



Helping Out Guide

A guide to finding support services and agencies in Melbourne

2022-2023

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

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

The City of Melbourne updates this information each year to make sure the service details are as accurate as possible. Information included in this guide was correct at time of publication (August 2022).

How to use the Helping Out Guide

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

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

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

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

Visit Melbourne.vic.gov.au for an online version of this booklet.

Acknowledgment of Traditional Owners

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

We acknowledge and honor the unbroken spiritual, cultural and political connection the Wurundjeri, Bunurong, Dja Dja Wurrung, Taungurong and Wada Wurrung peoples of the Eastern Kulin have to this unique place for more than 2000 generations.

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

The following electronic resources are also available:

[Aboriginal Housing Victoria](#)¹

[City of Melbourne](#)²

[Council to Homeless Persons](#)³

[Homelessness Australia](#)⁴

[InfoXchange – Housing and Homelessness](#)⁵

[Justice Connect Homeless Law](#)⁶

[The Victorian Equal Opportunity and Human Rights Commission](#)⁷

[VicEmergency real-time emergency information](#)⁸

[VCOSS \(Victorian Council of Social Service\)](#)⁹

[Department of Health](#)¹⁰

[Department of Families, Fairness and Housing](#)¹¹

[YACVic \(Youth Affairs Council Victoria\)](#)¹²

Ask Izzy is an A–Z directory that helps people who are experiencing, or at risk of experiencing homeless, to find the services they need, right now and nearby. It's free and lists more than 350,000 different services Australia-wide that can help with housing, free meals, health services, counselling, legal help and addiction help. Ask Izzy is available on phones, tablets and computers. [Visit Ask Izzy](#)¹³

¹ www.ahvic.org.au

² www.melbourne.vic.gov.au

³ www.chp.org.au

⁴ www.homelessnessaustralia.org.au

⁵ www.infoxchange.org

⁶ <https://justiceconnect.org.au/our-services/homeless-law/>

⁷ <http://www.humanrights.vic.gov.au/>

⁸ www.emergency.vic.gov.au

⁹ <https://vcoss.org.au/>

¹⁰ <https://www.health.vic.gov.au/>

¹¹ <https://www.dffh.vic.gov.au>

¹² www.yacvic.org.au

¹³ www.askizzy.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
- Gambling Help Online 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
- Launch Housing 1800 825 955
- Narcotics Anonymous – Victorian Area Helpline 1300 652 820
- Sexual Assault Crisis Line 1800 806 292
- SuicideLine 1300 651 251
- Victims of Crime Helpline 1800 819 817
- WIRE (Women’s Information and Referral Exchange) 9348 9416 or 1300 134 130

Extreme weather information

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

[VicEmergency](http://www.vicemergency.vic.gov.au)¹⁴ is the primary website for fire and flood warnings, mapping all emergency incidents in Victoria. We advise checking more than one source for emergency warnings.

Heat health alerts

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

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

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

¹⁴ www.emergency.vic.gov.au

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1. Homelessness Accommodation

(Including rental assistance and housing pathways/applications)

Adult Outreach Support Services

179-191 Flemington Road, North Melbourne

Phone: 9321 2977

Tram number: 55, 57, 59

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

Visit [Vincent Care Victoria](http://www.vincentcare.org.au)¹⁵

Flagstaff Crisis Accommodation

9 Roden Street, West Melbourne

Phone: 9329 4800

Tram number: 57

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

Services include:

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

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

Accommodation includes:

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

Visit [Salvation Army](http://www.salvationarmy.org.au)¹⁶

Frontyard Youth Services

19 King Street, Melbourne

Phone: 9977 0077

Free call: 1800 800 531

Email: frontyard@mcm.org.au

¹⁵ www.vincentcare.org.au

¹⁶ www.salvationarmy.org.au

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

Monday to Friday: 9am – 8pm. Saturday, Sunday and public holidays: 10am – 6pm.

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

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

Visit [Melbourne City Mission](#)¹⁷

Homelessness Resource Centre

179-191 Flemington Road, North Melbourne

Phone: 8327 7500

Tram number: 55, 57, 59

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

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

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

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

Visit [Ozanam House and Homelessness Resource Centre](#)¹⁸

¹⁷ www.mcm.org.au

¹⁸ www.vincentcare.org.au/our-services/ozanam-house/

Launch Housing

68 Oxford Street, Collingwood

Phone: 9288 9611 or 1800 825 955

Monday to Friday: 9am to 5pm

Services include:

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

Visit [Launch Housing](#)¹⁹

Quin House

38-40 George Street, Fitzroy

Phone: 9419 4874

Tram number: 86

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

Services include:

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

Visit [VincentCare Victoria](#)²⁰

Sacred Heart Mission

87 Grey Street, St Kilda

Phone: 9537 1166

Tram number: 16, 96

For updated service information please call first as services have been adjusted for a COVID-safe environment.

Services currently include:

- Take away meals, daily 10am to 1pm
- Assistance with housing and referrals, physical and mental health, case management, information, advocacy and support.

Visit [Sacred Heart Mission](#)²¹

Safe Steps Family Violence Response Centre

Phone: 9928 9600

Phone: 1800 015 188

¹⁹ www.launchhousing.org.au/

²⁰ www.vincentcare.org.au

²¹ www.sacredheartmission.org

Email: admin@safesteps.org.au

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

Visit [Safe Steps](#)²²

The Open Door

166 Boundary Rd, North Melbourne

Ph: 9329 6988

Tram number: 57

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

Services include:

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

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

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

Visit [Salvation Army](#)²³

St Mary's House of Welcome

165-169 Brunswick Street, Fitzroy

Phone: 9417 6497

Tram number: 11

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

Services include:

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

²² www.safesteps.org.au

²³ www.salvationarmy.org.au

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

Visit [St Mary's House of Welcome](#)²⁴

Stopover Youth Refuge

Phone: 1800 800 531

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.

Visit [Melbourne City Mission](#)²⁵

Wintringham

136 Mt Alexander Road, Flemington

Advice and information line: 9034 4824

Tram number: 59

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

Services include:

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

Visit [Wintringham](#)²⁶

Women's Housing Limited

Suite 1, Level 1, 21 Cremorne Street, Richmond

Phone: 9412 6868

²⁴ www.smhow.org.au/

²⁵ www.melbournecitymission.org.au/

²⁶ www.wintringham.org.au

Monday to Friday: 9am – 5pm.

