you are on unpaid leave from work or are not working. |
| **FAMILY RHYME TIME** | Family Rhyme Time (FRT) is a parent focused program that promotes positive brain development, strong bonds with adults and pre-literacy skills through songs rhymes and stories. Eligibility: Families with children 0-4 years. Contact Extra Edge Community Services for more information. |
| **MATERNITY IMMUNISATION ALLOWANCE** | Maternity Immunisation Allowance is a non-income tested payment to encourage parents to immunise their child. The allowance is generally paid in two separate amounts. If you claim Family Tax Benefit, Baby Bonus or Parental Leave Pay, the Family Assistance Office will automatically assess your eligibility for Maternity Immunisation Allowance. Maternity Immunisation Allowance ceased on 1 July 2012. If you met all the eligibility requirements before 1 July 2012 you may still be eligible to receive payments. |
| **MERCY CARE YOUTH SUPPORT SERVICE** | A free metro based outreach service for young parents and singles aged 18-25 needing support in their own place to maintain an independent lifestyle. For example, parenting skills, budgeting, tenancy training and much more. Phone and ask for the Youth Services Referral Officer. |
| **METROPOLITAN MIGRANT RESOURCE CENTRE** | Family Support Service providing support to parents enabling them to learn new parenting skills, understand their legal obligations in Australia and inform them about parenting service providers and childcare available to them. Sharing Stories Program is a unique project in community health which targets relationship education and sexual health. This program is primarily for youth but also aims to increase migrant parents awareness of ways to support young people through the difficult and unfamiliar landscape of relationships and sexual health understanding. Phone or see the website for more information. |
| **MULTICULTURAL WOMEN’S HEALTH CENTRE (Inc)** | ISHAR Family Support programs including workshops and women’s support groups. Phone for more information. Settlement Grants Program assists eligible clients to gain access to mainstream services offering accommodation, education, training and employment, through casework, referrals, advocacy and information sessions. Information and workshops will ensure clients have a greater understanding of a variety of issues such as family relationships, domestic / family violence and women’s health. |
| **PARENTAL LEAVE PAY** | The Paid Parental Leave scheme provides a government-funded entitlement for working parents. Parental Leave Pay will be available to working parents who meet the eligibility criteria. You will have access to Parental Leave Pay if you are the primary carer of a child born or adopted from 1 January 2011. If you are eligible, you will be able to receive Parental Leave Pay at the National Minimum Wage for up to 18 weeks. If you think you may be eligible, you will have the choice to receive either Parental Leave Pay or the Baby Bonus depending on which is the best financial decision for your family. |
**PARENTING**

**PARENTING WA - Department for Communities**
Parenting WA offers a free service to parents, carers, grandparents and families, with children up to 18 years plus. Parenting WA Line provides information, library items, support and referral by a 24/7 telephone service. Parenting coordinators, located throughout WA, can provide individual parenting discussions, group sessions and workshops.

Ph: 6279 1200 or 1800 654 432
Email: parentingwaline@communities.wa.gov.au

**BROOKMAN HOUSE**
- Drop in centre for parents who would like a chat.
- Parenting library and Parenting workshops at the centre, and in the community on request.
- Playgroups
- Parent and Child Yoga classes
- Family Rhyme Time sessions
- Community health nurse available by appointment, or drop in Mondays 1.30pm-3.30pm
- Resource centre for parents with lots of brochures on all aspects of parenting and family life.

Mon-Fri................................................................. 8.30am-4.00pm

Ph: 9351 8266
25-27 Brookman Ave Langford

**CENTRECARE PARENT LINK SERVICE**
Free home visiting and parenting groups for people who want to find alternative ways of parenting when they are experiencing difficulties with their children 0-12 years.

Ph: 9440 0400
12 Brewer Place
Mirrabooka
www.centreCare.com.au

**CENTRECARE’S FAMILY LINK COUNSELLING SERVICE**
Individual counselling and groups for couples/individuals with dependent child/ren living in the north eastern suburbs of Perth. Free service to people with a Health Care Card or Pension Card. Low fees offered for clients on low incomes.

Ph: 9440 0400
12 Brewer Place
Mirrabooka
www.centreCare.com.au

**CENTRECARE’S PARENT ADOLESCENT CONFLICT COUNSELLING SERVICE**
Supports parents/caregivers and young people aged 12-18 to find creative solutions to conflicts they may be experiencing. Free service to people with a Health Care Card or Pension Card. Low fees offered for clients on low incomes.

Ph: 9300 7300
85 Boas Avenue
Joondalup
www.centreCare.com.au

**MIDLAND FAMILY RELATIONSHIP CENTRE**
Provides a comprehensive assessment service for families, including grandparents, seeking advice, support and referrals to family relationship services, including family dispute resolution.

Ph: 9436 0600.
15/53 The Crescent
Midland
www.centreCare.com.au

**NGALA**
WA’s leading not-for-profit provider of early parenting and childhood services with a passion for supporting families with children 0-6 years.

Ngala provides and promotes a range of services and programs that help families develop resilience, life skills and their own resources to enjoy an independent and fulfilling family life.

Our free helpline, is available daily from 8.00am to 8.00pm.

Our website has information about our family programs, education workshops, free community services and parenting forum. You can also download our Healthy You Healthy Baby App and tip sheets that cover a range of topics for free.

Mon ......................................................... 9.30am-11.30am

Helpline: 9368 9368
www.ngala.com.au
www.ngala.com.au/course/Parenting-Workshops
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<tr>
<th>SERVICE</th>
<th>DESCRIPTION</th>
<th>CONTACT INFORMATION</th>
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| **PARENTING** | ROBERTA JULL PARENTING SERVICE | Ph: 9490 1866  
Email: hailey@robertajull.org.au |
| | Runs a free, drop in, outdoor community ‘Park and Play’ session at Pioneer Park playground, Federation Parade, Gosnells  
Wed (school terms only)……………… 9.30am to 11.30am  
Phone, email or search ‘Gosnells Park and Play’ on Facebook for more information. | |
| **WOMEN’S HEALTH AND WELLBEING SERVICES SOUTH EAST METRO** | | Ph: 9490 2258  
Suite 7, Level 1  
Gosnells Community Lotteries House,  
2232c Albany Hwy  
Gosnells  
www.gwhs.com.au |
| | Family and relationship counselling costs only $10 per year for members. Building Stronger Families program also holds many parenting classes and events, such as cooking for babies and toddlers, how to read to your child and many other topics throughout the year.  
Other courses which vary though the year include: Babies to Babes & Women Working Out (group personal training sessions). Postnatal Depression Therapy group. Self Esteem course. | |
| **WOMEN’S HEALTHWORKS** | | Ph: 9300 1566  
Suite 6 Joondalup Lotteries House  
70 Davidson Tce  
Joondalup  
Email: info@womenshealthworks.org.au  
www.womenshealthworks.org.au/ |
| | The Making SENSE of Motherhood Program is for new mums who are experiencing parenthood as something different to what they were anticipating. Offers a 10-week program for mums and babies to participate in the group together, and a step down 10 week program for mums to learn more about the adjustment to parenting. | |
| **PREGNANCY ASSISTANCE** | PREGNANCY ASSISTANCE | Ph: 9328 2929  
195 Lord St  
East Perth |
| | Pregnancy Assistance provides a range of services all of which are free and confidential.  
- Free Pregnancy Testing  
- Emotional and Crisis support  
- Provision of practical baby goods  
- Accommodation Support  
- Advocacy and Referral  
- Fertility Education  
- Post Abortion Grief Counselling | |
| **PREGNANCY PROBLEM HOUSE** | | Ph: 9344 8110  
342 Wanneroo Rd  
Nollamara  
www.pregnancyproblemhouse.com.au |
| | Free pregnancy testing and support, counselling and information. Midwife and Nurse consultations available. Material assistance in crisis circumstances. —Earn While You Learn” program (see page 58 for more information). | |
| **PARENTING COURSES** | NGALA | Helpline: 9368 9368  
www.ngala.com.au  
www.ngala.com.au/course/Parenting-Workshops |
| | WA’s leading not-for-profit provider of early parenting and childhood services with a passion for supporting families with children 0-6 years. Ngala provides and promotes a range of services and programs that help families develop resilience, life skills and their own resources to enjoy an independent and fulfilling family life. Our free helpline, is available:  
Daily……………………………………. 8.00am to 8.00pm  
Our website has information about our family programs, education workshops, free community services and parenting forum. You can also download our Healthy You Healthy Baby App and tip sheets that cover a range of topics for free. | |
PARENTING WA - Department for Communities
The “Courses Guide” events calendar, updated each school term, provides details of support groups, courses and workshops on topics such as parenting, children’s activities, mental health, multicultural women, domestic violence and personal development in the greater Perth metropolitan area, including Mandurah.

www.communities.wa.gov.au/parents/Pages/ParentingCourses.aspx

PARENTING GUIDES
Parenting WA guides are simple, easy-to-read information on many of the issues faced by families in raising children from birth through adolescence, including milestones and grandparenting. Guiding our children, our way is a set of 12 Parenting WA Guides which have been written for and by Aboriginal people. These free guides are online resources only which can be downloaded, printed and distributed.

www.communities.wa.gov.au/parents/ParentingWAGuides

TOY LIBRARIES
Toy Libraries are a great way to provide kids with a variety of quality toys at a low cost. To find your nearest toy library contact your local council or the WA Association of Toy Libraries

Ph: 0417 884 687
www.waatl.org.au

GETTING HELP WITH PETS
CAT HAVEN
Every year thousands of unwanted kittens are born in Perth that will never find homes. Sterilisation can solve this problem and it doesn’t have to cost a lot.

Under soon to be introduced state wide laws, all cats 6 months and over will need to be sterilised and microchipped. Cat Haven is offering both under a “Snip and Chip” package for just $85 for low-income earners with a concession card.

Payment plans are available via Centrepay and Cat Haven might be able to assist with transport to bring your cat in. Don’t be caught with unwanted kittens this year- ring Cat Haven now and quote the word “RUAAH”

Ph: 9442 3600
23 Lemnos Street
Shenton Park
www.cathaven.com.au
Email: admin@cathaven.com.au

CITY OF FREMANTLE
Sterilisation rebate available for pets of City of Fremantle residents. Includes both dogs and cats. Conditions apply. Phone for more information

Ph: 9432 9999

POUND HOUNDS
If you are thinking of finding a new family member for your home, why not consider one of the City of Stirling Pound Hounds, they would really appreciate a second chance.

Prices for rehoming dogs are:

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<tr>
<th></th>
<th>Male</th>
<th>Female</th>
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<tr>
<td>Sterilised</td>
<td>$55.00</td>
<td>$55.00</td>
</tr>
<tr>
<td>Unsterilised</td>
<td>$168.00</td>
<td>$178.00</td>
</tr>
<tr>
<td>Puppies</td>
<td>$195.00</td>
<td>$205.00</td>
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</table>

(up to 3 months)

All prices include vaccination, a heartworm test and sterilisation for unsterilised dogs. Registration costs are extra. Please contact the City’s Animal Care Facility for information on available dogs.

Ph: 9205 8584
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<thead>
<tr>
<th><strong>PEOPLE’S ANIMAL AID</strong></th>
<th>Very small organisation which may be able to contribute towards the cost of veterinary bills. Vet must be willing to work with the service. Clients must meet the Society’s eligibility guidelines. Phone for more information.</th>
<th>Ph: 0405 039 067</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PET FUNERAL SERVICE</strong></td>
<td>The City of Stirling Pet Funeral Service allows you to farewell your pet in a dignified and comfortable manner. The service has been running since 2001 and offers individual cremations, a collection service and a memorial wall. All of our staff are committed to offering you a hassle-free experience to assist in dealing with the loss of your loved pet. The collection service is provided free of charge for City of Stirling residents (outside the City of Stirling collections start at $45; outside business hours $65 per hour). Fees for an individual cremation with ashes bag: Small Pets (under 10kg) $182.00 Medium Pets (11-20kg) $205.00 Large Pets (21-35kg) $244.00 Animals 36kg and above $288.00 City of Stirling residents are eligible for a 10% discount on the above rates. Optional extras include pewter or ceramic urns, or ashes boxes with engraved plaque. Please contact the City’s Pet Funeral Coordinator for further information.</td>
<td>Ph: 9205 8584</td>
</tr>
<tr>
<td><strong>RUBY BENJAMIN FOUNDATION</strong></td>
<td>Dog sterilisation subsidy for pets of financially disadvantaged people (pensioners, unemployed, low income families). Phone for more information Mon-Thu.................................................. 10.00am-1.00pm</td>
<td>Ph: 9405 3905 23 Civic Drive Wanneroo</td>
</tr>
<tr>
<td><strong>GETTING SOMEWHERE TO STAY</strong></td>
<td></td>
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</tr>
<tr>
<td><strong>55 CENTRAL INC.</strong></td>
<td>Males over 18 years only. Eligibility – diagnosed mental illness. Ring for information about the referral process and/or a referral form.</td>
<td>Ph: 9272 1333 55 Central Avenue Maylands</td>
</tr>
<tr>
<td><strong>C.R.O.F.T (Community for the restoration of family trust)</strong></td>
<td>Provides crisis accommodation for men, women and couples over 18 years. $185 per week or $30 per night plus a $40 key/linen deposit</td>
<td>Ph: 9272 6111 Fax: 9272 3108 Email: <a href="mailto:enquiries@croft.org.au">enquiries@croft.org.au</a></td>
</tr>
<tr>
<td><strong>CENTRECARE FAMILY ACCOMMODATION PROGRAM</strong></td>
<td>Provides medium term supported accommodation to families who are homeless or at risk of homelessness. Contact the Perth office for information about eligibility and registration.</td>
<td>Ph: 9325 6644 <a href="http://www.centrecare.com.au">www.centrecare.com.au</a></td>
</tr>
<tr>
<td><strong>FOUNDATION HOUSING</strong></td>
<td>Foundation Housing provides long term affordable accommodation to low to middle income individuals and families. Eligibility criteria apply and there are long waiting lists. Foundation Housing also manages lodging houses, bedsits, units, townhouses and private rental houses. Eligibility criteria and waiting lists can apply. <em>Please note: Foundation Housing does NOT provide any immediate housing options, nor does it provide crisis or emergency accommodation.</em> Phone or see the website for more information about programs, referral and application processes, and eligibility criteria.</td>
<td>Ph: 9422 0760 131 Brisbane Street Perth <a href="http://www.foundationhousing.org.au">www.foundationhousing.org.au</a></td>
</tr>
<tr>
<td><strong>GRACEVILLE CENTRE</strong></td>
<td>Refuge for women 25 years and over with or without children. $10 per night single, mothers $15 plus $5 each child over 2 years. $20 per week refundable key deposit. Charges include meals and other necessities. (please note these charges may be subject to review) Support services available. No boys over 12 years. Strictly no drugs or alcohol. Phone for information about the assessment and referral processes.</td>
<td>Ph: 9328 8529</td>
</tr>
<tr>
<td><strong>MERCYCARE YOUTH SERVICES</strong></td>
<td>Carlow House – 24 hour supported medium term accommodation up to 9 months for young homeless people aged 16-18 years old getting ready for independent living. Coolock Units – externally supported accommodation for single young mums aged 16-24 years old. Six month lease with a support worker that visits on a weekly basis. Youth Support Service – an outreach service for young people aged 18-25 years old who need support finding and securing independent accommodation in the private rental market. Phone and ask for the Youth Services Referral officer.</td>
<td>Ph: 9442 3444 18 Barrett Street Wembley <a href="http://www.mercycare.com.au">www.mercycare.com.au</a></td>
</tr>
<tr>
<td>Service Provider</td>
<td>Description</td>
<td>Contact Information</td>
</tr>
<tr>
<td>--------------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| Perth Inner City Youth Services      | Medium to long term accommodation service for youth aged 16-25 years.       | Ph: 9388 2792 or 9380 4660
22 Blencow Street
West Leederville                      |
|                                      | Pillar Program for 15-18 year olds who suffer mental health issues and face homelessness. Includes accommodation (when available), psychosocial support, living skills, drug and alcohol and family counselling. |
|                                      | Young people of Diverse Sexuality and Gender (DSG) are welcome.              |                                                                                      |
| ST Barthsolo-Mews House              | Males 18 and over. Individuals with Mental Health issues should contact for further information about the referral process and waiting list. Entry point is through Crisis accommodation $27 per night (includes all meals etc). Transitional accommodation can be offered for up to 5 months stay, including case management, Self catering facilities and ensuite room: Newstart $287 per fortnight DSP $315 per fortnight Employed $315 per fortnight |
|                                      | Ph: 9323 5100
7 Lime Street
East Perth
http://stbarts.org.au/                |
| Tanderra Men's Hostel                | Short term, shared accommodation for males over 18 years, homeless or at risk of homelessness. Phone for information about referral and assessment processes. $200 per week includes full board and lodging. |
|                                      | Ph: 9271 1209
68 Guildford Road
Mt Lawley                                  |
| Tate Street Lodge                    | Private Single Rooms Available for Males Only
Fully Furnished with Room Service. Shared Showers and Toilets. Communal Kitchen for cooking your own meals. Wireless Internet Accessible. Located within walking distance of Bentley Shopping Centre, a bus stop and Welshpool train station. $250 is required as Rent in advance/Bond. Weekly rent (including all bills) is $210 for the first 4 weeks, $185 from the 5th week onwards as a long stay. For Bookings and any further enquiries please feel free to contact Dr Sue Arazi. |
|                                      | Ph: 9458 9104 or 0423 125 329
55 Norman Street
St James
(corner Norman and Tate Streets, off Albany Highway) |
| Transea Family Centre                | A service of Swan Emergency Accommodation. On site accommodation at Transea provides short to medium term accommodation and support for 5 young families (16-25 years) who are homeless or at risk of becoming homeless. The service also has a number of transitional houses in the community, providing support to families to move to more permanent accommodation options. |
|                                      | Ph:9250 5256
17-19 Cope Street
Midland
www.swanea.com                             |
| Westaus Crisis                       | Prevention of homelessness program in the Peel Region. 2 crisis houses and 3 medium term transitional houses. (subject to availability). Phone for more information. |
|                                      | Ph: 9582 9920
Suite 3
Lotteries House
7 Anzac Place
Mandurah                                    |
| YMCA – Stretsyside                   | Crisis/ Emergency Accommodation for 18-25yo, Male and Female. Period of stay – maximum 3 weeks. $15 per night but can waive in cases of need. $20 key deposit. Mon, Tue, Thu, Fri 8.00am-2.00pm |
|                                      | Ph: 9325 8488
Jewell House
180 Goodrich Street
East Perth                                    |
# GETTING TENANCY HELP

