

Helping Out booklet with you in mind

Helping Out provides you with a comprehensive list of free and low cost services available from more than 70 organisations in the central city and surrounding suburbs.

The agencies listed here offer many types of support. These include free and cheap food, accommodation, health, drug and alcohol as well as emergency and crisis services, counselling, where to find showers and laundries plus legal advice. Some agencies offer many of these services while others offer only specific ones.

The City of Melbourne updates the information contained in *Helping Out* annually to make sure the service details are as accurate as possible. Information included in this booklet was correct at time of publication (January 2012).

Visit the City of Melbourne website at www.melbourne.vic.gov.au for an electronic version of this booklet.

The following electronic resources are also available:

- **Victorian Statewide Human Services Directory**
www.humanservicesdirectory.vic.gov.au
- **City of Melbourne's Social Support Directory**
www.melbourne.vic.gov.au
- **InfoXchange - Service Seeker**
www.infoxchange.net.au
- **Council to Homeless Persons**
www.chp.org.au
- **Aboriginal Housing Board of Victoria**
www.ahvic.org.au
- **Australian Federation of Homelessness Organisations**
www.afho.org.au

Helpful Phone Numbers

Child Protection Emergency Service 13 1278

Direct Line (24-hr drug and alcohol counselling) 1800 888 236

Gamblers Help Line Victoria 1800 156 789

Kids Help line 1800 551 800

Lifeline (24 hr crisis counselling) 13 1114

Maternal and Child Health Line 13 2229

Mensline Australia 1300 789 978

Narcotics Anonymous – Victorian Area Helpline 9525 2833

Narcotics Anonymous – National Phonenumber 1300 652 820

Sexual Assault Crisis Line 1800 806 292

Suicide Line 1300 651 251

Victims Support Agency 1800 819 817

Women's Information and Referral Exchange 9921 0878

or 1300 134 130

How to use Helping Out

The covers and front section of *Helping Out* contains a quick reference guide. This handbook enables you to easily cross reference the type of service you need with the agencies that offer them. For example, if you need a laundry, choose the column at the top of the grid titled 'Laundry'. A mark in this column means laundry services are offered. Follow the row where the mark appears to the name of the service and the page number where the service entry is located.

Following the quick reference guide there is an alphabetical list of all agencies and the services they offer. For comprehensive details about each agency please contact them on the phone number provided, or visit their website.

Where only the phone number for a service 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.

NB: Most accommodation facilities do not accept pets. Some agencies may try to find pet-friendly accommodation - but there are no guarantees.

**Aboriginal Family Violence
Prevention and Legal Service
Victoria**

Level 3, 70-80 Wellington Street,
Collingwood
Phone 9244 3333 or
1800 105 303

- legal services
- counselling support

www.fvpls.org

Aboriginal Hostels Ltd

Level 11, 167-169 Queen Street
Melbourne
Phone 9642 2775

- short term accommodation
- referral

Fees apply, which include three meals per day. People with no income support will be referred.

www.ahl.gov.au

Action Centre

Level 1, 92-94 Elizabeth Street
Melbourne
Phone 9660 4700

- contraception
- sexuality and gender issues
- pregnancy and unplanned pregnancy
- sexually transmitted infections
- sexual decision making
- relationships

Services are primarily for those under 25. Our fee for clients over 18 years and who are working is \$30 per year, or if on a pension or student benefit it is \$7 per year (to cover supplies). Free for under 18's.

www.fpv.org.au

**Adult Outreach
Support Services**

195 Flemington Road
North Melbourne
Phone 9321 2977



Tram routes 55, 57, 59

Adult Outreach Support Services 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.

www.svdv-vic.org.au

AL - ANON Family Groups

Level 7, 51 Queen Street
Melbourne
Phone 9642 3330

Support group for relatives and friends of alcoholics, or those whose lives have been affected by an alcoholic. Alateen is also for adolescents whose lives have been affected by an alcoholic.

www.al-anon.alateen.org.au

Alcoholics Anonymous Victoria

Level 1, 36 Church Street
Richmond
Phone 9429 1833



**Tram routes 24, 42, 78, 79,
109**

Weekdays 8am to 5pm

Phone 24 hours Help Line
AA is a fellowship of men or 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.