Services include:

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

Visit [Women's Housing Limited](#)²⁷

²⁷ www.womenshousing.com.au/

2. Services for Women

CASA House (Centre Against Sexual Assault)

Level 3, Queen Victoria Women's Centre,

210 Lonsdale Street, Melbourne

Intake and crisis line: 9635 3610

Admin line: 9635 3600

CASA House is a department of the Royal Women's Hospital, located in Melbourne CBD. It is one of 15 centres throughout Victoria, funded by the state government to provide services to adult victim/ survivors of all genders.

Services include:

- counselling and advocacy for victim/ survivors of sexual assault and support people
- crisis support for victim survivors of recent assault
- support and information around reporting sexual assault to police
- secondary consultation
- professional development.

Visit [CASA House](#)²⁸

Council of Single Mothers & their Children (CSMC) VIC

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

Support Line: 9654 0622

Outside Melbourne: 1300 552 511

Email support service: csmc@csmc.org.au

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

CSMC services include:

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

Visit [Council of Single Mothers and their Children](#)²⁹

²⁸ www.casahouse.com.au

²⁹ 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.

Visit [St Vincent's Hospital Melbourne](#)³⁰

Fitted for Work

513 Bridge Road, Richmond¹

Phone: 9662 4289

Monday to Friday: 9am – 5pm.

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

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

Services include:

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

Visit [Fitted for Work](#)³¹

GenWest

317-319 Barkly Street, Footscray

Phone: 1800 436 937

Train station: Middle Footscray (Sunbury line)

Bus number: 216, 219, 220

info@genwest.org.au

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

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

³⁰ www.svhm.org.au

³¹ www.fittedforwork.org

- support groups.

All services are free and confidential.

[Visit GenWest](#)³²

McAuley Community Services for Women - McAuley House Program

Level 1, 81-83 Paisley Street, Footscray

Phone: 03 9362 8900

Train station: located between Footscray and Middle Footscray stations

Tram number: 82

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

Services include:

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

Visit [McAuley Community Services for Women](#)³³

Royal Women's Hospital

20 Flemington Road, Parkville

Phone: 8345 2000

Tram number: 19, 55, 57, 59

Bus number: 401, 402

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

Visit [The Royal Melbourne Hospital](#)³⁴

Sacred Heart Mission

87 Grey Street, St Kilda

Phone: 9537 1166

Tram number: 16, 96

For updated service information please call first as services have been adjusted for a COVID-safe environment.

Services include:

- take away meal, daily 10am to 1pm

³² <https://www.genwest.org.au/>

³³ www.mcauleycsw.org.au/

³⁴ www.thermh.org.au

- assistance with housing, physical and mental health concerns, substance use issues, family violence, financial and legal matters and social and life skills.

Visit [Sacred Heart Mission](#)³⁵

Sacred Heart Mission's Women's House

10 Inkerman Street, St Kilda

Phone: 9536 8464

Monday to Friday: 8.30am – 11am.

Please call first to arrange an appointment.

Services currently include:

- housing assistance and basic material aid
- crisis intervention, referrals, advocacy, emotional and practical support.

Visit [Sacred Heart Mission](#)³⁶

Safe Steps Family Violence Response Centre

Phone: 9928 9600

Phone: 1800 015 188

Email: admin@safesteps.org.au

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

Visit [Safe Steps](#)³⁷

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: Monday to Friday: 9am – 5pm (except public holidays)
- online chat: live chat support services: (wire.org.au): Monday to Friday: 9.30am – 4.30pm (except public holidays)
- women's information centre: open to the public Monday to Friday: 9.30am – 4.30pm (except public holidays). 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:

³⁵ <https://www.sacredheartmission.org/service/help-for-women/>

³⁶ www.sacredheartmission.org

³⁷ www.safesteps.org.au

- 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.

Visit [WIRE](#)³⁸

Women's Housing Limited

Suite 1, Level 1, 21 Cremorne Street, Richmond

Phone: 9412 6868

Monday to Friday: 9am – 5pm.

Services include:

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

Visit [Women's Housing Limited](#)³⁹

³⁸ www.wire.org.au

³⁹ www.womenshousing.com.au

3. Essential Items and Services

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

Anglicare Victoria – Lazarus Centre

St. Peter's East Melbourne,

15 Gisborne Street, East Melbourne

Phone: 9419 3288

Tram number: 11, 12, 42, 109

Services include breakfast: Monday to Sunday: 7.30am – 9am.

Visit [Anglicare Victoria](http://www.anglicarevic.org.au)⁴⁰

Anglicare Victoria – St Mark's Community Centre

250 George Street, Fitzroy

Phone: 9412 6060

Tram number: 12, 86

Drop-in centre open Monday to Friday: 10.30am – 2.30pm.

Services include:

- 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.

* *dependent on COVID restrictions.*

Visit [Anglicare Victoria](http://www.anglicarevic.org.au)⁴¹

Brotherhood of St Laurence - Coolibah Centre

67A Brunswick Street, Fitzroy

Phone: 1300 147 147 or 9483 1345

Tram number: 11, 86

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

Services include:

⁴⁰ www.anglicarevic.org.au

⁴¹ www.anglicarevic.org.au

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

Visit [Brotherhood of St Laurence - Coolibah Centre](#)⁴²

CAN Community Support

180 Palmerston Street, Carlton

Phone: 9347 7077

Tram number 1,8

Services include:

- lunch, Wednesdays from 12.30 pm (free or by donation)
- food pantry, available on appointment by ringing 03 9347 7077
- fresh food market, Thursdays from 10.30 – 11.30 (free or by donation)
- drop-in centre
- women's program, Tuesday and Wednesday 11am – 3pm
- Family Learning program (homework club), Monday, Tuesday and Wednesday 4pm – 6pm
- advocacy and referrals.

Visit [CAN Community Support](#)⁴³

cohealth - Located at 9 sites

Visit [cohealth](#)⁴⁴

cohealth Central City

53 Victoria Street, Melbourne

Phone: 9448 5536

Train station: Melbourne Central Station

Tram number: 19, 57, 59

⁴² www.bsl.org.au/services/older-people/coolibah-centre

⁴³ www.cancommunitysupport.org.au

⁴⁴ www.cohealth.org.au

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

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

cohealth centre Collingwood

365 Hoddle Street, Collingwood

Phone: 9448 5528

Monday to Friday: 8.30am – 5.30pm.

