



12 Contacts and more information

For all general enquiries about any of the topics in this guide contact the Department of Mines, Industry Regulation and Safety’s Seniors Housing Advisory Centre on 1300 367 057. If you require an interpreter call the Translating and Interpreting Service (TIS) on 131 450 and ask for connection to 1300 367 057.

Type of enquiry	Who to contact
Title searches	Landgate (08) 9273 7373 and 1300 365 288 (country) or www.landgate.wa.gov.au
Building	Building Commission 1300 489 099 or www.dmirs.wa.gov.au/building-commission
Subdivisions	Western Australian Planning Commission (08) 6551 8002 or www.planning.wa.gov.au
Retirement villages	Western Australian Retirement Villages Residents’ Association (WARVRA) 0448 812 888 or www.warvra.org.au Retirement Living Council, 9426 1200 or www.retirementliving.org.au
Renting	Tenancy WA (08) 9221 0088 or 1800 621 888 (country) or www.tenancywa.org.au Commonwealth Rent Assistance: Centrelink 13 2300
Help with staying at home	Home and Community Care (HACC) 1300 785 415 or www.health.wa.gov.au/hacc/home/ Commonwealth Respite and Carelink Centre 1800 052 222 Department of Veterans’ Affairs 13 32 54 or www.dva.gov.au Independent Living Centre of Western Australia 1300 885 886
Aged care	My Aged Care 1800 200 422 or www.myagedcare.gov.au Commonwealth Respite and Carelink Centre 1800 052 222 Department of Human Services 1800 227 475
Concessions and rebates	Seniors Card Hotline (08) 6551 8800 or 1800 671 233
Budgets and debts	Financial Counselling Hotline 1800 007 007
Financial information	Centrelink Financial Information Service 13 23 00
Reverse mortgages	ASIC’s MoneySmart website www.moneysmart.gov.au
Pension Loan Scheme	Centrelink 13 23 00 or Department of Veterans’ Affairs 13 32 54
Family agreements	Older People’s Rights Service (08) 9440 1663
Legal information and advice	Legal Aid 1300 650 579 or www.legalaidwa.gov.au
Finding a private lawyer	Law Society of Western Australia (08) 9324 8600

Acts and regulations

Copies of the Acts listed in this guide can be found at the State Law Publisher (08) 6552 6000 or www.slp.wa.gov.au

Publications

The following publications are available from the department:

- *Boarders And Lodgers – Your Rights And Responsibilities*
- *Buying Land Or Property – Off the plan*
- *Getting A Place In WA – Guide For Indigenous People*
- *Home Building – Complaints Disputes And Appeals*
- *Home Buyers Survival Guide*
- *Keeping A Place In WA – Guide For Indigenous People*
- *Leaving A Place In WA – Guide For Indigenous People*
- *Park Living*
- *Renting a home in Western Australia: a tenants guide*
- *Renting out your property: a lessor's guide*
- *So you're thinking of moving into a retirement village*

To obtain a copy please visit:

www.dmirs.wa.gov.au/consumer-protection

Publications from other government departments include:

- *A Guide to Strata Titles.*

For a copy call Landgate on (08) 9273 7373 and 1300 365 288 (country).

- *Thinking of using the equity in your home? An independent guide to using the equity in your home.*

For a copy, visit the MoneySmart website Australian Securities and Investment Commission at: www.moneysmart.gov.au or email: feedback@moneysmart.gov.au to order a CD (audio) copy of the publication.