

Helping Out booklet with you in mind

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

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

The City of Melbourne updates the information contained in *Helping Out* annually to make sure the service details are as accurate as possible. Information included in this booklet was correct at time of publication. (June 2010).

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

The following electronic resources are also available:

- Victorian State-wide Human Services Directory www.humanservicesdirectory.vic.gov.au
- City of Melbourne's Social Support Directory www.melbourne.vic.gov.au
- InfoXchange – Housing and Homelessness www.infoexchange.net.au
- Council to Homeless Persons www.chp.org.au
- Aboriginal Housing Board of Victoria www.home.vicnet.net.au/~ahby/
- Australian Federation of Homelessness Organisations www.afho.org.au

Helpful phone numbers

Child Protection Emergency Service	13 1278
Direct Line (24-hr drug and alcohol counselling)	1800 888 236
Gamblers Help Line Victoria	1800 156 789
Kids Help line	1800 551 800
Lifeline (24 hr crisis counselling)	13 1114
Maternal and Child Health Line	13 2229
Mensline Australia	1300 789 978
Narcotics Anonymous - Victorian Area Helpline	9525 2833
Narcotics Anonymous - National Phonenumber	1300 652 820
Sexual Assault Crisis Line	1800 806 292
Suicide Line	1300 651 251
Victims Support Agency	1800 819 817
Women's Information and Referral Exchange	9921 0878 or 1300 134 130

Connecting Our Mob

Connecting Our Mob is another City of Melbourne booklet that provides information to help indigenous youth access information and services available to them in Melbourne. The booklet contains both indigenous and non-indigenous information as well as advice on how to get around Melbourne and interesting things to see and do.

Connecting Our Mob is available at Melbourne Town Hall (Administration Building) and the Melbourne Visitor's Centre. It can also be downloaded from the City of Melbourne website at www.melbourne.vic.gov.au

For more information please contact the City of Melbourne Indigenous Unit (03) 9658 8784.

How to use Helping Out

The covers and front section of *Helping Out* contains a quick reference guide. This handbook enables you to easily cross reference the type of service you need with the agencies that offer them.

For example, if you need a laundry, choose the column at the top of the grid titled 'Laundry'. A mark in this column means laundry services are offered. Follow the row where the mark appears to the name of the service and the page number where the service entry is located.

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

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

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

Aboriginal Family Violence Prevention and Legal Service Victoria

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

- Legal Services
- Counselling Support

www.fvpls.org

Aboriginal Hostels Ltd

Level 11
167-169 Queen Street
Melbourne
Phone 9642 2775

- short term accommodation
- referral

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

www.ahl.gov.au

Action Centre

Level 1
92-94 Elizabeth Street
Melbourne
Phone 9660 4700

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

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

www.fpv.org.au

Adult Outreach Support Services

197 Flemington Road
North Melbourne
Phone 9321 2977

Tram route: 55, 57, 59

Adult Outreach Support Services works with people who are homeless, or at risk of homelessness, to secure and maintain safe and affordable housing and

achieve independence in the community.

www.svdp-vic.org.au

AL – ANON Family Groups

Level 7
51 Queen Street
Melbourne
Phone 9642 3330

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

www.al-anon.alateen.org.au

Alcoholics Anonymous Victoria

Level 1
36 Church Street
Richmond
Phone 9429 1833

Tram route: 24, 42, 78, 79, 109

Weekdays 8am-5pm

Phone
24 hours Help Line

AA is a fellowship of men or women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism. Two gay and lesbian groups and two Koori groups are held weekly.

www.aavictoria.com.au

Anglicare Victoria – Lazarus Centre

203 Flinders Lane
Melbourne
Ph. 9639 8510

Weekdays 9:30-12pm

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

www.anglicarevic.org.au

Anglicare Victoria – St. Peter's East Melbourne

15 Gisborne Street
Melbourne East
Ph. 9662 2391

Tram route: 11, 12, 42, 109

- breakfast 7:30am to 8:30am 7 days a week.
- food service at 8:30am 7 days a week.