Saturday: 9am – 12noon

Services include:

- doctors
- pharmacy nursing
- aged-care nursing
- chronic conditions nursing
- physiotherapy
- podiatry
- nutrition
- speech pathology
- paediatric clinic
- counselling
- family services
- psychiatric disability rehabilitation and support services (PDRSS)
- health promotion
- asthma program
- COVID-19 vaccination and testing
- needle syringe program.

cohealth centre Fitzroy

75 Brunswick Street, Fitzroy

Phone: 9448 5531

Monday to Friday: 9am – 5.30pm

Saturday: 9am – midday.

Services include:

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

Drop-in clinic for people experiencing homelessness on Mondays from 9am – midday.

cohealth centre Footscray

78 Paisley Street, Footscray

Phone: 9448 5302

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

Bus number: 220, 216 and 219

Monday to Friday: 9am – 5pm

Saturday: 9am – 1pm

Services include:

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

cohealth centre Kensington

6-12 Gower Street, Kensington

Phone: 9448 5537

Train station: Kensington (Craigieburn Line)

Bus number: 402

Services include:

- doctors
- dental
- allied health services

- social welfare services
- health promotion programs
- counselling and mental health services.

cohealth centre Laverton

90-105 Railway Avenue, Laverton

Phone: 9448 5534

Monday to Friday: 9am – 5pm

Services include:

- doctors
- Aboriginal and Torres Strait Islander health
- GP respiratory clinic
- COVID-19 vaccination and testing
- general nursing
- mental health nursing
- sexual and reproductive health.

cohealth Health Works

4-12 Buckley Street, Footscray

Phone: 9448 5511

Monday, Tuesday, Wednesday and Friday: 10.15am – 12.30pm then 1pm – 5pm,
Thursday: 1pm – 5pm.

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

Services include:

- doctors
- pharmacotherapy
- nursing
- dual diagnosis counselling
- primary needle syringe program
- primary health support
- peer support
- hepatitis C testing and treatment.

cohealth Innerspace

4 Johnston Street, Collingwood

Phone: 9448 5530

Monday to Friday: 10.30am – 6.30pm.

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

Services include:

- doctors
- pharmacotherapy
- nursing
- 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.

cohealth West Melbourne

98 Abbotsford Street, West Melbourne

Phone: 9448 5557

Monday to Friday: 9.45am – 5.45pm

Services include:

- GP respiratory clinic
- COVID-19 vaccination and testing.

Depaul House

9 Brunswick Street, Fitzroy

Phone: 9231 2624

Tram number: 86, 109, 112

Residential drug withdrawal service.

For self-referral, phone 9288 2016, or find your local hub/service online.

Visit [St Vincent's Hospital Melbourne](#)⁴⁵

Fitted for Work

513 Bridge Road, Richmond 3121

Phone: 9662 4289

Monday to Friday: 9am – 5pm.

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

Services include:

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

Visit [Fitted for Work](#)⁴⁶

Flagstaff Crisis Accommodation

9 Roden Street, West Melbourne

Phone: 9329 4800

Tram number: 57

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

Services include:

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

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

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

Visit [Salvation Army](#)⁴⁷

⁴⁵ www.svhm.org.au

⁴⁶ www.fittedforwork.org

⁴⁷ www.salvationarmy.org.au

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).

Check re COVID-19 restrictions and apply for free home delivered meal in Port Phillip region if restrictions are in place.

Visit [Hare Krishna Melbourne](http://www.harekrishnamelbourne.org.au)⁴⁸

Many Rooms

Queen Victoria Market, Franklin St, Melbourne

Tram number: 58

Free meal

Friday: 6pm – 8pm

North Melbourne Community Centre

49 Buncle Street, North Melbourne

Tram: 1, 59

Free meal

Saturday: 11am – 2pm

Visit [Many Rooms](http://www.manyrooms.org.au)⁴⁹

Homelessness Resource Centre

179-191 Flemington Road, North Melbourne

Phone: 8327 7500

Tram number: 55, 57, 59

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

- Health and Treatment hub
- social supports and services
- O Café
- IT Hub

⁴⁸ www.harekrishnamelbourne.com.au

⁴⁹ www.manyrooms.org.au

- safe spaces for LGBTIQ+ people and female-identifying people experiencing homelessness
- recreation room
- showers
- laundry
- storage.

Note that opening hours and some services are restricted due to the COVID-19 pandemic. Visit [Ozanam House and Homelessness Resource Centre](#)⁵⁰

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

26 Norwood Street, Flemington

Phone: 0433 781 069

Train station: Newmarket

Tram number: 57

Tuesdays: 10am – 1pm.

Services include:

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

Visit [Scots' Church Melbourne](#)⁵¹

Sacred Heart Mission

87 Grey Street, St Kilda

Phone: 9537 1166

Tram number: 16, 96

For updated information please call first as services have been adjusted for a COVID-safe environment.

Services include:

- take away meal 10am – 1pm
- assistance with housing and referrals, physical and mental health, case management, information, advocacy and support.

Visit [Sacred Heart Mission](#)⁵²

Salvation Army – Lighthouse Café

69 Bourke Street, Melbourne

Day Café

Monday to Friday

⁵⁰ www.vincentcare.org.au/our-services/ozanam-house

⁵¹ www.scotschurch.com

⁵² www.sacredheartmission.org

Breakfast: 9am – 10.30am

Lunch: 11.30am – 1pm

Twilight Café

Monday to Sunday

Dinner: 5pm – 7pm

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

Salvation Army - Emergency Relief Marketplace

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

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

Visit [The Salvation Army Melbourne](https://www.salvationarmy.org.au/locations/victoria/adult-services-network/)⁵³

St Vincent de Paul Society

Welfare

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

Administration

Email: info@svdp-vic.org.au

Admin line: 9895 5800

Website: www.vinnies.org.au⁵⁴

St Mary's House of Welcome

165-169 Brunswick Street, Fitzroy

Phone: 9417 6497

Tram number: 11

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

Services include:

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

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

⁵³ <https://www.salvationarmy.org.au/locations/victoria/adult-services-network/>

⁵⁴ <https://www.vinnies.org.au/>

Visit [St Mary's House of Welcome](#)⁵⁵

Stopover Youth Refuge

Phone: 1800 800 531

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.

Visit [The Drum Youth Services](#)⁵⁶

The Open Door

166 Boundary Rd, North Melbourne

Phone: 9329 6988

Tram number: 57

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

Services include:

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

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

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

Visit [Salvation Army](#)⁵⁷

Travellers Aid - 3 locations

Head Office, City Village

Level 3, 225 Bourke Street Melbourne

Phone: 9654 2600

Visit [Travellers Aid](#)⁵⁸

⁵⁵ www.smhow.org.au

⁵⁶ www.thedrum.ds.org.au

⁵⁷ www.salvationarmy.org.au

Southern Cross Station

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

Phone: 9670 2072

Monday to Sunday: 6.30am – 9.30pm.

