

HELPING OUT BOOKLET

A GUIDE TO FINDING SUPPORT SERVICES AND AGENCIES IN MELBOURNE

2017–2018

The Helping Out booklet provides you with a comprehensive list of free and low cost services from more than 70 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, pharmacies)
- 6. Legal and Financial Services**
- 7. Assistance with Employment Services**
(including Living Room).

The City of Melbourne updates this information each year to make sure the service details are as accurate as possible. Information included in this booklet was correct at time of publication (May 2017).

How to use the Helping Out booklet

This booklet is arranged into seven 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 and include details like address and operating hours.

For comprehensive details about each agency, please contact them on the phone number provided or visit their 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.**

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.net.au

Justice Connect Homeless Law
justiceconnect.org.au

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

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

VCOSS Victorian Council of
Social Services
vcoss.org.au

Victorian State-wide Human
Services Directory
humanservicesdirectory.vic.gov.au

YACVic Youth Affairs Council
of Victoria
yacvic.org.au

Ask Izzy is an A to Z directory which
helps people who are homeless, or
at risk of becoming 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. **askizzy.org.au**

Helpful phone numbers

Child protection emergency service
13 1278

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

Gambler's Help Victoria
1800 858 858

Kids Helpline
1800 551 800

Lifeline (24-hour crisis counselling)
13 1114

Maternal and Child Health Line
13 2229

MensLine Australia
1300 789 978

Open Door 24 Hours
Statewide support line
1800 825 955

Narcotics Anonymous – Victorian
Area Helpline
9525 2833

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, and informed about, extreme weather conditions can reduce health illnesses that may be caused by these events.

VicEmergency (emergency.vic.gov.au) is the primary website for fire and flood warnings and shows emergency incidents in Victoria on a Google map. City of Melbourne advises checking more than one source of emergency warnings.

Heat health alerts

The Victorian Department of Health and Human Services (DHHS) has identified the temperature thresholds in Victoria where heat-related illnesses increase substantially. The mean threshold temperature for the Melbourne metropolitan region is 30°C.

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

We have a Heatwave Response Plan for people experiencing homelessness. This involves notifying service providers, agencies and established community organisations that interact with people who may be vulnerable to heat-related illnesses when a heat health alert has been issued.

Ask your local community service about what extreme weather supports are 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, pharmacies)

6. LEGAL AND FINANCIAL SERVICES

7. ASSISTANCE WITH EMPLOYMENT SERVICES

(including Living Room)


1. HOMELESSNESS ACCOMMODATION

(including rental assistance and housing pathways/applications)

Adult Outreach Support Services

179 Flemington Road
North Melbourne

Phone: 9329 5100

 Tram number: 55, 57, 59


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

vincentcare.org.au

Brotherhood of St Laurence Coolibah Centre

67A Brunswick Street
Fitzroy

Phone: 1300 147 147 or 9782 9831
or 9483 1345

 Tram number: 12, 86

Member-based services only \$50 per year

- Breakfast: \$1
- Lunch: \$3
- Afternoon tea: 20 cents
- Showers
- Laundry facilities
- Health services
- Short-term case management
- Accommodation referral
- Social engagement activities
- Psychiatric referral.

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

Flagstaff Crisis Accommodation

9 Roden Streets

West Melbourne

Phone: 9329 4800



Tram number: 57

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

- Supported accommodation
- Health services
- Psychiatric referral
- Drug and alcohol referral
- Free legal advice and assistance provided by Justice Connect – every second Tuesday (by appointment), 1pm.

Accommodates men aged over 18.

Accommodation cost:

- Disability support pension: \$30.50 per day
- Newstart allowance: \$25.50 per day
- Youth allowance: \$16 per day

salvationarmy.org.au

Frontyard Youth Services

19 King Street

Melbourne

Phone: 9611 2411

Freecall: 1800 800 531



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

- Housing
- Employment
- Health and wellbeing
- Programs and education
- Individual Support
- Legal
- Family
- Financial.

melbournecitymission.org.au

Launch Housing Collingwood

68 Oxford Street
Collingwood

Phone: 9288 9611

A not-for-profit real estate agency committed to providing landlords and tenants with a professional property management service.

- Initial assessment and planning for housing crisis accommodation
- Limited financial assistance
- Assistance with public housing applications
- Free legal advice and assistance provided by Justice Connect. Phone Justice Connect on 1800 606 313 to talk to an Intake Worker to make an appointment.

launchhousing.org.au

Launch Housing Fitzroy

145 Smith Street
Fitzroy

Phone: 9288 9800



Tram number: 86

The Assertive Outreach Team offers support to people sleeping rough, including:

- Accommodation information and referral
- Sleeping gear and food bags
- Referral to other services such as health or legal services
- Visiting people who are sleeping rough.

launchhousing.org.au

Launch Housing Southbank

52 Haig Street
South Melbourne

Phone: 9699 4566



Tram number: 96, 112

The Assertive Outreach Team offers support to people sleeping rough, including:

- Short-term supported crisis accommodation for men, women and couples
- Accommodation support and referrals
- Case management and planning
- Health services, learning and activities
- Drug and alcohol support
- Shared kitchen and bathroom facilities.

Lodging fee arrangements, including breakfast:

- Working/pension: \$18 per night
- Newstart allowance: \$15.50 per night
- Youth allowance: \$11 per night

launchhousing.org.au

Open Family (Whitelion)

155 Roden Street

West Melbourne

Phone: 8354 0800

- Outreach services for young people aged 10-25
- Employment services
- Mentoring services
- Case management support
- Youth leadership programs
- Education and training services
- Accommodation referrals
- Drug and alcohol referrals
- Legal services referrals
- Recreational activities.

The Chatterbox Mobile Outreach Bus operates 8pm – midnight, Tuesday to Saturday.

- Food
- Material aid
- Brief interventions
- Referral pathways
- Case management.

openfamily.com.au

Ozanam House

68 – 72 Chapman Street

North Melbourne

Phone: 9329 5100

 Tram number: 55, 57, 59

Supported crisis accommodation service houses men over 18 years of age.


- 3 meals per day to residents
- Laundry facilities
- Visiting services including Centrelink, mental health and counselling services.

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 3 months
- Post-detox program
- Accommodation referral through withdrawal services.

vincentcare.org.au

Sacred Heart Mission

87 Grey Street

St Kilda

Phone: 9537 1166

 Tram number: 16, 96

- Free breakfast: 8.30am - 10.30am, Monday to Friday; 9am - 10.30am, Saturday, Sunday and public holidays)
- Free lunch: 11.45am - 1.15pm, every day (including public holidays)
- Free showers and laundry: Monday to Friday only
- Assistance with housing and referrals, physical and mental health, case management, and support
- GP and nurse clinic: Monday and Thursday.

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.

safesteps.org.au

Salvation Army – Open Door

166 Boundary Road
North Melbourne
Phone: 1800 825 955



Tram number: 57

Laundry and transitional
accommodation (3 to 6 months)
for homeless men aged over 18.

Cost:

Disability support pension:

- \$427 per fortnight, including
3 meals per day

Newstart youth allowance:

- \$357 per fortnight, including
3 meals per day

Referrals via Launch Housing, entering
through Flagstaff Crisis Accommodation
or Ozanum House.

St Mary's House of Welcome

165-169 Brunswick Street
Fitzroy

Phone: 9417 6497



Tram number: 12

Monday, Tuesday, Thursday and Friday:
8.30am – 3.30pm

Wednesday and Saturday: 8.30am
– 1.30pm

- Meals program
- Showers
- Information and referral to drugs
and alcohol
- Housing/health
- Programs and activities for people
with mental illness
- Preferred provider of various NDIS services
- Free breakfast: 8.45am – 9.45am
- Free morning tea: 10.30am, every day
- Free afternoon tea: 3pm, Monday,
Tuesday, Thursday and Friday
- Sit-down two-course lunch:
noon – 1pm (cost: \$2).