www.stpeters.org.au

Australian College of Optometry Outreach Services

Cnr Keppel and Cardigan Streets
Carlton
Phone 9349 7400

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

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

www.aco.org.au

Boomerang Club

34 Wilson Street
Moonee Ponds
Phone 8327 1780

Tram route: 59

Weekdays 9am-5pm

- psychiatric disability day program
- for people living in the City of Moonee Valley and Melbourne

www.doutta.org.au

Brotherhood of St Laurence Coolibah Centre

67A Brunswick Street
Fitzroy
Phone 9483 1345

Tram route: 112, 86

Client based services only

- Breakfast free.
- lunch \$3, afternoon tea \$0.20
- showers
- health services
- accommodation referral
- psychiatric referral

- optometry once a month

CASA House (Centre Against Sexual Assault)

3rd Floor Queen Victoria Women's Centre
210 Lonsdale Street
Melbourne
Phone 9635 3600

Counselling and Support line:
9635 3610

- counselling
- advocacy
- health services
- legal advice

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

www.casahouse.com.au

CENTRACARE/Mary of the Cross Centre

7 Brunswick Street
Fitzroy
Phone 9495 6144

Tram route: 112

Weekdays 9am-5pm

Some after hour's appointments available.

- referral
- drug education
- counselling
- group support
- outreach
- multicultural support
- families with drug and alcohol issues
- spiritual support

www.centacaremelbourne.org.au

Centrelink

Appointments available on 132850

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

Church of All Nations

180 Palmerston Street
Carlton
Phone 9347 7268

Tram route: 1, 8

- lunch on Mondays (donation)

- pantry – a current ID must be presented
- limited food vouchers are only available on 1st working day of each month – a current ID must be provided
- drop in centre
- lican IT centre (internet kiosk)
- employment program
- referral
- advocacy
- women's program

Opening hours – community lunch only:
Monday: 11.30 am-1pm

Women's Program:

- Tuesday 11am-3pm
- Wednesday 1pm-3pm
- Thursday 10am-12 noon
- Fridays closed

Women-only emergency relief on Thursdays from 10am-12noon.

Clarendon Clinic

52 Albert Street
East Melbourne
Phone 1300 558 862 (new referrals)

Tram route: 24, 42, 109

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

De Paul House

9 Brunswick Street
Fitzroy
Phone 9288 2624/2625

Tram route: 86, 112,

- residential drug withdrawal service

Admission by appointment and the length of stay 5 to 7 days. Males and females 18 years and over can apply. No cost.

To go on the waiting list, phone 9288 2016 between 1.30pm-3.30pm, Monday to Friday.

www.svhm.org.au

Doutta Galla Community Health Service

12 Gower Street
Kensington

Phone 8378 1600

Train line: Broadmeadows

Bus route: 402

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

15-19 Gracie Street

North Melbourne
Phone 8327 1700

Bus route: 402

- psychiatric services
- mental health and complex needs programs

www.doutta.org.au

Fitzroy Legal Service

124 Johnston Street
Fitzroy
Phone 9419 3744

Tram route: 112

Weekdays 9am-5pm

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

- legal advice
- Richmond outreach (6.30 pm – 8.00pm) – appointment required

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

www.flc.com.au

Flagstaff Crisis Accommodation

Corner King and Roden Streets
West Melbourne
Phone 9329 4800

Tram route: 57

Access to vacancies is only through Homeground Services. The local Homeground Service for the CBD area is located at 68 Oxford Street, Collingwood or telephone 9417 2500.

- supported accommodation

- health services
- psychiatric referral
- drug and alcohol referral
- free legal advice and assistance provided by PILCH Homeless Persons' Legal Clinic – Tuesdays 1pm-2:30pm

Accommodates men aged 18 years and over.
Accommodation cost \$21 per day, or \$147 per week.

www.salvationarmy.org.au

Flemington & Kensington Community Legal Centre

22 Bellair Street
Kensington
Phone 9376 4355
Weekdays: 9.30am-5pm
Monday Evening: 5.30pm-6.30pm (appointments only)

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

Foot Patrol

Free call: 1800 700 102

- needle exchange

Weekdays:
11:45am-11:15pm
Weekends: 12pm-3.45pm and 7:30pm-11:15pm
Public Holidays: 12pm-3.45pm and 7:30pm-11:15pm

www.youthprojects.net

Frontyard Youth Services

19 King Street
Melbourne
Phone 9611 2411

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

www.frontyard.org

George Wright Shelter

66 George Street
Fitzroy
Phone 9419 8648

Tram route: 86

- homeless shelter for indigenous men

Accommodation and 3 meals per day at \$75 per week.

