

A guide to assisting those experiencing homelessness within the City of Perth

West Australians who are at risk of, or are experiencing homelessness, are some of the most vulnerable in the community and require support from a range of flexible and responsive services to end their homelessness journey.

This guide will help to ensure people who are experiencing homelessness or at risk of experiencing homelessness are treated respectfully and appropriately, and are able to request and receive the services they require.

Printing of the Homeless Services in the Inner City brochure was made possible through the support from



Department of Communities



City of Perth

Homeless Services in the Inner City



Emergency Assistance Contact Numbers

Homeless Advisory Service

1800 065 892
Mon to Fri 9am–5pm
^[1]

Crisis Care

1800 199 008
24/7
^[1]

Entrypoint

6496 0001 | 1800 124 684
Mon to Fri 9am–7pm & Sat 9am–5pm
^[1]

Mental Health Emergency Response Line

1300 555 788 | 9224 8888
24/7
^{[1][2]}

Lifeline WA

13 11 14 (non emergency)
24/7
^[4]

Ambulance, Fire and Police

000 (24/7 emergency)

Citywatch Surveillance Centre

9461 6611
24/7

Additional Support Contact Numbers

Health Direct

1800 022 222
24/7
^[2]

Perth Police Station

9422 7111
24/7

National Relay Service

1800 555 660
24/7
^[14]

Uniting WA Street to Home

24/7 City Homeless Response
0429 511 833

Outreach Services And Referral Pathways

Nyoongar Outreach Services Inc

9228 4211
Mon to Fri 8.30am–4.30pm
^[3]

Ruah Street to Home

Ruah Community Services
13 78 24
Mon to Fri 8.30am–12.30pm
^{[3][4][10]}

Street Chaplains

0429 957 239 (office hours)
9320 1200
Roving services:
Tue 5.30pm–7.30pm | Fri 10am–3pm
Fri & Sat 11pm–4am
^{[2][3][4]}

Street to Home - Uniting WA

9220 1200
Roving services:
Mon to Fri 6.30am–2pm
^{[3][4][9]}

Assertive Outreach Service

The Salvation Army
0429 511 833
Roving services:
Mon, Wed & Fri 5.30pm–9.30pm
^{[3][7][9]}

Crossroads Assertive Outreach

St Patrick's Community Support Centre
0478 398 760
^{[3][4][9]}

Street Connect

0418 942 475
Mon to Fri 9am-5pm
Youth Work Support for 15-25 year old
^{[1][2][3][4][5][7][9][10][13][16]}

Mental Health Community Outreach Team

Tue to Thu 7.30am–8am
Wellington Square
^{[1][2][3][4][10]}

Day Centres

Passages Youth Engagement Hub

9228 1478
Mon to Thu 9am–12pm & 1pm–4pm | Fri 9am–1pm
143 Edward Street, Perth
Youth 12–25 years

Refer to map No. 1
^{[1][3][4][5][7][9][10][11][12][13][16]}

The Ruah Centre

Ruah Community Services
13 78 24
Mon to Fri 8.30am–2pm
33 Shenton Street, Northbridge
Refer to map No. 2
^{[1][2][3][4][5][6][7][8][9][10]}

Hope Inc.

Metro Church
9427 4013
10am–12pm
Refer to map No. 4
^{[7][11][12][16]}

Tranby Engagement Hub

Uniting WA
9320 1200
Mon to Thu 7am–2pm (key workers available until 4.30pm)
Sat 7am–12pm
Sun 12pm–5pm
10/5 Aberdeen Street, East Perth
18+ years

Refer to map No. 3
^{[1][2][3][4][5][7][9][10][11][12][13][16]}

Food Assistance

Moore Street Accreditation Site

Food delivery available:
Mon to Fri 5pm–8pm | Sun 8am–11am
^[7]

St Alban's Anglican Church

Food assistance: Mon to Fri 9am–4pm
Soup Kitchen: Sat 5pm–6pm
Refer to map No. 14
^{[7][12]}

Passages Youth Engagement Hub

Mon to Thu 9am–12pm & 1pm–4pm & Fri 9am–1pm
Youth Work Support for 15-25 year old
Refer to map No. 1
^[7]

