Helping Out Guide

A guide to finding support services and agencies in Melbourne

2021-2022
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

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 (May 2021).

How to use the Helping Out Guide

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

Agencies are listed from A-Z in each section, including details such as address and operating hours.

For comprehensive details about each agency, please make contact via the phone number provided or visit its website.

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

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

The City of Melbourne respectfully acknowledges the Traditional Owners of the land, the Bunurong Boon Wurrung and Woiwurrung (Wurundjeri) peoples of the Eastern Kulin Nation and pays respect to their Elders, past, present and emerging. At its heart, reconciliation is about strengthening relationships between Aboriginal and non-Aboriginal peoples for the benefit of all Victorians.

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
- City of Melbourne
- Council to Homeless Persons
- Homelessness Australia
- InfoXchange – Housing and Homelessness
- Justice Connect Homeless Law
- The Victorian Equal Opportunity and Human Rights Commission
- VicEmergency real-time emergency information
- VCOSS Victorian Council of Social Services
- Department of Health and Human Services Victoria
- YACVic Youth Affairs Council of Victoria

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. Visit Ask Izzy

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

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1 www.ahvic.org.au
2 www.melbourne.vic.gov.au
3 www.chp.org.au
4 www.homelessnessaustralia.org.au
5 www.infoxchange.net.au
6 www.justiceconnect.org.au
7 www.humanrightscommission.vic.gov.au
8 www.emergency.vic.gov.au
9 www.vcoss.org.au
10 www.dhhs.vic.gov.au
11 www.yacvic.org.au
12 www.askizzy.org.au
**Extreme weather information**

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

[VicEmergency](#) 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 is available.

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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: 8327 7500  
Tram number: 55, 57, 59  
Works with people who are homeless, or at risk of homelessness, to secure and maintain safe and affordable housing and achieve independence in the community.  
[Visit Vincent Care Victoria](http://www.vincentcare.org.au/)

**Flagstaff Crisis Accommodation**
9 Roden Street, West Melbourne  
Phone: 9329 4800  
Tram number: 57  
Access to vacancies is only through Launch Housing, on 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.  
[Visit Salvation Army](http://www.salvationarmy.org.au/)

**Frontyard Youth Services**
19 King Street, Melbourne  
Phone: 9977 0077  
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

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• life skills program
• family reconciliation.

Visit Frontyard Youth Services\textsuperscript{16}

Launch Housing - 3 locations
Visit Launch Housing\textsuperscript{17}

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.

St Kilda
122 Chapel Street, St Kilda
Phone: 8598 1111
Tram number: 16, 3
Services include:
• initial assessment and planning for access to crisis accommodation, support and housing
• limited housing-related financial assistance
• assistance with public and community housing applications.

Cheltenham
Level 1, 11 Chesterville Road, Cheltenham
Phone: 9556 5777
Services include:
• initial assessment and planning for access to crisis accommodation, support and housing
• limited housing-related financial assistance
• assistance with public and community housing applications.

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.

\textsuperscript{16} http://www.frontyard.org.au/
\textsuperscript{17} http://www.launchhousing.org.au/
Services include:

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

[Visit Open Family Australia](http://www.openfamily.org.au/)18
[Visit Whitelion](http://www.whitelion.asn.au/)19

**Ozanam House**
179-191 Flemington Road, North Melbourne
Phone: 8327 7500
Tram number: 55, 57, 59

Providing flexible accommodation options as well as health and wellbeing services to people experiencing homelessness including:

- three meals per day to residents
- laundry facilities
- health and medical services
- access to computers and IT services
- showers
- storage
- recreation room
- visiting services including Centrelink, mental health and counselling services.

[Visit VincentCare Victoria](http://www.vincentcare.org.au/)20

**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](http://www.vincentcare.org.au/)21

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

Visit Sacred Heart Mission

**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

**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.  
Visit Salvos

**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

**Stopover Youth Refuge**  
Phone: 1800 825 955

For any young person experiencing homelessness.  
- crisis refuge accommodation  
- advocacy and holistic case management support.

