

## 1.12 Community Contacts

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### 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](http://www.taswa.org).

### The Department of Commerce

The Department of Commerce ([www.commerce.wa.gov.au](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://www.pwdwa.org)

**Other Community Centres****Blue Sky Community Group**

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

[www.blueskygroup.com.au](http://www.blueskygroup.com.au)

**Boogurlarri Community House Association**

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

[www.boogurlarri.net.au](http://www.boogurlarri.net.au)

**Jacaranda Community Centre**

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

[www.jacarandacommunitycentre.org.au](http://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](http://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](http://www.financialcounsellors.org)

### **Equal Opportunity Commission**

The Equal Opportunity Commission ([www.equalopportunity.wa.gov.au](http://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](http://www.caseforrefugees.org.au)

### **Fremantle Multicultural Centre Inc**

241-243 High Street  
FREMANTLE WA 6160  
Ph: (08) 9336 8282

[www.fmcwa.com.au](http://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](http://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](http://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](http://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](http://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](mailto: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.)