

Financial Counselling & Wellbeing Information

If you feel overwhelmed by debt, contact a Financial Counsellor as soon as possible. If you get help early, you will have many more options.

Our Financial Counselling service is a free and confidential service for all City of Melville residents.

A Financial Counsellor's aim is to help those at financial risk make informed decisions regarding their financial problems and so to gain economic control over their lives. A Financial Counsellor can:

- Explain what you can do if you cannot pay bills, fines and debts
- Listen to a client's financial situation to prepare a budget snapshot to highlight where the money is going. See:
<https://moneysmart.gov.au/budgeting/budget-planner>
- Refer you to other agencies that may be able to help you

Financial counsellors do not offer legal or investment advice. If you're facing legal action, get free legal advice straight away.



WHAT'S AVAILABLE

- Referral for a food hamper from our partner agencies Melville Citizens Relief Fund and mobile Foodbank WA - here you will be required to hold a current Centrelink card
- Advocacy on utility debts, extensions and payment arrangements. Ask your utility provider for information about concessions or refer to the State Government's website or [ConcessionsWA](#)
- Water Assist scheme which aims to provide our customers in utility financial hardship: <https://www.watercorporation.com.au/ab-out-us/our-commitments/having-difficulty-paying-your-water-charges>

FINANCIAL COUNSELLING SERVICES

CITY OF MELVILLE FINANCIAL COUNSELLING SERVICE

Assistance with utility disconnection warnings and advice on budgeting and debt collection. Please contact Financial Counsellor for an appointment for City of Melville residents.

Monday Emergency Relief program Monday at 9am Centrelink Card holders
Tuesday 9am to 4pm and Wednesday 9am to 1pm

Willagee Community Centre, Archibald & Winnacott Sts, Willagee
T: 9364 0661

NATIONAL DEBT HELPLINE HOTLINE HELP

Hotline provides information, strategies and guidance to assist those experiencing financial difficulties.

T: 1800 007 007
www.ndh.org.au

SOUTH CARE FINANCIAL COUNSELLING

All areas. Phone for an appointment.

54 Bickley Crescent, Manning
T: 9450 6233

UNITING CARE WEST FINANCIAL COUNSELLING

Fremantle and Perth. Phone for an appointment, these are scheduled one week in advance.

12 Market Street, Fremantle
T: 9220 1255

ANGLICARE FINANCIAL COUNSELLING

Armadale and Rockingham areas. Phone for an appointment.

14 Council Ave, Rockingham
T: 1300 11 44 46

JACARANDA FINANCIAL COUNSELLING

Outreach service. Southeast corridor Belmont to Armadale and St Pats, Fremantle. Phone for an appointment.

T: 9477 4346

CITY OF COCKBURN FINANCIAL COUNSELLING

Offices are located at Cockburn Integrated Health Success and Coolbellup Cockburn Support Service. Phone for an appointment.

T: 9411 3444

CENTRECARE FINANCIAL COUNSELLING

Perth, Cannington, Midland, Gosnells, Mirrabooka, Joondalup areas. Phone for an appointment.

T: 9325 6644

AUSTRALIAN RED CROSS FINANCIAL COUNSELLING

Kwinana and surrounding areas. Phone for an appointment.

Level 1, 2 Robbos Way Kwinana Town
T: 9419 7237

SUSSEX STREET COMMUNITY LAW SERVICE AND FINANCIAL COUNSELLING

Victoria Park and Canning Vale areas. Phone for an appointment.

T: 6253 9500

FINUCARE FINANCIAL COUNSELLING

Byford, Peel and Mandurah areas. Phone for an appointment.

T: 9581 1281

MIDLAS FINANCIAL COUNSELLING

Midland and Ellenbrook. Phone for an appointment.

T: 9250 2123

MISSION AUSTRALIA FINANCIAL COUNSELLING

Phone for an appointment.

275 Abernethy Road Cloverdale WA 6105
T: 9262 4200

EMERGENCY RELIEF AND FOOD ASSISTANCE

PLEASE NOTE DUE TO A HIGH DEMAND ON THESE SERVICES THERE MAY BE A SHORT FALL IN SUPPLIES

MELVILLE CITIZENS RELIEF FUND FOODLINKS PROGRAM

A referral is available for City of Melville residents who receive a Centrelink benefit. To register you will need to attend the Emergency relief ER program Monday mornings 9am to 12pm at the Willagee Community Centre.

