

HELPING OUT

A GUIDE TO FINDING SUPPORT SERVICES AND AGENCIES IN MELBOURNE

2023-24



CITY OF MELBOURNE

The Helping Out Guide is a comprehensive list of free and low cost services from more than 90 organisations in the central city and surrounding suburbs. The agencies listed offer many types of support and services. These include:

1. Homelessness accommodation (including rental assistance)
2. Services for women
3. Essential items and services (including food, clothes, showers, laundry, travel)
4. Support for addictions (including drugs, alcohol, gambling, needle exchange)
5. Health and wellbeing services (including hospitals, counselling, medical)
6. Legal and financial services
7. Assistance with employment services
8. Services for Aboriginal and Torres Strait Islander peoples

The City of Melbourne updates this information each year to make sure the service details are as accurate as possible. Information included in this guide was correct at time of publication (May 2023).

How to use the Helping Out Guide

This guide is arranged into eight sections so that you can find an agency based on the support or service that you need. For example, if you need a hospital, you can find all hospitals listed under 'Health and wellbeing services'.

Agencies are listed from A-Z in each section, including details such as address and operating hours. For comprehensive details about each agency, please make contact via the phone number provided or visit its website.

Where only the phone number is listed, ring the agency to find out which of their centres you may need to visit. We have provided public transport routes to most places, except those located in the central city.

Please note: most accommodation facilities do not accept pets. Some agencies may try to find pet-friendly accommodation, but there are no guarantees.

Visit melbourne.vic.gov.au for an electronic version of this booklet.

Acknowledgment of Traditional Owners

The City of Melbourne respectfully acknowledges the Traditional Owners of the land we govern, the Wurundjeri Woi-wurrung and Bunurong Boon Wurrung peoples of the Eastern Kulin and pays respect to their Elders past, present and emerging.

We acknowledge and honour the unbroken spiritual, cultural and political connection the Wurundjeri, Bunurong, Dja Dja Wurrung, Taungurung and

Wadawurrung peoples of the Eastern Kulin have to this unique place for more than 2000 generations.

We are committed to our reconciliation journey, because at its heart, reconciliation is about strengthening relationships between Aboriginal and non-Aboriginal peoples, for the benefit of all Victorians.

The following electronic resources are also available:

Aboriginal Housing Victoria
ahvic.org.au

City of Melbourne
melbourne.vic.gov.au

Council to Homeless Persons
chp.org.au

Homelessness Australia
homelessnessaustralia.org.au

InfoXchange - Housing
and Homelessness
infoxchange.org/au

Justice Connect Homeless Law
**justiceconnect.org.au/our-services/
homeless-law**

The Victorian Equal Opportunity
and Human Rights Commission
humanrights.vic.gov.au

VicEmergency real-time
emergency information
emergency.vic.gov.au

VCOSS (Victorian Council
of Social Services)
vcoss.org.au

Department of Health
health.vic.gov.au

Department of Families,
Fairness and Housing
dffh.vic.gov.au

YACVic Youth Affairs Council
of Victoria
yacvic.org.au

Ask Izzy is an A-Z directory that helps people who are experiencing, or at risk of experiencing homeless, to find the services they need, right now and nearby. It's free and lists more than 350,000 different services Australia-wide that can help with housing, free meals, health services, counselling, legal help and addiction help. Ask Izzy is available on phones, tablets and computers. Visit Ask Izzy **askizzy.org.au**

Helpful phone numbers

Emergency
- Police, Fire, Ambulance
000

Alcoholics Anonymous
1300 222 222

Child protection
emergency service
13 12 78

DirectLine
(24-hour drug and
alcohol counselling)
1800 888 236

Gambling Help Online
1800 858 858

Kids Helpline
1800 551 800

Lifeline
(24-hour crisis counselling)
13 11 14

Maternal and Child Health Line
13 22 29

MensLine Australia
1300 789 978

Launch Housing
1800 825 955

Narcotics Anonymous
- Victorian Area Helpline
1300 652 820

Sexual Assault Crisis Line
1800 806 292

Suicide Line
1300 651 251

Victims of Crime Helpline
1800 819 817

WIRE (Women's Information
and Referral Exchange)
9348 9416 or 1300 134 130

Extreme weather information

Extreme weather events can happen anywhere, and at any time of the year, posing safety risks to people and animals. Being prepared for extreme weather conditions can reduce health issues caused by these events.

www.emergency.vic.gov.au is the primary website for fire and flood warnings, mapping all emergency incidents in Victoria. We advise checking more than one source for emergency warnings.

Heat health alerts

Once the temperature reaches 30C, the incidence of heat-related illnesses increase substantially. When Melbourne is forecasted to exceed this temperature, the Department of Health releases a heat health alert.

What does the City of Melbourne do when a heat health alert has been issued?

We notify service providers, agencies and established community organisations who help people experiencing homelessness when a heat health alert has been issued. Ask your local community service about what kinds of extreme weather support is available.

1. HOMELESSNESS ACCOMMODATION

(including rental assistance and housing pathways/applications)

2. SERVICES FOR WOMEN

3. ESSENTIAL ITEMS AND SERVICES

(including food, clothes, showers, laundry, travel)

4. SUPPORT FOR ADDICTIONS

(including drugs, alcohol, gambling, needle exchange)

5. HEALTH AND WELLBEING SERVICES

(including hospitals, counselling, medical)

6. LEGAL AND FINANCIAL SERVICES

7. ASSISTANCE WITH EMPLOYMENT SERVICES

8. ABORIGINAL AND TORRES STRAIT ISLANDER SUPPORT SERVICES

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1. HOMELESSNESS ACCOMMODATION

(Including rental assistance and housing pathways/applications)

Flagstaff Crisis Accommodation

9 Roden Street, West Melbourne

Phone: 9329 4800

 Tram number: 57

Access to vacancies is only through

Launch Housing

Phone: 1800 825 955

Services include:

- supported accommodation
- health services
- psychiatric referral
- drug and alcohol referral
- recreation, training and employment programs.

Accommodates men aged over 18.

Nightly accommodation cost varies, dependent on income.

Accommodation includes:

- three meals per day for residents
- communal areas and IT access
- laundry facility for residents.

Visit Salvation Army

salvationarmy.org.au


Frontyard Youth Services

19 King Street, Melbourne

Phone: 9977 0077

Free call: 1800 800 531

Email: frontyard@mcm.org.au

 Tram number: City Circle, 70, 75
(stop 2 Melbourne Aquarium)

Monday to Friday: 9am – 8pm

Saturday, Sunday and public holidays:
10am – 6pm

A drop-in centre for young people at risk of, or experiencing, homelessness, Frontyard is a state-wide service that provides a range of free programs to young people aged 16 to 24. A team of youth workers, social workers, nurses, lawyers and allied staff professionals can assist with:

- housing
- legal matters
- job skills
- health and wellbeing
- individual support / case management
- health services / allied health
- life skills program
- family reconciliation.

Visit Melbourne City Mission

mcm.org.au

Launch Housing

68 Oxford Street, Collingwood

Phone: 9288 9611

Free call: 1800 825 955

Monday to Friday: 9am – 5pm

Homelessness Access Point for Melbourne CBD & City of Yarra.

Services include:

- initial assessment and planning for access to crisis accommodation, support and housing
- limited housing-related financial assistance
- assistance with public and community housing applications.

For more information about other services Launch Housing Provides visit launchhousing.org.au

Ozanam House

179-191 Flemington Road, North Melbourne

Phone: 8327 7400

 Tram number: 55, 57, 59


Works with people who are experiencing, or at risk of experiencing homelessness, to secure and maintain safe and affordable housing and achieve independence in the community.

Visit Vincent Care Victoria
vincentcare.org.au

Quin House

38-40 George Street, Fitzroy

Phone: 9419 4874

 Tram number: 86

Quin House is an abstinence-based program that accommodates men aged over 18.

Services include:

- residential drug and alcohol rehabilitation for up to three months
- post-detox program
- accommodation referral through withdrawal services.

Visit VincentCare Victoria
vincentcare.org.au

Sacred Heart Mission

87 Grey Street, St Kilda

Phone: 9537 1166

 Tram number: 16, 96

Services currently include:

- breakfast from 8.30am – 10.30am and lunch 11.30am – 1pm
- housing applications and referrals
- support with family violence, substance use issues, physical and mental health concerns, financial and legal matters, and social and life skills
- information, advocacy and support.

Drop-ins are welcome.

Visit Sacred Heart Mission
sacredheartmission.org

Safe Steps Family Violence Response Centre

Phone: 9928 9600

Phone: 1800 015 188

Email: admin@safesteps.org.au

A Victoria-wide not-for-profit service for women and children experiencing violence and abuse from a partner or ex-partner, another family member or someone close to them.

Visit Safe Steps

safesteps.org.au

The Open Door

166 Boundary Road, North Melbourne

Phone: 9329 6988



Tram number: 57

Access to vacancies is only through Launch Housing. Phone 1800 825 955

Services include:

- supported accommodation
- health services
- psychiatric referral
- drug and alcohol referral
- recreation, training and employment programs.

