



City of Subiaco Community Directory

August 2020

The City of Subiaco Community Directory

The City of Subiaco is committed to supporting the community by providing relevant information in an accessible, easy to read format. The Community Directory contains information about Federal and State government departments, health and wellbeing associations, local community groups and local support organisations that are available to our community members.

This directory will be reviewed and updated periodically to ensure the information remains relevant and accurate. If you are a service provider and would like your service to be listed in this directory, please contact the City of Subiaco on 9237 9222 or email culture@subiaco.wa.gov.au to find out more.

The Community Directory is available to download from the City's website. Hard copies of the directory can also be requested and posted to community members living in the City of Subiaco. If you would like a hard copy of the directory posted to you, please contact the City of Subiaco on 9237 9222 or email culture@subiaco.wa.gov.au.

For more information about other City initiatives that support the community and business visit our website at www.subiaco.wa.gov.au or keep an eye out for the next issue of the Talk About Subi newsletter.

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Emergency Services

Police

131 444

000 for emergencies

Wembley Police

188 Salvado Road, Wembley WA 6014

9214 7100

Hours: Monday-Friday, 8am-4pm

Daglish Fire Station

221 Stubbs Terrace, Daglish Western Australia 6008

9381 1222

Crime Stoppers WA

1800 333 000

FESA (Fire and Emergency Services)

Emergency Alerts

13 33 37

SES Emergency Assistance

13 25 00

Water Corporation (faults/emergencies)

13 13 75

Western Power (faults/emergencies)

13 13 51

Essential Services

Synergy

13 13 53

TTY (National Relay Service) 1336 77

Translation Services 13 14 50

www.synergy.net.au

If you, or someone living with you holds a valid concession card, you could be eligible for a number of rebates that help reduce the cost of your energy bills.

- Energy Assistance Program – This rebate has replaced the Cost of Living Allowance (CoLA) and supports eligible concession card holders by paying \$300 of their energy bill each year.
- Hardship Utilities Grant Scheme (HUGS) – Supports Western Australian families and households pay their electricity, water or gas bills if they're experiencing financial hardship.

- Account Establishment Fee Rebate – This rebate helps eligible customers to cover the costs associated with establishing a new energy account. It applies to residential customers only and will be credited on the first bill you receive.

Life Support Equipment Electricity Subsidy

Department of Finance

6551 1000

www.finance.wa.gov.au

customerservice@finance.wa.gov.au

Monday to Friday, 8.30am to 4.30pm

Offered by the WA Government to support families and households with the costs associated with operating life support equipment at home who are dependent on specified support life equipment under specialist medical advice and are holders of concession cards that are means tested.

Applications are available online (on the above link) under State Revenue tab.

Priority Assist (Telstra)

13 22 00

www.telstra.com.au

Priority Assist is a service available to eligible customers who have their fixed home service with Telstra. This service is available to customers, or a person living at their home, who have a diagnosed life threatening medical condition, and whose life may be at risk if they don't have access to a working phone line service.

If a registered Priority Assist Customer reports a problem with their home phone line and doesn't have another working phone service (either from us or another provider), we'll attend to the fault with the highest practicable level of service. For Priority Customers who need a phone line connected at their address for the first time, we'll connect their service as quickly as practicable.

Human Services, Department of

13 23 00

www.humanservices.gov.au

Monday to Friday, 8am to 5pm

Payments and services if you're retired, planning for retirement or looking to work past Age Pension age. Refer to their website to find out if you are eligible for support you may not already be receiving.

Public Transport (Transperth)

13 62 13

www.transperth.wa.gov.au

Medicare - Innaloo Service Centre

40 Hasler Road, Osborne Park

<https://www.servicesaustralia.gov.au/individuals/medicare>

Subject	Operating hours	Phone number
Aboriginal and Torres Strait Islander Access Line	Monday to Friday 8.30am to 5pm	1800 556 955
Aged Care Fee Assessments and Services	Monday to Friday 8am to 5 pm local time	1800 227 475
Australian Immunisation Register enquiries	Monday to Friday 8am to 5pm local time	1800 653 809
Australian Organ Donor Register	Monday to Friday 8.30am to 5pm local time	1800 777 203
Compensation Recovery - Medicare	Monday to Friday 8.30am to 5pm AEST	132 127
Contenance Aids Payment Scheme	Monday to Friday 8.30am to 5pm AEST	1800 239 309
Disaster Health Care Assistance Scheme	Monday to Friday 7.30am to 5pm AWST	1800 660 026
Healthcare Identifiers Service	Monday to Friday 8.30am to 5pm local time	1300 361 457
Medicare Entitlement Statement (MES)	Monday to Friday 8.30am to 5pm ACST	1300 300 271 +61 1300 300 271 International charges apply.
Medicare Debt Recovery	Monday to Friday 8am to 5pm AEST	1800 037 635 This line is closed on NSW public holidays.
Medicare general enquiries	7 days a week 24 hours a day	132 011
myGov help desk - select option 1	Monday to Friday 7am to 10pm, Sat and Sun 10am to 5pm	132 307
Pharmaceutical Benefits Scheme - general enquiries	7 days a week 24 hours a day	132 290
Pharmaceutical Benefits Scheme - taking or sending medicine overseas	7 days a week 24 hours a day	1800 500 147
Provide feedback, suggestions or make a complaint	Monday to Friday 8:30am to 5pm	1800 132 468
Scams and identity theft	Monday to Friday 8am to 5pm	1800 941 126
Telephone claims	7 days a week 24 hours a day	1300 360 460
Tip-offs and fraud	Monday to Friday 9am to 5pm AEST Line is closed on SA public holidays.	131 524
Translating and Interpreting Service (TIS National)	Monday to Friday 8am to 5pm	131 450

Emergency Relief & Crisis Helplines

Crisis Care Helpline (Entry Point) - Homelessness

6496 0001 or 1800 124 684

www.entrypointperth.com.au

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

Crisis Care Unit (24 hours) 9223 11111

Being homeless or at risk of homelessness is traumatic and can impact you and/or your family's safety and wellbeing. Entrypoint Perth is committed to working with you respectfully and finding solutions to your accommodation crisis. For those based in Perth, we can:

- Act as a triage service facilitating initial assessment and screening for all people contacting the service via the telephone service centre
- Make an appointment with you if required, following the initial telephone screening or online enquiry, for a more comprehensive assessment.
- Assess your needs with you whether by phone or face-to-face, including risk assessment of family and domestic violence
- Work closely with all relevant homeless services in Perth in order to build strong referral sources for applicants accessing this service
- Assist with the development of an accommodation plan and referrals to services and/or programs such as counselling, rehabilitation services, mental health services etc.

