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

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

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

The City of Melbourne updates this information each year to make sure the service details are as accurate as possible. Information included in this booklet was correct at time of publication (May 2019).

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

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

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

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

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

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

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

Today we are proud to say that Melbourne is a significant gathering place for all Aboriginal and Torres Strait Islander peoples.
Visit melbourne.vic.gov.au for an electronic version of this booklet.

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

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

Ask Izzy is an A–Z directory that helps people who are homeless, or at risk of becoming homeless, to find the services they need, right now and nearby. It’s free and lists more than 350,000 different services Australia-wide that can help with housing, free meals, health services, counselling, legal help and addiction help. Ask Izzy is available on phones, tablets and computers. askizzy.org.au
Extreme weather information
Extreme weather events can happen anywhere, and at any time of the year, posing safety risks to people and animals. Being prepared for, and informed about, extreme weather conditions can reduce health emergencies that may be caused by these events.

VicEmergency (emergency.vic.gov.au) is the primary website for fire and flood warnings and shows emergency incidents in Victoria on a Google map. The City of Melbourne advises checking more than one source of emergency warnings.

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

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

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

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
1. HOMELESSNESS ACCOMMODATION
(including rental assistance and housing pathways/applications)

Aborigines Advancement League
2 Watt Street, Thornbury
Phone: 9480 7777
Tram number: 96
Monday to Friday: 9am – 5pm
The ATAR unit at the Aborigines Advancement League offers independent advice and support for tenants of social and private rental properties to maintain their tenancy. This service is for tenants at risk due to rental arrears or for other reasons. The service includes negotiation and brokerage with landlords, rubbish removal and property maintenance. In addition, the workers provide information and referral services and support in preparation of public tenancy applications for Aboriginal people who are at risk of homelessness or experiencing homelessness.

Adult Outreach Support Services
179 Flemington Road, North Melbourne
Phone: 9329 5100
Tram number: 55, 57, 59
Works with people who are homeless, or at risk of homelessness, to secure and maintain safe and affordable housing and achieve independence in the community.
Visit Vincent Care Victoria 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. Phone 1800 825 955

Services include:
• supported accommodation
• health services
• psychiatric referral
• drug and alcohol referral
• therapeutic recreation
• 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 salvationarmy.org.au

Frontyard Youth Services
19 King Street, Melbourne
Phone: 9611 2411
Freecall: 1800 800 531
Tram number: City Circle, 70, 75 (stop 2 Melbourne Aquarium)
Monday to Friday: 9am – 8pm
Saturday, Sunday and public holidays: 10am – 6pm
A drop-in centre for young people at risk of, or experiencing, homelessness, Frontyard is a state-wide service that provides a range of free programs for young people aged 12–24. A team of youth workers, social workers, nurses, lawyers and allied staff professionals can assist with:
• housing
• legal matters
• job skills
• health and wellbeing
• individual support/case management
• health services/allied health
• life skills program
• family reconciliation.
Visit Frontyard Youth Services frontyard.org.au
Homelessness Resource Centre
179 Flemington Road, North Melbourne
Phone: 9329 5100
Tram number: 55, 57, 59
Monday to Friday drop-in program:
9am – 4pm
State-wide services for people over 18 years old at risk of or experiencing homelessness, including:
• breakfast: 8am – 10am
• light lunch: daily at noon – 1pm
• laundry facilities
• shower facilities
• health services
• dentist
• drug and alcohol counselling
• doctor and nurse
• therapeutic groups
• Centrelink
• Inner Melbourne Community Legal
• Homelessness Advocacy Service (HAS) – Council to Homeless Persons
• planned activity groups such as art and music
• podiatrist and social work for older people
• financial counselling.
Visit VincentCare Victoria
vincentcare.org.au

Launch Housing Collingwood
68 Oxford Street, Collingwood
Phone: 9288 9611
Monday to Friday: 9am – 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
launchhousing.org.au

Launch Housing Southbank
52 Haig Street, South Melbourne
Phone: 9699 4566
Tram number: 96, 112
Monday to Friday: 9am – 5pm
Services include:
• referrals through Open Doors: 1800 825 955
• short-term supported crisis accommodation for men, women and couples (including women-only rooms)
• accommodation support (all hours, every day)
• case management and planning
• health services and activities/programs.
Visit Launch Housing
launchhousing.org.au

Launch Housing St Kilda
122 Chapel Street, St Kilda
Phone: 8598 1111
Tram number: 16, 3
Monday to Friday: 9am – 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
launchhousing.org.au
Launch Housing Cheltenham
Level 1, 11 Chesterville Road, Cheltenham
Phone: 9556 5777
Monday to Friday: 9am – 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 launchhousing.org.au

Launch Housing Rough Sleeper Initiative
122 Chapel Street, St Kilda
Phone: 8598 1111
Tram number: 16, 3
Assertive outreach to people sleeping rough in inner metro areas to link with crisis accommodation and support programs.
Visit Launch Housing launchhousing.org.au

Ngwala Willumbong Ltd
93 Wellington Street, St Kilda
Phone: 9510 3233
Tram number: 5, 33a, 64 or 67
Ngwala Willumbong is an Aboriginal Community Controlled Organisation that is dedicated to delivering quality specialist alcohol and drug residential rehabilitation and outreach support services to meet the needs of Aboriginal people and their families.
Services include:
• specialist homelessness services outreach workers
• entry point
• initial assessment and planning for access to crisis accommodation
• case management and planning
• assistance with public and community housing application
• brief interventions.
Visit Ngwala Willumbong Ltd ngwala.org.au

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

Ozanam House
179 Flemington Road, North Melbourne
Phone: 9329 5100
Tram number: 55, 57, 59
Supported crisis accommodation service for single men & women over 18 years of age, including:
• three meals per day for residents
• laundry facilities
• visiting services including Centrelink, mental health and counselling services.
Visit VincentCare Victoria
vincentcare.org.au

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

Sacred Heart Mission
87 Grey Street, St Kilda
Phone: 9537 1166
Tram number: 16, 96
Services include:
• free breakfast: Monday to Friday 8.30am – 10.30am; Saturday, Sunday (including public holidays) 9am – 10.30am
• free lunch: 11.45am – 1.15pm, every day (including public holidays)
• free showers and laundry: Monday to Friday only
• assistance with housing and referrals, physical and mental health, case management and support
• GP and nurse clinic: Wednesday and Thursday.
Visit Sacred Heart Mission
sacredheartmission.org

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

Salvation Army – Open Door
166 Boundary Road, North Melbourne
Phone: 9329 6988
Tram number: 57
Monday to Friday: 8am – 5pm
Services include:
• supported accommodation
• health services
• psychiatric referral
• drug and alcohol referral
• therapeutic recreation
• 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
salvationarmy.org.au
St Mary’s House of Welcome
165–169 Brunswick Street, Fitzroy
Phone: 9417 6497
Tram number: 12, 11
Monday, Tuesday, Thursday and Friday:
8.30am – 3.30pm
Wednesday and Saturday:
8.30am – 1.30pm
Services include:
• meals program
• showers
• drugs and alcohol information and referral
• interim case management and support
• housing and health
• programs and activities promoting social inclusion, health promotion and harm minimisation
• NDIS mental health services
• free breakfast: 8.45am – 9.45am
• free morning tea: 10.30am, every day
• free afternoon tea: 3pm, Monday, Tuesday, Thursday, Friday
• sit-down two-course lunch: noon – 1pm (cost: $2)
• All programs and services are open to adults aged over 18.
Visit St Mary’s House of Welcome smhow.org.au

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

VincentCare Northern Community Hub
175 Glenroy Road, Glenroy
Phone: 9304 0100
Monday to Friday: 9am – 5pm
Access Point Services: An initial point of contact for people seeking housing and homelessness services in the Hume and Moreland local government areas.
Visit VincentCare Victoria vincentcare.org.au
VincentCare Youth Support Service
175 Glenroy Road, Glenroy
Phone: 9304 0100
Outreach housing support services for young people aged 16–25 who are experiencing homelessness.
Visit VincentCare Victoria vincentcare.org.au

Wintringham
136 Mount Alexander Road, Flemington
Advice & information line: 9034 4824
Tram number: 59
Monday to Friday: 9am – 5pm
Provides quality care, accommodation and support services to men and women aged over 50 who have limited financial resources and are either homeless or at risk of becoming homeless.
Services include:
• residential care
• outreach – support and accommodation referral
• housing – nursing home, independent living units and long-term housing support
• community care packages – home-based care, support and case management.
Visit Wintringham Specialist Aged Care wintringham.org.au

Women’s Housing Limited
Suite 1, Level 1
21 Cremorne Street, Richmond
Phone: 9412 6868
Tram number: 70
Monday to Friday: 9am – 5pm
Services include:
• medium- and long-term housing accommodation
• tenancy assistance
• housing information and referral.
Visit Women’s Housing Limited womenshousing.com.au

Young Adults LGBTI Outreach Services
175 Glenroy Road, Glenroy
Phone: 9304 0100
Train station: Glenroy (Craigieburn Line)
Outreach housing support services for LGBTI young people aged 16–25 who are experiencing homelessness.
Visit Young Adults LGBTI Outreach Services vincentcare.org.au/our-services/lgbtiq/

