



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.

ABOVE IMAGE: Kathleen Darwent, Homeless Man (2018), Acrylic on canvas
COVER IMAGE: Abdel Myassar, Infinity (2022), Acrylic on canvas.



Homeless Services in the inner city



Emergency Assistance Contact Numbers

Crisis Care - Department of Communities
9223 1111 | 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
SMS 0477 131 114 | 13 11 14
24/7
[4](#)

Ambulance, Fire and Police
000 (24/7 emergency)

Citywatch Surveillance Centre
9461 6666
24/7

Additional Support Contact Numbers

Health Direct
1800 022 222
24/7
[2](#)

Police Attendance
131 444
24/7 non-emergency

National Relay Service
1800 555 660
24/7
[14](#)

Outreach Services And Referral Pathways

Uniting WA - Street to Home
9220 1288 | 0408 987 607
Roving Services: Mon to Fri 6.30am–2pm
[3](#)

Nyoongar Outreach Services Inc
9228 4211
Day Outreach: Mon to Fri 11am–7pm
Night Outreach: Fri and Sat 8pm–4am
Administration: Mon to Fri 9am–5pm
[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)
Roving services:
Tue 5.30pm–7.30pm | Fri 10am–3pm
Fri & Sat 11pm–4am
[2](#)[3](#)[4](#)

The Salvation Army - Street Outreach Teams
Street Outreach Teams
0429 511 833
Roving services: Fri, Sat & Sun
7pm–10pm
[3](#)[7](#)[19](#)

Crossroads Outreach
St Patrick's Community Support Centre
0478 398 760
Mon to Fri 8.30am–4.30pm
Outreach Services: Tues and Thurs
9am–8pm
[3](#)[4](#)[9](#)

Anglicare WA 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

The Ruah Centre
Ruah Community Services
247 James St, Northbridge
13 78 24
Mon to Fri 8.30am–2pm
Refer to map No. 2
[1](#)[2](#)[3](#)[4](#)[5](#)[6](#)[7](#)[8](#)[9](#)[10](#)

Hope Inc.
Metro Church
142-146 Beaufort St, Northbridge
9427 5013 or 0480 109 016
Tues & Fri 10am–3pm
Refer to map No. 4
[7](#)[11](#)[12](#)[16](#)

Tranby Engagement Hub
Uniting WA
10/5 Aberdeen Street, East Perth
9220 1288
Mon to Fri 7am–2.30pm
Sat 7am–11am | Sun 12pm–4pm
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
423 Beaufort St, Highgate
9328 8071
Soup Kitchen: Sat 4.30pm–6pm
Refer to map No. 14
[7](#)[12](#)

Tranby Engagement Hub Uniting WA
Mon to Fri 7am–2pm | Sat 7am–12pm
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
5 Aberdeen Street, Perth
Food assistance: Sat 6pm
Refer to map No. 16
[7](#)

Accommodation Services

Department of Communities
9476 2444
Refer to map No. 7
[5](#)

Wandjoo Bidi
Vinnies
718 Murray St Perth
Referral only
[5](#)

Boorloo Bidee Mia
Wungening Aboriginal Corporation
300 Wellington St Perth
Referral from Wungening only
[5](#)

Next Step Drug and Alcohol Services
9219 1919
Mon, Tue & Fri 9am–4pm
Wed 8am–3pm | Thu Closed
[2](#)[3](#)[4](#)

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](#)

Kensington St Transitional Accomodation
St Barts Womens Service
9323 5100 | 111 Kensington St, East Perth
18+, priority 50+
Access & Intake: Mon to Fri
8am–4.30pm
Refer to map No. 9
[5](#)

Future Homes
St Bartholomew's House
9323 5124
Admissions: Mon to Fri 8am–4.30pm
Refer to map No. 11
[5](#)

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

Street Doctor
Tranby Engagement Hub
Sat 8am–11am
Refer to map No. 3
[2](#)[3](#)

Moore Street Accreditation Site
Tue & Thu 5pm–8pm
Refer to map No. 28
[2](#)[3](#)

Needle Exchange
Peer Based Harm Reduction WA
9325 8387 | Suite 21 & 22,
7 Aberdeen Street, East Perth
Needle Exchange: Mon to Fri 10am–5pm
Sat & Sun 1pm–4pm
Health Clinic: Mon to Fri 10am–5pm
Sat & Sun 1pm–4pm
Refer to map No. 39
[2](#)[9](#)

Hepatitis WA
9227 9800
134 Aberdeen Street, Northbridge
Mon to Fri 9am–4.30pm
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](#)

