



# Financial Counselling and 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.
- 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 on a Monday from our partner agencies Melville Citizens Relief Fund and Mobile FoodbankWA are located in Kaya Lane and are here to help you. Eligibility is with a valid Centrelink or Pension card for current City of Melville residents.
- **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
- **One on One** personal budgeting snapshot. Here you learn how to track your expenses.

## CITY OF MELVILLE FINANCIAL COUNSELLING SERVICE

**Emergency Relief** program runs every Monday (except public holidays) from 9am to 12pm you must have a current Centrelink card and reside within the City of Melville catchment.

If you require an appointment for a longer time slot with the **Financial Counsellor** appointments are available on a Tuesdays and Wednesdays.

**Willagee Community Centre**  
**Archibald & Winnacott Sts, Willagee**  
**Tel: 9364 0661**



# Financial Counselling Services

Please note that due to high demand these appointments may fall into a longer wait time.

## NATIONAL DEBT HELPLINE HOTLINE

Western Australia Wide Peak Body Hotline provides information, strategies and guidance to assist those experiencing financial difficulties.

[www.ndh.org.au](http://www.ndh.org.au)  
T: 1800 007 007

## 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, 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 services. Provides financial counselling and ER Southeast corridor Belmont - Armadale and St Pats Day Centre in Fremantle. Phone for an appointment.

146 Epton Ave, Belmont and 12 Queen Victoria, Street Fremantle  
T: 9477 4346

## CITY OF COCKBURN FINANCIAL COUNSELLING

Cockburn Integrated Health Success and Coolbellup Cockburn Support Service at the Coolbellup library. Phone for an appointment.

T: 9411 3444

## AUSTRALIAN RED CROSS FINANCIAL COUNSELLING

Kwinana, Medina, Calista, Hope Valley  
Phone for an appointment.

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

## CENTRECARE FINANCIAL COUNSELLING

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

T: 9325 6644

## SUSSEX STREET COMMUNITY LAW SERVICE AND FINANCIAL COUNSELLING

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

T: 6253 9500

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T: 6253 9500

## FINUCARE FINANCIAL COUNSELLING

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

T: 9581 1281

## MIDLAS FINANCIAL COUNSELLING

Midland and Ellenbrook areas. Phone for an appointment.


T: 9250 2123

## MISSION AUSTRALIA FINANCIAL COUNSELLING

Areas near by Cloverdale, Canning Vale and Maddington. Phone for an appointment.

T: 9262 4200

*"A budget doesn't limit your freedom,  
it gives you freedom."*



# Emergency relief and food assistance

Please note that due to high demand these services may experience short falls in supply.

## MELVILLE CITIZENS RELIEF FUND AND FOODLINKS PROGRAM

To register, attend the Emergency Relief ER program on Mondays, 9.00am to 12noon. A referral is available for City of Melville residents who receive a Centrelink benefit.

**Willagee Community Centre cnr of Archibald & Winnacott St's, 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. The mobile FoodBank van is in Kaya Lane between the library and the Willagee Community Centre from 9.30am to 10.15am on Mondays. Payment is via EFTPOS. No cash payments for security reasons. For other locations refer to Foodbank WA website

**[www.foodbank.org.au](http://www.foodbank.org.au)**  
**T: 9258 9277**

## ER CONNECT

The free-call Emergency Relief and Food Access Service is here to support you in identifying and applying for emergency relief. ER Connect is a directory of Emergency Relief service providers managed by the Western Australian Council of Social Service (WACOSS) 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.

**T: 1800 979 777 from 9:30am to 5.00pm**  
**(Monday to Friday)**

## ST PATRICK'S COMMUNITY SUPPORT CENTRE

Basic food assistance and fresh bread with no appointment necessary.  
Open from 7.30am to 2.00pm Monday to Thursday, and 7.30am to 9.30am on Fridays.  
Take away breakfasts from 7.30am  
Take away lunches from 11.45am and are paid by gold coin donation.

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

## WILLAGEE ANGLICAN CHURCH

Non-perishable food items and bread available.  
Wednesdays from 8:30am to 10.00am.

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

## ALL SAINTS WEEKEND EMERGENCY FOOD ASSISTANCE

For all enquiries for Food Relief over the weekend Saturdays 9.00am to 11.00am. Delivery of parcels will be provided on a Saturdays between 12noon and 4.00pm. Some items have passed their best before date but are checked regularly to comply with Department of Health regulations.

**M: 0415 375 823 on Fridays 4.00pm to 6.00pm**

## PORT CARE OP SHOP AND FOOD STORE

A Low-Cost supermarket is operated out of PortCare which stocks cheap food and groceries. Customers can also access fruit, vegetables and free bread, that are regularly donated by local suppliers. Emergency relief is available for clients through our referral system. Monday to Friday 9.30am to 5.00pm. Saturday 9.30am to 1.30pm

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

# Emergency accommodation and homeless support

## 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**

## COOBY CARES

Cooby Cares encourages community members 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. Coolbellup area.