www.ahl.gov.au

GROW

707 Glenhuntly Road
Caulfield South
Phone 9528 2977

Tram route: 67

Weekdays 9am-5pm
A movement of community mental health and mutual support self-help groups. Weekly groups are available for people who have been through a breakdown, or who are overwhelmed by problems and painful life experiences.

www.grow.net.au

Hanover Fitzroy

145 Smith Street
Fitzroy
Phone 9288 9800

Tram route: 86

Monday - Friday: 9am-5pm

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

Crisis and outreach service to people experiencing homelessness.

An outreach team operates 5 days a week and visits people who are sleeping rough. Hanover's services are free of charge.

www.hanover.org.au

Hanover Southbank

52 Haig Street
South Melbourne
Phone 9699 4566

Tram route: 96, 112

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

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

www.hanover.org.au

Hare Krishna Temple

Food for Life
197 Danks Street
Albert Park
Phone 9699 5122

Tram route: 112

- free meals

Meal serving times:
everyday 1pm-1:30pm,
weekdays 5:30pm-6:30pm
and weekends 6pm-7pm.
www.iskcon.net.au

Homeground Services

68 Oxford Street
Collingwood
Phone 9288 9611

- initial assessment and planning for housing crisis accommodation
- limited financial assistance
- assistance with public housing applications

- free legal advice and assistance provided by PILCH Homeless Persons' Legal Clinic
Thursday 12noon-2pm

www.homeground.org.au

Homelessness Advocacy Service (HAS) – Council to Homeless Persons

2 Stanley Street
Collingwood
Free call: 1800 066 256

Monday – Friday: 9am – 5pm

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

www.chp.org.au

Inner West Outreach Service (IWOS)

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

- needle and syringe program

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

Northwest outreach service operates 7 days a week
7:30pm-11.15pm.

Lady Gladys Nicholls Hostel

56 Cunningham Street
Northcote
Phone 9489 0032

Tram route: 86

- temporary accommodation for indigenous people (fees apply)
- food.

Living Room Primary Health Service

7-9 Hosier Lane
Melbourne 3000
Phone 9662 4488
Freecall: 1800 440 188

Weekdays 1pm-4pm

- health services
- referrals and information
- counselling

- chill out space
- tea /coffee /snacks

Living Room is made up of a team of counsellors, health workers and doctors who provide a confidential 'user friendly' free health service. Drop into Hosier Lane or contact outreach workers by phone.

www.youthprojects.net

McCauley Community Services for Women - Regina Coeli Community

149 Flemington Road
North Melbourne
Phone 9269 6868

Tram route: 55, 57, 59

- medium term supported accommodation

Accommodation costs \$385 per fortnight (DSP) for homeless single women 25 years and over without children. A nurse is available two days per week.

Matthew Talbot Soup Van

- free food

Monday to Friday:

Sandwiches, soup, sausage rolls, meat pies, pasties, tea, coffee and cordial.

Saturday & Sunday:

Sandwiches, soup, tea coffee and cordial

The van parks at:

- 7.00pm: North Melbourne – Clayton Park, corner Macaulay Road & Boundary Road
- 7.45pm: Fitzroy – All Saints. Corner King William Street & Napier Street (near Police Station)
- 8.30pm: Hanover - 52 Haig Street, South Melbourne
- 8.50pm: Katherine Place, off Flinders Street (near King Street)
- 9.15pm: Queen Victoria Markets – Franklin Street (off Peel Street).

Van also visits the boarding houses in and around the Fitzroy/Brunswick area.