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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

Wintringham
136 Mt Alexander Road, Flemington
Advice and information line: 9034 4824
Tram number: 59
Provides quality care, accommodation and support services to men and women aged 50 and over who have limited financial resources and are either homeless or at risk of becoming homeless.

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

Visit Wintringham

Women's 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

27 wintringham.org.au
2. Services for Women

CASA House Centre Against Sexual Assault
Level 3, 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.
Visit CASA House29

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 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
• 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 Children30

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 Melbourne31

Fitted for Work
Ground floor, Queen Victoria Women’s Centre, 210 Lonsdale Street, Melbourne
Phone: 9662 4289

30 https://www.csmc.org.au/
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
• a range of holistic job readiness programs.

Visit Fitted for Work32

Fitted for Work
513 Bridge Road, Richmond
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 Work33

McAuley Community Services for Women - McAuley House Program
1-3 Pickett Street, Footscray
Phone: 9371 6600
Train station: located between Footscray and Middle Footscray stations
Tram number: 82
Bus number: 220, 216, 219, 404, 409, 410
If you need further information, phone Carol Vale, Head of Community Services, on 9371 6600.

Visit McAuley Community Services for Women34

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.

Visit The Royal Melbourne Hospital35

Sacred Heart Mission
87 Grey Street, St Kilda
Phone: 9537 1166
Tram number: 16, 96

32 http://www.fittedforwork.org/
33 http://www.fittedforwork.org
34 http://www.mcauleycsw.org.au/
For updated service information please call first as services have been adjusted for a COVID-safe environment.

Services currently include:
- take away meal 10am to 1pm
- assistance with housing and referrals, physical and mental health, case management, information, advocacy and support.

Visit Sacred Heart Mission

Sacred Heart Mission's Women's House
10 Inkerman Street, St Kilda
Monday to Friday: 8.30am - 11am.
A safe drop-in centre for women which provides:
- assistance with housing and referrals, physical and mental health, case management and support
- access to telephone, computer and internet
- social inclusion activities.

Visit Sacred Heart Mission

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

WIRE Women's Information
372 Spencer Street West Melbourne
Helpline: 1300 134 130
Administration: 9348 9416
Free and confidential support, information and referrals for Victorian women, non-binary and gender diverse people – from leaving a violent relationship to coping with depression and everything in between.

Services include:
- helpline: Monday to Friday: 9am-5pm (except public holidays)
- online chat – live chat support services: (wire.org.au/chat-with-wire): Monday to Friday: 9.30am-4.30pm (except public holidays)
- walk-in 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

WIRE’s free programs include:
- computer classes
- separation and property legal clinic and financial guidance clinic
- monthly seminars.

Visit WIRE
Women’s Welcome Centre
Royal Women’s Hospital
20 Flemington Road, Parkville
Tram: 19, 58, 59
Bus: 401, 402, 403, 505, 546
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.
Visit The Royal Melbourne Hospital

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.
Visit Women’s Health West

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

40 https://www.thewomens.org.au/
41 http://www.whwest.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.

**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.

**Brotherhood of St Laurence - Coolibah Centre**
67A Brunswick Street, Fitzroy  
Phone: 1300 147 147 or 9483 1345  
Tram number: 11, 86

Member-based services only. Fees apply.

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

Visit Anglicare Victoria [43](http://www.anglicarevic.org.au/)
Visit Anglicare Victoria [44](http://www.anglicarevic.org.au/)
Visit Brotherhood of St Laurence - Coolibah Centre [45](http://www.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 – 12noon
  (a current ID must be presented)
- internet kiosk and drop-in centre
- Carlton No Interest Loans Scheme: Tuesday, Wednesday and Thursday: 10am – 4pm
- Carlton Worker Learning Centre: Monday to Friday: 10am – 5pm
- referral and advocacy
- women’s program: Tuesday and Wednesday: 11am – 3pm
- family learning program / children and parents (homework club): Monday, Tuesday and
  Wednesday: 4pm – 6pm.

