

City of  
**Bayswater**

# Caring for our community



[bayswater.wa.gov.au](http://bayswater.wa.gov.au)



## **Acknowledgement of Country**

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

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

# Contents

Introduction .....	4
Hub Connections .....	5
City of Bayswater Rangers and Security .....	6
Priority phone numbers.....	7
Get connected.....	8
Information and referral services .....	10
Accommodation assistance.....	11
Emergency relief.....	16
Domestic violence.....	18
Mental health.....	20
Alcohol and other drugs .....	21
Financial support.....	23

## Disclaimer

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



# Introduction

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

Homelessness includes:

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

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

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



## Hub Connections

Poverty, hardship and homelessness can affect anyone at any time in their life, often as a result of circumstances beyond their control. Many people may not know where to find help.

If you see or know someone who may need support, consider informing them about the City’s Hub Connections program at Morley Library. The City of Bayswater Hub Connections program is led by a group of caring volunteers who help connect residents to information, community services and support groups without judgement.

We understand there are times in life where you may struggle and need a helping hand. Trained City of Bayswater Hub Connector volunteers are available to listen and help. Volunteers can provide information and assist with connecting you to a community service provider that matches your needs.

### Location

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Morley Library, 240 Walter Road  
West, Morley

### Opening hours

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Wednesday  
3.30 – 6.30pm  
Thursday  
10am – 1pm, 3.30 – 6.30pm  
Friday  
10am – 1pm



## City of Bayswater Rangers and Security

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

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

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

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

# Priority phone numbers

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

# Get connected

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

Visit [bayswater.wa.gov.au](https://bayswater.wa.gov.au) to find out more.

## Community Directory

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

## Community training

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

## Internet and e-learning

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

## Mobile charging

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

## Recharge points

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

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





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# Information and referral services

## Ask Izzy

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

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

**Online service** 

### Website

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[askizzy.org.au](http://askizzy.org.au)



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# Accommodation assistance

## 55 Central

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

**Men** 

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### Location

55 Central Avenue, Maylands

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### Phone

(08) 9272 1333

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### Email

[enquiries@55central.asn.au](mailto:enquiries@55central.asn.au)

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### Website

[55central.asn.au](http://55central.asn.au)

## Entry Point Perth

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

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### Phone

1800 124 684 or (08) 6496 0001

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### Opening hours

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

## Accommodation assistance

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### Foyer Oxford

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

#### Youth



#### Location

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196 Oxford St, Leederville

#### Phone

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(08) 6240 7200 or 1800 185 685

#### Email

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[hello@foyeroxford.org.au](mailto:hello@foyeroxford.org.au)

#### Website

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[foyeroxford.org.au](http://foyeroxford.org.au)

#### Opening hours

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24-hour service

### Multicultural Services Centre – Housing Services

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

#### Culturally and linguistically diverse



#### Location

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5 Bookham St, Morley

#### Phone

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(08) 9444 8283

#### Opening hours

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Monday to Friday 8.30am – 4.30pm

#### Website

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[mscwa.com.au](http://mscwa.com.au)

## Accommodation assistance

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### Ruah Refuge – Harmony Place

For women who are homeless or escaping family domestic violence.

#### Women and children



#### Phone

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

#### Email

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[connecting@ruah.org.au](mailto:connecting@ruah.org.au)

#### Opening hours

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

#### Website

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[ruah.org.au](http://ruah.org.au)

### St Bart's

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

#### Location

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7 Lime Street, East Perth

#### Phone

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(08) 9323 5100

#### Email

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[enquiries@stbarts.org.au](mailto:enquiries@stbarts.org.au)

[intake@stbarts.org.au](mailto:intake@stbarts.org.au)

#### Opening hours

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Monday to Friday 8am – 4.30pm

#### Website

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[stbarts.org.au](http://stbarts.org.au)

## Accommodation assistance

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### Uniting WA

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

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#### Location

10/5 Aberdeen Street, Perth

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#### Email

[tranby@unitingwa.org.au](mailto:tranby@unitingwa.org.au)

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#### Phone

(08) 9220 1288

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#### Website

[unitingwa.org.au](http://unitingwa.org.au)

### Vinnies Tom Fisher House

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

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#### Location

9 Brewer Road, Canning Vale

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#### Opening hours

Every day of the year  
5.30pm to 8.30am

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#### Phone

(08) 9227 1445

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#### Emergency assistance

1300 794 054  
Monday to Friday 9am – 12.30pm

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#### Email

[tfh@svdpwa.org.au](mailto:tfh@svdpwa.org.au)

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#### Website

[vinnies.org.au/wa/services-in-western-australia/vinnies-tom-fisher-house](http://vinnies.org.au/wa/services-in-western-australia/vinnies-tom-fisher-house)

## Accommodation assistance

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### Mission Australia – YouthBeat

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

#### Youth



#### Location

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48 Palmerston Street, Northbridge

#### Phone

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(08) 6212 8700

#### Website

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[missionaustralia.com.au](http://missionaustralia.com.au)

#### Email

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[youthbeatwa@missionaustralia.com.au](mailto:youthbeatwa@missionaustralia.com.au)

#### Opening hours

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



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# Emergency relief

## AMURT WA

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

**Food and groceries**  
**Clothing and toiletries**  
**Blankets**



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### Phone

0490 341 797

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### Email

[jaswant.singh@amurt.org.au](mailto:jaswant.singh@amurt.org.au)