www.aavictoria.com.au

Anglicare Victoria - Lazarus Centre

203 Flinders Lane, Melbourne
Phone 9639 8510

Monday, Wednesday and Friday:
9.30am to 12pm

- advice and referral
- shower
- washing m/c and dryer
- clothes
- toiletries

www.anglicarevic.org.au

Anglicare Victoria - St. Peter's East Melbourne

15 Gisborne Street
Melbourne East
Ph. 9662 2391



Tram routes 11, 12, 42, 109

- breakfast 7.30am to 8.30am
seven days a week.
- food service at 8.30am
seven days a week.

www.stpeters.org.au

Australian College of Optometry Outreach Services

**Cnr Keppel and Cardigan
Streets, Carlton
Phone 9349 7400**

- Homeless Persons Eyecare Program
- Supported Residential Services Project
- Residential Aged Care Project
- Older Persons High Rise
- Aboriginal and Torres Strait Island Outreach
- Visiting Disability Service.

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

www.aco.org.au

Brotherhood of St Laurence Coolibah Centre

**67A Brunswick Street, Fitzroy
Phone 9483 1345**



Tram routes 112, 86

Client based services only

- breakfast free
- lunch \$3, afternoon tea 20c
- showers
- health services
- accommodation referral
- psychiatric referral
- optometry once a month

CASA House (Centre Against Sexual Assault)

**3rd Floor Queen Victoria
Women's Centre
210 Lonsdale Street, Melbourne
Phone 9635 3600
Counselling and Support line:
9635 3610**

- counselling
- advocacy
- health services
- legal adviceThe crisis-care unit at the Royal Women's Hospital is available after hours for recent assault victims.

www.casahouse.com.au

CENTRACARE/Mary of the Cross Centre

**23 Brunswick Street, Fitzroy
Phone 9495 6144**



Tram route 112

Weekdays 9am to 5pm
Some after hours appointments available.

- referral
- drug education
- counselling
- group support
- outreach
- multicultural support
- families with drug and alcohol issues
- spiritual support
- HIV/AIDS ministry

www.ccam.org.au

Centrelink

Appointments available
on 13 2850

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

Church of All Nations

180 Palmerston Street
Carlton
Phone 9347 7268
or 9347 7077



Tram routes 1, 8

- lunch on Mondays (donation)
11.30am to 1pm
- food pantry - current ID must be presented
- Internet kiosk and drop in centre
- Carlton No Interest Loans Scheme Tuesday/Wednesday/Thursday:
10am to 4pm
- Carlton Employment Opportunities and Family Development Worker Monday to Thursday 10am to 5pm
- job club
- referral and advocacy
- women's program Tuesday to Wednesday 11am to 3pm
Thursday 10am to 12 noon
- Women-only emergency relief on Thursdays from 10am to 12 noon.

Clarendon Clinic

52 Albert Street, East Melbourne
Phone 1300 558 862 (new referrals) or 9417 5696



Tram routes 24, 42, 109

- psychiatric services for people with serious mental illness
- crisis assessment

De Paul House

9 Brunswick Street, Fitzroy
Phone 9288 2624/2625



Tram routes 86, 112

- residential drug withdrawal service

Admission by appointment and the length of stay five to seven days. Males and females 18 years and over can apply. No cost. To go on the waiting list, phone 9288 2016 between 1.30 to 3.30pm, Monday to Friday.

www.svhm.org.au

Doutta Galla Community Health Service

12 Gower Street, Kensington
Phone 8378 1600
Train line: Kensington
(Craigieburn Line)

Bus route 402

- allied health services
- social welfare services
- health promotion programs
- dental services
- medical services
- counselling and mental health services
- psychiatric disability support services

15-19 Gracie Street
North Melbourne
Phone 8327 1700

Bus route 402

- psychiatric services
- mental health and complex needs programs

www.doutta.org.au

Fitzroy Legal Service

124 Johnston Street, Fitzroy
Phone 9419 3744

Tram route 112

Weekdays 9am to 5pm

Drop-in service is from 6.30pm to 9pm weekdays (free legal advice available).

