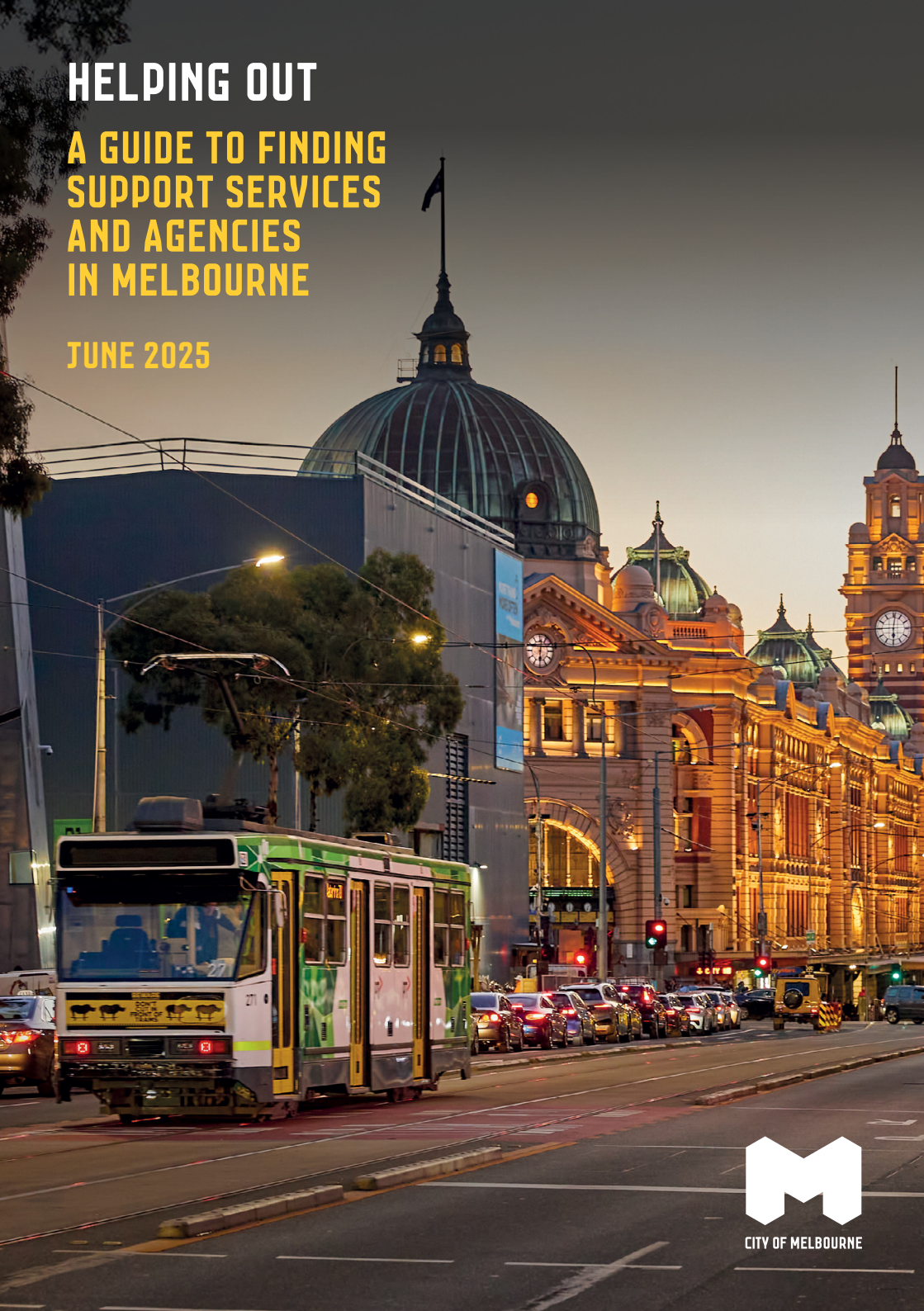


# HELPING OUT

## A GUIDE TO FINDING SUPPORT SERVICES AND AGENCIES IN MELBOURNE

JUNE 2025



CITY OF MELBOURNE

The Helping Out Guide is a comprehensive list of free and low cost services from more than 90 organisations in the central city and surrounding suburbs. The agencies listed offer many types of support and services. These include:

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

The City of Melbourne updates this information periodically to make sure the service details are as accurate as possible. Information included in this guide was correct at time of publication (June 2025).

