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

The agencies listed offer many types of support and services. These include:

1. Homelessness accommodation (including rental assistance)
2. Services for women
3. Essential items and services (including food, clothes, showers, laundry, travel)
4. Support for addictions (including drugs, alcohol, gambling, needle exchange)
5. Health and wellbeing services (including hospitals, counselling, 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 booklet was correct at time of publication (May 2018).

How to use the Helping Out booklet
This booklet is arranged into seven sections so that you can find an agency based on the support or service that you need. For example, if you need a hospital, you can find all hospitals listed under ‘Health and wellbeing services’.

Agencies are listed from A-Z in each section, 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 peoples.
Visit melbourne.vic.gov.au for an electronic version of this booklet.

The following electronic resources are also available:
Aboriginal Housing Victoria
ahvic.org.au
City of Melbourne
melbourne.vic.gov.au
Council to Homeless Persons
chp.org.au
Homelessness Australia
homelessnessaustralia.org.au
InfoXchange – Housing and Homelessness
infoxchange.net.au
Justice Connect Homeless Law
justiceconnect.org.au
The Victorian Equal Opportunity and Human Rights Commission
humanrightscommission.vic.gov.au
VicEmergency real-time emergency information
emergency.vic.gov.au
VCOSS Victorian Council of Social Services
vcoss.org.au
Victorian State-wide Human Services Directory
humanservicesdirectory.vic.gov.au
YACVic Youth Affairs Council of Victoria
yacvic.org.au

Helpful phone numbers
Emergency
- Police, Fire, Ambulance 000
Alcoholics Anonymous
1300 222 222
Child protection emergency service
13 1278
DirectLine
(24-hour drug and alcohol counselling)
1800 888 236
Gambler’s Help Victoria
1800 858 858
Kids Helpline
1800 551 800
Lifeline
(24-hour crisis counselling)
13 1114
Maternal and Child Health Line
13 2229
MensLine Australia
1300 789 978
Open Door 24 Hours State-wide support line
1800 825 955
Narcotics Anonymous – Victorian Area Helpline
1300 652 820
Sexual Assault Crisis Line
1800 806 292
Suicide Line
1300 651 251
Victims of Crime Helpline
1800 819 817
WIRE (Women’s Information and Referral Exchange)
9348 9416 or 1300 134 130

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 different services Australia-wide that can help with housing, free meals, health services, counselling, legal help and addiction help. Ask Izzy is available on phones, tablets and computers. askizzy.org.au
**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 (emergency.vic.gov.au) is the primary website for fire and flood warnings and shows emergency incidents in Victoria on a Google map. City of Melbourne advises checking more than one source of emergency warnings.

**Heat health alerts**

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

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

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

Ask your local community service about what kinds of extreme weather support are available.
1. HOMELESSNESS ACCOMMODATION
(including rental assistance and housing pathways/applications)

Adult Outreach Support Services
179 Flemington Road
North Melbourne
Phone: 9329 5100
Tram number: 55, 57, 59
Works with people who are homeless, or at risk of homelessness, to secure and maintain safe and affordable housing and achieve independence in the community.
vincentcare.org.au

Flagstaff Crisis Accommodation
9 Roden Street
West Melbourne
Phone: 9329 4800
Access to vacancies is only through Launch Housing. Phone 1800 825 955
Services include:
• supported accommodation
• health services
• psychiatric referral
• drug and alcohol referral
• employment and education support.
Accommodates men aged over 18.
Nightly accommodation cost varies, dependent on income.
Accommodation includes:
• three meals per day for residents
• laundry facility for residents.
salvationarmy.org.au

Frontyard Youth Services
19 King Street
Melbourne
Phone: 9611 2411
Freecall: 1800 800 531
Tram number: City Circle, 70, 75 (stop 2 Melbourne Aquarium)
Monday to Friday: 9am – 8pm
Saturday, Sunday and public holidays: 10am – 6pm
A drop-in centre for young people at risk of, or experiencing, homelessness, Frontyard is a state-wide service that provides a range of free programs for young people aged 12-25. 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.
frontyard.org.au
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.
launchhousing.org.au

Launch Housing
Southbank
52 Haig Street
South Melbourne
Phone: 9699 4566
Tram number: 96, 112
Services include:
• Referrals through Open 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.
launchhousing.org.au

Launch Housing
St Kilda
122 Chapel Street
St Kilda VIC 3182
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
• Assistance with public and community housing applications.
launchhousing.org.au

Launch Housing
Cheltenham
Level 1, 11 Chesterville Road
Cheltenham VIC 3192
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.
launchhousing.org.au

Launch Housing
Rough Sleeper Initiative
122 Chapel Street
St Kilda VIC 3182
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.
launchhousing.org.au
Open Family  
(Whitelion)  
155 Roden Street  
West Melbourne  
Phone: 8354 0800  
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.  
openfamily.com.au  
whitelion.asn.au

Ozanan House  
68–72 Chapman Street  
North Melbourne  
Phone: 9329 5100  
Tram number: 55, 57, 59  
Supported crisis accommodation service houses men over 18 years of age, including:  
• three meals per day to residents  
• laundry facilities  
• visiting services including Centrelink, mental health and counselling services.  
vincencare.org.au

Quin House  
38-40 George Street  
Fitzroy  
Phone: 9419 4874  
Tram number: 86  
Quin House is an abstinence-based program that accommodates men aged over 18.  
Services include:  
• residential drug and alcohol rehabilitation for up to three months  
• post-detox program  
• accommodation referral through withdrawal services.  
vincencare.org.au
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.
sacredheartmission.org

Safe Steps Family Violence Response Centre
Phone: 9928 9600
Phone: 1800 015 188
Email: admin@safesteps.org.au
A Victoria-wide not-for-profit service for women and children experiencing violence and abuse from a partner or ex-partner, another family member or someone close to them.
safesteps.org.au

Salvation Army – Open Door
166 Boundary Road
North Melbourne
Phone: 9329 6988
Tram number: 57
Laundry and transitional accommodation (three to six months) for homeless men aged over 18.
Cost:
Disability support pension:
• $434 per fortnight, including three meals per day
Newstart youth allowance:
• $357 per fortnight, including three meals per day
Referrals via Launch Housing, entering through Flagstaff Crisis Accommodation or Ozanam House.
salvos.org.au
St Mary’s
House of Welcome
165-169 Brunswick Street
Fitzroy
Phone: 9417 6497
Tram number: 12
Monday, Tuesday, Thursday and Friday:
8.30am – 3.30pm
Wednesday and Saturday:
8.30am – 1.30pm
Services include:
• meals program
• showers
• drugs and alcohol information and referral
• housing and health
• programs and activities for people with mental illness
• preferred provision of varies NDIS services
• free breakfast: 8.45am – 9.45am
• free morning tea: 10.30am, every day
• free afternoon tea: 3pm, Monday, Tuesday, Thursday and Friday
• sit-down two-course lunch: noon – 1pm (cost: $2).
All programs and services are open to adults aged over 18.
smhow.org.au

Stopover
Youth Refuge
Phone: 1800 825 955
For any young person experiencing homelessness.
• crisis refuge accommodation
• advocacy and holistic case management support.
Housing support program for people aged 16-24 who are experiencing homelessness. Individual room and bathroom, food included. Stays of approximately six to eight weeks, based on individual case plan. Referral through the Opening Doors Framework Access Points, including Melbourne Youth Support Services at Frontyard, 19 King Street, Melbourne.
melbournecitymission.org.au

VincentCare Northern Community Hub
175 Glenroy Road
Glenroy
Phone: 9304 0100
Access Point Services: An initial point of contact for people seeking housing and homelessness services.
vincetncare.org.au
**VincentCare Youth Support Service**
175 Glenroy Road
Glenroy
Phone: 9304 0100
Outreach housing support services for homeless young people aged between 16 and 25.

