



# Helping Out Guide

A Guide to finding support services and agencies in Melbourne

2020 – 2021

The Helping Out guide 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, medical)
6. Legal and financial services
7. Assistance with employment services

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 (June 2020).

#### How to use the Helping Out Guide

This guide 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, 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.

#### Acknowledgment of Traditional Owners

The City of Melbourne respectfully acknowledges the Traditional Owners of the land, the Boon Wurrung and Woiwurrung (Wurundjeri) peoples of the Kulin Nation and pays respect to their Elders, past and present.

For the Kulin Nation, Melbourne has always been an important meeting place for events of social, educational, sporting and cultural significance.

Today we are proud to say that Melbourne is a significant gathering place for all Aboriginal and Torres Strait Islander people.

The following electronic resources are also available:

[Aboriginal Housing Victoria](#)<sup>1</sup>

[City of Melbourne](#)<sup>2</sup>

[Council to Homeless Persons](#)<sup>3</sup>

[Homelessness Australia](#)<sup>4</sup>

[InfoXchange – Housing and Homelessness](#)<sup>5</sup>

[Justice Connect Homeless Law](#)<sup>6</sup>

[The Victorian Equal Opportunity and Human Rights Commission](#)<sup>7</sup>

[VicEmergency real-time emergency information](#)<sup>8</sup>

[VCOSS Victorian Council of Social Services](#)<sup>9</sup>

[Victorian State-wide Human Services Directory](#)

[YACVic Youth Affairs Council of Victoria](#)<sup>10</sup>

Ask Izzy is an A–Z directory that 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 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](#)<sup>11</sup>

Helpful phone numbers

Emergency – Police, Fire, Ambulance 000

Alcoholics Anonymous 1300 222 222

After hours Child protection emergency service 13 12 78

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 11 14

Maternal and Child Health Line 13 22 29

MensLine Australia 1300 789 978

Opening Doors 24-hour state-wide support line 1800 825 955

Narcotics Anonymous Victoria 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) 1300 134 130

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<sup>1</sup> <http://www.ahvic.org.au/>

<sup>2</sup> <http://www.melbourne.vic.gov.au/>

<sup>3</sup> <http://www.chp.org.au/>

<sup>4</sup> <http://www.homelessnessaustralia.org.au/>

<sup>5</sup> <http://www.infoxchange.net.au/>

<sup>6</sup> <http://www.justiceconnect.org.au/>

<sup>7</sup> <http://www.humanrightscscommission.vic.gov.au/>

<sup>8</sup> <http://www.emergency.vic.gov.au/>

<sup>9</sup> <http://www.vcooss.org.au/>

<sup>10</sup> <http://www.humanservicesdirectory.vic.gov.au/>

<sup>10</sup> <http://www.yacvic.org.au/>

<sup>11</sup> <http://www.askizzy.org.au/>

### **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 emergencies that may be caused by these events.

[VicEmergency](#)<sup>12</sup> 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 as well as a Heatwave support program with 11 participating agencies. 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 kinds of extreme weather support are available.

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<sup>12</sup> [emergency.vic.gov.au](https://emergency.vic.gov.au)

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# 1. Homelessness Accommodation

(Including rental assistance and housing pathways/applications)

## **Adult Outreach Support Services**

195 Flemington Road, North Melbourne

Phone: 9321 2977

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.

[Visit Vincent Care Victoria](#)<sup>13</sup>

## **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. Supported accommodation for males over 18.

Services include:

- case management support
- allied health services
- mental health referrals
- drug and alcohol referral
- health and wellbeing programs
- employment and education support.

Nightly accommodation cost varies, dependent on income.

Accommodation includes:

- three meals per day for residents
- laundry facility for residents.

[Visit Salvation Army](#)<sup>14</sup>

## **Salvation Army – Open Door**

166 Boundary Road, North Melbourne

Phone: 9329 6988

Tram number: 57

Monday to Friday: 8am – 5pm

Supported accommodation for males over 18.

Services include:

- case management support
- allied health services
- mental health referrals
- drug and alcohol referral
- health and wellbeing programs
- employment and education support.

Nightly accommodation cost varies, dependent on income.

Accommodation includes:

- three meals per day for residents
- laundry facility for residents.

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<sup>13</sup> <http://www.vincentcare.org.au/>

<sup>14</sup> <http://www.salvationarmy.org.au/>

[Visit Salvation Army](#)<sup>15</sup>

### **Frontyard Youth Services**

19 King Street, Melbourne

Phone: 9977 0077 or free call: 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 that provides a range of free programs for 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 Frontyard Youth Services](#)<sup>16</sup>

### **Launch Housing Collingwood**

68 Oxford Street, Collingwood

Phone: 9288 9611

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.

[Visit Launch Housing](#)<sup>17</sup>

### **Launch Housing Southbank**

52 Haig Street, South Melbourne

Phone: 9556 5777

Tram number: 96, 112

- Services include:
- Referrals through Opening Doors: 1800 825 955
- Short-term supported crisis accommodation for men, women and couples (including women only rooms)
- Accommodation support (all hours, every day)
- Case management and planning
- Health services and activities/programs.

[Visit Launch Housing](#)<sup>17</sup>

### **Launch Housing St Kilda**

122 Chapel Street, St Kilda

Phone: 8598 1111

Tram number: 16, 3

Services include:

- Initial assessment and planning for access to crisis accommodation, support and housing
- Limited housing-related financial assistance

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<sup>15</sup> <http://www.salvationarmy.org.au/>

<sup>16</sup> <http://www.frontyard.org.au/>

<sup>17</sup> <http://www.launchhousing.org.au/>

- Assistance with public and community housing applications.

[Visit Launch Housing](#)<sup>17</sup>

### **Launch Housing Cheltenham**

Level 1, 11 Chesterville Road, Cheltenham

Phone: 9556 5777

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.

[Visit Launch Housing](#)<sup>17</sup>

### **Launch Housing Rough Sleeper Initiative**

122 Chapel Street, St Kilda

Phone: 8598 1111

Tram number: 16, 3

Assertive outreach to people sleeping rough in inner metro areas to link with crisis accommodation and support programs.

[Visit Launch Housing](#)<sup>17</sup>

### **Open Family (Whitelion)**

155 Roden Street, West Melbourne

Phone: 8354 0800 or 1300 669 600

Services include:

- outreach services for young people aged 10 to 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.

Services include:

- food
- material aid
- brief interventions
- referral pathways
- case management.

[Visit Open Family Australia](#)<sup>18</sup>

[Visit Whitelion](#)<sup>19</sup>

### **Ozanam House**

179 Flemington Road, North Melbourne

Phone: 8327 7500

Tram number: 55, 57, 59

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<sup>18</sup> <http://www.openfamily.com.au/>

<sup>19</sup> <http://www.whitelion.asn.au/>

Supported crisis accommodation service for single men and women over 18 years of age.

Services include:

- three meals per day to residents
- laundry facilities
- visiting services including Centrelink, mental health and counselling services.

[Visit VincentCare Victoria](#)<sup>13</sup>

### **Quin House**

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](#)<sup>13</sup>

### **Sacred Heart Mission**

87 Grey Street, St Kilda

Phone: 9537 1166

Tram number: 16, 96

Services include:

- Free breakfast: 8.30am – 10.30am, Monday to Friday; 9am – 10.30am, Saturday, Sunday (including 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 Wednesday.

[Visit Sacred Heart Mission](#)<sup>20</sup>

### **Safe Steps Family Crisis Response Centre**

Phone: 9928 9600 (business hours) or 1800 015 188 (24 hour service)

Email: [admin@safesteps.org.au](mailto:admin@safesteps.org.au)

Victoria's state-wide response 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](#) Error! Bookmark not defined.

### **Salvation Army – The Open Door**

166 Boundary Road, North Melbourne

Phone: 9329 6988

Tram number: 57

Referrals via Launch Housing. Enter through Flagstaff Crisis Accommodation or Ozanam House. Supported accommodation for males over 18.

Services include:

- case management support
- allied health services
- mental health referrals
- drug and alcohol referral
- health and wellbeing programs

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<sup>20</sup> <http://www.sacredheartmission.org/>

- employment and education support.

Nightly accommodation cost varies, dependent on income.

Accommodation includes:

three meals per day for residents

laundry facility for residents.