## **How to use the Helping Out Guide**

This guide is arranged into eight 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.

**Visit [www.melbourne.vic.gov.au/helping-out-guide](http://www.melbourne.vic.gov.au/helping-out-guide) for an electronic version of this booklet.**

## **Acknowledgment of Traditional Owners**

The City of Melbourne respectfully acknowledges the Traditional Owners of the land we govern, the Wurundjeri Woi-wurrung and Bunurong / Boon Wurrung peoples of the Kulin Nation and pays respect to their Elders past and present. We acknowledge and honour the unbroken spiritual, cultural and political connection they have maintained to this unique place for more than 2000 generations.

We accept the invitation in the Uluru Statement from the Heart and are committed to walking together to build a better future.

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.org.au**

Justice Connect Homeless Law  
**justiceconnect.org.au/our-services/  
homeless-law**

The Victorian Equal Opportunity  
and Human Rights Commission  
**humanrights.vic.gov.au**

VicEmergency real-time  
emergency information  
**emergency.vic.gov.au**

VCOSS (Victorian Council  
of Social Services)  
**vcoss.org.au**

Department of Health  
**health.vic.gov.au**

Department of Families,  
Fairness and Housing  
**dffh.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 12 78**

DirectLine  
(24-hour drug and  
alcohol counselling)  
**1800 888 236**

Gambling Help Online  
**1800 858 858**

Kids Helpline  
**1800 551 800**

Lifeline  
(24-hour crisis counselling)  
**13 11 14**

Maternal and Child Health Line  
**13 22 29**

MensLine Australia  
**1300 789 978**

Launch Housing  
**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)  
**8326 7100 or 1300 134 130**

Ask Izzy is an A-Z directory that helps people who are experiencing, or at risk of experiencing homeless, to find the services they need, right now and nearby. It's free and lists more than 350,000 different services Australia-wide that can help with housing, free meals, health services, counselling, legal help and addiction help. Ask Izzy is available on phones, tablets and computers. Visit Ask Izzy **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 extreme weather conditions can reduce health issues caused by these events.

**[www.emergency.vic.gov.au](http://www.emergency.vic.gov.au)** is the primary website for fire and flood warnings, mapping all emergency incidents in Victoria. We advise checking more than one source for emergency warnings.

## **Heat health alerts**

Once the temperature reaches 30C, the incidence of heat-related illnesses increase substantially. When Melbourne is forecasted to exceed this temperature, the Department of Health releases a heat health alert.

## **What does the City of Melbourne do when a heat health alert has been issued?**

We notify service providers, agencies and established community organisations who help people experiencing homelessness when a heat health alert has been issued. Ask your local community service about what kinds of extreme weather support is 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**

## **8. ABORIGINAL AND TORRES STRAIT ISLANDER SUPPORT SERVICES**

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# 1. HOMELESSNESS ACCOMMODATION

(Including rental assistance and housing pathways/applications)

## Better Health Network (BHN) Housing and Homeless Services

Phone: 132 246 (132 BHN)

Services are provided within the community Monday to Friday 9am-5pm.

Anyone experiencing homelessness in the community can access homeless outreach services.

Our trained and experienced outreach workers in the Community Connections Team work with people who are homeless by:

- Working with you in your environment
- Connecting you with other services and support
- Applying for or maintaining housing
- Assisting you with health and family issues.

We also offer support and services for people living in Supported Residential Service facilities and an Older Person's High Rise Support Program in public housing estates in Albert Park, St Kilda and Prahran.