**Archibald & Winnacott Sts, Willagee
T: 9364 0661**

FOODBANK WA

A referral is available for City of Melville residents who receive a Centrelink benefit. Foodbank is unable to provide food without a charity or agency referral. A mobile FoodBank van is located at the Willagee Community Centre 9:30 to 10:15am on Mondays. Payment is via EFTPOS. No cash payments for security reasons. For other locations refer to Foodbank WA:

<https://www.foodbank.org.au/WA/mobile-foodbank/?state=wa>

ER CONNECT

ER Connect is a directory of Emergency Relief service providers managed by the Western Australian Council of Social Service (WACOSS). It contains up-to-date search results of emergency relief services, with phone numbers, operating hours, and directions on the services available. Search for food relief, financial counselling, emergency accommodation, home maintenance, toiletries and more.

Online only www.erconnect.org.au

ST PATRICK'S COMMUNITY SUPPORT CENTRE

Basic food assistance and fresh bread, no appointment necessary. Centre hours: 7:30am-2pm Monday - Thursday, 7:30am-9:30am Friday.

During the Covid-19 pandemic we have made some changes to our meal service to protect our clients, staff and volunteers:

- Take away breakfasts from 7:30am
- Take away lunches from 11:45am
- Lunches by gold coin donation

**12 Queen Victoria Street, Fremantle
T: 9430 4159**

www.stpats.com.au/choir/emergency-relief/

WILLAGEE ANGLICAN CHURCH

Non-perishable food items and bread.
Wednesdays from 8:30 to 10am.

**77-79 Archibald Street, Willagee
T: 9337 1977**

PORT CARE OP SHOP AND FOOD STORE

A Low Cost supermarket is also operated out of PortCare that stocks cheap food and groceries. Customers can also access free bread, fruit and vegetables that are regularly donated by local suppliers. Emergency relief is available to clients through our referral system.

Monday to Friday 9:30am - 5pm
Saturday 9:30am - 1:30pm

**372 South Street, O'Connor
T: 9337 8541**

ASKIZZY

Emergency Relief ER online search engine.

<https://askizzy.org.au/>

AYLA - ASSISTING YOUR LIFE TO ACHIEVE

Low cost food market and food parcels. Meats, fruit, veg, canned goods and other goods.

Monday to Friday 9:30 to 2pm
Saturday 10am to 3pm

10 McKinnon Street, Cockburn Central
T: 9414 7286

COOBYCARES

Cooby Cares encourages members of the community to 'pay it forward' when they have surplus goods to provide assistance to those who need it. Providing personal toiletries and food.
Monday to Sunday.

SMS only: 0477 363 603
www.facebook.com/coobycares

RUAH COMMUNITY SERVICES

Provides support services in housing and homelessness, mental health and wellness and family and domestic violence.

T: 13 78 24
www.ruah.org.au

THE PANTRY WA

The Pantry is a not-for-profit organisation providing food to people in need. They are moving to online delivery. Register via the website.

www.thepantrywa.com.au

ST VINCENT DE PAUL WA

The organisation provides a range of supports and services to assist people in times of hardship, including emergency housing and homelessness support, financial counselling, food and essentials provision and social support.

T: 1300 794 054 (9am - 1pm, weekdays)
www.vinnies.org.au

SALVATION ARMY

This service can assist those in need with basic food, clothes and furniture vouchers, personal help and emergency relief.

T: 9260 9500 (8.30am - 4pm, Monday to Friday)
www.salvationarmy.org.au

UNITING CARE WEST

Offers a wide range of services including emergency relief, accommodation support, counselling, homelessness and more.

T: 1300 663 298
www.unitingcarewest.org.au

NO LIMITS PERTH

Provide support for people who are facing hardship, victims of domestic violence, vulnerable families and children, the elderly, those affected by fire, newcomers and those just doing it tough. Assist with practical such as food hampers, furniture, toiletries and basic essentials.

T: 0490 676 979
www.nolimitsperth.org.au

EMERGENCY ACCOMODATION AND HOMELESS SUPPORT

CRISIS CARE REFERRAL SERVICE FOR HOUSING (DCP)

24/7 HOTLINE TO ASSIST INFORMATION AND COUNSELLING SERVICE FOR FAMILIES IN CRISIS NEEDING URGENT HELP.

T: 9223 1111 or 1800 199 008

HOMELESS ADVISORY SERVICE

Help line. Monday to Friday, 8am to 5pm.

T: 1800 065 892 (Free Call)

SHELTER WA

Peak body.

Claisebrook Lotteries House, 33 Moore Street, East Perth

T: 9325 6660

E: info@shelterwa.org.au

UNITING CARE WEST - PRIVATE TENANCY SUPPORT SERVICE

This service assists persons who are at risk of homelessness due to private rental concerns in the Perth metropolitan area.