Services include:

- free assistance (buggy and personal guidance) for frail, infirm, older people and people with disabilities, mobility issues and vision impairments to ensure swift, confident and safe passage throughout Southern Cross Station
- mobility equipment hire
- companion service (free service call: 1300 700 399)
- baby change facilities, family friendly resting lounge
- free personal care for people with disabilities (assistance with meals and communication, fully accessible toilets with hoist and adult change table: Monday to Friday: 10am – 5pm, Saturday: 11am – 4pm).

Travel-related Emergency Relief (Southern Cross Station)

Phone: 9670 2873

Monday to Sunday: 7am – 9pm.

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

Flinders Street Station

Located between Platforms 9 and 10, on the concourse level

Phone: 9068 8187

Email: fss@travellersaid.org.au

Monday to Sunday: 8am – 7pm

Services include:

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

4. Support for Addictions

(including drugs, alcohol, gambling, needle exchange)

AL–ANON Family Groups

Level 7, 51 Queen Street, Melbourne

Phone: 1300 252 666

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

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

Visit [Al-Anon Family Groups](#)⁵⁹

Alcoholics Anonymous (AA) Victoria

Level 1, 36 Church Street, Richmond

Phone: 9429 1833 (24-hour helpline)

Email: administration@aavictoria.org.au

Monday to Friday: 9am – 5pm, 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.

Visit [Alcoholics Anonymous Victoria](#)⁶⁰

cohealth - Located at 9 sites

Visit [cohealth](#)⁶¹

cohealth Central City

53 Victoria Street, Melbourne

Phone: 9448 5536

Train station: Melbourne Central Station

Tram number: 19, 57, 59

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

- allied health outreach services
- mental health outreach services
- health care for people who use drugs
- optometry

⁵⁹ <https://www.al-anon.org.au/>

⁶⁰ www.aavictoria.org.au

⁶¹ www.cohealth.org.au

- Royal Women's Hospital clinic
- Bolton Clarke Homeless Persons Program nurses
- legal services – Justice Connect and Inner Melbourne Community Legal
- Peer Education Support Program (PESP) workers.

cohealth centre Collingwood

365 Hoddle Street, Collingwood

Phone: 9448 5528

Monday to Friday: 8.30am – 5.30pm.

Saturday: 9am – 12noon

Services include:

- doctors
- pharmacy nursing
- aged-care nursing
- chronic conditions nursing
- physiotherapy
- podiatry
- nutrition
- speech pathology
- paediatric clinic
- counselling
- family services
- psychiatric disability rehabilitation and support services (PDRSS)
- health promotion
- asthma program
- COVID-19 vaccination and testing
- needle syringe program.

cohealth centre Fitzroy

75 Brunswick Street, Fitzroy

Phone: 9448 5531

Monday to Friday: 9am – 5.30pm

Saturday: 9am – 12noon.

Services include:

- doctors
- podiatry, physiotherapy, occupational therapy, dietetics, and nursing
- Aboriginal engagement worker available

- café meals program
- drop-in social work / counselling sessions
- showers
- needle and syringe program
- dental services for homeless people and for people with drug and/or alcohol issues: phone dental reception on 9411 3505.

Drop-in clinic for people experiencing homelessness on Mondays from 9am – 12pm.

cohealth centre Footscray

78 Paisley Street, Footscray

Phone: 9448 5302

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

Bus number: 220, 216 and 219

Monday to Friday: 9am – 5pm

Saturday: 9am – 1pm

Services include:

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

cohealth centre Kensington

6-12 Gower Street, Kensington

Phone: 9448 5537

Train station: Kensington (Craigieburn Line)

Bus number: 402

Services include:

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

cohealth centre Laverton

90-105 Railway Avenue, Laverton

Phone: 9448 5534

Monday to Friday: 9am – 5pm

Services include:

- doctors
- Aboriginal and Torres Strait Islander health
- GP respiratory clinic
- COVID-19 vaccination and testing
- general nursing
- mental health nursing
- sexual and reproductive health.

cohealth Health Works

4-12 Buckley Street, Footscray

Phone: 9448 5511

Monday, Tuesday, Wednesday and Friday: 10.15am – 12.30pm then 1pm – 5pm, Thursday: 1pm – 5pm.

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

Services include:

- doctors
- pharmacotherapy
- nursing
- dual diagnosis counselling
- primary needle syringe program
- primary health support
- peer support
- hepatitis C testing and treatment.

cohealth Innerspace

4 Johnston Street, Collingwood

Phone: 9448 5530

Monday to Friday: 10.30am – 6.30pm.

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

Services include:

- doctors
- pharmacotherapy
- nursing
- 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.

cohealth West Melbourne

98 Abbotsford Street, West Melbourne

Phone: 9448 5557

Monday to Friday: 9.45am – 5.45pm

Services include:

- GP respiratory clinic
- COVID-19 vaccination and testing.

Depaul House

9 Brunswick Street, Fitzroy

Phone: 9231 2624

Tram number: 86, 109, 112

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

Visit [St Vincent's Hospital Melbourne](#)⁶²

Flagstaff Crisis Accommodation

9 Roden Street, West Melbourne

Phone: 9329 4800

⁶² www.svhm.org.au

Tram number: 57

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

Services include:

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

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

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

Visit [Salvation Army](#)⁶³

Foot Patrol CBD Outreach

Phone: 1800 700 102 or 0412 155 491

Monday to Friday: 12.30pm – 4.45pm and 5pm – 10pm.

Weekends and public holidays: midday – 3.15pm and 6.30pm – 10pm.

Needle and syringe program – see website.

Visit [Youth Projects - Foot Patrol](#)⁶⁴

Homelessness Resource Centre

179-191 Flemington Road, North Melbourne

Phone: 8327 7500

Tram number: 55, 57, 59

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

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

⁶³ www.salvationarmy.org.au

⁶⁴ www.youthprojects.org.au/needle-syringe-program

- laundry
- storage.