[vincentcare.org.au](http://vincentcare.org.au)

**Wintringham**
Level 1, 136 Macaulay Road
Kensington
Phone: 9376 1122

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.

[wintringham.org.au](http://wintringham.org.au)

**Women’s Housing Limited**
Suite 1, Level 1
21 Cremorne Street
Richmond
Phone: 9412 6868
Monday to Friday: 9am – 5pm

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

2. SERVICES FOR WOMEN

CASA House
Centre Against Sexual Assault
3rd Floor, Queen Victoria Women’s Centre
210 Lonsdale Street
Melbourne
Intake crisis line: 9635 3610
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.
casahouse.com.au

Council of Single Mothers &
their Children (CSMC) Vic
1st Floor, Queen Victoria Women’s Centre
210 Lonsdale Street
Melbourne VIC 3000
Support Line: 9654 0622
Outside Melbourne: 1300 552 511
Support Line open Monday to Friday:
9.30am – 3pm
CSMC is a not-for-profit organisation run by, and for, single mothers to improve their lives and 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.
CSMC services include:
• telephone support, information and referral
• email support service: csmc@csmc.org.au
• 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.
www.csmc.org.au
Depaul House  
9 Brunswick Street  
Fitzroy  
Phone: 9231 2624  
Tram number: 86, 109, 112  
Residential drug withdrawal service.  
For self-referral, phone 1800 888 236.  
Or find your local hub/service online.  
svhm.org.au

Fitted for Work  
Ground Floor  
Queen Victoria Women's Centre  
210 Lonsdale Street  
Melbourne  
Phone: 9662 4289  
Monday to Friday: 9am – 5pm  
Assists women to achieve financial independence and helps women experiencing disadvantage get work and keep it. Services include mentoring, interview preparation, personal outfitting, work experience and a range of transition to work and staying employed programs.  
fittedforwork.org

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 Carol Vale, Head of Community Services, on 9371 6600.  
mcauleycsw.org.au

Royal Women’s Hospital  
20 Flemington Road  
Parkville  
Phone: 8345 2000  
Tram number: 19, 55, 57, 59  
Bus number: 401, 402  
Specialist hospital focused on women and newborns. Includes outpatient emergency services.  
thermh.org.au

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.  
sacredheartmission.org
Sacred Heart Mission’s
Women’s House
65 Robe Street
St Kilda
Monday to Friday: 11.30am – 3pm
A safe drop-in centre for women, which provides:
• free lunch from 11.30am – 2pm
• assistance with housing and referrals, physical and mental health, case management and support
• showers, laundry and telephones
• computer and internet
• social inclusion activities.
sacredheartmission.org

Safe Steps Family Violence Response Centre
Phone: 9928 9600
Phone: 1800 015 188
Email: admin@safesteps.org.au
A Victoria-wide not-for-profit service for women and children experiencing violence and abuse from a partner or ex-partner, another family member or someone close to them.
safesteps.org.au

WIRE Women’s Information
372 Spencer Street
West Melbourne
Helpline: 1300 134 130
Administration: 9348 9416
Free and confidential support, information and referrals for women by women on any issues – from leaving a violent relationship to coping with depression and everything in between.
Services include:
• women’s helpline: 9am – 5pm, Monday to Friday (except public holidays and weekends)
• online chat – live chat support services: (wire.org.au): 9.30am – 4.30pm, Monday to Friday (except public holidays and weekends)
• women’s information centre – open to the public 9.30am – 4.30pm Monday to Friday (except public holidays).
372 Spencer Street, West Melbourne.
No appointment needed. Drop in for face-to-face support or free computer and internet access.
• email support service: support@wire.org.au (response within 2 working days).
WIRE’s free programs for women include:
• computer classes
• job coaching sessions
• AMICA Women’s lunch and activity club
• (Tuesday and Thursday 11am – 3pm) for women experiencing housing and isolation issues
• legal clinics
• monthly seminars.
wire.org.au
**Womens 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 to the Women’s. Information on a range of women’s health issues is available in English and other community languages.
thermh.org.au

**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
- referral
- counselling
- crisis support
- court support
- support groups.
All services are free and confidential.
whwest.org.au

**Women’s Housing Limited**
Suite 1, Level 1,
21 Cremorne Street
Richmond
Phone: 9412 6868
Monday to Friday: 9am – 5pm
Services include:
- medium and long-term housing accommodation
- tenancy assistance
- housing information and referral.
womenshousing.com.au

**Women’s Legal Service**
Level 10, 277 William Street
Melbourne
Phone: 8622 0600
Monday to Friday: 9am – 5pm
Women’s Legal Service is a not-for-profit organisation that provides free and confidential legal advice, referrals and representation to women in Victoria.
womenslegal.org.au
3. ESSENTIAL ITEMS AND SERVICES
(including food, clothes, showers, laundry, travel)

Anglicare Victoria – Lazarus Centre
St. Peter’s East Melbourne
15 Gisborne Street
East Melbourne
Phone: 9419 3288
Tram number: 11, 12, 42, 109
Services include:
• breakfast: Monday to Sunday, 7.30am – 9am
• BBQ lunch: every Friday, 11am – noon
• clothes
• toiletries.
anglicarevic.org.au

Anglicare Victoria – St Mark’s Community Centre
250 George Street
Fitzroy
Phone: 9419 3288
Tram number: 12, 86
St Mark’s provides assistance to homeless people. Drop-in centre: Monday to Friday, 11am – 3pm.
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.
anglicarevic.org.au

Brotherhood of St Laurence
Coolibah Centre
67A Brunswick Street
Fitzroy
Phone: 1300 147 147 or 9483 1345
Tram number: 11, 86
Member-based services 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.
bsl.org.au/services/older-people/coolibah-centre/

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 – noon (a current ID must be presented)
• internet kiosk and drop-in centre
• Carlton No Interest Loans Scheme: Tuesday, Wednesday and Thursday, 10am – 4pm
• Carlton Worker Learning Centre: Monday to Friday, 10am – 5pm
• referral and advocacy
• women’s program: Tuesday and Wednesday, 11am – 3pm
• family learning program / children and parents (homework club): Monday, Tuesday and Wednesday, 4pm – 6pm.
http://carlton-uca.org/news/
Cohealth
Located at 7 sites
cohealth.org.au

Carlton North
622 Lygon Street
Carlton North
Phone: 9448 5535
Monday to Friday: 9am – 5pm
Services include:
• reception physiotherapy
• podiatry
• nutrition
• occupational therapy
• counselling
• family services
• health promotion
• reproductive rights services
• high-rise program for older people.

Central City
53 Victoria Street
Melbourne
Phone: 9677 0800
Tram number: 19, 57, 59
Train station: Melbourne Central Station
Outreach support services for people experiencing homelessness or at risk of becoming homeless, including:
• allied health outreach services
• mental health outreach services
• Royal Women’s Hospital clinic
• Bolton Clarke Homeless Persons Program nurses
• legal services – Justice Connect and Inner Melbourne Community Legal
• optometry
• Peer Education Support Program (PESP) workers.