Accommodates men aged over 18. Nightly accommodation cost varies, dependent on income. Accommodation includes:

- three meals per day for residents
- communal areas and IT access
- laundry facility for residents.

Visit Salvation Army

salvationarmy.org.au

St Mary's House of Welcome

165-169 Brunswick Street, Fitzroy

Phone: 9417 6497



Tram number: 11

Services include:

- meals program (including breakfast and lunch every weekday and emergency food hampers)
- showers with towels and toiletries
- drugs and alcohol information and referral
- homelessness information and referral
- emergency relief – clothing, etc
- comprehensive social inclusion program
- programs and activities for people with psychosocial disability
- health and wellbeing services
- preferred provision of various NDIS services
- mail collection
- Centrelink onsite every Tuesday morning.

Programs and services are open to adults aged over 18.

Visit St Mary's House of Welcome

smhow.org.au

Stopover Youth Refuge

Phone: 1800 800 531

For any young person experiencing homelessness this service provides:

- crisis refuge accommodation
- advocacy and holistic case management support.

Housing support program for people aged 16-24 who are experiencing homelessness. Individual room and bathroom, food included. Stays of approximately six to eight weeks, based on individual case plan.

Referral through the Opening Doors Framework Access Points, including Melbourne Youth Support Services at Frontyard, 19 King Street, Melbourne.

Visit Melbourne City Mission

mcm.org.au

Wintringham

136 Mt Alexander Road, Flemington

Advice and information line: 9034 4824



Tram number: 59

Provides quality care, accommodation and support services to people aged 50 and over who have limited financial resources, and are either experiencing or at risk of experiencing homelessness.

Services include:

- outreach – access to support services and accommodation referrals
- residential aged care – accommodation, meals, recreation, personal care and nursing provided 24 hours a day
- housing – independent living units, with long-term housing and tenancy support
- community care – Home Care Package provider. Services include case management, personal care, domestic duties, recreation and support to promote wellbeing in your home
- NDIS – support and case management for National Disability & Insurance Scheme participants.

Visit Wintringham

wintringham.org.au

Women's Housing Limited

Suite 1, Level 1,

21 Cremorne Street, Richmond

Phone: 9412 6868

Monday to Friday: 9am – 5pm

Services include:

- medium and long-term housing accommodation
- tenancy assistance
- housing information and referral.

Visit Women's Housing Limited

womenshousing.com.au

2. SERVICES FOR WOMEN

CASA House (Centre Against Sexual Assault)

Level 3, Queen Victoria Women's Centre,
210 Lonsdale Street, Melbourne

Intake crisis line: 9635 3610

Admin line: 9635 3600

CASA House is one of 15 sexual assault services throughout Victoria, funded by the state government to provide services to adult victim survivors. CASA House is part of the Royal Women's Hospital.

Services include:

- individual counselling and advocacy for people of all genders
- crisis support for adult victim survivors of recent sexual assault
- information and support for people supporting victim survivors
- support groups and trauma sensitive yoga
- community education and professional development
- secondary consultation for professionals.

Visit CASA House

casahouse.com.au

Council of Single Mothers & their Children (CSMC) VIC

Support line open Monday to Friday
9.30am – 3pm

Outside Melbourne: 1300 552 511

Email support service: csmc@csmc.org.au

CSMC is a not-for-profit organisation run by, and for, single mothers to improve their lives and those of their children.

CSMC provides free and confidential support on a range of issues including emergency relief, housing, parenting, education, social security, child support, family law, family violence and anything else you'd like to talk about.

CSMC services include:

- telephone support, information and referral
- information and resources including regular newsletters and email bulletins
- representation of the needs and issues of single mothers and their children through working with government and community organisations, the media and research partners
- systems advocacy to overturn the social, economic and legal discrimination against single mothers and raise the status of single mothers and their children.

Visit Council of Single Mothers
and their Children

csmc.org.au

Fitted for Work

513 Bridge Road, Richmond

Phone: 9662 4289

Monday to Friday: 9am – 5pm

Assists women, non-binary and gender diverse jobseekers experiencing disadvantage to find work, keep work and navigate through working life with success.

Fitted for Work provides clients with practical skills, knowledge, self-esteem and know-how so that they can move forward with confidence in the workplace.

Services include:

- mentoring
- interview preparation
- personal outfitting
- a range of holistic job readiness programs.

Visit Fitted for Work

fittedforwork.org

GenWest

317-319 Barkly Street, Footscray

Phone: 1800 436 937

Monday to Friday: 9am – 5pm

Train station: Middle Footscray (Sunbury line)

 Bus number: 216, 219, 220

info@genwest.org.au

GenWest is committed to improving equity and justice for women in Melbourne's West. We incorporate a health promotion, research and development team with a family violence service for women and children, providing:

- information
- referral
- counselling
- crisis support
- court support
- support groups.

All services are free and confidential.

Visit GenWest


genwest.org.au

McAuley Community Services for Women

Level 1, 81-83 Paisley Street, Footscray

Phone: 9362 8900

Train station: located between Footscray and Middle Footscray stations

 Tram number: 82

 Bus number: 220, 216, 219, 404, 409, 410

Services include:

- crisis and refuge accommodation for women and children experiencing family violence
- longer-term accommodation for women experiencing, or at risk of, homelessness
- case management
- social and recreational support to help women rebuild their self-confidence
- employment support
- online tutoring for children who have experienced family violence
- specialised children's program.

Visit McAuley Community

Services for Women

mcauleycsw.org.au

Royal Women's Hospital

20 Flemington Road, Parkville

Phone: 8345 2000



Tram number: 19, 55, 57, 59



Bus number: 401, 402

Specialist hospital focused on women's health, pregnancy, gynaecological issues and post-natal care of newborns. Includes women's health emergency service and services for pregnant people experiencing homelessness or substance abuse.

Visit The Royal Melbourne Hospital
thermh.org.au

Sacred Heart Mission's Women's House

65 Robe Street, St Kilda

Phone: 9536 8464

Monday to Friday: 8.30am - 12pm

Please call first to arrange an appointment.

Services currently include:

- duty response
- short-term housing assistance and support
- basic material aid
- social inclusion
- referrals and advocacy.

Visit Sacred Heart Mission

[sacredheartmission.org/service/
help-for-women/womens-house](http://sacredheartmission.org/service/help-for-women/womens-house)

Safe Steps Family Violence Response Centre

Phone: 9928 9600

Phone: 1800 015 188

Email: admin@safesteps.org.au

A Victoria-wide not-for-profit service for women and children experiencing violence and abuse from a partner or ex-partner, another family member or someone close to them.

Visit Safe Steps
safesteps.org.au

WIRE Women's Information

Donkey Wheel House, Level 1/673 Bourke St, Melbourne

Helpline: 1300 134 130

Administration: 9348 9416

Free and confidential support, information and referrals for women by women on any issues – from leaving a violent relationship to coping with depression and everything in between.

WIRE services include:

- telephone support service: Monday to Friday: 9am – 5pm (except public holidays)
- online chat: live chat support services: (wire.org.au): Monday to Friday: 9.30am – 4.30pm (except public holidays)
- women's information centre: open to the public Monday to Friday: 9.30am – 4.30pm (except public holidays). Donkey Wheel House, Level 1/673 Bourke St, Melbourne
- No appointment needed. Drop in for face-to-face support or free computer and internet access
- email support service: support@wire.org.au (response within 2 working days).

WIRE's free programs for women include:

- computer classes
- job coaching sessions
- AMICA Women's lunch and activity club (Tuesday and Thursday 11am – 3pm) for women experiencing housing and isolation issues.

Visit WIRE

wire.org.au

Women's Housing Limited

Suite 1, Level 1, 21 Cremorne Street, Richmond

Phone: 9412 6868

Monday to Friday: 9am – 5pm

Services include:

- medium and long-term housing accommodation
- tenancy assistance
- housing information and referral.

Visit Women's Housing Limited

womenshousing.com.au


3. ESSENTIAL ITEMS AND SERVICES

(including food, clothes, showers, laundry, travel)

Anglicare Victoria – Lazarus Centre

St. Peter's East Melbourne,
15 Gisborne Street,
East Melbourne

Phone: 9419 3288

 Tram number: 11, 12, 42, 109

Services include The Breakfast Program at the Lazarus Centre, located at St. Peter's Church in Eastern Hill. There are take-away and sit-down breakfasts available for people experiencing homelessness. See the timetable below:

- Mondays, Tuesdays and Fridays: take-away breakfast of a toasted ham and cheese sandwich with a cereal bar, fruit tub and fruit drink. Choice of tea, coffee and Milo.
- Wednesdays: seated meal inside the hall, serving bacon, eggs and baked beans along with a range of cereals, toast, tea, coffee and Milo.
- Thursdays: seated meal inside the hall, with a range of cereals, toast, tea, coffee and Milo.