## ANYWHERE

<table>
<thead>
<tr>
<th>TENANTS ADVICE LINE WA (TALWA)</th>
<th>TALWA</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Tenants Advice Line WA is new, free, statewide advice line for residential tenants in WA. (Please note: Tenants Advice Service WA has now closed)</td>
<td>Ph: 9221 0088</td>
</tr>
<tr>
<td>TALWA workers provide information and support to people who are living in Residential Tenancies, Public Housing or living in Park Homes.</td>
<td>Country callers</td>
</tr>
<tr>
<td>The Tenants Advice Line operates Mon – Fri 9.30am to 3.30pm</td>
<td>Freecall: 1800 621 888</td>
</tr>
<tr>
<td>The TAL can also help you find a Tenant Advocate near you. Tenant Advocates can help tenants with such things as information and advice, writing letters, applications to the Department of Housing and going to court. Call or see the website to find a Tenant Advocate near you.</td>
<td>Website: <a href="http://goto.murdoch.edu.au/TALWA">http://goto.murdoch.edu.au/TALWA</a></td>
</tr>
<tr>
<td>The TAL often experiences heavy demand. If you have trouble getting through you can try calling the Department of Commerce’s Information Line or Legal Aid’s Information Line.</td>
<td>Dep’t of Commerce: 1300 30 40 54</td>
</tr>
<tr>
<td>If you need an interpreter contact the Translating and Interpreting Service (TIS).</td>
<td>Legal Aid: 1300 650 579</td>
</tr>
</tbody>
</table>

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<thead>
<tr>
<th>CENTRECARE’S FAMILY ACCOMMODATION PROGRAM</th>
<th>TIS: 13 14 50</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provides medium term supported accommodation to families who are homeless or at risk of homelessness. Contact the Perth office for information about eligibility and registration.</td>
<td>Ph: 9325 6644</td>
</tr>
</tbody>
</table>

| DEPARTMENT OF COMMERCE (Consumer Protection) | Advice Line: 1300 30 40 54 |
|-----------------------------------------------| Email: consumer@commerce.wa.gov.au |
| Provides advice and information on tenants’ rights and responsibilities. Consumer Protection has a free conciliation service that can help you resolve a complaint with a landlord or property manager. | www.commerce.wa.gov.au/consumerprotection |

| DEPARTMENT OF HOUSING | Ph: 1800 065 892 |
| HOMELESS ADVISORY SERVICE | www.housing.wa.gov.au/housingoptions/homelessadvisoryservice/Pages/default.aspx |
| Provides information and referral to crisis accommodation and housing support services. | |

<p>| MULTICULTURAL HOUSING SERVICES PROGRAM | Ph: 9328 1544 |
| Eligibility: Migrants and refugees (Living in Australia for more than 6 months) | 4 View Street |
| Services: Helps migrants/refugee people to maintain tenancies, learn new skills and learn about services available. Please phone for an appointment. | North Perth |</p>
<table>
<thead>
<tr>
<th>Location</th>
<th>Service Description</th>
<th>Contact Information</th>
</tr>
</thead>
</table>
| **ARMADALE**       | ARMADALE TENANCY OUTREACH SERVICE  
Tenancy Advocates from Gosnells Community Legal Centre are available at St Matthew's Anglican church café, for assistance to both private and public rental tenants, with issues such as bond disputes, rent arrears, breach and termination notices, and evictions. No appointment necessary. Thu………………………………………9.30am-12.30pm | Ph: 9398 1455  
Corner Jull St and Prospect Road  
Armadale  
Email: admin@gosclc.com.au  
www.gosclc.com.au |
| BELMONT TO ARMADALE| RUAH TENANCY SUPPORT SERVICE  
Works collaboratively with Tenants, Property Managers and Private Property owners to maintain and sustain private rental tenancies in the South East Corridor. Provides assistance to stabilise and strengthen vulnerable tenancies to keep people housed. (Does not find housing). | Ph: 9493 5021  
Email: rts@ruah.com.au  
| BELMONT TO ARMADALE| RUAH TENANCY FASTTRACK  
Assists those at risk of homelessness in private rental accommodation, with support to access private rental housing, and support to settle into the new tenancy. Applicants must be ―private rental ready‖ which includes having references and not being listed on a tenancy database | Ph: 9493 5021  
Email: rts@ruah.com.au  
www.ruah.com.au/pag e/Ruah_Tenancy_Fas t_Track |
| BELMONT AND SURROUNDING AREAS | ASSISTANCE WITH CARE AND HOUSING FOR THE AGED (ACHA) PROGRAMME  
For people over 50 years (or those who are prematurely aged due to ill health or chronic homelessness) who are on a low income and find it difficult to secure long term accommodation. Services include liaison with accommodation providers, referrals to support agencies, information about available options, assistance with applications and relocation. Phone the Seniors' Accommodation Manager for more information | Ph: 9477 7149  
215 Wright Street  
Cloverdale  
www.belmont.wa.gov.au |
| BALGA TO MAYLANDS  | CENTRECARE PRIVATE RENTAL ADVOCACY AND SUPPORT SERVICE  
Provides outreach support, in partnership with tenants and property managers or landlords, to stabilise private rental tenancies | Ph: 9440 0400  
12 Brewer Place  
Mirrabooka  
www.centrecare.com.au |
|                    | CENTRECARE’S ABORIGINAL FAMILY HOUSING SERVICE  
Provides medium term supported accommodation for Aboriginal families. Contact the Perth office for information about eligibility and registration. | Ph: 9325 6644  
www.centrecare.com.au |
| CANNINGTON         | MULTICULTURAL HOUSING SERVICES PROGRAM  
Eligibility: Migrants and refugees (Living in Australia for more than 6 months)  
Services: Helps migrants/refugee people to maintain tenancies, learn new skills and learn about services available. Please phone for an appointment | Ph: 9258 5188  
13/64-66 Kent Street  
Cannington |
| FREMANTLE AND PEEL | ACCESS HOUSING AUSTRALIA LTD  
Housing provider for people on low incomes including those with chronic mental illness. South Metro, Peel and Bunbury areas. | Ph: 9430 0900  
Level 1  
39 Adelaide Street  
Fremantle  
Ph: 9534 0400  
Shop 1  
41 Pinjarra Road  
Mandurah  
www.accesshousing.o rg.au |
## GOSNELLS COMMUNITY LEGAL CENTRE
Tenancy Advocates provide assistance to both private and public rental tenants, with issues such as bond disputes, rent arrears, breach and termination notices, and evictions.

Community Education sessions provided on request.

Gosnells Community Legal Centre Centre also assists with other legal issues.

Please ring for an appointment.
Tue, Wed, Thu, Fri...........9.30am-12.30pm and 1.30-3.30pm

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## MANDURAH AND PEEL REGION

### PEEL COMMUNITY LEGAL SERVICES
By appointment only
Office hours
Mon-Fri ......................... 9:00am – 4:30pm (Closed Wed)

- Tenant Advocate provides advice and information to tenants experiencing difficulties with their housing provider in regards to invalid breach notices, bond disputes, maintenance issues, rent arrears etc. Referrals as necessary.

- Tenant Advocate also provides an outreach service to Pinjarra (first Wednesday of the month) and Waroona (second Wednesday of the month) by appointment only made through PCLS Mandurah office.

**Tenant Advocate also acts as a Community Advocate providing general assistance in relation to credit/debt, welfare rights, consumer complaints and some human rights with referrals to other services as necessary.**

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## MANDURAH, PINJARRAH

### ANGLICARE STABILISING HOMES
ASH assists clients to maintain their current housing through a strength based case management approach, in partnership with Centrelink. A Housing Support Worker can:
- Help you negotiate with your landlord
- Mediate in housing conflicts
- Help you with budgeting
- Help you find solutions
- Provide support, and
- Provide information and advice on your Centrelink payments.

Eligibility: Families whose housing in Mandurah or Pinjarra is at risk. Please phone for more information

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## MIDDLESWAN,BASSENDEAN

### CENTRECARE PRIVATE RENTAL SUPPORT AND ADVOCACY SERVICE
Provides outreach support, in partnership with tenants and property managers or landlords, to stabilise private rental tenancies.

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## MIRRABOOKA

### ISHAR
Settlement Grants Program assists eligible clients to gain access to mainstream services offering accommodation, through casework, referrals, advocacy and information sessions.

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<table>
<thead>
<tr>
<th>Area</th>
<th>Service Description</th>
<th>Contact Information</th>
</tr>
</thead>
</table>
| MULTICULTURAL HOUSING SERVICES PROGRAM | **Eligibility:** Migrants and refugees (Living in Australia for more than 6 months)  
**Services:** Helps migrants/refugee people to maintain tenancies, learn new skills and learn about services available. Please phone for an appointment. | Ph: 9344 7858  
4 Brewer Place, Mirrabooka                                                                 |
| NORTH PERTH          | **Eligibility:** Migrants and refugees (Living in Australia for more than 6 months)  
**Services:** Helps migrants/refugee people to maintain tenancies, learn new skills and learn about services available. Please phone for an appointment. | Ph: 9328 1544  
4 View Street North Perth                                                                 |
| PERTH METRO          | **RUAH TENANCY SUPPORT**  
Support and advocacy for individuals and families to transition from homelessness to stabilised public housing tenancies. For more information phone and leave a message for the Team, or visit the website and download the referral form. | Ph: 9228 0014  
Fax: 9481 0808  
Email: outreach@ruah.com.au  
| ROCKINGHAM/KWINANA/COCKBURN/FREMENTLE/MELVILLE | **PRIVATE TENANCY SUPPORT**  
Supports clients who are renting privately or through a Real Estate Agent in the Rockingham, Kwinana, Fremantle, Melville or Cockburn areas. Clients accessing this service will have the opportunity to be supported with addressing rental arrears, budgeting needs, conflict with the landlord, and referrals to other supportive agencies.  
Please phone for an initial assessment to see if you are eligible for support. | Ph: 9528 0701  
Cockburn Ph: 95280727  
Fremantle  
Ph: 95280726  
www.anglicarewa.org.au                                                                 |
| ROCKINGHAM/KWINANA/MANDURAH | **MAKING ENDS MEET**  
MEM offers assistance to couples, sole parent families and families that are employed either part or full time, and living in Rockingham, Kwinana, Mandurah and adjoining communities. MEM provides targeted, professional support and financial assistance to working families who are in private rental and experiencing significant 'housing stress’. Assistance includes:  
- Help to negotiate repayment plans for any outstanding bills  
- Teach you how to budget and manage your finances  
- Pay some bills  
- Provide support, and  
- Link you to other useful services  
Please phone for more information about the program and the assessment process. | Ph: 9581 0509  
Rockingham and Kwinana  
Ph: 9528 0701  
www.anglicarewa.org.au                                                                 |
| SOUTH METRO          | **FREMANTLE MULTICULTURAL CENTRE**  
Supported Accommodation Program assists those with migrant and refugee backgrounds, in the southern Perth metro area, who are facing homelessness. Short term supported accommodation is also available to families. | Ph: 9336 8282  
241-243 High Street Fremantle  
www.fmcwa.com.au                                                                 |
# Assistance with Care and Housing for the Aged

This program supports frail, low income older people who are renting, in insecure housing, at risk of homelessness or are homeless, to remain in the community through accessing appropriate, sustainable and affordable housing. This program operates throughout the South Western suburbs of Perth metropolitan area.

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## Getting Your Own Home

### First Home Owners' Grant

The First Home Owners’ Scheme provides for a grant designed to help people purchase or build their first home. It is not a loan and does not need to be repaid.

- **Ph:** 9262 1299 or Toll Free: 1300 363 211
- **Website:** [www.dtf.wa.gov.au](http://www.dtf.wa.gov.au)

### Keystart: Obtaining a Home Loan

Keystart is an initiative of the West Australian Government set up to assist West Australians into affordable housing. Keystart will assess your income and other commitments to determine the amount you may be eligible to borrow.

- **Ph:** 1300 578 278
- **Website:** [www.keystart.com.au](http://www.keystart.com.au)

### Access Home Loans

**ELIGIBILITY:** People with a permanent disability or who care for a dependant with a permanent disability which impacts on their housing needs in terms of housing design, amenity level or proximity to appropriate medical and support services.

**SERVICE:** The Access Home Loan Scheme helps people with disabilities buy their own home or modify an existing private home to cater for their needs.

- **Ph:** 1300 366 055
- **Website:** [www.keystart.com.au](http://www.keystart.com.au)

### Goodstart

This loan can help Department of Housing tenants purchase from 60% share in their existing rental property (if it is available for sale) or another property owned by the Department of Housing. The remaining share is owned by the Department of Housing and can be purchased by the borrower at a later date.

- **Ph:** 1300 578 278
- **Website:** [www.keystart.com.au](http://www.keystart.com.au)

### Rental Sales Scheme

**ELIGIBILITY:** A minimum period of three years continuous tenancy with the Department of Housing and no interest in any lot of residential land. Sufficient income to repay the home loan. No current arrears or other debts to Department of Housing – including water consumption debts.

**SERVICE:** Eligible Department of Housing tenants can purchase their rental property (if it is available for sale). Purchasers may receive a grant of up to $3000 for stamp duty, valuation and settlement fees and a discount for any approved capital improvements they have made to the property.

- **Ph:** 9222 8148.
- **Country callers Ph:** 1800 093 325

### Sharedstart

A shared ownership home loan

The SharedStart home loan is a unique loan that has been developed in response to the Department of Housing's 'affordable housing' initiative.

The initiative involves the Department of Housing (through the Housing Authority) providing affordable properties for sale, with the intention of sharing the ownership of the property with eligible West Australians.

Keystart's role is to offer home loans to owner-occupiers to assist with financing those properties.

- **Ph:** 1300 578 278
- **Website:** [www.keystart.com.au](http://www.keystart.com.au)

For more information, see the Shared Home Loans page under Products.
| SOLE PARENT FAMILY HOME LOAN ASSISTANCE SCHEME | This scheme can provide assistance for sole parents and their kids to stay in the family home where there has been a relationship breakdown (or a partner dies). | Ph: 1300 366 055  
www.keystart.com.au  
For more information, see the Shared Home Loans under Products. |
| ABORIGINAL HOME OWNERSHIP SCHEME | This scheme is designed to assist Aboriginal and Torres Strait Islander people to buy a home of their own. The scheme offers a shared equity loan and a low deposit loan. | Ph: 1300 366 055  
www.keystart.com.au  
For more information, see the Shared Home Loans under Products. |

## GETTING HELP WITH HOUSING COSTS

### BOND ASSISTANCE

**DEPARTMENT OF HOUSING**  
Offers bond assistance as an interest-free loan to help people obtain accommodation in the private rental market. The loan is repaid in regular payments of at least $25 per fortnight. Applicants must meet Bond Assistance Loan income and asset limits, and should be 16 years or over. Apply at any Department of Housing office.

**Ph:** 1800 093 325  
(General Enquiries)  
Email: bonds@housing.wa.gov.au  
www.housing.wa.gov.au/housingoptions/rentaloptions/bondassistance/Pages/default.aspx

### CONCESSIONS

A Centrelink Health Care Card entitles you various concessions from the State Government. These could include:
- Energy and Electricity bills  
- Health care costs including ambulance, dental and eye care  
- Public transport costs  
- Rates  

Please check with your State Government regarding which concessions are available.

You may be eligible for a Health Care Card if you fit into the following criteria and meet the eligibility requirements:
- You get certain payments from Centrelink  
- You get the maximum rate of Family Tax Benefit Part A  
- You are a foster carer  
- You are a low income earner

**Ph:**  
Employment Services: 13 28 50  
Disability, Sickness and Carers: 13 27 17  
Students: 13 24 90  
Family Assistance Office: 13 61 50  
Older Australians: 13 23 00  
www.humanservices.gov.au

### HOUSEHOLD GOODS

**WA NILS**  
The WA No Interest Loans Scheme provides interest free loans from $200 - $1500 for the purchase of essential items and services. You must be on a low income (eligible for a Health Care Card), and have been living in the same property for three months. (some flexibility around this).

**Ph:** 9354 7611  
www.wanils.asn.au

### HOME ENERGY SAVER SCHEME:

Accredited Home Sustainability Assessors can come to your house, and together with you, find out how you can make your electricity, gas and water bills lower. HESS provides advice and information and both energy and money saving tips. This Federal Government funded service is free for low income people. Phone or email for more information.