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

smhow.org.au

Stopover Youth Services

Phone: 1800 825 955

For any young person experiencing
homelessness.

- Crisis refuge accommodation
- Advocacy and general support.

Housing support program for people aged
16-24 who are experiencing homelessness.
Individual room and bathroom, food
included, small service fee payable by
clients. Stays of approximately six weeks,
based on individual case plan.

Outreach housing support for young
people experiencing homelessness
either in temporary housing or without
any fixed housing.

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

melbournecitymission.org.au

VincentCare Northern Community Hub

175 Glenroy Road
Glenroy

Phone: 9304 0100

Access Point Services: An initial point
of contact for people seeking housing
and homelessness services.

vincentcare.org.au

VincentCare Youth Support Service

175 Glenroy Road
Glenroy

Phone: 9304 0100

Outreach housing support services
for homeless young people aged
between 16 and 25.

vincentcare.org.au

William T Onus Hostel

75 Westgarth Street
Northcote

Phone: 9489 6701



Tram number: 86

Temporary accommodation for
Aboriginal and Torres Strait Islander
people (fees apply).

Wintringham

Level 1, 136 Macaulay Road
Kensington

Phone: 9376 1122



Tram number: 59

Provides quality care, accommodation
and support services to men and women
aged over 50 who have limited financial
resources and are either homeless or at
risk of becoming homeless.

- Residential care
- Outreach - support and accommodation referral
- Housing - nursing home, independent living units and long term housing support
- Community care packages - home based care, support and case management.

wintringham.org.au

Women's Housing Limited

Suite 1, Level 1
21 Cremorne Street
Richmond

Phone: 9412 6868

Monday to Friday: 9am - 5pm

- Medium and long-term housing accommodation
- Tenancy assistance
- Housing information and referral.

The cost is the same as public housing
(25 percent of your total income).

No crisis accommodation is available.

womenshousing.com.au

2. SERVICES FOR WOMEN

CASA House

Centre Against Sexual Assault

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

Phone: 9635 3600

Counselling and
support line: 9635 3610

- Counselling
- Advocacy
- Health services
- Legal advice.

The crisis-care unit at the Royal
Women's Hospital is available
for recent assault victims.

casahouse.com.au

Council of Single Mothers & their Children (CSMC) Vic

1st Floor, Queen Victoria Women's Centre
210 Lonsdale Street
Melbourne VIC 3000

Support Line: 9654 0622

Outside Melbourne: 1300 552 511

Support Line open Monday to Friday:
9.30am – 3pm

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

CSMC provides free and confidential
telephone support, information, referral
and advocacy 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, referral
and advocacy
- Email support service:
csmc@csmc.org.au
- Information and resources including
regular newsletters & 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.
- Advocacy to overturn the social,
economic and legal discrimination
against single mothers and raise the
status of single mothers and their
children.

www.csmc.org.au

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.

svhm.org.au

McAuley Community Services for Women - McAuley House Program

1-3 Pickett Street
Footscray

Phone: 9283 9800



Tram number: 82



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

Train station: located between Footscray
and Middle Footscray stations

If you need further information,
phone Carol Vale, Head of Head of
Community Services, on 9371 6600.

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 and
newborns. Includes outpatient emergency
services.

Sacred Heart Mission

87 Grey Street
St Kilda

Phone: 9537 1166



Tram number: 16, 96

- Free breakfast: 8.30am - 10.30am,
Monday to Friday; 9am - 10.30am,
Saturday, Sunday and public holidays)
- Free lunch: 11.45am - 1.15pm, every day
(including public holidays)
- Free showers and laundry: Monday to
Friday only
- Assistance with housing and referrals,
physical and mental health, case
management, and support
- GP and nurse clinic: Monday and
Thursday.

sacredheartmission.org

Sacred Heart Mission's Women's House

65 Robe Street,
St Kilda

Monday to Friday: 11.30am - 3pm

A safe drop-in centre for women.

- Free lunch is available 11.30am - 2pm
- Assistance with housing and referrals,
physical and mental health, case
management and support
- Showers, laundry and telephones
- Computer and internet
- Social inclusion activities.

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.

safesteps.org.au

WIRE Women's Information

372 Spencer Street

West Melbourne

Phone: 9348 9416 or 1300 134 130

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

WIRE services include:

- Telephone support service: 9am – 5pm, Monday to Friday (except public holidays and weekends)
- Livechat support service (wire.org.au): 9am – 5pm, Monday to Friday (except public holidays and weekends)
- Women's Information Centre – 372 Spencer Street, West Melbourne: 9.30am – 4.30pm, Monday to Friday (except public holidays and weekends). No appointments needed. Drop in for face-to-face support or free computer and internet access
- Email support service: inforequests@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
- Legal clinics
- Monthly seminars.

wire.org.au

Women's Health Information Centre (WHICH)

Royal Women's Hospital

20 Flemington Road

Parkville

Phone: 1800 442 007

Monday to Friday: 9am – 5pm

- Women's health issues including pap tests, breast health, sexually transmissible infections (STIs).

Women's Health West


317-319 Barkly Street

Footscray

Phone: 9689 9588

Train line: Sunbury station

(Werribee or Williamstown lines)

 Bus number: 216, 219, 220

Women's Health West is committed to improving equity and justice for women in Melbourne's diverse western region. 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.

whwest.org.au

Women's Housing Limited

Suite 1, Level 1,
21 Cremorne Street
Richmond

Phone: 9412 6868

Monday to Friday: 9am – 5pm

- Medium and long-term housing accommodation
- Tenancy assistance
- Housing information and referral.

The cost is the same as public housing
(25 percent of your total income).

No crisis accommodation is available.

womenshousing.com.au

Women's Legal Service

Level 10, 277 William Street
Melbourne

Phone: 8622 0600

Monday to Friday: 9am – 5pm

Women's Legal Service is a not-for-profit organisation which provides free and confidential legal advice, referrals and representation to women in Victoria.

womenslegal.org.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

- Breakfast: Monday to Sunday, 7.30am – 9am
- BBQ lunch: every Friday, 11am – noon
- Clothes
- Toiletries.

anglicarevic.org.au

Anglicare Victoria – St Mark's Community Centre

250 George Street

Fitzroy

Phone: 9419 3288



Tram number: 12, 86

St Mark's provides assistance to homeless people. Drop in centre: Monday to Friday, 11am – 3pm.

- Bread, fruit, vegetables, weekly food parcels are available for homeless.
- Lunch
- Tea and coffee facilities
- Showers
- Washing machines and dryers
- Toiletries
- Public telephones
- Advice and referral.

anglicarevic.org.au

Brotherhood of St Laurence Coolibah Centre

67A Brunswick Street

Fitzroy

Phone: 1300 147 147 or 9782 9831 or 9483 1345



Tram number: 12, 86

Member-based services only \$50 per year

- Breakfast: \$1
- Lunch: \$3
- Afternoon tea: 20 cents
- Showers
- Laundry facilities
- Health services
- Short-term case management
- Accommodation referral
- Social engagement activities
- Psychiatric referral.

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

Church of All Nations

180 Palmerston Street

Carlton

Phone: 9347 7077



Tram number: 1, 8

- Lunch: Tuesday, 11.30am – 1pm (with gold coin donation)
- Food pantry: Tuesday, Wednesday and Thursday, 10am – noon (a current ID must be presented)
- Internet kiosk and drop-in centre
- Carlton No Interest Loans Scheme: Tuesday, Wednesday and Thursday, 10am – 4pm
- Carlton worker learning centre: Monday to Friday, 10am – 5pm
- Referral and advocacy
- Women's program: Tuesday and Wednesday, 11am – 3pm
- Family learning program/children and parents (homework club): Monday, Tuesday and Wednesday, 4pm – 6pm.

<http://carlton-uca.org/news/>

Cohealth

Located at 6 sites

cohealth.org.au

Carlton North

622 Lygon Street
Carlton North
Phone: 9349 7333


Monday to Friday: 9am – 5pm

- Reception physiotherapy
- Podiatry
- Nutrition
- Occupational therapy
- Counselling
- Family services
- Health promotion
- Family and reproductive rights
- Older persons' high-rise program.