Visit Anglicare Victoria

anglicarevic.org.au

Anglicare Victoria – St Mark's Community Centre

250 George Street, Fitzroy

Phone: 9412 6060

 Tram number: 12, 86

Drop-in centre open

Monday to Friday: 10.30am – 2.30pm

Services include:

- weekly food parcels for the homeless, Monday to Friday: 10.30am – 2.30pm
- meals, tea and coffee, cereal facilities
- showers
- washing machines and dryers
- toiletries
- public telephones
- advice and referral.


Visit Anglicare Victoria

anglicarevic.org.au

Brotherhood of St Laurence - Coolibah Centre

67A Brunswick Street, Fitzroy

Phone: 1300 147 147 or 9483 1345

 Tram number: 11, 86

Member-based services for people over 55.
Two hours of activities (including meals)
for \$7.50 (negotiable).

Services include:

- breakfast and lunch
- gentle exercise
- art and craft
- gardening and outings
- showers
- laundry facilities
- health services
- short-term case management
- accommodation referral
- psychiatric referral.


Visit Brotherhood of St Laurence -
Coolibah Centre

[bsl.org.au/services/older-people/
coolibah-centre](https://bsl.org.au/services/older-people/coolibah-centre)

CAN Community Support

180 Palmerston Street, Carlton

Phone: 9347 7077

 Tram number 1,8

Services include:

- lunch, Wednesdays from 12.30pm
(free or by donation)
- food pantry, available on appointment
- fresh food market, Thursdays from
10.30am - 11.30am (free or by donation)
- drop-in centre
- women's program, Tuesday and
Wednesday 11am - 3pm
- family learning program (homework
club), Monday, Tuesday and Wednesday
4pm - 6pm
- advocacy and referrals.

Visit CAN Community Support
cancommunitysupport.org.au

cohealth

Visit cohealth
cohealth.org.au

Central City

53 Victoria Street, Melbourne

Phone: 9448 5536

Train station: Melbourne Central Station



Tram number: 19, 57, 59

Monday to Friday:

10am – 12pm and 1pm – 4pm

Outreach and on-site support services for people experiencing homelessness or at risk of becoming homeless, including:

- duty response
- homelessness case management
- practice nurse
- podiatry
- dietetics
- women's specialist physiotherapist
- physiotherapist
- peer support
- harm reduction workers
- addiction medicine
- washing machines
- showers
- cohealth Kangaroos Football
- Homelessness Mental Health Outreach team
- City Street Health – outreach AOD
- NSP 0438 359 273
- Bolton Clarke Homeless Persons Program nurses
- Justice Connect social worker (on Thursdays).

Fitted for Work

513 Bridge Road, Richmond

Phone: 9662 4289

Monday to Friday: 9am – 5pm

Assists women to achieve financial independence and helps women experiencing disadvantage get work and keep it.

Services include:

- mentoring
- interview preparation
- Microsoft skill building
- job advocate service
- personal outfitting
- a range of holistic job readiness programs.


Visit Fitted for Work

fittedforwork.org

Hare Krishna Temple

Food for Life,
197 Danks Street, Albert Park

Phone: 9699 5122

 Tram number: 12

Free meals served:

- Monday to Sunday: 9am – 9.30am (breakfast) and 1pm – 1.30pm (lunch)
- Monday to Friday: 5.30pm – 6.30pm (dinner)
- Saturday and Sunday: 6pm – 7pm (dinner).

Discounted food (i.e. Crossways):

Monday to Saturday: 11.30am – 8pm


(\$7.30 all-you-can-eat for pensioners, students and healthcare card holders).

Visit Hare Krishna Melbourne

harekrishnamelbourne.com.au

Many Rooms

Queen Victoria Market, Franklin St.


 Tram number: 58

Free meal

Friday: 6pm – 8pm

North Melbourne Community Centre

49 Buncle Street, North Melbourne

 Tram number: 1, 59

Free meal

Saturday: 11am – 2pm


Visit Many Rooms

manyrooms.org.au

Ozanam House Homelessness Resource Centre

179-191 Flemington Road, North Melbourne

Phone: 8327 7500

 Tram number: 55, 57, 59

The Homelessness Resource Centre is a purpose-built homeless hub with an incorporated health clinic and support services for people aged 18 years and over. The team of staff, volunteers and peer support workers provide safe and supportive health and wellbeing programs. They can help you in accessing the centre and its services:

- health and treatment hub
- social supports and services
- safe spaces for LGBTIQ+ people and female-identifying people experiencing homelessness
- recreation room
- showers
- laundry
- storage
- O Café
- IT Hub.

Visit Ozanam House and Homelessness Resource Centre


vincentcare.org.au/our-services/ozanam-house

Presbyterian and Scots' Church Joint Mission (The Flemington Mission)

26 Norwood Street, Flemington

Phone: 0433 781 069

Train station: Newmarket

 Tram number: 57

Tuesdays: 10am – 1pm

Services include:

- food relief (including fresh fruit and vegetables) available every Tuesday
- coffee, conversation and light meals every Tuesday.


Visit Scots' Church Melbourne

scotschurch.com

Sacred Heart Mission

87 Grey Street, St Kilda

Phone: 9537 1166

 Tram number: 16, 96

Services currently include:

- breakfast 8.30am - 10.30am, lunch 11.30am - 1pm
- housing applications and referrals
- support with family violence, substance use issues, physical and mental health concerns, financial and legal matters and social and life skills
- information, advocacy and support.

Drop-ins are welcome.

Visit Sacred Heart Mission

sacredheartmission.org

Salvation Army – Lighthouse Café

69 Bourke Street, Melbourne

Day Café

Monday to Friday

Breakfast: 9am – 10.30am

Lunch: 11.30am – 1pm

Twilight Café

Monday to Sunday

Dinner: 5pm – 7pm

A safe place for marginalised people and for people in Melbourne who are experiencing homelessness. Provides free meals and access to a supportive community with a range of practical supports.

Salvation Army – Emergency Relief Marketplace

Monday to Friday: 9am – 10.30am and 11.30am – 1pm (excluding public holidays)

Accessible once a month to those who live in Carlton, Docklands, Flemington, Kensington, Melbourne (CBD), North Melbourne, Southbank, and West Melbourne.

Visit The Salvation Army Melbourne salvationarmy.org.au/locations/victoria/adult-services-network

St Vincent de Paul Society

Welfare

Anyone needing material aid (such as food, clothing and furniture) should ring the welfare line on 1800 305 330, available Monday to Friday from 10am – 3pm.

Email: info@svdp-vic.org.au

Admin line: 9895 5800


Visit

vinnies.org.au

St Mary's House of Welcome

165-169 Brunswick Street, Fitzroy

Phone: 9417 6497

 Tram number: 11

St Mary's House of Welcome is an open access centre providing basic essential services to people who are homeless and experiencing poverty, severe and persistent mental health issues, and those who are extremely isolated and marginalised.

Services include:

- meals program (including breakfast and lunch every weekday and emergency food hampers)
- showers with towels and toiletries
- drugs and alcohol information and referral
- homelessness information and referral
- emergency relief (e.g. clothing, etc.)
- comprehensive social inclusion program
- programs and activities for people with psychosocial disability
- health and wellbeing services
- preferred provision of various NDIS services
- mail collection
- Centrelink onsite every Tuesday morning.

Programs and services are open to adults aged over 18.

Visit St Mary's House of Welcome
smhow.org.au

Stopover Youth Refuge

Phone: 1800 800 531

For any young person experiencing homelessness.

Services include:

- crisis refuge accommodation
- advocacy and holistic case management support.

Housing support program for people aged 16-24 who are experiencing homelessness. Individual room and bathroom, food included. Stays of approximately six to eight weeks, based on individual case plan.


Referral through the Opening Doors Framework Access Points, including Melbourne Youth Support Services at Frontyard, 19 King Street, Melbourne.

Visit The Drum Youth Services
thedrum.ds.org.au

The Open Door

166 Boundary Rd, North Melbourne

Phone: 9329 6988

 Tram number: 57

Access to vacancies is only through Launch Housing. Phone 1800 825 955

Services include:

- supported accommodation
- health services
- psychiatric referral
- drug and alcohol referral
- recreation, training and employment programs.

Accommodates men aged over 18. Nightly accommodation cost varies, dependent on income. Accommodation includes:

- three meals per day for residents
- communal areas and IT access
- laundry facility for residents.

Visit Salvation Army

salvationarmy.org.au

Travellers Aid

3 locations

Head Office, City Village

Level 3, 225 Bourke Street, Melbourne

Phone: 9654 2600

Visit Travellers Aid

travellersaid.org.au

Southern Cross Station

99 Spencer Street, Under Bourke Street Bridge, Opposite Luggage Hall, Melbourne

Phone: 9670 2072

Monday to Sunday: 6.30am – 9.30pm

Services include:

- free assistance (buggy and personal guidance) for frail, infirm, older people and people with disabilities, mobility issues and vision impairments to ensure swift, confident and safe passage throughout Southern Cross Station
- mobility equipment hire
- showers (from 7am – 7pm)
- companion service (free service call: 1300 700 399)
- baby change facilities, family friendly resting lounge
- free personal care for people with disabilities (assistance with meals and communication, fully accessible toilets with hoist and adult change table: Monday to Friday: 11am – 5pm, Saturday: 11am – 4pm).