Melbourne Counselling Service

1st Floor

69 Bourke Street

Melbourne

Phone 9653 3250

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

Melbourne Mobility Centre

Level 1 Car Park

Federation Square

Melbourne

Phone 9650 6499

Freecall: 1800 735 266

TTY: 9650 9316

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

Monday to Friday: 9am -6pm

Saturday & Sunday: 10am – 4pm

Public holidays: Closed

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

www.melbournemobilitycentre.com.au

Melbourne Sexual Health Centre

2nd floor

580 Swanston Street

Carlton

Phone 9341 6200

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

Monday to Thursday

8.40 am-5pm

Friday 1:10pm-5pm

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

The clinic operates on Thursdays 5pm-6:30pm by appointment only.

www.mshc.org.au

North Melbourne Legal Service

1st Floor

504 Victoria Street

North Melbourne

Phone 9328 1885

Tram route: 57

- free legal advice
- case work

Monday – Friday: 9am-5pm

Drop-in service:

Friday: 1pm – 2pm

Evening drop-in service:

Tuesday at 6:30pm

Ozanam House, 268

Abbotsford Street, North

Melbourne, Wednesday
11.30am.

NORTH YARRA COMMUNITY HEALTH

Located at 4 sites:

**75 Brunswick Street
Fitzroy
Phone 9411 3555**

Monday to Friday 9am-6pm
Saturday 9am – 12pm

Provides a broad range of
health and welfare services

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

- aboriginal Engagement
worker available
- café meals program for
homeless people
- drop-in social
work/counselling sessions
- dental services for
homeless people and for
people with drug and/or
alcohol issues – phone

dental reception on 9411
3505

- showers
- needle and syringe
program

**365 Hoddle Street
Collingwood
Phone 9411 4333**

Monday to Friday 8.30am-
6pm

Saturdays 9am-12noon

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

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

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

- broad range of allied
health and counselling
services
- drop-in social
work/counselling sessions
- needle and syringe
programs
- psychiatric disability
support

**Drug Safety Services
4 Johnston Street
Collingwood
Phone 9468 2800**

Monday, Tuesday,
Wednesday, Friday 10.30 am-
5.45pm
Thursday 12pm-5.45pm

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

Services include:

- doctors
- drug and alcohol
counseling
- nursing
- breakfast program
- phone, shower and
laundry facilities
- advocacy, support and
referral

- needle and syringe
program

www.nych.org.au

Open Family Australia

Level 1
75 Crockford Street
Port Melbourne
Phone 8698 6700
24-hour outreach for young
people 12-25 years,
accommodation referral,
drug and alcohol referral, legal
advice referral and
recreational activities.

The 'Chatter Box Bus'
operates from 8pm-12pm/1am
from Alexandra Gardens
(opposite the Arts Centre and
also skatepark). It then
proceeds to Peanut Reserve
(St.Kilda) and serves drinks
and toasted sandwiches on
Wednesday, Friday and
Saturday nights.

www.openfamily.com.au

Orygen Youth Health

35 Poplar Road
Parkville
Phone 9342 2800

Phone 1800 888 320 (24 hour new referrals)

Tram route: 55

Western and North-Western suburbs

For 15-24 year olds mental health services

- counselling
- education
- groups programs

www.orygen.org.au

Ozanam Community Centre
268 Abbotsford Street
North Melbourne
Phone 9329 6733

Tram route: 57

Weekdays 9am-2:30pm

- breakfast – daily between 9.15 am-10am
- lunch – daily between 12noon-1pm.
- laundry
- shower
- health services
- dentist
- drug and alcohol counselling

- doctor and nurse
- therapeutic groups
- centrelink
- North Melbourne legal services

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

www.vinnies.org.au

Ozanam House
179 Flemington Road
North Melbourne
Phone 9329 5100

Tram route: 55, 57, 59

- crisis accommodation for men over the age of 18
- accommodation referral
- food (3 meals to residents)
- laundry (\$1 operation charge for residents)
- legal service (Tues 10am-12noon)
- centrelink services (Thursday 9:30am-11.30am)
- free legal advice and assistance provided by PILCH Homeless

Persons' Legal Clinic
Tuesdays 10am-12noon

Crisis accommodation centre houses men over 18 years of age. The cost is \$20 (or \$13 if on youth allowance) per night or \$280 (or \$182 if on youth allowance) per fortnight.