- legal advice
- Richmond outreach (6.30 to 8pm) – appointment required

Community legal centre offering free legal advice, representation in court, community programs, projects and publications.

www.fls.com.au

Flagstaff Crisis Accommodation

**Corner King and Roden Streets
West Melbourne
Phone 9288 9611**



Tram route 57

Access to vacancies is only through Homeground Services. The local Homeground Service for the central city is located at 68 Oxford Street, Collingwood Phone 9288 9611 or Free call 1800 048 325

- supported accommodation
- health services
- psychiatric referral
- drug and alcohol referral
- free legal advice and assistance provided by PILCH Homeless Persons' Legal Clinic -Tuesdays 1pm to 2.30pm

Accommodates men aged 18 years and over. Accommodation cost \$23 per day, or \$161 per week.

www.salvationarmy.org.au

Flemington & Kensington Community Legal Centre

**22 Bellair Street
Kensington
Phone 9376 4355**

Weekdays: 9.30am to 5pm
Monday evening: 6 to 7pm
(appointments only)

- free legal advice and assistance for residents of Flemington and Kensington

Foot Patrol 1800 700 102

- needle exchange

Weekdays:
12 noon to 3.15pm
4 to 6.45pm
7.30 to 10.45pm

Weekends: 12 noon to 3.45pm
and 7.30 to 11.15pm
Public Holidays: 12 noon to
3.45pm and 7.30 to 11.15pm

www.youthprojects.net

Frontyard Youth Services

**19 King Street, Melbourne
Phone 9611 2411**

- accommodation referral
- centrelink
- youth connections
- gateway reconnect
- legal advice
- health services
- counselling
- Job Services Australia
- family reconciliation and mediation program

www.frontyard.org

George Wright Shelter

**66 George Street, Fitzroy
Phone 9419 8648**



Tram route 86

- homeless shelter for indigenous and non indigenous men
Accommodation and three meals per day at \$196 per week.

www.ahl.gov.au

GROW

**707 Glenhuntly Road
Caulfield South
Phone 9528 2977**



Tram route 67

Weekdays 9am to 5pm

A movement of community mental health and mutual support self-help groups. Weekly groups are available for people who have been through a breakdown, or who are overwhelmed by problems and painful life experiences.

www.grow.net.au

Hanover Fitzroy

**145 Smith Street, Fitzroy
Phone 9288 9800**



Tram route 86

Monday to Friday 9am to 5pm

- accommodation information, referral and support
- health services
- blankets

Crisis and outreach service to people experiencing homelessness. An outreach team operates five days a week and visits people who are sleeping rough. Hanover's services are free of charge.

www.hanover.org.au

Hanover Southbank

**52 Haig Street
South Melbourne
Phone 9699 4566**



Tram routes 96, 112

- short term accommodation
- referral
- health services
- laundry
- free legal advice and assistance provided by PILCH Homeless Persons Legal Clinic – Wednesdays 1.15 to 3pm

Cost \$15 per night (\$11 per night youth allowance), or \$105 per week, includes breakfast.

www.hanover.org.au

Hare Krishna Temple

**Food for Life
197 Danks Street, Albert Park
Phone 9699 5122**



Tram route 112

- free meals

Meal serving times:
everyday 1 to 1.30pm, weekdays
5.30 to 6.30pm and weekends 6
to 7pm.

www.iskcon.net.au

Homeground Services

**68 Oxford Street, Collingwood
Phone 9288 9611**

- initial assessment and planning for housing crisis accommodation
- limited financial assistance
- assistance with public housing applications
- free legal advice and assistance provided by PILCH Homeless Persons' Legal Clinic Thursday 12 noon to 2pm

www.homeground.org.au

Homelessness Advocacy Service (HAS) - Council to Homeless Persons

**2 Stanley Street, Collingwood
1800 066 256**

Monday to Friday 9am to 5pm

For advice and information about your rights regarding homelessness support services, making a complaint, and advocating on your behalf.

www.chp.org.au

Inner West Outreach Service (IWOS)

Kensington, North Melbourne, West Melbourne, Flemington, Docklands, Ascot Vale, Moonee Ponds, Essendon and Niddrie
Phone 1800 170 556
or 0418 170 556

- needle and syringe program

Weekdays 10am to 5pm,
closed on public holidays.

Northwest outreach service
operates seven days a week

7.30 to 11.15pm

Lady Gladys Nicholls Hostel

56 Cunningham Street
Northcote
Phone 9489 0032



Tram route 86

- temporary accommodation for Indigenous people (fees apply)
- food

Living Room Primary Health Service

7-9 Hosier Lane, Melbourne
Phone 9945 2100 or
1800 440 188

Weekdays 1 to 4pm

- health services
- referrals and information
- chill out space
- tea /coffee /snacks

Living Room is made up of a team of doctors, nurses and community development workers who provide a confidential 'user friendly' free health service. There are a number of co-located services including:

- Centrelink
- podiatry
- dietitians
- mental health nurses
- Hep C support
- liver clinic
- legal services
- housing services
- youth services

Drop into Hosier Lane or contact
outreach workers by phone.

www.youthprojects.net

McCauley Community Services for Women - Regina Coeli Community

**149 Flemington Road
North Melbourne
Phone 9269 6868**



Tram routes 55, 57, 59

- medium term supported accommodation

Accommodation costs \$395 per fortnight (DSP) and \$330 per fortnight (New Start) for homeless single women 25 years and over without children. A nurse is available two days per week.