Young Adults Diversity Outreach Support Service
175 Glenroy Road, Glenroy
Phone: 9304 0100
Train station: Glenroy (Craigieburn Line)
Outreach housing support services for young Aboriginal people aged 16–25 who are experiencing homelessness.
Visit Young Adults Diversity Outreach Support Service vincentcare.org.au
2. SERVICES FOR WOMEN

CASA House
Centre Against Sexual Assault
3rd Floor, Queen Victoria Women’s Centre
210 Lonsdale Street, Melbourne
Intake and crisis line: 9635 3610
Admin line: 9635 3600
Open 24 hours
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 casahouse.com.au

Council of Single Mothers & their Children (CSMC) VIC
1st Floor, Queen Victoria Women’s Centre
210 Lonsdale Street, Melbourne
Support line: 9654 0622
Outside Melbourne: 1300 552 511
Support line open Monday to Friday: 9.30am – 3pm
CSMC is a not-for-profit organisation run by, and for, single mothers to improve their lives and those of their children.
CSMC provides free and confidential telephone support, information and referral on a range of issues including emergency relief, housing, parenting, education, social security, child support, family law, family violence and anything else you’d like to talk about.
Services include:
• telephone support, information and referral
• email support service: csmc@csmc.org.au
• information and resources including regular newsletters and email bulletins
• representation of the needs and issues of single mothers and their children through working with government and community organisations, the media and research partners
• systems advocacy to overturn the social, economic and legal discrimination against single mothers and raise the status of single mothers and their children.
Visit Council of Single Mothers and their Children csmc.org.au
Depaul House
9 Brunswick Street, Fitzroy
Phone: 9231 2624
Tram number: 86, 109, 112
Open 24 hours
Residential drug withdrawal service.
For self-referral, phone 1800 888 236.
Or find your local hub/service online.
Visit St Vincent's Hospital Melbourne svhm.org.au

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

McAuley Community Services for Women - McAuley House Program
1-3 Pickett Street, Footscray
Phone: 9371 6600
Tram number: 82
Bus number: 220, 216, 219, 404, 409, 410
Open 24 hours
Train station: located between Footscray and Middle Footscray stations
McAuley Community Services for Women provides much needed services for women and their children who are escaping family violence, and for women who are homeless.
If you need further information, phone Carol Vale, Head of Community Services, on 9371 6600.
Visit McAuley Community Services for Women mcauleycsw.org.au

Ngwala Willumbong Ltd – Winja Ulupna Women’s Rehabilitation Centre
14 Charnwood Crescent, St Kilda
Phone: 9525 5442
Tram number: 5, 33a, 64 or 67
Named for a Yorta Yorta phrase meaning ‘women’s haven’, Winja Ulupna is a 24-hour residential alcohol rehabilitation centre for Koori women who suffer from alcoholism or a drug dependency problem. Admission to the centre is on a voluntary basis, with court referrals also taken.
Services include:
• family violence support outreach worker
• alcohol and other drugs (AOD) referrals.
Visit Ngwala Willumbong Ltd ngwala.org.au

Royal Women’s Hospital
20 Flemington Road, Parkville
Phone: 8345 2000
Tram number: 19, 55, 57, 59
Bus number: 401, 402
Specialist hospital focused on women and newborns. Includes outpatient emergency services for women experiencing pregnancy or gynaecological problems only.
Visit The Royal Women’s Hospital thewomens.org.au
Sacred Heart Mission
87 Grey Street, St Kilda
Phone: 9537 1166
Tram number: 16, 96
Services include:
• free breakfast: Monday to Friday 8.30am – 10.30am; Saturday, Sunday (including public holidays) 9am – 10.30am
• free lunch: 11.45am – 1.15pm, every day (including public holidays)
• free showers and laundry: Monday to Friday only
• assistance with housing and referrals, physical and mental health, case management and support
• GP and nurse clinic: Wednesday and Thursday.
Visit Sacred Heart Mission
sacredheartmission.org

Sacred Heart Mission’s Women’s House
65 Robe Street, St Kilda
Tram number: 16, 67
Monday to Friday: 8.30am – 1.30pm
A safe drop-in centre for women, which provides:
• free lunch from 11.45am – 1.15pm
• assistance with housing and referrals, physical and mental health, case management and support
• showers, laundry and telephones
• computer and internet
• social inclusion activities.
Visit Sacred Heart Mission
sacredheartmission.org

Safe Steps Family Violence Response Centre
Admin phone: 9928 9600 (business hours)
Phone: 1800 015 188 (24-hour service)

Phone referral/counselling service only
Email: admin@safesteps.org.au
A Victoria-wide not-for-profit service for women and children experiencing violence or abuse from a partner or ex-partner, another family member or someone close to them.
Visit Safe Steps
safesteps.org.au

WIRE Women’s Information
372 Spencer Street, West Melbourne
Helpline: 1300 134 130
Admin line: 8326 7100
Tram number: 216, 219
Free and confidential support, information and referrals for women by women on any issues - from leaving a violent relationship to coping with depression and everything in between.
Services include:
• women’s helpline: 9am – 5pm, Monday to Friday (not on public holidays or weekends)
• online chat – live chat support services: (wire.org.au): 9.30am – 4.30pm, Monday to Friday (not on public holidays or weekends)
• women’s information centre – open to the public 9.30am – 4.30pm Monday to Friday (except public holidays). At 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, Wednesday and Thursday 11.30am – 3pm) for women experiencing housing and isolation issues
• legal clinics
• monthly seminars.
Visit WIRE
wire.org.au

Women’s Welcome Centre
Royal Women’s Hospital
20 Flemington Road, Parkville
Phone: 8345 3037
Tram number: 58, 59
Monday to Friday: 9am – 5pm
Provides support and assistance to patients and visitors to the Women’s. Information on a range of women’s health issues is available in English and other community languages.
Visit The Royal Women’s Hospital thewomens.org.au

Women’s Health West
317–319 Barkly Street, Footscray
Phone: 9689 9588
Train station: Middle Footscray (Sunbury line)
Bus number: 216, 219, 220
Women’s Health West provides services and programs that encompass every level of response to family violence – from primary prevention to early intervention and response.
We provide a range of response services for women and children experiencing family violence.
We also run programs focussed on promoting positive health and wellbeing in our communities, and reducing inequities that limit the lives of women and girls.
Services include:
• information
• referral
• counselling
• crisis support
• court support
• support groups.
All services are free and confidential.
Visit Women’s Health West whwest.org.au

Women’s Housing Limited
Suite 1, Level 1,
21 Cremorne Street, Richmond
Phone: 9412 6868
Tram number: 70
Monday to Friday: 9am – 5pm
Services include:
• medium- and long-term housing accommodation
• tenancy assistance
• housing information and referral.
Visit Women’s Housing Limited womenshousing.com.au

Women’s Legal Service
Level 10, 277 William Street, Melbourne
Legal Advice Line
Tuesday and Thursday: 5.30pm – 7.30pm
Phone: 8622 0600, ext. 1
Freecall for country callers: 1800 133 302
Duty Lawyer Service
Monday to Friday: 9.30am – 1pm
Melbourne Magistrates’ Court
Women’s Legal Service is a not-for-profit organisation providing free and confidential legal information, advice, referrals and representation to women in Victoria.
Visit Women’s Legal Service Victoria womenslegal.org.au
3. ESSENTIAL ITEMS AND SERVICES
(including food, clothes, showers, laundry, travel)

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

**Anglicare Victoria – St Mark’s Community Centre**
250 George Street, Fitzroy
Phone: 9419 3288
Tram number: 12, 86
St Mark’s provides assistance to homeless people. Drop-in centre: Monday to Friday, 10.30 – 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.
Visit Anglicare Victoria anglicarevic.org.au

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

**Church of All Nations**
180 Palmerston Street, Carlton
Phone: 9347 7077
Tram number: 1, 6
Services include:
• lunch: Tuesday & Wednesday 11.30am – 1pm (with gold coin donation)
• food pantry: Tuesday, Wednesday and Thursday, 10am – noon (must present a current ID & reside in local area)
• drop-in centre
• Carlton Worker Learning Centre: Tuesday & Wednesday 10am – 5pm
• referral and advocacy
• access to lawyers
• women’s program: Tuesday and Wednesday, 1pm – 3pm
• family learning program/children and parents (homework club): Monday, Tuesday and Wednesday, 4pm – 6pm.
Visit Church of All Nations carlton-uca.org
Cohealth
Located at 7 sites
Visit Cohealth cohealth.org.au

Carlton North
622 Lygon Street
Carlton North
Phone: 9448 5535
Tram number: 1, 6
Monday to Friday: 9am – 5pm
Services include:
- reception physiotherapy
- podiatry
- nutrition
- occupational therapy
- counselling
- family services
- health promotion
- reproductive rights services
- high-rise program for older people.

Central City
53 Victoria Street, Melbourne
Phone: 9448 5536
Tram number: 19, 57, 59
Train station: Melbourne Central Station
Monday to Friday: 10am – 4pm
Closed on weekends
Health and support services for people who are rough sleeping, couch surfing, living in a car, tent, squat or rooming house, including services for:
- feet
- pain
- movement
- eyes
- diet
- continence
- pelvic pain
- tenancy
- fines, credit and debt
- mental health
- family violence
- drug and alcohol

Collingwood
365 Hoddle Street, Collingwood
Phone: 9448 5528
Train station: Victoria Park (Hurstbridge or Mernda Lines)
Monday to Friday: 8.30am – 5.30pm
Saturday: 9am – noon
Services include:
- reception medical (GPs)
- pharmacy nursing
- aged-care nursing
- mental health nurse
- chronic conditions nursing
- physiotherapy
- podiatry
- nutrition
- speech
- paediatric clinic
- counselling
- family services
- health promotion
- asthma program
- needle syringe program.