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

Phone 9304 0100
Freecall: 1800 618 468 (Monday to Friday 9am-5pm).

www.vinnies.org.au/vic

PILCH Homeless Persons' Legal Clinic

Level 17
461 Bourke Street
Melbourne
Freecall: 1800 606 313

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

Legal advice is provided at the PILCH office and at a number of outreach clinics within the City of Melbourne:

The Big Issue
148 Lonsdale Street,
Melbourne
Friday 2pm – 3pm

Flagstaff Crisis Accommodation
9 Roden Street, West
Melbourne
Tuesday 1pm-2pm

Hanover Southbank
Appointment only
52 Haig Street, Southbank
Wednesday 1.15pm-3pm

Homeground Services
Appointment only
1A/68 Oxford Street,
Collingwood
Thursday 12pm-2pm

Ozanam House
Appointment only
179 Flemington Road, North
Melbourne
Tuesday 10am-12noon

Salvation Army Life Centre
69 Bourke Street, Melbourne
Tuesday 1pm-2pm

Urban Seed (Credo Café)
174 Collins Street, Melbourne
Tuesday 12noon-1pm

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

www.pilch.org.au

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

Norwood Street
Flemington
Phone: 0433 781 069

Tram route: 57

Train route: Newmarket (Broadmeadows Line)

Open Tuesdays: 10am – 1pm

- coffee, conversation, clothes, blankets, books, etc. every Tuesday.
- food relief is also available on the 1st and 3rd Tuesdays of each month.

Quin House

38-40 George Street
Fitzroy
Phone 9419 4874

Tram route: 86

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

\$154 per week includes all meals and the case management worker. Quin House accommodates men over 21 years. There is an abstinence-based program with referral through the withdrawal services.

www.svdp-vic.org.au

Rosie's Bus

Wednesdays & Fridays
8.30pm-10.30pm

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

RDNS Homeless Person's Program

Phone 1300 334 455

- health services

Royal Melbourne Hospital

Grattan Street Parkville
Phone 9342 7000

Tram route: 19, 55, 59, 68

- outpatients' emergency service

Royal Victorian Eye & Ear Hospital

32 Gisborne Street
East Melbourne
Phone 9929 8666

Tram route: 31, 109, 112

- outpatients' emergency service

Royal Women's Hospital

20 Flemington Road
Parkville
Phone 8345 2000

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

- outpatients' emergency service

Sacred Heart Mission

87 Grey Street
Street. Kilda
Phone 9537 1166

Tram route: 16, 96

- lunch 11.45am-1.15pm
- meeting place – free tea, coffee and toast 8.30am-10.30am
- op shop
- clothing vouchers
- showers
- laundry
- accommodation referral

Sacred Heart has a safe house for women who are sex workers or have drug or alcohol addictions. Open to people on low incomes in the City of Port Phillip area.

ww.sacredheartmission.org

Salvation Army Family Support Services

69 Bourke Street
Melbourne
Phone 9653 3213

- material aid assistance (Monday-Friday 10am-12noon)
- blankets
- showers
- counselling referral
- free legal advice and assistance provided by PILCH Homeless

Persons' Legal Clinic
Tuesdays 12.30pm-2pm

Life Centre: Monday,
Wednesday, Thursday &
Friday: (9.00am-2pm)
Tuesday: 9am – 12pm.
Breakfast: 9.30am – 10.30am
(Free). Lunch: 12.15pm –
12.45pm (Free)

The Brunswick (9387 6746)
and Richmond (9429 1576)
offices are the two closest of
the other seven regional
Salvation Army offices.

www.salvationarmy.org.au

Salvation Army - Project 614
69 Bourke Street
Melbourne
Phone 1800 COMMUNITY or
1800 266 686 489

- 24/7 Melbourne's Road Home has one primary goal that is to end homelessness for persons sleeping rough in and around the Melbourne CBD.
- 24/7 Melbourne's Road Home is contactable 24 hours a day 7 days a week.

- 24/7 Melbourne's Road Home accepts referral from police, ambulance, business owners and the general community.