### **St Mary's House of Welcome**

165-169 Brunswick Street, Fitzroy

Phone: 9417 6497

Tram number: 12, 11

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

Wednesday: 8.30am – 1.30pm

Saturday: 8.30am – 12.45pm

Services include:

- meals program
- showers
- drugs and alcohol information and referral
- Interim case management and support
- housing and health
- programs and activities promoting social inclusion, health promotion and harm minimisation
- NDIS mental health service free breakfast: 8.45am – 9.45am
- free morning tea: 10.30am, every day
- free afternoon tea: 3pm, Monday, Tuesday, Thursday and Friday
- free sit-down two-course lunch: 12noon – 1pm

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

[Visit St Mary's House of Welcome](#)<sup>21</sup>

### **Stopover Youth Refuge**

Phone: 8486 2133 or 8486 2111 or 1800 825 955

Housing support program for people aged 16 to 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](#)<sup>22</sup>

### **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 in the Hume and Moreland local government areas.

[Visit VincentCare Victoria](#)<sup>13</sup>

### **VincentCare Youth Support Service**

175 Glenroy Road, Glenroy

Phone: 9304 0100

Outreach housing support services for young people aged 16 to 25 years who are experiencing homelessness.

[Visit VincentCare Victoria](#)<sup>13</sup>

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<sup>21</sup> <http://www.smhow.org.au/>

<sup>22</sup> <http://www.melbournecitymission.org.au/>

**Wintringham**

136 Mount Alexander Road, Flemington

Advice and information line: 9034 4824

Tram number: 59

Monday to Friday: 9am – 5pm

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.

Services include:

- 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.

[Visit Wintringham Specialist Aged Care](#)<sup>23</sup>

**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](#)<sup>24</sup>

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<sup>23</sup> <http://www.wintringham.org.au/>

<sup>24</sup> <https://womenshousing.com.au/>

## 2. Services for Women

### **CASA House Centre Against Sexual Assault**

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

Intake crisis line: 9635 3610 or admin line: 9635 3600

Services include:

- counselling
- advocacy
- health services
- legal advice.

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

[Visit CASA House](#)<sup>25</sup>

### **Council of Single Mothers & their Children (CSMC) Vic**

Level 1, Queen Victoria Women's Centre, 210 Lonsdale Street, Melbourne

Support Line: 9654 0622 or outside Melbourne: 1300 552 511

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

Email: [csmc@csmc.org.au](mailto: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 telephone support, information and referral 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.

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](#)<sup>26</sup>

### **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](#)<sup>27</sup>

### **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

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<sup>25</sup> <http://www.casahouse.com.au/>

<sup>26</sup> <http://www.csmc.org.au/>

<sup>27</sup> <http://www.svhm.org.au/>

- personal outfitting
- work experience
- transition to work and staying employed programs.

[Visit Fitted for Work](#)<sup>28</sup>

### **McAuley Community Services for Women - McAuley House Program**

81-83 Paisley Street, Footscray

Phone: 9362 8900

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 Head of Community Services on 9371 6600.

[Visit McAuley Community Services for Women](#)<sup>29</sup>

### **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 for women experiencing pregnancy or gynaecological problems only.

[Visit The Royal Melbourne Hospital](#)<sup>30</sup>

### **Sacred Heart Mission**

87 Grey Street, St Kilda

Phone: 9537 1166

Tram number: 16, 96

Services include:

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

[Visit Sacred Heart Mission](#)<sup>20</sup>

### **Sacred Heart Mission's Women's House**

65 Robe Street, St Kilda

Tram Number: 16, 67

Monday to Friday: 8.30am – 1.30pm

A safe drop-in centre for women, which provides:

- free lunch from 11.45am – 1.15pm
- assistance with housing and referrals, physical and mental health, case management and support
- showers, laundry and telephones
- computer and internet
- social inclusion activities and visiting support services.

[Visit Sacred Heart Mission](#)<sup>20</sup>

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<sup>28</sup> <http://www.fittedforwork.org/>

<sup>29</sup> <http://www.mcauleycsw.org.au/>

<sup>30</sup> <http://www.thermh.org.au/>



### **Safe Steps Family Violence Response Centre**

Phone 9928 9600 (business hours) or 1800 015 188 (24 hour service)

Email: [admin@safesteps.org.au](mailto:admin@safesteps.org.au)

Safe steps Family Violence Response Centre is Victoria's state-wide first response for women, young people and children experiencing family violence.

[Visit Safe Steps](#) Error! Bookmark not defined.

### **WIRE Women's Information**

372 Spencer Street, West Melbourne

Helpline: 1300 134 130 or admin line: 9348 9416

Email: [support@wire.org.au](mailto:support@wire.org.au) (response within 2 working days).

Free support, information for all Victorian women, non-binary and gender diverse people on any issues – from leaving a violent relationship to coping with depression – and everything in between.

Services include:

- Support line: Monday to Friday: 9am – 5pm (except public holidays and weekends)
- online chat – live chat support services: ([wire.org.au](http://wire.org.au)): Monday to Friday: 9.30am – 4.30pm (except public holidays and weekends)
- women's information centre – open to the public Monday to Friday: 9.30am – 4.30pm (except public holidays).
- Walk in centre open to the public Monday to Friday: 9.30am – 4.30pm (except public holidays and weekends) 372 Spencer Street, West Melbourne. No appointment needed. Drop in for face-to-face support or free computer and internet access.

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

legal and financial guidance clinics.

[Visit WIRE<sup>31</sup>](#)

### **Women's Welcome Centre**

Royal Women's Hospital

20 Flemington Road, Parkville

Phone: 8345 3037

Tram number: 58, 59

Monday to Friday: 9am – 5pm

Provides support and assistance to patients and visitors to the Women's. Information on a range of women's health issues is available in English and other community languages.

[Visit The Royal Melbourne Hospital<sup>30</sup>](#)

### **Women's Health West**

317-319 Barkly Street, Footscray

Phone: 9689 9588

Train station: Middle Footscray (Sunbury line)

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

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<sup>31</sup> <https://www.wire.org.au/>

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

All services are free and confidential.

[Visit Women's Health West](#)<sup>32</sup>

### **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](#)<sup>24</sup>

### **Women's Legal Service**

Level 10, 277 William Street, Melbourne

Phone: 8622 0600

Email: [admin@womenslegal.org.au](mailto:admin@womenslegal.org.au)

Legal advice line: Tuesday and Thursday: 5.30pm – 7.30pm: 8622 0600 ext.1. or free call: 1800 133 302

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

### **Duty Lawyer Service**

Melbourne Magistrates Court, 233 William Street, Melbourne

Monday to Friday: 9.30am – 1pm

[Visit Women's Legal Service Victoria](#) Error! Bookmark not defined.

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<sup>32</sup> <http://www.whwest.org.au/>

<sup>27</sup> <https://womenshousing.com.au/>

### 3. Essential Items and Services

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

#### **Anglicare Victoria – Lazarus Centre**

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

Phone: 9419 3288 or 0458 750 031

Tram number: 11, 12, 42, 109

Services include:

- breakfast: Monday to Sunday: 7.30am – 9am
- BBQ lunch: every Friday: 11am – 12noon
- clothes
- toiletries.

[Visit Anglicare Victoria](#)<sup>33</sup>

#### **Anglicare Victoria – St Mark's Community Centre**

250 George Street, Fitzroy

Phone: 9419 3288

Tram number: 12, 86

Drop-in centre: Monday to Friday: 11am – 3pm.

Services include:

- bread, fruit, vegetables, weekly food parcels for the homeless
- lunch
- tea and coffee facilities
- showers
- washing machines and dryers
- toiletries
- public telephones
- advice and referral.

[Visit Anglicare Victoria](#)<sup>33</sup>

#### **Brotherhood of St Laurence - Coolibah Centre**

67A Brunswick Street, Fitzroy

Phone: 1300 147 147 or 9483 1345

Tram number: 11, 86

Member-based services only. Fees apply.

Services include:

- breakfast: \$1
- lunch: \$3
- afternoon tea: 20 cents
- showers
- laundry facilities
- health services
- short-term case management
- accommodation referral
- social engagement activities
- psychiatric referral.

[Visit Brotherhood of St Laurence - Coolibah Centre](#)<sup>34</sup>

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<sup>33</sup> <http://www.anglicarevic.org.au/>

<sup>34</sup> <http://www.bsl.org.au/services/older-people/coolibah-centre/>  
<http://carlton-uca.org/>

### **Church of All Nations**

180 Palmerston Street, Carlton

Phone: 9347 7077

Tram number: 1, 8

Services include:

- lunch: Tuesday: 11.30am – 1pm (with gold coin donation)
- food pantry: Tuesday, Wednesday and Thursday: 10am – 12noon (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.