Fitzroy
75 Brunswick Street, Fitzroy
Phone: 9448 5531
Tram number: 11, 86
Monday to Friday: 9am – 5.30pm
Closed on weekends
Provides a broad range of health and welfare services, including:
- podiatry, physiotherapy, occupational therapy, dietetics and nursing
- Aboriginal engagement worker available
- café meals program
- exercise physiology
- midwifery
- mental health nurse
- showers
- needle and syringe program
- Bolton Clarke Homeless Persons Program nurses.
Footscray
78 Paisley Street, Footscray
Phone: 9448 5302
Train station: Footscray (Sunbury, Werribee and Williamstown lines)
Bus number: 220, 216 and 219
Monday to Wednesday and Friday, 9am – 5pm
Thursday: 9am – 8pm
Saturday: 9am – 12.30pm
Services include:
• allied health services
• social welfare services
• health promotion programs
• dental services
• medical services
• counselling and mental health services.

Innerspace
4–6 Johnston Street, Collingwood
Phone: 9448 5530
Tram number: 86
Monday to Friday: 10.30am – 6.00pm
Cohealth’s primary health service for people who inject drugs, plus primary needle and syringe program.
Services include:
• reception medical (GPs)
• pharmacotherapy
• nursing
• physiotherapy
• podiatry
• nutrition
• alcohol and other drugs (AOD) counselling
• dual diagnosis counselling
• psychiatric nurse
• primary needle syringe program
• primary health support
• peer support
• hepatitis C clinic.

There are allied health outreach workers situated at the centre, including:
• nutritionist
• physiotherapist
• podiatrist
• needle and syringe program
• dental
• legal support
• financial support.
Drop-in centre: Monday to Friday, 11am – 1pm and 3pm – 5pm

Kensington
6–12 Gower Street, Kensington
Phone: 9448 5537
Monday to Friday: 9am – 5pm
Closed on weekends
Bus number: 402
Train station: Kensington (Craigieburn Line)
Services include:
• allied health services
• social welfare services
• health promotion programs
• dental services
• medical services
• counselling and mental health services.

Laverton
95–105 Railway Avenue, Laverton
Phone: 9448 5534
Train station: Laverton (Werribee line)
Monday to Friday: 8:30am – 4:30pm
Closed on weekends
Services include:
• medical services
• nursing
• mental health nurse
• refugee and asylum seeker health
• Aboriginal and Torres Strait Islander health
• sexual and reproductive health hub.
**Depaul House**  
9 Brunswick Street, Fitzroy  
Phone: 9231 2624  
Tram number: 86, 109, 112  
Residential drug withdrawal service. For self-referral, phone 1800 888 236. Or find your local hub/service online.  
Visit St Vincent’s Hospital Melbourne [svhm.org.au](http://svhm.org.au)

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

**Hare Krishna Temple**  
Food for Life  
197 Danks Street, Albert Park  
Phone: 9699 5122  
Tram number: 12  
Free meals served:  
Monday to Sunday: 9am – 9.30am (breakfast) and 1pm – 1.30pm (lunch)  
Monday to Friday: 5.30pm – 6.30pm (dinner)  
Saturday and Sunday: 6pm – 7pm (dinner)  
Discounted food (at Crossways):  
Monday to Saturday: 11.30am – 8pm ($5.95 all-you-can-eat for pensioners, students and healthcare card holders).  
Food For Life Kitchen also works in conjunction with social services to help provide food for the needy. At the Hare Krishna Temple in Albert Park, free meals are served three times a day, seven days a week, to a variety of recipients.  

**Many Rooms**  
Phone: 9640 0990  
Friday Kitchen: 5.30pm – 8pm  
Serves free nutritious meals and offers recreational activities.  
**Multicultural Hub**  
506 Elizabeth Street, Melbourne (opposite Queen Victoria Market)  
Tram number: 59  
Saturday Kitchen: 9am – 3pm  
**North Melbourne Community Centre**  
49–53 Buncle Street, North Melbourne  
Tram number: 1, 59  
Visit Many Rooms [manyrooms.org.au](http://manyrooms.org.au)

**Ngwala Willumbong Ltd**  
Galiambale Men’s Recovery Centre  
66 Grey Street, St Kilda  
Phone: 9534 1602  
Tram number: 16  
Galiambale Men’s Alcohol and Drug Recovery Centre is a 24-hour residential alcohol and rehabilitation centre for men located in St Kilda.  
Services include:  
• men’s recovery centre  
• family violence support outreach worker  
• alcohol and other drugs (AOD) referrals.  
Visit Ngwala Willumbong Ltd [ngwala.org.au](http://ngwala.org.au)
Ngwala Willumbong Ltd
93 Wellington Street, St Kilda
Phone: 9510 3233
Tram number: 5, 33a, 64 or 67
Ngwala Willumbong is an Aboriginal Community Controlled Organisation that is dedicated to delivering quality specialist alcohol and drug residential rehabilitation and outreach support services to meet the needs of Aboriginal people and their families.
Services include:
• Nairm Marr Djambana outreach health support worker
• material aid, subject to availability.
Visit Ngwala Willumbong Ltd
ngwala.org.au

Ozanam House
179 Flemington Road, North Melbourne
Phone: 9329 5100
Tram number: 55, 57, 59
Supported crisis accommodation service for single men and women over 18 years of age, including:
• three meals per day for residents
• laundry facilities
• visiting services including Centrelink, mental health and counselling services.
Visit VincentCare Victoria
vincentcare.org.au

Presbyterian and Scots’ Church Joint Mission (The Flemington Mission)
26 Norwood Street, Flemington
Phone: 0433 781 069
Tram number: 57
Train station: Newmarket
Tuesdays: 10am – 1pm
Services include:
• tea, coffee, conversation, blankets, magazines and newspapers available every Tuesday
• food relief available on the first and third Tuesday of each month
• fresh fruit and vegetables on some Tuesdays, when available.
Visit Presbyterian and Scots’ Church Joint Mission
acnc.gov.au/charity

Sacred Heart Mission
87 Grey Street, St Kilda
Phone: 9537 1166
Tram number: 16, 96
Services include:
• free breakfast: Monday to Friday 8.30am – 10.30am; Saturday, Sunday (including public holidays) 9am – 10.30am
• free lunch: 11.45am – 1.15pm, every day (including public holidays)
• free showers and laundry: Monday to Friday only
• assistance with housing and referrals, physical and mental health, case management and support
• GP and nurse clinic: Wednesday and Thursday.
Visit Sacred Heart Mission
sacredheartmission.org
Salvation Army –
Lighthouse Café
69 Bourke Street, Melbourne
(Entrance off Westwood Place Laneway)
A safe place for Melbourne’s homeless and marginalised. Provides free meals and access to a supportive community with a range of practical supports.

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

Twilight Café
Open every evening
• 4pm – 11pm
• Dinner: 6.30pm – 7.30pm

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

Emergency Relief Marketplace
Open Monday to Friday, 9.30am – 12pm
Offers a wide selection of food, clothing and other necessities. People who fall within our catchment area are able to present to the Marketplace with a current healthcare card, have a private chat to one of our workers for assessment and access the supermarket once a month to select items from the shelves.
Visit The Salvation Army
salvationarmy.org.au

Salvation Army –
Open Door
166 Boundary Road, North Melbourne
Phone: 9329 6988
Tram number: 57
Monday to Friday: 9am – 5pm
Services include:
• supported accommodation
• health services
• psychiatric referral
• drug and alcohol referral
• therapeutic recreation
• 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
salvationarmy.org.au

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

St. Mary’s House of Welcome
165–169 Brunswick Street, Fitzroy
Phone: 9417 6497
Tram number: 12, 11
Monday, Tuesday, Thursday and Friday:
8.30am – 3.30pm
Wednesday and Saturday:
8.30am – 1.30pm
Services include:
• meals program
• showers
• drugs and alcohol information and referral
• interim case management and support
• housing and health
• programs and activities promoting social inclusion, health promotion and harm minimisation
• NDIS mental health services
• free breakfast: 8.45am – 9.45am
• free morning tea: 10.30am, every day
• free afternoon tea: 3pm, Monday, Tuesday, Thursday, Friday
• sit-down two-course lunch:
  noon – 1pm (cost: $2)
All programs and services are open to adults aged over 18.
Visit St Mary’s House of Welcome
smhow.org.au

Stopover Youth Refuge
Phone: 1800 825 955
For any young person experiencing homelessness.
Services include:
• crisis refuge accommodation
• advocacy and holistic case management support.
Housing support program for people aged 16-24 who are experiencing homelessness. Individual room and bathroom, food included. Stays of approximately six to eight weeks, based on individual case plan. Referral through the Opening Doors Framework Access Points, including Melbourne Youth Support Services at Frontyard, 19 King Street, Melbourne.
melbournecitymission.org.au
Travellers Aid
Head Office, City Village
Level 3, 225 Bourke Street, Melbourne
Phone: 9654 2600
Travellers Aid provides support, advice and assistance to the travelling public including people with special requirements or experiencing travel emergencies.
Service locations:

Southern Cross Station
99 Spencer Street, Melbourne
Under Bourke Street Bridge, opposite Luggage Hall
Phone: 9670 2072
Monday to Sunday: 6.30am – 9.30pm
Services include:
• free assistance (buggy and personal guidance) for frail, infirm or older people and people with disabilities, mobility issues or vision impairments to ensure swift, confident and safe passage throughout Southern Cross Station
• mobility equipment hire
• companion service (free service call: 1300 700 399)
• clean and accessible restrooms/bedrooms for hire, internet access and showers (fee applies)
• baby change facilities, family-friendly resting lounge
• free personal care for people with disabilities (assistance with meals and communication, fully accessible toilets with hoists and adult change tables: Monday to Friday: 10am – 5pm; Saturday: 11am – 4pm).