Central City

53 Victoria Street
Melbourne

Phone: 1300 022 247

 Tram number: 19, 57, 59

Train station: Melbourne Central Station

- Outreach support services for people experiencing homelessness or at risk of becoming homeless
- Allied health outreach services
- Mental health outreach services
- Royal Women's Hospital clinic
- Royal District Nursing Service (RDNS) HPP Nurses
- Legal services – Justice Connect and Inner Melbourne Community Legal
- Optometry
- Peer Education Support Program (PESP) workers.

Collingwood

365 Hoddle Street
Collingwood

Phone: 9411 4333

Monday to Friday: 8.30am – 5.30pm

Saturday: 9am – noon

- Reception medical (GPs)
- Pharmacy nursing
- Aged-care nursing
- Chronic conditions nurse
- Physiotherapy
- Podiatry
- Nutrition
- speech
- Paediatric clinic
- Counselling
- Family services
- PDRSS
- Health promotion
- Asthma program
- Needle syringe program.

Fitzroy

75 Brunswick Street
Fitzroy

Phone: 9411 3555

Monday to Friday: 9am – 5.30pm

Saturday: 9am – noon

Drop-in clinic for homeless people:

Monday, 9am – noon.

Provides a broad range of health and welfare services.

- 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: 9411 3505.

Kensington

12 Gower Street
Kensington

Phone: 8378 1600



Bus number: 402

Train station: Kensington
(Craigieburn Line)

- Allied health services
- Social welfare services
- Health promotion programs
- Dental services
- Medical services
- Counselling and mental
Kenhealth services.

cohealth.org.au

Cohealth

Inner Space

4 Johnston Street
Collingwood

Phone: 9468 2800

Monday to Friday: 10.30am – 6.30pm

Cohealth's primary health service for people who inject drugs plus primary needle and syringe program.

Services include:

- Reception medical (GPs)
- Pharmacotherapy
- Nursing
- Physiotherapy
- Podiatry
- Nutrition
- Alcohol and other drugs (AOD)
counselling
- Dual diagnosis counselling
- Psych nurse
- Hospital Admission Risk Program
(HARP)
- Primary needle syringe program
- Primary health support
- Peer support
- Hepatitis C clinic.

There are allied health outreach workers situated at the centre, including:

- Nutritionist
- Physiotherapist
- Podiatrist
- Legal
- Financial.

Drop-in centre: Monday to Friday,
11am - 1pm and 3pm - 5pm

Needle syringe program: Monday to
Friday, 10.30am - 6.30pm.

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.

svhm.org.au

Fitted for Work

Ground Floor
Queen Victoria Women's Centre
210 Lonsdale Street
Melbourne

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, personal outfitting, work experience and a range of transition to work and staying employed programs.

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
(\$5.95 all you can eat for pensioners,
students and healthcare card holders).

harekrishnamelbourne.com.au

Many Rooms

49 Buncle Street
North Melbourne



Tram number: 59

Free meals and recreational activities.

Friday Kitchen: 6pm – 8pm

Multicultural Hub

506 Elizabeth Street

(opposite Queen Victoria Market)



Tram number: 1, 59

Saturday Kitchen: 8.45am – 3pm

North Melbourne Community Centre

49/53 Buncle Street

North Melbourne.

Ozanam Community Centre

268 Abbotsford Street
North Melbourne

Phone: 9329 6733



Tram number: 57

Monday to Friday: 9am – 2.30pm

Statewide services for people at risk of and experiencing homelessness who are over 18 years old.

- Light lunch: noon - 1pm, every day
- Laundry facilities
- Shower facilities
- Health services
- Dentist
- Drug and alcohol counselling
- Doctor and nurse
- Therapeutic groups
- Centrelink
- Inner Melbourne Community Legal
- Financial counselling.

vincentcare.org.au

Ozanam House

68 – 72 Chapman Street
North Melbourne

Phone: 9329 5100



Tram number: 55, 57, 59

Supported crisis accommodation service houses men over 18 years of age, including:

- Crisis accommodation
- 3 meals per day to residents
- Laundry facilities
- Visiting services including Centrelink, mental health and counselling services.

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

26 Norwood Street
Flemington

Phone: 9376 3777



Tram number: 57

Train station: Newmarket Station

Tuesdays: 10am - 1pm

- Coffee, conversation, blankets, books are available every Tuesday
- Food relief is available on the 1st and 3rd Tuesday of each month.

Sacred Heart Mission

87 Grey Street
St Kilda

Phone: 9537 1166



Tram number: 16, 96

- Free breakfast: 8.30am - 10.30am, Monday to Friday; 9am - 10.30am, Saturday, Sunday and public holidays
- Free lunch: 11.45am - 1.15pm, every day (including public holidays)
- Free showers and laundry: Monday to Friday only
- Assistance with housing and referrals, physical and mental health, case management, and support
- GP and nurse clinic: Monday and Thursday.

sacredheartmission.org

Salvation Army – Hamodava Café

69 Bourke Street
Melbourne

A safe place for Melbourne's homeless and marginalised, provide free meals Monday to Friday:

- Breakfast: 9am - 10.30am

- Lunch: 11.30am - 1pm

- Assessment and referral for drugs and alcohol, mental health and legal services.

Salvation Army – The Market Place

69 Bourke Street
Melbourne

A safe place for Melbourne's homeless and marginalised, provide free meals Monday to Friday:

- Breakfast: 9am - 10.30am


- Lunch: 11.30am - 1pm

- Assessment and referral for drugs and alcohol, mental health and legal services.

Salvation Army – Open Door

166 Boundary Road
North Melbourne

Phone: 1800 825 955

 Tram number: 57

Laundry and transitional accommodation (3 to 6 months) for homeless men aged over 18.

Cost:

Disability support pension:

- \$427 per fortnight, including 3 meals per day

Newstart youth allowance:

- \$357 per fortnight, including 3 meals per day

Referrals via Launch Housing, entering through Flagstaff Crisis Accommodation or Ozanum House.

St Vincent de Paul

Phone: 9895 5800

Email: info@svdp-vic.org.au

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

vinnies.org.au

St. Francis Pastoral Centre

326 Lonsdale Street
Melbourne

Phone: 9663 2495

Wednesday, Friday and Sunday:
10am – 2pm


Tea/coffee and biscuit for \$1 or donation.

stfrancismelbourne.org.au

St Mary's House of Welcome

165-169 Brunswick Street
Fitzroy

Phone: 9417 6497

 Tram number: 12

Monday, Tuesday, Thursday and Friday:
8.30am – 3.30pm

Wednesday and Saturday:
8.30am – 1.30pm

- Meals program
- Showers
- Information and referral to drugs and alcohol
- Housing/health
- Programs and activities for people with mental illness
- Preferred provider of various NDIS services
- Free breakfast: 8.45am – 9.45am
- Free morning tea: 10.30am, every day
- Free afternoon tea: 3pm, Monday, Tuesday, Thursday and Friday
- Sit down two-course lunch: noon – 1pm (cost: \$2).

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

Stopover Youth Services

Phone: 1800 825 955

For any young person experiencing homelessness.

- Crisis refuge accommodation
- Advocacy and general support.

Housing support program offered for people aged 16-24 who are experiencing homelessness. Individual room and bathroom, food included, small service fee payable by clients. Stays of approximately six weeks, based on individual case plan.

Outreach housing support for young people experiencing homelessness either in temporary housing or without any fixed housing.

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

melbournecitymission.org.au

Travellers Aid

Head Office, City Village
Level 3, 225 Bourke Street
Melbourne

Phone: 9654 2600

Service locations:

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
- Companion service (free service call: 1300 700 399)
- Clean and accessible restrooms/ bedroom for hire, internet access and showers, (fee applies)
- Baby change facilities, family friendly resting lounge
- Free personal care for people with a disability (assistance with meals and communication, fully accessible toilets with hoist and adult change table: Monday to Friday, 10am - 5pm, and Saturday, 11am - 4pm).