**Ph:** 9301 8560 (North of the River)  
9528 0730 (South of the River)  
Email: hess@anglicarewa.org.au
| HOME SECURITY | Holiday Watch Service  
The City of Stirling provides a free holiday watch service for private residences within the City of Stirling. If you are going away for an extended period you can contact the Security Service to lodge a request. The Security Service will then provide random patrols of your property to give you peace of mind whilst you are away on holidays. They will also advise you on steps to take to make your home safer when you are away.  
Ph: 1300 365 356 |
| Safety and Security Rebate  
WA Seniors Card holders can claim a rebate of up to $200 per household towards buying and/or installing eligible home security devices whether they own or rent their home. For example, security screens, alarms, deadlocks or sensor lights. A further $200 per household is available for the purchase and installation of electrical and fire safety items. For example, residual current devices, mains powered smoke alarms, fire extinguishers or fire blankets.  
All applications for the Safety and Security Rebate must be lodged by 31 March 2013. See the website for more information or contact the WA Seniors Card Centre: Weekdays ........................................ 8.30am-4.30pm  
Ph: 6551 8800  
Level 2, 140 William St  
Perth  
Email: seniorscard@communities.wa.gov.au  
Website: www.seniorscard.wa.gov.au |
| Community Safety Website  
Explore this website to learn about personal safety and home security, download resources and find information and useful links.  
| POST | AUSTRALIA POST  
Pensioner Concession or Health Care Card Holders are eligible for half price mail redirection services.  
Ph: 13 13 18  
www.auspost.com.au |
| RENT ASSISTANCE | CENTRELINK  
If you are paying rent and receiving a pension, allowance, or benefit from us, you may be able to receive Rent Assistance as well. Rent can include private rent, lodging, board and lodging, site fees, fees to moor a vessel and maintenance fees in a retirement village.  
If you pay your rent directly to a state or territory housing authority, it is unlikely you would be able to get Rent Assistance. But to make sure, you should contact us to discuss your eligibility.  
You do not need to lodge a separate claim to get Rent Assistance. We will assess whether you can receive it, when you make a claim for another payment, or when you tell us that your accommodation details have changed. The amount of Rent Assistance you may get depends on:  
- the type and amount of rent you pay for the home you usually live in  
- your living arrangements—whether you are single or have a partner, whether you have dependent children living with you, and whether you share your accommodation with others  
To receive Rent Assistance, you will need to give us details of your rental situation.  
Ph:  
Employment Services: 13 28 50  
Disability, Sickness and Carers: 13 27 17  
Students: 13 24 90  
Family Assistance Office: 13 61 50  
Older Australians: 13 23 00  
www.humanservices.gov.au  
www.humanservices.gov.au/customer/services/centrelink/rent-assistance |
<table>
<thead>
<tr>
<th>RENT ASSISTANCE</th>
<th>DEPARTMENT OF HOUSING</th>
<th>Ph: 1800 093 325 (General Enquiries)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applicants for bond assistance (see above) can also borrow the first two weeks rent in advance.</td>
<td>Email: <a href="mailto:bonds@housing.wa.gov.au">bonds@housing.wa.gov.au</a></td>
<td><a href="http://www.housing.wa.gov.au/housingoptions/rentoptions/bondassistance/Pages/default.aspx">www.housing.wa.gov.au/housingoptions/rentoptions/bondassistance/Pages/default.aspx</a></td>
</tr>
<tr>
<td>DEPARTMENT OF HOUSING DIRECT DEBIT</td>
<td>Ph: 1800 093 325 (General Enquiries)</td>
<td><a href="http://www.housing.wa.gov.au/currenttenants/publichousing/RentPaymentOptions/Pages/default.aspx">www.housing.wa.gov.au/currenttenants/publichousing/RentPaymentOptions/Pages/default.aspx</a></td>
</tr>
<tr>
<td>If you live in a Department of Housing house you can pay your rent by direct debit. No fee is charged if you go through Department of Housing (a fee may be charged if you go through your Bank).</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TENANTS ADVICE LINE WA (TALWA)</td>
<td>TALWA</td>
<td>Ph: 9221 0088</td>
</tr>
<tr>
<td>The Tenants Advice Line WA is new, free, statewide advice line for residential tenants in WA. (Please note: Tenants Advice Service WA has now closed)</td>
<td>Country Callers</td>
<td>Freecall: 1800 621 888</td>
</tr>
<tr>
<td>TALWA workers provide information and support to people who are living in Residential Tenancies, Public Housing or living in Park Homes.</td>
<td>Website:</td>
<td><a href="http://www.murdoch.edu.au/School-of-Law/Clinical-Legal-Education-SCALES/Tenant-Advice-Line-Western-Australia/">www.murdoch.edu.au/School-of-Law/Clinical-Legal-Education-SCALES/Tenant-Advice-Line-Western-Australia/</a></td>
</tr>
<tr>
<td>The Tenants Advice Line operates Mon – Fri 9.30am to 3.00pm</td>
<td></td>
<td>Dep’t of Commerce: 1300 30 40 54</td>
</tr>
<tr>
<td>The TAL can also help you find a Tenant Advocate near you. Tenant Advocates can help tenants with such things as information and advice, writing letters, applications to the Department of Housing and going to court. Call or see the website to find a Tenant Advocate near you.</td>
<td></td>
<td>Legal Aid: 1300 650 579</td>
</tr>
<tr>
<td>The TAL often experiences heavy demand. If you have trouble getting through you can try calling the Department of Commerce’s Information Line or Legal Aid’s Information Line.</td>
<td></td>
<td>TIS: 13 14 50</td>
</tr>
<tr>
<td>If you need an interpreter contact the Translating and Interpreting Service (TIS).</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If you have a Pensioner Concession Card you may be able to get a 50% discount on your shire rates or have them deferred. Contact your local Shire Council.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TELEPHONE</td>
<td>Telstra has a number of programs to help you manage your phone connection. These include:</td>
<td>Ph: 13 22 00</td>
</tr>
<tr>
<td>Access for Everyone</td>
<td>Phone or see the website for assistance with:</td>
<td><a href="http://www.telstra.com.au/accessforeveryone">www.telstra.com.au/accessforeveryone</a></td>
</tr>
<tr>
<td>Financial hardship assistance</td>
<td>• Financial hardship assistance</td>
<td></td>
</tr>
<tr>
<td>Making a payment arrangement</td>
<td>• Making a payment arrangement</td>
<td></td>
</tr>
<tr>
<td>Information about automatic deductions from your Centrelink payment (Centrepay).</td>
<td>• Information about automatic deductions from your Centrelink payment (Centrepay).</td>
<td></td>
</tr>
<tr>
<td>Information about Community Agencies which may be able to assist</td>
<td>• Information about Community Agencies which may be able to assist</td>
<td></td>
</tr>
<tr>
<td>In Contact</td>
<td>This program allows you to keep a phone connected for emergency purposes only, for example, 000 and some helplines, or to make reverse charge calls.</td>
<td></td>
</tr>
</tbody>
</table>
To be eligible for the Cost of Living Allowance (CoLA) a customer must satisfy the eligibility criteria and be a holder of at least one valid and current State Government card including the Centrelink Health Care, Pensioners Concession or Commonwealth Senior Health Care Card or a Department of Veterans Affairs Gold Card for War Widows or Dependent Child Card or the Department of Veterans Affairs Pensioner Concession or Western Australian Seniors Card. The CoLA allowance is applied to a customer's active account from the date a person is approved by Synergy and cannot be backdated retrospectively. The CoLA payment is applied to a customer's account annually to the value of $200 (approx. $0.5479 per day) paid in equal instalments throughout the year. CoLA is not a rebate but a government allowance designed to assist eligible customers with their energy bills.

Please call Synergy and speak to a Customer Service representative should you be experiencing payment difficulties at any time and be unable to pay your account by its due date.

The Centrepay scheme of which Synergy is a participant is designed by Centrelink to assist customers in paying their bills. If you receive regular Centrelink payments, you can use Centrepay. Just allocate an amount of money to be deducted from your Centrelink payments, and these deductions are sent directly to Synergy as full or part payment for your electricity usage. Centrepay is free and you can start or stop deductions at any time. You can set up Centrepay by either contacting Centrelink directly over the phone, on-line or by completing a Centrepay Application form and sending it to Centrelink. (Also see page 23)

If you're having trouble paying your gas bill, there are ways Alinta Energy can help. As tempting as it might be, don't ignore your bill – doing so may incur overdue fees or even result in disconnection. Instead, call Alinta Energy soon as you realise there's a problem and we'll work with you to put together an achievable payment plan.

If you're a residential customer, there are a number of ways Alinta Energy can help:

- If you are experiencing payment difficulties, Alinta Energy can give you more time to pay as a short-term solution.
- In addition, to make budgeting easier for you, Alinta Energy can set up a payment plan such as Bill Smoothing. It doesn't cost you any extra and it allows you to pay a fixed amount each month towards your gas bill.
- If you are experiencing financial hardship and need further assistance with budgeting and bill payments, Alinta Energy can offer you access to a free financial counselor and the Hardship Utilities Grant Scheme.
- You can set up Centrepay or income management through Centrelink so that small fortnightly or monthly payments can come straight from your Centrelink payment to Alinta Energy making payment of your quarterly bills much more manageable (see page 23).

Please call Alinta Energy on 13 13 58 before your account's due date so we can discuss how we can help you.
<table>
<thead>
<tr>
<th>UTILITIES</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>HUGS (HARDSHIP UTILITY GRANTS)</strong></td>
</tr>
</tbody>
</table>

| **THERMOREGULATORY DYSFUNCTION ENERGY SUBSIDY SCHEME** | If you have a pension/concession card, and you have a serious medical condition that means you can't regulate your body temperature, you may be eligible for a subsidy to help pay for heating/air-conditioning. Strict eligibility criteria apply. Phone the Office of State Revenue for more information. |

| **LIFE SUPPORT EQUIPMENT ENERGY SUBSIDY** | If you have a pension/concession card, and you require life support equipment such as a VPAP or BPAP ventilator (not CPAP), oxygen concentrator or feeding pump, you may be eligible for an energy subsidy. Strict criteria apply. Phone the Office of State Revenue for more information. |

| **ENVIRONMENT HOUSE** | Runs workshops, produces useful publications and has a website with information and tips on how to save water, electricity and gas. |

<table>
<thead>
<tr>
<th><strong>WATER CHARGES</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>WATER CORPORATION</strong></td>
</tr>
<tr>
<td><strong>Service Charges</strong></td>
</tr>
<tr>
<td>Pension Concession Card holders may be eligible to receive a rebate of 50%. State Senior Card holders may be eligible to receive a rebate of up to 25%. Holders of both a Commonwealth Senior Health Card and State seniors Card may be eligible to receive a 50% rebate.</td>
</tr>
<tr>
<td><strong>Water Use</strong></td>
</tr>
<tr>
<td>Pensioner Concession Card holders can receive a discount on water use charges for the first 150kL (metro area) or 400kL (regional areas).</td>
</tr>
<tr>
<td><strong>Payment difficulties</strong></td>
</tr>
<tr>
<td>If you are having difficulties, the Water Corporation has trained customer service staff who can help. If you are in hardship, you can pay regular small deductions using a number of different payment methods including Centrepay. To avoid costly interest charges and recovery action call the Water Corporation for a confidential discussion about the different payment options available.</td>
</tr>
<tr>
<td><strong>My Water</strong></td>
</tr>
<tr>
<td>My Water is our online self-service website. It is an easy way for you to manage your water account at a time that suits you. Available from March 2013 via watercorporation.com.au</td>
</tr>
</tbody>
</table>

| DCP: 9222 2739, 9222 2657, or 9222 2772 |
| Synergy: 13 13 53 |
| Horizon: 1800 267 926 |
| Water Corp: 13 13 85 |
| Alinta: 13 13 58 |
| Aqwest: 9780 9500 |
| Busselton Water: 9781 0500 |

| **Account Enquiries** | Ph: 13 13 85 |
| 8am – 5pm weekdays |
| Pensioners/Seniors | Ph: 1300 659 951 |
| TTY Users via the National Relay Service | 133 677 |
| Email: customer@watercorporation.com.au | watercorporation.com.au |
| From 1 July 2013 you will start to receive your combined water bills every two months. This will make your bills smaller and payments more manageable by spreading costs over six bills during the year, instead of receiving larger accounts less frequently. Visit the website to find out more. |
# GETTING HELP AT HOME

## ANYWHERE

<table>
<thead>
<tr>
<th>COMMONWEALTH RESPITE AND CARELINK CENTRES</th>
</tr>
</thead>
<tbody>
<tr>
<td>HOME AND COMMUNITY CARE PROGRAM (HACC)</td>
</tr>
<tr>
<td>Assistance with everyday household tasks and with minor home repairs and maintenance in a person's home, garden, or yard to maintain safety, independence and access of a person within the home for frail-aged, younger people with disabilities and their carers. Information and Directory of Services available on-line.</td>
</tr>
<tr>
<td>Ph: 1800 200 422</td>
</tr>
<tr>
<td>Email: <a href="mailto:haccwa@health.wa.gov.au">haccwa@health.wa.gov.au</a></td>
</tr>
</tbody>
</table>

## PEOPLE WHO CARE INC

| Gardening at the reduced rate of $24 per hour (maximum 2 hours) for the frail aged and people with disabilities. Includes mowing, weeding, pruning and small handyman jobs. |
| Transport assistance: Minimum fee charged based on kilometres, for the frail aged and people with disabilities to attend medical/health related appointments or recreational/social activities. |
| All clients must have been assessed by Home and Community Care (HACC) as being eligible for services |
| Ph: 9379 1944 |
| 48 James Street |
| Guildford |
| Email: pwcinc@peoplewhocare.org.au |
| Ph: 9447 0810 |
| 585 Beach Road |
| Warwick |
| Ph: 9535 3433 |
| 423 Pinjarra Road |
| Coodanup |
| www.peoplewhocare.org.au |

## VOLUNTEER TASK FORCE

<p>| Provides support to frail elderly and younger people with a disability, to enable them to stay living independently at home. Services include gardening, transport, home maintenance, domestic assistance, social support and Meals on Wheels. |
| Services cover the majority of the metro area from Two Rocks to Rockingham. All clients are assessed for eligibility. |
| Services are delivered via paid staff and volunteers. There are volunteer opportunities in gardening, social support and meals on wheels. Volunteers are valued and recognized and events, functions and training are held regularly to support our volunteer base. |
| Phone or visit the website for more information. Mon-Fri.................................................. 8.00am-4.00pm |
| Ph: 9318 5700 |
| <a href="http://www.volunteertaskforce.org.au">www.volunteertaskforce.org.au</a> |</p>
<table>
<thead>
<tr>
<th>Location</th>
<th>Service Provider</th>
<th>Description</th>
<th>Contact Information</th>
</tr>
</thead>
</table>
| ARMADALE              | ARMADALE HOME HELP SERVICE                         | Provides basic assistance with daily living tasks. Need to be HACC eligible. HACC services focus on wellbeing, dignity and independence. Also endeavours to introduce clients to strategies for managing independently. Services include:  
  - Domestic Assistance (covers vacuuming mopping washing preparing meals etc)  
  - Personal Care (includes safety monitor, meal preps, shower assist, shower, shower standby, bed bath, dressing, medication etc)  
  - Home and/or Garden Maintenance (basic assistance with heavier duties – mowing, gutters, windows, reduce water usage etc)  
  - Social Support – when personal assistance is essential to achieve shopping and outings  
  - Shopper Bus Monday (Shire of Serpentine Jarrahdale) and Thursday (City of Armadale). Bus picks up and takes to shops and returns clients to home and assists with getting shopping inside.  
  - Transport to appointments and visits need to be made min 3 days in advance (longer if possible). May need to ride with other clients  
  - In-Home Respite  
  - Social &/or Recreational Support  
  - Medication Management Service  
  - Carer Groups  
  - Centre Based Day Care |
<p>|                       |                                                     |                                                                                                | Ph: 9399 1111 (Central Administration, Intake, Men In Sheds and Centre Based Day Care) |
|                       |                                                     |                                                                                                | Ph: 9390 0122 (Transport, Volunteering &amp; HGM) |
|                       |                                                     |                                                                                                | Ph 9399 1155 (Core Services) |
|                       |                                                     |                                                                                                | Ph 9496 2255 (Podiatry Thu &amp; Fri) |
|                       |                                                     |                                                                                                | Fax: 9399 5370 or 9399 1166 |
|                       |                                                     |                                                                                                | PO Box 172 Armadale 6992 |
|                       |                                                     |                                                                                                | <a href="mailto:admin@ahhs.com.au">admin@ahhs.com.au</a> |
|                       |                                                     |                                                                                                | <a href="http://www.armadalehomehelp.com">www.armadalehomehelp.com</a> |
| EASTERN SUBURBS       | PERTH HOME CARE                                    | In-home and community-based support for people who need assistance due to disability, frailty and/or mental illness. Assist people to live at home with dignity, connected with family and community. Services include domestic assistance, personal care, social support and respite for carers. |
|                       |                                                     |                                                                                                | Ph: 9204 7800 30 Hasler Road Osborne Park |
|                       |                                                     |                                                                                                | Ph: 9412 3400 Unit 1, 234 Berrigan Dve Jandakot |
|                       |                                                     |                                                                                                | Email: <a href="mailto:admin@phcs.org.au">admin@phcs.org.au</a> |
|                       |                                                     |                                                                                                | <a href="http://www.phcs.org.au">www.phcs.org.au</a> |
| KALAMUNDA             | KALAMUNDA HOME AND COMMUNITY CARE                  | If you require assistance with transport, domestic assistance, personal care or other HACC related service, phone to discuss your needs and options |
|                       |                                                     |                                                                                                | Ph: 9359 9797 |
| MELVILLE              | MELVILLE CARES                                     | Assistance with in home services and garden maintenance for the frail aged and people with disabilities. Carelink eligibility criteria apply. Respite services also available. |
|                       |                                                     |                                                                                                | Ph: 9319 0900 <a href="http://www.melvillecares.org.au">www.melvillecares.org.au</a> |
| MUNDARING SHIRE       | RISE YOUR COMMUNITY SUPPORT NETWORK                 | Support services to assist older people, carers and people with a disability to remain living safely and comfortably in their own home. This could include support with domestic assistance, respite, shopping, gardening, preparing meals and showering. Phone for more information on eligibility criteria and variety of programs. |
| CITY OF SWAN          |                                                     |                                                                                                | Ph: 6274 3700 12 Leslie Road Middle Swan <a href="http://www.risenetwork.com.au">www.risenetwork.com.au</a> |</p>
<table>
<thead>
<tr>
<th><strong>SOUTH WESTERN SUBURBS</strong></th>
<th><strong>CARE OPTIONS</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Not for Profit organisation with a mission to assist people to live and participate in their community (Rockingham, Cockburn, Kwinana, Mandurah, Melville, Fremantle and East Fremantle). HACC services include, but are not limited to, domestic assistance, social support, personal care, transport, gardening and home maintenance.</td>
<td></td>
</tr>
</tbody>
</table>

| **Ph:** 9550 7888 |
| Lifelinks Building |
| 4 Civic Blvd |
| **Rockingham** |
| PO Box 5247 |
| Rockingham Beach 6969 |
| Email: info@careoptions.org.au |
| www.careoptions.org.au |

<table>
<thead>
<tr>
<th><strong>SOUTH PERTH</strong></th>
<th><strong>SOUTHCARE</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Domestic Assistance and Gardening. Must be eligible for HACC (frail aged/disabled). Possible waiting list. Other programs include social groups and outings. Phone for more information.</td>
<td></td>
</tr>
</tbody>
</table>

| **Ph:** 9450 6233 |
| www.southcare.org.au |

<table>
<thead>
<tr>
<th><strong>SUBIACO</strong></th>
<th><strong>SUBIACO COMMUNITY CARE</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Provides services for Seniors, frail aged and younger people with a disability.</td>
<td></td>
</tr>
</tbody>
</table>

- In home services include Domestic Assistance; Personal care; social support; gardening and minor home maintenance; respite.
- Community meals are provided at the community centres and at home through meals on wheels.
- Activities are also provided at the community centres including special events such as film club and celebratory lunches (eg St Patrick’s day). Other services include day outings, a men’s shed and a shoppers’ bus.
- Contact during office hours for more information Mon-Fri................................. 9.00am-4.00pm |

| **Ph:** 9237 9320 |
| 203 Bagot Road |
| **Subiaco** |
| Email: scc@subiaco.wa.gov.au |
| www.subiaco.wa.gov.au |

<table>
<thead>
<tr>
<th><strong>VICTORIA PARK</strong></th>
<th><strong>HAROLD HAWTHORNE HOME AND COMMUNITY CARE</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>(Town of Victoria Park residents and surrounding areas) House cleaning, washing, shopping, gardening, personal care, social support, transport and Adult Day Centre. Must be HACC eligible. Phone for more information on eligibility criteria and further program details.</td>
<td></td>
</tr>
</tbody>
</table>

| **Ph:** 9361 3891 |
| 2 Memorial Avenue |
| **Carlisle** |
## GETTING A FORMAL EDUCATION

### CONTRIBUTIONS, CHARGES AND UNIFORMS

DEPARTMENT OF EDUCATION (WA)

—Secondary Assistance Scheme— is an allowance to assist eligible families with secondary schooling costs. Consists of two components: $115 Clothing Allowance paid directly to the parent/guardian or the school, and $235 Educational Program Allowance paid directly to the school.

Parent/guardian must hold a Centrelink Pensioner Concession Card/Family Health Care Card or Veterans Affairs Pensioner Concession Card. Application forms are available at all secondary schools and can be completed at the school in Term 1 of each year by the parent or guardian of student/s enrolled in Years 8-12.

Parents/Guardians of students in receipt of ABStudy School Fees Allowance ($78 or $156) from Centrelink are ineligible to apply for the Secondary Assistance Scheme, as the two allowances serve the same purpose. However, recipients of ABStudy School Fees Allowance can apply for the Department's ABStudy Supplement Allowance ($79) which is payable directly to the school.

### EDUCATION SCHOLARSHIPS

THE SMITH FAMILY can assist low income families to help meet the cost of their children's education. Participants in the Learning for Life Scholarship program receive scholarship payments for education related expenses such as uniforms, stationary, books and excursions; and have access to mentoring, tutoring, literacy and numeracy programs. The program supports children of any ability – as long as they are trying to do their best and are committed to attending school. The program also supports parents through education, skills development and access to resources.

ELIGIBILITY: Centrelink concession card holders, with children regularly attending partner primary school in Gosnells, Kwinana, Mirrabooka or Midland Districts.