Entrypoint also have a Crisis Care Unit operating a 24 hour a day 7 day a week telephone service for child protection and family supports services. This telephone service prioritises child protection concerns. It also provides information, advice, support and intervention for people in crises and needing urgent help. Types of crises addressed by the service include child protection concerns, family and domestic violence, suicidal ideation and homelessness.

Gambling Helpline (24 hours)

456 Hay Street, West Perth WA 6000.

1800 858 858

www.gamblinghelponline.org.au

Free, private and confidential 24/7 support for anyone affected by gambling. There is the option for online chat help, and SMS support and a phone helpline.

Health Direct (24 hours)

1800 022 222

Provides access to free health services that are wholly or jointly funded by government. Includes the Health Direct phone line, the National Health Services Directory, MyAgedCare, and Carer Gateway.

Housing (Department of Communities)

203 Nicholson Road, Shenton Park WA 6008.

08 9286 6000

<http://www.housing.wa.gov.au/contactus/offices/Pages/default.aspx>

An affordable housing provider which delivers quality housing that people can afford and provides people with the opportunity to buy a home. They can assist with public housing which is suitable for low income households.

Human Services, Department of (Crisis Payment)

38 Rudloc Rd, Morley WA 6062

13 28 50

www.humanservices.gov.au

This is a one off payment for people in extreme circumstances. Criteria includes experiencing severe financial hardship, having an extreme life change. You must call within 7 days of the crisis to be able to claim the payment.

Lifeline (24 hours)

13 11 14

www.lifeline.org.au (Live chat)

Provides anyone experiencing a crisis with access to crisis support and suicide prevention services. They are available to talk about suicidal thoughts or attempts, personal crisis, anxiety, depression, loneliness, abuse and trauma, stress, and self-help information.

Mission Australia NDIS

275 Abernethy Rd, Cloverdale WA 6105

1800 370 776

<https://www.missionaustralia.com.au/>

Mission Australia's integrated nationwide services help people find safe and affordable housing, support disadvantaged children and families, empower troubled young people, assist people with mental illness and disability, and much more.

Red Cross

110 Godderich Street, East Perth, WA 6004.

1800 733 276

www.redcross.org.au

Helps people find suitable and safe shelter through case workers. They also provide private tenancy support by helping people who are at risk of losing their rental property to negotiate with landlords and help them get their payments back on track.

Samaritans Crisis Line (24 hours)

60 Bagot Rd, Subiaco WA 6008.

13 52 47

Of who are feeling overwhelmed and stressed, having relationship or family problems, loss and bereavement, financial worries or job related anxiety, school or study stress, illness, addiction or substance abuse, and thoughts of suicide.

St Vincent De Paul

Roberts Rd, Subiaco WA 6008

1300 794 054

www.vinnies.org.au

Vinnies has a strong commitment to the range of issues that lead single men and women, women and children, two parent families, men with children and young men and women to become homeless or at risk of homelessness. We also have general support services to those in vulnerable circumstances through our program Special Works. This may involve providing information, advocacy, food, clothing or assistance with bills or school costs.

Suicide Call Back Service (24 hours)

1300 659 467

www.suicidecallbackservice.org.au

Provides free telephone and online counselling to people who are affected by suicide. There are options to call a person, chat online, or video chat with a counsellor. Call this service if you are feeling suicidal, worried about someone else, caring for someone who is suicidal, anyone who has lost someone to suicide, or health professionals supporting people who are affected by suicide. Offers anonymous crisis support for people who are affected by suicide.

Relationship Australia

22 Southport Street (corner Cambridge Street), West Leederville WA 6007

08 6164 0400

Relationships Australia is a leading provider of relationship support services for individuals, families and communities. We aim to support all people in Australia to achieve positive and respectful relationships.

Financial and Legal Services

Financial Counselling Helpline

Claisebrook Lottery House, 33 Moore Street, East Perth WA 6004.

1800 007 007

www.financialcounsellingaustralia.org.au

Financial counsellors provide information, support and advocacy to people in financial difficulty. They can assist with struggling to pay the mortgage or rent, and struggling with bills and debts.

Legal Aid Advice Line

32 St George's Terrace, Perth CBD WA 6000.

1300 650 579

<https://www.legalaid.wa.gov.au/get-legal-help/covid-19-how-can-we-help>

We can provide help over the telephone by calling our Infoline on 1300 650 579 Monday-Friday from 9am to 4pm (please note that there may be longer wait times than usual). Our live web chat service is available Monday to Friday from 9am to 4pm and can provide general information about the law online rather than over the telephone.

Mental Health Law Centre

255 Hay Street, Subiaco WA 6008.

9328 8012

reception@mhlcwa.org.au

Statewide service providing free legal advice and representation to people who experience a mental health illness

Subiaco Justice Centre

The Palms Community Centre, cnr Nicholson and Rokeby Rd, Subiaco WA 6008

08 9381 2471

www.subiaco.legal

contact@subiaco.legal

We provide legal advice and representation to disadvantaged persons. We are an interest group seeking to improve access to justice in new and innovative ways.

Public Advocate, Office of

David Malcom Justice Centre, 28 Barrack Street, Perth WA 6000
1300 858 455

www.publicadvocate.wa.gov.au

The OPA works to promote and protect the human rights of more than 65,000 Western Australian adults with decision making disabilities. They provide information to help families, friends, carers, health professionals, legal practitioners, primary care givers and accommodation service providers.

Salvation Army (The Third Place)

Cnr Barker and Rowland Street, Subiaco WA6008
08 9442 5700

www.salvationarmy.org.au

Free and confidential financial counselling for people facing financial difficulties or wanting to avoid financial difficulties in the future. The counsellors analyse and assess financial situations and can give information and advice about credit and debt issues. Salvation Army also offer community health and parenting courses as well as social support groups.