Travel-related Emergency Relief (Southern Cross Station)

Phone: 9670 2873

Monday, Wednesday and Friday:
10.30am – 4pm

Saturday and Sunday: noon - 4pm

- Information and referrals
- 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: 9610 2030

Sunday to Thursday: 8am – 8pm

Friday and Saturday: 8am – 8pm

- Mobility equipment hire
- Luggage storage, day only (fee applies)
- Internet access
- Companion service (free service call: 1300 700 399)
- Free personal care for people with a disability (assistance with meals and communication, fully accessible toilets with hoist and adult change table).

travellersaid.org.au


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 St)

Support group for family and friends of alcoholics. Also for adolescents whose lives have been affected by an alcoholic.

al-anon.org.au


Alcoholics Anonymous (AA) Victoria

Level 1, 36 Church Street
Richmond

Phone: 9429 1833 (24 hour helpline)

Monday to Friday: 9am – 5pm

Saturday: 10am – 2pm

 Tram number: 24, 42, 78, 79, 109
(stop 21 Church St)


AA is a fellowship of men and women who share 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.

aavictoria.org.au

CatholicCare/ St Mary of the Cross Centre

23 Brunswick Street
Fitzroy

Phone: 8417 1200

 Tram number: 12

Please phone for appointments.

ccam.org.au

Cohealth

Located at 6 sites

Carlton North

622 Lygon Street
Carlton North

Phone: 9349 7333

Monday to Friday: 9am – 5pm


- Reception physiotherapy
- Podiatry
- Nutrition
- Occupational therapy
- Counselling
- Family services
- Health promotion
- Family and reproductive rights
- Older persons' high-rise program.

cohealth.org.au

Central City

53 Victoria Street
Melbourne

Phone: 1300 022 247

 Tram number: 19, 57, 59

Train station: Melbourne Central Station

- Outreach support services for people experiencing homelessness or at risk of becoming homeless
- Allied health outreach services
- Mental health outreach services
- Royal Women's Hospital clinic
- Royal District Nursing Service (RDNS) HPP Nurses
- Legal services – Justice Connect and Inner Melbourne Community Legal
- Optometry
- Peer Education Support Program (PESP) workers.

Collingwood

365 Hoddle Street
Collingwood

Phone: 9411 4333

Monday to Friday: 8.30am – 5.30pm

Saturday: 9am – noon

- Reception medical (GPs)
- Pharmacy nursing
- Aged-care nursing
- Chronic conditions nurse
- Physiotherapy
- Podiatry
- Nutrition
- speech
- Paediatric clinic
- Counselling
- Family services
- Psychiatric disability and rehabilitation support services (PDRSS)
- Health promotion
- Asthma program
- Needle syringe program.

Fitzroy

75 Brunswick Street
Fitzroy

Phone: 9411 3555

Monday to Friday: 9am – 5.30pm

Saturday: 9am – noon

Drop-in clinic for homeless people:
Monday, 9am - noon.

Provides a broad range of health and welfare services.

- 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: 9411 3505.

Kensington

12 Gower Street
Kensington

Phone: 8378 1600



Bus number: 402

Train station: Kensington
(Craigieburn Line)

- Allied health services
- Social welfare services
- Health promotion programs
- Dental services
- Medical services
- Counselling and mental health services.

cohealth.org.au

Cohealth Inner Space

4 Johnston Street
Collingwood

Phone: 9468 2800

Monday to Friday: 10.30am – 6.30pm

Cohealth's primary health service for people who inject drugs plus primary needle and syringe program. Services include:

- Reception medical (GPs)
- Pharmacotherapy
- Nursing
- Physiotherapy
- Podiatry
- Nutrition
- Alcohol and other drugs (AOD) counselling
- Dual diagnosis counselling
- Psych nurse
- Hospital Admission Risk Program (HARP)
- Primary needle syringe program
- Primary health support
- Peer support
- Hepatitis C clinic.

There are allied health outreach workers situated at the centre, including:

- Nutritionist
- Physiotherapist
- Podiatrist
- Legal
- Financial.

Drop-in centre: Monday to Friday,
11am – 1pm and 3pm – 5pm

Needle syringe program:

Monday to Friday, 10.30am – 6.30pm.

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.

svhm.org.au

Flagstaff Crisis Accommodation

9 Roden Streets
West Melbourne

Phone: 9329 4800



Tram number: 57

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

- Supported accommodation
- Health services
- Psychiatric referral
- Drug and alcohol referral
- Free legal advice and assistance provided by Justice Connect – every second Tuesday (by appointment), 1pm.

Accommodates men aged over 18.

Accommodation cost:

- Disability support pension: \$30.50 per day
- Newstart allowance: \$25.50 per day
- Youth allowance: \$16 per day

salvationarmy.org.au

Open Family (Whitelion)

155 Roden Street

West Melbourne

Phone: 8354 0800

Outreach services for young people aged 10-25, including:

- Employment services
- Mentoring services
- Case management support
- Youth leadership programs
- Education and training services
- Accommodation referrals
- Drug and alcohol referrals
- Legal services referrals
- Recreational activities.

The Chatterbox Mobile Outreach Bus operates 8pm – midnight, Tuesday to Saturday evenings, offering:

- Food
- Material aid
- Brief interventions
- Referral pathways
- Case management.


openfamily.com.au

Ozanam Community Centre

268 Abbotsford Street

North Melbourne

Phone: 9329 6733

 Tram number: 57

Monday to Friday: 9am – 2.30pm

Statewide services for people at risk of and experiencing homelessness who are over 18 years old.

- Light lunch daily between noon – 1pm
- Laundry facilities
- Shower facilities
- Health services
- Dentist
- Drug and alcohol counselling
- Doctor and nurse
- Therapeutic groups
- Centrelink
- Inner Melbourne Community Legal
- Financial counselling.


vincentcare.org.au

Ozanam House

68 – 72 Chapman Street

North Melbourne

Phone: 9329 5100

 Tram number: 55, 57, 59

Supported crisis accommodation service houses men over 18 years of age.


- Crisis accommodation for men aged over 18
- 3 meals per day to residents
- Laundry facilities
- Visiting services including Centrelink, mental health and counselling services.

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. It provides:


- Residential drug and alcohol rehabilitation for up to 3 months
- Post-detox program
- Accommodation referral through withdrawal services.

vincentcare.org.au

Settlement Program

58 Holland Court
Flemington

Phone: 9376 2033

 Tram number: 57

Providing assistance to members of the community who have lived in Australia for less than five years.


- Referral service
- Domestic violence support
- Drug and gambling information
- Housing advice
- Legal information
- Citizenship advice
- Support to community groups
- Settlement issues for new arrivals.

jss.org.au

St Mary's House of Welcome

165-169 Brunswick Street
Fitzroy

Phone: 9417 6497

 Tram number: 12

Monday, Tuesday, Thursday and Friday:

8.30am – 3.30pm Wednesday and

Saturday: 8.30am – 1.30pm

- Meals program
- Showers
- Information and referral to drugs and alcohol
- Housing/health
- Programs and activities for people with mental illness
- Preferred provider of varies NDIS services
- Free breakfast: 8.45am – 9.45am
- Free morning tea: 10.30am, every day
- Free afternoon tea: 3pm, Monday, Tuesday, Thursday and Friday
- Sit down two-course lunch: noon – 1pm (cost: \$2).


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

smhow.org.au

Turning Point Drug & Alcohol Centre

54-62 Gertrude Street
Fitzroy

Phone: 8413 8444

 Tram number: 86, 96

Medical assessment and treatment of referred patients including those with:

- Pain medication dependence
- Mental health and alcohol and drug use problems (dual diagnosis)
- Alcohol use disorders
- Addiction requiring medication such as methadone
- Counselling and case management
- Residential detoxification
- Neuropsychology service for acquired brain injury
- Needle and syringe program (NSP)
- Telehealth services including phone-based and online care.

