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 4700 at 9am to make an appointment | 6/147 Harvester Road, Sunshine (Moving soon)  34 Devonshire Rd, Sunshine |
| *Salvation Army outpost: Melton* | (03) 9313 4700 at 9am to make an appointment |  |
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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 |