Travel-related Emergency Relief
(Southern Cross Station)
Phone: 9670 2873
Monday to Sunday: 7am – 9pm
Services include:
• information and referrals
• assistance with travel fares in crisis situations for metropolitan Melbourne and regional Victoria, subject to assessment.

Flinders Street Station
Corner of Flinders and Swanston streets, Melbourne
Located between platforms 9 and 10 on the concourse level
Phone: 9068 8187
Monday to Sunday: 8am – 8pm
Services include:
• mobility equipment hire
• companion service (free service call: 1300 700 399)
• baby change facilities (family-friendly)
• resting lounge
• free personal care for people with disabilities (assistance with meals and communication, fully accessible toilets with hoists and adult change tables)
• luggage storage (fees apply).
Visit Travellers Aid
travellersaid.org.au
4. SUPPORT FOR ADDICTIONS
(including drugs, alcohol, gambling, needle exchange)

**AL–ANON Family Groups**
Suite 2, Level 7, 51 Queen Street
Melbourne
Phone: 1300 252 666 or 9629 8911
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
al-anon.org.au

**Alcoholics Anonymous (AA)**
**Victoria**
Level 1, 36 Church Street, Richmond
Phone: 9429 1833 (24-hour helpline)
Monday to Friday: 9am – 5pm
Saturday: 10am – 2pm
Tram number: 12, 109 (stop 21)
Tram number: 78 (stop 65)
AA is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism. Two gay and lesbian groups, and two Koori groups, are held weekly.
Visit Alcoholics Anonymous Victoria
aavictoria.org.au

**CatholicCare/ St Mary of the Cross Centre**
23 Brunswick Street, Fitzroy
Phone: 8417 1200
Tram number: 12
Monday to Friday: 9am – 5pm
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
ccam.org.au

**Cohealth**
**Located at 7 sites**
Visit Cohealth
cohealth.org.au

**Carlton North**
622 Lygon Street, Carlton North
Phone: 9448 5535
Tram number: 1, 6
Monday to Friday: 9am – 5pm
Services include:
- reception physiotherapy
- podiatry
- nutrition
- occupational therapy
- counselling
- family services
- health promotion
- reproductive rights services
- high-rise program for older people.

**Central City**
53 Victoria Street, Melbourne
Phone: 9448 5536
Monday to Friday: 10am – 4pm
Closed on weekends
Tram number: 19, 57, 59
Train station: Melbourne Central Station
Health and support services for people who are rough sleeping, couch surfing, living in a car, tent, squat or rooming house, including services for:
- feet
- pain
- movement
- eyes
- diet
- continence
- pelvic pain
- tenancy
- fines, credit and debt
- mental health
- family violence
- drug and alcohol.
Collingwood
365 Hoddle Street, Collingwood
Phone: 9448 5528
Train station: Victoria Park (Mernda or Hurstbridge lines)
Monday to Friday: 8.30am – 5.30pm
Saturday: 9am – noon
Services include:
• reception medical (GPs)
• pharmacy nursing
• aged-care nursing
• mental health nurse
• chronic conditions nursing
• physiotherapy
• podiatry
• nutrition
• speech
• paediatric clinic
• counselling
• family services
• health promotion
• asthma program
• needle syringe program.

Fitzroy
75 Brunswick Street, Fitzroy
Phone: 9448 5531
Tram number: 11, 86
Monday to Friday: 9am – 5.30pm
Closed on weekends
Provides a broad range of health and welfare services, including:
• podiatry, physiotherapy, occupational therapy, dietetics and nursing
• Aboriginal engagement worker available
• café meals program
• exercise physiology
• midwifery
• mental health nurse
• showers
• needle and syringe program
• Bolton Clarke Homeless Persons Program nurses.

Footscray
78 Paisley Street, Footscray
Phone: 9448 5302
Train station: Footscray (Sunbury, Werribee and Williamstown lines)
Bus number: 220, 216 and 219
Monday to Wednesday and Friday, 9am – 5pm
Thursday: 9am – 8pm
Saturday: 9am – 12.30pm
Services include:
• allied health services
• social welfare services
• health promotion programs
• dental services
• medical services
• counselling and mental health services.

Kensington
6-12 Gower Street, Kensington
Phone: 9448 5537
Monday to Friday: 9am – 5pm
Closed on weekends
Bus number: 402
Train station: Kensington (Craigieburn Line)
Services include:
• allied health services
• social welfare services
• health promotion programs
• dental services
• medical services
• counselling and mental health services.
Innerspace
4-6 Johnston Street, Collingwood
Phone: 9448 5530
Monday to Friday: 10.30am – 6.00pm
Cohealth’s primary health service for people who inject drugs, plus primary needle and syringe program.
Services include:
• reception medical (GPs)
• pharmacotherapy
• nursing
• physiotherapy
• podiatry
• nutrition
• alcohol and other drugs (AOD) counselling
• dual diagnosis counselling
• psychiatric nurse
• primary needle syringe program
• primary health support
• peer support
• hepatitis C clinic.
There are allied health outreach workers situated at the centre, including:
• nutritionist
• physiotherapist
• podiatrist
• needle and syringe program
• dental
• legal support
• financial support.
Drop-in centre: Monday to Friday, 11am – 1pm and 3pm – 5pm
Needle syringe program: Monday to Friday, 10.30am – 6.30pm

Laverton
95-105 Railway Avenue, Laverton
Phone: 9448 5534
Tram number: 86
Monday to Friday: 8:30am – 4:30pm
Closed on weekends
Services include:
• medical services
• nursing
• mental health nurse
• refugee and asylum seeker health
• Aboriginal and Torres Strait Islander health
• sexual and reproductive health hub.

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

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 salvationarmy.org.au
Foot Patrol CBD Outreach
Phone: 1800 700 102 or 0412 155 491
Monday to Friday 12pm – 3.15pm
4pm – 6.45pm, 7.30pm – 10.45pm
Weekends and public holidays:
12pm – 3.45pm, 7.30pm – 11.15pm
Foot Patrol is on the streets of Melbourne’s CBD providing outreach to people in need. This team is a confidential, street-based drug safety and outreach support service that works on foot, every day and night of the year.
Needle and syringe program – see website.
Visit Youth Projects - Foot Patrol youthprojects.org.au

Ngwala Willumbong Ltd
93 Wellington Street, St Kilda
Phone: 9510 3233
Tram number: 5, 33a, 64 or 67
Monday to Friday 9am - 5pm.
Ngwala Willumbong is an Aboriginal Community Controlled Organisation that is dedicated to delivering quality specialist alcohol and drug residential rehabilitation and outreach support services to meet the needs of Aboriginal people and their families.
Services include:
• alcohol and other drugs (AOD) outreach workers
• referral pathways.
Visit Ngwala Willumbong Ltd ngwala.org.au

Open Family (Whitelion)
155 Roden Street, West Melbourne
Phone: 8354 0800
Outreach services for young people aged 10-25, including:
• employment services
• mentoring services
• case management support
• youth leadership programs
• education and training services
• accommodation referrals
• drug and alcohol referrals
• legal services referrals
• recreational activities.
The Chatterbox Mobile Outreach Bus operates Tuesday to Saturday, 8pm – midnight.
Services include:
• food
• material aid
• brief interventions
• referral pathways
• case management.
Visit Open Family Australia openfamily.com.au
Visit Whitelion whitelion.asn.au
Ozanam House
179 Flemington Road, North Melbourne
Phone: 9329 5100
Tram number: 55, 57, 59
Supported crisis accommodation service for single men and women over 18 years of age, including:
• three meals per day for residents
• laundry facilities
• visiting services including Centrelink, mental health and counselling services.
Visit VincentCare Victoria vincentcare.org.au

Quin House
38–40 George Street, Fitzroy
Phone: 9419 4874
Tram number: 86
Quin House is an abstinence-based program that accommodates men aged over 18.
Services include:
• residential drug and alcohol rehabilitation for up to three months
• post-detox program
• accommodation referral through withdrawal services.
Visit VincentCare Victoria vincentcare.org.au
St Mary’s House of Welcome
165–169 Brunswick Street, Fitzroy
Phone: 9417 6497
Tram number: 12, 11
Monday, Tuesday, Thursday and Friday:
8.30am – 3.30pm
Wednesday and Saturday:
8.30am – 1.30pm
Services include:
• meals program
• showers
• drugs and alcohol information and referral
• interim case management and support
• housing and health
• programs and activities promoting social inclusion, health promotion and harm minimisation
• NDIS mental health services
• free breakfast: 8.45am – 9.45am
• free morning tea: 10.30am, every day
• free afternoon tea: 3pm, Monday, Tuesday, Thursday, Friday
• sit-down two-course lunch: noon – 1pm (cost: $2)
• All programs and services are open to adults aged over 18.
Visit St Mary’s House of Welcome
smhow.org.au