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

turningpoint.org.au

Victorian Aboriginal Health Service

186 Nicholson Street

Fitzroy

Phone: 9419 3000



Tram number: 96

Free health service is for Aboriginal and Torres Strait Islander people.

- Health services
- Psychiatric services
- Drug and alcohol counselling
- Immunisation
- Preventative care for children
- Maternal and child health
- Women's health
- Antenatal care
- Dentist.

vahs.org.au

Youth Support & Advocacy Service

394 Johnston Street

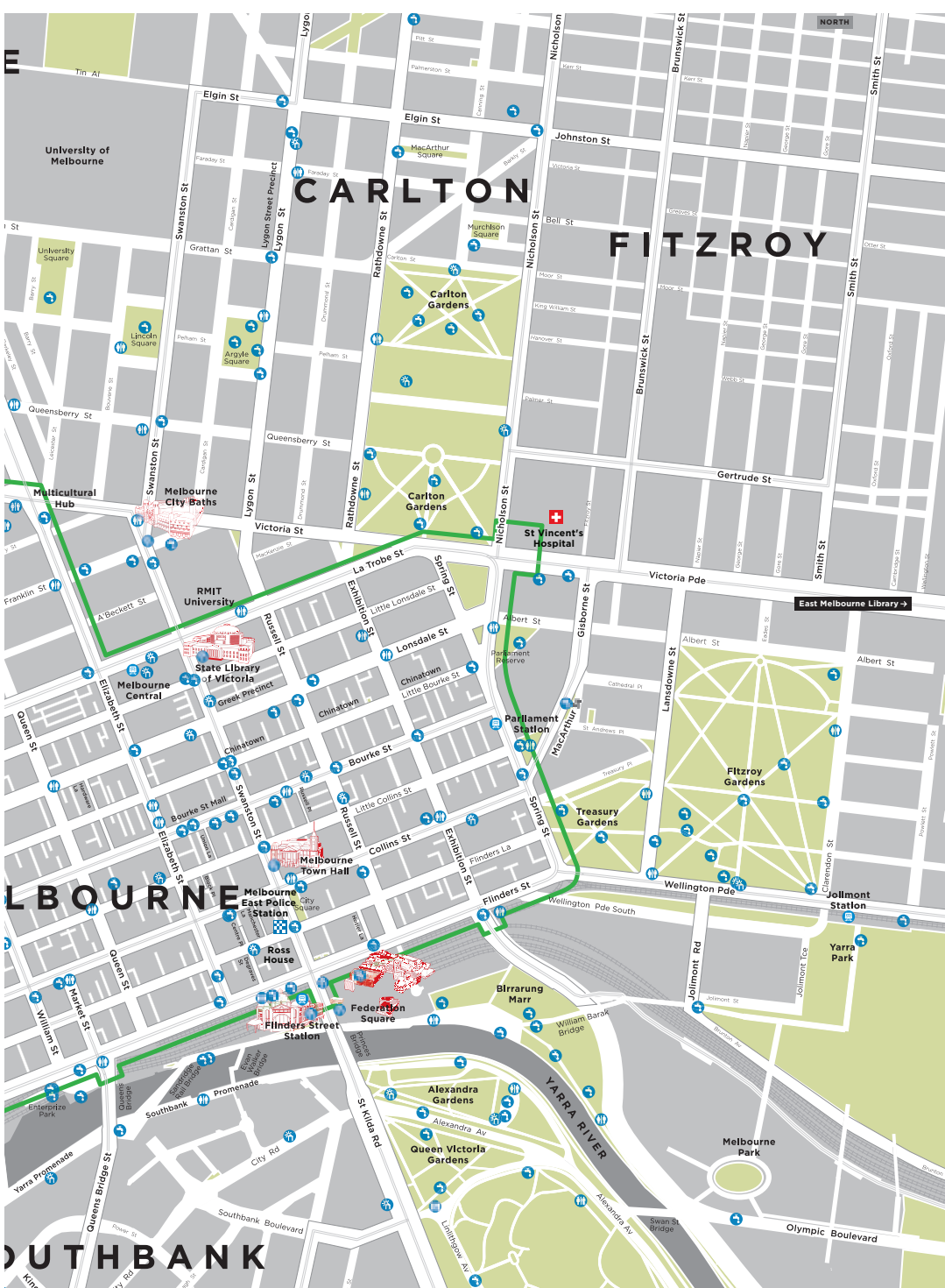
Abbotsford

Phone: 9415 8881

Drug services (before and after detox) for young people aged between 13 and 22.

ysas.org.au





Train station



Train line



Tram line



Water tap

5. HEALTH AND WELLBEING SERVICES

(including hospitals, counselling, pharmacies)

Aboriginal Family Violence Prevention and Legal Service Victoria

292 Hoddle Street
Abbotsford

Phone: 9244 3333

Free call: 1800 105 303

- Legal services
- Counselling support
- Information, referral and support
- Community education and training.

fvpls.org

Action Centre

94 Elizabeth Street
Melbourne

Phone: 9660 4700

Monday to Friday: 11am – 6pm

- Family planning clinic for people aged 25 and under.

Anglicare Victoria – Mission House

118 Napier Street
Fitzroy

Phone: 9486 0445



Tram number: 12, 86

Provides emergency relief to people with a health care card who are living in public housing and rental properties.

Assistance may be given to those living in the following postcodes: 3000, 3051, 3053, 3054, 3065, 3066, 3067, 3068, 3070.

Tuesday and Thursday:

- Food parcels: 1.30pm – 3.30pm
- Utility and pharmaceutical: 10am – 12 noon
- Op shop: 10am – 3pm.

anglicarevic.org.au

Australian College of Optometry Outreach Services

Corner Keppel and Cardigan Streets
Carlton

Phone: 9349 7400

Low cost eye care for those with limited means. Appointments bulk billed to Medicare. Glasses subsidised for pension/health care card holders.

- Homeless persons eyecare program
- Supported residential services project
- Residential aged care project
- Older persons high rise
- Aboriginal and Torres Strait Islander outreach
- Visiting disability service.

aco.org.au

Brotherhood of St Laurence Coolibah Centre

67A Brunswick Street
Fitzroy

Phone: 1300 147 147 or 9782 9831
or 9483 1345



Tram number: 12, 86

Member-based services only \$50 per year

- Breakfast: \$1
- Lunch \$3
- Afternoon tea: 20 cents
- Showers
- Laundry facilities
- Health services
- Short-term case management
- Accommodation referral
- Social engagement activities
- Psychiatric referral.

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

CASA House (Centre Against Sexual Assault)

3rd Floor, Queen Victoria
Women's Centre

210 Lonsdale Street
Melbourne

Phone: 9635 3600

Counselling and support line: 9635 3610

- Counselling
- Advocacy
- Health services
- Legal advice.

The crisis-care unit at the Royal Women's Hospital is available for recent assault victims.

casahouse.com.au

CatholicCare/St Mary of the Cross Centre

23 Brunswick Street
Fitzroy

Phone: 8417 1200



Tram number: 12

Please phone for appointments.

ccam.org.au

Central City Community Health Service (cohealth)

53 Victoria Street
Melbourne

Phone: 1300 022 247

Monday to Friday: 10am – 4pm



Tram number: 19, 57, 59

Train station: Melbourne Central Station

Outreach support service for people experiencing homelessness or at risk of becoming homeless. Services include:

- Allied health outreach
- Mental health outreach
- Royal Women's Hospital clinic
- Royal District Nursing Service (RDNS) HPP Nurses
- Legal services – Justice Connect and Inner Melbourne Community Legal
- Optometry
- Peer Education Support Program (PESP) workers.