Department of Human Services - Centrelink
Tranby Engagement Hub:
Mon & Wed (walk in) 7am–12pm
Ruah Engagement Hub:
Thu 9am–12pm
Passages Youth Engagement Hub:
Ring for Apt 9288 1478
Refer to map No. 1
[3](#)[10](#)[15](#)

Medical and Health Assistance

Homeless Healthcare
The Ruah Centre
Mon 8am–11am
Tranby Engagement Hub
Every second Monday & every Thursday 8am–11am
Refer to map No. 2
[2](#)[3](#)

Street Doctor
Tranby Engagement Hub
Sat 8am–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
1300 420 272
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 9am–4.30pm | Tue 9am–4.30pm
Wed 9am–7pm | Thu 9am–4.30pm
Fri 9am–4.30pm
[2](#)[3](#)[4](#)[6](#)[9](#)[10](#)

Mental Health

Adult Community Mental Health Services
Royal Perth Hospital
9224 1720
Refer to map No. 32
[2](#)[4](#)

Wungen Kartup
Specialist Aboriginal Mental Health Service
9224 8935
[2](#)[3](#)[6](#)

Advocacy

Daydawn Advocacy Centre
9218 8035
Mon to Thu 9.30am
Refer to map No. 38
[4](#)[8](#)

Multicultural Women's Advocacy Service
227 Newcastle St, Northbridge
9328 1200
Mon to Fri 9am–3pm

Aboriginal Services

Yorgum Aboriginal Corporation
Indigenous Healing Service
176 Wittenoom St, East Perth
1800 469 371
Mon to Fri 9am–5pm
[4](#)[17](#)

Wungening Aboriginal Corporation
211 Royal St, East Perth
9221 1411
Mon to Fri 9am–4pm

Shower / Laundry Services

Orange Sky Laundry
Tranby Engagement Hub
Mon & Thur 9am–12pm | Sat 8am–11am
Moore St Accreditation Site
Tues & Thur 5.30pm–7.30pm
Sun 8am–11am
Refer to map No. 3
[12](#)

One Voice Shower Bus
Moore Street Accreditation Site
Tue & Thu 5pm–8pm
Sun 8am–11am
[12](#)

Youth

Passages Youth Engagement Hub
St Vincent de Paul Society
143 Edward St, Perth
9228 1478
Mon, Wed & Thu 9am–12pm & 1pm–4pm
Tue 9am–12pm | Fri 9am–1pm
Youth 12–25 years
Refer to map No. 1
[1](#)[2](#)[3](#)[4](#)[5](#)[7](#)[9](#)[10](#)[11](#)[13](#)[16](#)

Transitional Support Service
The Salvation Army
1800 447 797
Mon to Fri 9am–5pm
Youth 15–25 years
Refer to map No. 5
[2](#)[3](#)[4](#)[5](#)[7](#)[9](#)[10](#)[11](#)

PICYS
PILLAR- Perth Inner City Youth Service
9380 4660
22 Blencowe St, West Leederville
Mon to Fri 9am–5pm
Youth 15–20 years
[1](#)[7](#)[8](#)[12](#)[13](#)[16](#)

Youth Beat
Mission Australia
1800 045 836
Case Management:
Mon to Fri 8.30am–4.30pm
Outreach Services:
Mon, Wed & Thu 2.30pm–5.30pm
Youth at Risk Outreach:
Fri 12pm–8pm | Fri & Sat 9pm–5am
[3](#)[4](#)[9](#)[10](#)

Youth Accommodation Support Service
Mission Australia
9329 4480
24/7
Youth 15–21 years

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
[15](#)



