

1.12 Community Contacts

What is TAS?

The Tenants Advice Service Inc (TAS) is an independent, not for profit, specialist community legal centre. TAS was established in 1979 and has remained the only specialist service for tenants in Western Australia. TAS receives most of its funding from the interest earned on private tenants' bond money (held in the Rental Accommodation Fund that is administered by the Department of Commerce).

TAS provides the following services:

- Residential tenancy information, advice and advocacy;
- Community education and training;
- Works to increase awareness of residential tenancy issues;
- Advocates for improvements to residential tenancy law and housing policies in State and Commonwealth governments; and
- A range of free publications for the benefit of residential tenants.

TAS Telephone Advice Line for Tenants

TAS provides a free, specialist phone information service for private, public and community housing tenants. TAS' advice line workers can also mail out tenancy information free of charge to advice line callers.

- **Metro Advice Line: (08) 9221 0088 (Mon–Fri: 8.30am–3.30pm)**
- **Country Advice Line : 1800 621 888 (Free call) (Mon–Fri: 1pm–3.30pm)**
- Country callers can leave a message on the answering machine and TAS will return your call during the country advice line operating hours.
- If you need an interpreter, TAS will bear the cost. Contact **the Translating and Interpreting Services (TIS) on 13 14 50** – available 24 hours.
- TAS' phone advice line is funded for only a certain number of hours each week and often experiences heavy demand. If you are having problems getting through to an advice line worker try calling the **Department of Commerce's information line** or **Legal Aid (details provided below)**.
- Tenants and community workers can also access tenancy information and TAS' publications from the TAS website at www.taswa.org.

The Department of Commerce

The Department of Commerce (www.commerce.wa.gov.au) is a State Government department with responsibilities and functions under the *Residential Tenancies Act 1987 (WA)*. These responsibilities include the provision of information and advice to tenants and owners, as well as conciliation functions in disputes between owners and tenants. **Advice Line: 1300 304 054 TTY: (08) 9282 0800**

Legal Aid (WA)

Legal Aid provides a free telephone information service on legal problems including tenancy (www.legalaid.wa.gov.au). **Advice Line: 1300 650 579 TTY: 1800 241 216**

Assistance for People Working with Tenants

TAS supports community workers who assist tenants by providing them with training, advice, information and publications. People working with tenants can contact TAS' administration line on (08) 9221 9499. **Please note: Tenancy advice is not available to tenants on this telephone number.**

WA Tenancy Network

The WA Tenancy Network consists of Local Service Units (LSU) that employ advocates to provide tenancy advice to tenants throughout WA. These agencies are funded to provide face-to-face advice, assistance (such as negotiation and representation) and education services to residential tenants in WA. TAS is funded to act as the Central Resource Unit (CRU) for the Network. Contact the LSU closest to you to see what services they may be able to offer you.

Please note: the following services operate independently of TAS

Metropolitan Local Service Units

Fremantle Community Legal Centre

Shop 11, Queensgate Building
10 William Street
FREMANTLE WA 6160
Ph: (08) 9432 9790

Gosnells Community Legal Centre

Suite 1, Gosnells Community Lotteries House
2232 Albany Highway
GOSNELLS WA 6110
Ph: (08) 9398 1455
www.gosclc.com.au

Midland Information Debt and Legal Advocacy Service (MIDLAS)

Midland Junction Lotteries House
39 Helena Street (cnr Great Eastern Highway)
MIDLAND WA 6056
Ph: (08) 9250 2123
www.midlas.org.au

Northern Suburbs Community Legal Centre (Joondalup Office)

Building 1, 270 Joondalup Drive
JOONDALUP WA 6027
(Located at the Edith Cowan University Campus)
Ph: (08) 9301 4413

Northern Suburbs Community Legal Centre (Mirrabooka Office)

10 Cobbler Place
MIRRABOOKA WA 6061
Ph: (08) 9440 1663
TTY: (08) 9440 1680

Sussex Street Community Law Service

29 Sussex Street
EAST VICTORIA PARK WA 6101
Ph: (08) 6253 9500
TTY: (08) 9470 2831
Free call: 1800 642 971
www.sscls.asn.au

Welfare Rights and Advocacy Service (WRAS)

98 Edward Street
PERTH WA 6000
Ph: (08) 9328 1751
TTY: (08) 9328 6069
www.wraswa.org.au

Country Local Service Units**Agencies for South West Accommodation Inc (ASWA)**

40 Charles Street
BUNBURY WA 6230
Ph: (08) 9791 3213
Free call: 1800 115 799
www.aswa.org.au

Geraldton Resource Centre

180 Marine Terrace
GERALDTON WA 6530
Ph: (08) 9964 3533
TTY: (08) 9964 5822
www.grc.asn.au

Goldfields Community Legal Centre

23 Maritana Street
KALGOORLIE WA 6430
Ph: (08) 9021 1888
Country call: 1300 139 188

Kimberley Community Legal Services

4 Papuana Street
KUNUNURRA WA 6743
Ph: (08) 9169 3100
Free call: 1800 686 020

Peel Community Legal Service

Suite 6, 2 Sutton Street
MANDURAH WA 6210
Ph: (08) 9581 4511
www.peelcls.com.au

Pilbara Community Legal Services**South Hedland (main office)**

Unit 9, Lotteries House
2 Leake Street
SOUTH HEDLAND WA 6722
Ph: (08) 9140 1613

Karratha

Welcome Lotteries House
7 Morse Court
KARRATHA WA 6714
Ph: (08) 9185 5899

Newman (details from February 2010)