Tranby Engagement Hub

Mon to Fri 7am–2pm
Sat 7am–12pm | Sun 12pm–5pm
18+ years
Refer to map No. 3
^[7]

The Ruah Centre

Mon to Fri 8.30am–2pm | 20+ years
Refer to map No. 2
^[7]

Aflame Community Church

Daily food assistance
Refer to map No. 16
^[7]

Perth City Church of Christ

Saturday 6pm
23/7 Aberdeen Street, Perth
Refer to map No. 17
^[7]

Accommodation Services

Department of Communities

9476 2444
Refer to map No. 7
^[5]

Tranby Engagement Hub

Uniting WA
Accommodation referral session
Thu 2.30pm–4pm
Refer to map No. 3
^[5]

Household Network

Perth Inner City Youth Service
9388 2792
Mon to Fri 9am–4.30pm
Youth 16–25 years
Refer to map No. 8
^[5]

Homeless Accommodation Support Service

Uniting WA
9220 1288 | Via referral only
Mon to Fri 8.30am–4.30pm
Refer to map No. 3
^[5]

Kensington St Transitional Accomodation

St Bartholomew's House
9323 5149
Mon to Fri 9am–5pm
Females, 50+ years
Refer to map No. 9
^[5]

The Beacon

The Salvation Army
Assessment and intake:
Mon to Fri 8am–4pm
9492 7101 | 18+ years
Refer to map No. 10
^[5]

Future Homes

St Bartholomew's House
9323 5100
Admissions: Mon to Fri 8am–5pm
Refer to map No. 11
^[5]

Drug And Alcohol Assistance

Alcohol and Drug Support Line

9442 5000 | Helpline 24/7
^{[4][9]}

Meth Helpline

1800 874 878 | Helpline 24/7
^{[4][9]}

Wungening Aboriginal Corporation

9221 1411
Mon to Fri 9am–4pm
Refer to map No. 33
^{[3][4][6][8][9]}

Cyrenian House

9328 9200
Mon & Thu 9am–8pm
Tue & Wed 9am–5pm
Fri 9am–4.30pm
Refer to map No. 36
^{[3][4][9]}

Next Step Drug and Alcohol Services

9219 1919
Mon to Fri 8.30am–4.30pm

The Salvation Army Bridge Program

9227 8086
Sobering Up Shelter:
24/7
Low Medical Detoxification Unit:
Mon to Fri 8am–4pm
Refer to map No. 35
^{[1][2][3][4][9][10]}

Needle Exchange

Peer Based Harm Reduction WA
9325 8387 | Suite 21 & 22,
7 Aberdeen Street, East Perth
Mon, Tue, Wed & Fri 10am–5pm
Thu 10am–8pm | Sat & Sun 1pm–4pm
Refer to map No. 39
^{[2][9]}

Hepatitis WA

9227 9800
134 Aberdeen Street, Northbridge
Mon to Fri 9am–5pm
Refer to map No. 40
^{[2][9]}

Centrelink And Official Documents

Registry of Births, Deaths and Marriages

1300 305 021
Mon to Fri 8.30am–4.30pm
Refer to map No. 21
^[15]

Centrelink

Mon 8.30am–11am
Tranby Engagement Hub
Refer to map No. 3
Thu 8.30am–10.30am | The Ruah Centre
Refer to map No. 2

Fri 9am–11am | Perth Children's Court
Fri 9.30am–1pm | Passages Youth Engagement Hub
Refer to map No. 1
^{[3][10][15]}

Fines and Enforcement

Tranby Engagement Hub
Wed 8.30am–11am
Refer to map No. 3
^[8]

Work and Development Permits

Tranby Engagement Hub
Wed 8.30am–11am
Refer to map No. 3
^[8]

Medical And Health Assistance

Homeless Healthcare

Tranby Engagement Hub
Tue & Thu 8.30am–11.30am
Refer to map No. 3
^{[2][3]}

Street Doctor

Tranby Engagement Hub
Sat 8.30am–11am
Refer to map No. 3
^{[2][3]}
Moore Street Accreditation Site
Tue & Thu 5pm–8pm
Refer to map No. 28
^{[2][3]}