[Visit Church of all Nations](#)

### **Cohealth**

Community health services located across the northern and western suburbs of Melbourne and the CBD.

### **Central City**

53 Victoria Street, Melbourne

Phone: 9448 5536

Tram number: 19, 57, 59

Train station: Melbourne Central Station

Monday to Friday: 10am – 4pm. Closed on weekends.

Health and support services for people who are rough sleeping, couch surfing, living in a car, tent, squat or rooming house.

Services include:

- feet
- pain
- movement
- eyes
- diet
- continence
- pelvic pain
- tenancy
- fines, credit and debt
- homelessness support service
- mental health
- family violence
- drugs and alcohol.

### **Collingwood**

365 Hoddle Street, Collingwood

Phone: 9448 5528

Train station: Victoria Park (Hurstbridge and Mernda lines)

Monday to Friday: 8.30am – 5.30pm

Saturday: 9am – 12noon.

Services include:

- reception medical (GPs)
- pharmacy nursing
- aged care nursing

- chronic conditions nursing
- physiotherapy
- podiatry
- nutrition
- speech
- paediatric clinic
- counselling
- family services
- health promotion
- asthma program
- needle syringe program
- drug and alcohol counselling
- legal service for over 55s.

### **Fitzroy**

75 Brunswick Street, Fitzroy

Phone: 9448 5531

Tam number: 11, 86

Monday to Friday: 9am – 5.30pm. Closed on weekends.

Drop-in allied health clinic for homeless people: Monday: 9am – 12noon.

Provides a broad range of health and welfare services, including:

- podiatry, physiotherapy, occupational therapy, dietetics, and nursing
- Aboriginal engagement worker available
- café meals program
- exercise physiology
- midwifery
- mental health nurse
- showers
- needle and syringe program
- Bolton Clarke Homeless Persons program nurses.

### **Footscray**

78 Paisley Street, Footscray

Phone: 9448 5302

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

Bus number: 220, 216 and 219

Monday to Wednesday and Friday: 9am – 5pm

Thursday: 9am - 8pm

Saturday: 9am - 12.30pm

Services include:

- allied health services
- social welfare services
- health promotion programs
- dental services
- medical services
- counselling and mental health services.

### **Kensington**

6-12 Gower Street, Kensington

Phone: 9448 5537

Bus number: 402

Train station: Kensington (Craigieburn Line)

Monday to Friday: 9am – 5pm. Closed on weekends.

Services include:

- allied health services
- social welfare services
- health promotion programs
- dental services
- medical services
- counselling and mental health services.

### **Innerspace**

4–6 Johnston Street, Collingwood

Phone: 9448 5530

Tram number: 86

Monday to Friday: 10.30am – 6.00pm

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

Needle syringe program: 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
- psychiatric nurse
- 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
- needle and syringe program
- dental
- legal support
- financial support.

### **Laverton**

95–105 Railway Avenue, Laverton

Phone: 9448 5534

Train station: Laverton (Werribee line)

Monday to Friday: 8:30am – 4:30pm. Closed on weekends.

Services include:

- medical services
- nursing
- mental health nurse
- refugee and asylum seeker health
- Aboriginal and Torres Strait Islander health
- sexual and reproductive health hub.

**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](#)<sup>27</sup>

**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
- personal outfitting
- work experience
- transition to work and staying employed programs.

[Visit Fitted for Work](#)<sup>28</sup>

**Hare Krishna Temple**

Food for Life, 197 Danks Street, Albert Park

Phone: 9699 5122

Tram number: 12

Services include:

- Free meals served: Monday to Sunday: 9am – 9.30am
- (breakfast) Monday to Friday: 1pm – 1.30pm
- (lunch) Monday to Friday: 5.45pm – 6.30pm
- (dinner) Saturday and Sunday: 6pm – 7pm
- (dinner) Discounted food (at Crossways): Monday to Saturday: 11.30am – 8pm
- (\$6.95 all-you-can-eat for pensioners, students and healthcare card holders).

Food For Life Kitchen also works in conjunction with social services to help provide food for the needy. At the Hare Krishna Temple in Albert Park, free meals are served three times a day, seven days a week, to a variety of recipients.

[Visit Hare Krishna Melbourne](#)

**Many Rooms**

Phone: 9640 0990

The Kitchen: Serves free nutritious meals and offers recreational activities.

**Multicultural Hub**

506 Elizabeth Street, Melbourne (opposite Queen Victoria Market)

Tram number: 59

Friday: Dinner: 5.30pm – 8.00pm (Meal served at 6.30pm)

**North Melbourne Community Centre**

49–53 Buncle Street, North Melbourne

Tram number: 1, 59

Saturday: Brunch: 8.30- 12.00noon (Meal served at 10.30am)

[Visit Many Rooms](#)<sup>35</sup>

### **Ozanam House**

179 Flemington Road, North Melbourne

Phone: 8327 7500

Tram number: 55, 57, 59

Supported crisis accommodation service for single men and women over 18 years of age.

Services include:

- three meals per day to residents
- laundry facilities
- visiting services including Centrelink, mental health and counselling services.

[Visit VincentCare Victoria](#)<sup>13</sup>

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

26 Norwood Street, Flemington

Phone: 9376 3777

Tram number: 57

Train station: Newmarket (Craigieburn Line)

Tuesdays: 10am – 1pm

Services include:

- coffee, conversation, blankets and books available every Tuesday
- food relief available on the first and third Tuesday of each month.

[Visit Scots' Church Melbourne](#)<sup>36</sup>

### **Sacred Heart Mission**

87 Grey Street, St Kilda

Phone: 9537 1166

Tram number: 16, 96

Services include:

- Free breakfast: 8.30am – 10.30am, Monday to Friday; 9am – 10.30am, Saturday, Sunday (including 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: Wednesday and Thursday.

[Visit Sacred Heart Mission](#)<sup>20</sup>

### **Salvation Army – Lighthouse Café**

69 Bourke Street, Melbourne (entrance off Westwood place laneway)

A safe place for Melbourne's homeless and marginalised. Provides free meals and access to a supportive community with a range of practical supports. Bathroom and storage facilities outside.

### **Magpie Nest Day Café**

Open Monday to Friday from 7am – 1pm

Breakfast: 9am – 10.30am

Lunch: 11.30am – 1pm

### **Twilight Café**

Open every evening 4pm – 11pm

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<sup>35</sup> <https://manyrooms.org.au/>

<sup>36</sup> <http://www.scotschurch.com/>



Dinner: 6.30pm – 7.30pm pm

### **Night Café**

Open every evening 11pm – 7am.

### **Emergency Relief Marketplace**

Level 3, 69 Bourke Street, Melbourne

Open Monday to Friday: 9.30am – 12noon

Offers a wide selection of food, clothing and other necessities. People who fall within our catchment area are able to present to the Marketplace with a current healthcare card, have a private chat to one of our workers for assessment and access the supermarket once a month to select items from the shelves.

[Visit The Salvation Army Melbourne](#)<sup>37</sup>

### **Salvation Army – Open Door**

166 Boundary Road, North Melbourne

Phone: 9329 6988

Tram number: 57

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

Supported accommodation for males over 18.

Services include:

- case management support
- allied health services
- mental health referrals
- drug and alcohol referral
- health and wellbeing programs
- employment and education support.

Nightly accommodation cost varies, dependent on income.

Accommodation includes:

- three meals per day for residents
- laundry facility for residents.

[Visit The Salvation Army Melbourne](#)<sup>37</sup>

### **St Vincent de Paul**

Welfare line: 1800 305 330 or admin line: 9895 5800

Welfare line open Monday to Friday: 10am – 3pm

Email: [info@svdp-vic.org.au](mailto:info@svdp-vic.org.au)

Provide assistance with material aid (such as food, clothing and furniture).

[Visit St Vincent de Paul](#)<sup>38</sup>

### **St. Francis Pastoral Centre**

326 Lonsdale Street, Melbourne

Phone: 9663 2495

Wednesday, Friday and Sunday: 10am – 2pm

Tea/coffee and biscuit for a gold coin donation.