Turning Point Drug & Alcohol Centre
110 Church Street, Richmond
Phone: 8413 8444
Tram number: 78, 48, 75
Provides medical assessment and treatment of referred patients, including:
• pain medication dependence
• mental health and alcohol and drug use problems (dual diagnosis)
• alcohol use disorders
• addiction requiring medication such as methadone
• counselling and case management focussing on Aboriginal and Torres Strait Islander people as well as culturally and linguistically diverse communities and personality disorders
• neuropsychology service for acquired brain injuries.
All eligible medical consultations are bulk billed and other services are free.
Visit Turning Point
turningpoint.org.au

Youth Support & Advocacy Service
Level 1
131 Johnston Street, Fitzroy
Phone: 9415 8881
Tram number: 11
YSAS specialises in offering treatment, support and early intervention for vulnerable young Victorians struggling with substance dependence.
Depending on the YSAS program, eligible age ranges from 10 to 25 years.
Visit YSAS
ysas.org.au
5. HEALTH AND WELLBEING SERVICES

(including hospitals, counselling, medical)

Access Health
31 Grey Street, St Kilda
Phone: 9536 7780
Tram number: 3/3a, 16, 96
Monday to Friday: 9am – 5pm
Services include:
• GPs specialising in alcohol- and drug-related issues, including methadone and Suboxone prescriptions
• nursing services including wound care, harm reduction, pathology and general health
• hepatitis C and bloodborne virus testing and treatment
• sexual health testing and treatment
• drug and alcohol counselling and referral
• Aboriginal and Torres Strait Islander health care
• psychological and psychiatric care
• free Naloxone, overdose education and training
• health promotion groups.
Visit Access Health crisiservicesnetwork.org.au

Djirra
292 Hoddle Street, Abbotsford
Phone: 9244 3333
Free call: 1800 105 303
Bus number: 246, 302 and 304
Services include:
• Aboriginal family violence legal services
• counselling support
• information, referral and support
• culturally safe services
• community education and training
• cultural and wellbeing workshops.
Visit Djirra djirra.org.au

Family Planning Victoria – Action Centre
Level 1, 94 Elizabeth Street, Melbourne
Phone: 9660 4700
Monday to Friday: 8am – 6pm
A sexual and reproductive health clinic for people of all ages. Everyone is welcome at our clinics.
Services include:
• contraception
• STI tests
• pregnancy testing
• PrEP
• medication abortion
• cervical screening.
Visit Family Planning Victoria fpv.org.au

Anglicare Victoria – Mission House
118–120 Napier Street, Fitzroy
Phone: 9486 0445
Tram number: 12, 86
Provides emergency relief to people with health care cards who are living in public housing and rental properties.
Assistance may be given to those living in the following postcodes: 3000, 3051, 3053, 3054, 3065, 3066, 3067, 3068, 3070.
On Tuesdays and Thursdays, services include:
• food parcels: 12.30pm – 2.45pm
• utilities and pharmaceuticals: 10am – 1.30pm
• op shop: 10am – 3pm.
Visit Anglicare Victoria anglicarevic.org.au

Australian College of Optometry Outreach Services
374 Cardigan Street, Carlton
Phone: 9349 7400
Tram number: 1, 6
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
www.aco.org.au

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

CatholicCare/St Mary of the Cross Centre
23 Brunswick Street, Fitzroy
Phone: 8417 1200
Tram number: 11, 86
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
ccam.org.au

CASA House Centre Against Sexual Assault
3rd Floor, Queen Victoria Women’s Centre
210 Lonsdale Street, Melbourne
Intake and crisis line: 9635 3610
Admin line: 9635 3600
Services include:
• counselling
• advocacy
• health services
• legal advice.
The crisis-care unit at the Royal Women’s Hospital is available for recent assault victims.
Visit CASA House
casahouse.com.au

Clarendon Clinic
52 Albert Street, East Melbourne
Phone: 9417 5696
Monday to Friday: 9am – 5pm
24-hour access number for referral or crisis service (CAT): 1300 558 862
Tram number: 12
Train station: North Richmond (Hurstbridge and South Morang lines)
Psychiatric services, including crisis assessment for people with serious mental illness who live in the City of Yarra.
If you require immediate assistance, please attend St Vincent’s Hospital Emergency Department or call 1300 558 862.
Visit St Vincent’s Hospital Melbourne
svhm.org.au
Cohealth
Located at 7 sites
Visit Cohealth cohealth.org.au

Carlton North
622 Lygon Street
Carlton North
Phone: 9448 5535
Tram number: 1, 6
Monday to Friday: 9am – 5pm
Services include:
• reception physiotherapy
• podiatry
• nutrition
• occupational therapy
• counselling
• family services
• health promotion
• reproductive rights services
• high-rise program for older people.

Central City
53 Victoria Street, Melbourne
Phone: 9448 5536
Monday to Friday: 10am – 4pm
Closed on weekends
Tram number: 19, 57, 59
Train station: Melbourne Central Station
Health and support services for people who are rough sleeping, couch surfing or living in a car, tent, squat or rooming house, including services for:
• feet
• pain
• movement
• eyes
• diet
• continence
• pelvic pain
• tenancy
• fines, credit and debt
• mental health
• family violence
• drug and alcohol.

Collingwood
365 Hoddle Street, Collingwood
Phone: 9448 5528
Train station: Victoria Park (Mernda and Hurstbridge lines)
Monday to Friday: 8.30am – 5.30pm
Saturday: 9am – noon
Services include:
• reception medical (GPs)
• pharmacy nursing
• aged-care nursing
• mental health nurse
• chronic conditions nursing
• physiotherapy
• podiatry
• nutrition
• speech
• paediatric clinic
• counselling
• family services
• health promotion
• asthma program
• needle syringe program.

Fitzroy
75 Brunswick Street, Fitzroy
Phone: 9448 5531
Tram number: 11, 86
Monday to Friday: 9am – 5.30pm
Closed on weekends
Provides a broad range of health and welfare services, including:
• podiatry, physiotherapy, occupational therapy, dietetics and nursing
• Aboriginal engagement worker available
• café meals program
• exercise physiology
• midwifery
• mental health nurse
- showers
- needle and syringe program
- Bolton Clarke Homeless Persons Program nurses.

**Footscray**

78 Paisley Street, Footscray  
Phone: 9448 5302  
Train station: Footscray (Sunbury, Werribee and Williamstown lines)  
Bus number: 220, 216 and 219  
Monday to Wednesday and Friday, 9am – 5pm  
Thursday: 9am – 8pm  
Saturday: 9am – 12.30pm  
Services include:  
- allied health services  
- social welfare services  
- health promotion programs  
- dental services  
- medical services  
- counselling and mental health services.

**Kensington**

6-12 Gower Street, Kensington  
Phone: 9448 5537  
Monday to Friday: 9am – 5pm  
Closed on weekends  
Bus number: 402  
Train station: Kensington (Craigieburn Line)  
Services include:  
- allied health services  
- social welfare services  
- health promotion programs  
- dental services  
- medical services  
- counselling and mental health services.

**Laverton**

95-105 Railway Avenue, Laverton  
Phone: 9448 5534  
Train station: Laverton (Werribee line)  
Monday to Friday: 8.30am – 4.30pm  
Closed on weekends  
Needle syringe program:  
Monday to Friday, 10.30am – 6.30pm  
Services include:  
- medical services  
- nursing  
- mental health nurse  
- refugee and asylum seeker health  
- Aboriginal and Torres Strait Islander health  
- sexual and reproductive health hub.

**Innerspace**

4-6 Johnston Street, Collingwood  
Phone: 9448 5530  
Tram number: 86  
Monday to Friday: 10.30am – 6.00pm  
Cohealth’s primary health service for people who inject drugs, plus primary needle and syringe program.  
Services include:  
- reception medical (GPs)  
- pharmacotherapy  
- nursing  
- physiotherapy  
- podiatry  
- nutrition  
- alcohol and other drugs (AOD) counselling  
- dual diagnosis counselling  
- psychiatric nurse  
- primary needle syringe program  
- primary health support  
- peer support  
- hepatitis C clinic.  
There are allied health outreach workers situated at the centre, including:  
- nutritionist  
- physiotherapist  
- podiatrist  
- needle and syringe program  
- dental  
- legal support  
- financial support.  
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
• therapeutic recreation
• 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 salvationarmy.org.au

Frontyard Youth Services
19 King Street, Melbourne
Phone: 9611 2411
Freecall: 1800 800 531
Tram number: City Circle, 70, 75 (stop 2, Melbourne Aquarium)
Monday to Friday: 9am – 8pm
Saturday, Sunday and public holidays: 10am – 6pm
A drop-in centre for young people at risk of, or experiencing, homelessness, Frontyard is a state-wide service that provides a range of free programs for young people aged 12–24. A team of youth workers, social workers, nurses, lawyers and allied staff professionals can assist with:
• housing
• legal matters
• job skills
• health and wellbeing
• individual support/case management
• health services/allied health
• life skills program
• family reconciliation.
Visit Frontyard Youth Services frontyard.org.au

GROW
707 Glenhuntly Road, Caulfield South
Phone: 9528 2977
Free call: 1800 558 268
Tram number: 67
Monday to Friday: 9am – 5pm
A movement of community mental health and mutual support self-help groups, including:
• weekly groups available for people who need support with mental health
• no need for referrals or appointments
• services available free of charge (voluntary donation)
• confidential and non-judgmental treatment.
Visit Grow Mental Wellness Programs grow.org.au

Living Room Primary Health Service
7–9 Hosier Lane, Melbourne
Phone: 9945 2100
Monday to Friday: 9.30am – 4pm
Saturday: noon – 5pm
Living Room comprises a team of doctors, nurses and community development workers who provide free, confidential and user-friendly services, including:
• health services
• referrals and information
• chill-out space
• tea and coffee
• showers
• laundry
• mental health nurses
• dual diagnosis counselling
• brief intervention worker
• art therapist.