Visit Church of all Nations 46

Cohealth - Located at 7 sites
Visit Cohealth 47

Central City
53 Victoria Street, Melbourne
Phone: 9677 0800
Train station: Melbourne Central Station
Tram number: 19, 57, 59

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 – 12noon.

Services include:
- reception medical (GPs)
- pharmacy nursing
- aged-care nursing
- chronic conditions nursing
- physiotherapy
- podiatry
- nutrition

46 http://carlton-uca.org/
• 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 – 12noon.
Drop-in clinic for homeless people: Monday: 9am – 12noon.
Provides a broad range of health and welfare services, including:
• podiatry, physiotherapy, occupational therapy, dietetics, and nursing
• Aboriginal engagement worker available
• café meals program
• 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.

**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.

**Healthworks**
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 for people who inject drugs plus primary needle and syringe program.
- GP
- pharmacotherapy
- nursing
- dual diagnosis counselling
- primary needle syringe program
- primary health support
- peer support
- hepatitis C testing and treatment.
Drop-in centre and needle and syringe program: Monday, Tuesday, Wednesday and Friday, 10:15am – 12:30pm then 1pm – 5pm and Thursday 1pm- 5pm.

**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.
Visit St Vincent's Hospital Melbourne

**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.
Visit Fitted for Work

**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 COVID19 restrictions and apply for free home delivered meal in Port Phillip region if restrictions are in place.
Visit Hare Krishna Melbourne

**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
49 Buncle Street, North Melbourne.
Visit Many Rooms51

Ozanam House
179-191 Flemington Road, North Melbourne
Phone: 8327 7500
Tram number: 55, 57, 59
Providing flexible accommodation options as well as health and wellbeing services to people experiencing homelessness including:
• three meals per day to residents
• laundry facilities
• health and medical services
• access to computers and IT services
• showers
• storage
• recreation room
• visiting services including Centrelink, mental health and counselling services.
Visit VincentCare Victoria52

Presbyterian and Scots’ Church Joint Mission (The Flemington Mission)
26 Norwood Street, Flemington
Phone: 9376 3777
Train station: Newmarket
Tram number: 57
Tuesdays: 10am – 1pm.
Services include:
• coffee, conversation, blankets and books available every Tuesday
• food relief available on the first and third Tuesday of each month.
Visit Scots’ Church Melbourne53

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 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 Mission54

Salvation Army – Lighthouse Café
69 Bourke Street, Melbourne

52 http://www.vincentcare.org.au/
53 http://www.scotschurch.com/
54 http://www.sacredheartmission.org/
A safe place for Melbourne’s homeless and marginalised. Provides free meals and access to a supportive community with a range of practical supports.

**Day Café**
Monday to Friday  
Breakfast: 9am – 10.30am  
Lunch: 11.30am – 1pm

**Twilight Café**
Monday to Sunday  
Dinner:  5pm – 7pm

**Emergency Relief Marketplace**  
Monday to Friday: 9am - 12.30pm (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

**St Vincent de Paul**
Admin line: 9895 5800  
Email: info@svdp-vic.org.au  
Monday to Friday: 10am – 3pm.  
Anyone needing material aid (such as food, clothing and furniture) should ring the welfare line on 1800 305 330.  
Visit St Vincent de Paul

**St Francis Pastoral Centre**
326 Lonsdale Street, Melbourne  
Phone: 9663 2495  
Wednesday, Friday and Sunday: 10am – 2pm.  
Tea/coffee and biscuit for a gold coin donation.  
Visit St Francis' Church Melbourne

**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

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57 http://www.stfrancismelbourne.com/  
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.
Visit The Drum Youth Services

Travellers Aid - 3 locations
Head Office, City Village
Level 3, 225 Bourke Street Melbourne
Phone: 9654 2600
Visit Travellers Aid

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, 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 – 8pm.
Services include:
- mobility equipment hire