**Travel-related Emergency Relief
(Southern Cross Station)**

Phone: 9670 2873

Monday to Sunday: 7am – 9pm

Provides information and referrals, as well as assistance with travel fares in crisis situations for metropolitan Melbourne and regional Victoria, subject to assessment.

Flinders Street Station

Located between Platforms 9 and 10, on the concourse level

Phone: 9068 8187

Email: fss@travellersaid.org.au

Monday to Sunday: 8am – 7pm

Services include:

- mobility equipment hire
- companion service (free service call: 1300 700 399)
- baby change facilities (family friendly)
- resting lounge
- free personal care for people with disabilities (assistance with meals and communication, fully accessible toilets with hoist and adult change table)
- luggage storage (fees apply).


4. SUPPORT FOR ADDICTIONS

(including drugs, alcohol, gambling, needle exchange)

Al-Anon Family Groups

Level 7, 51 Queen Street, Melbourne

Phone: 1300 252 666

 Tram number: 11, 48, 109, 12
(stop 4, Queen Street)

Al-Anon offers support for anyone concerned about another's drinking. Alateen is also for teenagers concerned about a parent or friend.

Visit Al-Anon Family Groups
al-anon.org.au


Alcoholics Anonymous (AA) Victoria

Level 1, 36 Church Street, Richmond

Phone: 9429 1833 (24-hour helpline)

Email: administration@aavictoria.org.au

Monday to Friday: 9am – 5pm

 Tram number: 12, 109 (stop 21),
78 (stop 65)

AA is a fellowship of people sharing their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism. Two gay and lesbian groups, and two Koori groups, are held weekly.

Visit Alcoholics Anonymous Victoria
aavictoria.org.au

cohealth

Located at 9 sites

Visit cohealth


cohealth.org.au

Central City

53 Victoria Street, Melbourne

Phone: 9448 5536

Train station: Melbourne Central Station

 Tram number: 19, 57, 59

Monday to Friday, 10am – 12pm
and 1pm – 4pm

Outreach and on-site support services for people experiencing homelessness or at risk of becoming homeless, including:

- duty response
- homelessness case management
- podiatry
- dietetics
- women's specialist physiotherapist
- peer support
- harm reduction workers
- addiction medicine
- NSP 0438 359 273
- cohealth Kangaroos Football
- washing machines
- showers
- Practice Nurse
- Physiotherapist
- Homelessness Mental Health Outreach team
- City Street Health – outreach AOD
- Bolton Clarke Homeless Persons Program nurses
- Justice Connect social worker (on Thursdays).

Collingwood (medical)

365 Hoddle Street, Collingwood

Phone: 9448 5528

Monday to Friday: 8.30am – 5.30pm

Saturday: 9am – midday

Services include:

- doctors
- pharmacy
- practice nurse
- aged-care nursing
- chronic conditions nursing
- mental health nurse
- physiotherapy
- exercise physiologist
- podiatry
- nutrition
- occupational therapy
- children's speech pathology
- paediatric occupational therapist
- counselling
- social work service
- family services
- health promotion
- diabetic educator
- asthma program.

Fitzroy

75 Brunswick Street, Fitzroy

Phone: 9448 5531

Monday to Friday: 9am – 5.30pm

Saturday: 9am – midday

Services include:

- doctors
- practice nurse
- podiatry
- physiotherapy
- occupational therapy
- dietetics
- counselling
- social worker
- needle and syringe program
- Aboriginal engagement worker available.

Footscray

78 Paisley Street, Footscray

Phone: 9448 5302

Train station: Footscray (Sunbury, Werribee and Williamstown lines)

 Bus number: 220, 216 and 219

Monday to Friday: 9am – 5pm

Saturday: 9am – 1pm

Services include:

- doctors
- dental
- allied health services
- social welfare services
- counselling and mental health services.

Homeless, Health and Community Support Team (Footscray)

215 Nicholson Street, Footscray

Phone: 9448 5510

Drop-ins are welcome on Monday, Wednesday and Thursday from 10am - 12.30pm.

Healthworks

Rear 215 Nicholson Street, Footscray

Phone: 9448 5511

Monday to Friday:

10.15am – 12pm, and 1pm – 5pm

cohealth's primary health service in the west for people who use drugs.

Services include:

- doctors
- pharmacotherapy
- nursing
- primary needle syringe program
- primary health support
- peer support
- hepatitis C testing and treatment
- overdose education
- Naloxone access.

Innerspace

4 Johnston Street, Collingwood

Phone: 9448 5530

Monday to Friday: 10.30am – 6.30pm
cohealth's primary health service in the north for people who use drugs.

Services include:

- doctors
- pharmacotherapy
- nursing
- alcohol and other drugs (AOD) counselling
- primary needle syringe program
- primary health support
- peer support.

Fitzroy Legal (open Wednesdays, fortnightly)

Drop-in space open Monday to Friday:
2pm – 5pm

Needle syringe program from
Monday to Friday: 10.30am – 5.30pm

Depaul House

9 Brunswick Street, Fitzroy

Phone: 9231 2624



Tram number: 86, 109, 112

Residential drug withdrawal service.
For self-referral, phone 1800 888 236 or
find your local hub/service online.

Visit St Vincent's Hospital Melbourne
svhm.org.au

Foot Patrol CBD Outreach

Phone: 0412 155 491 or 1800 700 102
(free call)

Monday to Friday: 12.30pm – 4.45pm
and 5.30pm – 9.45pm

Saturday and Sunday: 12.00pm – 3.15pm
and 6.30pm – 9.45pm

Public holidays will operate as per the
hours above, depending on the day that
the public holiday falls on.

Foot Patrol provides judgement-free
access to clean injecting equipment, safer
using advice, safe syringe disposal units,
information and referrals to other support
services. A confidential street-based, drug
safety and outreach support service in
Melbourne's CBD. Access is only available
by calling either of the phone numbers
provided, letting the team know what you
need and agreeing to meet at a mutually
safe location within the CBD.

Services include:

- clean injecting equipment
- needle and syringe safe collections
- needle and syringe safe disposals
- condoms and lube
- safer using information
- safe sex information
- blood borne virus prevention education
- support and referrals.

Visit Youth Projects - Foot Patrol
youthprojects.org.au/needle-syringe-program

Narcotics Anonymous Australia

Phone: 1300 652 820 or 0488 811 247

Find someone to talk to, or search for meetings close to your area.

Call from an unblocked number or send a message with your postcode to get meeting information sent to your phone.

Visit Narcotics Anonymous Australia
na.org.au

Ozanam House Homelessness Resource Centre

179-191 Flemington Road, North Melbourne

Phone: 8327 7500

 Tram number: 55, 57, 59

The Homelessness Resource Centre is a purpose-built homeless hub with an incorporated health clinic and support services for people aged 18 years and over. The team of staff, volunteers and peer support workers provide safe and supportive health and wellbeing programs. They can help you in accessing the centre and its services:


- health and treatment hub
- social supports and services
- safe spaces for LGBTIQ+ people and female-identifying people experiencing homelessness
- recreation room
- showers
- laundry
- storage
- O Café
- IT Hub.

Visit VincentCare Victoria
vincentcare.org.au

Quin House

38-40 George Street, Fitzroy

Phone: 9419 4874

 Tram number: 86

Quin House is an abstinence-based program that accommodates men aged over 18.

Services include:

- residential drug and alcohol rehabilitation for up to three months
- post-detox program
- accommodation referral through withdrawal services.

Visit VincentCare Victoria
vincentcare.org.au

Self Help Addiction Resource Centre (SHARC)

Phone 1300 660 068

Services include:


- telephone and online support
- education and support
- counselling
- peer support groups
- residential recovery
- consumer representation
- workforce training.

Visit SHARC
Sharc.org.au

St Mary's House of Welcome

165-169 Brunswick Street, Fitzroy

Phone: 9417 6497

 Tram number: 11

Monday to Friday: 8.30am – 3pm

St Mary's House of Welcome is an open access centre in the heart of Melbourne, providing basic essential services to people who are homeless and experiencing poverty, severe and persistent mental health issues, and those who are extremely isolated and marginalised.

Services include:

- meals program (including breakfast and lunch every weekday and emergency food hampers)
- showers with towels and toiletries
- drugs and alcohol information and referral
- homelessness information and referral
- emergency relief (clothing, etc.)
- comprehensive social inclusion program
- programs and activities for people with psychosocial disability
- health and wellbeing services
- preferred provision of various NDIS services
- mail collection
- Centrelink onsite every Tuesday morning.