Salvation Army Open Door
166 Boundary Road
North Melbourne
Phone 9329 6988

Tram route: 57

- accommodation (transitional)
- laundry

Transitional accommodation (3 to 6 months) for homeless men who are over 18 years for \$294.00 per fortnight, including three meals per day. Generally, you need to have been referred by a crisis accommodation unit to be accepted.

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

Wednesday, Friday and
Sunday 11am-2pm

- food (coffee and biscuit for a \$1 donation)
www.stfrancismelbourne.org

St. Mark's Community Centre

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

Tram route: 112, 86

- food parcels on Mondays, Wednesdays and Fridays between 12pm-3:30pm
- drop in centre on Mondays, Wednesdays and Fridays 12pm-4pm free tea and coffee
- showers
- washing machine & dryer for the homeless
- toiletries
- telephone

St. Mark's provides services to single and couples with a healthcare or pension card. St. Mark's will pay up to 5 PBS prescriptions per month for the homeless – but not for methadone.

St. Mary's House of Welcome
165-169 Brunswick Street
Fitzroy
Phone 9417 6497

Tram route: 112

Monday, Tuesday, Thursday & Friday 8:30am-3:30pm
Wednesday 8:30am-1.30pm
Saturday 8:30am-1.30pm

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

Free breakfast at 8.45am - 9.45am.

Free morning tea at 10.30am. (Every day).

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

Sit down two-course lunch 12:00pm -1.00p.m (cost by donation).

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

www.smhow.org.au

St. Vincent's de Paul

121 Johnson Street
Collingwood
Phone 9417 4559
Bus route: 200, 201, 203, 205, 207

Weekdays 9am-5pm

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

Call Head Office on 9895 5800 for help in finding your nearest branch.

St. Vincent de Paul Youth Outreach Support Service

195 Flemington Road
North Melbourne
Phone 9321 2912

Tram Route: 55, 57, 59

- outreach housing support for young people.

Outreach housing support services for homeless young people between the ages of 16 and 25 years.

www.svdp-vic.org.au

St. Vincent's Emergency Department

41 Victoria Parade
Fitzroy
Phone 9288 4365

Tram route: 24, 42, 88, 89, 96, 109

Outpatients' emergency service

Stopover Youth Services

Phone 9347 0636

- short crisis accommodation
- advocacy and general support
- referral

Housing support program offered for 15-25 year old homeless young people. Six single rooms (including meals)

are available for stays of up to six weeks at a cost of 20 percent of one's income. Young people will require youth work support.

Stream Four Personal Support Program

197 Flemington Road
North Melbourne
Phone 9321 2933

Tram route: 55, 57, 59

- employment support

Support program for people who have been long term unemployed and who have barriers to employment.

www.svdp-vic.org.au

The Alfred

Commercial Road
Melbourne
Phone 9076 2000

Tram route: 72

- acute medical and surgical hospital services
- inpatient and outpatient treatment including geriatric medicine

- centre for heart-lung transplants and treatment of trauma, HIV/AIDS, hemophilia and adult burns
- after-hours emergency and casualty services

www.alfred.org.au

The Big Issue Australia

148 Lonsdale Street
Melbourne
Phone 9663 4733

"The independent street magazine sold by homeless and unemployed people."

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

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

www.bigissue.org.au

The Drum Youth Services

Ground Floor
150 Palmerston Street
Carlton
Phone 9347 3600
Tram route: 1, 8

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

www.ds.org.au

Travellers' Aid

Southern Cross Station
Under the Bourke Street
Bridge near platforms 1 & 2
Phone 9670 2072

7am to 10pm

- free assistance to frail, infirm, elderly, disabled,

visually or movement impaired customers to ensure swift, confident and safe passage throughout Southern Cross Station

- clean and accessible rest rooms, baby change facilities, showers and a family friendly resting space
- for travellers in crisis, recommendations of affordable accommodation, relief agencies and emergency relief assistance (Monday to Friday: 9.30am-2pm Saturday & Sundays: 12pm – 4pm).

www.travellersaid.org.au

Turning Point Drug & Alcohol Centre

54-62 Gertrude Street
Fitzroy
Phone 8413 8444

Tram route: 86, 96

- initial assessment by telephone or face to face
- Information and advice on treatment options

