Homelessness Access Point Services in Melbourne’s north and west

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|  | **SERVICES** | **PHONE**  **NUMBER** | **ADDRESS** |
| **Northern and Western Metropolitan Melbourne Homelessness Access Points** | | | |
| **North** | Haven Home Safe | (03) 9479 0700 | 52-56 Mary Street, Preston |
| Launch Housing | (03) 9288 9611 /  1800 048 325 | 68 Oxford Street, Collingwood |
| VincentCare Victoria, Northern Community Hub | (03) 9304 0100 | 175 Glenroy Road, Glenroy |
| West | Unison  [iap@unison.org.au](mailto:iap@unison.org.au) | (03) 9689 2777 | 112-122 Victoria Street, Seddon |
| Unison outpost: Werribee  iapwerribee@unison.org,.au | (03) 9216 0300 | *Level 1, 1-3 Watton St, Werribee* |
| Western Metro Homelessness Service  [sunshine.IAP@salvationarmy.org.au](mailto:sunshine.IAP@salvationarmy.org.au) | (03) 9313 4300 at 9am to make an appointment | 6/147 Harvester Road, Sunshine |
| *Salvation Army outpost: Melton* | (03) 9313 4300 at 9am to make an appointment |  |
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| **Northern & Western Metropolitan Melbourne Family Violence Entry Points** | | | |
| **North** | **The Orange Door (TOD)**  Provides support to:   * Adults, young people and children who have experienced family violence * People seeking support with their use of family violence * People seeking support with the wellbeing of their children and/or young people.   Clients must be residents of, or have attachment to, the Local Government Areas (LGAs) of:   * HMA – Hume and Moreland * NEMA: Banyule, Darebin, Nillumbik. Yarra and Whittlesea.   \* Male family violence victim/survivors can access support through Merri Health – Northern Metropolitan Victims Assistance Program. What does the Orange Door provide? TOD provides Intake & Assessment for family violence and child wellbeing referrals (except Male AFMs). This includes:   * Comprehensive Risk Assessment (MARAM) and Child Wellbeing Assessment * Emotional support * Safety planning * Brief, targeted intervention * Crisis response- brokerage and access to crisis accommodation * Allocations to Family Violence and Family Services case management * Allocations to male perpetrators Men’s Behavioural Change Program & case * management * Referrals to broader service sectors/universal services * Secondary consultation. | | * **TOD HMA: Ph: 1800 271 151**   The primary site for TOD Hume Moreland is located at: 1093 Pascoe Vale Rd, Broadmeadows VIC 3047.  Access points are located at:  33 Macedon St Sunbury,  21 Victoria St Coburg and Craigieburn.  TOD Hume Moreland is operational during standard business hours – Monday - Friday 9am - 5pm, excluding public holidays.  <https://orangedoor.vic.gov.au/>   * **TOD NEMA: Ph: 1800 319 355**   The primary site for TOD NEMA is located at: 56 Burgundy St, Heidelberg 3084.  TOD NEMA is operational during standard business hours – Monday - Friday 9am-5pm, excluding public holidays.  <https://orangedoor.vic.gov.au/> |
| **West** | **GenWest**  GenWest assists women and children affected by family violence in the western metropolitan region of Melbourne.  Outreach support workers provide free face-to-face or telephone support by giving you information and assistance that may help you decide for yourself what to do.  Link to ‘My Safety Plan’ booklet:  whwest.org.au/wp-content/uploads/2012/05/Safety\_ Plan2.pdf | | Ph: (03) 9689 9588  Website: [Home | GenWest | Gender Justice and Change | Genwest](https://www.genwest.org.au/?msclkid=3fc5e969d01011ecb9029fc05a31b5e8) |

Statewide Homelessness Access Points

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| **St Kilda Crisis Centre/Homelessness 24 hour phone line** | 1800 825 955  Free call from most mobile providers | Transfers calls to the closest access point during the day and provides a crisis response overnight |
| **Safe Steps Family Violence Response Centre**  24-hour family violence response line for women and children experiencing family violence. You can contact Safe Steps if a woman is in immediate danger, otherwise it is best to contact Berry Street or Women’s Health West for a local response.  Safe Steps is the referral point in to the women’s refuges. | Ph: (03) 9322 3555 or  toll free 1800 015 188 (not free from mobile)  Website: [www.safesteps.org.au](http://www.safesteps.org.au/) | Phone access only  – 24 hours, providing online support and referral to family violence services |
| **Frontyard Melbourne Youth Support Service**  Melbourne Youth Support Service (MYSS) is a statewide homelessness access point service for young people aged from 16 to 24 years, providing information, short term support and referral for young people who are homeless or at risk of homelessness.  MYSS is based at Frontyard Youth Services in the CBD with a range of co-located youth services including health, law and education programs. | Ph: (03) 9614 3688  Website: [http://www.](http://www/)  melbournecitymission.org. au/services/homelessness- justice/young-people-25- years/ | 19 King Street, Melbourne Mon-Fri,  9am-8pm  Weekends and Public Holidays 10am-6pm |
| **Women’s Housing Ltd**  Provides housing information, transitional and long term housing for women. | Ph: (03) 9412 6868  womenshousing.com.au | Suite 1, Level  1, 21 Cremorne Street, Cremorne |
| **IA&P workers in prisons and Youth Justice IA&P**  Initial assessment and planning (IA&P) workers are funded to support people exiting prison and leaving Youth Justice Centres.  **Link to Protocols supporting these arrangements:**  [http://www.nwhn.net.au/admin/file/content2/c7/Final%2](http://www.nwhn.net.au/admin/file/content2/c7/Final%20Prison%20Exit%20Protocol%20June%2010_1424218150425_1540035913942.pdf) [0Prison%20Exit%20Protocol%20June%2010\_142421](http://www.nwhn.net.au/admin/file/content2/c7/Final%20Prison%20Exit%20Protocol%20June%2010_1424218150425_1540035913942.pdf) [8150425\_1540035913942.pdf](http://www.nwhn.net.au/admin/file/content2/c7/Final%20Prison%20Exit%20Protocol%20June%2010_1424218150425_1540035913942.pdf)  **and**  [http://www.nwhn.net.au/admin/file/content2/c7/Youth%](http://www.nwhn.net.au/admin/file/content2/c7/Youth%20Justice%20access%20to%20HSS%20protocol%20250814.pdf) [20Justice%20access%20to%20HSS%20protocol%202](http://www.nwhn.net.au/admin/file/content2/c7/Youth%20Justice%20access%20to%20HSS%20protocol%20250814.pdf) [50814.pdf](http://www.nwhn.net.au/admin/file/content2/c7/Youth%20Justice%20access%20to%20HSS%20protocol%20250814.pdf) |  | You can access the Youth Justice Homelessness Assistance Service through the VincentCare Northern Hub on: Ph: (03) 9304 0100 |