Collingwood
365 Hoddle Street
Collingwood
Phone: 9448 5528
Monday to Friday: 8.30am – 5.30pm
Saturday: 9am – noon
Services include:
• reception medical (GPs)
• pharmacy nursing
• aged-care nursing
• chronic conditions nursing
• physiotherapy
• podiatry
• nutrition
• speech
• paediatric clinic
• counselling
• family services
• psychiatric disability rehabilitation and support services (PDRSS)
• health promotion
• asthma program
• needle syringe program.

Fitzroy
75 Brunswick Street
Fitzroy
Phone: 9448 5531
Monday to Friday: 9am – 5.30pm
Saturday: 9am – noon
Drop-in clinic for homeless people:
Monday: 9am – noon.
Provides a broad range of health and welfare services, including:
• podiatry, physiotherapy, occupational therapy, dietetics, and nursing
• Aboriginal engagement worker available
• café meals program
• drop-in social work/counseling sessions
• showers
• needle and syringe program
• dental services for homeless people and for people with drug and/or alcohol issues; phone dental reception on 9411 3505.
Footscray
78 Paisley Street
Footscray
Phone: 9448 5302
Train station: Footscray (Sunbury, Werribee and Williamstown lines)
Bus number: 220, 216 and 219
Monday to Friday, 9am – 5pm
Services include:
• allied health services
• social welfare services
• health promotion programs
• dental services
• medical services
• counselling and mental health services.

Kensington
12 Gower Street
Kensington
Phone: 9448 5537
Bus number: 402
Train station: Kensington (Craigieburn Line)
Services include:
• allied health services
• social welfare services
• health promotion programs
• dental services
• medical services
• counselling and mental health services.

Innerspace
4 Johnston Street
Collingwood
Phone: 9448 5530
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
• Hospital Admission Risk Program (HARP)
• primary needle syringe program
• primary health support
• peer support
• hepatitis C clinic.

There are allied health outreach workers situated at the centre, including:
• nutritionist
• physiotherapist
• podiatrist
• legal support
• financial support.
Drop-in centre: Monday to Friday, 11am – 1pm and 3pm – 5pm
Needle syringe program: Monday to Friday, 10.30am – 6.30pm.
Depaul House
9 Brunswick Street
Fitzroy
Phone: 9231 2624
Tram number: 86, 109, 112
Residential drug withdrawal service.
For self-referral, phone 1800 888 236.
Or find your local hub/service online.
svhm.org.au

Fitted for Work
Ground Floor
Queen Victoria Women’s Centre
210 Lonsdale Street
Melbourne
Phone: 9662 4289
Monday to Friday: 9am – 5pm
Assists women to achieve financial independence and helps women experiencing disadvantage get work and keep it. Services include mentoring, interview preparation, personal outfitting, work experience and a range of transition to work and staying employed programs.
fittedforwork.org

Hare Krishna Temple
Food for Life
197 Danks Street
Albert Park
Phone: 9699 5122
Tram number: 12
Free meals served:
Monday to Sunday: 9am – 9.30am (breakfast) and 1pm – 1.30pm (lunch)
Monday to Friday: 5.30pm – 6.30pm (dinner)
Saturday and Sunday: 6pm – 7pm (dinner)
Discounted food (i.e. Crossways):
Monday to Saturday: 11.30am – 8pm
($5.95 all-you-can-eat for pensioners, students and healthcare card holders).
harekrishnamelbourne.com.au

Many Rooms
53 Buncle Street
North Melbourne
Tram number: 59
Free meals and recreational activities.
Friday Kitchen: 6pm – 8pm
Multicultural Hub
506 Elizabeth Street
(opposite Queen Victoria Market)
Tram number: 1, 59
Saturday Kitchen: 8.45am – 3pm
North Melbourne Community Centre
53 Buncle Street
North Melbourne.
manyrooms.org.au
**Ozanam Community Centre**
268 Abbotsford Street
North Melbourne
Phone: 9329 6733
Tram number: 57
Monday to Friday drop-in program:
9am – 2.30pm
Statewide services for people at risk of or experiencing homelessness who are over 18 years old, including:
- breakfast: 9.15am – 10am
- light lunch: daily between noon – 1pm
- laundry facilities
- shower facilities
- health services
- dentist
- drug and alcohol counselling
- doctor and nurse
- therapeutic groups
- Centrelink
- Inner Melbourne Community Legal
- Homelessness Advocacy Service (HAS) – Council to Homeless Persons
- planned activity groups such as art and music
- podiatrist and social work for older people
- financial counselling.

[vincentcare.org.au](http://vincentcare.org.au)

**Ozanam House**
68–72 Chapman Street
North Melbourne
Phone: 9329 5100
Tram number: 55, 57, 59
Supported crisis accommodation service houses men over 18 years of age, including:
- three meals per day to residents
- laundry facilities
- visiting services including Centrelink, mental health and counselling services.

[manyrooms.org.au](http://manyrooms.org.au)

**Presbyterian and Scots’ Church Joint Mission (The Flemington Mission)**
26 Norwood Street
Flemington
Phone: 9376 3777
Tram number: 57
Train station: Newmarket
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.

[scotschurch.com](http://scotschurch.com)

**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.

[sacredheartmission.org](http://sacredheartmission.org)
Salvation Army – Lighthouse Café
69 Bourke Street
Melbourne
A safe place for Melbourne’s homeless and marginalised. Provides free meals and access to a supportive community with a range of practical supports.

Lighthouse Café
Open Monday to Friday from 7am – 1pm
• Breakfast: 9am – 10.30am
• Lunch: 11.30am – 1pm

Twilight Café
Open every evening
• 5pm – 11pm
• Dinner: 6 – 8pm

Night Café
Open every evening
• 11pm – 7am

Assessment and referral for drugs and alcohol, mental health, health, legal services and housing.
salvosmelbourne.com.au

Salvation Army – Open Door
166 Boundary Road
North Melbourne
Phone: 9329 6988
Tram number: 57
Laundry and transitional accommodation (three to six months) for homeless men aged over 18.
Cost:
Disability support pension:
• $434 per fortnight, including three meals per day
Newstart youth allowance:
• $357 per fortnight, including three meals per day
Referrals via Launch Housing, entering through Flagstaff Crisis Accommodation or Ozanam House.
salvosmelbourne.com.au

St Vincent de Paul
Email: info@svdp-vic.org.au
Anyone needing material aid (such as food, clothing and furniture) should ring the welfare line on 1800 305 330, 10am – 3pm, Monday to Friday.
Admin line: 9895 5800
vinnies.org.au
St. Francis Pastoral Centre
326 Lonsdale Street
Melbourne
Phone: 9663 2495
Wednesday, Friday and Sunday:
10am – 2pm
Tea/coffee and biscuit for a gold
coin donation.
stfrancismelbourne.org.au