- referral to other alcohol and drug services or health and welfare agencies
- pharmacotherapy
- specialist interventions for methamphetamines
- individual and group counselling
- home-based withdrawal
- forensics client service
- acquired brain injury clinical consultation
- mental health interventions
- needle and syringe program (NSP)

All services are free except medications.

www.turningpoint.org.au

Victoria Legal Aid

350 Queen Street
Melbourne
Phone 9269 0234

- legal advice
- public library

There are no fees for appointments.

www.legalaid.vic.gov.au

Victoria Police

637 Flinders Street
Melbourne
Phone 9247 6666
Open 24 hours

226 Flinders Lane
Melbourne
Phone 9637 1100
Open 24 hours

330 Drummond Street
Carlton
Phone 9347 1377
Open 24 hours

Provides general policing, community assistance along with crime fighting for the Victorian community.

www.police.vic.gov.au

Victorian Aboriginal Health Service

186 Nicholson Street
Fitzroy
Phone 9419 3000

Tram route: 96

- health services
- psychiatric services

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

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

www.vaahs.org.au

Victorian Aboriginal Legal Service Cooperative

6 Alexandra Parade
Fitzroy
Phone 9419 3888
Free call 1800 064 865

Tram route: 96

- legal services

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

www.vals.org.au

Vietnamese Welfare Resource Centre

58 Holland Court
Flemington
Phone 9376 4646

Tram route: 57

*Providing assistance to Vietnamese community members that have lived in Australia for **less than 5 years.***

- domestic violence support
- short term and crisis accommodation
- legal advice
- young Vietnamese women's support group
- settlement issues for new arrivals from Vietnam

www.jss.org.au

Waratah Clinic

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

Tram route: 59

- psychiatric services

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

William T Onus Hostel

75 Westgarth Street
Northcote
Phone 9489 6701

Tram route: 86

- temporary accommodation for indigenous people (fees apply)

Wintringham

136 Mt. Alexander Road
Flemington
Phone 9376 1122

Tram route: 59

- residential Care
- outreach – support and accommodation referral
- housing – nursing home, independent living units and long term housing support

- community care packages – home based care, support and case management

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

www.wintringham.org.au

WIRE Women's Information Centre

Ground Floor
210 Lonsdale Street
Melbourne
Phone 9921 0878
1300 134 130 (Support, information & Referral)
Monday – Friday: 9am – 5pm.

- free support and referrals for women by women
- women leaving a violent relationship to coping with depression to everything in between
 - support finding work, education or training
 - free computer access

- free computer classes
- free seminars

www.wire.org.au

Women's Health West

317-319 Barkly
Street, Footscray, 3011
Phone 03 9689 9588
Fax 03 9689 3861

Train line: Sydenham,
Werribee or Williamstown
Lines

*Bus routes: 216, 219, 220,
410, 472*

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

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

All services are free and

confidential.

www.whwest.org.au

Women's Housing Limited

Suite 1, Level 1
21 Cremorne Street
Richmond
Phone 9412 6868

Weekdays 9am-5pm

- medium term accommodation for women
- tenancy assistance
- housing information and referral

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

www.womenshousing.com.au

Young People's Health Service

19 King Street
Melbourne
Phone 9611 2409

Weekdays 12noon - 5pm

- health services (free for 12-22 year olds)

- provides support, information and treatment on general health, drug and alcohol, sexual and mental health issues.

www.cah.org.au.

Youth Substance Abuse Service

Level 1
131 Johnston Street
Fitzroy
Phone 9415 8881

Tram route: 112

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

This service is for young people aged between 12 and 21 years.

www.ysas.org.au

Youth Unlimited

12 Gower Street
Kensington
Phone 8378 1600

Train line: Broadmeadows

Bus route: 402

You can ask to speak to a male or female youth worker.