Lotteries House
Roger Place
NEWMAN WA 6753
Ph: (08) 9177 8708

Roebourne

2 Padbury Street
ROEBOURNE WA 6718
Ph: (08) 9182 1169

Wheatbelt Community Legal Centre

123 Fitzgerald Street
NORTHAM WA 6401
Ph: (08) 9622 5200

Community Legal Centres

In addition to the Community Legal Centres mentioned already the centre listed below may also be able to assist with tenancy issues.

Albany Community Legal Centre

77 Albany Highway
ALBANY WA 6330
Ph: (08) 9842 8566
Free call: 1800 606 060

Bunbury Community Legal Centre

101 Victoria Street
Bunbury WA 6230
Ph: (08) 9791 3206
Free call: 1800 999 727

Citizens Advice Bureau

25 Barrack Street
PERTH WA 6000
Ph: (08) 9221 5711

www.cabwa.com.au

(Various branches in WA- see the website or phonebook for other locations)

Frontier Services (Meekatharra)

The Red Sandbox
71 Darlot Street
MEEKATHARRA WA 6642
Ph: (08) 9980 1901

www.frontierservices.org

People with Disabilities (WA)

Oasis Lotteries House
37 Hampden Road
NEDLANDS WA 6009
Ph: (08) 9386 6477
Free call: 1800 193 331
TTY: (08) 9386 6451

www.pwdwa.org

Other Community Centres**Blue Sky Community Group**

34 Diana Crescent
LOCKRIDGE WA 6054
Ph: (08) 9376 9999

www.blueskygroup.com.au

Boogurlarri Community House Association

82 Langford Avenue
LANGFORD WA 6147
Ph: (08) 9350 6236

www.boogurlarri.net.au

Jacaranda Community Centre

Unit 2, 142 Epsom Avenue
BELMONT WA 6104
Ph: (08) 9477 4346

www.jacarandacommunitycentre.org.au

Outcare (for ex-offenders and family members of ex-offenders)

27 Moore Street
EAST PERTH WA 6004
Ph: (08) 6263 8622
www.outcare.com.au

Other Community Services

Crisis Care – 24 hour emergency accommodation and referrals

Ph: (08) 9223 1111
Free call: 1800 199 008
TTY: (08) 9325 1232

Financial Counsellors

Financial Counsellors provide information and support to people who are experiencing money problems (including rent arrears, outstanding bills, etc). To find out where your closest financial counsellor is located, contact the Financial Counsellors Association of WA (Inc).

Ph: (08) 9325 1617

Financial Counselling hotline: 1800 889 364 (Mon-Fri: 10am-4pm; Sat: 10am-2pm)

www.financialcounsellors.org

Equal Opportunity Commission

The Equal Opportunity Commission (www.equalopportunity.wa.gov.au) is a government department that can investigate complaints about discrimination in a number of areas including the provision of housing.

Ph: (08) 9216 3900
Free call: 1800 198 149
TTY: (08) 9216 3936

The Department of Housing

Department of Housing provides public housing and various housing services. The Department also works with other agencies to provide community housing. Contact the Department of Housing to discuss the services it may be able to provide to you.

99 Plain Street
EAST PERTH WA 6004
Ph: (08) 9222 4666
Free call: 1800 093 325
TTY: (08) 9221 3985

Migrant Resource Centres

Particular community centres operate specifically for migrants. Migrants are encouraged to contact the Migrant Resource Centres or other community organisations listed below for help with tenancy issues.

CASE for Refugees

245 Stirling Street

PERTH WA 6000

Ph: (08) 9227 7311

www.caseforrefugees.org.au

Fremantle Multicultural Centre Inc

241-243 High Street

FREMANTLE WA 6160

Ph: (08) 9336 8282

www.fmcwa.com.au

Metropolitan Migrant Resource Centre (Clarkson office)

237a Ocean Keys Boulevard

Clarkson WA 6030

Ph: (08) 9345 5755

www.mmrcwa.org.au

Metropolitan Migrant Resource Centre (Mirrabooka office)

1/14 Chesterfield Road

MIRRABOOKA WA 6061

Ph: (08) 9345 5755

www.mmrcwa.org.au

Multicultural Services Centre of WA (Inc)

20 View Street

NORTH PERTH WA 6006

Ph: (08) 9328 2699

www.mscwa.com.au (Other WA offices can be located by contacting the North Perth Head Office)

Multicultural Services Centre of WA (Bunbury)

9a Wittenoom Street

BUNBURY WA 6230

Ph: (08) 9791 5271

www.mscwa.com.au

Multicultural Women's Advocacy Service

Level 1 Carillon Tower

Murray Street

PERTH WA 6000

Ph: 9328 1200

mwas@whs.org.au

(This service assists refugee and migrant women with tenancy issues only when the tenancy issues are part of broader domestic violence issues.)