St Mary’s House of Welcome
165-169 Brunswick Street
Fitzroy
Phone: 9417 6497
Tram number: 12
Monday, Tuesday, Thursday and Friday:
8.30am – 3.30pm
Wednesday and Saturday:
8.30am – 1.30pm
Services include:
• meals program
• showers
• drugs and alcohol information
  and referral
• housing and health
• programs and activities for people
  with mental illness
• preferred provision of varies
  NDIS services
• free breakfast: 8.45am – 9.45am
• free morning tea: 10.30am, every day
• free afternoon tea: 3pm, Monday,
  Tuesday, Thursday and Friday
• sit-down two-course lunch: noon – 1pm
  (cost: $2).
All programs and services are open
to adults aged over 18.
smhow.org.au

Stopover Youth Refuge
Phone: 1800 825 955
For any young person
experiencing homelessness.
• Crisis refuge accommodation
• Advocacy and holistic case
  management support.
Housing support program for people aged
16-24 who are experiencing homelessness.
Individual room and bathroom, food
included. Stays of approximately six to
eight weeks, based on individual case
plan. Referral through the Opening Doors
Framework Access Points, including
Melbourne Youth Support Services at
Frontyard, 19 King Street, Melbourne.
melbournecitymission.org.au
Travellers Aid
Head Office, City Village
Level 3, 225 Bourke Street
Melbourne
Phone: 9654 2600
Service locations:
Southern Cross Station
99 Spencer Street
Under Bourke Street Bridge,
Opposite Luggage Hall
Melbourne
Phone: 9670 2072
Monday to Sunday: 6.30am – 9.30pm
Services include:
• free assistance (buggy and personal
guidance) for frail, infirm, older people
and people with disabilities, mobility
issues and vision impairments to ensure
swift, confident and safe passage
throughout Southern Cross Station
• mobility equipment hire
• companion service (free service call:
1300 700 399)
• clean and accessible restrooms/
bedroom for hire, internet access and
showers, (fee applies)
• baby change facilities, family friendly
resting lounge
• free personal care for people with
disabilities (assistance with meals and
communication, fully accessible toilets
with hoist and adult change table)
• luggage storage (fees apply).
travellersaid.org.au
fss@travellersaid.org.au

Flinders Street Station
Located between Platforms 9 and 10
on the concourse level
Phone: 9068 8187
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).

Travel-related Emergency Relief
(Southern Cross Station)
Phone: 9670 2873
Monday to Sunday: 7am – 9pm
• Information and referrals
• Assistance with travel fares in crisis
situations for metropolitan Melbourne
and regional Victoria subject to
assessment.
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.
al-anon.org.au

Alcoholics Anonymous (AA)
Victoria
Level 1, 36 Church Street
Richmond
Phone: 9429 1833 (24-hour helpline)
Monday to Friday: 9am – 5pm
Saturday: 10am – 2pm
Tram number: 12, 109 (stop 21)
Tram number: 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.
administration@aavictoria.org.au
aavictoria.org.au

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.
ccam.org.au

Cohealth
Located at 7 sites
cohealth.org.au
Carlton North
622 Lygon Street
Carlton North
Phone: 9448 5535
Monday to Friday: 9am – 5pm
Services include:
• reception physiotherapy
• podiatry
• nutrition
• occupational therapy
• counselling
• family services
• health promotion
• reproductive rights services
• high-rise program for older people.

Central City
53 Victoria Street
Melbourne
Phone: 9677 0800
Tram number: 19, 57, 59
Train station: Melbourne Central
Outreach support services for people experiencing homelessness or at risk of becoming homeless, including:
• allied health outreach services
• mental health outreach services
• Royal Women’s Hospital clinic
• Bolton Clarke Homeless Persons Program nurses
• legal services – Justice Connect and Inner Melbourne Community Legal
• optometry
• Peer Education Support Program (PESP) workers.
Collingwood
365 Hoddle Street
Collingwood
Phone: 9448 5528
Monday to Friday: 8.30am – 5.30pm
Saturday: 9am – noon
Services include:
• reception medical (GPs)
• pharmacy nursing
• aged-care nursing
• chronic conditions nursing
• physiotherapy
• podiatry
• nutrition
• speech
• paediatric clinic
• counselling
• family services
• psychiatric disability rehabilitation and support services (PDRSS)
• health promotion
• asthma program
• needle syringe program.

Fitzroy
75 Brunswick Street
Fitzroy
Phone: 9448 5531
Monday to Friday: 9am – 5.30pm
Saturday: 9am – noon
Drop-in clinic for homeless people:
Monday: 9am – noon
Provides a broad range of health and welfare services, including:
• podiatry, physiotherapy, occupational therapy, dietetics and nursing
• Aboriginal engagement worker available
• café meals program
• drop-in social work/counseling sessions
• showers
• needle and syringe program
• dental services for homeless people
• and for people with drug and/or alcohol issues: phone dental reception on 9411 3505.

Footscray
78 Paisley Street
Footscray
Phone: 9448 5302
Train station: Footscray (Sunbury, Werribee and Williamstown lines)
Bus number: 220, 216 and 219
Monday to Friday: 9am – 5pm
Services include:
• allied health services
• social welfare services
• health promotion programs
• dental services
• medical services
• counselling and mental health services.

Kensington
12 Gower Street
Kensington
Phone: 9448 5537
Bus number: 402
Train station: Kensington (Craigieburn Line)
Services include:
• allied health services
• social welfare services
• health promotion programs
• dental services
• medical services
• counselling and mental health services.
Innerspace
4 Johnston Street
Collingwood
Phone: 9448 5530
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
• Hospital Admission Risk Program (HARP)
• primary needle syringe program
• primary health support
• peer support
• hepatitis C clinic.
There are allied health outreach workers situated at the centre, including:
• nutritionist
• physiotherapist
• podiatrist
• legal support
• financial support.
Drop-in centre: Monday to Friday, 11am – 1pm and 3pm – 5pm
Needle syringe program: Monday to Friday, 10.30am – 6.30pm.

Depaul House
9 Brunswick Street
Fitzroy
Phone: 9231 2624
Tram number: 86, 109, 112
Residential drug withdrawal service.
For self-referral, phone 1800 888 236.
Or find your local hub/service online.
svhm.org.au

Flagstaff Crisis Accommodation
9 Roden Streets
West Melbourne
Phone: 9329 4800
Tram number: 57
Access to vacancies is only through Launch Housing. Phone 1800 825 955.
Services include:
• supported accommodation
• health services
• psychiatric referral
• drug and alcohol referral
• employment and education support.
Accommodates men aged over 18.
Nightly accommodation cost varies, dependent on income.
Accommodation includes:
• three meals per day for residents
• laundry facility for residents.
salvationarmy.org.au

Foot Patrol
CBD Outreach
Phone: 1800 700 102 or 0412 155 491
Monday to Friday 12pm – 3.15pm 4pm – 6.45pm, 7.30pm – 10.45pm
Weekends and public holidays:
12pm – 3.45pm, 7.30pm – 11.15pm
Needle and syringe program – see website.
youthprojects.org.au/programs/foot-patrol
Open Family (Whitelion)
155 Roden Street
West Melbourne
Phone: 8354 0800
Outreach services for young people aged 10 to 25, including:
• employment services
• mentoring services
• case management support
• youth leadership programs
• education and training services
• accommodation referrals
• drug and alcohol referrals
• legal services referrals
• recreational activities.
The Chatterbox Mobile Outreach Bus operates 8pm – midnight, Tuesday to Saturday evenings, offering:
Services include:
• food
• material aid
• brief interventions
• referral pathways
• case management.
openfamily.com.au
whitelion.asn.au

Ozanam Community Centre
268 Abbotsford Street
North Melbourne
Phone: 9329 6733
Tram number: 57
Monday to Friday drop in program: 9am – 2.30pm
Statewide services for people at risk of or experiencing homelessness who are over 18 years old, including:
• breakfast: 9.15am – 10am
• light lunch: daily between noon – 1pm
• laundry facilities
• shower facilities
• health services
• dentist
• drug and alcohol counselling
• doctor and nurse
• therapeutic groups
• Centrelink
• Inner Melbourne Community Legal
• Homelessness Advocacy Service (HAS) – Council to Homeless Persons
• planned activity groups such as art and music
• podiatrist and social work for older people
• financial counselling.
vincentcare.org.au
Ozanam House
68–72 Chapman Street
North Melbourne
Phone: 9329 5100
Tram number: 55, 57, 59
Supported crisis accommodation service houses men over 18 years of age, including:
• three meals per day to residents
• laundry facilities
• visiting services including Centrelink, mental health and counselling services.