Phone for more information:
- Gosnells: 94593703 or 9459 6302
- Midland: 9250 8840
- Or: 92508865
- Kwinana: 9265 5580
- Mirrabooka: 9440 6661

### EDUCATION ENTRY PAYMENT

CENTRELINK

You may be eligible for the Education Entry Payment, to help cover your study costs, if you are enrolled to study in an approved course and receiving one of the following payments:
- Newstart Allowance
- Parenting Payment (partnered or single)
- Partner Allowance
- Widow Allowance
- Widow B Pension
- Disability Support Pension
- Carer Payment
- Special Benefit

Eligibility differs between payments. You must also meet the residency requirements of your main payment. You do not have to make a claim in order to receive the Education Entry Payment. Your eligibility will automatically be assessed by us when you provide proof of enrolment in an approved course of study.

Phone: 13 24 90
| FARES ALLOWANCE | CENTRELINK | Ph: Students: 13 24 90
| | ABSTUDY: 13 23 17 | www.humanservices.gov.au |
| **FARES** | **FARES** | **FARES** |
| **ALLOWANCE** | **ALLOWANCE** | **ALLOWANCE** |
| **CENTRELINK** | **CENTRELINK** | **CENTRELINK** |
| You may be able to get Fares Allowance if you are a student living away from your permanent home to study and are receiving: | You may be able to get Fares Allowance if you are a student living away from your permanent home to study and are receiving: | You may be able to get Fares Allowance if you are a student living away from your permanent home to study and are receiving: |
| - ABSTUDY, as a full-time or part-time tertiary student or as a secondary student | - ABSTUDY, as a full-time or part-time tertiary student or as a secondary student | - ABSTUDY, as a full-time or part-time tertiary student or as a secondary student |
| - Austudy, as a full-time or eligible part-time tertiary student | - Austudy, as a full-time or eligible part-time tertiary student | - Austudy, as a full-time or eligible part-time tertiary student |
| - Pensioner Education Supplement, as a full-time or eligible part-time tertiary student, or | - Pensioner Education Supplement, as a full-time or eligible part-time tertiary student, or | - Pensioner Education Supplement, as a full-time or eligible part-time tertiary student, or |
| - Youth Allowance, as a full-time student or with study as the only activity you are required to fulfil | - Youth Allowance, as a full-time student or with study as the only activity you are required to fulfil | - Youth Allowance, as a full-time student or with study as the only activity you are required to fulfil |
| For eligible students, Fares Allowance covers: | For eligible students, Fares Allowance covers: | For eligible students, Fares Allowance covers: |
| - a single journey from your permanent home to your place of study at the beginning of the academic year | - a single journey from your permanent home to your place of study at the beginning of the academic year | - a single journey from your permanent home to your place of study at the beginning of the academic year |
| - one return journey between your place of study and your permanent home during the year (if you have been receiving Youth Allowance, ABSTUDY, Austudy, or the Pensioner Education Supplement for six months or more), and | - one return journey between your place of study and your permanent home during the year (if you have been receiving Youth Allowance, ABSTUDY, Austudy, or the Pensioner Education Supplement for six months or more), and | - one return journey between your place of study and your permanent home during the year (if you have been receiving Youth Allowance, ABSTUDY, Austudy, or the Pensioner Education Supplement for six months or more), and |
| - a single journey from your place of study to your permanent home when you finish or stop your studies for the academic year | - a single journey from your place of study to your permanent home when you finish or stop your studies for the academic year | - a single journey from your place of study to your permanent home when you finish or stop your studies for the academic year |
| Fares Allowance is paid for the cost of the least expensive form of public transport that is practicable and can only be paid for travel within Australia. | Fares Allowance is paid for the cost of the least expensive form of public transport that is practicable and can only be paid for travel within Australia. | Fares Allowance is paid for the cost of the least expensive form of public transport that is practicable and can only be paid for travel within Australia. |
| You are usually paid Fares Allowance after your journey. You need to provide proof that you have travelled (and how much you paid) when you make a claim for Fares Allowance. | You are usually paid Fares Allowance after your journey. You need to provide proof that you have travelled (and how much you paid) when you make a claim for Fares Allowance. | You are usually paid Fares Allowance after your journey. You need to provide proof that you have travelled (and how much you paid) when you make a claim for Fares Allowance. |
| **FREE TUTORING** | **FREE TUTORING** | **FREE TUTORING** |
| **READ WRITE NOW** | **READ WRITE NOW** | **READ WRITE NOW** |
| Need some help to improve reading and writing? Read Write Now volunteers are ordinary people in the community who help others who want to brush up their skills. You can work one-to-one on whatever interests you - it's 2 way learning with your tutor. There's no charge - all you need is to be willing to give it a go. | Need some help to improve reading and writing? Read Write Now volunteers are ordinary people in the community who help others who want to brush up their skills. You can work one-to-one on whatever interests you - it's 2 way learning with your tutor. There's no charge - all you need is to be willing to give it a go. | Need some help to improve reading and writing? Read Write Now volunteers are ordinary people in the community who help others who want to brush up their skills. You can work one-to-one on whatever interests you - it's 2 way learning with your tutor. There's no charge - all you need is to be willing to give it a go. |
| Ph: 1800 018 802 | Ph: 1800 018 802 | Ph: 1800 018 802 |
| www.read-write-now.org | www.read-write-now.org | www.read-write-now.org |
| **LANGUAGE, LITERACY AND NUMERACY PROGRAM** | **LANGUAGE, LITERACY AND NUMERACY PROGRAM** | **LANGUAGE, LITERACY AND NUMERACY PROGRAM** |
| **CENTRELINK** | **CENTRELINK** | **CENTRELINK** |
| Language, Literacy and Numeracy training is available to eligible customers who would like to improve their language, literacy and numeracy skills. To be eligible you must be of working age (15-64 years), and registered with Centrelink as unemployed and looking for work, and not a full time student. | Language, Literacy and Numeracy training is available to eligible customers who would like to improve their language, literacy and numeracy skills. To be eligible you must be of working age (15-64 years), and registered with Centrelink as unemployed and looking for work, and not a full time student. | Language, Literacy and Numeracy training is available to eligible customers who would like to improve their language, literacy and numeracy skills. To be eligible you must be of working age (15-64 years), and registered with Centrelink as unemployed and looking for work, and not a full time student. |
| Ph: 13 24 90 | Ph: 13 24 90 | Ph: 13 24 90 |
| **PENSIONER EDUCATION SUPPLEMENT** | **PENSIONER EDUCATION SUPPLEMENT** | **PENSIONER EDUCATION SUPPLEMENT** |
| **CENTRELINK** | **CENTRELINK** | **CENTRELINK** |
| Pensioner Education Supplement is a fortnightly payment from Centrelink to help some students with ongoing study costs. To be eligible, you must be receiving selected Centrelink payments and enrolled in an approved course. | Pensioner Education Supplement is a fortnightly payment from Centrelink to help some students with ongoing study costs. To be eligible, you must be receiving selected Centrelink payments and enrolled in an approved course. | Pensioner Education Supplement is a fortnightly payment from Centrelink to help some students with ongoing study costs. To be eligible, you must be receiving selected Centrelink payments and enrolled in an approved course. |
| Ph: 13 24 90 | Ph: 13 24 90 | Ph: 13 24 90 |
| **SCHOOL FEES** | **SCHOOL FEES** | **SCHOOL FEES** |
| **CATHOLIC EDUCATION OFFICE OF WA** | **CATHOLIC EDUCATION OFFICE OF WA** | **CATHOLIC EDUCATION OFFICE OF WA** |
| Holders of a valid means tested Health Care Card or Pensioner Concession Card receive an automatic tuition fee discount. In 2013 families that qualify for the Scheme will pay $230 for primary school tuition fees and $1400 for secondary school tuition fees (includes Year 7 students on Secondary sites). Specific charges such as subject and building levies and excursion costs will still apply, however these can also be discussed with the Principal. | Holders of a valid means tested Health Care Card or Pensioner Concession Card receive an automatic tuition fee discount. In 2013 families that qualify for the Scheme will pay $230 for primary school tuition fees and $1400 for secondary school tuition fees (includes Year 7 students on Secondary sites). Specific charges such as subject and building levies and excursion costs will still apply, however these can also be discussed with the Principal. | Holders of a valid means tested Health Care Card or Pensioner Concession Card receive an automatic tuition fee discount. In 2013 families that qualify for the Scheme will pay $230 for primary school tuition fees and $1400 for secondary school tuition fees (includes Year 7 students on Secondary sites). Specific charges such as subject and building levies and excursion costs will still apply, however these can also be discussed with the Principal. |
| Ph: 6380 5200 | Ph: 6380 5200 | Ph: 6380 5200 |
| www.ceo.wa.edu.au | www.ceo.wa.edu.au | www.ceo.wa.edu.au |
### STATE TRAINING PROVIDER FEES

**Costs of Western Australian State Training Provider courses**

**Course Fee:** Maximum $626 per semester or half that for concession card holders.  
**Resource Fee:** Costs vary from subject to subject, with many less than $25, but some subjects may have resource fees over $500 depending on resources required.  
**Other costs:** Some State Training Providers charge additional fees such as for parking.  
**Financial hardship:** Payment arrangements can be made and even waived in the case of extreme hardship. Check with your State Training Provider.

### COMMONWEALTH SCHOLARSHIPS

**Indigenous Commonwealth Education Costs Scholarship** to assist students with general education costs.

**Indigenous Commonwealth Accommodation Scholarship** assists students from regional and remote areas who have to relocate to attend higher education with accommodation costs.

**Indigenous Access Scholarships** a once in a lifetime scholarship is available to Indigenous students to assist them to access higher education

Enquiries on application procedures, deadlines, etc should be directed to the university where you are studying or plan to study.

### STUDENT PAYMENT SCHOLARSHIPS

**Student Start-up Scholarship** – all higher education students who receive a student payment, such as Youth Allowance, Austudy or ABSTUDY, are also eligible for Student Start-up Scholarship payments to assist with the costs of textbooks and equipment required for study. The Student Start-up Scholarship is worth $2050 annually (paid in two instalments of $1025).

**Relocation Scholarship** – dependent higher education students receiving Youth Allowance, Austudy or ABSTUDY, and who are required to live away from home, are eligible to receive a Relocation Scholarship to assist with the costs of establishing and maintaining accommodation. In 2013, students from major city areas receive $4048 in the first year they live away from home to study and $1012 for each following year.

Regional students receive $4048 in the first year they live away from home, $2024 in the second and third years of their studies and $1012 a year thereafter. These amounts are indexed in January each year.
Higher education students receiving Youth Allowance or ABSTUDY at the independent rate because of their family circumstances may also receive a Relocation Scholarship where:

- they have, or have had, a dependent child who is, or was, wholly or substantially in their care; or
- they are an orphan; or
- their parents cannot exercise their responsibilities because they are in prison, missing, or are mentally incapacitated or living in a nursing home and likely to remain so for an indefinite period; or
- they are a refugee (unless they have a parent living in Australia, or are wholly or substantially dependent on someone else on a long term basis), or
- they are a young person in state care; or
- it is unreasonable for them to live at home; or
- the student is specially disadvantaged.

**FINANCIAL SUPPORT – GRANTS, LOANS AND SCHOLARSHIPS**

<table>
<thead>
<tr>
<th>CURTIN UNIVERSITY SCHOLARSHIPS</th>
<th><a href="http://www.scholarships.curtin.edu.au">www.scholarships.curtin.edu.au</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>As there are two scholarships offices please contact the correct office for the level of study:</td>
<td>Ph: 9266 2992 Email: <a href="mailto:scholarships@curtin.edu.au">scholarships@curtin.edu.au</a></td>
</tr>
<tr>
<td>You can get information about scholarships for undergraduate and postgraduate course work studies from the Scholarships Office or from the website.</td>
<td>Ph: 9266 4906 Email: <a href="mailto:research_scholarships@curtin.edu.au">research_scholarships@curtin.edu.au</a></td>
</tr>
<tr>
<td>Information about scholarships for Higher Degree by Research studies i.e. MPhil or PhD, is available by contacting Research Scholarships at the Office of Research &amp; Development.</td>
<td></td>
</tr>
</tbody>
</table>

**CURTIN UNI - BUYING BOOKS**

If you can prove that you receive a low income you may be able to get a Bookshop Grant from the student guild to help pay for your books. Apply early in the semester.

| Ph: 9266 2900 www.curtin.edu.au |

**EDITH COWAN UNIVERSITY SCHOLARSHIPS AND INTEREST FREE LOANS**

You can get information about scholarships and emergency loans through the Scholarships Office at Joondalup Campus.

| Ph: 6304 3636 www.ecu.edu.au/scholarships |

**MURDOCH UNI SCHOLARSHIPS**

You can get information about scholarships from the Scholarships Office, e.g. the Murdoch Senate scholarship which provides financial assistance to many of our undergraduate students.

| Ph: 9360 2733 www.murdoch.edu.au/goto/scholarships |

**MURDOCH UNI - BUYING BOOKS (Book subsidy scheme)**

If you are an enrolled student and a low-income earner you may be eligible for a voucher to help pay for the cost of your books. Priority is given to Health Care Card holders but other circumstances are taken into account. Vouchers are available each semester up to $200.

<p>| Ph: 9360 6583 Email: <a href="mailto:studentassist@the-guild.com.au">studentassist@the-guild.com.au</a> <a href="http://www.the-guild.com.au">www.the-guild.com.au</a> |</p>
<table>
<thead>
<tr>
<th><strong>FINANCIAL SUPPORT – GRANTS, LOANS AND SCHOLARSHIPS</strong></th>
<th><strong>UNIVERSITY OF WA DISABILITY SUPPORT SERVICES SCHOLARSHIPS</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Undergraduate scholarships are available which take disability into account, check on the website, follow links to &quot;Scholarships&quot; then &quot;Undergraduate&quot;.</td>
<td>Undergraduate scholarships are available which take disability into account, check on the website, follow links to &quot;Scholarships&quot; then &quot;Undergraduate&quot;.</td>
</tr>
</tbody>
</table>

**UNIVERSITY OF WA**

If you are enrolled and experiencing financial difficulties you may be able to get Financial Advice from the Guild or the Financial Aid Office. There are also various loans, grants and scholarships that may be available to eligible students.

Contact the Guild Office or Financial Aid Office in Student Support Services for more information.

**Ph:** 6488 2295
**Email:** hello@guild.uwa.edu.au
**Web:** www.guild.uwa.edu.au

**Financial Aid Office (Student Support Services)**
**Ph:** 6488 5573
**Email:** assist@guild.uwa.edu.au
**Web:** www.studentfinance.uwa.edu.au

**WA NILS**

The WA No Interest Loans Scheme provides interest free loans from $200 - $1500 for the purchase of essential items and services. For example, uniforms, excursions, courses etc) You must be on a low income (eligible for a Health Care Card), and have been living in the same property for three months (some flexibility around this).

**Ph:** 9354 7611
**Web:** www.wanils.asn.au
<table>
<thead>
<tr>
<th>AR TS/ C R AFTS</th>
<th>CHRISTIAN OUTREACH CENTRE</th>
<th>Ph: 9399 8890 or 93992508</th>
<th>38 Marion Avenue, Armadale</th>
<th>Email: <a href="mailto:dykstra@iinet.net.au">dykstra@iinet.net.au</a></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Craft activities</td>
<td></td>
<td>Armadale</td>
<td></td>
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<tr>
<td></td>
<td>Fri .......................... 9.30am-11.00am</td>
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<thead>
<tr>
<th>B A S I C C O M P U T E R T R A I N I N G</th>
<th>CHRISTIAN OUTREACH CENTRE</th>
<th>Ph: 9399 8890 or 93992508</th>
<th>38 Marion Avenue, Armadale</th>
<th>Email: <a href="mailto:dykstra@iinet.net.au">dykstra@iinet.net.au</a></th>
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</thead>
<tbody>
<tr>
<td></td>
<td>One on one basic computer and internet training. Phone for more information.</td>
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<tr>
<td></td>
<td>Thu............................ 5.00pm-6.30pm</td>
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<thead>
<tr>
<th>TADWA (Technology Assisting Disability WA Inc)</th>
<th>Ph: 9379 7430</th>
<th>371 Collier Road, Bassendean</th>
<th>Email: <a href="mailto:tadwasupport@westnet.com.au">tadwasupport@westnet.com.au</a></th>
<th><a href="http://www.tadwa.org.au">www.tadwa.org.au</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide Low cost refurbished/new computers with support package, which includes Remote Helpdesk Assistance, computer training and onsite and work repairs.</td>
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<tr>
<td>We provide Computer Basic Training Classes in a small class environment (maximum 5 people) at TADWA Bassendean premises. Each class is 2 hours per week and runs for 8 weeks. A small administration fee per class is charged. During the training, students can expect to learn:</td>
<td></td>
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<tr>
<td>• Computer Hardware &amp; Safe Usage series</td>
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<tr>
<td>• Microsoft Windows 7/8</td>
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<tr>
<td>• Basic Word Processing</td>
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<tr>
<td>• Managing Files and Folders</td>
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<tr>
<td>• The Internet and World Wide Web</td>
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<tr>
<td>• Understanding Email and Microsoft Outlook</td>
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<tr>
<td>For those with significant mobility issue we may be able to offer in-home training.</td>
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</tbody>
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<tr>
<th>C A R E E R, E D U C AT I O N, E M PLOYMENT</th>
<th>The Workforce Development Centre is currently running the following workshops:</th>
<th>Ph: 9333 2065</th>
<th>Unit 4, 15 Pattie Street, Cannington</th>
<th><a href="http://www.dtwd.wa.gov.au/wdc">http://www.dtwd.wa.gov.au/wdc</a></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Resume Writing</td>
<td>9.30am–11.30 am</td>
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<td></td>
<td>Hidden Job Market</td>
<td>2.00am–4.00 pm</td>
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<tr>
<td></td>
<td>Profit from Experience (PFE) Info Session (assistance for mature jobseekers)</td>
<td>2.00pm – 4.00 pm</td>
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<td></td>
<td>Other services provided:</td>
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<td></td>
<td>• Information on Career, Education and Employment</td>
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<td></td>
<td>• Individual career consultations</td>
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<tr>
<td></td>
<td>• Updating resume</td>
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<tr>
<td></td>
<td>• Interview techniques and practice</td>
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<tr>
<td></td>
<td>All of our services are FREE. For bookings or more information, please speak to our friendly consultants at the Workforce Development Centre.</td>
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<td></td>
<td>Mon-Fri................................. 8.30am–4.30pm</td>
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<tr>
<td>COMMUNITY LEGAL CENTRES</td>
<td>Many Community Legal Centres run free workshops, seminars and training on a variety of legal and financial issues. Contact your Local CLC (see page 25) or ring the CLC Association of WA to find out your nearest CLC</td>
<td>Ph: 9221 3322 <a href="http://www.communitylaw.net.au">www.communitylaw.net.au</a></td>
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<tr>
<td>COMMUNITY ORGANISATIONS</td>
<td>Community organisations often run workshops on budgeting, tenancy, using a mobile phone, arts and crafts; some provide computer training; others on growing your own food or planning nutritious meals on a limited budget.</td>
<td>Check out your: - local community centre - local council - community newspapers - local notice boards</td>
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<tr>
<td>ADULT MIGRANT ENGLISH CLASSES</td>
<td>Free, community based classes for newly arrived migrants and refugees. Phone for your nearest class. Some home tutoring may be available. Eligibility criteria apply. Phone for more information.</td>
<td>Ph: 9267 7609 or 9267 7600</td>
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<tr>
<td>BOOGRULARRI COMMUNITY HOUSE</td>
<td>Adult Migrant English classes, English practice support group, computer, sewing, knitting, and more. Bookings essential.</td>
<td>Ph: 9350 6236 82 Langford Avenue Langford <a href="http://www.boogurlarri.net.au">www.boogurlarri.net.au</a></td>
<td></td>
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</tr>
<tr>
<td>CATALYST CLEMENTE UNIVERSITY EDUCATION</td>
<td>Offered by: Mission Australia in association with ECU Format: Each unit runs for 12 weeks. Arts &amp; Humanities subjects. Students who complete 4 units successfully get credits for further university study at ECU. No Cost Schedule: Lectures on Mon............................. 10.00am to 1.00pm Learning evenings on Tue ................. 5.00pm to 7.00pm</td>
<td>Ph: 9493 2447 Wattle House 40 Orr Street Maddington Email: <a href="mailto:eyesk@missionaustralia.com.au">eyesk@missionaustralia.com.au</a></td>
<td></td>
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<tr>
<td>CLAN WA</td>
<td>‘Riotous Rainbows and Telling Tales’ A low cost Community Arts Endeavour project. April- June 2013. Held at Creyk Park Pavilion, Waltham Road, Armadale. Phone or visit the website for more information.</td>
<td>Ph: 9498 2829 (Jan Barton Program Coordinator) <a href="http://www.rainbowstellingtales.com">www.rainbowstellingtales.com</a></td>
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<tr>
<td>EARN WHILE YOU LEARN</td>
<td>Mothers and mothers to be earn while learning about parenting, budgeting and home skills. Credits earned are used for maternity and baby clothes, baby furniture etc. Phone for more information.</td>
<td>Ph: 9344 8110 Pregnancy Problem House 342 Wanneroo Road Nollamara <a href="http://www.pregnancyproblemhouse.com.au">www.pregnancyproblemhouse.com.au</a></td>
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<tr>
<td>ISHAR</td>
<td>Family Support programs including workshops and women's support groups. Phone for more information. Settlement Grants Program assists eligible clients to gain access to mainstream services offering accommodation, education, training and employment, through casework, referrals, advocacy and information sessions. Information and workshops will ensure clients have a greater understanding of a variety of issues such as family relationships, domestic/family violence and women's health.</td>
<td>Ph: 9345 5335 21 Sudbury Road Mirrabooka Email: <a href="mailto:info@ishar.org.au">info@ishar.org.au</a> <a href="http://www.ishar.org.au">www.ishar.org.au</a></td>
<td></td>
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</tr>
<tr>
<td>LORIKEET CENTRE</td>
<td>ELIGIBILITY: Diagnosed Mental Health Issues, SERVICES: Computers and Internet access. Printing at minimal cost, free gymnasium, arts, crafts, activities, camps.</td>
<td>Ph: 9381 9144 104 Cambridge Street Leederville</td>
<td></td>
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</tr>
<tr>
<td>COMMUNITY ORGANISATIONS</td>
<td>MERCYCARE YOUTH SUPPORT SERVICE</td>
<td>METROPOLITAN MIGRANT RESOURCE CENTRE</td>
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</tbody>
</table>
|                         | A free metro based outreach service for young parents and singles aged 18-25 needing support in their own place to maintain an independent lifestyle, eg: parenting skills, budgeting, tenancy training and much more. Phone and ask for the Youth Services Referral Officer. | Settlement Grants Program  
Our SGP workers provide case-work assistance to new arrivals from South East Asia, Africa, Afghanistan and the Middle Eastern countries. With special focus on an individual's need, we provide information and support for our clients on settlement issues, education, health and other essential services. Phone or see the website for more information. |
|                         | Ph: 9442 3444  
18 Barrett Street  
Wembley  
www.mercycare.com.au | Ph: 9344 6788  
1/14 Chesterfield Rd  
Mirrabooka  
Email: admin@mmrcwa.org.au  
www.mmrcwa.org.au/ |