59 http://thedrum.ds.org.au/
60 http://www.travellersaid.org.au/
• 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](http://www.al-anon.org.au/)

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

**Cohealth - Located at 7 sites**
[Visit Cohealth](http://www.cohealth.org.au/)

**Central City**
53 Victoria Street, Melbourne
Phone: 9677 0800
Train station: Melbourne Central Station
Tram number: 19, 57, 59
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

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• 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 – 12noon.
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 – 12noon.
Drop-in clinic for homeless people: Monday: 9am – 12noon.
Provides a broad range of health and welfare services, including:
• podiatry, physiotherapy, occupational therapy, dietetics, and nursing
• Aboriginal engagement worker available
• café meals program
• 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.

**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.

Healthworks
4-12 Buckley Street, Footscray
Phone: 9448 5511
Monday, Tuesday, Wednesday and Friday: 10:15am - 12:30pm then 1pm to 5pm, Thursday: 1pm - 5pm.
Cohealth’s primary health service for people who inject drugs plus primary needle and syringe program.
- GP
- pharmacotherapy
- nursing
- dual diagnosis counselling
- primary needle syringe program
- primary health support
- peer support
- hepatitis C testing and treatment.

Innerspace
4 Johnston Street, Collingwood
Phone: 9448 5530
Monday to Friday: 10.30am – 6pm.
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.
Visit St Vincent's Hospital Melbourne

Flagstaff Crisis Accommodation
9 Roden Street, West Melbourne
Phone: 9329 4800
Tram number: 57

Access to vacancies is only through Launch Housing, on 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.

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: 12noon – 3.15pm, 6:30pm – 10pm.
Needle and syringe program – see website.

Visit Youth Projects - 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:
• food
• material aid
• brief interventions
• referral pathways
• case management.

Visit Open Family Australia
Visit Whitelion

Ozanam House
179-191 Flemington Road, North Melbourne
Phone: 8327 7500
Tram number: 55, 57, 59
Providing flexible accommodation options as well as health and wellbeing services to people experiencing homelessness including:
• three meals per day to residents
• laundry facilities
• health and medical services
• access to computers and IT services
• showers
• storage
• recreation room
• visiting services including Centrelink, mental health and counselling services.

Visit VincentCare Victoria

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69 http://www.whitelion.asn.au/
70 http://www.vincentcare.org.au/
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.

**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.

**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.

**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

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Phone: 8345 2000
Provides services to pregnant women with complex substance use dependence, as well as professional support and training to health and community providers.
Pregnant women can self-refer to WADS by calling 8345 3931 or attending the Women’s Emergency Care centre.

Visit Women’s Alcohol and Drug Service

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.

Visit Youth Support & Advocacy Service

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75 http://www.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.

Visit DJIRRA

DJIRRA
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.

Visit DJIRRA

Action Centre
Level 1, 94 Elizabeth Street, Melbourne
Phone: 9660 4700

Monday to Friday: 9am - 5pm.
A sexual and reproductive health clinic, providing booked appointments for all ages.
Appointments can be made via phone or online.

Visit Family Planning Victoria

Australian College of Optometry Outreach Services
374 Cardigan Street, Carlton
Phone: 9349 7400

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

Services include:
• eye-care program for homeless persons
• supported residential services project
• residential aged care project
• older persons’ high rise program
• Aboriginal and Torres Strait Islander outreach
• visiting disability service.
Visit Australian College of Optometry

**Brotherhood of St Laurence - Coolibah Centre**
67A Brunswick Street, Fitzroy
Phone: 1300 147 147 or 9483 1345
Tram number: 11, 86
Member-based services only. Fees apply. Services include:
- breakfast: $1
- lunch: $3
- afternoon tea: 20 cents
- showers
- laundry facilities
- health services
- short-term case management
- accommodation referral
- social engagement activities
- psychiatric referral.

Visit Brotherhood of St Laurence - Coolibah Centre

**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
Services include:
- counselling
- advocacy
- health services
- legal advice.