Quin House
38-40 George Street
Fitzroy
Phone: 9419 4874
Tram number: 86
Quin House is an abstinence-based program that accommodates men aged over 18.
Services include:
• residential drug and alcohol rehabilitation for up to three months
• post-detox program
• accommodation referral through withdrawal services.

Settlement Program
58 Holland Court
Flemington
Phone: 9376 2033
Tram number: 57
Providing assistance to members of the community who have lived in Australia for less than five years.
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.

vincentcare.org.au
jss.org.au
St Mary’s House of Welcome
165-169 Brunswick Street
Fitzroy
Phone: 9417 6497
Tram number: 12
Monday, Tuesday, Thursday and Friday:
8.30am – 3.30pm
Wednesday and Saturday:
8.30am – 1.30pm
Services include:
• meals program
• showers
• drugs and alcohol information and referral
• housing and health
• programs and activities for people with mental illness
• preferred provision of varies NDIS services
• free breakfast: 8.45am – 9.45am
• free morning tea: 10.30am, every day
• free afternoon tea: 3pm, Monday, Tuesday, Thursday and Friday
• sit-down two-course lunch: noon – 1pm (cost: $2).
All programs and services are open to adults aged over 18.
smhow.org.au

Turning Point Drug & Alcohol Centre
110 Church Street
Richmond
Phone: 8413 8444
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
• neuropsychology service for acquired brain injuries.
All eligible medical consultations are bulk-billed and other services are free.
turningpoint.org.au

Youth Support & Advocacy Service
Level 1
131 Johnston Street
Fitzroy
Phone: 9415 8881
Drug services (before and after detox) for young people aged between 13 and 22.
ysas.org.au
5. HEALTH AND WELLBEING SERVICES
(including hospitals, counselling, medical)

Aboriginal Family Violence Prevention and Legal Service Victoria
292 Hoddle Street
Abbotsford
Phone: 9244 3333
Free call: 1800 105 303
Services include:
• legal services
• counselling support
• information, referral and support
• community education and training.
fvpls.org

Action Centre
Level 1
94 Elizabeth Street
Melbourne
Phone: 9660 4700
Monday to Friday: 8am – 6pm
A sexual and reproductive health clinic, providing:
• booked appointments for all ages (before 1pm)
• drop-in clinic for people under 25 (from 1pm – 6pm)
• Appointments can be made via phone or online.
fpv.org.au

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.
anglicarevic.org.au

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

CASA House
(Centre Against Sexual Assault)
3rd Floor, Queen Victoria Women’s Centre
210 Lonsdale Street
Melbourne
Intake and crisis line: 9635 3610
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.
casahouse.com.au

CatholicCare/St Mary of the Cross Centre
23 Brunswick Street
Fitzroy
Phone: 8417 1200
Tram number: 12
Please phone for appointments.
• Clemente Program – supported tertiary education program for marginalised adults
• HIV/AIDS Ministry – pastoral care and social support for people living with HIV/AIDS.
ccam.org.au

Clarendon Clinic
52 Albert Street
East Melbourne
Phone: 9417 5696
After hours: 1300 558 862
Monday to Friday: 9am – 5pm
Tram number: 12
Train station: North Richmond (Hurstbridge and South Morang lines)
Psychiatric services, including crisis assessment for people with serious mental illness.
svhm.org.au
Cohealth
Located at 7 sites
cohealth.org.au

Carlton North
622 Lygon Street
 Carlton North
 Phone: 9448 5535
 Monday to Friday: 9am – 5pm
 Services include:
 • reception physiotherapy
 • podiatry
 • nutrition
 • occupational therapy
 • counselling
 • family services
 • health promotion
 • reproductive rights services
 • high-rise program for older people.

Central City
53 Victoria Street
 Melbourne
 Phone: 9677 0800
 Tram number: 19, 57, 59
 Train station: Melbourne Central
 Outreach support services for people experiencing homelessness or at risk of becoming homeless, including:
 • allied health outreach services
 • mental health outreach services
 • Royal Women’s Hospital clinic
 • Bolton Clarke Homeless Persons Program nurses
 • legal services – Justice Connect and Inner Melbourne Community Legal
 • optometry
 • Peer Education Support Program
 • (PESP) workers.

Collingwood
365 Hoddle Street
 Collingwood
 Phone: 9448 5528
 Monday to Friday: 8.30am – 5.30pm
 Saturday: 9am – noon
 Services include:
 • reception medical (GPs)
 • pharmacy nursing
 • aged-care nursing
 • chronic conditions nursing
 • physiotherapy
 • podiatry
 • nutrition
 • speech
 • paediatric clinic
 • counselling
 • family services
 • psychiatric disability rehabilitation and support services (PDRSS)
 • health promotion
 • asthma program
 • needle syringe program.

Fitzroy
75 Brunswick Street
 Fitzroy
 Phone: 9448 5531
 Monday to Friday: 9am – 5.30pm
 Monday: 9am – noon
 Drop-in clinic for homeless people: 9am – noon, Monday.
 Provides a broad range of health and welfare services, including:
 • podiatry, physiotherapy, occupational therapy, dietetics, and nursing
 • Aboriginal engagement worker available
 • café meals program
 • drop-in social work / counseling sessions
 • showers
 • needle and syringe program
 • dental services for homeless people
 • and for people with drug and/or alcohol issues: phone dental reception on 9411 3505.
Footscray
78 Paisley Street
Footscray
Phone: 9448 5302
Train station: Footscray (Sunbury, Werribee and Williamstown lines)
Bus number: 220, 216 and 219
Monday to Friday: 9am – 5pm
Services include:
• allied health services
• social welfare services
• health promotion programs
• dental services
• medical services
• counselling and mental health services.

Kensington
12 Gower Street
Kensington
Phone: 9448 5537
Train station: Kensington (Craigieburn Line)
Bus number: 402
Services include:
• allied health services
• social welfare services
• health promotion programs
• dental services
• medical services
• counselling and mental health services.