[Visit St Francis' Church Melbourne](#)<sup>39</sup>

### **St Mary's House of Welcome**

165-169 Brunswick Street, Fitzroy

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<sup>37</sup> <http://www.salvosmelbourne.com.au/>

<sup>38</sup> <http://www.vinnies.org.au/>

<sup>39</sup> <http://www.stfrancismelbourne.com/>

Phone: 9417 6497

Tram number: 12, 11

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

Wednesday: 8.30am – 1.30pm

Saturday 8.30am – 12.45pm

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

Services include:

- meals program
- showers
- drugs and alcohol information and referral
- housing and health
- interim case management and support
- housing and health
- programs and activities for promoting social inclusion, health promotion and harm minimisation
- NDIS mental health services
- free breakfast: 8.45am – 9.45am
- free morning tea: 10.30am, every day
- free afternoon tea: 3pm, Monday, Tuesday, Thursday and Friday
- free sit-down two-course lunch: 12noon – 1pm

[Visit St Mary's House of Welcome](#)<sup>21</sup>

### **Stopover Youth Refuge**

Phone: 8486 2133 or 8486 2111 or 1800 825 955

Housing support program for people aged 16 to 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<sup>22</sup>**

#### **Travellers Aid**

Head Office, City Village

Level 3, 225 Bourke Street, Melbourne

Phone: 9654 2600

Travellers Aid provides support, advice and assistance to the travelling public including people with special requirements or experiencing travel emergencies.

#### **Southern Cross Station**

99 Spencer Street, Melbourne (under Bourke Street Bridge, opposite Luggage Hall)

Phone: 9670 2072

Monday to Sunday: 6.30am – 9.30pm

Services include:

- free assistance (buggy and personal guidance) for frail, infirm or older people and people with disabilities, mobility issues or 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/bedrooms for hire, internet access and showers (fee applies)
- baby change facilities, family-friendly resting lounge
- free personal care for people with disabilities (assistance with meals and communication, fully accessible toilets with hoists and adult change tables: Monday to Sunday: 11am – 4pm).

### **Travel-related Emergency Relief**

Southern Cross Station

Phone: 9670 2873

Monday to Sunday: 7am – 9pm

Services include:

- 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: 9068 8187

Email: [fss@travellersaid.org.au](mailto:fss@travellersaid.org.au)

Monday to Sunday: 8am – 8pm

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).

[Visit Travellers Aid](http://www.travellersaid.org.au/)<sup>40</sup>

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<sup>40</sup> <http://www.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 Street)

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

[Visit Al-Anon Family Groups](#)<sup>41</sup>

### **Alcoholics Anonymous (AA) Victoria**

Level 1, 36 Church Street, Richmond

Phone: 9429 1833 (24-hour helpline)

Email: [administration@aavictoria.org.au](mailto:administration@aavictoria.org.au)

Monday to Friday: 9am – 5pm

Saturday: 10am – 2pm

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

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.

[Visit Alcoholics Anonymous Victoria](#)<sup>42</sup>

### **CatholicCare/ St Mary of the Cross Centre**

23 Brunswick Street, Fitzroy

Phone: 8417 1200

Tram number: 12

The Clemente Program is a supported tertiary education program for marginalised adults.

The HIV/AIDS Ministry offers pastoral care and social support for people living with HIV/AIDS.

Please phone for appointments.

[Visit CatholicCare](#)<sup>43</sup>

### **Cohealth**

Community health services located across the northern and western suburbs of Melbourne and the CBD.

### **Central City**

53 Victoria Street, Melbourne

Phone: 9448 5536

Tram number: 19, 57, 59

Train station: Melbourne Central Station

Monday to Friday: 10am – 4pm. Closed on weekends.

Health and support services for people who are rough sleeping, couch surfing, living in a car, tent, squat or rooming house.

Services include:

- feet
- pain

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<sup>41</sup> <http://www.al-anon.org.au/>

<sup>42</sup> <http://www.aavictoria.org.au/>

<sup>43</sup> <http://www.ccam.org.au/>

- movement
- eyes
- diet
- continence
- pelvic pain
- tenancy
- fines, credit and debt
- homelessness support service
- mental health
- family violence
- drugs and alcohol.

### **Collingwood**

365 Hoddle Street, Collingwood

Phone: 9448 5528

Train station: Victoria Park (Hurstbridge and Mernda lines)

Monday to Friday: 8.30am – 5.30pm

Saturday: 9am – 12noon.

Services include:

- reception medical (GPs)
- pharmacy nursing
- aged care nursing
- chronic conditions nursing
- physiotherapy
- podiatry
- nutrition
- speech
- paediatric clinic
- counselling
- family services
- health promotion
- asthma program
- needle syringe program: Monday to Friday: 10.30am – 6.30pm
- drug and alcohol counselling
- legal service for over 55s.

### **Fitzroy**

75 Brunswick Street, Fitzroy

Phone: 9448 5531

Tam number: 11, 86

Monday to Friday: 9am – 5.30pm. Closed on weekends.

Drop-in allied health clinic for homeless people: Monday: 9am – 12noon.

Provides a broad range of health and welfare services, including:

- podiatry, physiotherapy, occupational therapy, dietetics, and nursing
- Aboriginal engagement worker available
- café meals program
- exercise physiology
- midwifery
- mental health nurse
- showers
- needle syringe program: Monday to Friday: 10.30am – 6.30pm
- Bolton Clarke Homeless Persons program nurses.

### **Footscray**

78 Paisley Street, Footscray

Phone: 9448 5302

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

Bus number: 220, 216 and 219

Monday to Wednesday and Friday: 9am – 5pm

Thursday: 9am - 8pm

Saturday: 9am - 12.30pm

Services include:

- allied health services
- social welfare services
- health promotion programs
- dental services
- medical services
- counselling and mental health services.

### **Kensington**

6-12 Gower Street, Kensington

Phone: 9448 5537

Bus number: 402

Train station: Kensington (Craigieburn Line)

Monday to Friday: 9am – 5pm. Closed on weekends.

Services include:

- allied health services
- social welfare services
- health promotion programs
- dental services
- medical services
- counselling and mental health services.

### **Innerspace**

4–6 Johnston Street, Collingwood

Phone: 9448 5530

Tram number: 86

Monday to Friday: 10.30am – 6.00pm

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

Needle syringe program: 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
- psychiatric nurse
- 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
- needle and syringe program
- dental
- legal support
- financial support.

### **Laverton**

95–105 Railway Avenue, Laverton

Phone: 9448 5534

Train station: Laverton (Werribee line)

Monday to Friday: 8:30am – 4:30pm. Closed on weekends.

Services include:

- medical services
- nursing
- mental health nurse
- refugee and asylum seeker health
- Aboriginal and Torres Strait Islander health
- sexual and reproductive health hub.

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](#)<sup>27</sup>

### **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. Supported accommodation for males over 18.

Services include:

- case management support
- allied health services
- mental health referrals
- drug and alcohol referral
- health and wellbeing programs
- employment and education support.

Nightly accommodation cost varies, dependent on income.

Accommodation includes:

- three meals per day for residents
- laundry facility for residents.

[Visit Salvation Army](#)

### **Foot Patrol CBD Outreach**

Phone: 1800 700 102 or 0412 155 491

Monday to Friday: 12noon – 3.15pm, 4pm – 6.45pm, 7.30pm – 10.45pm

Weekends and public holidays: 12noon – 3.45pm, 7.30pm – 11.15pm

Needle and syringe program – see website.

[Visit Youth Projects - Foot Patrol](#)<sup>44</sup>

### **Open Family (Whitelion)**

155 Roden Street, West Melbourne

Phone: 8354 0800

Outreach services for young people aged 10 to 25.

Services include:

- 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.

Services include:

- food
- material aid
- brief interventions
- referral pathways
- case management.

[Visit Open Family Australia](#)<sup>18</sup>

[Visit Whitelion](#)<sup>19</sup>

### **Ozanam House**

179 Flemington Road, North Melbourne

Phone: 8327 7500

Tram number: 55, 57, 59

Supported crisis accommodation service for single men and women over 18 years of age.

Services include:

- three meals per day to residents
- laundry facilities
- visiting services including Centrelink, mental health and counselling services.