U 5 / 5 Aberdeen Street, East Perth

T: 9220 1288

www.unitingcarewest.org.au

FREMANTLE FAMILY CRISIS ACCOMMODATION

REFERRAL SERVICE - ST PAT'S

Provides short-term (12 weeks) accommodation to families that are in housing crisis. Please contact for information & availability.

12 Queen Victoria St, Fremantle

T: 9433 4 236

ENTRYPOINT PERTH

Entrypoint Perth is a free assessment and referral service assisting people who are homeless or at risk of being homeless in WA to access accommodation and support options.

T: 6496 0001 or 1800 124 684

**(Monday - Friday 9am - 7pm,
Saturday 9am - 5pm)**



MISSION AUSTRALIA

The Housing Support Program - Perth Metro provides intensive support to help people who are homeless or at risk of homelessness due to alcohol or others residing in NAHA accommodation.

Mission Australia Wattle House's Family Support and Accommodation Service provides families who are homeless or at risk of homelessness with transitional housing, case management and referrals.

40 Orr Street, Maddington

T: 9262 4200

www.missionaustralia.com.au/housing

Mission Australia Youth Accommodation Support Service (YASS) supports young people living in Perth who are homeless or at risk of homelessness by providing crisis accommodation for 15-18 year olds, and transitional accommodation to young people aged 16-25 for up to 12 months in two transitional on-site units. Young people may then be referred to longer term-accommodation.

T: 9329 4480

E: yasswa@missionaustralia.com.au

www.missionaustralia.com.au/servicedirectory/191-housing-homelessness/youth-accommodation-support-services-yass

LUCY SAW

To provide a safe, supportive space for women and their children escaping domestic violence; emotional and practical support is offered to women and children. The refuge aims to provide information on a range of issues such as housing, income, family court matters, and restraining orders.

T: 9527 6872

THE WOMEN'S COUNCIL FOR DOMESTIC AND FAMILY VIOLENCE SERVICES (WCDFVS)

Referral service for women's shelters in Western Australia - all areas.

T: 9420 7264 Monday - Friday 9 am - 4.30pm
Closed on Saturdays, Sundays and Public Holidays

WOOREE MIYA WOMEN REFUGE

24 hours a day, seven days a week Crisis accommodation for Aboriginal women and their children escaping family and domestic violence. All areas.

T: 9223 1111

TENANCY AND FREE LEGAL ADVICE

FREMANTLE COMMUNITY LEGAL CENTRE

Tenant advocate encourages clients to act on their own behalf but assist with: general Tenancy Information. Advocacy and Court Representation. Eviction and bond disputes/release of bond. Breach of tenant rental agreements. Assessment and referral for any other tangential matters.

Legal services, Legal advice (limited areas) Document drafting. Limited court representation, including a Duty Lawyer service at Fremantle Magistrates Court for applicants in Family Violence Restraining Order and Violence Restraining Order matters.

Mediation.

Information and referrals.

Level 1, Suite 31 Fremantle Malls, 35 William Street, Fremantle

T: 9432 9790

www.fremantle.wa.gov.au/fclc



LEGAL AID WA

Legal Aid WA offers free or low-cost legal services to the community. We can help if you have questions about the law, if you are going to court, or if you need advice on a legal problem.

T: 1300 650 579

www.legalaid.wa.gov.au/get-legal-help

STREET LAW CENTRE WA

Street Law Centre is a free outreach legal service for the homeless and those at risk of homelessness in Western Australia. We provide free, confidential legal information, advice and case work to the homeless or those at risk of homelessness. Street Law offers comprehensive community legal education. Every second Tuesday from 9.00am to 11.00am. Phone for other locations.

12 Queen Victoria Street, Fremantle

T: 1800 752 992

TENANCY ADVICE LINE WA

When you rent your home you have clear rights and responsibilities under the Residential Tenancies Act. But if a problem happens, it can be hard to stand up for yourself if you don't have all the information. That's where we come in. Tenancy WA can offer information, advice and support to help you to resolve your tenancy problem. 9am to 4:30pm Monday to Friday.

T: 9221 0088

www.tenancywa.org.au/

ANGLICARE WA PRIVATE AND PUBLIC TENANCY SUPPORT

The service can help to address problems including rental arrears, housing conditions and cleanliness, and anti-social behaviour. The support workers can negotiate and advocate on your behalf, assist with budgeting, assist with filling in paperwork, and show you appropriate methods of house keeping and home management. Private Tenancy Support operates in the South West Metro (inclusive of Fremantle, Cockburn, Kwinana and Rockingham areas).