Innerspace
4 Johnston Street
Collingwood
Phone: 9448 5530
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
• Hospital Admission Risk Program (HARP)
• primary needle syringe program
• primary health support
• peer support
• hepatitis C clinic.
There are allied health outreach workers situated at the centre, including:
• nutritionist
• physiotherapist
• podiatrist
• legal support
• financial support.
Drop-in centre: Monday to Friday, 11am – 1pm and 3pm – 5pm
Needle syringe program: Monday to Friday, 10.30am – 6.30pm.
Flagstaff Crisis Accommodation
9 Roden Street
West Melbourne
Phone: 9329 4800
Tram number: 57
Access to vacancies is only through Launch Housing. Phone 1800 825 955.
Services include:
• supported accommodation
• health services
• psychiatric referral
• drug and alcohol referral
• employment and education support.
Accommodates men aged over 18.
Nightly accommodation cost varies, dependent on income.
Accommodation includes:
• three meals per day for residents
• laundry facility for residents.
salvationarmy.org.au

Frontyard Youth Services
19 King Street
Melbourne
Phone: 9611 2411
Freecall: 1800 800 531
Tram number: City Circle, 70, 75 (stop 2, Melbourne Aquarium)
Monday to Friday: 9am – 8pm
Saturday, Sunday and public holidays: 10am – 6pm
A drop-in centre for young people at risk of, or experiencing, homelessness, Frontyard is a state-wide service 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.
melbournecitymission.org.au

GROW
707 Glenhuntly Road
Caulfield South
Phone: 9528 2977
Free call: 1800 558 268
Tram number: 67
Monday to Friday: 9am – 5pm
A movement of community mental health and mutual support self-help groups, 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.
grow.org.au
Living Room Primary Health Service
7-9 Hosier Lane
Melbourne
Phone: 9945 2100
Monday to Friday: 9.30am – 4pm
Saturday: noon – 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 counseling
• occupational therapist
• women’s wellness worker.
Users can either drop in or contact outreach workers by phone.
youthprojects.org.au

McAuley Community Services for Women – McAuley House Program
1-3 Pickett Street
Footscray
Phone: 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 Carol Vale, Head of Community Services, on 9371 6600.
mcauleycsw.org.au

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.
melbournecounsellingservice.org.au

Melbourne Sexual Health Centre
580 Swanston Street
Carlton
Phone: 9341 6200
Tram number: 1, 3, 5, 6, 8, 16, 64, 67, 72
Monday to Thursday: 8.30am – 5pm
Thursday: 5pm – 9pm
(by appointment only)
Friday: 1pm – 5pm
Services include:
• sexual health services
• pregnancy testing
• counselling
• pharmacy
• needle exchange
• results and information line.
mshc.org.au
North West Outreach Service
Phone: 1800 170 556 or 0418 170 556
Monday to Sunday: 6pm – 2am
Needle and syringe program.
See website for full listing of locations.
youthprojects.org.au/health/programs/mobile-syringe-exchange

Orygen Youth Health
35 Poplar Road
Parkville
Phone: 9342 2800
Triage (new referrals):
1800 888 320
Tram number: 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.
oyh.org.au

Ozanam Community Centre
268 Abbotsford Street
North Melbourne
Phone: 9329 6733
Tram number: 57
Monday to Friday drop-in program: 9am – 2.30 pm
Statewide services for people at risk of or experiencing homelessness who are over 18 years old, including:
• breakfast: 9.15am – 10am
• light lunch: daily between noon – 1pm
• laundry facilities
• shower facilities
• health services
• dentist
• drug and alcohol counselling
• doctor and nurse
• therapeutic groups
• Centrelink
• Inner Melbourne Community Legal
• Homelessness Advocacy Service (HAS) – Council to Homeless Persons
• planned activity groups such as art and music
• podiatrist and social work for older people
• financial counselling.
vincentcare.org.au

Ozanam House
68–72 Chapman Street
North Melbourne
Phone: 9329 5100
Tram number: 55, 57, 59
Supported crisis accommodation service houses men over 18 years of age, including:
• three meals per day to residents
• laundry facilities
• visiting services including Centrelink, mental health and counselling services.
vincentcare.org.au
RHED (Resourcing health and education in the sex industry in Victoria)
10 Inkerman Street
St Kilda
Phone: 1800 458 752 or 9525 1300
Services include:
• information
• education
• support
• referrals
• advocacy.
sexworker.org.au

Bolton Clarke Homeless Persons Program
551 King Street
West Melbourne
Phone: 1300 334 455
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.
boltonclarke.com.au

Royal Melbourne Hospital
300 Grattan Street
Parkville
Phone: 9342 7000
Tram number: 19, 58, 59
Services include:
• 24-hour emergency department
• outpatient services
• allied health and mental health programs.
thermh.org.au

Royal Victorian Eye & Ear Hospital
32 Gisborne Street
East Melbourne
Phone: 9929 8666
Tram number: 30, 12, 109, 11
Australia’s only specialist eye, ear, nose and throat hospital. Outpatient clinics and 24-hour emergency department.
Services include:
• emergency department
• main theatre
• inpatient ward
• cochlear implant clinic
• acute ophthalmology.
eyeandear.org.au

Royal Women’s Hospital
20 Flemington Road
Parkville
Phone: 8345 2000
Tram number: 19, 55, 57, 59
Bus number: 401, 402
Specialist hospital focused on women and newborns. Includes outpatient emergency services.
thewomens.org.au

Sacred Heart Mission – Hands on Health Clinic
1/99 Grey Street
St Kilda
Phone: 9536 8456
Services include:
• 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.
sacredheartmission.org
Safe Steps Family Violence Response Centre
Phone: 9928 9600
Phone: 1800 015 188
Email: admin@safesteps.org.au
A Victoria-wide not-for-profit service for women and children experiencing violence and abuse from a partner or ex-partner, another family member or someone close to them.
safesteps.org.au.

Salvation Army – Lighthouse Café
69 Bourke Street
Melbourne
A safe place for Melbourne’s homeless and marginalised. Provides free meals and access to a supportive community with a range of practical supports.

Lighthouse Café
Open Monday to Friday from 7am – 1pm
• Breakfast: 9am – 10.30am
• Lunch: 11.30am – 1pm

Twilight Café
Open every evening
• 5pm – 11pm
• Dinner: 6 – 8pm

Night Café
Open every evening
• 11pm – 7am

Assessment and referral for drugs and alcohol, mental health, health, legal services and housing.
salvosmelbourne.com.au

St Mary’s House of Welcome
165-169 Brunswick Street
Fitzroy
Phone: 9417 6497
Tram number: 12
Monday, Tuesday, Thursday and Friday: 8.30am – 3.30pm
Wednesday and Saturday: 8.30am – 1.30pm
Services include:
• meals program
• showers
• drugs and alcohol information and referral
• housing and health
• programs and activities for people with mental illness
• preferred provision of varies NDIS services
• free breakfast: 8.45am – 9.45am
• free morning tea: 10.30am, every day
• free afternoon tea: 3pm, Monday, Tuesday, Thursday and Friday
• sit-down two-course lunch: noon – 1pm (cost: $2).
All programs and services are open to adults aged over 18.
smhow.org.au

St Vincent’s Hospital
41 Victoria Parade
Fitzroy
Phone: 9231 2211
Tram number: 11, 24, 30, 42, 86, 96, 109
Provides a range of services, including outpatient emergency and critical care services.
svhm.org.au
The Alfred
55 Commercial Road
Melbourne
Phone: 9076 2000
Tram number: 72
Services include:
• acute medical and surgical hospital services
• inpatient and outpatient treatment, including geriatric medicine
• centre for heart-lung medicine
• transplants and treatment of trauma, HIV/AIDS, hemophilia and adult burns
• after-hours emergency and casualty services
• physiatric and intensive care services.
alfredhealth.org.au

