



Department of Housing Offices

Head Office
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East Perth 6004
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Toll free: 1800 093 325

METROPOLITAN OFFICES

Fremantle
42 Queen Street
Fremantle 6160
Tel: (08) 9432 5300

Kwinana
2 Stidworthy Way
Kwinana 6167
Tel: (08) 9411 9500

Mandurah
11 Pinjarra Road
Mandurah 6210
Tel: (08) 9583 6100

Cannington
17 Manning Road
Cannington 6107
Tel: (08) 9350 3244

Armadale
Shop 2A, Armadale Shopping Centre
Cnr Commerce Ave & Third Road
Armadale 6112
Tel: (08) 9391 1600

Bentley
Please see Victoria Park

Victoria Park
269 Albany Highway
Victoria Park 6100
Tel: (08) 9350 3700

Mirrabeeka
8 Sudbury Road
Mirrabeeka 6061
Tel: (08) 9345 9655

City Office
605 Wellington Street
Perth 6000
Tel: (08) 9476 2444

Joondalup
Unit 4, 7 Wise Street
Joondalup 6027
Tel: (08) 9404 3300

Midland
21 Old Great Northern Highway
Midland 6056
Tel: (08) 9250 9191

GREAT SOUTHERN

Albany
131 Aberdeen Street
Albany 6330
Tel: (08) 9845 7144

Katanning
6 Daping Street
Katanning 6317
Tel: (08) 9891 1800

SOUTH WEST

Bunbury
22 Forrest Avenue
Bunbury 6230
Tel: (08) 9792 2111

Manjimup
Unit 10, 30-32 Rose Street
Manjimup 6258
Tel: (08) 9771 7800

Busselton
Suite 1A, 9 Harris Road
Busselton 6280
Tel: (08) 9781 1300

GOLDFIELDS

Kalgoorlie
Unit 1-2,
84-96 Brookman Street
Kalgoorlie 6430
Tel: (08) 9093 5200

Esperance
Balmoral Square
The Esplanade
Esperance 6450
Tel: (08) 9072 3000

MID WEST

Geraldton
201 Marine Terrace
Geraldton 6530
Tel: (08) 9923 4444

Carnarvon
30 Robinson Street
Carnarvon 6701
Tel: (08) 9941 6500

Meekatharra
14 Main Street
Meekatharra 6642
Tel: (08) 9956 5000

PILBARA

South Hedland
Cnr Brand & Tonkin Sts
South Hedland 6722
Tel: (08) 9160 2800

Karratha
3-5 Welcome Road
Karratha 6714
Tel: (08) 9159 1700

KIMBERLEY

Broome
Frederick Street
Broome 6725
Tel: (08) 9158 3600

Halls Creek
Lots 72 & 73
Great Northern Hwy
Halls Creek 6770
Tel: (08) 9168 9300

Kununurra
16 Coolibah Drive
Kununurra 6743
Tel: (08) 9166 5100

Derby
West Kimberley House
16-22 Loch Street
Derby 6728
Tel: (08) 9158 4000

WHEATBELT

Northam
McIver House
297 Fitzgerald Street
Northam 6401
Tel: (08) 9690 1900

Merredin
27 Mitchell Street
Merredin 6415
Tel: (08) 9081 3800

Narrogin
Government Building
11-13 Park Street
Narrogin 6312
Tel: (08) 9881 9400

Support and Tenant Education Program (STEP)





What is STEP?

The Support and Tenant Education Program (STEP) is a free intervention service funded by the Department of Housing to assist tenants who require support to sustain their tenancy. The program also helps tenants that have been issued with tenancy breaches or notices and may be facing possible eviction.

Tenancy breaches or notices may include:

- Not paying your rent
- Not maintaining the property
- Disruptive behaviour

How does STEP work?

Participation in STEP is voluntary. As a tenant, you can ask to join the program, or your Housing Services Officer may suggest you join. Places on the STEP program may be limited. To apply for the program you will need to complete a consent form available from your Housing Services Officer. The Department will send a copy of this signed form along with a referral letter to a STEP Provider in your area. This non-government agency will work with you to develop strategies to enable you to better meet your tenancy obligations.

As a STEP client, you will then meet with your STEP Provider and Housing Services Officer to discuss what could be done to help you sustain your tenancy. Once all parties agree to proceed an action plan will be developed and signed. The STEP Provider will meet with you regularly so you can work together to achieve the agreed outcomes.

What type of support will STEP provide?

By participating in STEP you will have the opportunity to improve skills or abilities including:

- Resolving conflicts or disputes
- Managing budgets
- Maintaining a stable and functioning household
- Learning and understanding tenant obligations and responsibilities
- Managing external factors that impact on your tenancy

For more information

If you would like more information please contact your Housing Services Officer.



The Department of Housing funds the following organisations to provide STEP across Western Australia

Public housing providers

- Anglicare (WA) Inc
- Avon Youth Community and Family Services Inc
- Centrecare
- Mission Australia
- Nirrumbuk Aboriginal Corporation
- Pilbara Community Legal Services Inc
- Ruah Community Services

Aboriginal housing service providers

- Goldfields Indigenous Housing Organisation
- Marra Worra Worra Aboriginal Corporation
- Ngaanyatjarra Council
- Ngunga Women's Group Aboriginal Corporation
- Nirrumbuk Aboriginal Corporation
- Pilbara Meta Maya Regional Aboriginal Services