Programs and services are open to adults aged over 18. Visit St Mary's House of Welcome

smhow.org.au

Turning Point

110 Church Street, Richmond

Phone: 8413 8413

 Tram number: 78, 48, 75

Monday to Friday: 9am – 5pm

Provides Specialist Addiction Clinics, medical assessment and treatment of referred patients, including:

- treatment for people who are dependent on prescribed or illicit opioids. Treatment options include methadone, Suboxone, Buvida and Sublocade
- specialist addiction clinic for people requiring assessment, diagnostic clarification and management planning for AOD use or other addictive behaviours (e.g. gambling)
- neuropsychological assessment and secondary consultation for people with AOD issues and suspected cognitive impairment
- counselling support for people to help address their alcohol and drug concerns
- outreach and treatment for people who identify as Aboriginal and who are seeking support for their alcohol and other drug use
- treatment and care coordination for people requiring support from AOD and other health and support services.

All eligible medical consultations are bulk-billed and other services are free.

Visit Turning Point

turningpoint.org.au

Women's Alcohol and Drug Service (WADS)

Royal Women's Hospital,
20 Flemington Road, Parkville
Phone: 8345 2000 or 8345 3931
for direct contact 9am – 5pm



Tram number: 19, 55, 57, 59



Bus number: 401, 402

Provides antenatal care and services to pregnant women with complex psychosocial circumstances and substance use issues, as well as professional support and training to health and community providers.

Pregnant women can self-refer to WADS by calling 8345 3931 or attending the Women's Emergency Care centre.

Visit Women's Alcohol and Drug Service thewomens.org.au/health-professionals/maternity/womens-alcohol-and-drug-service

Youth Support + Advocacy Service (YSAS)

Level 1, 131 Johnston Street, Fitzroy
Phone: 9415 8881

Youth Alcohol and Other Drugs
Advice Line Monday to Friday:
9am – 8pm 1800 458 685

YSAS Abbotsford: 9415 1698

YSAS/headspace Collingwood: 9417 0150

YSAS Preston: 9478 0786

YSAS is Australia's largest provider of AOD services for youth and helps young people who are experiencing serious disadvantage to live healthy and fulfilling lives.

Services include:

- youth alcohol and other drugs support services
- early intervention programs
- mental health support for young people aged 12 to 25.

Visit Youth Support & Advocacy Service ysas.org.au


5. HEALTH AND WELLBEING SERVICES

(including hospitals, counselling, medical)

The Alfred

55 Commercial Road, Melbourne

Phone: 9076 2000

 Tram number: 72

Services include:

- acute medical and surgical hospital services
- inpatient and outpatient treatment, including geriatric medicine
- centre for heart-lung medicine
- transplants and treatment of trauma, HIV/AIDS, haemophilia and adult burns
- after-hours emergency and casualty services
- psychiatric and intensive care services.

Visit Alfred Health

alfredhealth.org.au

Australian College of Optometry Outreach Services

374 Cardigan Street, Carlton

Phone: 9349 7472

Email: outreach@aco.org.au

A team of dedicated and compassionate optometrists who visit a range of sites to provide eye care and promote good eye health for people experiencing disadvantage.

Services provided:

- people living in Supported Residential Services (SRS)
- people living in Residential Aged Care Services (RACS)
- people experiencing homelessness
- people living in Older Persons High Rise facilities
- people living in supported disability community units
- Aboriginal and Torres Strait Islander communities.

All examinations are bulk billed to Medicare and glasses are heavily subsidised through the Victorian Eyecare Service (VES) for Health Care Card and Pensioner Concession Card holders.

Visit Australian College of Optometry aco.org.au

Bolton Clarke

Homeless Persons Program

Phone: 1300 221 122

Services include:

- outreach, health assessments and nursing care
- referrals, advocacy and support to access health care and other services including legal and housing
- health promotion and illness prevention.


Visit Bolton Clarke

boltonclarke.com.au

Brotherhood of St Laurence - Coolibah Centre

67A Brunswick Street, Fitzroy

Phone: 1300 147 147 or 9483 1345

 Tram number: 11, 86

Member-based services for people over 55. Two hours of activities (including meals) for \$7.50 (negotiable).

Services include:

- breakfast and lunch
- gentle exercise
- art and craft
- gardening and outings
- showers
- laundry facilities
- health services
- short-term case management
- accommodation referral
- psychiatric referral.

Visit Brotherhood of St Laurence
- Coolibah Centre

bsl.org.au/services/older-people/coolibah-centre/

CASA House (Centre Against Sexual Assault)

Level 3, Queen Victoria Women's Centre,
210 Lonsdale Street, Melbourne

Intake and crisis line: 9635 3610

Admin line: 9635 3600

CASA House is one of 15 sexual assault services throughout Victoria, funded by the state government to provide services to adult victim survivors. CASA House is part of the Royal Women's Hospital.

Services include:

- individual counselling and advocacy for people of all genders
- crisis support for adult victim survivors of recent sexual assault
- information and support for people supporting victim survivors
- support groups and trauma sensitive yoga
- community education and professional development
- secondary consultation for professionals.

Visit CASA House

casahouse.com.au


Clarendon Community Mental Health Service

52 Albert Street, East Melbourne

Phone: 9231 5400

After hours: 1300 558 862

Train station: North Richmond
(Hurstbridge and South Morang lines)

 Tram number: 12, 109

Open daily: 10am - 12pm and 1pm - 4pm

Psychiatric services, including crisis assessment for people with serious mental illness.

Visit St Vincent's Hospital Melbourne

svhm.org.au

cohealth

Located at 9 sites

Visit cohealth

cohealth.org.au

Central City

53 Victoria Street, Melbourne

Phone: 9448 5536

Train station: Melbourne Central Station



Tram number: 19, 57, 59

Open daily: 10am – 12pm and 1pm – 4pm

Outreach and on-site support services for people experiencing homelessness or at risk of becoming homeless, including:

- duty response
- homelessness case management
- practice nurse
- podiatry
- dietetics
- women's specialist physiotherapist
- physiotherapist
- peer support
- harm reduction workers
- addiction medicine
- cohealth Kangaroos Football
- Homelessness Mental Health Outreach team
- City Street Health – outreach AOD
- Washing machines
- Showers
- NSP 0438 359 273
- Bolton Clarke Homeless Persons Program nurses
- Justice Connect social worker (on Thursdays).

Collingwood

365 Hoddle Street, Collingwood

Phone: 9448 5528

Monday to Friday: 8.30am – 5.30pm

Saturday: 9am – midday

Services include:

- doctors
- pharmacy
- practice nurse
- aged-care nursing
- chronic conditions nursing
- mental health nurse
- physiotherapy
- exercise physiologist
- podiatry
- nutrition
- occupational therapy
- children's speech pathology
- paediatric occupational therapist
- counselling
- social work service
- family services
- health promotion
- diabetic educator
- asthma program.

Fitzroy

75 Brunswick Street, Fitzroy

Phone: 9448 5531

Monday to Friday: 9am – 5.30pm

Saturday: 9am – midday

Services include:

- doctors
- podiatry, physiotherapy, occupational therapy, dietetics, and nursing
- Aboriginal engagement worker available
- café meals program
- drop-in social work / counselling sessions
- showers
- needle and syringe program
- dental services for homeless people and for people with drug and/or alcohol issues: phone dental reception on 9411 3505
- Drop-in clinic for people experiencing homelessness on Mondays from 9am – midday.

Footscray

78 Paisley Street, Footscray

Phone: 9448 5302

Train station: Footscray (Sunbury, Werribee and Williamstown lines)

 Bus number: 220, 216 and 219

Monday to Friday: 9am – 5pm

Saturday: 9am – 1pm

Homeless, Health and Community Support Team (Footscray)

215 Nicholson Street, Footscray

Phone: 9448 5510

Drop-ins are welcome on Monday, Wednesday and Thursday from 10am – 12.30pm.

Kensington

6-12 Gower Street, Kensington

Phone: 9448 5537

Train station: Kensington (Craigieburn Line)

 Bus number: 402

Services include:

- doctors
- dental
- allied health services
- social welfare services
- health promotion programs
- counselling and mental health services
- refugee nurse.

Healthworks

4-12 Buckley Street, Footscray

Phone: 9448 5511

Monday to Wednesday and Friday:

10.15am – 12.30pm and 1pm – 5pm,

Thursday: 1pm – 5pm

cohealth's primary health service in the west for people who use drugs.

Services include:

- doctors
- pharmacotherapy
- nursing
- alcohol and other drugs (AOD) counselling
- primary needle syringe program
- primary health support
- peer support.

Fitzroy Legal (fortnightly on Wednesdays)

Drop-in space open Monday to Friday:

2pm – 5pm

Needle syringe program from Monday to Friday: 10.30am – 5.30pm

Innerspace

4 Johnston Street, Collingwood

Phone: 9448 5530

Monday to Friday: 10.30am – 6.30pm
cohealth's primary health service in the north for people who use drugs.

Services include:

- doctors
- pharmacotherapy
- nursing
- alcohol and other drugs (AOD) counselling
- primary needle syringe program
- primary health support
- peer support.