Citizens Advice Bureau (CAB)

125 Barrack Street, Perth
08 9221 5711

www.cabwa.com.au

During COVID-19 CAB branches are currently closed and our legal service is temporarily unavailable. Our Information & Referral service continues to operate online, however the infoline is not operational at this point. You can read our fact sheets for information on a wide range of issues, refer to the list of Community Legal centres or email us at queries@cabwa.com.au .

Aged Care, Carer Support & Disability Services

ACROD Parking Program (National Disability Services)

12 Lindsay Street, Perth WA 6000.
9242 5544

www.acrod.org.au

The ACROD Parking Program supports Western Australians with a severe walking restriction to access the community. ACROD Parking Permits are free with the cost of the permit funded by the Western Australia Government.

Advocare

The Perron Centre, 61 Kitchener Ave, Perth WA 6100
9479 7566

www.advocare.org.au

rights@advocare.org.au

Advocare is an independent, community based, not-for-profit organisation that supports and protects the rights of older people and people with disabilities. Provides advocacy, information and education to, people who receive aged care services such as residents of nursing homes, hostels, geriatric assessment teams, domiciliary nurses, and home and community care services.

Aged Care Quality & Safety Commission

1800 951 822

www.agedcarequality.gov.au

The Aged Care Quality and Safety Commission is committed to supporting consumer choice, and promoting continuous improvement in quality in aged care service provision. Get in contact with the Commission for Standards information, advocacy and making complaints on an aged care service.

Amana Living

99 McCabe St, Mosman Park WA 6012

1300 850 146

www.amanaliving.com.au

Amana Living Inc. is one of WA's largest not-for-profit providers of care and services for older people. Our desire is to help older people truly LIVE the second half of their lives. We all want to live active, healthy lives at every age and stage. Amana Living's philosophy is to achieve this, as far as possible, for all our residents and clients. We have been serving the community since 1962, so you can be assured of our expertise and quality care and services. These include residential care centres, housing, home care services, respite care, transition care and dementia services, spread across 21 sites in Perth metro, Australind, Kalgoorlie and Albany.

Alzheimer's WA - Shenton Park

9 Bedbrook Pl, Shenton Park WA 6008

1300 667 788

www.alzheimerswa.org.au

As the dementia experts Alzheimer's WA works with those living with dementia and the organisations that care and support them, to have the greatest beneficial impact on their dementia journey. Our client services, advocacy work, training and consultancy programs are based on a philosophy of understanding the lived experience of dementia. We are guided by people living with dementia and our approach views dementia as a holistic experience for the person rather than just a biological illness.

Aged Care and Retirement Placement Services (Fee for Service)

08 9445 7128

0433 796 512

www.agedplacements.com.au

Aged Care and Retirement Placement Services provides professional advice and practical assistance to help you find the right type of care service, nursing home, hostel, or retirement village to meet your needs and preferences.

Association of Independent Retirees ("AIR")

4 Humbert Street, Woodlands, Perth WA 6018.

08 9246 4753

www.independentretirees.com.au

info@independentretirees.com.au

AIR advocates on behalf of its members based on policy positions across the core areas of Aged Care, Federal Budget, Health Care, Housing, and Super to advance and protect their interests.

Australian Seniors Insurance Agency

13 13 43 for a free quote

www.seniors.com.au

Whether you're driving, travelling, or just living life to the fullest, Australian Seniors helps you protect what matters most. Explore our range of affordable insurance options today. Our policies aim to provide all the necessary cover and protection you would expect at a competitive price.

Autism WA

215 Stubbs Terrace, Shenton Park WA 6008.

08 9489 8900

<http://www.autism.org.au>

For those who have been involved with Autism, either personally or during their professional career. The largest specialist lifespan organisation in Australia providing services to people with Autism

Cost of Living Rebate (Department of Communities)

6551 8800 or 1800 671 233 (country free call)

<https://www.seniorcard.wa.gov.au/discounts/discount-details/?id=75e78025-34d9-e611-80ea-000d3ae07082>

The Cost of Living Rebate is an annual payment each July the WA State Government makes to registered WA Seniors Card members. The purpose of the Cost of Living Rebate is to provide financial relief for seniors in Western Australia due to the increased costs of living. New members must apply on or before May 31 each year.

Carers Association of Western Australia (Carers WA)

182 Lord St, Perth WA 6000.

1300 227 377 or Carer Counselling Line: 1800 007 332

www.carerswa.asn.au

Carers WA is a non-profit, community based organisation and registered charity dedicated to improving the lives of the estimated 320,000 family carers living in Western Australia. We provide information, programs, support groups and services to support unpaid family and friends.

Carer's Counselling Line

1800 007 332

Face to face, telephone, Skype, email counselling and evening counselling on Thursdays. Carers WA's professional and confidential telephone counselling service can help carers discover effective ways of coping with the everyday challenges of caring. The service is utilised by carers throughout the state, secure in the knowledge that there is someone they can contact for support, who understands their needs and is able to guide them to appropriate services.

Carer Gateway

1800 422 737

www.carergateway.gov.au

A national service that provides practical information and resources to support carers. The interactive service finder helps carers connect to local support services.

Commonwealth Respite and Carelink Centres

182 Lord St, Perth WA 6000

1800 052 222

<https://www.carerswa.asn.au/>

Commonwealth Respite and Carelink Centres (CRCCs) aim to contribute to the support and maintenance of caring relationships by facilitating access to information, respite care and other support appropriate to carers' needs and circumstances, and the needs of the people they care for.

Council on the Ageing WA (COTA)

61, The Perron Centre, Kitchener Ave, Victoria Park WA 6100

08 9472 0104

www.cotawa.org.au

admin@cotawa.org.au

COTA Australia is an independent advocacy organisation which lobbies for action at a national level on issues affecting seniors and whose primary aim is protecting and promoting the wellbeing of older people in WA. COTA also offers a diverse range of supports including a Home Maintenance Service, one to one computing classes for seniors, the Living Longer Living Stronger program and Mall Walking groups.

Daily Living Products

17 Lemnos St, Shenton Park WA 6936

08 9312 1700

www.daily.com.au

We combine over 50 years of experience providing assistive products with caring and efficient customer service. Daily Living is a West Australian family owned and operated business, sensitive to the needs and expectations of our customers.