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

Visit [VincentCare Victoria](#)⁶⁵

Narcotics Anonymous Australia

Phone: 1300 652 820 or 0488 811 247

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

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

Visit [Narcotics Anonymous Australia](#)⁶⁶

Quin House

38-40 George Street, Fitzroy

Phone: 9419 4874

Tram number: 86

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

Services include:

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

Visit [VincentCare Victoria](#)⁶⁷

St Mary's House of Welcome

165-169 Brunswick Street, Fitzroy

Phone: 9417 6497

Tram number: 11

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

Services include:

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

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

⁶⁵ www.vincentcare.org.au

⁶⁶ www.na.org.au

⁶⁷ www.vincentcare.org.au

Visit [St Mary's House of Welcome](#)⁶⁸

Turning Point

110 Church Street, Richmond, 3121

Phone: 8413 8413

Tram number: 78, 48, 75

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

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

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

Visit [Turning Point](#)⁶⁹

Women's Alcohol and Drug Service (WADS)

Royal Women's Hospital,

20 Flemington Road, Parkville

Tram number: 19, 55, 57, 59

Bus number: 401, 402

Phone: 8345 2000 or 83453931 for direct contact 9am – 5pm

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

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

Visit [Women's Alcohol and Drug Service](#)⁷⁰

Youth Support + Advocacy Service (YSAS)

⁶⁸ www.smhow.org.au

⁶⁹ www.turningpoint.org.au

⁷⁰ <https://www.thewomens.org.au/patients-visitors/clinics-and-services/pregnancy-birth/pregnancy-care-options/womens-alcohol-drug-service/>

Level 1, 131 Johnston Street, Fitzroy

Phone: 03 9415 8881

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

YSAS Abbotsford 03 9415 1698

YSAS/headspace Collingwood 03 9417 0150

YSAS Preston 03 9478 0786

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

Services include:

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

Visit [Youth Support + Advocacy Service](#)⁷¹

⁷¹ www.ysas.org.au

5. Health and Wellbeing Services

(including hospitals, counselling, medical)

The Alfred

55 Commercial Road, Melbourne

Phone: 9076 2000

Tram number: 72

Services include:

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

Visit [Alfred Health](#)⁷²

Australian College of Optometry Outreach Services

374 Cardigan Street, Carlton

Phone: 9349 7400

Email: outreach@aco.org.au

Low cost eye care for those with limited means. Appointments bulk billed to Medicare. Glasses subsidised for Pensioner or Health Care card holders.

Services include:

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

Visit [Australian College of Optometry](#)⁷³

Bolton Clarke

Homeless Persons Program

Phone: 1300 22 11 22

Services include:

⁷² www.alfredhealth.org.au

⁷³ www.aco.org.au

- 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.

Visit [Bolton Clarke](#)⁷⁴

Brotherhood of St Laurence - Coolibah Centre

67A Brunswick Street, Fitzroy

Phone: 1300 147 147 or 9483 1345

Tram number: 11, 86

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

Services include:

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

Visit [Brotherhood of St Laurence - Coolibah Centre](#)⁷⁵

CASA House (Centre against Sexual Assault)

Level 3, Queen Victoria Women's Centre,

210 Lonsdale Street, Melbourne

Intake and crisis line: 9635 3610

Admin line: 9635 3600

CASA House is a department of the Royal Women's Hospital, located in Melbourne CBD. It is one of 15 centres throughout Victoria, funded by the state government to provide services to adult victims/survivors of all genders.

Services include:

- counselling and advocacy for victim/ survivors of sexual assault and support people
- crisis support for victim survivors of recent assault
- support and information around reporting sexual assault to police

⁷⁴ www.boltonclarke.com.au

⁷⁵ www.bsl.org.au/services/older-people/coolibah-centre/

- secondary consultation
- professional development.

Visit [CASA House](#)⁷⁶

Clarendon Community Mental Health Service

52 Albert Street, East Melbourne

Phone: 9231 5400

After hours: 1300 558 862

Monday to Friday: 9am – 5pm

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

Tram number: 12, 109

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

Visit [St Vincent's Hospital Melbourne](#)⁷⁷

cohealth - Located at 9 sites

Visit [cohealth](#)⁷⁸

cohealth Central City

53 Victoria Street, Melbourne

Phone: 9448 5536

Train station: Melbourne Central Station

Tram number: 19, 57, 59

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

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

cohealth centre Collingwood

365 Hoddle Street, Collingwood

Phone: 9448 5528

⁷⁶ www.casahouse.com.au

⁷⁷ www.svhm.org.au

⁷⁸ www.cohealth.org.au/

Monday to Friday: 8.30am – 5.30pm

Saturday: 9am – midday

Services include:

- doctors
- pharmacy nursing
- aged-care nursing
- chronic conditions nursing
- physiotherapy
- podiatry
- nutrition
- speech pathology
- paediatric clinic
- counselling
- family services
- psychiatric disability rehabilitation and support services (PDRSS)
- health promotion
- asthma program
- COVID-19 vaccination and testing
- needle syringe program.

cohealth centre Fitzroy

75 Brunswick Street, Fitzroy

Phone: 9448 5531

Monday to Friday: 9am – 5.30pm

Saturday: 9am – midday.

Services include:

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

Drop-in clinic for people experiencing homelessness on Mondays from 9am – midday.

cohealth centre Footscray

78 Paisley Street, Footscray

Phone: 9448 5302

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

Bus number: 220, 216 and 219

Monday to Friday: 9am – 5pm

Saturday: 9am – 1pm

Services include:

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

cohealth centre Kensington

6-12 Gower Street, Kensington

Phone: 9448 5537

Train station: Kensington (Craigieburn Line)

Bus number: 402

Services include:

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

cohealth centre Laverton

90-105 Railway Avenue, Laverton

Phone: 9448 5534

Monday to Friday: 9am – 5pm

Services include:

- doctors
- Aboriginal and Torres Strait Islander health
- GP respiratory clinic
- COVID-19 vaccination and testing
- general nursing
- mental health nursing
- sexual and reproductive health.

cohealth Health Works

4-12 Buckley Street, Footscray

Phone: 9448 5511

Monday, Tuesday, Wednesday and Friday: 10.15am – 12.30pm then 1pm – 5pm, Thursday: 1pm – 5pm.

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

Services include:

- doctors
- pharmacotherapy
- nursing
- dual diagnosis counselling
- primary needle syringe program
- primary health support
- peer support
- hepatitis C testing and treatment.

cohealth Innerspace

4 Johnston Street, Collingwood

Phone: 9448 5530

Monday to Friday: 10.30am – 6.30pm.