The Drum Youth Services
100 Drummond Street
Carlton
Phone: 9663 6733
Tram number: 1, 6, 8, 16, 72
Services include:
• school-based services
• recreation programs
• personal support, advocacy and referral
• personal development and leadership programs
• youth events
• counselling
• queer youth services.
ds.org.au
thedrum.ds.org.au

Turning Point Drug & Alcohol Centre
110 Church Street
Richmond
Phone: 8413 8444
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
• addictions 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
• neuropsychology service for acquired brain injuries.
All eligible medical consultations are bulk-billed and other services are free.
turningpoint.org.au
Victorian Aboriginal Health Service
186 Nicholson Street
Fitzroy
Phone: 9419 3000
Tram number: 96
Free health service for Aboriginal and Torres Strait Islander people, including:
• health services
• psychiatric services
• drug and alcohol counselling
• immunisation
• preventative care for children
• maternal and child health
• women’s health
• antenatal care
• dental services.
vahs.org.au

Waratah Clinic
Level 2, 641 Mt Alexander Road
Moonee Ponds
Phone: 9377 3400
Tram number: 59
Waratah assists homeless people aged over 18 who have a psychiatric illness. It services night shelters, Office of Housing units and squats, mainly in the inner west region.

Wintringham
Level 1, 136 Macaulay Road
Kensington
Phone: 9376 1122
Tram number: 59
Provides quality care, accommodation and support services to men and women aged over 50 who have limited financial resources and are either homeless or at risk of becoming homeless.
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.
wintringham.org.au

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.
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 is committed to improving equity and justice for women in Melbourne’s diverse western region. We incorporate a health promotion, research and development team with a family violence service for women and children, providing:
• information
• referral
• counselling
• crisis support
• court support
• support groups.
All services are free and confidential.
whwest.org.au

Young People’s Health Service
19 King Street
Melbourne
Phone: 9611 2409
Monday to Friday: 9am – 4.30 pm
Provides health services (free for young people aged between 12 and 24) as well as primary health care.
rch.org.au/adolescent-medicine/young-peoples-health-service/

Youth Services – cohealth

49-53 Buncle Street
North Melbourne
Phone: 8378 1600
Bus number: 402
Train station: Macauley (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.
cohealth.org.au
6. LEGAL AND FINANCIAL SERVICES

Aboriginal Family Violence Prevention and Legal Service Victoria
292 Hoddle Street
Abbottsford
Phone: 9244 3333
Free call: 1800 105 303
Services include:
• legal services
• counselling support
• information, referral and support
• community education and training.
fvpls.org

CASA House
Centre Against Sexual Assault
3rd Floor Queen Victoria Women’s Centre
210 Lonsdale Street
Melbourne
Intake and crisis line: 9635 3610
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.
casahouse.com.au

Central City Community Health Service (cohealth)
53 Victoria Street
Melbourne
Phone: 1300 022 247
Tram number: 19, 57, 59
Train station: Melbourne Central
Monday to Friday: 10am – 4pm
Outreach support services for people experiencing homelessness or at risk of becoming homeless, including:
• allied health outreach services
• mental health outreach services
• Royal Women’s Hospital clinic
• Bolton Clarke Homeless Persons Program nurses
• legal services – Justice Connect and Inner Melbourne Community Legal
• optometry
• Peer Education Support Program (PESP) workers.
Please refer to the cohealth entry in this booklet for additional information.
cohealth.org.au

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. Please refer to website or phone to make an appointment.
humanservices.gov.au
Fitzroy Legal Service
Level 4, Fitzroy Town Hall
Fitzroy
(access via courtyard near 126 Moor Street)
Phone: 9419 3744
Fax: 9416 1124
Email: enquiries@fitzroy-legal.org.au
All mail to be delivered to:
PO Box 297
Fitzroy VIC 3065
(DX no. 96611)
A community legal centre that offers free legal advice, and some legal representation, community legal education, publications and law reform advocacy.
Monday to Friday: 9am – 5pm
• Drop-in service: Monday to Friday, 6.30pm – 8pm (free legal advice available)
• Richmond outreach: 6.30pm – 8pm (appointment required)
• Family law clinic: 6.30pm – 8pm (appointment required)
• Animal law clinic: 6.30pm – 8pm (appointment required)
fitzroy-legal.org.au/

Flemington & Kensington Community Legal Centre
22 Bellair Street
Kensington
Phone: 9376 4355
Free legal advice and assistance for Flemington, Travancore and Kensington residents.
Monday to Friday: 9am – 5pm
(closed 12.30pm – 1.30pm for lunch)
Monday: 6pm – 7pm by appointment only
fclc.org.au
Frontyard Youth Services
19 King Street
Melbourne
Phone: 9611 2411
Freecall: 1800 800 531
Tram number: City Circle, 70, 75 (stop 2, Melbourne Aquarium)
Monday to Friday: 9am – 8pm
Saturday, Sunday and public holidays: 10am – 6pm.
A drop-in centre for young people at risk 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.
melbournecitymission.org.au

Inner Melbourne Community Legal
Suite 2, 508 Queensberry Street
North Melbourne
Phone: 9328 1885
Tram number: 57
Free legal information, advice and casework. Appointment required.
Monday to Friday: 9am – 5pm (closed 1pm – 1.30pm).
imcl.org.au

Justice Connect Homeless Law
Level 17, 461 Bourke Street
Melbourne
Free call: 1800 606 313
Provides free legal advice and assistance to people who are, or are at risk of becoming, homeless. It operates from a number of outreach locations within the City of Melbourne.
The service assists with:
• infringements related to homelessness
• tenancy
• credit and debt
• guardianship and administration.
justiceconnect.org.au

Homelessness Advocacy Service (HAS) – Council to Homeless Persons
2 Stanley Street
Collingwood
Free call: 1800 066 256
Monday to Friday: 9am – 5pm
Provide advice and information about rights regarding homelessness support services, as well as making complaints and advocating on behalf of homeless persons.
chp.org.au/services/has
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.  
[melbournecounsellingservice.org.au](http://melbournecounsellingservice.org.au)

Open Family (Whitelion)  
155 Roden Street  
West Melbourne  
Phone: 8354 0800  
Outreach services for young people aged 10 to 25, including:  
• employment services  
• mentoring services  
• case management support  
• youth leadership programs  
• education and training services  
• accommodation referrals  
• drug and alcohol referrals  
• legal services referrals  
• recreational activities.  
The Chatterbox Mobile Outreach Bus operates Tuesday to Saturday, 8pm – midnight.  
Services include:  
• food  
• material aid  
• brief interventions  
• referral pathways  
• case management.  
[whitelion.asn.au](http://whitelion.asn.au)

Salvation Army – Lighthouse Café  
69 Bourke Street  
Melbourne  
A safe place for Melbourne’s homeless and marginalised. Provides free meals and access to a supportive community with a range of practical supports.  