**SMS only M: 0477 363 603**  
**[www.facebook.com/coobycares](https://www.facebook.com/coobycares)**

## 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**

## SALVATION ARMY

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

**[www.salvationarmy.org.au](https://www.salvationarmy.org.au)**  
**T: 9260 9500 (8.30am to 4.00pm, Monday to Friday)**

## UNITING CARE WEST

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

**T: 1300 663 298**

## CRISIS CARE REFERRAL SERVICE FOR HOUSING

24/7 hotline with information and counselling services for families in crisis needing help.  
**T: 9223 1111 or 1800 199 008**

## 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.

**M: 0490 676 979**

## 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**

## FREMANTLE FAMILY CRISIS ACCOMMODATION 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 4236**

## SHELTER WA PEAK BODY

Shelter WA drives change by facilitating collaboration amongst those who have an impact on housing, while providing evidence-based policy, advice, engagement, representation and strong advocacy for an effective housing system.

**Claisebrook Lotteries House, 33 Moore Street, East Perth. E:[info@shelterwa.org.au](mailto:info@shelterwa.org.au) Tel: 9325 6660**

# Mission Australia

## HOUSING SUPPORT PROGRAM PERTH METRO

Provides intensive support to help people who are homeless or at risk of homelessness due to AOD 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**

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

**T: 9262 4200**

## 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 5-18 year olds, and transitional accommodation to young people aged 16-25 for up to 1 months in two transitional on-site units. Young people may then be referred to longer term-accommodation.

**Email: [yasswa@missionaustralia.com.au](mailto:yasswa@missionaustralia.com.au)**

**[www.missionaustralia.com.au/servicedirectory](http://www.missionaustralia.com.au/servicedirectory)**

**T: 9329 4480**

## 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.

**[www.unitingcarewest.org.au](http://www.unitingcarewest.org.au)**

**U 5 / 5 Aberdeen Street, East Perth T: 9220 1288**

## 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.

Monday to Friday 9.00am to 7.00pm, Saturday 9.00am to 5.00pm.

**T: 6496 0001 or 1800 124 684**

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

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

**Monday to Friday 9.00am to 4.30pm**

Closed on Saturdays, Sundays and Public Holidays

**T: 9420 7264**

## WOOREE MIYA WOMEN'S REFUGE

Crisis accommodation for Aboriginal women and their children escaping family and domestic violence. All areas.

**24 hours a day, seven days a week**

**T: 9223 1111**

## RUAH COMMUNITY SERVICES

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

**TEL: 13 78 24**



# Legal advice

## WOMEN'S LEGAL SERVICE WA

Provides a range of legal support services to West Australian women in crisis or those facing disadvantage. Educate women to know their legal rights Support women in gaining equitable access to information, advice and advocacy Assist women to achieve fair outcomes to empower women to make informed legal choices .

**L1/445 Hay Street, Perth**  
**T: 9272 8800**

## 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.

**[www.legalaid.wa.gov.au/get-legal-help](http://www.legalaid.wa.gov.au/get-legal-help)**  
**T: 1300 650 579**

## 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 (VRO) and Violence Restraining Order (VRO) mediation.

**L1, Suite 31 Fremantle Malls, 35 William Street, Fremantle.**  
**[www.fremantle.wa.gov.au/fclc](http://www.fremantle.wa.gov.au/fclc)**  
**T: 9432 9790**

## 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**  
**[www.afls.org.au/about](http://www.afls.org.au/about)**  
**T: 9265 6666 or 1800 019 900**

## DAYDAWN ADVOCACY CENTRE

The Day dawn 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.

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

## 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**



# Mental health and wellbeing assistance

## 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. Tenancy WA can offer information, advice and support to help you to resolve your tenancy problem. 9am to 4:30pm Monday to Friday.

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

**T: 9221 0088**

## 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 housekeeping and home management. Private Tenancy Support operates in the Southwest Metro (inclusive of Fremantle, Cockburn, Kwinana and Rockingham areas).

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

## 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**

## EMERGENCY MENTAL HEALTH SERVICES

Contact the call centre that's staffed by experience mental health professionals. Advice, assessment, counselling and support. Response Team. All areas in WA. (24hrs/7days).

**T: 1300 555 788**

## BLACK SWAN HEALTH

### FREO STREET DOCTOR VAN

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

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.

[www.blackswanhealth.com.au/freo-street-doctor](http://www.blackswanhealth.com.au/freo-street-doctor)

**T: 9432 0480**

## 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**



# Mental health and wellbeing assistance (continued)

## 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. Monday - Friday.

**12 Queen Victoria, Fremantle**

**T: 9433 4159**

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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**

### 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**

**[www.headspace.org.au/headspace-centres](http://www.headspace.org.au/headspace-centres)**

**T: 9431 7453**

## DERBARL YERRIGAN HEALTH SERVICE

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

**156 Wittenoom St, East Perth**

**T: 9421 3888**

## 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.

**E: [moorditjDjena@health.wa.gov.au](mailto:moorditjDjena@health.wa.gov.au)**

**T: 9278 9922**

# 000

**Ambulance / Police / DFES (emergencies only)**  
24/7

# 13 11 14

**Lifeline Crisis Support**  
24/7

# 1800RESPECT

**Domestic Violence & Sexual Assault Helpline**  
24/7