[Visit VincentCare Victoria](#)<sup>13</sup>

### **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](#)<sup>13</sup>

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<sup>44</sup> <http://www.youthprojects.org.au/programs/foot-patrol>



### **Settlement Program**

Please contact Settlement Program staff at our Sunshine offices in Melbourne's west:

16 Withers Street, Sunshine VIC 3020

Phone: 8595 2438

Monday to Thursday: 9am – 5pm

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

Services include:

- referral service
- domestic violence support
- drug and gambling information
- housing advice
- legal information
- citizenship advice
- support to community groups
- settlement issues for new arrivals.

[Visit Jesuit Social Services](#)<sup>45</sup>

### **St Mary's House of Welcome**

165-169 Brunswick Street, Fitzroy

Phone: 9417 6497

Tram number: 12, 11

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

Wednesday: 8.30am – 1.30pm

Saturday 8.30am – 12.45pm

Services include:

- meals program
- showers
- drugs and alcohol information and referral
- housing and health
- interim case management and support
- housing and health
- programs and activities for promoting social inclusion, health promotion and harm minimisation
- NDIS mental health services
- free breakfast: 8.45am – 9.45am
- free morning tea: 10.30am, every day
- free afternoon tea: 3pm, Monday, Tuesday, Thursday and Friday
- free sit-down two-course lunch: 12noon – 1pm

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

[Visit St Mary's House of Welcome](#)<sup>21</sup>

### **Turning Point Drug & Alcohol Centre**

110 Church Street, Richmond

Phone: 8413 8413

Tram number: 78, 48, 75

Provides medical assessment and treatment of referred patients, including:

- pain medication dependence
- mental health and alcohol and drug use problems (dual diagnosis)
- alcohol use disorders
- addiction requiring medication such as methadone

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<sup>45</sup> <http://www.jss.org.au/>

- counselling and case management focussing on Aboriginal and Torres Strait Islander people as well as culturally and linguistically diverse communities and personality disorders
- neuropsychology service for acquired brain injuries.

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

[Visit Turning Point](#)<sup>46</sup>

### **Youth Support & Advocacy Service**

Level 1, 131 Johnston Street, Fitzroy

Phone: 9415 8881

Tram number: 11

YSAS specialises in offering treatment, support and early intervention for vulnerable young Victorians struggling with substance dependence. Depending on the YSAS program, eligible age ranges from 10 to 25 years.

[Visit Youth Support & Advocacy Service](#)<sup>47</sup>

### **Women's Alcohol and Drug Service (WADS)**

Royal Women's Hospital, 20 Flemington Road, Parkville

Phone: 8345 2000

Tram number: 19, 55, 57, 59

Bus number: 401, 402

Provides services to pregnant women with complex substance use dependence, 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](#)

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<sup>46</sup> <http://www.turningpoint.org.au/>

<sup>47</sup> <http://www.ysas.org.au/>

## 5. Health and Wellbeing Services

(Including hospitals, counselling, medical)

### **DJIRRA**

292 Hoddle Street, Abbotsford

Phone: 9244 3333 or free call: 1800 105 303

Services include:

- legal services
- cultural and wellbeing programs information, referral and support
- community education.

[Visit Djirra](#)<sup>48</sup>

### **Action Centre**

Level 1, 94 Elizabeth Street, Melbourne

Phone: 9660 4700

Monday to Friday: 8am – 6pm

An inclusive sexual and reproductive health clinic, providing booked appointments for all ages.

Drop-in clinic for people under 25 (from 1pm – 6pm).

Appointments can be made via phone or online.

[Visit Family Planning Victoria](#)<sup>49</sup>

### **Anglicare Victoria – Mission House**

118-120 Napier Street, Fitzroy

Phone: 9486 0445

Tram number: 12, 86

Provides emergency relief to people with health care cards 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.

On Tuesdays and Thursdays, services include:

- food parcels: 12.30pm – 2.45pm
- utilities and pharmaceuticals: 10am – 1.30pm
- op shop: 10am – 3pm.

[Visit Anglicare Victoria](#)<sup>33</sup>

### **Australian College of Optometry Outreach Services**

374 Cardigan Street, 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.

Services include:

- eye care program for homeless persons
- supported residential services project
- residential aged care project
- older persons' high rise program
- Aboriginal and Torres Strait Islander outreach
- visiting disability service.

[Visit Australian College of Optometry](#)<sup>50</sup>

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<sup>48</sup> <https://djirra.org.au/>

<sup>49</sup> <http://www.fpv.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 only. Fees apply.

Services include:

- breakfast: \$1
- lunch: \$3
- afternoon tea: 20 cents
- showers
- laundry facilities
- health services
- short-term case management
- accommodation referral
- social engagement activities
- psychiatric referral.

[Visit Brotherhood of St Laurence - Coolibah Centre](#)<sup>34</sup>

### **CASA House (Centre Against Sexual Assault)**

Queen Victoria Women's Centre, Level 3, 210 Lonsdale Street, Melbourne  
Phone Intake and crisis line: 9635 3610 or admin line: 9635 3600

Services include:

- counselling
- advocacy
- health services
- legal advice.

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

[Visit CASA House](#)<sup>25</sup>

### **CatholicCare/ St Mary of the Cross Centre**

23 Brunswick Street, Fitzroy  
Phone: 8417 1200  
Tram number: 12

The Clemente Program is a supported tertiary education program for marginalised adults.

The HIV/AIDS Ministry offers pastoral care and social support for people living with HIV/AIDS.

Please phone for appointments.

[Visit CatholicCare](#)<sup>43</sup>

### **Clarendon Clinic**

52 Albert Street, East Melbourne  
Phone: 9321 5400 or after hours/ crisis: 1300 558 862  
Monday to Friday: 9am – 5pm  
Tram number: 109  
Train station: North Richmond (Hurstbridge and South Morang lines)

Public community mental health service. Provides psychiatric triage support to people living in city of Yarra and Boroondara.

[Visit St Vincent's Hospital Melbourne](#)<sup>27</sup>

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<sup>50</sup> <http://www.aco.org.au/>

## **Cohealth**

Community health services located across the northern and western suburbs of Melbourne and the CBD.

[Visit Cohealth](#) Error! Bookmark not defined.

## **Central City**

53 Victoria Street, Melbourne

Phone: 9448 5536

Tram number: 19, 57, 59

Train station: Melbourne Central Station

Monday to Friday: 10am – 4pm. Closed on weekends.

Health and support services for people who are rough sleeping, couch surfing, living in a car, tent, squat or rooming house.

Services include:

- feet
- pain
- movement
- eyes
- diet
- continence
- pelvic pain
- tenancy
- fines, credit and debt
- homelessness support service
- mental health
- family violence
- drugs and alcohol.

## **Collingwood**

365 Hoddle Street, Collingwood

Phone: 9448 5528

Train station: Victoria Park (Hurstbridge and Mernda lines)

Monday to Friday: 8.30am – 5.30pm

Saturday: 9am – 12noon

Services include:

- reception medical (GPs)
- pharmacy nursing
- aged care nursing
- chronic conditions nursing
- physiotherapy
- podiatry
- nutrition
- speech
- paediatric clinic
- counselling
- family services
- health promotion
- asthma program
- needle syringe program
- drugs and alcohol counselling
- legal service for over 55s.

## **Fitzroy**

75 Brunswick Street, Fitzroy

Phone: 9448 5531

Tam number: 11, 86

Monday to Friday: 9am – 5.30pm. Closed on weekends.

Drop-in allied health clinic for homeless people: Monday: 9am – 12noon.

Provides a broad range of health and welfare services, including:

- podiatry, physiotherapy, occupational therapy, dietetics, and nursing
- Aboriginal engagement worker available
- café meals program
- exercise physiology
- midwifery
- mental health nurse
- showers
- needle and syringe program
- Bolton Clarke Homeless Persons program nurses.

### **Footscray**

78 Paisley Street, Footscray

Phone: 9448 5302

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

Bus number: 220, 216 and 219

Monday to Wednesday and Friday: 9am – 5pm

Thursday: 9am - 8pm

Saturday: 9am - 12.30pm

Services include:

- allied health services
- social welfare services
- health promotion programs
- dental services
- medical services
- counselling and mental health services.

### **Kensington**

6-12 Gower Street, Kensington

Phone: 9448 5537

Bus number: 402

Train station: Kensington (Craigieburn Line)

Monday to Friday: 9am – 5pm. Closed on weekends.

Services include:

- allied health services
- social welfare services
- health promotion programs
- dental services
- medical services
- counselling and mental health services.