Fitzroy Legal (fortnightly on Wednesdays)

Drop-in space open Monday to Friday:
2pm – 5pm

Needle syringe program from Monday to Friday: 10.30am – 5.30pm

DJIRRA

292 Hoddle Street, Abbotsford

Phone: 9244 3333

Free call: 1800 105 303

Services for Aboriginal people include:

- legal services
- counselling support
- information, referral and support
- community education and training.

Visit DJIRRA

djirra.org.au

Frontyard Youth Services

19 King Street, Melbourne

Phone: 9977 0077

Free call: 1800 800 531

Email: frontyard@mcm.org.au



Tram number: City Circle, 70, 75
(stop 2, Melbourne Aquarium)

Monday to Friday: 9am – 8pm

Saturday, Sunday and public holidays:
10am – 6pm

A drop-in centre for young people at risk of, or experiencing, homelessness, Frontyard is a state-wide service that provides a range of free programs to young people aged 12 to 25. A team of youth workers, social workers, nurses, lawyers and allied staff professionals can assist with:

- housing
- legal matters
- job skills
- health and wellbeing
- individual support / case management
- health services / allied health
- life skills program
- family reconciliation.

Visit Melbourne City Mission


mcm.org.au

GROW

707 Glenhuntly Road, Caulfield South

Phone: 9528 2977

Free call: 1800 558 268

 Tram number: 67

Monday to Friday: 9am – 5pm

Community mental health and mutual support self-help groups, including:

- weekly groups available for people who need support with mental health or personal development
- 12 step program of recovery and personal development.

Anyone over 18 years can join. Carer specific groups and young adult groups are available, as well as online and face to face groups (online groups please register on our website www.grow.org.au and the link will be sent). No need for referrals.

Services available free of charge (voluntary donation). Groups are confidential and non-judgmental.

Visit Grow Mental Wellness Programs
grow.org.au

GenWest

317-319 Barkly Street, Footscray

Phone: 1800 436 937

Train station: Middle Footscray (Sunbury line)

 Bus number: 216, 219, 220

info@genwest.org.au

GenWest is committed to improving equity and justice for women in Melbourne's West. We incorporate a health promotion, research and development team with a family violence service for women and children, providing:

- information
- referral
- counselling
- crisis support
- court support
- support groups.

All services are free and confidential.

Visit GenWest
genwest.org.au

Living Room Primary Health Service

7-9 Hosier Lane, Melbourne

Phone: 9945 2100

Monday to Friday: 9.30am – midday
and 1pm – 4pm, Saturday: 11am – 4pm

Living Room comprises a team of doctors, nurses, and support workers who provide confidential, user-friendly free services, including:

- health services
- drug and alcohol support
- peer worker
- after hours outreach team
- art group
- referrals and information
- chill-out space
- women's lounge
- tea and coffee
- showers
- laundry.

There are a number of co-located services, including:

- Centrelink
- hepatitis C clinic
- liver clinic
- podiatry
- physiotherapy
- dual diagnosis counselling.

Hairdresser Users can either drop in or contact to make an appointment. Visit

Youth Projects

youthprojects.org.au

McAuley Community Services for Women

Level 1, 81-83 Paisley Street, Footscray

Phone: 9362 8900

Train station: located between Footscray and Middle Footscray stations



Tram number: 82



Bus number: 220, 216, 219,
404, 409, 410

Services include:

- crisis accommodation for women experiencing family violence
- personalised programs to rebuild woman's self-confidence
- targeted psychological support services for women and children
- specialist worker, running fun activities for children
- employment support.

Visit McAuley Community Services for mcauleycsw.org.au

Melbourne Counselling Service - The Salvation Army

Australia Southern Territory

Level 2, 69 Bourke Street, Melbourne

PO Box 18375, Melbourne VIC 8003

Phone: 9653 3250

Fax: 9653 3232

Monday to Friday (by appointment only):
9am – 5pm

Services include:


- therapeutic and financial counselling for gambling addiction
- community education
- information and referral support
- venue support.

Visit Melbourne Counselling Service melbournecounsellingservice.org.au

Melbourne Sexual Health Centre

580 Swanston Street, Carlton

Phone: 9341 6200

 Tram number: 1, 3, 5, 6, 8, 16, 64, 67, 72

Monday to Friday: 8.30am – 5pm

Services include:

- testing and treatment for sexually transmissible infections (STIs)
- walk-in service for people with STI symptoms
- booked appointment service for regular STI check-ups
- sexual health counselling
- free condoms and lube
- needle exchange.

Visit Melbourne Sexual Health clinic
mshc.org.au

North West Outreach Service

Phone: 1800 170 556 or 0418 170 556

Monday to Sunday: 6pm – 12:30am

Needle and syringe program distributing clean injecting equipment across the North-West of Melbourne.

Visit Youth Projects - NW Needle Syringe Programs
youthprojects.org.au/needle-syringe-program


Orygen Youth Health

35 Poplar Road, Parkville

Phone: 9966 9100

Triage (new referrals): 1800 888 320

Train station: Royal Park (Upfield Line)

 Tram number: 58 (stop 26)

Public mental health service for young people living in the Western and North-Western regions of Melbourne.

Visit Orygen Youth Health
orygen.org.au

Ozanam House Homelessness Resource Centre

179-191 Flemington Road, North Melbourne

Phone: 8327 7500

 Tram number: 55, 57, 59

The Homelessness Resource Centre is a purpose-built homeless hub with an incorporated health clinic and support services for people aged 18 years and over. The team of staff, volunteers and peer support workers provide safe and supportive health and wellbeing programs. They can help you in accessing the centre and its services.

Services include:

- Health and Treatment hub
- social supports and services
- safe spaces for LGBTIQ+ people and female-identifying people experiencing homelessness
- recreation room
- showers
- laundry
- storage
- O Café
- IT Hub.

Note that opening hours and some services are restricted due to the COVID-19 pandemic.

Visit VincentCare Victoria
vincentcare.org.au/our-services/ozanam-house

RHED (Resourcing health and education in the sex industry in Victoria)

Phone: 1800 458 752 or 9525 1300

Monday to Friday: 9am – 5pm

Services include:


- information
- education
- support
- referrals
- advocacy.

Visit Resourcing and Health Education
sexworker.org.au

Royal Melbourne Hospital

300 Grattan Street, Parkville

Phone: 9342 7000

 Tram number: 19, 58, 59

Services include:

- 24-hour emergency department
- outpatient services
- allied health and mental health programs.

Visit The Royal Melbourne Hospital
thermh.org.au

Royal Victorian Eye & Ear Hospital

32 Gisborne Street, East Melbourne

Phone: 9929 8666

 Tram number: 30, 12, 109, 11

Australia's only specialist eye, ear, nose and throat hospital. Specialist clinics, surgical services and 24-hour emergency department.

Services include:


- emergency department
- theatres
- inpatient ward
- cochlear implant clinic
- acute ophthalmology.

Visit Royal Victorian Eye and Ear Hospital
eyeandear.org.au

Royal Women's Hospital

20 Flemington Road, Parkville

Phone: 8345 2000

 Tram number: 19, 55, 57, 59

 Bus number: 401, 402


Specialist hospital focused on women's health, pregnancy, gynaecological issues and post-natal care of newborns. Includes women's health emergency service and services for pregnant people experiencing homelessness or substance abuse.

Visit The Royal Women's Hospital
thewomens.org.au

Sacred Heart Mission

87 Grey Street, St Kilda

Phone: 9537 1166

 Tram number: 16, 96

Services currently include:

- breakfast 8.30am – 10.30am, lunch 11.30am – 1pm
- housing applications and referrals
- information, advocacy and support
- support with family violence, substance use issues, physical and mental health concerns, financial and legal matters, and social and life skills.

Drop-ins are welcome (no assistance with showers, laundry or travel).

Visit Sacred Heart Mission
sacredheartmission.org

Safe Steps Family Violence Response Centre

Phone: 9928 9600

Phone: 1800 015 188

Email: admin@safesteps.org.au

A Victoria-wide not-for-profit service for women and children experiencing violence and abuse from a partner or ex-partner, another family member or someone close to them.

Visit Safe Steps
safesteps.org.au

Salvation Army – Lighthouse Café

69 Bourke Street, Melbourne

Day Café

Monday to Friday

Breakfast: 9am – 10.30am

Lunch: 11.30am – 1pm

Twilight Café

Monday to Sunday

Dinner: 5pm – 7pm

A safe place for marginalised people and for people in Melbourne who are experiencing homelessness. Provides free meals and access to a supportive community with a range of practical supports.

Visit The Salvation Army Melbourne

salvationarmy.org.au

Sexual Health Victoria – Melbourne Clinic

Level 1, 94 Elizabeth Street, Melbourne

Phone (free call): 1800 013 952

Monday to Friday: 9am – 5pm

A sexual and reproductive health clinic providing many services, including:

- contraception and pregnancy options
- STI testing
- cervical screening services.

SHV offers low-cost or no-cost services for people under 21 years and for people who hold a valid concession card.

Consults are confidential, stigma-free and friendly. Appointments can be made via phone or online.