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

Visit CASA House

**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.

Visit CatholicCare

**Clarendon Clinic**
52 Albert Street, East Melbourne
Phone: 9417 5696
After hours: 1300 558 862

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Monday to Friday: 9am – 5pm.
Train station: North Richmond (Hurstbridge and South Morang lines)
Tram number: 12
Psychiatric services, including crisis assessment for people with serious mental illness.
Visit St Vincent's Hospital Melbourne83

Cohealth - Located at 7 sites
Visit Cohealth84

Central City
53 Victoria Street, Melbourne
Phone: 9677 0800
Train station: Melbourne Central Station
Tram number: 19, 57, 59
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 – 12noon
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

84 http://www.cohealth.org.au/
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 / 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.

**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.

**Healthworks**
4-12 Buckley Street, Footscray
Phone: 9448 5511
Monday, Tuesday, Wednesday and Friday: 10:15am - 12:30pm then 1pm to 5pm, Thursday: 1pm - 5pm.
Cohealth’s primary health service for people who inject drugs plus primary needle and syringe program.
- GP
- pharmacotherapy
- nursing
- dual diagnosis counselling
- primary needle syringe program
- primary health support
- peer support
- hepatitis C testing and treatment.

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.

Visit Salvation Army

Frontyard Youth Services
19 King Street, Melbourne
Phone: 9611 2411
Free call: 1800 800 531
Tram number: City Circle, 70, 75 (stop 2, Melbourne Aquarium)

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

A drop-in centre for young people at risk of, or experiencing, homelessness. Frontyard is a state-wide service that provides a range of free programs to young people aged 12 to 25. A team of youth workers, social workers, nurses, lawyers and allied staff professionals can assist with:
• housing
• legal matters
• job skills
• health and wellbeing
• individual support/case management
• health services/allied health
• life skills program
• family reconciliation.

Visit Melbourne City Mission

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.

Visit Grow Mental Wellness Programs

Living Room Primary Health Service
7-9 Hosier Lane, Melbourne
Phone: 9945 2100

86 http://www.melbournecitymission.org.au/
Monday to Friday: 9.30am – 12noon and 1pm – 4pm, Saturday: 11am – 4pm.

Living Room comprises a team of doctors, nurses and Brief Intervention 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
- mental health nurses
- hepatitis C clinic
- liver clinic
- employment agency
- dual diagnosis counselling

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

Visit Youth Projects

McAuley Community Services for Women – McAuley House Program
1-3 Pickett Street, Footscray
Phone: 9371 6600
Train station: located between Footscray and Middle Footscray stations
Tram number: 82
Bus number: 220, 216, 219, 404, 409, 410

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

Visit McAuley's Community Services for Women

Melbourne Counselling Service
Level 2, 69 Bourke Street, Melbourne
Phone: 9653 3250

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

Visit Melbourne Counselling Service

Melbourne Sexual Health Centre
580 Swanston Street, Carlton
Phone: 9341 6200
Tram number: 1, 3, 5, 6, 8, 16, 64, 67, 72

Monday to Wednesday: 8.30am – 5pm, Thursday: 5pm – 9pm (by appointment only), Friday: 1pm – 5pm.

Services include:

- sexual health services
- pregnancy testing
- counselling
- pharmacy

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89 http://www.mcauleycsw.org.au/
- needle exchange
- results and information line.