### **Innerspace**

4–6 Johnston Street, Collingwood

Phone: 9448 5530

Tram number: 86

Monday to Friday: 10.30am – 6.00pm

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

Needle syringe program: 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
- psychiatric nurse
- 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
- needle and syringe program
- dental
- legal support
- financial support.

### **Laverton**

95–105 Railway Avenue, Laverton

Phone: 9448 5534

Train station: Laverton (Werribee line)

Monday to Friday: 8:30am – 4:30pm. Closed on weekends.

Services include:

- medical services
- nursing
- mental health nurse
- refugee and asylum seeker health
- Aboriginal and Torres Strait Islander health
- sexual and reproductive health hub.

### **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. Supported accommodation for males over 18.

Services include:

- case management support
- allied health services
- mental health referrals
- drug and alcohol referral
- health and wellbeing programs
- employment and education support.

Nightly accommodation cost varies, dependent on income.

Accommodation includes:

- three meals per day for residents

- laundry facility for residents.

[Visit Salvation Army](#)<sup>15</sup>

### **Frontyard Youth Services**

19 King Street, Melbourne

Phone: 9611 2411 or free call: 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 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](#)<sup>22</sup>

### **GROW**

707 Glenhuntly Road, Caulfield South

Phone: 9528 2977 or 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, including:

- Weekly groups available for people who need support with mental health
- No need for referrals or appointments
- Services available free of charge (voluntary donation)
- Confidential and non-judgmental treatment.

[Visit Grow Mental Wellness Programs](#)<sup>51</sup>

[Visit Youth Projects](#)<sup>52</sup>

### **Living Room Primary Health Service**

7-9 Hosier Lane, Melbourne

Phone: 9945 2100

Monday to Friday: 9.30am – 4pm

Saturday: 12noon – 5pm

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

- health services
- referrals and information
- chill-out space
- tea and coffee
- showers
- laundry.

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

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<sup>51</sup> <http://www.grow.org.au/>

<sup>52</sup> <http://www.youthprojects.org.au/>



- Centrelink
- podiatry
- dieticians
- mental health nurses
- social workers
- hepatitis C clinic
- liver clinic
- housing services
- youth response
- employment agency
- dual diagnosis counselling
- occupational therapist
- women's wellness worker.

Users can either drop in or contact outreach workers by phone.

[Visit Youth Projects](#)<sup>[2]</sup>

### **McAuley Community Services for Women – McAuley House Program**

1-3 Pickett Street, Footscray

Phone: 9371 6600

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 Head of Community Services on 9371 6600.

[Visit McAuley's Community Services for Women](#)<sup>29</sup>

### **Melbourne Counselling Service**

Level 2, 69 Bourke Street, Melbourne

Phone: 9653 3250

Provides help for gamblers in the central city and inner north, offering therapeutic and financial counselling, as well as money care generalist services.

[Visit Melbourne Counselling Service](#)<sup>53</sup>

### **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 – 9pm (by appointment only)

Friday: 1pm – 5pm

Services include:

- sexual health services
- pregnancy testing
- counselling
- pharmacy
- needle exchange
- results and information line.

For regular STI screening call 9341 6200 option 2, for a Time to Test. For anything other than a regular screening or certificate for work, walk in and wait.

[Visit Melbourne Sexual Health Centre](#)<sup>54</sup>

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<sup>[2]</sup> <http://www.youthprojects.org.au/>

<sup>53</sup> <http://www.melbournecounsellingservice.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.

[Visit Youth Projects - NW Needle Syringe Programs](#)<sup>55</sup>

### **Orygen Youth Health**

35 Poplar Road, Parkville

Phone: 9342 2800 or Triage (new referrals): 1800 888 320

Tram number: 58 (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.

[Visit Orygen Youth Health](#)<sup>56</sup>

### **Ozanam House**

179 Flemington Road, North Melbourne

Phone: 8327 7500

Tram number: 55, 57, 59

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

Services include:

- three meals per day to residents
- laundry facilities
- visiting services including Centrelink, mental health and counselling services.

[Visit VincentCare Victoria](#)<sup>13</sup>

### **RHED (Resourcing health and education in the sex industry in Victoria) – a program of Star Health**

10 Inkerman Street, St Kilda

Phone: 1800 458 752 or 9525 1300

Monday to Friday: 9am – 5pm

Services include:

- information
- education
- support
- referrals
- advocacy.

[Visit Resourcing and Health Education](#)<sup>57</sup>

### **Bolton Clarke**

551 King Street, West Melbourne

Phone: 1300 334 455

Homeless Persons Program.

Services include:

- health assessments, education, information and advice
- health care treatment and ongoing assistance
- advocacy and support referral to other services, including legal, housing, eye tests and dental.

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<sup>54</sup> <http://www.mshc.org.au/>

<sup>55</sup> <https://www.youthprojects.org.au/needle-syringe-program>

<sup>56</sup> <http://www.oyh.org.au/>

<sup>57</sup> <http://www.sexworker.org.au/>

[Visit Bolton Clarke](#)<sup>58</sup>

### **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](#)<sup>30</sup>

### **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. Outpatient clinics and 24-hour emergency department.

Services include:

- emergency department
- main theatre
- inpatient ward
- cochlear implant clinic
- acute ophthalmology.

[Visit Royal Victorian Eye and Ear Hospital](#)<sup>59</sup>

### **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 and includes outpatient emergency services.

[Visit The Royal Women's Hospital](#)<sup>60</sup>

### **Sacred Heart Mission – The wellness place**

1/99 Grey Street, St Kilda

Phone: 9536 8456

Provides allied health and complementary therapies such as podiatry, chiropractic, physiotherapy, osteopathy and remedial massage.

A payment of \$4 is requested; however, those unable to pay will not be refused treatment.

Appointment is required.

Priority is given to people holding pension/health care cards or living in unstable accommodation and who live in the City of Port Phillip, or those referred by an agency.

[Visit Sacred Heart Mission](#)<sup>20</sup>

### **Safe Steps Family Violence Response Centre**

Phone: 9928 9600 or 1800 015 188 (24 hour service)

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<sup>58</sup> <http://www.boltonclarke.com.au/>

<sup>59</sup> <http://www.eyearandear.org.au/>

<sup>60</sup> <http://www.thewomens.org.au/>

Email: [admin@safesteps.org.au](mailto:admin@safesteps.org.au)

Safe Steps Family Violence Response Centre is Victoria's state-wide first response service for women, young people and children experiencing family violence.

[Visit Safe Steps](#)

### **Salvation Army – Lighthouse Café**

69 Bourke Street, Melbourne (entrance off Westwood place laneway)

A safe place for Melbourne's homeless and marginalised. Provides free meals and access to a supportive community with a range of practical supports. Bathroom and storage facilities outside.

### **Magpie Nest Day Café**

Open Monday to Friday: 7am – 1pm

Breakfast: 9am – 10.30am

Lunch: 11.30am – 1pm

### **Twilight Café**

Open every evening: 4pm – 11pm

Dinner: 6.30pm – 7.30pm pm

### **Night Café**

Open every evening: 11pm – 7am.

### **Emergency Relief Marketplace**

Level 3, 69 Bourke Street, Melbourne

Open Monday to Friday: 9.30am – 12noon

Offers a wide selection of food, clothing and other necessities. People who fall within our catchment area are able to present to the Marketplace with a current healthcare card, have a private chat to one of our workers for assessment and access the supermarket once a month to select items from the shelves.

[Visit The Salvation Army Melbourne](#)<sup>61</sup>

### **St Mary's House of Welcome**

165-169 Brunswick Street, Fitzroy

Phone: 9417 6497

Tram number: 12, 11

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

Wednesday: 8.30am – 1.30pm

Saturday: 8.30am – 12.45pm

Services include:

- meals program
- showers
- drugs and alcohol information and referral
- Interim case management and support
- housing and health
- programs and activities promoting social inclusion, health promotion and harm minimisation
- NDIS mental health service free breakfast: 8.45am – 9.45am
- free morning tea: 10.30am, every day
- free afternoon tea: 3pm, Monday, Tuesday, Thursday and Friday
- free sit-down two-course lunch: 12noon – 1pm

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

[Visit St Mary's House of Welcome](#)<sup>62</sup>

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<sup>61</sup> <http://www.salvosmelbourne.com.au/>

<sup>62</sup> <http://www.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.