Dementia Australia (WA)

32/118 Royal St, Perth WA 6004

1800 100 500

www.dementia.org.au

Dementia Australia administers national dementia programs and services funded by the Australian Government, such as the National Dementia Helpline, as well as providing national policy and advocacy for Australians living with dementia.

Dyslexia-SPELD Foundation

10 Broome St, South Perth WA 6151

08 9217 2500

www.dsf.net.au

support@dsf.net.au

DSF Literacy and Clinical Services (The Dyslexia-SPELD Foundation of WA inc.) has provided vital support to West Australian children and adults with learning disabilities for over 40 years. We remain committed to improving the level of support provided to children and adults with learning disabilities, in particular dyslexia.

Elder Abuse Helpline

1300 724 679

Elder abuse affects many older Western Australians, and may involve social, physical, sexual, psychological, emotional or financial abuse. The Department of Communities is working to reduce elder abuse in WA through the development and implementation of an elder abuse strategy and the provision of resources designed to support individuals and service providers. The helpline provides advice and information to people to protect themselves and others from elder abuse.

Emergency respite care

1800 052 222

1800 059 059 after hours

www.southernplus.org.au/

If you need respite urgently, for example because your carer suddenly falls ill and can't look after you, you can contact your local Commonwealth Respite and Carelink Centre.

Community based respite care Community based respite can be on a planned or emergency basis. Access to community based respite care - You will need a free assessment with a Regional Assessment Service (RAS) to work out if you are eligible for planned respite care under the Commonwealth Home Support Program. Call MyAgedCare for a free assessment with a RAS.

Guardianship and Administration Board

1300 858 455

www.publicadvocate.wa.gov.au

opa@justice.wa.gov.au

Provides a means for a substitute decision maker to be legally appointed to make decisions in the best interests of a person who is unable to make reasoned decisions for him or herself.

Grandparents Rearing Grandchildren WA

PO Box 487, Greenwood WA 6924

www.grandparentsrearinggrandchildren.org.au

secretary@grandparentsrearinggrandchildren.org.au

Offers support services to grandparents who are raising their grandchildren on a full time basis. Services include liaison with Government Departments, counselling information, childcare, vacation care, budgeting/financial advice and food relief assistance.

Hearing Services, Office of

9 Lyall St, South Perth WA 6151

1800 500 726

www.hearingservices.gov.au

hearing@health.gov.au

The Office of Hearing Services manages the Australian Government Hearing Services Program. The program improves access to quality hearing services for eligible clients, supports research into hearing loss prevention and management.

Helping Minds

182 Lord St, Perth WA 6000

1800 811 747

www.helpingminds.org.au

A safe space for mental health carers to connect with other carers and learn more about Helping Minds services. We'll share ways to hold hope and promote social support and self-care and provide information about mental health and recovery.

Macular Disease Foundation Australia

1800 111 709

www.mdfoundation.com.au

info@mdfoundation.com.au

Provides information, guidance and support for those living with macular disease.

Medihire & Sales Wembley

182-184 Harborne St, Wembley WA 6014

08 9387 3911

www.medihireandsales.com

Products range from mobility, bathroom/ toilet/seating and continence products.

Mental Illness Fellowship of WA (MIFWA)

3/9 The Avenue, Midland WA 6056

08 9237 8900

www.mifwa.org.au

Programs are designed to increase the capacity of families, carers and friends to care effectively for themselves, other family members and their friends living with mental illness.

Millennium Aged Care Consultants (Free Service)

1300 646 962

www.millenniumagedcare.com.au

enquiries@millenniumagedcare.com.au

A team of aged care consultants are independent specialists and able to provide accommodation solutions and advice to individuals and families.

Mission Australia

Suite 3/516 Hay St, Subiaco WA 6008

1800370776

www.missionaustralia.com.au

The National Disability Insurance Scheme (NDIS) allows Australians with a permanent and significant disability the freedom to choose the life they want to live. The scheme helps people with disability to access the supports that are right for them and assists in building their skills to actively participate in their community. Mission Australia's NDIS Local Area Coordination Service helps people with disability to understand and access the NDIS, and create, implement and review their NDIS support plan. At the same time, we also work with local people and groups to build communities that are more welcoming and inclusive so that everyone, regardless of their NDIS eligibility, can benefit.

My Place Foundation

17 York St, Subiaco WA 6008
08 6380 2927

<https://www.myplace.org.au/>

A not-for-profit provider of individualised and flexible supports to people with disability and their families.

MyAgedCare

1800 200 422

www.myagedcare.gov.au

MyAgedCare provides information about a broad range of Australian Government funded services for those aged 65 and over (or 50+ for Aboriginal and Torres Strait Islander people).

Eligibility

You may be eligible for Australian Government funded aged care services if you're an older person (usually 65+ or 50+ for Aboriginal and Torres Strait Islander people) finding it harder to do the things you used to do. Services listed on the MyAgedCare website may be free, low cost or fee for service. MyAgedCare may be able to assist you to access these services. To find out if you are eligible or if you may need to undertake an assessment to determine your level of eligibility contact MyAgedCare or visit the MyAgedCare website.

National Disability Abuse and Neglect Hotline

1800 880 052

<https://www.jobaccess.gov.au/complaints/hotline>

Callers who are deaf or have a hearing or speech impairment can contact the National Relay Service (NRS) then asking for 1800 880 052. Monday to Friday, 9am to 7pm AEST and AEDST, (excluding National public holidays).

The Hotline is a nationally accessible service designed to aid reporting of abuse and neglect of people with disability in Commonwealth, State and Territory funded disability services, and to refer the reports appropriately.

National Relay Service (24 hours)

1800 555 660

TTY: 1800 555 630 SMS: 0416 001 350

www.relayservice.gov.au

helpdesk@relayservice.com.au

Enables people who are deaf, or who have a hearing or speech impairment to make phone calls.

National Seniors Australia

2 Delhi St, West Perth WA 6005

1300 765 050

www.nationalseniors.com.au

general@nationalseniors.com.au

With an increasing national and media profile we remain Australia's largest membership based non-for-profit organisation. National Seniors Australia provides unrivalled access to policymakers, a raft of commercial benefits, world class research and top notch publications. We're here to make a difference.