<table>
<thead>
<tr>
<th>MULTICULTURAL SERVICES CENTRE OF WA</th>
<th>WORKSHOPS FOR MIGRANTS AND REFUGEES</th>
<th>PEOPLE WHO CARE LEISURE CENTRE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Workshops for migrants and refugees are run by MSCWA’s various programs during the year. For information on upcoming workshops, please contact any of MSCWA’s offices.</td>
<td></td>
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</tr>
</tbody>
</table>
Mon-Fri………………………………………. 9.00am-4.00pm | Computer training, guest speakers, craft and much more for the frail aged and disabled. Cost $13 per day plus any costs for special events. Transport available.  
All clients must have been assessed by Home and Community Care (HACC) as being eligible for services  
Mon–Sat………………………………………. …10.30am-2.30pm |
| Ph: 9258 5188  
13/ 64-66 Kent Street  
Cannington  
Ph: 9328 2699  
20 View Street  
North Perth  
Ph: 9328 1544  
4 View Street  
North Perth | Ph: 9379 1944  
48 James Street  
Guildford  
Email: pwcinc@peoplewhocare.org.au  
www.peoplewhocare.org.au | Ph: 9447 0810  
585 Beach Road  
Warwick  
Ph: 9535 3433  
423 Pinjarra Road  
Coodanup |

<table>
<thead>
<tr>
<th>WOMEN’S Healthworks</th>
<th>FIRST AID TRAINING</th>
</tr>
</thead>
</table>
| Provides a variety of courses, workshops and forums that respond to the needs of women in the community are facilitated by a range of allied health professionals and offered during the school terms. Costs apply but are kept to a minimum. Phone for more information. | ST JOHN AMBULANCE  
If you are a student, unemployed or a pensioner you may be able to undertake a Senior First Aid course at a reduced rate. Call for information about course pre requisites, or see the website for information on other important and reasonably priced training options. Courses held throughout the metropolitan area. |
| Ph: 9300 1566  
Fax: 9300 1699  
Suite 6 Joondalup  
Lotteries House  
70 Davidson Tce  
Joondalup  
Email: info@womenshealthworks.org.au  
www.womenshealthworks.org.au | Ph: 9334 1222  
209 Gt Eastern Hwy  
Belmont  
www.stjohnambulance.net.au |
| **FIRST AID TRAINING** | **RED CROSS** | First Aid Training, including mental health first aid. Concession rates may be available depending on the course and the location. | Ph: 1300 367 428  
www.redcross.org.au/fir
rstaid |
| --- | --- | --- | --- |
| **CLAN WA INDIGO PROJECT** | **Free Mental Health First Aid and Youth Mental Health First Aid courses and workshops for family and friends of people with mental health issues.** | Ph: 9498 2829  
www.clanwa.com.au |
| Other mental health and wellbeing courses and workshops are held throughout the year. Check the website or phone for more information. | | | |
| **FOOD SENSATIONS** | **The Foodbank WA Food Sensations® Program is a nutrition education and cooking program based on the WA Department of Health’s FOODcents program. Food Sensations® aims to improve the food choice and preparation skills of disadvantaged groups, via the provision of highly interactive, experiential sessions that involve handling healthy food, turning it into meals and then eating it together in a fun environment.** | Ph: 9463 3214  
Email: Vanessa.bobongie@fo
odbankwa.org.au  
www.healthyfoodforall.
com.au/food-sensations/ |
| The program is adapted for delivery to various groups:  
- School students (Primary and Secondary);  
- Parent groups;  
- Health Professionals and Teachers (Educator Training Days);  
- Disadvantaged adolescents not in school; and  
- Disadvantaged adults  
Food Sensations sessions are delivered around the state including in regional and remote WA areas, where it is adapted to consider food accessibility challenges and alternative cooking methods. | | | |
| **FOOD CENTS WORKSHOPS** | **FOODcents® is a community program helping Western Australian's achieve a healthy diet on a budget. With some careful planning you can feed yourself and your family for less.** | www.foodcentsprogram.com.au  
www.facebook.com/fo
odcents |
| For more information about the FOODcents program visit the website or find us on facebook. | | | |
| To request a FOODcents session for a group of 8 people or more contact the following organisations:  
- Cancer Council WA contact 9388 4399 or sbailiff@cancerwa.asn.au. These sessions are available in metro and regional areas.  
- Australian Red Cross contact 92251951. These sessions are available in the metro area, Goldfields, Kimberleys and the Pilbara.  
- Foodbank WA offers FOODcents as part of their Food Sensations® program. For more information call 9463 3214. These sessions are available state-wide. | | | |
| **LITERACY** | **READ, WRITE, NOW** | Need some help to improve reading and writing? Read Write Now volunteers are ordinary people in the community who help others who want to brush up their skills. You can work one-to-one on whatever interests you - it's 2 way learning with your tutor. There's no charge just a willingness to give it a go. | Ph: 1800 018 802  
www.read-write-
now.org |
<table>
<thead>
<tr>
<th><strong>READING WRITING HOTLINE</strong></th>
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<tbody>
<tr>
<td>The Reading Writing Hotline is Australia’s national telephone adult literacy and numeracy referral service. The Hotline provides information on:</td>
</tr>
<tr>
<td>- Reading and writing classes for adults in your local area</td>
</tr>
<tr>
<td>- Distance learning if you are unable to attend classes</td>
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<tr>
<td>- Teaching and learning resources for adults</td>
</tr>
<tr>
<td><strong>Ph:</strong> 1300 655 506</td>
</tr>
<tr>
<td><strong>Address:</strong> PO Box 707 Broadway NSW 2007</td>
</tr>
<tr>
<td><strong>Website:</strong> <a href="http://www.literacyline.edu.au">www.literacyline.edu.au</a></td>
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<tr>
<th><strong>ON LINE RESOURCES</strong></th>
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<tbody>
<tr>
<td>The internet can be a great place to find information about keeping costs down. Do your own search but here are some useful websites to get you started.</td>
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<tr>
<td><strong>Website:</strong></td>
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<tr>
<th><strong>PARENTING COURSES</strong></th>
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<tbody>
<tr>
<td><strong>PARENTING WA - Department for Communities</strong></td>
</tr>
<tr>
<td>The “Courses Guide” events calendar, updated each school term, provides details of support groups, courses and workshops on topics such as parenting, children’s activities, mental health, multicultural women, domestic violence and personal development in the greater Perth metropolitan area, including Mandurah.</td>
</tr>
<tr>
<td><strong>Website:</strong> <a href="http://www.communities.wa.gov.au/parents/Pages/ParentingCourses.aspx">www.communities.wa.gov.au/parents/Pages/ParentingCourses.aspx</a></td>
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<tr>
<th><strong>NGALA</strong></th>
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<tbody>
<tr>
<td>WA’s leading not-for-profit provider of early parenting and childhood services with a passion for supporting families with children 0-6 years.</td>
</tr>
<tr>
<td>Ngala provides and promotes a range of services and programs that help families develop resilience, life skills and their own resources to enjoy an independent and fulfilling family life.</td>
</tr>
<tr>
<td>Our free helpline, is available daily from 8.00am to 8.00pm.</td>
</tr>
<tr>
<td>Our website has information about our family programs, education workshops, free community services and parenting forum. You can also download our Healthy You Healthy Baby App and tip sheets that cover a range of topics for free.</td>
</tr>
<tr>
<td><strong>Helpline:</strong> 9368 9368</td>
</tr>
<tr>
<td><strong>Website:</strong></td>
</tr>
<tr>
<td><strong>GETTING I.T. CONNECTED</strong></td>
</tr>
<tr>
<td>---------------------------</td>
</tr>
<tr>
<td><strong>TADWA (Technology Assisting Disability WA Inc)</strong></td>
</tr>
</tbody>
</table>
| **ELIGIBILITY:** People with Disabilities, the frail aged and carers.  
**SERVICES:** Supply of low cost refurbished or new computers/laptops inclusive of service agreement over a 1 or 2 year period.  
TADWA also provide computer training, repairs and Helpdesk support package on your own computer. |
| **Ph:** 9379 7430  
**371 Collier Road**  
**Bassendean**  
**Email:** tadwasupport@westnet.com.au  
**www.tadwa.org.au** |
| **ONE SENIORS** |
| **ELIGIBILITY:** Over 55 years  
**SERVICES:** Internet connection from $6.95 per month (dial-up), with unlimited downloads. There is a $46.00 once-off connection fee. There are 4 plans available: monthly or 3, 6 or 12 months. |
| **Ph:** 1300 735 439  
**www.oneseniors.com.au** |
| **WORK VENTURES CONNECT-IT** |
| **ELIGIBILITY:** Centrelink Recipient  
**SERVICE:** Refurbished computers at low cost. Payment plans available. |
| **Ph:** 1800 112 205  
| **PASSENGAGES Drop In Centre** |
| **ELIGIBILITY:** 12-25 years and homeless or at risk of homelessness.  
Free Computer and internet access for checking emails, keeping in touch with family, accommodation and job searching, or other approved purposes. |
| **Ph:** 9228 1478  
**Fax:** 9228 9572  
**22 Palmerston Street**  
**Northbridge**  
**Email:** Passages.project@svdpwa.org.au  
**www.passagesresourcecentre.com** |
| **LORIKEET CENTRE** |
| **ELIGIBILITY:** Diagnosed Mental Health Issues,  
**SERVICES:** Computers and Internet access. Printing at minimal cost, free gymnasium, arts, crafts, activities, camps.  
**Tue-Fri...................................................... 9.00am-4.30pm** |
| **Ph:** 9381 9144  
**104 Cambridge Street**  
**Leederville** |
| **STATE LIBRARY OF WA** |
| **FREE internet access, one hour at a time. To register, please bring proof of ID. Temporary access is available for those without proof of ID.  
Bookings are essential. Phone for more information.** |
| **Ph:** 9427 3104  
**Perth Cultural Centre**  
**James St**  
**Northbridge**  
**www.slwa.wa.gov.au** |
| **PUBLIC LIBRARIES** |
| **Most libraries provide word processing, printing, fax and internet access free or cheaply. All charge for email service. Phone your local library or council to find out more.** |
| **Phone your local council or visit the council website for the location of your nearest library.**  
**www.slwa.wa.gov.au** |
| **MURDOCH AND UWA** |
| **You can access computers, including restricted internet use at some University Libraries. Phone for more information.** |
| **Murdoch:** 9360 2563  
**UWA:** 6488 1777 |
| **WANNEROO COMMUNITY MEN’S SHED** | Accepts donations of reasonably current PCs. All donated computers are wiped clean, software installed and tested before providing them to needy groups and individuals for a small refurbishment fee.  
At time of print, the price of a Win 7 computer, complete with Office 2007, 17” (min) flat screen, keyboard and mouse, is $100.00  
Eligibility criteria apply. Phone or see the website for more information and application forms. | Ph: 0457 199 131  
Daisy House,  
6 Wade Court  
Girrawheen  
Email: admin@wcmenshed.org  
www.wcmenshed.org |
| **WA NILS** | The WA No Interest Loans Scheme provides interest free loans from $200 - $1500 for the purchase of essential items and services. You must be on a low income (eligible for a Health Care Card), and have been living in the same property for three months. (some flexibility around this). | Ph: 9354 7611  
[www.wanils.asn.au](http://www.wanils.asn.au) |
### AMBULANCE

If you need an ambulance it can cost hundreds of dollars. It is not covered by Medicare or your Pension/ Health Care Card. It is much better to have ambulance insurance. For example, HBF St John’s Ambulance cover costs only $1.85 per week (pre-rebate). With rebate and Direct Debit it’s around $1.30 per week.

**Ph HBF 13 34 23 or ask your preferred health insurer**

### AFTER HOURS GP

For the location of your nearest after hours GP service call HealthInfo, or see the Consumer Health Services Directory on the Health Department Website

The Perth Clinic bulk bills pensioners, Health Care Card holders and children under 16 years of age.

- Mon-Fri: 6.00pm-10.00pm
- Sat: 6.00pm-10.00pm
- Sun: 12 noon-10.00pm
- Public Holidays: 10.00am-10.00pm

**Ph: 1800 022 222**


**Ph: 1300 706 922**

Corner Lord and Goderich Streets

**East Perth**

### MEDICARE LOCALS

Medicare locals are primary health care organisations established to coordinate primary health care delivery and tackle local health care needs and service gaps. They make it easier for patients to access the services they need, by linking local GPs, nursing and other health professionals, hospitals and aged care, Aboriginal and Torres Strait Islander health organisations, and maintaining up to date local service directories.

#### Bentley-Armadale Medicare Local
- Phone: 9458 0505
- Fax: 9458 8733
- Email: admin@baml.com.au
- Website: www.baml.com.au

#### Perth Central and East Metro Medicare Local
- Address: 48A James Street
  Guildford 6055
- Phone: 9376 9200
- Fax: 9279 8221
- Email: reception@ppcn.org.au
- Website: http://ppcn.org.au/medicarelocals/

#### Perth North Metro Medicare Local
- Address: Suite 4, 137 Main Street
  Osborne Park 6017
- Phone: 9201 0044
- Fax: 9201 0033
- Email: info@pnml.com.au
- Website: www.pnml.com.au

#### Perth South Coastal Medicare Local
- Address: 22B Pace Road
  Medina 6167
- Phone: 9439 9500
- Fax: 9419 4850
- Email: info@pscml.com.au
- Website: http://www.pscml.com.au

#### Fremantle Medicare Local
- Address: 10 Silas Street
  East Fremantle 6158
- Phone: 9319 0555
- Fax: 9339 8355
- Email: reception@fremantleml.com.au
- Website: www.fremantlemedicarelocal.com.au

### MOBILE GP

#### THE RUAH CENTRE

A doctor is available at the Ruah Centre

- Mon and Thu: 9.00am-1.00pm
- Mental Health Nurse via mobile GP referral.
- Aboriginal Mental Health Support worker in attendance
- Wed: 9.00am-11.30am

Phone for more information and to check availability.

Also see page 8

Ph: 9328 7682
33 Shenton Street

**Northbridge**

www.ruah.com.au
### WOMEN’S HEALTH SERVICES

**ISHAR MULTICULTURAL WOMEN’S HEALTH CENTRE**  
Well women's health clinic run by a female doctor one day per week. Individual health consultations with community nurse. Counselling twice a week with a registered Psychologist. Perinatal program for Sudanese women providing group psycho-educational perinatal support. Phone for more information.  

<table>
<thead>
<tr>
<th>Phone</th>
<th>Address</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>9345 5335</td>
<td>21 Sudbury Road Mirrabooka</td>
<td><a href="mailto:info@ishar.org.au">info@ishar.org.au</a></td>
</tr>
<tr>
<td><a href="http://www.ishar.org.au">www.ishar.org.au</a></td>
<td></td>
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</tbody>
</table>

**WOMEN’S HEALTH AND FAMILY SERVICES**  
Clinical services, health education, self help groups, referral services, resources.  

<table>
<thead>
<tr>
<th>Phone</th>
<th>Address</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>6330 5400</td>
<td>227 Newcastle Street Northbridge</td>
<td><a href="http://www.whfs.org.au">www.whfs.org.au</a></td>
</tr>
</tbody>
</table>

**FREMANTLE WOMEN’S HEALTH CENTRE**  
Advice and Information, Clinical services, library resources. Counselling and group meetings.  