Lighthouse Café  
Open Monday to Friday from 7am – 1pm  
• Breakfast: 9am – 10.30am  
• Lunch: 11.30am – 1pm  

Twilight Café  
Open every evening  
• 5pm – 11pm  
• Dinner: 6 – 8pm  

Night Café  
Open every evening  
• 11pm – 7am  
Assessment and referral for drugs and alcohol, mental health, health, legal services and housing.  
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.

jss.org.au

Victoria Police
• 313 Spencer Street
  Docklands
  Phone: 8690 4444 (open 24-hours)
• 226 Flinders Lane
  Melbourne East
  Phone: 9637 1100 (open 24-hours)
• 36 Wreckyn Street
  North Melbourne
  Phone: 8379 0800 (open 24-hours)
• 66 Moray Street
  Southbank
  Phone: 8635 0900
• In case of an emergency, or if you require immediate assistance, phone 000.
police.vic.gov.au

Victorian Aboriginal Legal Service
273 High Street
Preston
Phone: 9418 5999
Free call: 1800 064 865
Tram number: 86
Provides support with civil, family and criminal legal matters for Aboriginal and Torres Strait Islander people.
vals.org.au

Victoria Legal Aid
570 Bourke Street
Melbourne
Phone: 1300 792 387
Services include:
• legal advice
• public library
• representation at court and tribunals.
legalaid.vic.gov.au
WIRE Women’s Information
372 Spencer Street
West Melbourne
Helpline: 1300 134 130
Administration: 9348 9416
Free and confidential support, information and referrals for women by women on any issues – from leaving a violent relationship to coping with depression and everything in between.

WIRE services include:
• telephone support service: 9am – 5pm, Monday to Friday (except public holidays and weekends)
• online chat – live chat support services: (wire.org.au): 9.30am – 4.30pm, Monday to Friday (except public holidays and weekends)
• women’s information centre – open to the public 9.30am – 4.30pm Monday to Friday (except public holidays). 372 Spencer Street, West Melbourne. No appointment needed. Drop in for face-to-face support or free computer and internet access.
• email support service: support@wire.org.au (response within 2 working days).

WIRE’s free programs for women include:
• computer classes
• job coaching sessions
• AMICA Women’s lunch and activity club (Tuesday and Thursday 11am – 3pm) for women experiencing housing and isolation issues
• legal clinics
• monthly seminars.

wire.org.au

Women’s Legal Service
Level 10, 277 William Street
Melbourne
Phone: 8622 0600
Monday to Friday: 9am – 5pm
Women’s Legal Service is a not-for-profit organisation providing free and confidential legal information, advice, referrals and representation to women in Victoria.
womenslegal.org.au
7. ASSISTANCE WITH EMPLOYMENT SERVICES

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. Please refer to website or call for more information.
humanservices.gov.au

Fitted for Work
Ground Floor
Queen Victoria Women’s Centre
210 Lonsdale Street
Melbourne
Phone: 9662 4289
Monday to Friday: 9am – 5pm
Assists women to achieve financial independence and helps women experiencing disadvantage get work and keep it. Services include mentoring, interview preparation, personal outfitting, work experience and a range of transition to work and staying employed programs.
fittedforwork.org

Frontyard Youth Services
19 King Street
Melbourne
Phone: 9611 2411
Freecall: 1800 800 531
Tram number: City Circle, 70, 75 (stop 2, Melbourne Aquarium)
Monday to Friday: 9am – 8pm
Saturday, Sunday and public holidays: 10am – 6pm
A drop-in centre for young people at risk of, or experiencing, homelessness, Frontyard is a state-wide service 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.
melbournecitymission.org.au
Inner Melbourne VET Cluster (IMVC)
Phone: 9686 2354
Making Alternatives Program (MAP) Program – Term 4 (10 weeks) is designed for young adults aged 15-18 years seeking an alternative learning environment to mainstream schooling. Students will participate in career and industry exploration activities beyond the classroom. The program’s small-group setting will also provide for a more supportive and individualised approach to learning.

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

imvc.com.au

Living Room Primary Health Service
7-9 Hosier Lane
Melbourne
Phone: 9945 2100
Monday to Friday: 9.30am – 4pm
Saturday: noon – 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 counseling
• occupational therapist
• women’s wellness worker.
Users can either drop in or contact outreach workers by phone.

youthprojects.org.au
The Big Issue
Australia
Ground Level, 673 Bourke Street
(enter via Godfrey Street)
Melbourne
Phone: 9602 7600
The Big Issue is an independent,
fortnightly magazine sold on the streets
by homeless and disadvantaged people.
• Earn money as a magazine vendor.
• Gain confidence and learn skills.
• Choose your own hours.
• No referral process needed.
• Get fit with the Community Street
Soccer Program (see website
for details).
thebigissue.org.au

The Drum Youth Services
100 Drummond Street
Carlton
Phone: 9663 6733
Tram number: 1, 6, 8, 16, 72
Services include:
• school-based services
• recreation programs
• personal support, advocacy and referral
• personal development and leadership programs
• youth events
• counselling
• queer youth services.
ds.org.au
thedrum.ds.org.au

Travellers Aid
Head Office, City Village
Level 3, 225 Bourke Street
Melbourne
Phone: 9654 2600
Service locations:
Southern Cross Station
99 Spencer Street
Under Bourke Street Bridge,
Opposite Luggage Hall
Melbourne
Phone: 9670 2072
Monday to Sunday: 6.30am – 9.30pm
Services include:
• free assistance (buggy and personal
guidance) for frail, infirm, older people
and people with disabilities, mobility
issues and vision impairments to ensure
swift, confident and safe passage
throughout Southern Cross Station
• mobility equipment hire
• companion service (free service call:
1300 700 399)
• clean and accessible restrooms/
bedroom for hire, internet access and
showers, (fee applies)
• baby change facilities, family friendly
resting lounge
• free personal care for people with
disabilities (assistance with meals and
communication, fully accessible toilets
with hoist and adult change table:
Monday to Friday 10am – 5pm, and
Saturday 11am – 4pm).
Travel-related Emergency Relief
(Southern Cross Station)
Phone: 9670 2873
Monday to Sunday: 7am – 9pm
Provides information and referrals, as well
as assistance with travel fares in crisis
situations for metropolitan Melbourne and
regional Victoria, subject to assessment.
Flinders Street Station
Located between Platforms 9 and 10 on the concourse level
Phone: 9068 8187
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).

fss@travellersaid.org.au
travellersaid.org.au

WIRE Women’s Information
372 Spencer Street
West Melbourne
Helpline: 1300 134 130
Administration: 9348 9416
Free and confidential support, information and referrals for women by women on any issues – from leaving a violent relationship to coping with depression and everything in between.
WIRE services include:
• telephone support service: 9am – 5pm, Monday to Friday (except public holidays)
• online chat – live chat support services: (wire.org.au): 9am – 5pm, Monday to Friday (except public holidays)
• womens Information Centre – open to the public 9.30am – 4.30pm Monday to Friday (except public holidays)
372 Spender Street West Melbourne. No appointment needed. Drop in for face-to-face support or free computer and internet access
• email support service: support@wire.org.au (response within 2 working days).
WIRE’s free programs for women include:
• computer classes
• job coaching sessions
• AMICA Women’s lunch and activity club (Tuesday and Thursday 11am – 3pm) for women experiencing housing and isolation issues
• legal clinics
• monthly seminars.
wire.org.au
How to contact us

Online: melbourne.vic.gov.au

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

Telephone: 03 9658 9658
Monday to Friday, 7.30am – 6pm
(Public holidays excluded)

In writing:
City of Melbourne
GPO Box 1603
Melbourne VIC 3001
Australia

Fax: 03 9654 4854

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

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

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