Parkinson's WA

11 Aberdare Rd, Nedlands WA 6009

08 6457 7373

www.parkinsonswa.org.au

info@parkinsonswa.org.au

Monday – Friday, 9am to 4pm

As the journey begins for those diagnosed with Parkinson's it is essential that you and your family are well informed and equipped to work closely with the treating medical specialist and the rest of the health team. A recommended first step is to contact a health professional who is an expert in the field of Parkinson's. We also offer support groups, seminars and programs including dance, yoga and singing

Pawshake

www.pawshake.com.au

Planning a holiday or just can't walk your dog as much as he/she needs? Use this website to find pet sitters and dog walkers that are in your local community.

POOPS – Pets of Older Persons

1300 110 092

www.poopswa.org.au

POOPS is a volunteer run, not-for-profit organisation that is all about keeping people and their pets together. If you are experiencing difficulty in caring for your beloved pet, if you are a pet owner and you are over 65 or have a physical disability, maybe we can help. Our police cleared volunteers can assist in taking pets for a vet check, walking dogs or driving your pet to a boarding facility when you are likely to be away from home for an extended period of time.

Red Cross Carer Support Services

1800 441 014 or 9225 8888

www.redcross.org.au

wainfo@redcross.org.au

Provides support to people who provide long term home based care to a family member, friend or loved one by providing support groups, training and information to assist carers.

Royal Perth Volunteer Transport

08 9224 2054

<https://www.rph.health.wa.gov.au/About-us/News/Voluntary-Transport-Association-seeking-volunteers>

A volunteer transport service to patients who have met eligibility criteria. Initial eligibility is subject to an assessment by a social worker.

Shine Community Services

81 Forrest Street, Cottesloe Western Australia 601108 9253 5555

www.shinecs.com.au

reception@shinecs.com.au

SHINE Community Services takes pride in providing a flexible and personalised approach to the delivery of services and supports. SHINE offers reablement services and supports including domestic assistance, personal care, respite care, meal services, transport Services, home and garden maintenance, center based activities

Solariscare Foundation, SJOG Cancer Support Centre

St John of God Subiaco Hospital, 12 Salvado Rd, Subiaco WA 6008

08 9388 9788

csmcgh@solariscancercare.org.au

SolarisCare Foundation is a community-based healthcare organisation. Our Cancer Support Centres are the first of their kind in Australia and offer support, information, education and complementary therapies to cancer patients and their primary carers.

St Patrick's Community Support Centre

12 Queen Victoria St, Fremantle WA 6160

08 9430 4159

admin@stpats.com.au

Supported accommodation, St Pat's also do outreach to the Subiaco area.

Subiaco Adult Community Mental Health Clinic (NMHS)

303 Rokeby Rd, Subiaco WA 6008

08 9489 7200

lowerwestcommunitymhs@health.wa.gov.au

The Adult Mental Health program of North Metropolitan Health Service Mental Health (NMHS MH) provides inpatient, rehabilitation and community services through hospital inpatient units, rehabilitation centres and community clinics across the north metropolitan area.

Seniors Information Service

08 6551 8800

The Seniors Information Service is a telephone service operated by the WA Seniors Card Centre. The service provides referrals and general information for older people in relation to accommodation options, education, finance, business, health and wellbeing

Seniors Housing Advisory Centre (Free Service)

1300 367 057

www.seniors.housing@dmirs.wa.gov.au

Free, independent information and advice service covering the full range of housing options for seniors in WA. The SHAC does not directly offer housing, or provide financial and legal advice, but can be an invaluable source of information for seniors and their families.

Senses Foundation (Formerly Royal Institute of the Blind and Deaf Blind Association).

11 Kitchener Ave, Burswood WA 6100

9473 5400 or TTY: 9473 5488

www.senses.org.au

We provide disability support services to people of all ages throughout Western Australia including the provision of services to people who are deafblind.

St Johns Community Transport

08 9334 1300

http://www.cotawa.org.au/wp-content/uploads/2017/08/Community-Transport-Service_brochure_DL_PTS_PRINT_v13.pdf

We offer you a reliable, cost effective transport solution to meet your needs. In most situations, transport is provided as an individual service, however there may be occasions

where passengers are asked to share with others who are travelling to close destinations and is subject to eligibility.

Community Transport Service includes:

- A companion service to accompany clients through their journey.
- An option to have your own carer accompany you free of charge.
- A car service for mobile clients who require transportation to and from their appointment. This can include hospital and specialist appointments, podiatry, physiotherapy and many more.

St Judes Health Care Services

165 Wright St, Kewdale WA 6105

08 9279 4343

info@stjudes.com.au

St Jude's is a quality NDIS disability service provider, offering an expansive range of disability services across the Perth metro area and WA's South-West.

They provide support to people with disability (including psycho-social disability).

Do you relate to any of the below?

- Are you struggling to find suitable housing or accommodation?
- Are you looking for accessible housing?
- Are looking for a mentor or support worker to help you connect to your local community?
- Do you need help with household tasks such as cleaning, cooking, domestic duties, personal care, shopping etc.?
- Are you wanting to learn new skills?
- Are you looking for recreational activities in the community?
- Do you need assistance in finding a job or help in setting up your own micro-business?
- Are you looking for a therapist or clinical support?
- Are you in any form of crisis?
- Are you a parent or carer looking for disability support for your family member?
- Do you need help communicating?

Telecross (Red Cross)

1300 885 698

www.redcross.org.au/get-help/communityservices/telecross

Red Cross can provide you with a daily telephone call to check on your wellbeing through a service known as Telecross. This provides peace of mind if you are at risk of an accident or illness that may go unnoticed, such as falling and being unable to call for help. The volunteer will check to see that you are well and provide a friendly voice to wake up to each morning. Is this service for you?

Telecross is for people who live alone and are at risk of an accident or illness that may go unnoticed. In particular, people who:

- are frail and aged
- have a disability
- are housebound
- are recovering from an illness or accident.

Telecross is also available to the carers of people who are eligible for the service. When family and carers are away, or if someone has just returned home after a hospital stay. Telecross can also be used on a temporary basis.