Matthew Talbot Soup Van

- free food

Monday to Friday:

- Sandwiches, soup, sausage rolls, meat pies, pasties, tea, coffee and cordial.
- Saturday and Sunday: Sandwiches, soup, tea coffee and cordial

The van parks at:

- 7.15pm: North Melbourne – Clayton Park, corner Macaulay Road and Boundary Road
- 7.45pm: Fitzroy – All Saints. Corner King William Street and Napier Street (near Police Station)
- 8.15pm: Hanover - 52 Haig Street, South Melbourne

- 8.45pm: Flinders Street Station (Wednesday to Sunday only)
- 9.15pm: Queen Victoria Markets – Franklin Street (off Peel Street).

Times are approximate.

Melbourne Counselling Service

**Level 2, 69 Bourke Street
Melbourne
Phone 9653 3250**

- gambling counselling
- youth sexual assault counselling
- a unit of Gamblers Help
- financial counselling
- general counselling

Melbourne Mobility Centre

**Level 1 Car Park, Federation Square, Melbourne
Phone 9650 6499
Freecall: 1800 735 266
TTY: 9650 9316**

- mobility equipment for hire (wheelchairs, scooters, wheelie walkers, prams)
- baby change facility
- accessible amenities including toilets, rest area, free tea/coffee
- internet access and access resources

Monday to Friday: 9am to 6pm
Saturday and Sunday: 10am to 4pm
Public holidays: Closed

Walk down Russell Street towards the car park entrance; Take the lift to Level 1 where the doors will open directly opposite the Mobility Centre. Ground level entry is through the car park doorway adjacent to the playground (ArtPlay) on the Yarra River side of Federation Square. Walk down Princes Walk path, turn left at Zinc Restaurant. There is a green sign above the door.

melbournemobilitycentre.com.au

Melbourne Sexual Health Centre

**2nd floor, 580 Swanston Street
Carlton
Phone 9341 6200**



**Tram routes 1, 3, 5, 6, 8, 16,
64, 67, 72**

Monday to Thursday
8.40am to 5pm
Friday 1 to 5pm

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

The clinic operates on Thursdays 5 to 6.30pm by appointment only.

www.mshc.org.au

North Melbourne Legal Service
1st Floor, 504 Victoria Street
North Melbourne
Phone 9328 1885



Tram route 57

- free legal advice
- case work

Monday to Friday 9am to 5pm
Drop-in service Friday 1 to 2pm

Evening drop-in service Tuesday
6.30 to 7.30pm

North Yarra Community Health

Located at three sites:

75 Brunswick Street, Fitzroy
Phone 9411 3555

Monday to Friday 9am to 6pm
Saturday 9am to 12 noon

Provides a broad range of health and welfare services

Drop-in Clinic for homeless people on every Monday from 9am to 12 noon. Services include physiotherapy, podiatry, occupational therapy, dietetics, and nursing.

- Aboriginal engagement worker available
- café meals program for homeless people
- drop-in social work/counselling sessions

- dental services for homeless people and for people with drug and/or alcohol issues - phone dental reception on 9411 3505
- showers
- needle and syringe program

**365 Hoddle Street, Collingwood
Phone 9411 4333**

Monday to Friday 8.30am to 6pm
Saturdays 9am to 12 noon

- range of health and welfare services
- drug and alcohol counselling
- drop in social work/counselling sessions
- needle and syringe programs
- psychiatric disability support

**622 Lygon Street, Carlton
Phone 9349 7333**

Monday, Tuesday, Thursday,
Friday 9am to 5pm
Wednesday 11am to 5pm

- broad range of allied health and counselling services
- social work/counselling sessions (by appointment only)
- needle and syringe programs

Drug Safety Services

**4 Johnston Street, Collingwood
Phone 9468 2800**

Monday, Tuesday, Wednesday,
Friday 10.30am to 5pm
Thursday 11am to 5pm

North Yarra Community Health's primary health service for people who inject plus drugs plus primary needle and syringe program.