Please refer to cohealth entry in this booklet for additional information.

cohealth.org.au

Clarendon Clinic

52 Albert Street
East Melbourne

Phone: 9417 5696

After hours: 1300 558 862

Monday to Friday: 9am – 5pm



Tram number: 24, 42, 109

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

Cohealth Cohealth

Located at 6 sites

Carlton North

622 Lygon Street

Carlton North

Phone: 9349 7333

Monday to Friday: 9am – 5pm

- Reception physiotherapy
- Podiatry
- Nutrition
- Occupational therapy
- Counselling
- Family services
- Health promotion
- Family and reproductive rights
- Older persons' high-rise program.

Central City

53 Victoria Street

Melbourne

Phone: 1300 022 247



Tram number: 19, 57, 59

Train station: Melbourne Central Station

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

- Allied health outreach services
- Mental health outreach services
- Royal Women's Hospital clinic
- Royal District Nursing Service (RDNS) HPP Nurses
- Legal services – Justice Connect and Inner Melbourne Community Legal
- Optometry
- Peer Education Support Program (PESP) workers.

Collingwood

365 Hoddle Street

Collingwood

Phone: 9411 4333

Monday to Friday: 8.30am – 5.30pm

Saturday: 9am – noon

- Reception medical (GPs)
- Pharmacy nursing
- Aged-care nursing
- Chronic conditions nurse
- Physiotherapy
- Podiatry
- Nutrition
- speech
- Paediatric clinic
- Counselling
- Family services
- Psychiatric disability rehabilitation and support services (PDRSS)
- Health promotion
- Asthma program
- Needle syringe program.

Fitzroy

75 Brunswick Street

Fitzroy

Phone: 9411 3555

Monday to Friday: 9am – 5.30pm

Saturday: 9am – noon

Drop-in clinic for homeless people: 9am - noon, Monday.

Provides a broad range of health and welfare services.

- 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: 9411 3505.

Kensington

12 Gower Street
Kensington

Phone: 8378 1600

Train station: Kensington
(Craigieburn Line)



Bus number: 402

- Allied health services
- Social welfare services
- Health promotion programs
- Dental services
- Medical services
- Counselling and mental health services.

cohealth.org.au

Inner Space

4 Johnston Street
Collingwood

Phone: 9468 2800

Monday to Friday: 10.30am – 6.30pm

Cohealth's primary health service for people who inject drugs plus primary needle and syringe program.

Services include:

- Reception medical (GPs)
- Pharmacotherapy
- Nursing
- Physiotherapy
- Podiatry
- Nutrition
- Alcohol and other drugs (AOD) counselling
- Dual diagnosis counselling
- Psych nurse
- Hospital Admission Risk Program (HARP)
- Primary needle syringe program
- Primary health support
- Peer support
- Hepatitis C clinic.

There are allied health outreach workers situated at the centre, including:

- Nutritionist
- Physiotherapist
- Podiatrist
- Legal
- Financial.

Drop-in centre: Monday to Friday, 11am - 1pm and 3pm - 5pm


Needle syringe program: Monday to Friday, 10.30am - 6.30pm.

Flagstaff Crisis Accommodation

9 Roden Streets

West Melbourne

Phone: 9329 4800

 Tram number: 57

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

- Supported accommodation
- Health services
- Psychiatric referral
- Drug and alcohol referral
- Free legal advice and assistance provided by Justice Connect – every second Tuesday (by appointment), 1pm.

Accommodates men aged over 18.

Accommodation cost:

- Disability support pension: \$30.50 per day
- Newstart allowance: \$25.50 per day
- Youth allowance: \$16 per day.

salvationarmy.org.au


Frontyard Youth Services

19 King Street

Melbourne

Phone: 9611 2411

Freecall: 1800 800 531

 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 which 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
- Employment
- Health and wellbeing
- Programs and education
- Individual support
- Legal matters
- Family matters
- Financial matters.

melbournecitymission.org.au


GROW

707 Glenhuntly Road

Caulfield South

Phone: 9528 2977

Free call: 1800 558 268

 Tram number: 67

Monday to Friday: 9am – 5pm

A movement of community mental health and mutual support self-help groups.

Weekly groups are available for people who have been through a breakdown, or who are overwhelmed by problems and painful life experiences.

grow.org.au

Living Room Primary Health Service

7-9 Hosier Lane

Melbourne

Phone: 9945 2100

Freecall: 1800 440 188

Monday to Friday: 9.30am – 4.30pm

Saturday: noon – 6pm

Living Room is made up of a team of doctors/nurses and community development workers who provide a confidential 'user friendly' free health service.

- Health services
- Referrals and information
- Chill out space
- Tea and coffee.

There are a number of co-located services including:

- Centrelink
- Podiatry
- Dieticians
- Mental health nurses
- Social worker
- Hepatitis C clinic
- Liver clinic
- Housing services
- Youth response
- Employment agency
- Dual diagnosis counselor
- Occupational therapist
- Women's wellness worker
- Drop in or contact outreach workers by phone.

youthprojects.org.au

McAuley Community Services for Women - McAuley House Program

1-3 Pickett Street

Footscray

Phone: 9283 9800



Tram number: 82



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

Train station: located between Footscray and Middle Footscray stations

If you need further information, phone Carol Vale, Head of Head of Community Services, on 9371 6600.

mcauleycsw.org.au

Melbourne Counselling Service

Level 2, 69 Bourke Street

Melbourne

Phone: 9653 3250

- Gambling counselling
- Youth sexual assault counselling
- A unit of Gamblers Help
- Financial counselling
- General counselling.

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 Thursday: 8.30am – 5pm

Thursday: 5pm – 6.30pm

(by appointment only)

Friday: 1pm – 5pm

- Sexual health services
- Pregnancy testing
- Counselling
- Pharmacy
- Needle exchange
- Result and information line.

mshc.org.au

North West Outreach Service

Phone: 1800 170 556 or 0418 170 556

Monday to Sunday: 6pm – 2am

Needle and syringe program.

See website for full listing of locations.

youthprojects.org.au/health/programs/mobile-syringe-exchange

Orygen Youth Health

35 Poplar Road

Parkville

Phone: 9342 2800

Triage (new referrals):

1800 888 320



Tram number: 55 (stop 26)

Train station: Royal Park (Upfield Line)

Public mental health service for young people aged between 15 and 24 living in the western and north-western regions of Melbourne.

oyh.org.au

Ozanam Community Centre

268 Abbotsford Street

North Melbourne

Phone: 9329 6733



Tram number: 57

Statewide services for people at risk of and experiencing homelessness who are over 18 years old.

Monday to Friday: 9am – 2.30pm

- Light lunch daily between noon – 1pm
- Laundry facilities
- Shower facilities
- Health services
- Dentist
- Drug and alcohol counselling
- Doctor and nurse
- Therapeutic groups
- Centrelink
- Inner Melbourne Community Legal
- Financial counselling.

vincentcare.org.au

Ozanam House

68 – 72 Chapman Street
North Melbourne

Phone: 9329 5100



Tram number: 55, 57, 59

Supported crisis accommodation
service houses men over 18 years of age.

- Crisis accommodation
- 3 meals per day to residents
- Laundry facilities
- Visiting services including
Centrelink, mental health and
counselling services.

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

10 Inkerman Street
St Kilda

Phone: 1800 458 752 or 9525 1300

- Information
- Education
- Counselling/support
- Referrals
- Advocacy.

sexworker.org.au

Royal District Nursing Service (RDNS) Homeless Person's Program

551 King Street
West Melbourne

Phone: 1300 334 455

- Health assessments, education,
information and advice
- Health care treatment and
on going assistance
- Advocacy and support referral to other
services that can help including legal,
housing eye tests, and dental.

rdns.com.au

Royal Melbourne Hospital

300 Grattan Street
Parkville

Phone: 9342 7000



Tram number: 19, 55, 59

Outpatient emergency, allied health and
mental health programs.

Royal Victorian Eye & Ear Hospital

32 Gisborne Street
East Melbourne

Phone: 9929 8666



Tram number: 30, 12, 109

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

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 and
newborns. Includes outpatient emergency
services.