Visit Melbourne Sexual Health Centre\(^91\)

**North West Outreach Service**  
Phone: 1800 170 556 or 0418 170 556  
Monday to Sunday: 6pm – 12:30am.  
Needle and syringe program distributing clean injecting equipment across the North-West of Melbourne.  
Visit Youth Projects - NW Needle Syringe Programs\(^92\)

**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 aged between 15 and 24 living in the Western and North-Western regions of Melbourne.  
Visit Orygen Youth Health\(^93\)

**Ozanam House**  
179-191 Flemington Road, North Melbourne  
Phone: 8327 7500  
Tram number: 55, 57, 59  
Providing flexible accommodation options as well as health and wellbeing services to people experiencing homelessness including:  
- three meals per day to residents  
- laundry facilities  
- health and medical services  
- access to computers and IT services  
- showers  
- storage  
- recreation room  
- visiting services including Centrelink, mental health and counselling services.  
Visit VincentCare Victoria\(^94\)

**RHED (Resourcing health and education in the sex industry in Victoria)**  
10 Inkerman Street, St Kilda  
Phone: 1800 458 752 or 9525 1300  
Monday to Friday: 9am – 5pm.  
Services include:  
- information  
- education  
- support  
- referrals  
- advocacy.

Visit Resourcing and Health Education

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.

Visit Bolton Clarke

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

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

Visit Royal Victorian Eye and Ear Hospital

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.

Visit The Royal Women's Hospital

Sacred Heart Mission

http://www.eyeandear.org.au/
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 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

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

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.

Day Café
Monday to Friday
Breakfast: 9am – 10.30am
Lunch: 11.30am – 1pm

Twilight Café
Monday to Sunday
Dinner: 5pm – 7pm

Emergency Relief Marketplace
Monday to Friday, 9am - 12.30pm (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

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

100 http://www.sacredheartmission.org/
• 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 Welcome103

St Vincent’s Hospital
41 Victoria Parade, Fitzroy
Phone: 9231 2211
Tram number: 11, 24, 30, 42, 86, 96, 109
Provides a range of services, including outpatient emergency and critical care services.

Visit St Vincent's Hospital Melbourne104

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 Health105

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

Visit Drummond Street Services106
Visit The Drum Youth Services107

Turning Point Drug & Alcohol Centre
110 Church Street, Richmond
Phone: 8413 8444
Tram number: 78, 48, 75

103 http://www.smhow.org.au/
104 http://www.svhm.org.au/
107 http://thedrum.ds.org.au/
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.

Visit Turning Point [108]

**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.

Visit Victorian Aboriginal Health Service [109]

**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.

Visit Waratah Clinic [110]

**Wintringham**

136 Macaulay Road, Kensington
Advice and information line: 9034 4824
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.

Visit Wintringham Specialist Aged Care

Women’s Welcome Centre
Royal Women’s Hospital,
20 Flemington Road, Parkville
Tram: 19, 58, 59
Bus: 401, 402, 403, 505, 546
Phone: 8345 3037
Monday to Friday: 9am – 5pm.
Library of women’s health information in a range of languages and a warm and friendly space for patients, their families and other visitors.
Visit The Royal Women’s Hospital - Women's Welcome Centre

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.
Visit Women's Health West

Young People's Health Service
19 King Street, Melbourne
Phone: 9611 2409
Monday to Friday: 9am – 4.30pm.
Provides health services (free for young people aged between 12 and 24) as well as primary health care.
Visit Royal Children's Hospital - Young People's Health Service

Youth Services – Cohealth
49-53 Buncle Street, North Melbourne
Phone: 8378 1600
Train station: Macauley (Upfield line)
Bus number: 402
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.

6. Legal and Financial Services

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

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
Services include:
• counselling
• advocacy
• health services
• legal advice.
The crisis-care unit at the Royal Women’s Hospital is available for recent assault victims.
Visit CASA House

Central City Community Health Service (Cohealth)
53 Victoria Street, Melbourne
Phone: 1300 022 247
Train station: Melbourne Central
Tram number: 19, 57, 59
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.
Visit Cohealth

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. 

Visit Department of Human Services

**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).

Visit Fitzroy Legal Service

**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.

Visit Federation of Community Legal Centres Victoria

**Frontyard Youth Services**
19 King Street, Melbourne
Phone: 9611 2411
Free call: 1800 800 531
Tram number: City Circle, 70, 75 (stop 2, Melbourne Aquarium)

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

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

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

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• family reconciliation.

Visit Melbourne City Mission

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

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).