Services include:

- doctors
- drug and alcohol counselling
- nursing (including psychiatric nurse)
- breakfast program
- phone, shower and laundry facilities
- advocacy, support and referral
- needle and syringe program

www.nych.org.au



Information

Ticketing Zones



City Saver

Zone 1

Zone 2

Nearest Train Station

Connecting Bus

Tram Terminus

Routes: 1, 3, 5, 6, 8, 16, 19, 24, 30, 31, 48, 55, 57, 59, 64, 67, 70, 72, 75, 78, 79, 82, 86, 95, 96, 109, 112

For train, tram and bus information call **131 638** / (TTY) **9619 2727** (6am-10pm daily) or visit metlinkmelbourne.com.au

For Yarra Trams customer feedback and lost property call **1800 800 166** (6am-10pm daily) or visit yarratrams.com.au



— City Circle Tram
● City Loop Stations

Melbourne Tram Network



Open Family Australia

**Level 1, 75 Crockford Street
Port Melbourne
Phone 8698 6700**

Outreach service for young people 12-25 years, accommodation referral, drug and alcohol referral, legal advice referral and recreational activities.

The 'Chatter Box Bus' operates from 8pm till late in and around Melbourne CBD 'hotspots' on Wednesday, Friday and Saturday nights. Food, advice and activities offered.

www.openfamily.com.au

Orygen Youth Health

**35 Poplar Road, Parkville
Phone 9342 2800**

**Triage (new referrals)
Phone 1800 888 320**



**Train line: Upfield
(Royal Park)**

Public mental health service for young people aged 15-25 living in the Western and North-Western regions of Melbourne.

www.oyh.org.au

Ozanam Community Centre

**268 Abbotsford Street
North Melbourne
Phone 9329 6733**



Tram route 57

Weekdays 9am to 2.30pm

- breakfast – daily between 9.15 to 10am
- lunch – daily between 12 noon to 1pm.
- laundry
- shower
- health services
- dentist
- drug and alcohol counselling
- doctor and nurse
- therapeutic groups
- centrelink
- North Melbourne legal services

Statewide services for homeless and disadvantaged people who are over 18.

www.vinnies.org.au

Ozanam House

179 Flemington Road
North Melbourne
Phone 9329 5100



Tram routes 55, 57, 59

- crisis accommodation for men over the age of 18
- accommodation referral
- food (three meals to residents)
- laundry (\$1 operation charge for residents)
- Centrelink services (Thursdays 9.30 to 11.30am)
- free legal advice and assistance provided by PILCH Homeless Persons' Legal Clinic Tuesdays 10am to 12 noon

Crisis accommodation centre houses men over 18 years of age. The cost is \$22 (or \$14 if on youth allowance) per night or \$308 (or \$196 if on Youth Allowance) per fortnight.

Referrals for Ozanam House through St Vincent de Paul Housing Services.

Phone 9304 0100
Freecall: 1800 618 468
Monday to Friday 9am to 5pm.
www.vinnies.org.au/vic

PILCH Homeless Persons' Legal Clinic

Level 17, 461 Bourke Street
Melbourne
Freecall - 1800 606 313

The clinic provides free legal advice and assistance to, and advocacy on behalf of, people who are homeless or at risk of homelessness.

Legal advice is provided at a number of outreach clinics within the City of Melbourne.

Please call us on 1800 606 313 to make an appointment to see a lawyer.

www.pilch.org.au
www.homelesslaw.org.au

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

Norwood Street, Flemington
Phone: 0433 781 069



Tram route 57



Newmarket (Craigieburn Line)

Open Tuesdays 10am to 1pm

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

Private Rental Brokerage Program

197 Flemington Rd
North Melbourne
Phone 9321 2912



Tram routes 55, 57, 59

Private Rental Brokerage is a State Government response to youth who are homeless under the banner of creating connections.

Program supports young people aged between 18 and 25 years who must demonstrate they are ready for a private rental tenancy and importantly able to sustain the tenancy.

www.svdp-vic.org.au

Quin House

38-40 George Street, Fitzroy
Phone 9419 4874



Tram route 86

- residential drug and alcohol rehabilitation (short-term)
- post-residential program
- accommodation referral

\$175 per week includes all meals and the case management worker. Quin House accommodates men over 21 years. There is an abstinence-based program with referral through the withdrawal services.

www.vincentcare.org.au

Rosie's Bus

Wednesdays and Fridays
8.30 to 10.30pm

Rosie's Bus parks at Flinders Street Station and provides tea, coffee, milo and cordial.