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

Services include:

- doctors
- pharmacotherapy
- nursing
- 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.

cohealth West Melbourne

98 Abbotsford Street, West Melbourne

Phone: 9448 5557

Monday to Friday: 9.45am – 5.45pm

Services include:

- GP respiratory clinic
- COVID-19 vaccination and testing.

DJIRRA

292 Hoddle Street, Abbotsford

Phone: 9244 3333

Free call: 1800 105 303

Services for Aboriginal people include:

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

Visit [DJIRRA](http://www.djirra.org.au)⁷⁹

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

⁷⁹ www.djirra.org.au

- 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.

Visit [Salvation Army](#)⁸⁰

Frontyard Youth Services

19 King Street, Melbourne

Phone: 9977 0077

Free call: 1800 800 531

Email: frontyard@mcm.org.au

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

Monday to Friday: 9am – 8pm. Saturday, Sunday and public holidays: 10am – 6pm.

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

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

Visit [Melbourne City Mission](#)⁸¹

GROW

707 Glenhuntly Road, Caulfield South

Phone: 9528 2977

Free call: 1800 558 268

Tram number: 67

Monday to Friday: 9am – 5pm.

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

⁸⁰ www.salvationarmy.org.au

⁸¹ www.mcm.org.au

- weekly groups available for people who need support with mental health
- no need for referrals or appointments
- Online or face to face
- services available free of charge (voluntary donation)
- confidential and non-judgmental groups.

Visit [Grow Mental Wellness Programs](#)⁸²

GenWest

317-319 Barkly Street, Footscray

Phone: 1800 436 937

Train station: Middle Footscray (Sunbury line)

Bus number: 216, 219, 220

info@genwest.org.au

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

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

All services are free and confidential.

Visit [GenWest](#)⁸³

Homelessness Resource Centre

179-191 Flemington Road, North Melbourne

Phone: 8327 7500

Tram number: 55, 57, 59

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

- Health and Treatment hub
- Social supports and services
- O Café
- IT Hub

⁸² www.grow.org.au

⁸³ www.genwest.org.au

- Safe spaces for LGBTIQ+ people and female-identifying people experiencing homelessness
- Recreation room
- Showers
- Laundry
- Storage.

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

Visit [VincentCare Victoria](#)⁸⁴

Living Room Primary Health Service

7-9 Hosier Lane, Melbourne

Phone: 9945 2100

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

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

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

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

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

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

Visit [Youth Projects](#)⁸⁵

McAuley Community Services for Women – McAuley House Program

Level 1, 81-83 Paisley Street, Footscray

Phone: 03 9362 8900

Train station: located between Footscray and Middle Footscray stations

Tram number: 82

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

Services include:

⁸⁴ <https://www.vincentcare.org.au/our-services/ozanam-house/>

⁸⁵ www.youthprojects.org.au

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

Visit [McAuley Community Services for Women](#)⁸⁶

Melbourne Counselling Service - The Salvation Army

Australia Southern Territory

Level 2, 69 Bourke Street, Melbourne VIC 3000 | PO Box 18375, Melbourne VIC 8003

Phone: 9653 3250

Fax: 9653 3232

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

Services include:

- Therapeutic and financial counselling for gambling addiction
- Community education
- Information and referral support.

Visit [Melbourne Counselling Service](#)⁸⁷

Melbourne Sexual Health Centre

580 Swanston Street, Carlton

Phone: 9341 6200

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

Monday to Friday: 8.30am – 5pm

Services include:

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

Visit [Melbourne Sexual Health clinic](#)⁸⁸

North West Outreach Service

Phone: 1800 170 556 or 0418 170 556

Monday to Sunday: 6pm – 12:30am.

⁸⁶ www.mcauleycsw.org.au/

⁸⁷ <https://melbournecounsellingservice.org.au/>

⁸⁸ www.mshc.org.au

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

Visit [Youth Projects - NW Needle Syringe Programs](#)⁸⁹

Orygen Youth Health

35 Poplar Road, Parkville

Phone: 9342 2800

Triage (new referrals): 1800 888 320

Train station: Royal Park (Upfield Line)

Tram number: 58 (stop 26)

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

Visit [Orygen Youth Health](#)⁹⁰

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

Phone: 1800 458 752 or 9525 1300

Services include:

- information
- education
- support
- referrals
- advocacy.

Visit [Resourcing and Health Education](#)⁹¹

Royal Melbourne Hospital

300 Grattan Street, Parkville

Phone: 9342 7000

Tram number: 19, 58, 59

Services include:

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

Visit [The Royal Melbourne Hospital](#)⁹²

The Royal Victorian Eye and Ear Hospital

32 Gisborne Street, East Melbourne

⁸⁹ www.youthprojects.org.au/needle-syringe-program

⁹⁰ <https://www.orygen.org.au/>

⁹¹ www.sexworker.org.au

⁹² www.thermh.org.au

Phone: 9929 8666

Tram number: 30, 12, 109, 11

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

Services include:

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

Visit [Royal Victorian Eye and Ear Hospital](#)⁹³

Royal Women's Hospital

20 Flemington Road, Parkville

Phone: 8345 2000

Tram number: 19, 55, 57, 59

Bus number: 401, 402

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

Visit [The Royal Women's Hospital](#)⁹⁴

Sacred Heart Mission

87 Grey Street, St Kilda

Phone: 9537 1166

Tram number: 16, 96

For updated information please call first as services have been adjusted for a COVID environment.

Services currently include:

- Take away meal 10am – 1pm
- Assistance with housing and referrals, physical and mental health, case management, information, advocacy and support.

Visit [Sacred Heart Mission](#)⁹⁵

Safe Steps Family Violence Response Centre

Phone: 9928 9600

Phone: 1800 015 188

⁹³ <https://eyeandear.org.au/>

⁹⁴ www.thewomens.org.au

⁹⁵ www.sacredheartmission.org

Email: admin@safesteps.org.au

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

Visit [Safe Steps](#)⁹⁶

Salvation Army – Lighthouse Café

69 Bourke Street, Melbourne

Day Café

Monday to Friday

Breakfast: 9am – 10.30am

Lunch: 11.30am – 1pm

Twilight Café

Monday to Sunday

Dinner: 5pm – 7pm

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

Salvation Army - Emergency Relief Marketplace

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

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

Visit [The Salvation Army Melbourne](#)⁹⁷

Sexual Health Victoria – Melbourne Clinic

Level 1, 94 Elizabeth Street, Melbourne

Phone (free call): 1800 013 952

Monday to Friday: 9am – 5pm.