There are a number of co-located services, including:
• Centrelink
• podiatry
• dietician
• social workers
• liver clinic
• housing referral services
• youth response
• employment and training
• optometrist
• legal services.

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

Visit Youth Projects youthprojects.org.au

McAuley Community Services for Women – McAuley House Program
1–3 Pickett Street, Footscray
Phone: 9371 6600
Tram number: 82
Bus number: 220, 216, 219, 404, 409, 410

Train station: located between Footscray and Middle Footscray stations
Monday to Friday: 9am – 5pm staffing hours
24 hour access is for residence only

McAuley Community Services for Women provides much needed services for women and their children who are escaping family violence, and for women who are homeless.

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

Visit McAuley Community Services for Women mcauleycsw.org.au

Melbourne Counselling Service (Gambler’s Help City & Inner North)
Level 2, 69 Bourke Street, Melbourne
Phone: 9653 3250
24 hours a day, 7 days a week
Provides support for gamblers in the city and inner north, offering therapeutic and financial counselling. MCS also offers generalist financial counselling services.

Visit Melbourne Counselling Service melbournecounsellingservice.org.au

Melbourne Sexual Health Centre
580 Swanston Street, Carlton
Phone: 9341 6200
Tram number: 1, 3, 5, 6, 8, 16, 64, 67, 72
Monday to Friday: 8.30am – 5pm (free walk-in clinic)
Thursday: 5pm – 6.45pm (by appointment only, free)

Services include:
• STI screening and treatment.

Visit Melbourne Sexual Health Centre mshc.org.au

Ngwala Willumbong Ltd
Galiambile Men’s Recovery Centre
66 Grey Street, St Kilda
Phone: 9534 1602
Tram number: 16

Galiambile Men’s Alcohol and Drug Recovery Centre is a 24-hour residential alcohol and rehabilitation centre for men located in St Kilda.

Services include:
• men’s recovery centre
• family violence support outreach worker
• alcohol and other drugs (AOD) referrals.

Visit Ngwala Willumbong Ltd ngwala.org.au
Ngwala Willumbong Ltd
93 Wellington Street, St Kilda
Phone: 9510 3233
Tram number: 5, 33a, 64 or 67
Ngwala Willumbong is a key service provider offering specialist alcohol and drug rehabilitation and outreach support services to the Aboriginal communities of Victoria.

Services include:
• Nairm Marr Djambana outreach health support worker.

Visit Ngwala Willumbong Ltd
ngwala.org.au

North West Outreach Service
Phone: 1800 170 556 or 0418 170 556
Monday to Sunday: 6pm – 1.45am
Needle and syringe program.
See website for full listing of locations.
Visit Youth Projects – NW Needle Syringe Programs
youthprojects.org.au

Orygen Youth Health
35 Poplar Road, Parkville
Phone: 9966 9100
Triage (new referrals): 1800 888 320
Tram number: 58 (stop 26)
Train station: Royal Park (Upfield Line)
Public mental health service for young people aged 15–24 living in the western and north-western regions of Melbourne.
Visit Orygen Youth Health
oyh.org.au

Ozanam House
179 Flemington Road, North Melbourne
Phone: 9329 5100
Tram number: 55, 57, 59
Supported crisis accommodation service for single men and women over 18 years of age, including:
• three meals per day for residents
• laundry facilities
• visiting services including Centrelink, mental health and counselling services.

Visit VincentCare Victoria
vincentcare.org.au

RHED (Resourcing Health and Education)
Phone: 1800 458 752 or 9525 1300
Monday to Friday: 9am – 5pm
A specialist service for the sex industry in Victoria.
Services include:
• information
• education
• support
• referrals
• advocacy.

Visit Resourcing and Health Education
sexworker.org.au
Bolton Clarke
Homeless Persons Program
Phone: 1300 334 455
Mobile nursing service - no address or location, nurses based at multiple locations and on outreach
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 boltonclarke.com.au

Royal Dental Hospital
720 Swanston Street, Carlton
Phone: 9341 1000
Email: enquiries@dhsv.org.au
Tram number: 1,3,5,6,8,16,64,67,72
The Royal Dental Hospital is run by Dental Health Services Victoria. People experiencing homelessness or at risk receive priority access to public dental care here.
Services include:
• emergency dental care: Monday to Friday 8am to 9.15pm, weekends and public holidays 9am – 9.15pm (all welcome – no concession card needed)
• general dental, denture or specialist appointments after an eligibility check and a referral from a professional. You may need to go onto a waiting list. Care can be provided for cheap or free through the Teaching Clinic but you will first need to be assessed for suitability.
Visit the Royal Dental Hospital dhsv.org.au

Royal Melbourne Hospital
300 Grattan Street, Parkville
Phone: 9342 7000
Tram number: 19, 58, 59
Bus route: 401, 402
Services include:
• 24-hour emergency department
• outpatient services
• allied health and mental health programs.
Visit The Royal Melbourne Hospital thermh.org.au

Royal Victorian Eye & Ear Hospital
Australia’s only specialist eye, ear, nose and throat hospital.
Main hospital
32 Gisborne Street, East Melbourne
Phone: 9929 8666
Tram number: 30, 12, 109, 11
Bus number: 401, 402
Services include:
• 24-hour emergency department
• main theatre
• inpatient ward
• cochlear implant clinic
• acute ophthalmology.
Eye and Ear on the Park
2 St Andrews Place, East Melbourne
Tram number: 11, 12, 109
Services include:
• outpatient clinics
• day surgery.
Visit Royal Victorian Eye and Ear Hospital eyeandear.org.au

Royal Women’s Hospital
20 Flemington Road, Parkville
Phone: 8345 2000
Tram number: 19, 55, 57, 59
Bus number: 401, 402
Specialist hospital focused on women and newborns. Includes outpatient emergency services for women experiencing pregnancy or gynaecological problems only.
Visit The Royal Women’s Hospitalthewomens.org.au
Sacred Heart Mission – Hands on Health Clinic
1/99 Grey Street, St Kilda
Phone: 9536 8456
• Provides allied health and complementary therapies such as podiatry, chiropractic, physiotherapy, osteopathy and remedial massage.
• A payment of $4 is requested; however, those unable to pay will not be refused treatment.
• Appointment required.
• Priority is given to people holding pension/health care cards or living in unstable accommodation and who live in the City of Port Phillip, or those referred by an agency.
Visit Sacred Heart Mission sacredheartmission.org

Safe Steps Family Violence Response Centre
Admin phone: 9928 9600 (business hours)
Phone: 1800 015 188 (24-hour service)
Email: admin@safesteps.org.au
24/7 phone line and email referral service
A Victoria-wide not-for-profit service for women and children experiencing violence or abuse from a partner or ex-partner, another family member or someone close to them.
Visit Safe Steps safesteps.org.au

Salvation Army – Lighthouse Café
69 Bourke Street, Melbourne (Entrance off Westwood Place Laneway)
A safe place for Melbourne’s homeless and marginalised. Provides free meals and access to a supportive community with a range of practical supports.
Lighthouse Café
Open Monday to Friday from 7am – 1pm
• Breakfast: 9am – 10.30am
• Lunch: 11.30am – 1pm
Twilight Café
Open every evening
• 4pm – 11pm
• Dinner: 6.30pm – 7.30pm
Night Café
Open every evening
• 11pm – 7am
Assessment and referral for drugs and alcohol, mental health, health, legal services and housing.
Emergency Relief Marketplace
Open Monday to Friday 9.30am – 12pm
Offers a wide selection of food, clothing and other necessities. People who fall within our catchment area are able to present to the Marketplace with a current healthcare card, have a private chat to one of our workers for assessment and access the supermarket once a month to select items from the shelves.
Visit The Salvation Army
salvationarmy.org.au

St Mary’s House of Welcome
165–169 Brunswick Street, Fitzroy
Phone: 9417 6497
Tram number: 12, 11
Monday, Tuesday, Thursday and Friday:
8.30am – 3.30pm
Wednesday and Saturday:
8.30am – 1.30pm
Services include:
• meals program
• showers
• drugs and alcohol information and referral
• interim case management and support
• housing and health
• programs and activities promoting social inclusion, health promotion and harm minimisation
• NDIS mental health services
• free breakfast: 8.45am – 9.45am
• free morning tea: 10.30am, every day
• free afternoon tea: 3pm, Monday, Tuesday, Thursday, Friday
• sit-down two-course lunch: noon – 1pm (cost: $2)
• All programs and services are open to adults aged over 18.
Visit St Mary’s House of Welcome
smhow.org.au