RDNS Homeless Person's Program

Phone 1300 334 455

- health services

Royal Melbourne Hospital

Grattan Street Parkville
Phone 9342 7000



Tram routes 19, 55, 59, 68

- outpatients' emergency service

Royal Victorian Eye & Ear Hospital

32 Gisborne Street
East Melbourne
Phone 9929 8666



Tram routes 31, 109, 112

- outpatients' emergency service

Royal Women's Hospital

20 Flemington Road, Parkville
Phone 8345 2000



Tram routes 1, 3, 5, 6, 8, 16, 64, 67, 72

- outpatients' emergency service

Sacred Heart Mission

87 Grey Street St Kilda

Phone 9537 1166



Tram routes 16, 96

Free breakfast 8.30 to 10.30am and free lunch 12 noon to 1.15pm every day of the year, including public holidays

- op shop
- free showers and laundry
- emergency financial aid
- assistance with housing and referrals, physical and mental health, counselling and support. GP and nurse clinic
- sporting and recreation clinic

Sacred Heart Mission's Women's House:

65 Robe Street, St Kilda

The Women's House is a safe drop in centre for women open Monday to Friday 11.30am to 3pm.

- free lunch between 12 noon and 2pm
- assistance with housing and referrals, physical and mental health, counselling and support
- showers, laundry and telephones
- art program and social activities

Sacred Heart Hands on Health Clinic:

1/99 Grey Street St Kilda

Phone 9536 8456

Provides natural and complementary therapies such as podiatry, physiotherapy, massage, hairdressing.

A payment of \$2 is requested however treatment will not be refused if a person is unable to pay.

Appointment required. Priority is given to people who hold a pension/health care card or are living in unstable accommodation and live in the City of Port Phillip or have been referred by an agency.

www.sacredheartmission.org

**Salvation Army Family
Support Services**
69 Bourke Street, Melbourne
Phone 9653 3213

- material aid assistance (Monday to Friday 10am to 12 noon)
- blankets and showers
- counselling and referrals
- free legal advice and assistance provided by PILCH Homeless Persons' Legal Clinic Tuesdays 12.30 to 2pm

Life Centre: Monday, Wednesday, Thursday and Friday:
(9am to 2pm)
Tuesday: 9am to 12 noon
Free breakfast: 9.30 to 10.30am
Free lunch: 12.15 to 12.45pm

Brunswick office 9387 6746
Richmond office 9429 1576
www.salvationarmy.org.au

Salvation Army - Project 614
69 Bourke Street, Melbourne
Phone 9563 3213

Monday to Friday 9.30am to 12 noon

- food parcels
- clothing and blankets
- furniture
- public transport ticket
- prescriptions
- showers and referrals

Hamodava Cafe

Monday to Friday
Free Breakfast
9 to 10.30am

Free lunch
12 noon to 1pm
for people sleeping rough in and around the Melbourne central city.

www.salvationarmy.org.au

**Salvation Army - 24/7
Melbourne's Road Home**

69 Bourke St Melbourne
Phone 1800 COMMUNITY or
Free call 1800 266 686 489

- 24/7 Melbourne's Road Home has one primary goal that is to end homelessness for persons sleeping rough in and around Melbourne central city.
- 24/7 Melbourne's Road Home is contactable 24 hours a day 7 days a week
- 24/7 Melbourne's Road Home accepts referrals from police, ambulance, business owners and the wider community.

**Salvation Army Melbourne 614
Food Van**

Park at Swanston Street, near
St Paul's Cathedral and Hungry
Jacks

Monday to Friday at 9.30pm

Salvation Army Open Door

166 Boundary Road
North Melbourne
Phone 9329 6988



Tram route 57

- accommodation (transitional)
- laundry

Transitional accommodation (three to six months) for homeless men who are over 18 years for \$322 per fortnight, including three meals per day. Referrals via crisis accommodation unit to be accepted.

St. Francis Pastoral Centre
326 Lonsdale Street, Melbourne
Phone 9663 2495

Wednesday, Friday and Sunday
10.30am to 2pm

- Tea/Coffee and biscuit for \$1.00 donation

www.stfrancismelbourne.org

St. Mark's Community Centre

250 George Street
(corner Moor Street), Fitzroy
Phone 9419 3288



Tram routes 112, 86

- Bread, fruit, vegetables. weekly food parcels are available Monday to Friday between 12 noon to 3pm

Drop in centre Monday to Friday between 11.30am to 3pm.