[Visit St Vincent's Hospital Melbourne](#)<sup>27</sup>

### **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 and 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](#)<sup>63</sup>

### **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 Drummond Street Services](#)<sup>64</sup>

[Visit The Drum Youth Services](#)<sup>65</sup>

### **Turning Point Drug & Alcohol Centre**

110 Church Street, Richmond

Phone: 8413 8444 or admin line: 8413 8413

Email: [Info@turningpoint.org.au](mailto:Info@turningpoint.org.au)

Tram number: 78, 48, 75

Provides medical assessment and treatment of referred patients, including:

- 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 focussing on Aboriginal and Torres Strait Islander people as well as culturally and linguistically diverse communities and personality disorders

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<sup>63</sup> <http://www.alfredhealth.org.au/>

<sup>64</sup> <http://www.ds.org.au/>

<sup>65</sup> <http://thedrum.ds.org.au/>

- neuropsychology service for acquired brain injuries.

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

[Visit Turning Point](#)

### **Victorian Aboriginal Health Service**

186 Nicholson Street, Fitzroy

Phone: 9419 3000

Tram number: 96

Free health service for Aboriginal and Torres Strait Islander people.

Services include:

- 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](#)<sup>66</sup>

### **Waratah Community Health Service**

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. It services night shelters, Office of Housing units and squats, mainly in the inner west region.

### **Wintringham**

136 Mount Alexander Road, Flemington

Advice & information line: 9034 4824

Tram number: 59

Monday to Friday: 9am – 5pm

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.

Services include:

- 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.

[Visit Wintringham](#)

### **Women's Welcome Centre**

Royal Women's Hospital, 20 Flemington Road, Parkville

Phone: 8345 3037

Monday to Friday: 9am – 5pm

Provides support and assistance to patients and visitors. Information on a range of women's health issues is available in English and other community languages.

[Visit The Royal Women's Hospital - Women's Welcome Centre](#)<sup>67</sup>

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<sup>66</sup> <http://www.vaahs.org.au/>

### **Women's Health West**

317-319 Barkly Street, Footscray

Phone: 9689 9588

Train line: Middle Footscray (Sunbury line)

Bus number: 216, 219, 220

Women's Health West provides services and programs that encompass every level of response to family violence – from primary prevention to early intervention and response.

We provide a range of response services for women and children experiencing family violence.

We also run programs focussed on promoting positive health and wellbeing in our communities, and reducing inequities that limit the lives of women and girls.

Services include:

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

All services are free and confidential.

[Visit Women's Health West](#)<sup>32</sup>

### **Young People's Health Service**

19 King Street, Melbourne

Phone: 9611 2409

Monday to Friday: 9am – 4.30 pm

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

[Visit Royal Children's Hospital - Young People's Health Service](#)<sup>68</sup>

### **Youth Services – Cohealth**

49-53 Buncliff Street, North Melbourne

Phone: 8378 1600

Bus number: 402

Train station: Macaulay (Upfield line)

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

Services include:

- 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.

[Visit Cohealth](#) Error! Bookmark not defined.

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<sup>67</sup> <http://www.thewomens.org.au/patients-visitors/clinics-and-services/support-services/womens-welcome-centre>

<sup>68</sup> <http://www.rch.org.au/adolescent-medicine/young-peoples-health-service/>

<sup>56</sup> <https://djirra.org.au/>

## 6. Legal and financial services

### **DJIRRA**

292 Hoddle Street, Abbotsford

Phone: 9244 3333 or free call: 1800 105 303

Services include:

- legal services
- cultural and wellbeing programs
- information, referral and support
- community education and training.

[Visit Djirra](#)<sup>48</sup>

### **CASA House Centre Against Sexual Assault**

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

Intake and crisis line: 9635 3610 or admin line: 9635 3600

Services include:

- counselling
- advocacy
- health services
- legal advice.

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

[Visit CASA House](#)<sup>25</sup>

### **Central City Community Health Service (Cohealth)**

53 Victoria Street, Melbourne

Phone: 9448 5536

Tram number: 19, 57, 59

Train station: Melbourne Central Station

Monday to Friday: 10am – 4pm. Closed on weekends.

Health and support services for people who are rough sleeping, couch surfing, living in a car, tent, squat or rooming house.

Services include:

- feet
- pain
- movement
- eyes
- diet
- continence
- pelvic pain
- tenancy
- fines, credit and debt
- homelessness support service
- mental health
- family violence
- drugs and alcohol.

### **Centrelink – Australian Government Agency**

Phone: 132 850

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



[Visit Department of Human Services](#)<sup>69</sup>

**Fitzroy Legal Service Inc. (a merger of the Darebin Community Legal Centre and Fitzroy Legal Service)**

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

Phone: 9419 3744

Email: [enquiries@fls.org.au](mailto:enquiries@fls.org.au)

Monday to Friday: 9am - 5pm, closed for lunch between 1pm - 2pm.

The Fitzroy evening legal advice service is open Monday to Thursday: from 6pm (arrive by 7pm) and Friday: from 6.30pm (arrive by 7pm).

A community legal centre that offers a range of legal assistance services, including advice and representation, along with conducting community legal education and policy/law reform activities.

The generalist drop in service is supplemented by three appointment based clinics:

- Family law clinic: Tuesday and Thursday evenings by appointment only
- Animal law clinic: Wednesday evenings by appointment only
- LGBTIQ family law clinic: first Wednesday evening of each month by appointment only

**279 Spring Street, Reservoir**

Train: Reservoir (Mernda Line)

Monday to Thursday: 9.30am - 4.30pm (by appointment only), closed for lunch between 1 - 2pm.

The Reservoir evening legal advice service is open on Tuesday evening (drop in) and Wednesday evening fortnightly (by appointment).

[Visit Fitzroy Legal Service](#)

**Flemington & Kensington Community Legal Centre**

22 Bellair Street, Kensington

Phone: 9376 4355

Monday to Friday: 9am – 5pm (closed 12.30pm – 1.30pm for lunch)

Monday: 6pm – 7pm by appointment only.

Free legal advice and assistance for Flemington, Travancore and Kensington residents.

[Visit Federation of Community Legal Centres Victoria](#)<sup>70</sup>

**Frontyard Youth Services**

19 King Street, Melbourne

Phone: 9611 2411 or free call: 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 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](#)<sup>22</sup>

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<sup>69</sup> <http://www.humanservices.gov.au/>

<sup>70</sup> <http://www.fclc.org.au/>

### **Homelessness Advocacy Service (HAS) – Council to Homeless Persons**

2 Stanley Street, Collingwood

Phone: 1800 066 256

Email: [angela@chp.org.au](mailto:angela@chp.org.au)

Monday to Friday: 9am – 5pm

Provide advice, advocacy and information about rights regarding homelessness support services, social housing and rooming houses as well as making complaints and advocating on behalf of consumers.

[Visit Council to Homeless Persons](#)<sup>71</sup>

### **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](#)<sup>72</sup>

### **Justice Connect Homeless Law**

Level 17, 461 Bourke Street, Melbourne

Phone: 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 related to homelessness
- tenancy
- credit and debt
- guardianship and administration.

[Visit Justice Connect](#)<sup>73</sup>

### **Melbourne Counselling Service**

Level 2, 69 Bourke Street, Melbourne

Phone: 9653 3250

Provides help for gamblers in the central city and inner north, offering therapeutic and financial counselling, as well as money care generalist services.

[Visit Melbourne Counselling Service](#)<sup>53</sup>

### **Open Family (Whitelion)**

155 Roden Street, West Melbourne

Phone: 8354 0800

Outreach services for young people aged 10 to 25.

Services include:

- employment services
- mentoring services
- case management support
- youth leadership programs
- education and training services
- accommodation referrals
- drug and alcohol referrals

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<sup>71</sup> <http://www.chp.org.au/services/has>

<sup>72</sup> <http://www.imcl.org.au/>

<sup>73</sup> <http://www.justiceconnect.org.au/>

- legal services referrals
- recreational activities.

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

Services include:

- food
- material aid
- brief interventions
- referral pathways
- case management.

[Visit Open Family Australia](#)<sup>18</sup>

[Visit Whitelion](#)<sup>19</sup>

### **Salvation Army – Lighthouse Café**

69 Bourke Street, Melbourne (entrance off Westwood place laneway)

A safe place for Melbourne's homeless and marginalised. Provides free meals and access to a supportive community with a range of practical supports. Bathroom and storage facilities outside.