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

The Alfred
55 Commercial Road, Melbourne
Phone: 9076 2000
Tram number: 72
Services include:
• acute medical and surgical hospital services
• inpatient and outpatient care
• state-wide services including heart and lung transplant service, adult burns service, Victorian Melanoma Service and psychiatric intensive care service
• emergency and trauma centre
• comprehensive cancer care
• cardiovascular services
• respiratory medicine.
Visit Alfred Health
alfredhealth.org.au

The Drum Youth Services
Phone: 9663 6733
Services include:
• recreation programs
• personal support, advocacy and referral
• personal development and leadership programs
• youth events across the City of Melbourne
• counselling
• queer youth programs and events.
Visit The Drum Youth Services
thedrum.ds.org.au

Drummond Street Services Office
100 Drummond Street, Carlton
Tram number: 1, 6, 8, 16, 72

North Melbourne Community Centre
49–53 Buncle Street, North Melbourne
Tram number: 57, 59
Services for young people aged 12–25.
Visit Drummond Street Services
ds.org.au
Visit The Drum Youth Services
thedrum.ds.org.au
Turning Point Drug & Alcohol Centre
110 Church Street, Richmond
Phone: 8413 8444
Tram number: 78, 48, 75
Provides medical assessment and treatment of referred patients, including:
• pain medication dependence
• mental health and alcohol and drug use problems (dual diagnosis)
• alcohol use disorders
• 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.
Visit Turning Point turningpoint.org.au

Victorian Aboriginal Health Service
186 Nicholson Street, Fitzroy
Phone: 9419 3000
Tram number: 96
Free health service for Aboriginal and Torres Strait Islander people.
Services include:
• health services
• psychiatric services
• drug and alcohol counselling
• immunisation
• preventative care for children
• maternal and child health
• women’s health
• antenatal care
• dental services.
Visit Victorian Aboriginal Health Service vahs.org.au
Wintringham
136 Mount Alexander Road, Flemington
Advice & 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 wintringham.org.au

Women’s Welcome Centre
Royal Women’s Hospital
20 Flemington Road, Parkville
Phone: 8345 3037
Tram number: 58, 59
Monday to Friday: 9am – 5pm
Provides support and assistance to patients and visitors to the Women’s. Information on a range of women’s health issues is available in English and other community languages.
Visit The Royal Women’s Hospital thewomens.org.au

Women’s Health West
317–319 Barkly Street, Footscray
Phone: 9689 9588
Train station: Middle Footscray (Sunbury line)
Bus number: 216, 219, 220
Women’s Health West provides services and programs that encompass every level of response to family violence – from primary prevention to early intervention and response. We provide a range of response services for women and children experiencing family violence. We also run programs focussed on promoting positive health and wellbeing in our communities, and reducing inequities that limit the lives of women and girls.
Services include:
• information
• referral
• counselling
• crisis support
• court support
• support groups.
All services are free and confidential.
Visit Women’s Health West whwest.org.au

Young People’s Health Service
19 King Street, Melbourne
Phone: 9611 2409
Monday to Friday: 9am – 4.30 pm
Provides free primary health services for young people aged 12–24.
Visit Royal Children’s Hospital – Young People’s Health Service rch.org.au
6. LEGAL AND FINANCIAL SERVICES

**Djirra**
292 Hoddle Street, Abbotsford
Phone: 9244 3333
Free call: 1800 105 303
Train station: Victoria Park Station (Mernda and Hurstbridge Lines)
Services include:
• Aboriginal family violence legal services
• counselling support
• information, referral and support
• culturally safe services
• community education and training
• cultural and wellbeing workshops.
Visit Djirra [djirra.org.au](http://djirra.org.au)

**CASA House Centre Against Sexual Assault**
3rd Floor
Queen Victoria Women’s Centre
210 Lonsdale Street, Melbourne
Intake and crisis line: 9635 3610
Admin line: 9635 3600
Services include:
• counselling
• advocacy
• health services
• legal advice.
The crisis-care unit at the Royal Women's Hospital is available for recent assault victims.

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

**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.
Fitzroy Legal Service
Level 4, Fitzroy Town Hall, Fitzroy
(Access via laneway and courtyard behind Fitzroy Library, 126 Moor Street, Fitzroy)
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)
Tram number: 86, 96
Monday to Friday: 9am – 5pm by appointment only
A community legal centre that offers free legal advice, and some legal representation, community legal education, publications and law reform advocacy.
• Evening free legal advice drop-in service: open Monday to Thursday at 6pm and Friday at 6.30pm. Clients must arrive by 7pm
• Family law clinic: Tuesday and Thursday evenings by appointment only
• Animal law clinic: Wednesday evenings by appointment only
• LGBTIQ family law clinic: first Wednesday evening of each month by appointment only
• After hours hotline for those in police custody: available after 5pm and before 9am Monday to Friday and 24 hours on weekends: call 0413 403 953 to speak to a criminal lawyer.
Visit Fitzroy Legal Service fitzroy-legal.org.au

Flemington & Kensington Community Legal Centre
22 Bellair Street, Kensington
Phone: 9376 4355
Train station: Kensington Station (Craigieburn Line)
Monday to Friday: 9am – 5pm (closed 12.30pm – 1.30pm for lunch)
Monday: 6pm – 7pm by appointment on a fortnightly basis.
Free legal advice and assistance for residents who live, work or study in Flemington or Kensington.
For other areas visit Federation of Community Legal Centres Victoria fclc.org.au
Frontyard Youth Services
19 King Street, Melbourne
Phone: 9611 2411
Freecall: 1800 800 531
Tram number: City Circle, 70, 75 (stop 2 Melbourne Aquarium)
Monday to Friday: 9am – 8pm
Saturday, Sunday and public holidays: 10am – 6pm
A drop-in centre for young people at risk of, or experiencing, homelessness, Frontyard is a state-wide service that provides a range of free programs for young people aged 12–24. A team of youth workers, social workers, nurses, lawyers and allied staff professionals can assist with:
• housing
• legal matters
• job skills
• health and wellbeing
• individual support/case management
• health services/allied health
• life skills program
• family reconciliation.
Visit Frontyard Youth Services frontyard.org.au

Homelessness Advocacy Service (HAS) – Council to Homeless Persons
2 Stanley Street, Collingwood
Free call: 1800 066 256
Tram number: 86
Monday to Friday: 9am – 5pm
HAS is the key advice and information service for consumers seeking or receiving assistance from any Victorian community-managed homelessness assistance or social housing service. The goal of HAS is to achieve mutually beneficial resolutions for consumers and service providers. It
achieves this goal by providing consumers and service providers with:
• secondary consultation
• appropriate and accurate information
• problem-solving
• complaint resolution
• referral
• advice.
Visit Council to Homeless Persons chp.org.au

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

Justice Connect Homeless Law
Level 17, 461 Bourke Street, Melbourne
Free call: 1800 606 313
Provides free legal advice and assistance to people who are, or are at risk of becoming, homeless. It operates from a number of outreach locations within the City of Melbourne.
The service assists with:
• infringements related to homelessness
• tenancy
• credit and debt
• guardianship and administration.
Visit Justice Connect justiceconnect.org.au
Melbourne Counselling Service  
(Gambler’s Help City & Inner North)  
Level 2, 69 Bourke Street, Melbourne  
Phone: 9653 3250  
Provides support for gamblers in the city and inner north, offering therapeutic and financial counselling. MCS also offers generalist financial counselling services.  
Visit Melbourne Counselling Service  melbournecounsellingservice.org.au

Ngwala Willumbong Ltd  
93 Wellington Street, St Kilda  
Phone: 9510 3233  
Tram number: 5, 33a, 64, 67  
Ngwala Willumbong is a key service provider offering specialist alcohol and drug rehabilitation and outreach support services to the Aboriginal communities of Victoria.  
Services include:  
• Aboriginal Tenancy At Risk (ATAR) outreach workers  
• advocacy on behalf of clients.  
Visit Ngwala Willumbong Ltd ngwala.org.au

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

Salvation Army – Lighthouse Café  
69 Bourke Street, Melbourne  
(Entrance off Westwood Place Laneway)  
A safe place for Melbourne’s homeless and marginalised. Provides free meals and access to a supportive community with a range of practical supports.  
Lighthouse Café  
Open Monday to Friday from 7am – 1pm  
• Breakfast: 9am – 10.30am  
• Lunch: 11.30am – 1pm  
Twilight Café  
Open every evening  
• 4pm – 11pm  
• Dinner: 6.30pm – 7.30pm  
Night Café  
Open every evening  
• 11pm – 7am  
Assessment and referral for drugs and alcohol, mental health, health, legal services and housing.  
Emergency Relief Marketplace  
Open Monday to Friday 9.30am – 12pm  
Offers a wide selection of food, clothing and other necessities. People who fall within our catchment area are able to present to the Marketplace with a current healthcare card, have a private chat to one of our workers for assessment and access the supermarket once a month to select items from the shelves.  
Visit The Salvation Army salvationarmy.org.au
**Victoria Police – Melbourne East**  
202 Bourke Street, Melbourne  
Phone: 9637 1100 (open 24 hours)  
In case of an emergency, or if you require immediate assistance, phone 000.  