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

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

SHV offers low-cost or no-cost services for people under 23 years and for people who hold a valid concession card. Consults are confidential, stigma-free and friendly. Appointments can be made via phone or online.

Visit [Sexual Health Victoria](#)⁹⁸

⁹⁶ www.safesteps.org.au

⁹⁷ <https://www.salvationarmy.org.au/>

⁹⁸ <https://shvic.org.au/>

St Mary's House of Welcome

165-169 Brunswick Street, Fitzroy

Phone: 9417 6497

Tram number: 11

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

Services include:

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

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

Visit [St Mary's House of Welcome](#)⁹⁹

St Vincent's Hospital

41 Victoria Parade, Fitzroy

Phone: 9231 2211

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

Services include:

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

Visit [St Vincent's Hospital Melbourne](#)¹⁰⁰

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

⁹⁹ www.smhow.org.au

¹⁰⁰ www.shvm.org.au

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

Visit [The Drum Youth Services](#)¹⁰¹

The Open Door

166 Boundary Rd, North Melbourne

Phone: 9329 6988

Tram number: 57

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

Services include:

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

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

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

Visit [Salvation Army](#)¹⁰²

Turning Point

110 Church Street, Richmond, 3121

Phone: 8413 8413

Tram number: 78, 48, 75

Provides medical assessment and treatment of referred patients, including:

- pain medication dependence
- mental health and alcohol and drug use problems (dual diagnosis)
- alcohol use disorders
- 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

¹⁰¹ www.thedrum.ds.org.au

¹⁰² www.salvationarmy.org.au

- neuropsychology service for acquired brain injuries.

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

Visit [Turning Point](#)¹⁰³

Wintringham

136 Mt Alexander Road, Flemington

Advice and information line: 9034 4824

Tram number: 59

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

Services include:

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

Visit [Wintringham](#)¹⁰⁴

Young People's Health Service

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

Phone: 9453 8590

email: young.people@rch.org.au

We are a free primary health service for young people aged 15 until their 25th birthday, who experiencing, or at risk of experiencing homelessness.

¹⁰³ www.turningpoint.org.au

¹⁰⁴ www.wintringham.org.au

6. Legal and Financial Services

CASA House (Centre against Sexual Assault)

Level 3, Queen Victoria Women's Centre,

210 Lonsdale Street, Melbourne

Intake and crisis line: 9635 3610

Admin line: 9635 3600

CASA House is a department of the Royal Women's Hospital, located in Melbourne CBD. It is one of 15 centres throughout Victoria, funded by the state government to provide services to adult victim/ survivors of all genders.

Services include:

- counselling and advocacy for victim/ survivors of sexual assault and support people
- crisis support for victim survivors of recent assault
- support and information around reporting sexual assault to police
- secondary consultation
- professional development.

Visit [CASA House](#)¹⁰⁵

cohealth Central City

53 Victoria Street, Melbourne

Phone: 9448 5536

Train station: Melbourne Central Station

Tram number: 19, 57, 59

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

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

Visit [cohealth](#)¹⁰⁶

DJIRRA

292 Hoddle Street, Abbotsford

¹⁰⁵ www.casahouse.com.au

¹⁰⁶ www.cohealth.org.au

Phone: 9244 3333

Free call: 1800 105 303

Train: Victoria Park station

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

Services for Aboriginal people include:

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

Visit [Djirra](https://djirra.org.au/)¹⁰⁷

Fitzroy Legal Service Level

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

Phone: 9419 3744

Fax: 9416 1124

Email: reception@fls.org.au

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

Monday to Friday: 9am – 5pm. Lunch Break 1pm – 2pm

Legal Advice Night Service: 6pm – 9pm (by appointment only)

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

Visit [Fitzroy Legal Service](https://www.fls.org.au/)¹⁰⁸

Flemington & Kensington Community Legal Centre

22 Bellair Street, Kensington

Phone: 9376 4355

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

Monday: 6pm – 7pm by appointment only.

fklegal@fkclc.org.au

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

Visit [Flemington Kensington Community Legal Centre](https://www.flemkenlegal.org/)¹⁰⁹

Frontyard Youth Services

19 King Street, Melbourne

Phone: 9977 0077

Free call: 1800 800 531

¹⁰⁷ <https://djirra.org.au/>

¹⁰⁸ www.fls.org.au

¹⁰⁹ <https://flemkenlegal.org/>

Email: frontyard@mcm.org.au

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

Monday to Friday: 9am – 8pm. Saturday, Sunday and public holidays: 10am – 6pm.

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

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

Visit [Melbourne City Mission](#)¹¹⁰

Homelessness Advocacy Service (HAS) – Council to Homeless Persons

2 Stanley Street, Collingwood

Free call: 1800 066 256

Monday to Friday: 9am – 5pm.

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

Visit [Council to Homeless Persons](#)¹¹¹

Inner Melbourne Community Legal

Suite 2, 508 Queensberry Street, North Melbourne

Phone: 9328 1885

Tram number: 57

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

Free legal information, advice and casework. Appointment required.

Visit [Inner Melbourne Community Legal](#)¹¹²

Justice Connect Homeless Law

Level 17, 461 Bourke Street, Melbourne

Free call: 1800 606 313 or 8636 4408

¹¹⁰ www.mcm.org.au/homelessness/frontyard

¹¹¹ www.chp.org.au/services/has

¹¹² www.imcl.org.au

Email: homelesslaw@justiceconnect.org.au

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

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 and via telephone as required due to COVID-19.

The service assists with:

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

Visit [Justice Connect](#)¹¹³

Melbourne Counselling Service – The Salvation Army Australian Southern Territory

Level 2, 69 Bourke Street, Melbourne VIC 3000

PO Box 18375, Melbourne VIC 8003

Phone: 9653 3250

Fax: 9653 3232

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

Services include:

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

Visit [Melbourne Counselling Service](#)¹¹⁴

Salvation Army - Emergency Relief Marketplace

69 Bourke Street, Melbourne

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

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

Visit [The Salvation Army Melbourne](#)¹¹⁵

Services Australia: Australian Government Agency

Centrelink: 132 850

Medicare: 132 011

Child Support Agency: 131 272

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

Visit [Services Australia](#)¹¹⁶

¹¹³ www.justiceconnect.org.au

¹¹⁴ www.melbournecounsellingservice.org.au

¹¹⁵ www.salvationarmy.org.au

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.