Derbarl Yerrigan Health Services

9421 3888
Mon to Fri 9am–5pm
Refer to map No. 24
^{[2][3][6]}

Sexual Assault Resource Centre

1800 199 888 | Helpline 24/7
^[2]

Womens Health & Family Service

6330 5400 | Northbridge
Mon, Wed & Fri 8.30am–4.30pm
Tue & Thu 8.30am–7.30pm
^{[2][3][4][6][9][10]}

Mental Health

Mi Networks

1800 985 944
Mon to Fri 9am–5pm
^{[2][5][13]}

Inner City Community Mental Health Service

9224 1720
Mon to Fri 8.30am–5pm
Refer to map No. 32
^{[2][4]}

Specialist Aboriginal Mental Health Service

9224 8935
^{[2][3][6]}

Advocacy

Daydawn Advocacy Centre

9218 8035
Mon to Thu 9.30am–1.30pm
Refer to map No. 38
^{[4][8]}

Education / Recreation

On My Feet

Walking groups:
The Beacon Shelter
Tue 7am–8am
Refer to map No. 10
Exercise group:
Wellington Square
Tue & Thu 6pm–7.15pm
Refer to map No. 20
^{[4][17]}

The Footpath Library

0400 816 402
Moore Street Accreditation Site
Sun 8am–11am
^[11]

Shower / Laundry Services

Orange Sky Laundry

Tranby Engagement Hub
Mon & Wed 11am–2pm
Sat 8am–1pm
Refer to map No. 3
^[12]

One Voice Shower Bus

Moore Street Accreditation Site
Tue & Thu 5pm–8pm
Sun 8am–11am
^[12]

Clothing

Street Friends WA
Moore Street Accreditation Site
Thu 5pm–8pm
0475 179 528 | 0475 175 106
^{[12][19]}

Youth

Transitional Support Service

The Salvation Army
1800 447 797
Mon to Fri 9am–5pm
Youth 15–25 years
Refer to map No. 5
^{[1][3][4][5][7][9][10][11]}

PICYS Base Camp

Perth Inner City Youth Service
9388 2791 | 22 Blencowe Steet,
West Leederville
Mon, Wed & Fri 10am–1pm
Youth 15–25 years
^{[1][7][8][12][13][16]}

Youth Beat

Mission Australia
1800 045 836 | 6212 8700
Case Management:
Mon to Fri 8.30am–4.30pm

Outreach Services:
Mon, Wed & Thu 10am–6pm

Youth at Risk Outreach:
Fri & Sat 9pm–5am
^{[3][4][9][10]}

Street Connect

0418 942 475
Roving services:
Mon to Fri 10am–8pm
^[7]

Drug and Alcohol Youth Service (DAYS)

Mission Australia
9222 6300
Mon to Fri 4pm–4.30pm
Youth 12–21 years
Refer to map No. 34
^{[1][2][3][4][9][10]}

SHIFT Outreach Service (Alcohol and Other Drug)

Mission Australia
6212 8700
Youth 12–25 years
^{[1][2][3][9]}

YouthLink

9227 4300 | 1300 362 569
Mon 8.30am–4.30pm (referrals accepted 12.30pm–4.30pm)
Youth 13–24 years
Refer to map No. 30
^{[2][4][6][10]}

Legal Services

Street Law Legal Centre WA Inc

1800 752 992
The Ruah Centre
Tue fortnightly 10am–12pm
Refer to map No. 2

Passages Youth Engagement Hub
Wed 10am–12pm

Refer to map No. 1

Tranby Engagement Hub
Fri 8.30am–10.30am
Refer to map No. 3
^[14]

Employment

The Big Issue

Street Magazine Enterprise
9225 7792
Mon to Thu 8am–12pm
Fri 8am–3pm
Refer to map No. 6
^[13]



City of Perth

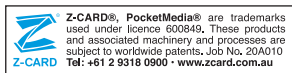
perth.wa.gov.au

Entrypoint

1800 124 684

This publication is available in other formats or languages on request.

Details are correct at the time of listing, subject to change.