Sacred Heart Mission – Hands on Health Clinic

1/99 Grey Street
St Kilda

Phone: 9536 8456

- Provides allied health and
complementary therapies such as
podiatry, chiropractic, physiotherapy,
remedial massage
- A payment of \$4 is requested however
treatment will not be refused if a person
is unable to pay
- Appointment required
- Priority is given to people who hold a
pension/health care card or are living
in unstable accommodation and live in
the City of Port Phillip or have been
referred by an agency.

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.

safesteps.org.au.

Salvation Army – Hamodava Café

69 Bourke Street
Melbourne

A safe place for Melbourne's homeless and marginalised, providing free meals Monday to Friday:

- Breakfast: 9am - 10.30am
- Lunch - 11.30am - 1pm.
- Assessment and referral for drugs and alcohol, mental health and legal services.

St Mary's House of Welcome

165-169 Brunswick Street
Fitzroy

Phone: 9417 6497



Tram number: 12

Monday, Tuesday, Thursday and Friday:
8.30am – 3.30pm

Wednesday and Saturday: 8.30am – 1.30pm

- Meals program
- Showers
- Information and referral to drugs and alcohol
- Housing/health
- Programs and activities for people with mental illness
- Preferred provider of varies NDIS services
- Free breakfast: 8.45am – 9.45am
- Free morning tea: 10.30am, every day
- Free afternoon tea: 3pm, Monday, Tuesday, Thursday and Friday
- Sit down two-course lunch: noon – 1pm (cost: \$2).

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

smhow.org.au

St Vincent's Hospital

41 Victoria Parade
Fitzroy

Phone: 9231 2211



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

Provides a range of services, including outpatient emergency and critical care services, allied health, mental health and residential care.

The Alfred

55 Commercial Road
Melbourne

Phone: 9076 2000



Tram number: 72

- Acute medical and surgical hospital services
- Inpatient and outpatient treatment including geriatric medicine
- Centre for heart-lung
- Transplants and treatment of trauma, HIV/AIDS, hemophilia and adult burns
- After-hours emergency and casualty services.

alfredhealth.org.au

The Drum Youth Services

100 Drummond Street
Carlton

Phone: 9663 6733



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


- School-based services
- Recreation programs
- Personal support, advocacy and referral
- Personal development and leadership programs
- Youth events
- Counselling
- Queer youth.

ds.org.au
thedrum.org.au

Turning Point Drug & Alcohol Centre

54-62 Gertrude Street
Fitzroy

Phone: 8413 8444

 Tram number: 86, 96

Medical assessment and treatment of referred patients including those with:

- Pain medication dependence
- Mental health and alcohol and drug use problems (dual diagnosis)
- Alcohol use disorders
- Addiction requiring medication such as methadone
- Counselling and case management
- Residential detoxification
- Neuropsychology service for acquired brain injury
- Needle and syringe program (NSP)
- Telehealth services including phone-based and online care.


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

turningpoint.org.au

Victorian Aboriginal Health Service

186 Nicholson Street
Fitzroy

Phone: 9419 3000

 Tram number: 96

Free health service for Aboriginal and Torres Strait Islander people.


- Health services
- Psychiatric services
- Drug and alcohol counselling
- Immunisation
- Preventative care for children
- Maternal and child health
- Women's health
- Antenatal care
- Dentist.

vahs.org.au

Waratah Clinic

Level 2, 641 Mt Alexander Road
Moonee Ponds

Phone: 9377 3400


 Tram number: 59

Waratah assists homeless people aged over 18 who have a psychiatric illness. Mainly in the inner-west region, and services night shelters, Office of Housing units and squats.

Wintringham

Level 1, 136 Macaulay Road
Kensington

Phone: 9376 1122

 Tram number: 59

Provides quality care, accommodation and support services to men and women aged over 50 who have limited financial resources and are either homeless or at risk of becoming homeless.

- Residential care
- Outreach – support and accommodation referral
- Housing – nursing home, independent living units and long term housing support
- Community care packages – home based care, support and case management.

wintringham.org.au

Women's House Information Centre (WHICH)

Royal Women's Hospital
20 Flemington Road
Parkville

Phone: 1800 442 007

Monday to Friday: 9am – 5pm

- Women's health issues including pap tests, breast health, sexually transmissible infections (STIs).

Women's Health West

317-319 Barkly Street
Footscray

Phone: 9689 9588

Train line: Sunbury station

(Werribee or Williamstown lines)



Bus number: 216, 219, 220

Women's Health West is committed to improving equity and justice for women in Melbourne's diverse western region. 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.

whwest.org.au

Young People's Health Service

19 King Street
Melbourne

Phone: 9611 2409

Monday to Friday: 9am – 4.30 pm

- Health services (free for young people aged between 12 and 24)
- Provides primary health care.

rch.org.au/adolescent-medicine/young-peoples-health-service/

Youth Services - cohealth

49-53 Buncle Street
North Melbourne

Phone: 8378 1600



Bus number: 402

Train line: Macauley (Upfield line)

You can ask to speak to a male or female youth worker. Service is based at North Melbourne Community Centre.

- Social support
- Advocacy and referral
- Youth arts programs
- School-based programs
- Groups for young men and women
- Male or female youth worker available
- Youth counselling.

cohealth.org.au

6. LEGAL AND FINANCIAL SERVICES

Aboriginal Family Violence Prevention and Legal Service Victoria

292 Hoddle Street
Abbotsford

Phone: 9244 3333

Free call: 1800 105 303

- Legal services
- Counselling support
- Information, referral and support
- Community education and training.

fvpls.org

CASA House Centre Against Sexual Assault

3rd Floor Queen Victoria
Women's Centre
210 Lonsdale Street
Melbourne

Phone: 9635 3600

Counselling and
support line: 9635 3610

- Counselling
- Advocacy
- Health services
- Legal advice.

The crisis-care unit at the Royal
Women's Hospital is available
for recent assault victims.

casahouse.com.au

Central City Community Health Service (cohealth)

53 Victoria Street
Melbourne

Phone: 1300 022 247



Tram number: 19, 57, 59

Train station: Melbourne Central Station

Monday to Friday: 10am – 4pm

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

- Allied health outreach services
- Mental health outreach services
- Royal Women's Hospital clinic
- Royal District Nursing Service (RDNS)
HPP Nurses
- Legal services – Justice Connect and
Inner Melbourne Community Legal
- Optometry
- Peer Education Support Program
(PESP) workers.

Please refer to cohealth entry in this
booklet for additional information.

cohealth.org.au

Centrelink

Phone: 132 850

Centrelink is an Australian Government
agency which delivers a range of services
to the community, including social
security payments. Phone to make
an appointment.

Fitzroy Legal Service

Level 4, Fitzroy Town Hall
Fitzroy

(access via courtyard near 126 Moor Street)

Phone: 9419 3744

Fax: 9416 1124

Email: enquiries@fitzroy-legal.org.au

All mail to be delivered to:

PO Box 297

Fitzroy VIC 3065

(DX no. 96611)

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

Monday to Friday: 9am – 5pm

- Drop-in service: Monday to Friday, 6.30pm – 8pm (free legal advice available)
- Richmond outreach: 6.30pm – 8pm (appointment required)
- Family law clinic: 6.30pm – 8pm (appointment required)
- Animal law clinic: 6.30pm – 8pm (appointment required)
- Lesbian, gay, bisexual, transgender, intersex, queer (LGBTIQ) clinic: 6.30pm – 8pm (appointment required).

fitzroy-legal.org.au/

Flemington & Kensington Community Legal Centre

22 Bellair Street
Kensington

Phone: 9376 4355

Free legal advice and assistance for Flemington and Kensington residents.

Monday to Friday: 9am – 5pm

(closed 12.30pm – 1.30pm for lunch)

Monday: 6pm – 7pm (appointments only).