Service is based at Doutta Galla Community Health Centre

- social support
- advocacy and referral
- youth arts programs
- youth recreational activities
- school-based programs
- groups for young men and women
- Male or female youth worker available.

www.doutta.org.au

List of agencies

Helping Out Organisations	Food	Accommodation	Health Services/Pharmacy	Hospitals/Emergency	Dentistry	Clothes and Blankets	Showers/Laundry	Drug and Alcohol	Needle Exchange	Counselling and Psychiatric	Legal/Financial Advice	Travel Assistance	Employment Assistance	Tenancy Assistance
Aboriginal Family Violence Prevention and Legal Service										X	X			
Aboriginal Hostels Ltd		X												
Action Centre			X							X				
Adult Outreach Support Services		X												
AI-ANON Family Groups								X						
Alcoholics Anonymous Victoria								X						
Anglicare Victoria – Lazarus Centre						X	x							
Anglicare Victoria – St Peter's East Melbourne	X													
Australian College of Optometry			X											
Boomerang Club										X				
Brotherhood of St Laurence Coolibah Centre	X	X	X				X			X				
CASA House (Centre Against Sexual Assault)			X							X	X			
CENTRACARE/Mary of the Cross Centre								X		X				
Centrelink											X		X	X

Helping Out Organisations	Food	Accommodation	Health Services/Pharmacy	Hospitals/Emergency	Dentistry	Clothes and Blankets	Showers/Laundry	Drug and Alcohol	Needle Exchange	Counselling and Psychiatric	Legal/Financial Advice	Travel Assistance	Employment Assistance	Tenancy Assistance
Church of All Nations	X													
Clarendon Clinic										X				
De Paul House							X							
Doutta Galla Community Health Service			X		X					X				
Fitzroy Legal Service											X			
Flagstaff Crisis Accommodation			X	X				X		X				
Flemington & Kensington Community Legal Centre											X			X
Foot Patrol									X					
Frontyard Youth Services		X	X							X	X		X	
George Wright Shelter		X												
GROW										X				
Hanover Fitzroy		X	X			X								
Hanover Southbank		X	X				X							
Hare Krishna Temple	X													
Homeground Services		X												X
Homeless Advocacy Service (HAS)											X			
Inner West Outreach Service (IWOS)								X	X					

Lady Gladys Nicholls Hostel	x	x												
Living Room Primary Health Service			x						x					
McAuley Community Services for Women - Regina Coeli Community		x	x											
Matthew Talbot Soup Van	x													
Melbourne Counselling Service									x	x				
Melbourne Mobility Centre												x		
Melbourne Sexual Health Centre			x					x	x					
North Melbourne Legal Service											x			
North Yarra Community Health			x			x	x	x	x					
Open Family Australia		x					x				x			
Orygen Youth Health			x							x				
Ozanam House	x	x				x								
PILCH Homeless Persons' Legal Clinic											x			
Presbyterian and Scots' Church Joint Mission (The Flemington Mission)	x					x								
Quin House		x						x						
Rosie's Bus	x													
Ozanam Community Centre	x		x		x		x	x		x				
RDNS Homeless Person's Program			x											
Royal Melbourne Hospital				x										

Royal Victorian Eye & Ear Hospital				X										
Royal Women's Hospital				X										
Sacred Heart Mission	x	x				x	x							
Salvation Army Family Support Services	x					x	x			x				
Salvation Army Open Door		x					X							
Salvation Army – Project 614		x					x							
St. Francis Pastoral Care	X													
St. Mark's Community Centre	x						X							
St. Mary's House of Welcome	x	x	x				x	x		x				
St Vincents de Paul						x								
St Vincents de Paul Youth Outreach Support		x												
St. Vincents Emergency Department				x										
Stopover Youth Services	x	x												
Stream Four Personal Support Program													X	
The Alfred Hospital				X										
The Big Issue Australia													x	
The Drum Youth Services										x			X	

Travellers' Aid - Southern Cross Station							x						X	
Turning Point Drug & Alcohol Centre			x					x	x	X				
Victoria Legal Aid												X		
Victoria Police														
Victorian Aboriginal Health Service			x		x			x		X				
Victorian Aboriginal Legal Service Cooperative												X		
Vietnamese Welfare Resource Centre		X								x	x			
Waratah Clinic										X				
William T. Onus Hostel		X												
Wintringham		x	x											
WIRE Women's Information Centre													x	
Women's Housing Limited		x												x
Young People's Health Service			x											
Youth Substance Abuse Service		x						x						
Youth Unlimited			x							x				