Visit Sexual Health Victoria

shvic.org.au

St Mary's House of Welcome

165-169 Brunswick Street, Fitzroy

Phone: 9417 6497

 Tram number: 11

Monday to Friday (hours vary due to COVID-19 restrictions).

Services include:

- take-away meal packs program
- showers
- drugs and alcohol information and referral
- housing and health
- programs and activities for people with mental illness
- preferred provision of various NDIS services.

All programs and services are open to adults aged over 18.


Visit St Mary's House of Welcome

smhow.org.au

St Vincent's Hospital

41 Victoria Parade, Fitzroy

Phone: 9231 2211

 Tram number: 11, 24, 30, 42, 86, 96, 109

Services include:

- outpatients
- emergency
- community services
- mobile outreach
- critical care services
- Healthcare for Homeless Department.


Visit St Vincent's Hospital Melbourne

svhm.org.au

The Drum Youth Services

100 Drummond Street, Carlton

Phone: 9663 6733

 Tram number: 1, 6, 8, 16, 72

Services include:

- school-based services
- recreation programs
- personal support, advocacy and referral
- personal development and leadership programs
- youth events
- counselling
- queer youth services.


Visit The Drum Youth Services

thedrum.ds.org.au

The Open Door

166 Boundary Rd, North Melbourne

Phone: 9329 6988

 Tram number: 57

Access to vacancies is only through Launch Housing. Phone 1800 825 955

Services include:

- supported accommodation
- health services
- psychiatric referral
- drug and alcohol referral
- recreation, training and employment programs.

Accommodates men aged over 18. Nightly accommodation cost varies, dependent on income. Accommodation includes:

- three meals per day for residents
- communal areas and IT access
- laundry facility for residents.


Visit Salvation Army

salvationarmy.org.au

Turning Point

110 Church Street, Richmond

Phone: 8413 8413

 Tram number: 78, 48, 75

Monday to Friday: 9am – 5pm
(by appointment only)

Provides Specialist Addiction Clinics, medical assessment and treatment of referred patients, including:

- Treatment for people who are dependent on prescribed or illicit opioids (treatment options include methadone, Suboxone, Buprenorphine and Sublocade).
- Specialist addiction clinic for people requiring assessment, diagnostic clarification and management planning for AOD use or other addictive behaviours (e.g. gambling).
- Neuropsychological assessment and secondary consultation for people with AOD issues and suspected cognitive impairment.
- Brief intervention telephone counselling support for people to help address their alcohol and drug concerns.
- Navigation and Linkage care coordination for people requiring support for AOD and other health and support services.


All eligible medical consultations are bulk-billed and other services are free.

Visit Turning Point

turningpoint.org.au

Wintringham

136 Mt Alexander Road, Flemington
Advice and information line: 9034 4824

 Tram number: 59

Provides quality care, accommodation and support services to people aged 50 and over who have limited financial resources, and are either experiencing or at risk of homelessness.

Services include:

- outreach – access to support services and accommodation referrals
- residential aged care – accommodation, meals, recreation, personal care and nursing provided 24 hours a day
- housing – independent living units, with long-term housing and tenancy support
- community care - Home Care Package provider. Services include case management, personal care, domestic duties, recreation and support to promote wellbeing in your home.
- NDIS – support and case management for National Disability & Insurance Scheme participants.

Visit Wintringham
wintringham.org.au

Young People's Health Service

19 King Street Melbourne
(co-located with Melbourne City Mission's Frontyard Youth Services)

Phone: 9453 8590

email: young.people@rch.org.au

Monday to Friday: 9am – 4pm

YPHS is a health service for young people aged 15-24 who are experiencing, or at risk of, homelessness. It is free and no Medicare or Concession card is needed. Just walk in to Frontyard and ask to see the nurses.

Services include:

- general health check-up
- sexual health (including testing and treating STIs)
- contraception (including Implanon, the pill, emergency contraception)
- pregnancy options and referrals
- immunisations
- health planning, support and referral
- alcohol and other drug use support
- any questions you have about your health.

6. LEGAL AND FINANCIAL SERVICES

CASA House (Centre against Sexual Assault)

Level 3, Queen Victoria Women's Centre,
210 Lonsdale Street, Melbourne

Intake and crisis line: 9635 3610

Admin line: 9635 3600

CASA House is one of 15 sexual assault services throughout Victoria, funded by the state government to provide services to adult victim survivors. CASA House is part of the Royal Women's Hospital.

Services include:

- individual counselling and advocacy for people of all genders
- crisis support for adult victim survivors of recent sexual assault
- information and support for people supporting victim survivors
- support groups and trauma sensitive yoga
- community education and professional development
- secondary consultation for professionals.

Visit CASA House

casahouse.com.au

cohealth

Central City

53 Victoria Street, Melbourne

Phone: 9448 5536

Train station: Melbourne Central Station

 Tram number: 19, 57, 59

Outreach and on-site support services for people experiencing homelessness or at risk of becoming homeless, including:

- allied health outreach services
- mental health outreach services
- health care for people who use drugs
- optometry
- Royal Women's Hospital clinic
- Bolton Clarke Homeless Persons Program nurses
- legal services – Justice Connect and Inner Melbourne Community Legal
- Peer Education Support Program (PESP) workers.

Visit cohealth

cohealth.org.au


DJIRRA

292 Hoddle Street, Abbotsford

Phone: 9244 3333

Free call: 1800 105 303

Train: Victoria Park station

 Bus: 200, 207, 246, 302, 304, 309, 350, 905, 906, 907, 908

Services for Aboriginal people include:

- legal services
- counselling support
- information, referral and support
- community education and early intervention programs.

Visit Djirra

djirra.org.au

Fitzroy Legal Service

Level 4, Fitzroy Town Hall, Fitzroy
(access via courtyard near 126 Moor Street)

Phone: 9419 3744

Fax: 9416 1124

Email: reception@fls.org.au

Mail: PO Box 297 Fitzroy VIC 3065
(DX no. 96611)

Monday to Friday: 9am – 5pm

Lunch Break: 1pm – 2pm

Legal Advice night service: 6pm – 9pm
(by appointment only)

A community legal centre that offers free legal advice, and some legal representation, community legal education, publications and law reform advocacy.

Visit Fitzroy Legal Service
fls.org.au

Homelessness Advocacy Service (HAS) – Council to Homeless Persons

2 Stanley Street, Collingwood

Free call: 1800 066 256

Monday to Friday: 9am – 5pm


Provide advice and information about rights regarding homelessness support services, as well as making complaints and advocating on behalf of homeless persons.

Visit Council to Homeless Persons
chp.org.au/services/has

Inner Melbourne Community Legal

Suite 2, 508 Queensberry Street,
North Melbourne

Phone: 9328 1885

 Tram number: 57

Monday to Friday: 9am – 5pm
(closed 1pm – 1.30pm)

Free legal information, advice and casework. Appointment required.

Visit Inner Melbourne Community Legal
imcl.org.au

Justice Connect Homeless Law

Level 17, 461 Bourke Street, Melbourne

Free call: 1800 606 313 or 8636 4408

Email: homelesslaw@justiceconnect.org.au

Online referral tool: help.justiceconnect.org.au/homelesslaw

A Homeless Law team who help challenge and change laws that unfairly harm people facing homelessness, while providing on-the-ground legal help to people who need it most.

The service assists with:

- infringements related to homelessness
- tenancy
- credit and debt.

Visit Justice Connect
justiceconnect.org.au

Melbourne Counselling Service – The Salvation Army Australian Southern Territory

Level 2, 69 Bourke Street, Melbourne
PO Box 18375, Melbourne VIC 8003
Phone: 9653 3250

Fax: 9653 3232

Opening hours

Monday to Friday: 9am – 5pm
(by appointment only)

Services include:

- therapeutic and financial counselling for gambling addiction
- community education
- information and referral support
- venue support.

Visit Melbourne Counselling Service
melbournecounsellingservice.org.au

Services Australia: Australian Government Agency

Centrelink: 132 850

Medicare: 132 011

Child Support Agency: 131 272

Services Australia is an Australian Government agency that delivers a range of services to the community, including Centrelink, Medicare and Child Support Agency. Please refer to website or phone to make an enquiry.

Visit Services Australia
servicesaustralia.gov.au

Settlement Program

58 Holland Court, Flemington

Phone: 8595 2483



Tram number: 57

Provides assistance to refugees and migrants living in Melbourne's West who have lived in Australia for less than five years, including:

- support to access and navigate mainstream and community services
- settlement related information, advocacy and advice
- domestic violence information and referrals
- social groups and workshops.

Visit Jesuit Social Services
jss.org.au

Victoria Police

• 313 Spencer Street, Docklands
Phone: 8690 4444 (open 24 hours).

• 226 Flinders Lane, Melbourne East
Phone: 9637 1100 (open 24 hours).

• 36 Wreckyn Street, North Melbourne
Phone: 8379 0800 (open 24 hours).

• 66 Moray Street, Southbank
Phone: 8635 0900.

In case of an emergency, or if you require immediate assistance, phone 000.