[communitylaw.org.au/
flemingtonkensingtonw](http://communitylaw.org.au/flemingtonkensingtonw)

Frontyard Youth Services

19 King Street

Melbourne

Phone: 9611 2411

Freecall: 1800 800 531



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 or experiencing homelessness, Frontyard is a state-wide service which 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
- Employment
- Health and wellbeing
- Programs and education
- Individual support
- Legal matters
- Family matters
- Financial matters.

melbournecitymission.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 your rights regarding homelessness support services, making a complaint, and advocating on your behalf.

chp.org.au/services/has

Inner Melbourne Community Legal

Suite 2, 508 Queensberry Street
North Melbourne
Phone: 9328 1885



Tram number: 57

Free legal information, advice and casework. Appointment required.

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

imcl.org.au

Justice Connect

Homeless Law

Level 17, 461 Bourke Street
Melbourne

Free call: 1800 606 313

Provides free legal advice and assistance to people who are, or are at risk of becoming, homeless. It operates from a number of outreach locations within the City of Melbourne.

The service assists with:

- Infringements that are related to homelessness
- Tenancy
- Credit and debt
- Guardianship and administration.

justiceconnect.org.au

Melbourne Counselling Service

Level 2, 69 Bourke Street
Melbourne

Phone: 9653 3250

- Gambling counselling
- Youth sexual assault counselling
- A unit of Gamblers Help
- Financial counselling
- General counselling.

melbournecounsellingservice.org.au

Open Family (Whitelion)

155 Roden Street
West Melbourne

Phone: 8354 0800

Outreach services for young people aged 10-25, including:

- Employment services
- Mentoring services
- Case management support
- Youth leadership programs
- Education and training services
- Accommodation referrals
- Drug and alcohol referrals
- Legal services referrals
- Recreational activities.

The Chatterbox Mobile Outreach Bus operates Tuesday to Saturday, 8pm - midnight.

- Food
- Material aid
- Brief interventions
- Referral pathways
- Case management.

openfamily.com.au

Salvation Army – Hamodava Café

69 Bourke Street
Melbourne

Breakfast: 9am – 10.30am

Lunch: 11.30am – 1pm

A safe place for Melbourne's homeless and marginalised youth.

- Free meals, Monday to Friday
- Assessment and referral for drugs and alcohol, mental health and legal services.

Settlement Program

58 Holland Court
Flemington

Phone: 9376 2033



Tram number: 57

Provides assistance to members of the community that have lived in Australia for less than five years.

- Referral service
- Domestic violence support
- Drug and gambling information
- Housing advice
- Legal information
- Citizenship advice
- Support to community groups
- Settlement issues for new arrivals.

jss.org.au

Victoria Police

- 313 Spencer Street
Docklands 3008
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.

police.vic.gov.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.

vals.org.au

Victoria Legal Aid

570 Bourke Street
Melbourne

Phone: 1300 792 387

- Legal advice
- Public library
- Representation at court and tribunals.

legalaid.vic.gov.au

WIRE Women's Information

372 Spencer Street
West Melbourne

Phone: 9348 9416 or 1300 134 130

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

WIRE services include:

- Telephone support service: 9am – 5pm, Monday to Friday (except public holidays and weekends)
- Livechat support service (wire.org.au): 9am – 5pm, Monday to Friday (except public holidays and weekends)
- Women's Information Centre – 372 Spencer Street, West Melbourne: 9.30am – 4.30pm, Monday to Friday (except public holidays and weekends). No appointments needed. Drop in for face-to-face support or free computer and internet access
- Email support service: inforequests@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
- Legal clinics
- Monthly seminars.

wire.org.au

Women's Legal Service

Level 10, 277 William Street
Melbourne

Phone: 8622 0600

Monday to Friday: 9am – 5pm

Women's Legal Service is a not-for-profit organisation providing free and confidential legal information, advice, referrals and representation to women in Victoria.

womenslegal.org.au

7. ASSISTANCE WITH EMPLOYMENT SERVICES

(including Living Room)

Centrelink

Phone: 132 850

Centrelink is an Australian Government agency delivering a range of services to the community, including social security payments. Phone to make an appointment.

Fitted for Work

Ground Floor

Queen Victoria Women's Centre

210 Lonsdale Street

Melbourne

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, personal outfitting, work experience and a range of transition to work and staying employed programs.

fittedforwork.org/

Frontyard Youth Services

19 King Street

Melbourne

Phone: 9611 2411

Freecall: 1800 800 531



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 which 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
- Employment
- Health and wellbeing
- Programs and education
- Individual Support
- Legal
- Family
- Financial.

melbournecitymission.org.au

Inner Melbourne VET Cluster (IMVC)

Phone: 9686 2354

*Making Alternatives Program
(MAP) Program – Term 4 (10 weeks)*

is designed for young adults aged 15-18 years, seeking an alternative learning environment to mainstream schooling. Students will participate in career and industry exploration activities beyond the classroom. The program's small-group setting will also provide for a more supportive and individualised approach to learning.

The Springboard Program provides outreach case management and funding to young people who are, or have been, in residential out-of-home care, aged 16-21, who are disengaged from education, training or employment. The young person has to be subject to a Custody of Secretary Order or a Guardianship Order on or after their 16th birthday to be eligible for springboard support.

imvc.com.au

The Big Issue Australia

Ground Level, 673 Bourke Street
(enter via Godfrey Street)
Melbourne

Phone: 9602 7600

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

- Earn money as a magazine vendor
- Gain confidence and learn skills
- Choose your own hours
- No referral process needed
- Get fit with the Community Street Soccer Program (see website for details).

thebigissue.org.au

The Drum Youth Services

100 Drummond Street
Carlton

Phone: 9663 6733



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

- School-based services
- Recreation programs
- Personal support, advocacy and referral
- Personal development and leadership programs
- Youth events
- Counselling
- Queer youth.

ds.org.au

thedrum.org.au

Travellers Aid

Head Office, City Village
Level 3, 225 Bourke Street
Melbourne

Phone: 9654 2600

Service locations:

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
- Companion service (free service call: 1300 700 399)
- Clean and accessible restrooms/ bedroom for hire, internet hire and showers, (fee applies)
- Baby change facilities, family friendly resting lounge
- Free personal care for people with a disability (assistance with meals and communication, fully accessible toilets with hoist and adult change table: Monday to Friday, 10am - 5pm, and Saturday, 11am - 4pm).

Travel-related Emergency Relief (Southern Cross Station)

Phone: 9670 2873

Monday, Wednesday and Friday:
10.30am – 4pm

Saturday and Sunday: noon - 4pm

- Information and referrals
- Assistance with travel fares in crisis situations for metropolitan Melbourne and regional Victoria subject to assessment.

WIRE Women's Information

372 Spencer Street
West Melbourne

Phone: 9348 9416 or 1300 134 130

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

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WIRE's free programs for women include:

- Computer classes
- Job coaching sessions
- AMICA women's lunch and activity club
- Legal clinics
- Monthly seminars.

wire.org.au

How to contact us

Online: melbourne.vic.gov.au

In person:

Melbourne Town Hall - Administration Building
120 Swanston Street, Melbourne
Monday to Friday, 7.30am - 5pm
(Public holidays excluded)

Telephone: 03 9658 9658

Monday to Friday, 7.30am - 6pm
(Public holidays excluded)

In writing:

City of Melbourne
GPO Box 1603
Melbourne VIC 3001
Australia

Fax: 03 9654 4854

Translation services:

03 9280 0716	አማርኛ
03 9280 0717	廣東話
03 9280 0718	Ελληνικά
03 9280 0719	Bahasa Indonesia
03 9280 0720	Italiano
03 9280 0721	國語
03 9280 0722	Soomaali
03 9280 0723	Español
03 9280 0724	Türkçe
03 9280 0725	Việt Ngữ
03 9280 0726	All other languages

National Relay Service:

If you are deaf, hearing impaired or speech-impaired, call us via the National Relay Service: Teletypewriter (TTY) users phone 1300 555 727 then ask for 03 9658 9658
Monday to Friday, 9am - 5pm
(Public holidays excluded)