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### Opening hours

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

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### Website

[amurt.info](http://amurt.info)





## Perth Homelessness Support Group

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

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

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

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

### Office and depot location

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Unit 2/28 Munt St, Bayswater

### Website

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[perthhomeless.com.au](http://perthhomeless.com.au)

### Phone

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(08) 9471 9115

## Salvation Army

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

### Location

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565 Walter Road East, Morley

### Website

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[salvationarmy.org.au/morley/contact-us](http://salvationarmy.org.au/morley/contact-us)

### Phone

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(08) 9279 4500

### Opening hours

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Monday to Friday, 9am – 2.30pm

### Email

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[corps.morley@aus.salvationarmy.org](mailto:corps.morley@aus.salvationarmy.org)

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# Domestic violence

## Anglicare WA Recovery After Violence Support

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

### Location

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Geoffrey Sambell Centre,  
23 Adelaide Terrace, East Perth

### Phone

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1300 114 446

### Email

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[info@anglicarewa.org.au](mailto:info@anglicarewa.org.au)

### Website

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[anglicarewa.org.au/get-help/family-and-domestic-violence/recovery-after-violence-support](http://anglicarewa.org.au/get-help/family-and-domestic-violence/recovery-after-violence-support)

### Opening hours

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Monday to Friday  
8.30am – 4.30pm

## Ishar

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

### Culturally and linguistically diverse LGBTQIA+ Women



### Location

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21 Sudbury Road, Mirrabooka

### Phone

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(08) 9345 5335

### Email

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[info@ishar.org.au](mailto:info@ishar.org.au)

### Website

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[ishar.org.au/family-and-domestic-violence](http://ishar.org.au/family-and-domestic-violence)

### Opening hours

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Monday to Friday  
8.30am – 4.30pm

## Orana House

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

### Women and children Accommodation



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#### Phone

(08) 9370 4544

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#### Email

[outreach@orana.net.au](mailto:outreach@orana.net.au)

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#### SWitCH Centre

(08) 6155 2665

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#### Website

[orana.net.au/our-services](http://orana.net.au/our-services)

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#### Opening hours

24 hours



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# Mental health

## Midland Head to Health

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

### Location

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23 Old Great Northern Highway,  
Midland

### Phone

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1800 595 212

### Email

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[midlandheadtohealth@sjog.org.au](mailto:midlandheadtohealth@sjog.org.au)

### Website

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

### Opening hours

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Every day of the year  
10am – 8pm

## Rainbow Community House

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

### LGBTQIA+ Youth



### Location

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4 View Street, North Perth

### Phone

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(08) 6370 4210

### Email

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[info@rainbowch.org](mailto:info@rainbowch.org)

### Website

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[rainbowch.org](http://rainbowch.org)

### Opening hours

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Monday to Thursday  
9am – 5pm

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# Alcohol and other drugs

## Alcohol and Drug Support Service

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

**Phone service** 

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### Phone

(08) 9442 5000

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### Country callers

1800 198 024

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### Translating and interpreting service

131 450 (through TIS National)

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### Email

[alcoholdrugsupport@mhc.wa.gov.au](mailto:alcoholdrugsupport@mhc.wa.gov.au)

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### Website

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

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### Opening hours

24 hours

## Cyrenian Central

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

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### Location

318 Fitzgerald Street, Perth

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### Phone

(08) 9328 9200

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### Website

[cyrenianhouse.com](http://cyrenianhouse.com)

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### Email

[enquiry@cyrenianhouse.com](mailto:enquiry@cyrenianhouse.com)

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### Opening hours

Monday and Thursday  
9am – 8pm

Tuesday and Wednesday  
9am – 5pm

Friday  
9am – 4.30pm

## Alcohol and other drugs

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### Drug and Alcohol Youth Service (DAYS)

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

#### Youth

#### Short-stay supported accommodation



#### Location

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129 Hill Street, East Perth

#### Phone

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(08) 9222 6300

#### Opening hours

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For referrals – Monday to Friday  
12.30pm – 4pm

#### Website

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

### Palmerston Association WA

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

#### Residential rehabilitation program



#### Location

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134 Palmerston Street, Perth

#### Phone

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(08) 9328 7355

#### Email

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[perth@palmerston.org.au](mailto:perth@palmerston.org.au)

#### Opening hours

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

#### Email

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[palmerston.org.au](https://palmerston.org.au)

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# Financial support

## Blue Sky

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

### Food vouchers and blankets Financial support



#### Location

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34 Diana Crescent, Lockridge

#### Phone

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(08) 9376 9999

#### Email

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[email@blueskygroup.com.au](mailto:email@blueskygroup.com.au)

#### Website

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[blueskygroup.com.au](http://blueskygroup.com.au)

#### Opening hours

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Monday to Friday 9am – 5pm.

An answering system is available  
24 hours a day.



## City of Bayswater

61 Broun Avenue, Morley WA 6062

PO Box 467, Morley WA 6943

P: 9272 0622 | F: 9272 0665

E: [mail@bayswater.wa.gov.au](mailto:mail@bayswater.wa.gov.au)

[bayswater.wa.gov.au](http://bayswater.wa.gov.au)

 [/bayswatercity](https://www.facebook.com/bayswatercity)

 [/cityofbayswater](https://www.instagram.com/cityofbayswater)