<table>
<thead>
<tr>
<th>Phone</th>
<th>Address</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>9431 0500</td>
<td>114 South Street Fremantle</td>
<td></td>
</tr>
</tbody>
</table>

**WOMEN’S HEALTH AND WELLBEING SERVICES SOUTH EAST METRO**  
Women's Health Clinic Tuesday afternoons and Thursday mornings attended by a female GP. Fully bulk billed. Appointments are essential.  

<table>
<thead>
<tr>
<th>Phone</th>
<th>Address</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>9490 2258</td>
<td>2232c Albany Hwy Gosnells</td>
<td><a href="http://www.gwhs.com.au">www.gwhs.com.au</a></td>
</tr>
</tbody>
</table>

**WOMEN’S Healthworks**  
Our Well Women's Health Clinics offer specialist advice, information, support and treatment on a wide range of women's health issues.  
We bulk bill for Pensioners and Health Care Card holders, and follow up appointments.  

<table>
<thead>
<tr>
<th>Phone</th>
<th>Address</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>9300 1566</td>
<td>70 Davidson Tce Joondalup</td>
<td>info@womenshealthw orks.org.au</td>
</tr>
<tr>
<td><a href="http://www.womenshealthwo">www.womenshealthwo</a> rks.org.au</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**PREGNANCY PROBLEM HOUSE**  
Free pregnancy testing and support, counselling and information. Midwife and Nurse consultations available.  

<table>
<thead>
<tr>
<th>Phone</th>
<th>Address</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>9344 8110</td>
<td>342 Wanneroo Rd Nollamara</td>
<td><a href="http://www.pregnancyprob">www.pregnancyprob</a> lemhouse.com.au</td>
</tr>
</tbody>
</table>

### Derbarl Yerrigan Health Service

Comprehensive Primary Health Care Services including General medical, physiotherapy, podiatry, chiropractics, ear and eye services, dental services, maternal and child health program, men's health programs, women's health programs, chronic disease programs.  

Patient transport may be available for eligible clients.  

Ring first or call in during office hours.  

Website: [www.derbarlyerrigan.com.au](http://www.derbarlyerrigan.com.au)

<table>
<thead>
<tr>
<th>Phone</th>
<th>Address</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>9421 3888</td>
<td>156 Wittenoom St East Perth</td>
<td></td>
</tr>
<tr>
<td>9452 5333</td>
<td>Unit 1-3 Lot 5 Binley Place Maddington</td>
<td><a href="http://www.ishar.org.au">www.ishar.org.au</a></td>
</tr>
<tr>
<td>6274 4200</td>
<td>6 Centennial Place Midland</td>
<td></td>
</tr>
<tr>
<td>9344 0444</td>
<td>22 Chesterfield Rd Mirrabooka</td>
<td></td>
</tr>
</tbody>
</table>
| **ENHANCED PRIMARY CARE** | **ENHANCED PRIMARY CARE (EPC) PLAN** | If you have a complex or chronic health condition, you may be eligible for the Enhanced Primary Care Plan. This provides rebates for up to five allied health appointments per year (for example with a chiropractor, physiotherapist, Aboriginal health worker, mental health worker, psychologist, dietitian etc). Applications must be made through your GP. | Ph: 13 20 11  
www.mbsonline.gov.au |
| --- | --- | --- | --- |
| **WA NILS** | **The WA No Interest Loans Scheme** provides interest free loans from $200 - $1500 for the purchase of essential items and services (such as medical procedures). You must be on a low income (eligible for a Health Care Card), and have been living in the same property for three months. (some flexibility around this). | Ph: 9354 7611  
www.wanils.asn.au |
| **SELF HELP & SUPPORT GROUPS** | **CONNECT GROUPS**  
Peak Body for Self Help and Support Groups in WA  
This not-for-profit organisation connects people with others facing similar conditions and issues or other community organisations that can provide information and support during difficult times. ConnectGroups also assists individuals with the establishment of Self Help and Support Groups and their ongoing development and maintenance through specialised training. | Ph: 9228 4488 or 1800 195 575  
Email: info@connectgroups.org.au  
www.connectgroups.org.au |
| **DISABILITY AIDS** | **TADWA (Technology Assisting Disability WA Inc)**  
**ELIGIBILITY:** People with disabilities, the frail aged and carers.  
**SERVICES:** Innovative design and customised aids; modify existing equipment; low cost refurbished aids and equipment; home modifications; bikes and trikes and providing technical advice. | Ph: 9379 7400  
371 Collier Road  
Bassendean  
Email: technicalaidwa@westnet.com.au  
www.tadwa.org.au |
| **MEDICATIONS** | **CENTRELINK**  
A Health Care Card entitles you to cheaper medicines under the Pharmaceutical Benefits Scheme (PBS) and various concessions from the Australian Government—these could include:  
- bulk billing for doctor's appointments (this is your doctor's decision)  
- higher refunds for medical expenses when the Medicare Safety Net is met  
- assistance with hearing services through the Office of Hearing Services  
- discounted mail redirection through Australia Post.  
State and Territory Governments and local councils may offer concessions, such as:  
- Energy and Electricity bills  
- Health care costs including ambulance, dental and eye care  
- Public transport costs  
- Rates  
Please check with your State or Territory Government regarding which concessions are available as these entitlements may vary between States and Territories.  
You may be eligible for a Health Care Card if you fit into the following criteria and meet the eligibility requirements:  
- You get certain payments from Centrelink  
- You get the maximum rate of Family Tax Benefit Part A  
- You are a foster carer  
- You are a low income earner. | Ph: 1800 020 613  
Email: pbs@health.gov.au  
www.pbs.gov.au  
Medicare Australia  
Ph: 132 290  
Email: pbs@medicareaustralia.gov.au  
www.humanservices.gov.au |
NATIONAL PRESCRIBING SERVICE
To talk to a Registered Nurse about your symptoms or medications, call the Medicines Line. You may be reconnected to a pharmacist if appropriate. Note – this is not an emergency number.

ASSISTANCE WITH PRESCRIPTION COSTS
See section – Getting Help in a Crisis” page 14.

Perth Central and East Metro Medicare Local STREET DOCTOR

Services Include:
- General Health Checks
- Wound Dressing
- Infection Treatment
- Risk management
- Immunisation
- STI Testing
- Pregnancy Testing
- Counselling
- Health Promotion

Mon .................................................. 9.00am-3.00pm
Tue .................................................. 9.00am–1.15pm
Tue .................................................. 1.30pm–3.00pm
Tue .................................................. 5.30pm-9.00pm
Wed .................................................. 9.30am-3.00pm
Thu .................................................. 5.30pm-9.00pm
Fri .................................................. 9.30am-3.00pm
Sat .................................................. 5.30pm-8.30pm

Passages Resource Centre, 22 Palmerston Street Northbridge
Karnany Aboriginal Centre, 25 Spring Park Road, Midland
Swan City Youth Centre, 78 Morrison Road, Midland
Corner of Pier and Wellington Streets, Perth
2 Colstoun Road, Ashfield (opposite shops)
Corner of Pier and Wellington Streets Perth
2 Coulston Road Ashfield (opposite shops)
Church of Christ, 111 Stirling Street Perth

Ph: 9376 9200
8.30am-4.30pm weekdays
www.ppcn.org.au

Ph: 1300 633 424
www.nps.org.au
# GETTING HEALTH SERVICES

<table>
<thead>
<tr>
<th>CHIRO-PRACTOR</th>
<th>MURDOCH CHIROPRACTIC CLINIC</th>
<th>Ph: 93601202</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The Chiropractic Clinic at Murdoch University gives discounts for HCC card holders and concessions card holders. Phone for more information.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>MURDOCH CHIROS AT ST PAT’S COMMUNITY SUPPORT CENTRES</th>
<th>St Pat's Community Support Centre Fremantle Clinic</th>
<th>Ph: 94304159</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Thu....................................................................</td>
<td>12 Queen Victoria Ave Fremantle</td>
</tr>
<tr>
<td></td>
<td>St Pat's Community Support Centre Kwinana Clinic</td>
<td>Salvation Army Hall Cnr Medina Ave and Hoyle Road Medina</td>
</tr>
<tr>
<td></td>
<td>Wed ...................................................................</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>MURDOCH CHIROS AT THE OTTEY CENTRE</th>
<th>This service is provided by students from Murdoch University's School of Chiropractic, supervised by a doctor.</th>
<th>Ph: 9417 2372</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>This free service is available to anyone who wishes to access the services of a Chiropractor. (Note: Children must be accompanied by a Parent or Carer).</td>
<td>South Lake Ottey Family &amp; Neighbourhood Centre 2A South Lake Drive, South Lake</td>
</tr>
<tr>
<td></td>
<td>Phone Terri for an appointment</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Wed ...................................................................</td>
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<table>
<thead>
<tr>
<th>DIABETES WA</th>
<th>Diabetes WA</th>
<th>Ph: 1300 136 588 (info line) or 9325 7699</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Education, information, support, and advocacy.</td>
<td>322 Hay Street Subiaco</td>
</tr>
<tr>
<td></td>
<td>Administrator of National Diabetes Services Scheme (NDSS) in WA. This scheme allows people with diabetes to access subsidised diabetes products such as insulin, needles and testing strips. Registration with NDSS is free and lifelong.</td>
<td>172 Campbell Street Belmont</td>
</tr>
<tr>
<td></td>
<td>Diabetes WA provides many programs and services to promote healthy lifestyles and the prevention of type 2 diabetes. Some include:</td>
<td>Email: <a href="mailto:info@diabeteswa.com.au">info@diabeteswa.com.au</a></td>
</tr>
<tr>
<td></td>
<td>Yarn Up – A session designed to have a yarn about diabetes within your local Aboriginal community group</td>
<td><a href="http://www.diabeteswa.com.au">www.diabeteswa.com.au</a></td>
</tr>
<tr>
<td></td>
<td>Feltman– An Aboriginal teaching resource to help explain what diabetes is, risk factors, prevention, complications and much more!</td>
<td>Aboriginal health programs contact - <a href="mailto:Aboriginalhealth@diabeteswa.com.au">Aboriginalhealth@diabeteswa.com.au</a></td>
</tr>
</tbody>
</table>
Diabetes WA provides many programs and services to promote healthy lifestyles and the prevention of type 2 diabetes. Some include:

Get On Track Challenge – A free, fun and entertaining team-based physical activity and healthy eating program for all WA adults.

My Healthy Balance - A free online, educational healthy lifestyle program which encourages and supports healthy behaviour changes related to physical activity, healthy eating and healthy weight.

<table>
<thead>
<tr>
<th>HEARING</th>
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<tbody>
<tr>
<td><strong>AUSTRALIAN HEARING</strong></td>
</tr>
<tr>
<td>Free hearing assessments for eligible people (aged or disability pensioners, Veteran holders of Gold card or White card (including hearing loss), ATSI people aged over 50 years). Selecting and fitting hearing devices, regular checks.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>OFFICE OF HEARING SERVICES</strong></th>
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</thead>
<tbody>
<tr>
<td>Eligible people can obtain a comprehensive range of hearing services designed to meet their needs including hearing assessment.</td>
</tr>
<tr>
<td>If assessment indicates that a hearing device is needed your practitioner will help you select an appropriate model from a range of high quality free-to-client devices and provide you with support for your hearing loss.</td>
</tr>
<tr>
<td>Must be an Australian citizen/permanent resident 21 years of age or above and meet eligibility criteria.</td>
</tr>
<tr>
<td>Phone or see the website for further information about eligibility.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>WEST COAST AUDIOLOGY</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Free hearing assessments for pensioners and Department of Veterans Affairs clients. Hearing aids, hearing and tinnitus assessments, earplugs.</td>
</tr>
<tr>
<td>*Note – relocating during 2013 ring to check address</td>
</tr>
<tr>
<td>Ph: 9245 5455 Unit 20, Ocean Village Shopping Centre Kilpa Court City Beach</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>LIONS HEARING CLINICS</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Free hearing assessments and subsidised/free hearing aids for pensioners and DVA clients. Lions Hearing Clinic is dedicated to helping people with hearing loss improve their quality of life. Proceeds go towards Ear Science Institute Australia’s world leading research into the causes, diagnosis, treatment and prevention of all ear and hearing disorders. <a href="http://www.lionshearing.com.au">www.lionshearing.com.au</a></td>
</tr>
<tr>
<td>Ph: 9346 3071 3rd Floor Block A Sir Charles Gardiner Hospital Nedlands</td>
</tr>
<tr>
<td>Ph: 9313 7000 Suite 3, Winthrop Court 143-147 Somerville Boulevard Winthrop</td>
</tr>
<tr>
<td>Ph: 9300 0164 Unit 10, 189 Lakeside Dve Joondalup</td>
</tr>
<tr>
<td>Ph: 9300 0164 Seacrest Medical Centre 28 Seacrest Avenue Sorrento</td>
</tr>
<tr>
<td>Ph: 6380 4900 Suite 2 Level 2 1 Salvado Road Subiaco</td>
</tr>
<tr>
<td>Ph: 9271 2355 67A Third Ave Mt Lawley</td>
</tr>
<tr>
<td>Ph: 9271 2355 Swan Kalamunda Health Services Eveline road Middle Swan</td>
</tr>
</tbody>
</table>
### HIV/AIDS

**WA AIDS COUNCIL**  
The WA AIDS Council (WAAC) provides a wide range of services in the prevention of HIV, and the treatment and care of people living with HIV/AIDS.

Services include:

- Support and assistance for people living with HIV/AIDS, their families, carers and partners
- Counselling to people living with and/or affected by HIV; and gay, lesbian, bisexual & transgender people addressing sexuality, gender and/or relationship issues.
- Community education and information around HIV, BBV's & STIs
- Mobile Needle and Fixed Site Syringe Exchange Program: Visit the website for site locations across the metropolitan area. Fixed site at 664 Murray st, West Perth Mon – Fri 9-5pm and Fremantle Fixed Site, 13 Queen St - Mon, Wed, Fri – 12.00noon to 3.00pm
- M Clinic - STI & HIV Testing services for Men who have sex with men – 548 Newcastle Street, West Perth. ph: 9227 0734 for appointments and open times.
- AIDSline; provides information about HIV/AIDS, education and referral – ph: 9482 0044
- Training and development for volunteers, Government and Non-government organisations, community groups and individual professional bodies

**Ph:** 9482 0000  
664 Murray Street  
**West Perth**  
**Email:**  
[waac@waaids.com](mailto:waac@waaids.com)  
[www.waaids.com](http://www.waaids.com)

### HEPATITIS

**HEPATITISWA**  
HepatitisWA provides prevention, information and support services to the community in response to hepatitis A, B and C.

Please contact us for more information, or make an appointment to call by and talk with an appropriate member of our staff.

**Ph:** 9328 8538  
**Country call:** 1800 800 070  
187 Beaufort Street  
**Northbridge**  
**Email:**  
[info@hepatitiswa.com.au](mailto:info@hepatitiswa.com.au)  

### OPTICAL

**MEDICARE EYE EXAMINATION**  
Everybody is entitled to a comprehensive eye examination once every two years. If your optician or optometrist bulk bills, you will not be out-of-pocket. However, if your optician or optometrist does not bulk bill, then you will need to pay the difference between the Medicare benefit and the Medicare schedule fee. If your optician or optometrist thinks it is clinically necessary for you to have another eye examination within that two-year period, it will also attract a Medicare benefit.

**Ph:** 13 20 11

**SPECTACLE SUBSIDY SCHEME**  
Pensioner Card required (Aged, DSP, WFA, WFD, Vets without DVA entitlements and Seniors Card Holders).  
**Must be WA residents.**  
Maximum subsidy of $50 once every two years. Claim forms available from optometrists, optical dispensers and Department of Health.

**Department of Health**  
**Ph:** 9222 4222  
189 Royal Street  
East Perth 6004
## WA OPTICIANS ASSOCIATES
20% off the price of spectacles (frames and lenses package) for all pensioners and Health Care Card holders

<table>
<thead>
<tr>
<th>Contact Information</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ph: 9325 3254</td>
<td>122 Murray Street Perth</td>
</tr>
<tr>
<td>Ph: 9221 0577</td>
<td>3/101 Royal St East Perth</td>
</tr>
<tr>
<td><a href="http://www.waopticians.com.au">www.waopticians.com.au</a></td>
<td></td>
</tr>
</tbody>
</table>

## WA NILS
The WA No Interest Loans Scheme provides interest free loans from $200 - $1500 for the purchase of essential items and services. You must be on a low income (eligible for a Health Care Card), and have been living in the same property for three months. (some flexibility around this)

<table>
<thead>
<tr>
<th>Contact Information</th>
<th>Address</th>
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<tbody>
<tr>
<td>Ph: 9354 7611</td>
<td></td>
</tr>
<tr>
<td><a href="http://www.wanils.asn.au">www.wanils.asn.au</a></td>
<td></td>
</tr>
</tbody>
</table>

## PODIATRY
- **CITIPLACE**
  - If you receive a Centrelink Pension you may be able to access a Podiatrist. Fees from $21.00. Medicare approved for Enhanced Primary Care Plan patients.
  - *Note you must book in advance
  - Mon-Fri: 8.30am-2.30pm

<table>
<thead>
<tr>
<th>Contact Information</th>
<th>Address</th>
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<tbody>
<tr>
<td>Ph: 9461 3550</td>
<td>Upper Level City Rail Complex, Perth</td>
</tr>
</tbody>
</table>

- **UWA PODIATRY CLINIC**
  - Podiatry services from supervised students, reduced fees, self-referral, referrals from medical and other health professionals also accepted.
  - Reduced fee elective foot surgery also available

<table>
<thead>
<tr>
<th>Contact Information</th>
<th>Address</th>
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<tbody>
<tr>
<td>Ph: 6488 4522</td>
<td>Cnr Park and Crawley Avenues Crawley</td>
</tr>
<tr>
<td><a href="http://www.podiatry.surgery.uwa.edu.au">www.podiatry.surgery.uwa.edu.au</a></td>
<td></td>
</tr>
</tbody>
</table>

- **ARMADALE HOME HELP**
  - Regular podiatry clinics for seniors on Thursdays and Fridays. Transport may be available.
  - Contact for more information.

<table>
<thead>
<tr>
<th>Contact Information</th>
<th>Address</th>
</tr>
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<tbody>
<tr>
<td>Ph: 9399 1111 or 9496 2255</td>
<td>44 Jarrah Rd Roleystone</td>
</tr>
</tbody>
</table>

- **LOCAL COUNCILS**
  - Many local councils provide subsidised podiatry services for seniors.

## PHYSIO-THERAPY
- **CURTIN UNIVERSITY**
  - Supervised students provide initial service for $22 and follow up $18. Ring for appointment
  - Mon-Fri (times vary)

<table>
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<tr>
<th>Contact Information</th>
<th>Address</th>
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<tbody>
<tr>
<td>Ph: 9266 1210</td>
<td>Building 404 Curtin University Kent St Bentley</td>
</tr>
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</table>

- **ISHAR MULTICULTURAL WOMEN’S HEALTH CENTRE**
  - Female physiotherapist conducts exercise classes and physical activity sessions for women from culturally diverse backgrounds. Phone for more information.