Unicare Health

29 Alexandra Pl, Bentley WA 6102
1800 656 654

www.unicarehealth.com.au

Australia's most respected partner to healthcare professionals, carers and customers. For over 30 years we have been recommending, providing and improving equipment. We have an extensive range of products available online, including electric wheelchair rental, as well as crutches for sale and hire in Perth, and Australia wide.

VisAbility (Formally known as Association for the Blind of WA)

61 Kitchener Ave, Victoria Park WA 6100
08 9311 8202 or Toll Free: 1800 847 466

www.visability.com.au

info@visability.com.au

The Association offers a wide range of services and aids to maximise the independence of people who are blind or vision impaired. Services include assessment, training, and provision of magnification aids, adaptive technology, aids to daily living and mobility, talking books, Braille and accredited computer training, recreation (Day Centre) occupational therapy, social work and services to children.

Vision Australia

Level 1/3 Rosslyn St, West Leederville WA 6007
1300 847 466

www.visionaustralia.org

info@visionaustralia.org

Special services to people who are blind or deaf-blind. Support services include aged care accommodation, employment training opportunities, independent living units and group homes.

WA Retirement Villages Residents Association (Fee for Service)

0448 812 888

www.warvra.org.au

All retirement villages and individuals residing in a retirement village are eligible to join. Home Care and Support Services

WA Seniors Card (Department of Communities)

2/140 William St, Perth WA 6000
08 6551 8800

www.seniorcard.wa.gov.au

Having a Seniors Card entitles older people to discounts from governments and businesses including water rate rebates, free off-peak travel etc. The card is free and available to people over 62. Eligibility requirements include being a permanent resident of Western Australia and work less than 25 hours per week, averaged over a 12 month period. For a full range of offers and discounts or to apply for your card, please visit their website.

Youth, Children and Families Services

Autism WA

215 Stubbs Terrace, Shenton Park WA 6008

08 9489 9000

<http://www.autism.org.au>

For those who have been involved with Autism, either personally or during their professional career. The largest specialist lifespan organisation in Australia providing services to people with Autism.

City of Subiaco Based Youth Children and Families Organisations

Organisation	Website	Location	Phone
Subiaco Playgroup (Subiaco Play Centre Inc)	http://www.subiacoplaygroup.com.au/ As a precautionary measure against the COVID-19 virus, the Subiaco Playgroup will unfortunately be closed until further notice. The closure will commence immediately as of Sunday 15 March. Please check the website for updates.	430 Rokeby Road, Shenton Park	Visit the website submit an enquiry form.
Subiaco Primary School	http://subiacops.wa.edu.au/	271 Bagot Road, Subiaco	9381 5078
Subiaco Toy Library Saturdays 9.30am to 11am (except long weekends)	http://www.subitoylibrary.com.au/	Tom Dadour Community Centre, 363 Bagot Road, Subiaco	0401921196
Subicare Early Learning Centre	http://subicare.com.au/	295 Bagot Road, Subiaco	9382 4607
Subiaco Kids Crew	http://www.subiaco.wa.gov.au/Our-community/For-parents-and-children/Programs-for-children	City of Subiaco Administration, 241 Rokeby Road, Subiaco	9237 9222
Subiaco Library Childrens Book Club	http://www.subiaco.wa.gov.au/Things-to-do-in-Subi/events	237 Rokeby Road, Subiaco	9237 9316
Subiaco PCYC	https://www.wapcyc.com.au/location/subiaco	450 Rokeby Road, Shenton Park	9388 2053
Subiaco Scouts Hall	http://www.subiacoscouts.org/	399 Rokeby Rd, Subiaco	9381 2949
Subiaco Voice of Youth	https://www.facebook.com/subiaco.svy/	City of Subiaco Administration, 241 Rokeby Road, Subiaco	9237 9222
Youth Drop-in Centre (PCYC)	https://www.wapcyc.com.au/location/subiaco	450 Rokeby Road, Shenton	9388 2053

Family Relationship Advice Line

Sheffield House Level 1, 713 Hay St Mall, Perth WA 6000.

1800 050 321 or (08) 6164 0300

<https://www.familyrelationships.gov.au/talk-someone/advice-line>

The Family Relationship Advice Line is a national telephone service that helps families affected by relationship or separation issues, including information on parenting arrangements after separation. It can also refer callers to local services that provide assistance

Fresh Start Recovery Programme

65 Townshend Rd, Subiaco WA 6008

08 9381 1333

info@freshstart.org.au

Fresh Start Recovery Programme grew out of a commitment to help drug users and their families recover from drug dependence. Fresh Start concentrates on detox and developing a drug free lifestyle.

Headspace

2/145 Main St, Perth WA 6017

08 9208 9555

info@headspaceospk.com.au

<https://headspace.org.au/covid-19/>

While things are changing with COVID-19, we want you to know that your local headspace centre is still here for you. Some of our centres are operating a combination of in-person, online and phone services. If you need help please get in touch with your local centre directly. In order to meet the needs of our community we will now be delivering video and phone counselling. If you have a face-to-face appointment booked, we will give you a call to chat about your options. If you do not have an appointment with us, but would like to, give us a call on 9208 9555.

Kids Helpline

1800 551 1800

Available 24/7 to answer via call, email or WebChat.

A free, private and confidential phone and online counselling service specifically for young people aged five to 25.

Narcotics Anonymous

<https://www.na.org.au/multi/western-australia-area/>

Narcotics Anonymous offers a discrete and confidential counselling service to persons of any age who want support, advice or just want to talk about drug abuse and/or dependency.

Ngala Parenting Line

9368 9368

www.ngala.com.au

<https://www.ngala.com.au/service/ngala-parenting-line/>

The Ngala Parenting Line is a free telephone support service for parents and caregivers of children aged 0 to 18 years who live in WA.

Parent & Family Drug Support Line (24 hours)

08 9442 5050

<https://www.mhc.wa.gov.au/parentandfamilydrugsupportline>

For anyone concerned about a loved one's alcohol or drug use. Our counsellors can provide information about drug and alcohol use, provide emotional support, connect you with a trained parent volunteer for peer support and talk to you about options for you and your loved one.

1800-RESPECT

1800 737 732

24-hour service by phone and web chat. National domestic violence, sexual assault and relationship counselling service

Youth Drop-in Centre (PCYC)

450 Rokeby Rd, Shenton Park WA 6008

08 9388 2053

subiacopcyc@wapcyc.com.au

Subiaco PCYC offers a Safe Space – Drop in service providing youth with a safe space to enjoy activities such as Foosball, Pool, games, TV and DVD's and access to computers. The space is available to youth during centre operation hours, providing a popular place to hang out after school hours.

Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse Services

Aboriginal Interpreting WA

Suite 2/185 High Street, Fremantle WA 6160

1800 330 331 or 0439 943 612 or 0447 958 417.

admin@aiwaac.org.au

Provides interpreters in over 40 WA Aboriginal languages to clients anywhere in Australia. The interpreters may also have experience in health, justice, governance, education and community affairs.

ASeTTs (Association for Services to Torture and Trauma Survivors)

286 Beaufort St, Perth WA 6000

08 9227 2700

www.asetts.org.au

ASeTTs runs social and community-based groups aimed at breaking social isolation and increasing clients' participation in broader society. These groups meet on a weekly basis throughout most of the year.

- Multicultural Men's Group—Men's group meets every Tuesday, for onsite activities and excursions.
- Multicultural Women's' Group (Friday Village) – Friday Village meets every Friday morning from 9.30am – 11.30am.

Other groups can include group therapy programs, parenting support groups and partnerships with community organisations, including sports teams.

Ethnic Disability Advocacy Centre

320 Rokeby Rd, Subiaco WA 6008

08 9388 7455

admin@edac.org.au

The Ethnic Disability Advocacy Centre (EDAC) is the peak advocacy organisation in WA and aims to safeguard the rights of ethnic people with disabilities and their families.

Ishar Multicultural Women's Health Services

21 Sudbury Rd, Mirrabooka WA 6061

9345 5335

www.ishar.org.au

info@ishar.org.au

Ishar Multicultural Women's Health Services provides a range of holistic services to women from all walks of life and cultural background. Ishar is a LGBTQI friendly service and welcomes women of any sexual orientation, anyone who identifies as a woman and anyone who was assigned female identity at birth. Ishar was established in 1992 under the national women's health strategy and our clients are mainly women in the age group of 20 to 70, with low English language skills and generally receiving Centrelink benefits.

Multicultural Interests, The Office Of (OMI)

Gordon Stephenson House, 140 William St, Perth WA 6000

08 6551 8700

www.omi.wa.gov.au

harmony@omi.wa.gov.au

The Office of Multicultural Interests (OMI) is a division of the Department of Local Government, Sport and Cultural Industries. OMI works to achieve the full potential of multiculturalism in WA. This requires strategies that encompass the whole community, including business and industry groups, government and non-government agencies, culturally diverse communities and the wider community. Use the OMI website to locate a multicultural community group that may not be listed in this section.

OMI can also arrange an 'I need an Interpreter' Card. If you or someone you know finds it hard to communicate in English, the WA Interpreter Card can be used to let government and non-government agencies know that you need an interpreter and in what language. The interpreter card is free and available to anyone who needs help to communicate in English when using government services. Cards are available from migrant resource centres, multicultural community service providers, some public hospitals, schools with Intensive English Centres, some local government authorities, Aboriginal Interpreting WA and Access Plus WA Deaf. To request interpreter cards please email harmony@omi.wa.gov.au

Translating and Interpreting Service

13 14 50

www.tisnational.gov.au

The Department of Home Affairs offers interpreting immediately over the phone or to book an interpreter face to face, call 1300 655 082.

Western Australia Multicultural Association Inc.

08 9444 6944

0407 160 287

www.wamainc.org.au

secretary@wamainc.org.au

The Association was formed to support the Abruzzese Emigrant Association of Australia raise funds and complete the Community Pavilion Project at Ozone Park, East Perth in collaboration with the City of Perth. WAMA has supported new and emerging communities build capacity by providing information and education programs. WAMA has coordinated and participated in a range of events.

Yirra Yaakin Theatre Company

180 Hamersley Rd, Subiaco WA 6008

08 9380 3040

yy@yirrayaakin.com.au

Yirra Yaakin which means “Stand Tall” in Noongar language, is based in the heart of the Noongar Nation – a distinct Aboriginal cultural group from the south-west of Western Australia. Yirra Yaakin is Australia’s largest Aboriginal-led theatre company and has been producing and presenting an annual program of quality contemporary Aboriginal theatre since 1993.

Health Services

Arthritis & Osteoporosis Western Australia

Wyllie Arthritis Centre, 17 Lemnos Street, Shenton Park WA 6008

08 9388 2199

www.arthritiswa.org.au

general@arthritiswa.org.au

Activate Mental Health

www.meetup.com/activatemh

hello@activatemh.com.au

<https://www.activatemh.com.au/>

Activate Mental Health is a dynamic mental health initiative that promotes the importance of community & social connection for positive mental health & wellbeing.

Asthma WA

36 Ord Street, West Perth WA 6005

08 9289 3600 or Freecall 1800 278 462

www.asthmawa.org.au

ask@asthmawa.org.au

Bladder and Bowel Health Australia

Bentley Plaza Shopping Centre, Suite 5/1140 Albany Hwy, Bentley WA 6102

1800 330 066

www.bladderbowel.gov.au

Providing understanding advice and support for Western Australians with bladder and bowel health issues for over 20 years.

Cancer Council WA

420 Bagot Road, Subiaco
13 11 20 (National) or 9212 4333 WA Head Office

www.cancerwa.asn.au

Western Australia's leading independent cancer organisation. Coordinates cancer detection and treatment, stimulate cancer research and provide support to those affected by cancer.

Cancer Screening

1800 118 868

www.cancerscreening.gov.au

Provides information on cancer screening. It includes links to Breast Screen Australia, the National Cervical Cancer Screening Program and the National Bowel Cancer Program.

Diabetes WA

Level 3, 322 Hay Street, Subiaco
9325 7699

www.diabeteswa.com.au

info@diabeteswa.com.au

Epilepsy Association of WA

The Niche, 11 Aberdare Road, Nedlands
6457 7699

www.epilepsywa.asn.au

epilepsy@epilepsywa.asn.au

Support and education for people with epilepsy, their family, and community, to enable the epilepsier sufferer to integrate successfully into the community.