Visit Victoria Police
police.vic.gov.au

Victoria Legal Aid

570 Bourke Street, Melbourne

Phone: 1300 792 387

Services include:

- legal advice
- public library
- representation at court and tribunals.

Visit Victoria Legal Aid

legalaid.vic.gov.au

YouthLaw

147 Pelham Street, Carlton

Phone: 9113 9500

YouthLaw is a free legal service for young people under 25 in Victoria, assisting in a number of legal areas such as criminal matters, fines, debts, intervention orders, victims of crime etc. They offer advice directly to young people or secondary consults to people on behalf of young people (e.g. friends, family members, coworkers etc). Depending on the nature of the matter and the young person's circumstances, they might provide advice, information or referral only, or they might be able to take the matter on for casework and representation.

Visit YouthLaw

Youthlaw.org

7. ASSISTANCE WITH EMPLOYMENT SERVICES

The Big Issue Australia

Ground Level, 673 Bourke Street,
Melbourne

Phone: 9602 7600

Office open Monday to Friday:
8am - midday

The Big Issue is an independent, fortnightly magazine sold on the streets by people experiencing homelessness and disadvantaged people.

By getting involved, you could:

- earn money as a magazine vendor
- gain confidence and learn skills
- choose your own hours
- get fit with the Community Street Soccer Program (see website for details).


No referral process needed.

Visit The Big Issue
thebigissue.org.au

The Drum Youth Services

100 Drummond Street, Carlton

Phone: 9663 6733

 Tram number: 1, 6, 8, 16, 72

Services include:

- school-based services
- recreation programs
- personal support, advocacy and referral
- personal development and
- leadership programs
- youth events
- counselling
- queer youth services.

Visit The Drum Youth Services
thedrum.ds.org.au

Fitted for Work

513 Bridge Road, Richmond 3121

Phone: 9662 4289

Monday to Friday: 9am - 5pm

Assists women to achieve financial independence and helps women experiencing disadvantage get work and keep it.

Services include:

- mentoring
- interview preparation
- Microsoft skill building
- job advocate service
- personal outfitting
- a range of holistic job readiness programs.

Visit Fitted for Work
fittedforwork.org

Frontyard Youth Services

19 King Street, Melbourne

Phone: 9977 0077

Free call: 1800 800 531

Email: frontyard@mcm.org.au



Tram number: City Circle, 70, 75
(stop 2, Melbourne Aquarium)

Monday to Friday: 9am – 8pm.

Saturday, Sunday and public holidays:
10am – 6pm.

A drop-in centre for young people at risk of, or experiencing, homelessness, Frontyard is a state-wide service that provides a range of free programs to young people aged 16 to 24.

A team of youth workers, social workers, nurses, lawyers and allied staff professionals can assist with:

- housing
- legal matters
- job skills
- health and wellbeing
- individual support/case management
- health services/allied health
- life skills program
- family reconciliation.

Visit Melbourne City Mission

mcm.org.au/homelessness/frontyard

Helm Youth Services

80 Market Street, South Melbourne

Phone: 9686 2354

Our purpose is to support, guide and empower vulnerable youth and emerging adults successfully transition to independence through education, training, and finding employment.

Our low fee and free services include:

- youth employment services
- career advice
- re-engagement activities for young people not at school or in work
- support for people with disability to transition from work to tertiary study, apprenticeships, or work
- caseworker support
- courses to build work and life skills
- accredited course delivery through our RTO.

Visit IMVC

imvc.com.au

Services Australia: Australian Government Agency

Centrelink: 132 850

Medicare: 132 011

Child Support Agency: 131 272

Services Australia is an Australian Government agency that delivers a range of services to the community, including Centrelink, Medicare and Child Support Agency. Please refer to website or phone to make an enquiry.

Visit Services Australia

servicesaustralia.gov.au

WIRE Women's Information

Level 1, Donkey Wheel House Building,
673 Bourke Street, Melbourne

Helpline: 1300 134 130

Administration: 9348 9416

Free and confidential support, information and referrals for women by women on any issues from leaving a violent relationship to coping with depression and everything in between.

WIRE services include:

- telephone support service:
Monday to Friday: 9am – 5pm
(except public holidays)
- online chat: live chat support services:
(wire.org.au): Monday to Friday:
9.30am – 4.30pm (except public holidays)
- women's information centre:
open to the public Monday to Friday:
9.30am – 4.30pm (except public
holidays). Level 1, Donkey Wheel House
Building, 673 Bourke Street, Melbourne.
No appointment needed. Drop in for
face-to-face support or free computer
and internet access
- email support service:
support@wire.org.au
(response within 2 working days).

WIRE's free programs for women include:

- computer classes
- job coaching sessions
- AMICA Women's lunch and activity club
(Tuesday and Thursday 11am – 3pm)
for women experiencing housing and
isolation issues.

Visit WIRE

wire.org.au



8. ABORIGINAL AND TORRES STRAIT ISLANDER SUPPORT SERVICES

Aboriginal Housing Victoria (AHV)

Narrandjeri House

125-127 Scotchmer Street

Fitzroy North

VIC 3068

Phone: 9403 2100 or 1800 248 842

Email: clientservices@ahvic.org.au

Monday to Friday: 8.30am – 4.30pm

AHV is an Aboriginal community organisation responsible for managing over 1,500 rental properties for Aboriginal and Torres Strait Islander people living in Victoria.

Visit Aboriginal Housing Victoria
ahvic.org.au

First Peoples' Health and Wellbeing

258 Settlement Road, Thomastown

7A Station Street, Frankston

Phone: 9070 8181

Monday to Thursday: 9am – 5pm

Friday: 9am – 1pm

Services are by appointment only and include:

- GP appointments
- COVID testing and vaccinations
- flu and general vaccinations
- health checks
- psychology
- physiotherapy.

First Peoples' Health and Wellbeing is a dynamic Aboriginal community-controlled health service aiming to improve access to affordable primary health care in urban Melbourne.

Visit First Peoples' Health and Wellbeing
firstpeopleshealthandwellbeing.org.au

DJIRRA

292 Hoddle Street, Abbotsford

Phone: 9244 3333

Free call: 1800 105 303

Services for Aboriginal people include:

- legal services
- counselling support
- information, referral and support
- community education and training.

Visit DJIRRA

djirra.org.au

Ngwala Willumbong Aboriginal Corporation

10 Mitchell Street, St Kilda

Phone: 9537 1640

Services include:

- AOD outreach services
- homelessness support services
- family Violence support services.

Visit Ngwala Willumbong

Aboriginal Corporation

ngwala.org.au

Victorian Aboriginal Child Care Agency (VACCA)

340 Bell St, Preston

Phone: 9287 8800

Services include:

- child and family services
- youth services and programs
- cultural strengthening programs
- family violence
- justice support
- community support
- external training.

Visit Victorian Aboriginal Child


Care Agency

vacca.org

Victorian Aboriginal Health Service

186 Nicholson Street, Fitzroy

Phone: 9419 3000

 Tram number: 96

Free health service for Aboriginal and Torres Strait Islander people, including:

- health services
- psychiatric services
- drug and alcohol counselling
- immunisation
- preventative care for children
- maternal and child health
- women's health
- antenatal care
- dental services.


Visit Victorian Aboriginal Health Service
vahs.org.au

Victorian Aboriginal Legal Service

273 High Street, Preston

Phone: 9418 5999

Free call: 1800 064 865

 Tram number: 86

Provides support with civil, family and criminal legal matters for Aboriginal and Torres Strait Islander people.

Visit Victoria Aboriginal Legal Service
vals.org.au

13YARN

Phone: 13 92 76

13YARN (thirteen YARN) is the first national crisis support line for mob who are feeling overwhelmed or having difficulty coping. They offer a confidential one-on-one yarning opportunity with a Lifeline-trained Aboriginal & Torres Strait Islander Crisis Supporter who can provide crisis support 24 hours a day, 7 days a week. 13YARN empowers community with the opportunity to yarn without judgement and provide a culturally safe space to speak about their needs, worries or concerns.

Visit 13YARN

13yarn.org

Contact

melbourne.vic.gov.au/contactus

03 9658 9658

In person:

Melbourne Town Hall
Administration Building
120 Swanston Street, Melbourne
Business hours, Monday to Friday
(Public holidays excluded)

Postal address:

City of Melbourne
GPO Box 1603
Melbourne VIC 3001
Australia



Interpreter services

We cater for people of all backgrounds
Please call 03 9280 0726

- 03 9280 0717 廣東話
- 03 9280 0719 Bahasa Indonesia
- 03 9280 0720 Italiano
- 03 9280 0721 普通话
- 03 9280 0722 Soomaali
- 03 9280 0723 Español
- 03 9280 0725 Việt Ngữ
- 03 9280 0726 عربي
- 03 9280 0726 한국어
- 03 9280 0726 हिंदी
- 03 9280 0726 All other languages

National Relay Service:

Teletypewriter (TTY) users phone
13 36 77 then ask for 03 9658 9658
Speak & Listen users phone
1300 555 727 then ask for 03 9658 9658



Justice
and Community
Safety