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<tr>
<th>Contact Information</th>
<th>Address</th>
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<tbody>
<tr>
<td>Ph: 9345 5335</td>
<td>21 Sudbury Road Mirrabooka</td>
</tr>
<tr>
<td>Email: <a href="mailto:info@ishar.org.au">info@ishar.org.au</a></td>
<td></td>
</tr>
<tr>
<td><a href="http://www.ishar.org.au">www.ishar.org.au</a></td>
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</table>
# Complementary Health Services

## Australian Institute of Holistic Medicine

- **Student Clinic**: Supervised by qualified practitioners. Includes massage, reflexology, homeopathy, acupuncture, naturopathy, and Ayurveda.
- **Consultations**: From $20; concession rates available; special discounts may be available. Prices subject to review.
- **Health Maintenance Package**: Includes health analysis, help to maintain health with 11 follow-up consultations, and discounted products and education for an annual fee of $207.00.
- **Call to enquire or book an appointment**: Ph: 9417 3553, 862 North Lake Rd, Cockburn Central.
- **Email**: info@aihm.wa.edu.au, www.aihm.wa.edu.au/

## Massage

- **Central Institute of Technology Remedial Massage Clinic**: $30 massages by students under supervision. Available during TAFE semester only.
- **Appointment times**: Friday afternoons, Saturday mornings, and Wednesday evenings. Times may vary – phone for more information.
- **Ph**: 9428 0320, Perth Campus B Block, 30 Aberdeen Street, Perth (entrance - William St). Email: massageclinic@central.wa.edu.au

## Challenger Institute of Technology

- **Trainees supervised by Professionals**: Phone for prices and bookings.
- **Ph**: 9239 8227, 15 Grosvenor Street, Beaconsfield, or 6-8 Cliff Street, Fremantle. Email: www.challenger.wa.edu.au

## Meditation

- **If you would like to learn to meditate, and reduce stress or anxiety, or find greater levels of calm and peace, you are welcome to join us.** We teach people how to meditate, provide a relaxed atmosphere in which to do it, and welcome beginners. Better still you do not have to sit cross-legged on the floor – chairs are provided, and it is completely free of charge.
- **We meet every Tuesday evening, throughout the year, except for Xmas and the New Year.** Buddhist monks teach for 9 months of the year, lay people the rest of the year.
- **The timetable includes an explanation of how to meditate, a guided meditation, time for questions, and when possible a short talk.**
- **No need to book in, just come early to get a seat, there will be someone on the door to welcome you and show you what to do.**
- **Phone or email the Group contact, Rachel Green, for more information.**
- **Tue**: 7.00pm-8.30pm
- **Ph**: 9390 1188, (mornings only) in Community Health building (first building on the right) at the Armadale hospital. Albany Highway, Armadale.
- **Email**: armadale@bswa.org
### TAI CHI

**TAOIST TAI CHI SOCIETY OF AUSTRALIA INC**  
Voluntary, non-profit and charitable organisation dedicated to bringing the physical, mental and spiritual benefits of Tai Chi to all.

Classes and Workshops held at Bayswater, Fremantle, North Beach, Joondalup, Kingsley, Maddington, Rockingham, Safety Bay, Subiaco.

See the website for further information and country locations.

<table>
<thead>
<tr>
<th>Ph: 9371 7033</th>
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<tbody>
<tr>
<td>52-54 Railway Parade Bayswater</td>
</tr>
<tr>
<td>Email: <a href="mailto:australia@taoist.org">australia@taoist.org</a></td>
</tr>
<tr>
<td><a href="http://www.taoist.org.au">www.taoist.org.au</a></td>
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### GETTING DENTAL CARE

**GOVERNMENT DENTAL CLINICS**  
If you have a Pensioner Concession Card or a Health Care Card you may be eligible for subsidised dental treatment. The level of subsidy depends on the Centrelink benefit received.

<table>
<thead>
<tr>
<th>Armadale Dental Clinic</th>
<th>Swan Dental Clinic</th>
<th>Special Needs Dental Clinic</th>
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<tbody>
<tr>
<td>3056 Albany Highway</td>
<td>3 Eveline Road</td>
<td></td>
</tr>
<tr>
<td>Ph: 9399 9066</td>
<td>Ph: 9274 0099</td>
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<tr>
<td>Mt Henry Clinic</td>
<td>Rockingham Clinic</td>
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<tr>
<td>43 Mt Henry Road Como</td>
<td>Elanora Drive</td>
<td></td>
</tr>
<tr>
<td>Ph: 9313 0552</td>
<td>Ph: 9592 7222</td>
<td></td>
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<tr>
<td>Fremantle Dental Clinic</td>
<td>Cockburn Dental clinic</td>
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<tr>
<td>Cnr Parry &amp; Holdsworth St</td>
<td>1 Coleville Crescent</td>
<td></td>
</tr>
<tr>
<td>Ph: 9335 6722</td>
<td>Ph: 9494 2977</td>
<td></td>
</tr>
<tr>
<td>Joondalup Dental Clinic</td>
<td>Liddell Dental Clinic</td>
<td></td>
</tr>
<tr>
<td>24 Regents Park Road</td>
<td>6 Temple Street Victoria Park</td>
<td></td>
</tr>
<tr>
<td>Ph: 9300 1620</td>
<td>Ph: 9470 4212</td>
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<tr>
<td>Morley Dental Clinic</td>
<td>Warwick Dental Clinic</td>
<td></td>
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<tr>
<td>145 Russell Street</td>
<td>316 Erindale Road</td>
<td></td>
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<tr>
<td>Ph: 9375 9107</td>
<td>Ph: 9447 8011</td>
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<tr>
<th>Ph: 9313 0555</th>
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<tr>
<td>After hours emergency 9325 3452</td>
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<tr>
<td><a href="http://www.dental.wa.gov.au">www.dental.wa.gov.au</a></td>
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<tr>
<th>GRAYLANDS DENTAL CLINIC</th>
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<tbody>
<tr>
<td>If you are a Graylands Hospital patient or have been recently discharged from Graylands Hospital, you may be able to get free dental care.</td>
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<tr>
<td>Ph: 9347 6600</td>
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<td>Ask to be put through to dental clinic</td>
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<thead>
<tr>
<th>ORAL HEALTH CENTRE OF WA</th>
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<tr>
<td>If you have a current Pensioner Concession Card or Health Care Card you are eligible to receive subsidised dental treatment here. The level of subsidy depends on benefit received. Treatment by supervised 3rd and 4th year Dental students is offered free of charge, subject to the patient’s treatment needs being suitable.</td>
</tr>
<tr>
<td>Ph: 9346 4400</td>
</tr>
<tr>
<td>17 Monash Avenue Nedlands <a href="http://www.dentistry.uwa.edu.au/">www.dentistry.uwa.edu.au/</a></td>
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<thead>
<tr>
<th>ORAL HEALTH CENTRE OF WA EMERGENCY CLINIC</th>
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<tbody>
<tr>
<td>Operates 2.00pm-4.30pm Sat, Sun and Public Holidays Fees apply. Subsidies available.</td>
</tr>
<tr>
<td>Ph: 93467626</td>
</tr>
<tr>
<td>E Block Sir Charles Gardiner Hospital <a href="http://www.dentistry.uwa.edu.au/clinic#emergency">www.dentistry.uwa.edu.au/clinic#emergency</a></td>
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<tr>
<td>Ph: 9354 7611</td>
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<tr>
<td><a href="http://www.wanils.asn.au">www.wanils.asn.au</a></td>
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## GETTING HELP WITH MENTAL HEALTH

### EMERGENCY MENTAL HEALTH SERVICES
24 hour call centre staffed by experienced mental health professionals. Initial advice and assessment; counselling and support. After hours referral to Community Emergency Response Team.

**Ph:** 1300 555 788  
**Peel Region:** 1800 676 822

### ARAFMI CARER SUPPORT GROUP
Free Mental Health Carer Support group for carers of people with mental health difficulties. Arafmi provides both day and evening support groups in the metro area. The group gives carers the opportunity to discuss issues related to their caring role. It’s an informal session where carers are welcome to come along and have a chat with people who have similar experiences as a carer. While sharing experiences people can gain peer support (only someone who has been in your shoes can truly understand) and reduce feelings of isolation. The act of sharing may help reduce feelings of distress which may increase capacity to provide greater care for their loved one.

Arafmi is now servicing Armadale, Kelmscott and Gosnells area as well.

**Phone** Arafmi administration or visit the website for more information.

**Ph:** 9427 7100  
[www.arafmi.asn.au](http://www.arafmi.asn.au/)

### BRIGHT SPIRIT
FREE, annual, informative and entertaining magazine produced by mental health consumers for mental health consumers. Contributions welcome. Phone or email for more information or to go on the mailing list.

**Ph:** 9485 3939  
**Email:** [patrickduff@ruah.com.au](mailto:patrickduff@ruah.com.au)

### CLAN WA INDIGO PROJECT
Free Mental Health First Aid and Youth Mental Health First Aid courses and workshops for family and friends of people with mental health issues.

Other mental health and wellbeing courses and workshops are held throughout the year. Check the website or phone for more information.

**Ph:** 9498 2829  

### CLAN WA
‘Riotous Rainbows and Telling Tales’  
A low cost Community Arts Endeavour project. April - June 2013. Held at Creyk Park Pavilion, Waltham Road Armadale. Phone or visit the website for more information.

**Ph:** 9498 2829  
(Jan Barton Program Coordinator)  
[www.rainbowstellingtales.com](http://www.rainbowstellingtales.com)

### COUNCIL OF OFFICIAL VISITORS
The Council of Official Visitors is established under the Mental Health Act to provide an independent advocacy service for people who are involuntarily detained in hospital, on a Community Treatment Order or living in licensed psychiatric hostel.

Callers can request a visit by an Official Visitor, who are located across in the metropolitan area, and in Bunbury, Albany, Kalgoorlie and Broome.

**Office hours:**  
Mon-Fri: 8.30am-4.30pm (answering machine provided outside these hours which is checked over weekends).

**Phone:** 1800 999 057  
**Address:** Unit 1, 18 Harvest Tce  
**West Perth**  
**Email:** [info@coov.org](mailto:info@coov.org)  
[www.coov.org](http://www.coov.org)
### FREEDOM CENTRE
The Freedom Centre provides peer support, information, referral and a safe social space for young people (under 26) who are gay, lesbian, bisexual, transgender, transsexual, intersex, queer and questioning their sexuality or sex/gender.

**Ph:** 9228 0354  
**93 Brisbane St**  
**Perth**  
**Email:** info@freedom.org.au  
**www.freedom.org.au**

### GROW
A community mental health movement organised and led by people recovering or recovered from a mental health issue such as depression, anxiety or other emotional distress. GROW is free, anonymous, confidential, not affiliated with any church or religion, no fees or dues are charged and you don’t need a referral, just come along. GROW is open to all adults 18+ years. Meetings are held weekly in various locations around the metro area, last 2 hours, and are followed by refreshments.

**Ph:** 9228 1411  
**Freecall:** 1800 558 268  
**Address:** 81 Angove St  
**North Perth**  
**Email:** wa@wa.grow.net.au  
**www.grow.net.au**

### JUNE OCONNOR CENTRES
Non-government service established for the encouragement and benefit of those adults with a diagnosed mental illness.

The centres provide a flexible and comfortable environment where members can meet and socialise.

Social and recreational activities are offered with members being free to determine their own attendance and participation.

**Ph:** 9301 1227  
**1/20 Mercer Lane**  
**Joondalup**  
**Email:** joon@joc.com.au  
**Ph:** 9381 7175  
**2 Nicholson Road**  
**Subiaco**  
**Email:** subi@joc.com.au  
**Ph:** 9336 3677  
**31 Alma Street**  
**Fremantle**  
**Email:** freo@joc.com.au  
**Ph:** 9535 9326  
**1 France Street**  
**Mandurah**  
**Email:** mand@joc.com.au  
**Ph:** 9527 9113  
**8 Baralda Court**  
**Rockingham WA 6168**  
**Email:** roc@joc.com.au  
**Website**  
**www.joc.com.au**

### MEN'S SUPPORT SERVICE
10 week positive lifestyle program to help men develop a more positive outlook on life, particularly those suffering depression associated with difficult life events such as job loss or relationship breakdown. Women may also participate. Phone for more information.

**Mon-Fri........................................9.00am-5.00pm**

**COMMUNITY MEN’S SHED**
All ages welcome (under 18 must be accompanied by an adult). Membership fees apply.

**Ph:** 9439 1585  
**55 Medina Avenue**  
**Medina**

### MENTAL HEALTH CARERS SUPPORT GROUP CUPPA AND CHAT
This group of carers of people with a mental health problem in the South East Metro area meets every second week for a cuppa. The group talks about their issues or any topic that arises. They try and offer help to each other or just support with a friendly ear in a very informal way. Please contact for more information.

**Ph:** 94909443  
**Email:** Joan_pettit@iinet.net.au
| **MENTAL ILLNESS FELLOWSHIP OF WA (MIFWA)** | The fellowship acts as a first point of call for people with mental illness, their carers, family and friends, in providing information and support. MIFWA is committed to promoting an understanding of issues relating to mental illness in the community leading to better mental health. MIFWA is part of the national family known as Mental Illness Fellowship Australia (MIFA). | Ph: 9228 0200 110 Edward Street Perth PO Box 8422 PBC Perth 6849 Email: info@mifwa.org.au www.mifwa.org.au |
| **MOBILE GP** | A doctor is available at the Ruah Centre Mon and Thu 9.00am-1.00pm Mental Health Nurse via mobile GP referral. Aboriginal Mental Health Support worker in attendance Wed 9.00am-11.30am Phone for more information and to check availability. | Ph: 9328 7682 33 Shenton Street Northbridge www.ruah.com.au/page/ruahcentre |
| **PERTH HOME CARE** | Work together with people experiencing mental illness on their recovery journey. This may include independent living skills (household organisation, shopping, bill paying, meal preparation, home help and attending appointments), improving participants’ involvement, confidence and self-direction, and providing advocacy support. Also provides a range of flexible and responsive support to carers of people with mental illness. Phone for more information. | Ph: 9204 7800 30 Hasler Road Osborne Park Ph: 9412 3400 Unit 1, 234 Berrigan Dve Jandakot Email admin@phcs.org.au www.phcs.org.au |
| **RUAAH INREACH** | Ruah Inreach provides recovery support to assist people living with a mental illness to improve their quality of life. The worker works in partnership with the individual to develop a recovery support plan, tailoring interventions and support to meet individual’s needs and choices. Current Ruah Inreach key service delivery teams include: - Five locally based teams providing psychosocial and recovery support to individuals and families - Metropolitan wide intensive team working with homeless people with a mental illness - Early Episode Partnership program in Rockingham and Mandurah works with people who are experiencing their first episode of psychosis - Specialist Recreation Program operating in the lower North, Fremantle and Inner City - Peer programs of Urban Network and Wellness Recovery Action Plan (WRAP) See the website for more information and referral forms. | Ph: 9485 3939 GPO Box 2828 West Perth Email: administration@ruah.com.au www.ruah.com.au/page/mental_health |
| **RUAAH MENTAL HEALTH WEBSITE** | The new Ruah Mental Health website was launched in 2011, by WA's first Mental Health Commissioner, Mr. Eddie Bartnik. On the site you can find information and resources that enhance mental health recovery and wellbeing, with a focus on -  
- Mental Health and Wellbeing  
- Mental Health Recovery  
- Children and Families  
- Aboriginal Wellbeing  
- Young People  
- Mental Health Support  

Other useful features include the **Training and Events page** and **e-Newsletter**, which is a good place to start keeping up with the latest Ruah Mental Health news – register for news-updates at the website. | www.ruahmentalhealth.com.au |
| **SUPPORT IN-SITE INC** | **ELIGIBILITY:** Living with mental illness, in Fremantle, Armadale, Rockingham/Kwinana and Peel.  
**SERVICE:** Grants for holidays and other recreational activities (eg Gym membership, yoga, hobby classes, music lessons).  

Phone  
Mon and Wed.................................9.00am-4.00pm  
Ph: 0477 070 884  
PO Box 824  
Rockingham 6968  
Email: admin@support-insite.org.au  
www.support-insite.org.au | |
| **THE SHOPFRONT** | Help and assistance to deal with life’s problems. Support, information and referrals provided in a relaxed, homely and welcoming environment.  
**Mon–Fri..............................................11.00am-2.00pm**  
**Tue:** WASUA, Mobile GP, and/or a Psychologist may be available  
**Fri:** Community Mental Health Nurse may be available.  

Ph: 9371 9109  
170 Whatley Cres  
Maylands  
(opposite Maylands Train Station) | |
| **WELLNESS RECOVERY ACTION PLAN (WRAP)** | The WRAP program is an 8 week (2.5 hours per week) recovery based program for people living with mental illness. WRAP is designed to reduce and prevent negative feelings, thoughts and behaviours, while aiming to increase personal empowerment, awareness and improve quality of life.  

Through interactive and educational sessions participants learn to manage the distressing effects of their illness and develop plans and tools to prevent becoming unwell by increasing their awareness of risk factors (e.g. triggers to relapse, early warning signs) and learning about what works for them (personal wellness plans).  

The power of the WRAP program is that it is facilitated by people who have had personal experience living with mental illness and have used the program to work towards personal wellness and recovery.  

Phone or see the website for more information. | Ph: 9485 3939  
Email: wrap@ruah.com.au  
| WESTERN AUSTRALIAN ASSOCIATION FOR MENTAL HEALTH | Friends of Heathcote – Annual Grant  
ELIGIBILITY: People living with mental illness – open to organisations and individuals.  
SERVICE: Grants for meaningful activities aimed at improving quality of life - may include holidays, outings, music lessons etc. Applications open June.  
Dr KB McManus Memorial Fund – Annual Grant  
ELIGIBILITY: People living with mental illness – open to individuals only.  
SERVICE: Grants to help people enter the Arts – may include courses, theatre, music, dance or art activities. Applications open June.  

*Note: keep an eye on the website for any changes to these grants | Ph: 9420 7277  
2 Delhi Street  
West Perth  
Email reception@waamh.org.au  
www.waamh.org.au |
| WORKPOWER COMMUNITY SUPPORT AND RESPITE | Provides respite to allow carers to take a break and spend some time on their own self care needs. This service works closely with carers and the people they care for. It is person focussed and tailored to individual needs. Services include in-home respite, community respite, and a school holiday program. Funded places may be available. A small fee may be payable for some activities. For more information phone or see the website. | Ph: 9260 9999  
Address: 317-319 Pier St Perth  
Email: community@workpower.asn.au  
www.workpower.asn.au |
| GETTING COUNSELLING | If you have a complex or chronic health condition, you may be eligible for the Enhanced Primary Care Plan. This provides rebates for up to five allied health appointments including an Aboriginal health worker, mental health worker, or psychologist. Applications must be made through your GP. | Ph: 13 20 11  
www.mbsonline.gov.au |
| ENHANCED PRIMARY CARE (EPC) PLAN | Anglicare WA is a not for profit community service organisation. We support people, families and their communities to cope with the challenges of life by building their resilience and capacity. We assist people with relationship issues, financial problems, and housing difficulties.  
Relationship Services  
Resilient relationships help us to get the best out of life. At Anglicare WA we provide a wide range of relationship services to families, couples and individuals. We help people to manage disputes, deal with family violence, and cope with separation. We provide foster care to children and young people who are unable to live with their families. We offer sexual assault counselling and support for those who have lost loved ones to suicide, and help people with disabilities live their lives to the fullest. We put our children first and make sure their needs are addressed as lives and relationships change.  
www.kinway.org.au | Ph: 9263 2050  
23 Adelaide Terrace  
East Perth  
Ph: 9394 9200  
Gosnells Community Lotteries House  
Suite 9 1st Floor  
2232 Albany Highway  
Gosnells  
Ph: 9400 7200  
Suite 5, Level 1 Grace House, 109 Grand Blvd  
Joondalup  
Ph: 9528 0702  
St Nicholas Community Centre  
14 Council Avenue  
Rockingham  
Ph: 9583 1400  
11-15 Pinjarra Road  
Mandurah |
**ARAFMI COUNSELLING**  
Arafmi provides a range of services for carers of someone with mental health difficulties. Services include adult and youth counselling, advocacy, education on mental illness, school holiday programs, school education programs, carer respite, consumer recreation in the metro area.  
Arafmi is now servicing Armadale, Kelmscott and Gosnell area as well.  
Phone Arafmi administration on or visit the website for more information.  