Frailty Screening

(03) 8823 7900

www.parc.net.au

parc@benetas.com.au

This simple five question online test to detect frailty provides tailored information and tips to help you stay independent and take action to improve your health. You can print off a personal summary to follow up with your GP.

Health Direct

1800 022 222

www.healthdirect.gov.au

Provides reliable, up to date, quality health information and advice.

Health Consumers Council (WA) Inc.

Unit 6, Wellington Fair, 40 Lord Street, East Perth WA 6004
08 9221 3422 or Free call: 1800 620 780

www.hconc.org.au

info@hconc.org.au

Advocates for people with problems caused by treatment or non-treatment within the health system (including hospitals, doctors, dentists, psychiatrists, public trustees, hostels).

Heart Foundation

334 Rokeby Road, Subiaco WA 6008
9388 3343

www.heartfoundation.org.au

contactus@heartfoundation.org.au

The Heart Foundation supports over 580,000 Australians living with heart disease today, as well as working tirelessly to prevent and manage heart disease for future generations.

The Heart Foundation's work is purpose-driven, with a focus on stopping Australia's number one killer: heart disease, which takes 48 lives every day.

My Health Record

1800 723 471

www.myhealthrecord.gov.au

Secure, electronic summary of your health information. The system brings together key elements of your health information, and makes receiving the right treatment faster, safer and easier. Your My Health Record will be accessible only by you and the healthcare organisations you authorise.

My Hospitals

(02) 6244 1000

www.myhospitals.gov.au

Access information about individual hospitals performance, find information about services, patient admissions, waiting times for elective surgery and emergency department care.

NPS Medicinewise

1300 633 424

www.nps.org.au

Access to information and other supports for good prescribing and decisions about medicines and medical test use.

Nutrition Australia

1300 515 523

www.nutritionaustralia.org/wa

Not-for-profit, community based organisation with offices throughout Australia. It is an independent member organisation that aims to promote the health and wellbeing of all Australians.

Prostate Cancer Foundation of Australia

Unit 1/ 294 Newcastle Street, Perth WA 6000

1800 22 00 99

www.prostate.org.au

enquiries@pcfa.org.au

The Prostate Cancer Foundation of Australia (PCFA) is the peak national body for prostate cancer in Australia. Support groups available in Gosnells and Kalamunda.

Stroke Foundation

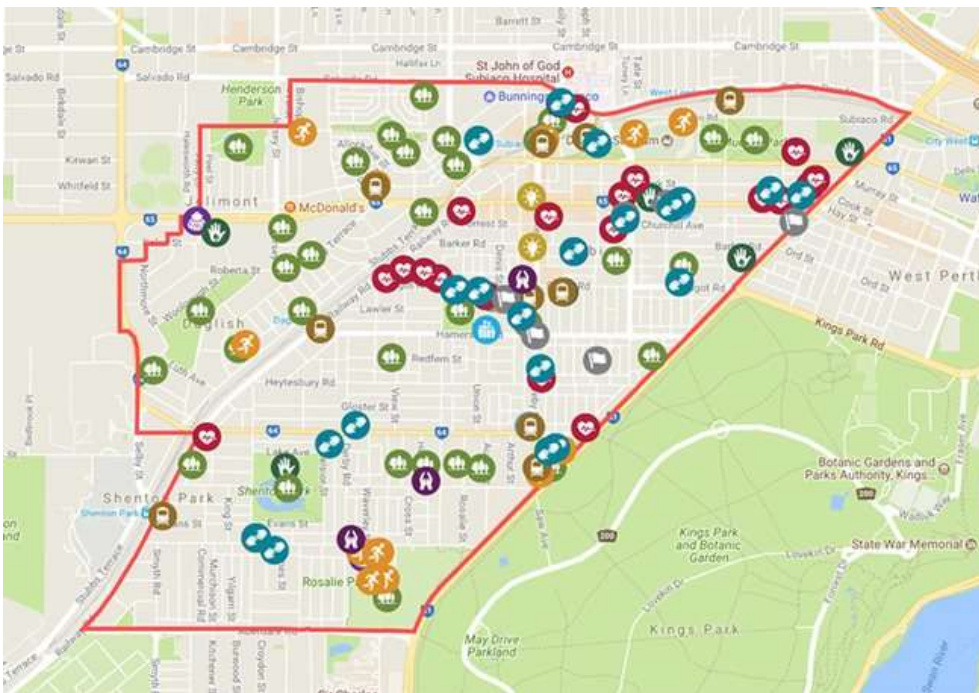
Suite B, The Niche, 11 Aberdare Rd, Nedlands WA 6009.
1800 787 653

www.strokefoundation.org.au

Not-for-profit organisation that works with stroke survivors, carers, health professionals, government and the public to reduce the impact of stroke on the Australian community. Their mission is to stop strokes, save lives and end suffering.

City of Subiaco based Community Services, Groups and Organisations

Visit the City's website to find City of Subiaco based community organisations – See the Community Map: <https://www.subiaco.wa.gov.au/Our-community/Community-map>



If you need assistance to contact any of these groups, contact the City on 9237 9222 or email culture@subiaco.wa.gov.au

City of Subiaco based Religious and Spiritual Groups

Organisation	Website	Location	Phone
Baha'i Community of Subiaco		Tom Dadour Community Centre, 363 Bagot Road Subiaco WA 6008	0412 221 453
Centre Christian Spiritualist Church	https://www.spiritualism.org.au/	76 Townshend Rd, Subiaco WA 6008	9487 8338
Emmanuel Reformed Baptist Church	https://erbcblog.wordpress.com/	Shenton Park Community Centre, 240 Onslow Road, Shenton Park WA 6008	0450 340 544
St Aloysius Catholic Church Shenton Park	https://demochurchwebsites.wordpress.com/	84 Keightley Road West, Shenton Park	9381 5383

St Andrew's Anglican Parish	http://www.standrewsubiaco.net/	259 Barker Road, Subiaco WA 6008	9381 1130
St Joseph's Church	http://www.stjosephsubiaco.org.au/	3 Salvado Road, Subiaco WA 6008	9381 0400
St Matthew's Anglican Church	https://www.stmatthewsshentonpark.org.au/	114 Onslow Road, Shenton Park WA 6008	9381 2640
Subiaco Church	http://subiaco.church/	260 Bagot Road, Subiaco WA 6008	9388 1030