Magpie Nest Day Café

Open Monday to Friday: 7am – 1pm

Breakfast: 9am – 10.30am

Lunch: 11.30am – 1pm

Twilight Café

Open every evening: 4pm – 11pm

Dinner: 6.30pm – 7.30pm pm

Night Café

Open every evening: 11pm – 7am

### **Emergency Relief Marketplace**

Level 3, 69 Bourke Street, Melbourne

Open Monday to Friday: 9.30am – 12noon

Offers a wide selection of food, clothing and other necessities. People who fall within our catchment area are able to present to the Marketplace with a current healthcare card, have a private chat to one of our workers for assessment and access the supermarket once a month to select items from the shelves.

[Visit The Salvation Army Melbourne](#)<sup>74</sup>

### **Settlement Program**

58 Holland Court, Flemington

Phone: 9376 2033

Tram number: 57

Provides assistance to members of the community who have lived in Australia for less than five years, including:

- referral service
- domestic violence support
- drug and gambling information
- housing advice
- legal information
- citizenship advice
- support for community groups
- settlement issues for new arrivals.

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<sup>74</sup> <http://www.salvosmelbourne.com.au/>

[Visit Jesuit Social Services](#)<sup>45</sup>

### **Victoria Police**

- Melbourne West: 313 Spencer Street, Docklands. Phone: 8690 4444 (open 24-hours)
- Melbourne East: 202 Bourke street. Phone: 9637 1100 (open 24-hours)
- North Melbourne: 36 Wreckyn Street. Phone: 8379 0800 (open 24-hours)
- Southbank: 66 Moray Street. Phone: 8635 0900 (open 24-hours)
- In case of an emergency, or if you require immediate assistance, phone 000.

[Visit Victoria Police](#)<sup>75</sup>

### **Victorian Aboriginal Legal Service**

273 High Street, Preston

Phone: 9418 5999 or 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](#)<sup>76</sup>

### **Victoria Legal Aid**

570 Bourke Street, Melbourne

Phone: 1300 792 387

Services include:

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

[Visit Victoria Legal Aid](#)

### **WIRE Women's Information**

372 Spencer Street, West Melbourne

Helpline: 1300 134 130 or admin line: 9348 9416

Email: support@wire.org.au (response within 2 working days).

Free support, information for all Victorian women, non-binary and gender diverse people on any issues – from leaving a violent relationship to coping with depression – and everything in between.

Services include:

- Support line: Monday to Friday: 9am – 5pm (except public holidays and weekends)
- online chat – live chat support services: (wire.org.au): Monday to Friday: 9.30am – 4.30pm (except public holidays and weekends)
- women's information centre – open to the public Monday to Friday: 9.30am – 4.30pm (except public holidays).
- Walk in centre open to the public Monday to Friday: 9.30am – 4.30pm (except public holidays and weekends) 372 Spencer Street, West Melbourne. No appointment needed. Drop in for face-to-face support or free computer and internet access.

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
- legal and financial guidance clinics

[Visit WIRE](#)<sup>77</sup>

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<sup>75</sup> <http://www.police.vic.gov.au/>

<sup>76</sup> <http://www.vals.org.au/>

<https://www.legalaid.vic.gov.au/>

<sup>77</sup> <http://www.wire.org.au/>

**Women's Legal Service**

Level 10, 277 William Street, Melbourne

Phone: 8622 0600

Email: [admin@womenslegal.org.au](mailto:admin@womenslegal.org.au)

Legal advice line: Tuesday and Thursday: 5.30pm – 7.30pm: 8622 0600 ext.1. or free call: 1800 133 302

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

**Duty Lawyer Service**

Melbourne Magistrates Court, 233 William Street, Melbourne

Monday to Friday: 9.30am – 1pm

[Visit Women's Legal Service Victoria](#) Error! Bookmark not defined.

## 7. Assistance with Employment Services

### **Centrelink – Australian Government Agency**

Phone: 132 850

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

[Visit Department of Human Services](#)<sup>69</sup>

### **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
- personal outfitting
- work experience
- transition to work and staying employed programs.

[Visit Fitted for Work](#)<sup>28</sup>

### **Frontyard Youth Services**

19 King Street, Melbourne

Phone: 9611 2411 or free call: 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 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](#)<sup>22</sup>

### **Inner Melbourne VET Cluster (IMVC)**

Phone: 9686 2354

With over 20 years of experience, the Inner Melbourne VET Cluster (IMVC) is at the forefront of developing best-practice programs and supports to serve the needs of at-risk youth and marginalised cohorts experiencing barriers to education, employment and community connection.

IMVC works alongside 5,600 annual referrals to support successful transitions and social inclusion of youth experiencing:

- mental health conditions and disabilities
- low self esteem/confidence
- educational disengagement
- family violence

- social and familial isolation
- cultural, identity and gender-related issues
- learning and access needs.

IMVC supports early school leavers on their employment journey, providing intensive pre-employment case management support to improve the work-readiness of youth and help them engage in work or study. We also deliver accredited and pre-accredited programs as a Learn Local provider and registered training organisation.

[Visit Inner Melbourne VET Cluster](#)<sup>78</sup>

### **Living Room Primary Health Service**

7-9 Hosier Lane, Melbourne

Phone: 9945 2100

Monday to Friday: 9.30am – 4pm

Saturday: 12noon – 5pm

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

- health services
- referrals and information
- chill-out space
- tea and coffee
- showers
- laundry.

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

- Centrelink
- podiatry
- dieticians
- mental health nurses
- social workers
- hepatitis C clinic
- liver clinic
- housing services
- youth response
- employment agency
- dual diagnosis counselling
- occupational therapist
- women's wellness worker.

Users can either drop in or contact outreach workers by phone.

[Visit Youth Projects](#)<sup>[2]</sup>

### **The Big Issue Australia**

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

Phone: 9602 7600

Office hours: 8am - 3pm

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.

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<sup>78</sup> <http://www.imvc.com.au/>

<sup>[2]</sup> <http://www.youthprojects.org.au/>

Get fit with the Community StreetSoccer Program (see website for details).

[Visit The Big Issue](#)<sup>79</sup>

### **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 Drummond Street Services](#)<sup>64</sup>

[Visit The Drum Youth Services](#)<sup>65</sup>

### **Travellers Aid**

Head Office, City Village

Level 3, 225 Bourke Street, Melbourne

Phone: 9654 2600

Travellers Aid provides support, advice and assistance to the travelling public including people with special requirements or experiencing travel emergencies.

### **Southern Cross Station**

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

Phone: 9670 2072

Monday to Sunday: 6.30am – 9.30pm

Services include:

- free assistance (buggy and personal guidance) for frail, infirm or older people and people with disabilities, mobility issues or 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/bedrooms for hire, internet access and showers (fee applies)
- baby change facilities, family-friendly resting lounge
- free personal care for people with disabilities (assistance with meals and communication, fully accessible toilets with hoists and adult change tables: Monday to Sunday: 11am – 4pm)

### **Travel-related Emergency Relief**

Southern Cross Station

Phone: 9670 2873

Monday to Sunday: 7am – 9pm

Services include:

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

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<sup>79</sup> <http://www.thebigissue.org.au/>



### **Flinders Street Station**

Located between Platforms 9 and 10 on the concourse level

Phone: 9068 8187

Email: [fss@travellersaid.org.au](mailto:fss@travellersaid.org.au)

Monday to Sunday: 8am – 8pm

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).

[Visit Travellers Aid](#)

### **WIRE Women's Information**

372 Spencer Street, West Melbourne

Helpline: 1300 134 130 or admin line: 9348 9416

Email: [support@wire.org.au](mailto:support@wire.org.au) (response within 2 working days).

Free support, information for all Victorian women, non-binary and gender diverse people on any issues – from leaving a violent relationship to coping with depression – and everything in between.

Services include:

- Support line: Monday to Friday: 9am – 5pm (except public holidays and weekends)
- online chat – live chat support services: ([wire.org.au](http://wire.org.au)): Monday to Friday: 9.30am – 4.30pm (except public holidays and weekends)
- women's information centre – open to the public Monday to Friday: 9.30am – 4.30pm (except public holidays).
- Walk in centre open to the public Monday to Friday: 9.30am – 4.30pm (except public holidays and weekends) 372 Spencer Street, West Melbourne. No appointment needed. Drop in for face-to-face support or free computer and internet access.

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
- legal and financial guidance clinics

[Visit WIRE](#)<sup>80</sup>

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<sup>80</sup> <http://www.wire.org.au/>