- lunch, tea/coffee
- showers, washing machine and dryers for homeless people
- toiletries
- public telephone

St Mark's provides assistance to homeless people and asylum seekers. Mission House (122 Napier St telephone 9486 0445) provide emergency relief to people living in public housing and rental properties with a Health Care Card.

St Marks will provide up to five PBS prescriptions per month for homeless people, but not for methadone/buprenorphine, through the co-payment prescription scheme.

St. Mary's House of Welcome

165-169 Brunswick Street
Fitzroy
Phone 9417 6497



Tram route 112

Monday, Tuesday, Thursday and
Friday 8.30am to 3.30pm
Wednesday 8.30am to 1.30pm
Saturday 8.30am to 1.30pm

- food
- showers
- accommodation referral
- drug and alcohol referral
- women's health clinic
- men's health clinic
- psychiatric social rehabilitation program provides community support for people with psychiatric disabilities

Free breakfast at 8.45 to 9.45am.
Free morning tea at 10.30am.
(Every day).

Free afternoon tea at 3pm.
(Monday, Tuesday, Thursday and
Friday).

Sit-down two-course lunch
12 noon to 1pm (cost by
donation).

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

www.smhow.org.au

St. Vincent's de Paul

121 Johnson Street, Collingwood
Phone 9417 4559



**Bus route 200, 201, 203,
205, 207**

Weekdays 9am to 5pm

- clothing, furniture and bric-a-brac (cheap)

Call head office on 9895 5800 to
find your nearest branch.

St. Vincent de Paul Youth Outreach Support Service

197 Flemington Road
North Melbourne
Phone 9321 2912



Tram routes 55, 57, 59

- outreach housing support for
young people.

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

www.svdpc-vic.org.au

**St. Vincent's Emergency
Department**

41 Victoria Parade, Fitzroy
Phone 9288 4365



**Tram routes 24, 42, 88, 89,
96, 109**

Outpatients' emergency service

Stopover Youth Services

Phone 8486 2133

- short crisis accommodation
- advocacy and general support
- referral

Housing support program offered for young homeless people aged 15 to 25 years. Six single rooms (including meals) are available for stays of up to six weeks at a cost of 20 percent of one's income. Young people will require youth work support.

The Alfred

Commercial Road, Melbourne
Phone 9076 2000



Tram route 72

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

www.alfred.org.au

The Big Issue Australia

148 Lonsdale Street, Melbourne
Phone 9663 4733

“The independent street magazine sold by homeless and unemployed people.”

- magazine vendor opportunities
- opportunity to make money and friends, gain confidence and learn skills
- choose your own hours
- no referral process needed
- vendors paid for all contributions published in the magazine
- everybody welcome
- free legal advice and assistance provided by PILCH Homeless Persons' Legal Clinic - Fridays: 2 to 3pm.

The Big Issue is a non-profit organisation helping people to help themselves.

www.bigissue.org.au

The Drum Youth Services

Ground Floor
150 Palmerston Street, Carlton
Phone 9347 3600



Tram routes 1, 8

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

www.ds.org.au

Travellers' Aid

Head Office
City Village
Level 3, 225 Bourke Street
Phone 9654 2600
99 Spencer Street
under the Bourke St Bridge
(opposite Luggage Hall)
Phone 9670 2072

7am to 10pm
Monday to Sunday

Flinders Street Station
(located between Platforms 9 and 10 on the concourse level)
Phone 9610 2030

open 8am to 8pm
Sunday to Thursday
8am to 10pm
Friday to Saturday
The services provided at both

Southern Cross Station and Flinders St Station are similar, except that we do not have the relief agencies and emergency welfare assistance at our Flinders Street Station location

Free assistance to frail, infirm, elderly, disabled, visually or movement impaired customers to ensure swift, confident and safe passage throughout Southern Cross Station.

Clean and accessible rest rooms, baby change facilities, showers and a family friendly resting space.

For travellers in crisis, recommendations of affordable accommodation, relief agencies and emergency relief assistance.