**Victoria Police – North Melbourne**  
36 Wreckyn Street, North Melbourne  
Phone: 8379 0800 (open 24 hours)  
In case of an emergency, or if you require immediate assistance, phone 000.  

**Victoria Police – Docklands**  
313 Spencer Street, Docklands  
Phone: 8690 4444 (open 24 hours)  
In case of an emergency, or if you require immediate assistance, phone 000.  

**Victoria Police – Southbank**  
66 Moray Street, Southbank  
Phone: 8635 0900  
In case of an emergency, or if you require immediate assistance, phone 000.  

**Victorian Aboriginal Legal Service**  
273 High Street, Preston  
Phone: 9418 5999  
Free call: 1800 064 865  
Tram number: 86  
Monday to Friday: 9am - 5pm, 24 hours on call service  
Provides support with civil, family and criminal legal matters for Aboriginal and Torres Strait Islander people.  
Visit Victoria Aboriginal Legal Service [vals.org.au](https://vals.org.au)

**Victoria Legal Aid**  
570 Bourke Street, Melbourne  
Phone: 1300 792 387  
Services include:  
• legal advice  
• public library  
• limited representation at court and tribunals.  
Visit Victoria Legal Aid [legalaid.vic.gov.au](https://legalaid.vic.gov.au)
**WIRE Women’s Information**  
372 Spencer Street, West Melbourne  
Helpline: 1300 134 130  
Admin line: 8326 7100  
Bus number: 216, 219  
Free and confidential support, information and referrals for women by women on any issues – from leaving a violent relationship to coping with depression and everything in between.

Services include:
- women’s helpline: 9am – 5pm, Monday to Friday (not on public holidays or weekends)
- online chat – live chat support services: [wire.org.au](http://wire.org.au): 9.30am – 4.30pm, Monday to Friday (not on public holidays or weekends)
- women’s information centre – open to the public 9.30am – 4.30pm, Monday to Friday (except public holidays). At 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, Wednesday and Thursday 11.30am – 3pm) for women experiencing housing and isolation issues
- legal clinics
- monthly seminars.

Visit WIRE [wire.org.au](http://wire.org.au)

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**Women’s Legal Service**  
Level 10, 277 William Street, Melbourne  
Legal Advice Line  
Tuesday and Thursday: 5.30pm – 7.30pm  
Phone: 8622 0600, ext. 1  
Freecall for country callers: 1800 133 302

**Duty Lawyer Service**  
Melbourne Magistrates’ Court  
233 Williams Street, Melbourne  
Monday to Friday: 9.30am – 1pm

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

Visit Women’s Legal Service Victoria [womenslegal.org.au](http://womenslegal.org.au)
7. ASSISTANCE WITH EMPLOYMENT SERVICES

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 Centrelink humanservices.gov.au/individuals/centrelink

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

Frontyard Youth Services
19 King Street, Melbourne
Phone: 9611 2411
Freecall: 1800 800 531
Tram number: City Circle, 70, 75 (stop 2 Melbourne Aquarium)
Monday to Friday: 9am – 8pm
Saturday, Sunday and public holidays: 10am – 6pm
A drop-in centre for young people at risk of, or experiencing, homelessness, Frontyard is a state-wide service that provides a range of free programs for young people aged 12–24. A team of youth workers, social workers, nurses, lawyers and allied staff professionals can assist with:
• housing
• legal matters
• job skills
• health and wellbeing
• individual support/case management
• health services/allied health
• life skills program
• family reconciliation.
Visit Frontyard Youth Services frontyard.org.au
Inner Melbourne VET Cluster (IMVC)
Phone: 9686 2354
The Inner Melbourne VET Cluster (IMVC) proactively engages in the development of initiatives that address the challenges young people and marginalised cohorts face in securing long-term employment. Transition to Work is a service supporting young people aged 15–21 on their journey to employment. The service provides intensive pre-employment support to improve the work-readiness of young people and help them into work, including apprenticeships and traineeships, or education. IMVC is a provider of the Transition to Work contract for the Inner Melbourne and Western Melbourne regions.

Jobs Victoria Employment Network (JVEN) is the Victorian Government’s major activity to help Victorians facing barriers to employment into jobs. Services are delivered by employment specialists who work closely with employers to identify job opportunities and prepare jobseekers for those roles.

Visit Inner Melbourne VET Cluster imvc.com.au

Living Room Primary Health Service
7–9 Hosier Lane, Melbourne
Phone: 9945 2100
Monday to Friday: 9.30am – 4pm
Saturday: noon – 5pm
Living Room comprises a team of doctors, nurses and community development workers who provide free, confidential and user-friendly services, including:
• health services
• referrals and information
• chill-out space
• tea and coffee
• showers
• laundry
• mental health nurses
• dual diagnosis counselling
• brief intervention worker
• art therapist.

There are a number of co-located services, including:
• Centrelink
• podiatry
• dietician
• social workers
• liver clinic
• housing referral services
• youth response
• employment and training
• optometrist
• legal services.

Users can either drop in or contact outreach workers by phone.
Visit Youth Projects youthprojects.org.au
The Big Issue Australia
Ground level, 673 Bourke Street, Melbourne
Phone: 9602 7600
The Big Issue is an independent fortnightly magazine sold on the streets by homeless and disadvantaged people.
• Earn money as a magazine vendor.
• Gain confidence and learn skills.
• Choose your own hours.
• No referral process needed.
• Get fit with the Community Street Soccer Program (see website for details).
Visit The Big Issue thebigissue.org.au

The Drum Youth Services
Phone: 9663 6733
Services include:
• recreation programs
• personal support, advocacy and referral
• personal development and leadership programs
• youth events across the City of Melbourne
• counselling
• queer youth programs and events.

Drummond Street Services Office
100 Drummond Street, Carlton
Tram number: 1, 6, 8, 16, 72

North Melbourne Community Centre
49–53 Buncle Street, North Melbourne
Bus number: 402
Services for young people aged 12–25.
Visit Drummond Street Services ds.org.au
Visit The Drum Youth Services thedrum.ds.org.au

Travellers Aid
Head Office, City Village
Level 3, 225 Bourke Street, Melbourne
Phone: 9654 2600
Travellers Aid provides support, advice and assistance to the travelling public including people with special requirements or experiencing travel emergencies.
Service locations:

Southern Cross Station
99 Spencer Street, Melbourne
Under Bourke Street Bridge, opposite Luggage Hall
Phone: 9670 2072
Monday to Sunday: 6.30am – 9.30pm
Services include:
• free assistance (buggy and personal guidance) for frail, infirm or older people and people with disabilities, mobility issues or vision impairments to ensure swift, confident and safe passage throughout Southern Cross Station
• mobility equipment hire
• companion service (free service call: 1300 700 399)
• clean and accessible restrooms/bedrooms for hire, internet access and showers (fee applies)
• baby change facilities, family-friendly resting lounge
• free personal care for people with disabilities (assistance with meals and communication, fully accessible toilets with hoists and adult change tables: Monday to Friday: 10am – 5pm; Saturday: 11am – 4pm).

Travel-related Emergency Relief (Southern Cross Station)
Phone: 9670 2873
Monday to Sunday: 7am – 9pm
Services include:
• information and referrals
• assistance with travel fares in
criterion for metropolitan Melbourne and regional Victoria, subject to assessment.

**Flinders Street Station**
Corner of Bourke and Flinders streets, Melbourne
Located between platforms 9 and 10 on the concourse level
Phone: 9068 8187
Monday to Sunday: 8am – 8pm
Services include:
• mobility equipment hire
• companion service (free service call: 1300 700 399)
• baby change facilities (family-friendly)
• resting lounge
• free personal care for people with disabilities (assistance with meals and communication, fully accessible toilets with hoists and adult change tables)
• luggage storage (fees apply).
Visit Travellers Aid for more information: [travellersaid.org.au](http://travellersaid.org.au)

**WIRE Women’s Information**
372 Spencer Street, West Melbourne
Helpline: 1300 134 130
Admin line: 8326 7100
Free and confidential support, information and referrals for women by women on any issues – from leaving a violent relationship to coping with depression and everything in between.
Services include:
• women's helpline: 9am – 5pm, Monday to Friday (not on public holidays or weekends)
• online chat – live chat support services: [wire.org.au](http://wire.org.au): 9.30am – 4.30pm, Monday to Friday (not on public holidays or weekends)
• women's information centre – open to the public 9.30am – 4.30pm, Monday to Friday (except public holidays). At 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, Wednesday and Thursday, 11.30am – 3pm) for women experiencing housing and isolation issues
• legal clinics
• monthly seminars.
Visit WIRE for more information: [wire.org.au](http://wire.org.au)
Contact

melbourne.vic.gov.au/contactus
03 9658 9658

In person:
Melbourne Town Hall
Administration Building
120 Swanston Street, Melbourne
Business hours, Monday to Friday
(Public holidays excluded)

Postal address:
City of Melbourne
GPO Box 1603
Melbourne VIC 3001
Australia

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

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

National Relay Service:
Teletypewriter (TTY) users phone
13 36 77 then ask for 03 9658 9658
Speak & Listen users phone
1300 555 727 then ask for 03 9658 9658