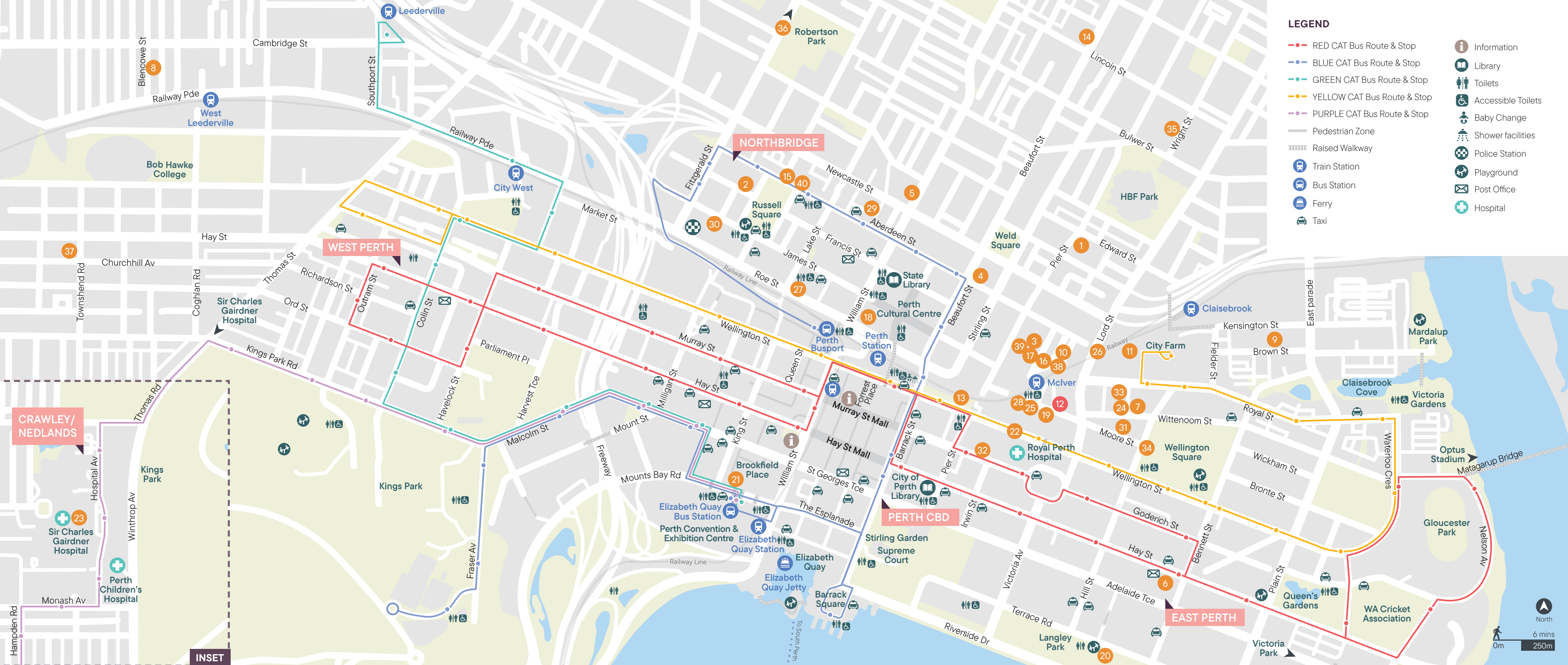
perth.wa.gov.au



ZCARD® Patents and trademarks used under license 000819 zcard.com.au job no. 246016

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



LEGEND

- RED CAT Bus Route & Stop
- BLUE CAT Bus Route & Stop
- GREEN CAT Bus Route & Stop
- YELLOW CAT Bus Route & Stop
- PURPLE CAT Bus Route & Stop
- Pedestrian Zone
- Raised Walkway
- Train Station
- Bus Station
- Ferry
- Taxi
- Information
- Library
- Toilets
- Accessible Toilets
- Baby Change
- Shower facilities
- Police Station
- Playground
- Post Office
- Hospital

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.
- 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.
- People experiencing homelessness have the same access to right of reply and appeals/complaints mechanisms as all members of the public.
- 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.

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;

- | | | | | | | | |
|---------------------------------------|---------------------------------------|-------------------------------|---|-------------------------------------|---|---|---|
| 1 Passages Youth Engagement Hub | 6 The Big Issue | 11 St Bartholomew's House | 17 City Church of Christ | 22 Royal Perth Hospital | 27 Sexual Health Quarters Clinic | 32 Inner City Community Mental Health Service | 36 Cyrenian House |
| 2 The Ruah Centre | 7 Department of Communities - Housing | 12 Moore Street Hub | 18 Govinda's Hare Krishna Restaurant | 23 Sir Charles Gairdner Hospital | 28 Street Doctor 360 Health + Community | 33 Wungening Aboriginal Corporation | 37 Fresh Start Recovery Program |
| 3 Tranby Engagement Hub | 8 Perth Inner City Youth Service | 13 Red Cross Soup Patrol | 19 Orange Sky Laundry | 24 Derbarl Yerrigan Health Services | 29 Women's Health and Family Service | 34 Drug and Alcohol Youth Service (DAYS) | 38 Daydawn Advocacy Centre |
| 4 Hope Inc. | 9 Kensington St Accomodation | 14 St Alban's Anglican Church | 20 On My Feet | 25 Homeless Healthcare | 30 YouthLink | 35 The Salvation Army Bridge Program | 39 Peer Based Harm Reduction WA Needle Exchange |
| 5 The Salvation Army Doorways Program | 10 The Beacon | 15 The Deen Clinic | 21 Registry of Births, Deaths and Marriages | 26 Pregnancy Assistance | 31 Ngulla Mia | | 40 Hepatitis WA |