T: 9528 0726 (Cockburn Officer) or 9528 0727 (Fremantle Officer)

ABORIGINAL FAMILY LAW SERVICE OF WA

A not-for-profit organisation, that assists Aboriginal and Torres Strait Islander people live free from family violence and sexual assault. We not only offer free legal services, but community education and early intervention and prevention programs as well. Funded under the Prime Minister and Cabinet as a Social Emotional Wellbeing Program, we strive to Close the Gap in Aboriginal peoples' access to justice, and empower our people to implement strategies for safer communities.

7 Aberdeen Street, North Perth
T: 9265 6666 or 1800 019 900
www.afls.org.au/about/

DAYDAWN ADVOCACY CENTRE

The Daydawn Advocacy Centre promotes the rights of the individual and the full participation of the Indigenous population in society. Provides support, advocacy and negotiation on behalf of Aboriginal peoples. They can provide legal, medical, financial, educational and social services for Aboriginal Australians.

Address Piccadilly Square Central, 13/5 Aberdeen St, Perth
T: 9218 8035



MENTAL HEALTH AND WELLBEING ASSISTANCE

EMERGENCY

MENTAL HEALTH SERVICES

Call center staffed by experience mental health professionals. Advice, assessment, counselling and support. After hrs. Referral to Community Emergency Response Team. All areas in WA.

T: 1300 555 788 (24hrs/7days)

BLACK SWAN HEALTH - FREO STREET DOCTOR VAN

Clinics are held for three hours at weekly clinics across the cities of Fremantle, Cockburn, Melville, Rockingham and Kwinana. Freo Street Doctor works closely with local community support services, medical specialists and allied health professionals to ensure a high level of patient care.

This is a free service. All consultations and procedures are bulk billed at no cost to the patient. A Medicare card is required. ask staff for a timetable for other Fremantle locations.

Willagee Library (car park) Archibald & Winnacott Sts, Willagee Mondays 9.30am-12.30pm

T: 9432 0480

www.blackswanhealth.com.au/services/primary-health-services/freo-street-doctor/

ALMA STREET CLINIC TRIAGE FREMANTLE HOSPITAL

Provides an outpatient service. Alma St will see individuals on any day without an appointment. Once registered with ALMA St Clinic client will receive medications for free.

T: 9431 3477

SOUTH METRO COMMUNITY ALCOHOL & DRUG SERVICES

Assessments, case management, counselling Information and referrals, support for individual &/or families. Diversion programs referred by police and courts.

**Level 3, 22 Queens Street, Fremantle
T: 9430 5966**

ST PATRICK'S FREMANTLE HEALTH CLINIC

Twice weekly GP access to the Fremantle Street Doctor (services provided by Fremantle Medicare Local) Registered Nurses in attendance Full dental clinic, Counselling Chiropractic services (Murdoch University Chiropractic Clinic & CAAWA) Therapeutic Massage, Acupuncture and Reflexology, Hairdressing (Challenger TAFE) Optometry Services (Optometrists Association Australia - WA Division) Hearing Checks (Hearing Association WA) Immunisation programs (Murdoch) Health promotion activities.

**12 Queen Victoria, Fremantle
T: 9433 4159**

HEADSPACE

Counselling and support available to young people from ages 12-25 We can help with mental and emotional health, physical and sexual health, alcohol or drug use, and work and study support.

**60/62 Pakenham St, Fremantle
T: 9431 7453**

www.headspace.org.au/headspace-centres



MOORDITJ DJENA STRONG FEET

Podiatry for assessment, treatment and education of all foot related concerns. Aboriginal Health Workers for health interventions for prevention methods. Diabetes Educator to help clients self-manage their diabetes effectively and prevent complications. Contact Moorditj Djena for the van locations and times in Melville, Coolbellup and Fremantle

T: 9278 9922 MoorditjDjena@health.wa.gov.au

DERBARL YERRIGAN HEALTH SERVICE

Specialize in Aboriginal Health services, programs and referral to other pathway organisations

**156 Wittenoom St, East Perth
T: 9421 3888**

**AMBULANCE / FESA / POLICE
FOR EMERGENCIES 000
24HRS/7DAYS**

**LIFE LINE CRISIS SUPPORT
13 11 14 24HRS/7DAYS**

**DOMESTIC VIOLENCE AND
SEXUAL ASSAULT HELP LINE
1800RESPECT 24HRS/7DAYS**