KEY

- ^[1] Crisis Assistance
- ^[2] Medical & Health Assistance
- ^[3] Outreach & Referral Pathways
- ^[4] Counselling
- ^[5] Accommodation Assistance
- ^[6] Aboriginal Services
- ^[7] Food Assistance
- ^[8] Advocacy
- ^[9] Drug & Alcohol Assistance
- ^[10] Case Management
- ^[11] Care Package
- ^[12] Laundry/Shower
- ^[13] Employment
- ^[14] Legal Aid
- ^[15] Documentation/ Identification Support
- ^[16] Phone Charging Port
- ^[17] Recreation
- ^[18] Social Outreach
- ^[19] Clothing Support



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|---------------------------------------|----------------------------------|---|---|---|---|
| 1 Passages Youth Engagement Hub | 8 Perth Inner City Youth Service | 16 Aflame Community Church | 23 Sir Charles Gairdner Hospital | 30 YouthLink | 36 Cyrenian House |
| 2 The Ruah Centre | 9 Kensington St Accomodation | 17 City Church of Christ | 24 Derbarl Yerrigan Health Services | 31 Ngulla Mia | 37 Fresh Start Recovery Program |
| 3 Tranby Engagement Hub | 10 The Beacon | 18 Govinda's Hare Krishna Restaurant | 25 Homeless Healthcare | 32 Inner City Community Mental Health Service | 38 Daydawn Advocacy Centre |
| 4 Hope Inc. | 11 St Bartholomew's House | 19 Orange Sky Laundry | 26 Pregnancy Assistance | 33 Wungening Aboriginal Corporation | 39 Peer Based Harm Reduction WA Needle Exchange |
| 5 The Salvation Army Doorways Program | 12 Moore Street Hub | 20 On My Feet | 27 Sexual Health Quarters Clinic | 34 Drug and Alcohol Youth Service (DAYS) | 40 Hepatitis WA |
| 6 The Big Issue | 13 Red Cross Soup Patrol | 21 Registry of Births, Deaths and Marriages | 28 Street Doctor 360 Health + Community | | |
| 7 Department of Communities - Housing | 14 St Alban's Anglican Church | 22 Royal Perth Hospital | 29 Women's Health and Family Service | | |

UNDERLYING PRINCIPLES OF THIS GUIDE

- People experiencing homelessness have the same entitlement as any member of the public to:
 - Be in public places but at the same time respecting the right of local communities to live in a safe and peaceful environment; and
 - Participate in public activities or events.
- People experiencing homelessness have diverse backgrounds and needs, these should be considered in any response:
 - Cultural sensitivity and respect should be applied when engaging with Aboriginal people experiencing homelessness and those from different cultural, linguistic or religious backgrounds.
 - Many people experiencing homelessness have complex needs such as mental health and/or drug and alcohol issues, or cognitive impairment.
 - People experiencing homelessness may also have experienced traumatic life events that affect their needs.
- The person's behaviour has resulted in damage to property or the environment such as an accumulation of litter or items scattered in the area;
- The person is sheltering in circumstances that places their own or others health and safety at risk (for example, staying in derelict buildings and high risk areas without the consent of the owner (squatting));
- The person is an unaccompanied child who appears to be under the age of 15. In the first instance, contact should be attempted with parent/s or guardian, or Department for Child Protection and Family Support Perth District Office (9214 2444) during office hours or the Crisis Care Unit (9223 1111) after hours; or
- The person is a young person who appears to be 16 to 17 years old who may be at risk of significant harm.

First Response for Rough Sleepers

People who are homeless or at risk of being homeless are encouraged to visit the day centres located in the inner city which provide support for homelessness.

- This guide does not override existing laws, statutory requirements or regulations. It does not reduce the powers of organisations or their authority to enforce specific laws and regulations.
- A member of the public or business concerned about a person or group experiencing homelessness can call City Homeless Response (24/7) on 0429 511 833.

The State Government through the Department for Child Protection and Family Support has established the Street to Home Program to provide outreach assistance for rough sleepers. These services are:

Ruah Assertive Outreach Team
9485 3939

Uniting WA Street to Home
0429 511 833

Crossroads Assertive Outreach Team
0478 398 760

A response or intervention is appropriate if:

- The person requests assistance, or the person is distressed or in need of assistance;
- The person's behaviour is threatening the safety of the individual or the safety and security of people around them;