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**CALADENIA COUNSELLING**  
Counselling by post-graduate trainee counsellors. Low fee and concessions available. Fees may be waived in certain circumstances.  

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**CENTRECARE**  
Provides a range of counselling services free to people with a Health Care Card or Pension Card. Low fees offered for clients on low incomes. Includes personal issues, relationship problems, parenting issues, domestic violence, loss and grief. Phone for more information.  
www.centrecare.com.au  

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**CHRISTIAN OUTREACH CENTRE**  
Free Counselling (eg grief, loss, relationship problems, addictions etc).  
Mon.............................................................................3.00pm-5.00pm  
Thu.............................................................................5.00pm-6.30pm  

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**COUNSELLING CONNECTIONS**  
Counselling Connections is a counselling service for private consultations and also via referrals from a GP under Medicare Better Access mental health care plans. Participants via Medicare are entitled to 10 sessions per year. Dealing with relationship issues, trauma, DV, grief and loss, developmental and adjustment issues, and can offer advocacy. Susan Johnston is the Director and she is a mental health social worker and clinical counsellor. Please phone for an appointment.  

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<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Description</th>
<th>Address</th>
<th>Contact Information</th>
</tr>
</thead>
</table>
| Arafmi | Provides a range of services for carers of someone with mental health difficulties. | | Ph: 9427 7100  
www.arafmi.asn.au/ |
| Caladenia | Counselling by post-graduate trainee counsellors. Low fee and concessions available. Fees may be waived in certain circumstances. | | Ph: 9360 7848  
Murdoch University South Street  
Murdoch  
Email: M.Ledingham@murdoch.edu.au |
| Centrecare | Provides a range of counselling services free to people with a Health Care Card or Pension Card. Low fees offered for clients on low incomes. Includes personal issues, relationship problems, parenting issues, domestic violence, loss and grief. | | Ph 9498 9200  
2302-2308 Albany Highway  
Gosnells  
Ph: 9300 7300  
Level 1  
85 Boas Avenue  
Joondalup  
Ph: 9440 0400  
12 Brewer Place  
Mirrabooka  
Ph: 9325 6644  
456 Hay Street  
Perth  
www.centrecare.com.au |
| Christian Outreach Centre | Free Counselling (eg grief, loss, relationship problems, addictions etc). | | Ph:9399 8890 or 9399 2508  
38 Marion Avenue  
Armadale  
Email: dykstra@iinet.net.au |
| Counselling Connections | Counselling Connections is a counselling service for private consultations and also via referrals from a GP under Medicare Better Access mental health care plans. Participants via Medicare are entitled to 10 sessions per year. Dealing with relationship issues, trauma, DV, grief and loss, developmental and adjustment issues, and can offer advocacy. Susan Johnston is the Director and she is a mental health social worker and clinical counsellor. Please phone for an appointment. | | Ph: 0412 098 645  
Unit 3D,  
C Y O'Conner Village Centre, 11 Erade Dve,  
Piara Waters 6112  
www.counsellingconnections.com.au |
| **CURTIN UNIVERSITY PSYCHOLOGY CLINIC** | Services provided by Clinical Psychology Trainees and a Clinical Psychologist Registrar, who are under the supervision of experienced, registered Clinical Psychologists.  
The adult clinic has specialist treatment programs for OCD, CBT groups for anxiety and depression, and mindfulness groups. Child services include treatment for depression, anxiety, social competence, ADHD, behavioural problems, separation anxiety and phobias. Other groups including CBT (Aussie Optimism).  
Child assessment service also available.  
Fees are on a sliding scale depending on income. | Ph: 9266 3436  
Building 404, Rm 223  
Health Sciences Two Curtin Uni  
Kent Street  
**Bentley**  
[psych.curtin.edu.au/clinical_services/psychology_clinic_adult.cfm](http://psych.curtin.edu.au/clinical_services/psychology_clinic_adult.cfm) |
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| **FREMANTLE MULTI-CULTURAL CENTRE** | **Mental Health Access Service** - assists people from diverse cultures and their families, who may experience difficulties and concerns with mental health and emotional well-being. This is a free metro wide service which operates from five accessible locations. | Ph: 9336 8282  
241-243 High Street  
Fremantle  
| **ISHAR MULTICULTURAL WOMEN’S HEALTH CENTRE** | Culturally appropriate mental health counselling with a Registered Psychologist twice a week. | Ph: 9345 5335  
21 Sudbury Road  
Mirrabooka  
[www.ishar.org.au](http://www.ishar.org.au)  
Email: info@ishar.org.au |
| **METROPOLITAN MIGRANT RESOURCE CENTRE** | Family Support Service providing free relationship counselling service for couples, families and individuals.  
Phone or see the website for more information. | Ph: 9345 5755  
1/14 Chesterfield Rd  
Mirrabooka  
Email: admin@mmrcwa.org.au  
| **OK Clinic** | Situated in Gosnells near the train station, a team of seven psychologists/Clinical Psychologists, with have a wide range of specialisations, cater for many psychological issues ranging from infant, children and adolescent problems through to adult mental health issues. Also couples counselling, family therapy, Workers Compensation, Assessments and Legal reports.  
Open Monday to Saturday and can do late appointments. Bulk Billing for clients who are on a pension, low incomes and have a health care Card. Sliding scale fee structure to suit all needs. | Ph: 9490 9088 |
| **PASSAGES** | **ELIGIBILITY:** 12-25 years and homeless or at risk of homelessness.  
**PCEMML Clinical Psychologist**  
Mon.................................................................1.00pm-3.00pm  
Youthlink  
Wed .................................................................10.00am-11.00am  
Lynks Counselling - Referrals | Ph: 9228 1478  
Fax: 9228 9572  
22 Palmerston Street  
**Northbridge**  
Email: Passages.project@svdpwa.org.au  
Website: [www.passagesresourcecentre.com](http://www.passagesresourcecentre.com) |
| **PERTH INNER CITY YOUTH SERVICES** | Pillar Program for 15-18 year olds who suffer mental health issues and face homelessness. Includes accommodation (when available), psychosocial support, living skills, drug and alcohol and family counselling. Young people of Diverse Sexuality and Gender (DSG) are welcome. | Ph: 9388 2792 or 9380 4660  
22 Blencow Street  
West Leederville |
| **ROBIN WINKLER CLINIC** | Low cost service provided by supervised Clinical Psychology trainees. Some groups may be run including smoking cessation, social phobia and weight management. Please ring first for an appointment  
Mon, Tue, Wed........................................8.30am-8.00pm  
Thu and Fri..................................................8.30am-5.00pm | Ph: 6488 2644  
General Purpose Building 3  
UWA Campus  
Myers Street  
Crawley  
Email: P_Clinic@curtin.edu.au  
www.psychology.uwa.edu.au/robin_winkler_clinic |
| **TRANBY** | Mental Health Nurse available  
Mon, Tue, Thu and Fri...............................from 7.00am | Ph: 9220 1200  
Unit 6, 5 Aberdeen Street  
East Perth |
| **WA AIDS COUNCIL** | The WA AIDS Council (WAAC) provides a wide range of services in the prevention of HIV, and the treatment and care of people living with HIV/AIDS; including counselling to people living with and/or affected by HIV; and gay, lesbian, bisexual & transgender people addressing sexuality, gender and/or relationship issues | Ph: 9482 0000  
664 Murray Street  
West Perth  
Email: waac@waaids.com  
www.waaids.com |
| **WOMEN'S Healthworks** | Confidential, individual low-cost counselling service for women run by a registered psychologist. Assists women experiencing difficulties relating to self-esteem, confidence, depression, panic/anxiety, grief/loss, relationship issues, marital problems, childhood issues, fears and phobias.  
There is usually a wait list for the counselling services and appointments are essential.  
Tuesdays, Wednesdays and Fridays. | Ph: 9300 1566  
Fax: 9300 1699  
Suite 6 Joondalup Lotteries House  
70 Davidson Tce  
Joondalup  
Email: info@womenshealthworks.org.au  
www.womenshealthworks.org.au |
| **WOMEN’S HEALTH AND WELLBEING SERVICES SOUTH EAST METRO** | Free counselling for women who are GWHS members (membership costs $10 per year). General counselling program, but specialists in helping women experiencing perinatal depression or family and relationship issues. Phone for more information. | Ph: 9490 2258  
Suite 7 Level 1  
Gosnells Community Lotteries House,  
2232c Albany Hwy  
Gosnells  
www.gwhs.com.au |
| **WOMEN’S HEALTH AND FAMILY SERVICES** | Mental Health Community Outreach Program  
Clinical services, counselling, mental health outreach program. Individual and group support for Mums and children. | Ph: 6330 5400  
Fax: 6330 5499  
227 Newcastle Street  
Northbridge  
www.whfs.org.au |
**YORGUM ABORIGINAL CORPORATION**

Yorgum provides counselling for Family Violence, Child Sexual Abuse, Stolen Generations and Mental Health. Yorgum also provides the Link-Up service for Aboriginal people affected by past government removal policies and practices; and the Workforce Support Unit which facilitates supervision and training for the Social & Emotional Wellbeing Workforce funded by Department of Health & Ageing.

Ph: 9218 9477  
Fax: 9221 0487  
176 Wittenoom Street  
East Perth  
PO Box 236  
Northbridge 6865  
www.yorgum.com.au

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**YOUTH FOCUS**

Youth Focus is a unique independent not for profit organisation that supports vulnerable young people in Western Australia by offering a range of mental health services. We operate with a team of highly trained and skilled psychologists, social workers and occupational therapists to provide a range of early intervention and prevention services **free of charge**, aimed at supporting young people and their families to overcome the issues associated with suicide, depression and self harm.

Ph: 6266 4333  
Email: reception@youthfocus.com.au  
www.youthfocus.com.au

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**GETTING HELP FOR SUBSTANCE USE**

**ALCOHOL and DRUG INFO SERVICE**

ADIS is a 24 hour, 7 day, state wide, confidential telephone service incorporating the Parent Drug Information Service (PDIS) and the counselling option of Quitline WA. ADIS is staffed by professional drug and alcohol counsellors. ADIS provides:

- **Information:** Drugs and their effects, testing, types of treatment, AOD services, prevalence, self-help groups.

- **Counselling:** Counselling & referral for substance users & family members. Family members can choose to speak with a parent volunteer who has lived experience of a loved one’s substance use (through PDIS). Quitline callers are offered the Quit call-back service.

- **Referral:** ADIS provides referral for community based counselling, detoxification and rehabilitation services, as well as other relevant services.

**BRIDGE HOUSE**

Detox Centre. Males and Females.  
- Non-medical or low medical detox (7-10days)  
- Sobering Up Shelter 24/7. Self referral, referral from Police, Railway Police or Nyungar Patrol.  
- Assessment for long term rehab – 4 to 5 weeks. Application forms available from the centre. Phone for a copy or for more information.

Ph: 9227 8086  
11-15 Wright Street  
Highgate  

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**ADIS**

Ph: 9442 5000  
Country: 1800 198 024  
adis@health.wa.gov.au  
www.dao.health.wa.gov.au

**PDIS**

Ph: 9442 5050  
Country: 1800 653 203

**Quitline**

13 78 48

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**BRIDGE HOUSE**

Detox Centre. Males and Females.  
- Non-medical or low medical detox (7-10days)  
- Sobering Up Shelter 24/7. Self referral, referral from Police, Railway Police or Nyungar Patrol.  
- Assessment for long term rehab – 4 to 5 weeks. Application forms available from the centre. Phone for a copy or for more information.

Ph: 9227 8086  
11-15 Wright Street  
Highgate
**DAYS (DRUG AND ALCOHOL YOUTH SERVICE)**  
ELIGIBILITY: Young people aged 12 to 19 years who have substance use related problems. Family sensitive services include:  
- Community Case Management (counselling, support, care plans, referrals);  
- Withdrawal and Respite Services (accommodation, support, education, alternative therapies);  
- Residential Rehab (structured and supervised, 24 hour supportive care, education, alternative therapies, living skills). Some costs involved.  
- Outreach Services (assessment and counselling for young detainees)  
Phone for more information................. 8.30am-4.30pm  
Ph: 9222 6300  
129 Hill Street  
East Perth

**DRUG ARM WA INC**  
- Counselling Service by appointment only (Individual Counselling and Group Intervention/Counselling)  
- Residential Rehabilitation Centre for adults (Rosella House) located at Geraldton (13 Week Program) phone 9921 7409 for more information.  
- Street Van Program in Northbridge, Joondalup and Armadale. Friday and Saturday nights 8.00pm-midnight. Informal Counselling and Referrals.  
- Education Programs – given at schools, TAFE Colleges and Community Groups through workshops and presentations.  
- School Leavers – Located in Dunsborough and Rottnest Island, providing sobering up facilities during school leavers week.  
Ph: 9497 9498  
Fax: 9497 9424  
Level 1, 56 Fourth Road, Armadale  
PO Box 165,  
Armadale WA 6992  
Email: reception@drugarmwa.org.au  
www.drugarmwa.org.au

**FRESH START RECOVERY PROGRAMME**  
Not-for-profit charity which offers medical and other allied health treatments to addiction, including:  
- Treatment clinic  
- GP clinic  
- Addictions specialist  
- Counselling  
- Chaplaincy  
- Housing  
- Rehabilitation  
- Accelerated detoxification  
Phone or see the website for more information  
Ph: 9381 1333  
65 Townshend Road  
Subiaco  
Email: info@freshstart.org.au  
www.freshstart.org.au

**HOLYOAKE**  
Holyoake is a leading non-government provider of Alcohol and other Drug (AOD) treatment services in WA and has been operating since 1975. Our unique family systems approach recognises the impact of AOD issues on all family members and offers a wide range of services to anyone that seeks help. This includes specialised individual and group programs for:  
- People with AOD and other addiction issues  
- People affected by a family member or significant other’s dependency on AOD and other addictions  
Every year we reach out to over 4,000 people including men, women, partners, couples, parents, young adults, adolescents and children. Our counselling team works very closely with participants to ensure they receive maximum value and benefit from each program. We ensure a safe, caring and non-judgemental environment in which individuals can rediscover their sense of value, belief and self-empowerment.  
Holyoake has offices in Victoria Park, Midland, Northam and Narrogin. Please call, email or visit the website for more details.  
Ph: 9416 4444  
Email: clientservices@holyoake.org.au  
www.holyoake.org.au
| NEXT STEP | • Assessment and referral  
• Case Management and Support  
• Opiate and alcohol pharmacotherapies  
• Medically supported withdrawal management (inpatient and outpatient) | Ph: 92191919  
32 Moore Street  
East Perth  
www.dao.health.wa.gov.au |
| --- | --- | --- |
| PALMERSTON ASSOCIATION | Counselling and group work, family counselling, residential rehabilitation, education and information. | Ph: 9328 7355  
134 Palmerston St  
Perth  
Ph: 9430 5966  
Level 3  
22 Queens Street  
Fremantle  
Ph: 9529 2500  
3/3 Goddard Street  
Rockingham  
Ph: 9581 4010  
22b Tucky Street  
Mandurah  
www.palmerston.org.au |
| PASSAGES DROP IN CENTRE | ELIGIBILITY: 12-25 years and homeless or at risk of homelessness.  
DAYS Mission Australia  
Tue: ........................................ 10.00am-11.00am  
WA Substance Users Association  
Wed: .................................................. 12noon-1.00pm | Ph: 9228 1478  
Fax: 9228 9572  
22 Palmerston Street  
Northbridge  
Email: Passages.project@svdpwa.org.au  
Website: www.passagesresourcecentre.com |
| PERTH INNER CITY YOUTH SERVICES | Pillar Program for 15-18 year olds who suffer mental health issues and face homelessness. Includes accommodation (when available), psychosocial support, living skills, drug and alcohol and family counselling.  
Young people of Diverse Sexuality and Gender (DSG) are welcome. | Ph: 9388 2792 or 9380 4660  
22 Blencow Street  
West Leederville |
| RUAH CENTRE | Support, assistance, referral and advocacy for people who are homeless (and those at risk of homelessness), who also have drug or alcohol issues. 9.00am to 1.00pm daily.  
WA Substance Users Association (WASUA) outreach worker in attendance:  
Mon: ........................................ 9.00am-11.00am | Ph: 9328 7682  
33 Shenton St  
Northbridge  
| WOMEN’S HEALTH AND FAMILY SERVICES | DRUG AND ALCOHOL Program and PEPISU Mums and Children’s Program  
KIF – Kids in Focus program. Counselling and support for children affected by a family members AOD use.  
Individual counselling and support groups. Support services for Mum’s using alcohol and other drugs. Support services for people affected by a family member or significant others alcohol and/or drug use.  
Information and referral.  
Crèche available. | Ph: 6330 5400  
227 Newcastle Street  
Northbridge  
www.whfs.org.au |
| WOMEN’S HEALTH-WORKS | The Village Program  
Supporting women with drug and alcohol issues who have children under 12 years.  
This program offers hope to those mums in the northern suburbs who want to make positive changes to their lives for themselves and their children.  
Free individual or family counselling, information and support on drug and/or alcohol treatment options. Phone for more information. | Ph: 9300 1566  
Fax: 9300 1699  
Suite 6 Joondalup  
Lotteries House  
70 Davidson Tce  
Joondalup  
Email: info@womenshealthworks.org.au  
www.womenshealthworks.org.au |
UPDATE FORM

Getting By…Getting Ahead
A guide to concessions and other ways of keeping costs down

Please help to keep this booklet up to date. If you are aware, or if you find out about, a service or concession that should be in this guide, please fill in this ‘booklet update’ form or contact Ruah Community Services.

<table>
<thead>
<tr>
<th>Name of Concession or Service/Program</th>
<th>Details of Concession or Service</th>
<th>Preferred Contact Details</th>
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Any other relevant information:
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Any other services/programs recommended for inclusion:
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Please send this form to:
Ruah Community Services, 67 Plaistowe Mews,
102 Railway Parade, West Perth WA 6005
or
GPO Box 2828, West Perth WA 6872

Phone: 9485 3939
E-mail: administration@ruah.com.au

Your contact Details:
Name: .................................................................
Organisation: ....................................................... 
Phone: .................................................................
Address: ............................................................... 
Email: ................................................................. 
Date: ..................................................................