Visit Inner Melbourne Community Legal

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.

Visit Justice Connect

Melbourne Counselling Service
Level 2, 69 Bourke Street, Melbourne
Phone: 9653 3250
Provides help for gamblers in the central city and inner North, offering therapeutic and financial counselling, as well as money care generalist services.

Visit Melbourne Counselling Service

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

123 http://www.chp.org.au/services/has
125 http://www.justiceconnect.org.au/
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.

Visit Open Family Australia
Visit Whitelion

Salvation Army – Emergency Relief Marketplace
69 Bourke Street, Melbourne
Monday to Friday: 9am - 12.30pm (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

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

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).

128 http://www.whitelion.asn.au/
130 http://www.jss.org.au/
66 Moray Street, Southbank
Phone: 8635 0900.
- In case of an emergency, or if you require immediate assistance, phone 000.

Visit Victoria Police

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 Victorian Aboriginal Legal Service

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

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 WIRE

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.
Visit Department of Human Services

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
• a range of holistic job readiness programs.
Visit Fitted for Work

Frontyard Youth Services
19 King Street, Melbourne
Phone: 9611 2411
Free call: 1800 800 531
Tram number: City Circle, 70, 75 (stop 2, Melbourne Aquarium)
Monday to Friday: 9am – 8pm, Saturday, Sunday and public holidays: 10am – 6pm.
A drop-in centre for young people at risk of, or experiencing, homelessness. Frontyard is a state-wide service that provides a range of free programs to young people aged 12 to 25.
A team of youth workers, social workers, nurses, lawyers and allied staff professionals can assist with:
• housing
• legal matters
• job skills
• health and wellbeing
• individual support/case management
• health services/allied health
• life skills program
• family reconciliation.
Visit Melbourne City Mission

Inner Melbourne VET Cluster (IMVC)
Phone: 9686 2354
Making Alternatives Program (MAP) – Term 4 (10 weeks) is designed for young adults aged 15-18 years seeking an alternative learning environment to mainstream schooling. Students will participate

136 http://www.fittedforwork.org/
137 http://www.melbournecitymission.org.au/
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.

Visit Inner Melbourne VET Cluster

Living Room Primary Health Service
7-9 Hosier Lane, Melbourne
Phone: 9945 2100
Monday to Friday: 9.30am – 4pm, Saturday: 12noon – 5pm.

Living Room comprises a team of doctors, nurses and community development workers who provide confidential, user-friendly free services, including:
- health services
- referrals and information
- chill-out space
- tea and coffee
- showers
- laundry.

There are a number of co-located services, including:
- Centrelink
- podiatry
- dieticians
- mental health nurses
- social workers
- hepatitis C clinic
- liver clinic
- housing services
- youth response
- employment agency
- dual diagnosis counselling
- occupational therapist
- women’s wellness worker.

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

Visit Youth Projects

The Big Issue Australia
Ground floor, 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

139 http://www.youthprojects.org.au/
• Soccer Program (see website for details).
  
  Visit The Big Issue140

The Drum Youth Services
100 Drummond Street, Carlton
Phone: 9663 6733
Tram number: 1, 6, 8, 16, 72

Services include:
• school-based services
• recreation programs
• personal support, advocacy and referral
• personal development and
• leadership programs
• youth events
• counselling
• queer youth services.
  
  Visit Drummond Street Services141
  Visit The Drum Youth Services 142

Travellers Aid – 3 locations
Head Office, City Village
Level 3, 225 Bourke Street Melbourne
Phone: 9654 2600
  
  Visit Travellers Aid 143

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.

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140 http://www.thebigissue.org.au/
141 http://www.ds.org.au/
142 http://thedrum.ds.org.au/
143 http://www.travellersaid.org.au/
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 – 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).

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: 9am – 5pm (except public holidays)
- women’s Information Centre – open to the public Monday to Friday: 9.30am – 4.30pm (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.

Visit WIRE

144 http://www.wire.org.au/