Visit [Jesuit Social Services](#)¹¹⁷

Victoria Police

- 313 Spencer Street, Docklands – Phone: 8690 4444 (open 24 hours).
- 226 Flinders Lane, Melbourne East Phone: 9637 1100 (open 24 hours).
- 36 Wreckyn Street, North Melbourne Phone: 8379 0800 (open 24 hours).
- 66 Moray Street, Southbank Phone: 8635 0900.

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

Visit [Victoria Police](#)¹¹⁸

Victoria Legal Aid

570 Bourke Street, Melbourne

Phone: 1300 792 387

Services include:

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

Visit [Victoria Legal Aid](#)¹¹⁹

WIRE Women's Information

372 Spencer Street, West Melbourne

¹¹⁶ <https://www.servicesaustralia.gov.au/>

¹¹⁷ www.jss.org.au

¹¹⁸ <http://www.police.vic.gov.au/>

¹¹⁹ <http://www.legalaid.vic.gov.au/>

Helpline: 1300 134 130

Administration: 9348 9416

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

WIRE services include:

- telephone support service: Monday to Friday: 9am – 5pm (except public holidays)
- online chat: live chat support services: (wire.org.au): Monday to Friday: 9.30am – 4.30pm (except public holidays)
- women's information centre: open to the public Monday to Friday: 9.30am – 4.30pm (except public holidays). 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.

Visit WIRE¹²⁰

¹²⁰ www.wire.org.au

7. Assistance with Employment Services

The Big Issue Australia

Ground Level, 673 Bourke Street,
Melbourne

Phone: 9602 7600

Office Open Monday to Friday: 8am – midday

The Big Issue is an independent, fortnightly magazine sold on the streets by 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).

Visit [The Big Issue](#)¹²¹

The Drum Youth Services

100 Drummond Street, Carlton

Phone: 9663 6733

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

Services include:

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

Visit [The Drum Youth Services](#)¹²²

Fitted for Work

513 Bridge Road, Richmond 3121

Phone: 9662 4289

Monday to Friday: 9am – 5pm.

¹²¹ www.thebigissue.org.au

¹²² www.thedrum.ds.org.au

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

Services include:

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

Visit [Fitted for Work](#)¹²³

Frontyard Youth Services

19 King Street, Melbourne

Phone: 9977 0077

Free call: 1800 800 531

Email: frontyard@mcm.org.au

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

Monday to Friday: 9am – 8pm. Saturday, Sunday and public holidays: 10am – 6pm.

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

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

Visit [Melbourne City Mission](#)¹²⁴

IMVC (Inner Melbourne VET Services)

80 Market Street, South Melbourne

Phone: 9686 2354

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

Our low fee and free services include:

¹²³ www.fittedforwork.org

¹²⁴ <https://www.mcm.org.au/homelessness/frontyard>

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

Visit [IMVC](#)¹²⁵

Living Room Primary Health Service

7-9 Hosier Lane, Melbourne

Phone: 9945 2100

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

Saturday: 11am – 4pm

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

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

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

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

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

Visit [Youth Projects](#)¹²⁶

Services Australia: Australian Government Agency

Centrelink: 132 850

Medicare: 132 011

Child Support Agency: 131 272

¹²⁵ www.imvc.com.au

¹²⁶ www.youthprojects.org.au

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

[Visit Services Australia](https://www.servicesaustralia.gov.au/)¹²⁷

Travellers Aid – 3 locations

Head Office, City Village

Level 3, 225 Bourke Street, Melbourne

Phone: 9654 2600

[Visit Travellers Aid](http://www.travellersaid.org.au/)¹²⁸

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)
- 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, Saturday: 11am – 4pm).

Travel-related Emergency Relief (Southern Cross Station)

Phone: 9670 2873

Monday to Sunday: 7am – 9pm.

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

Flinders Street Station

Located between Platforms 9 and 10, on the concourse level

Phone: 9068 8187

Email: fss@travellersaid.org.au

Monday to Sunday: 8am – 7pm

Services include:

¹²⁷ <https://www.servicesaustralia.gov.au/>

¹²⁸ <http://www.travellersaid.org.au/>

- 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).

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: Monday to Friday: 9am – 5pm (except public holidays)
- online chat: live chat support services: (wire.org.au): Monday to Friday: 9.30am – 4.30pm (except public holidays)
- women's information centre: open to the public Monday to Friday: 9.30am – 4.30pm (except public holidays). 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.

Visit WIRE¹²⁹

¹²⁹ www.wire.org.au

Aboriginal and Torres Strait Islander Support Services

Aboriginal Housing Victoria (AHV)

Narrandjeri House
125-127 Scotchmer Street
Fitzroy North
VIC 3068

Phone: 9403 2100 or 1800 248 842

Email: clientservices@ahvic.org.au

Monday to Friday: 8.30am – 4.30pm

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

Visit [Aboriginal Housing Victoria](#)¹³⁰

First Peoples' Health and Wellbeing

317-319 High Street, Thomastown 3074

7A Station Street, Frankston 3199

Phone: (03) 9070 8181

Monday to Thursday: 9am – 5pm

Friday: 9am – 1pm

Services are by appointment only and include:

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

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

Visit [First People's Health and Wellbeing](#)¹³¹

DJIRRA

292 Hoddle Street, Abbotsford

Phone: 9244 3333

Free call: 1800 105 303

Services for Aboriginal people include:

- legal services
- counselling support

¹³⁰ www.ahvic.org.au

¹³¹ www.firstpeopleshealthandwellbeing.org.au

- information, referral and support
- community education and training.

Visit [DJIRRA](#)¹³²

Ngwala Willumbong Aboriginal Corporation

93 Wellington Street, St Kilda, 3182

Phone: 9510 3233

Services include:

- AOD Outreach Services
- Homelessness support Services
- Family Violence support Services.

Visit [Ngwala Willumbong Aboriginal Corporation](#)¹³³

Victorian Aboriginal Child Care Agency (VACCA)

340 Bell St, Preston

Phone: 9287 8800

Services include:

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

Visit [Victorian Aboriginal Child Care Agency](#)¹³⁴

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

¹³² www.djirra.org.au

¹³³ www.ngwalla.org.au

¹³⁴ www.vacca.org

- preventative care for children
- maternal and child health
- women's health
- antenatal care
- dental services.

Visit [Victorian Aboriginal Health Service](#)¹³⁵

Victorian Aboriginal Legal Service

273 High Street, Preston

Phone: 9418 5999

Free call: 1800 064 865

Tram number: 86

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

Visit [Victoria Aboriginal Legal Service](#)¹³⁶

¹³⁵ www.vahs.org.au

¹³⁶ www.vals.org.au