Monday to Friday: 9.30am to 2pm
Saturdays and Sundays: 12pm to 4pm

Turning Point Drug & Alcohol Centre

**54-62 Gertrude Street, Fitzroy
Phone 8413 8444**



Tram routes 86, 96

- initial assessment by telephone or face to face
- information and advice on treatment options
- referral to other alcohol and drug services or health and welfare agencies
- pharmacotherapy
- specialist interventions for methamphetamines
- individual and group counselling
- home-based withdrawal
- forensics client service
- acquired brain injury clinical consultation
- mental health interventions
- needle and syringe program (NSP)

All services are free except medications.

www.turningpoint.org.au

Victoria Legal Aid

350 Queen Street, Melbourne
Phone 9269 0234

- legal advice
- public library

There are no fees for appointments.

www.legalaid.vic.gov.au

Victoria Police

- 637 Flinders Street, Melbourne
Phone 9247 6666, Open 24 hours
- 226 Flinders Lane, Melbourne
Phone 9637 1100, Open 24 hours
- 36 Wreckyn St
North Melbourne
Phone 83790800
Open 24 hours
- Provides general policing, community assistance along with crime fighting for the Victorian community.

www.police.vic.gov.au

Victorian Aboriginal Health Service

186 Nicholson Street, Fitzroy
Phone 9419 3000



Tram route 96

- health services
- psychiatric services
- drug and alcohol counselling
- immunisation
- preventative care for children
- maternal and child health
- women's health
- ante-natal care
- dentist

This free health service is for Aboriginal people and Torres Strait Islanders.

www.vaahs.org.au

Victorian Aboriginal Legal Service

6 Alexandra Parade, Fitzroy
Phone 9419 3888
1800 064 865



Tram route 96

- legal services

Provides support with civil, family and criminal law matters for Aboriginal people and Torres Strait Islanders.

www.vals.org.au

Vietnamese Welfare Resource Centre

58 Holland Court, Flemington
Phone 9376 2933



Tram route 57

Providing assistance to Vietnamese community members that have lived in Australia for less than five years.

- domestic violence support
- drug and gambling counselling
- housing advice
- legal information
- young Vietnamese women's
- support group
- settlement issues for new
- arrivals

www.jss.org.au

Waratah Clinic

2nd Floor, 641 Mt Alexander Road, Moonee Ponds
Phone 9377 3400



Tram route 59

- psychiatric services

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

William T Onus Hostel

75 Westgarth Street, Northcote
Phone 9489 6701



Tram route 86

- temporary accommodation for Indigenous people (fees apply)

Wintringham:

City Outreach Service

136 Mt. Alexander Road, Flemington
Phone 9376 1122



Tram route 59

- residential care
- outreach – support and accommodation referral
- housing – nursing home, independent living units and long term housing support
- community care packages – home based care, support and case management

Wintringham provides quality care, accommodation and support services to men and women over the age of 50 years who have limited financial resources and are either homeless or at risk of becoming homeless.

www.wintringham.org.au

WIRE Women's Information Centre

**Ground Floor, 210 Lonsdale Street, Melbourne
Phone 9921 0878
1300 134 130**

(Support, information and referral)
Monday to Friday: 9am to 5pm.

free support and referrals for women by women

- women leaving a violent relationship to coping with depression to everything in between
- support finding work, education or training
- free computer access
- free computer classes
- free seminars

www.wire.org.au

Women's Health West

**317-319 Barkly Street, Footscray
Phone 03 9689 9588
Fax 03 9689 3861**



Sydenham, Werribee or Williamstown lines



Bus route 216, 219, 220, 410, 472

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

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

All services are free and confidential.

www.whwest.org.au

Women's Housing Limited
Suite 1, Level 1
21 Cremorne Street, Richmond
Phone 9412 6868

Weekdays 9am to 5pm

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

The cost is the same as public housing (25 percent of your total income). No crisis accommodation is available

www.womenshousing.com.au

Young People's Health Service
19 King Street, Melbourne
Phone 9611 2409

Weekdays 11am to 5pm

- health services (free for 12-24 year olds)
- provides support, information and treatment on general health, drug and alcohol, sexual and mental health issues.

www.cah.org.au

Youth Support & Advocacy Service

187-195 Langridge Street
Abbotsford
Phone 9415 8860



Tram route 112

- drug services (before and after detox)
- accommodation referral

This service is for young people aged between 10 and 21 years.

www.ysas.org.au

Youth Services

49-53 Buncle Street
North Melbourne
Phone 8378 1600



Macauley (Upfield Line)



Bus route 402

Service is based at North Melbourne Community Centre

- social support
- advocacy and referral
- youth arts programs
- youth recreational activities
- school based programs
- groups for young men and women
- male or female youth worker available www.doutta.org.au

Tenancy Assistance
Employment Assistance
Travel Assistance
Legal/Financial Advice
Counselling and Psychiatric Services
Needle Exchange
Drug and Alcohol
Showers/Laundry
Clothes and Blankets
Dentistry
Hospitals/Emergency
Health Services/Pharmacy
Accommodation
Food
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