Visit Better Health Network  
[bhn.org.au/services/physical-health/housing-homeless/](https://bhn.org.au/services/physical-health/housing-homeless/)


## Flagstaff Crisis Accommodation

9 Roden Street, West Melbourne

Phone: 9329 4800

Access to vacancies is only through Launch Housing

Phone: 1800 825 955

 Tram number: 57

Services include:

- supported accommodation
- health services
- psychiatric referral
- drug and alcohol referral
- recreation, training and employment programs.

Accommodates men aged over 18. Nightly accommodation cost varies, dependent on income.

Accommodation includes:

- three meals per day for residents
- communal areas and IT access
- laundry facility for residents.

Visit Salvation Army  
[salvationarmy.org.au](https://salvationarmy.org.au)


## Frontyard Youth Services

19 King Street, Melbourne

Phone: 9977 0077

Free call: 1800 800 531

Email: [frontyard@mcm.org.au](mailto:frontyard@mcm.org.au)

 Tram number: City Circle, 70, 75  
(stop 2 Melbourne Aquarium)

Monday to Friday: 9am – 8pm

Saturday, Sunday and public holidays:  
10am – 6pm

A drop-in centre for young people at risk of, or experiencing, homelessness, Frontyard is a state-wide service that provides a range of free programs to young people aged 16 to 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 Melbourne City Mission

[mcm.org.au](http://mcm.org.au)


## Launch Housing

68 Oxford Street, Collingwood

Phone: 9288 9611

Free call: 1800 825 955

Email: [info@launchhousing.org.au](mailto:info@launchhousing.org.au)

 Tram number: 86

Monday to Friday: 9am – 4pm

Homelessness Access Point for Melbourne  
CBD & City of Yarra.

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](http://launchhousing.org.au)

## Ozanam House

179 – 191 Flemington Road, North Melbourne

Phone: 8327 7400 or 8327 7500

Email: [vincentcare@vincentcare.org.au](mailto:vincentcare@vincentcare.org.au)

 Tram number: 55, 57, 59

Monday to Friday: 8am – 1pm,  
closed weekends and public holidays

Ozanam House is a purpose-built homeless hub with an incorporated health clinic and support services for people aged 18 years and over. The team of staff, volunteers and peer support workers provide safe and supportive health and wellbeing programs. They can help you in accessing the centre and its services:

- health and treatment hub
- social supports and services
- housing support
- O Café
- IT Hub
- safe spaces for LGBTIQ+ people and female-identifying people experiencing homelessness
- recreation room
- showers
- laundry
- storage.


Visit Vincent Care Victoria  
[vincentcare.org.au](http://vincentcare.org.au)

## Quin House

38 – 40 George Street, Fitzroy

Phone: 9419 4874

Email: [quinhouseintake@vincentcare.org.au](mailto:quinhouseintake@vincentcare.org.au)

 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](http://vincentcare.org.au)

## **Sacred Heart Mission**

87 Grey Street, St Kilda

Phone: 9537 1166

Email: [info@sacredheartmission.org](mailto:info@sacredheartmission.org)



Tram number: 16, 96

Monday, Tuesday and Thursday:

8.30am – 12.30pm and 1pm – 4pm

Wednesday: 8.30am – 4.30pm

Friday 8.30am – 12.30pm and 1pm – 2.30pm

Services currently include:

- housing applications and referrals
- support with family violence, substance use issues, physical and mental health concerns, financial and legal matters, and social and life skills
- information, advocacy and support.

Drop-ins are welcome.

Visit Sacred Heart Mission

[sacredheartmission.org](http://sacredheartmission.org)

## **Safe Steps Family Violence Response Centre**

Phone: 9928 9600

Phone: 1800 015 188, 24/7 phone service, all calls are recorded and will be answered by a Family Violence Crisis Specialist.

Email: [admin@safesteps.org.au](mailto:admin@safesteps.org.au) or [safesteps@safesteps.org.au](mailto:safesteps@safesteps.org.au)

A Victoria-wide not-for-profit service for women and children experiencing violence and abuse from a partner or ex-partner, another family member or someone close to them.

Visit Safe Steps

[safesteps.org.au](http://safesteps.org.au)

## **St Kilda Uniting Engagement Hub**

101 Carlisle Street, St Kilda

Phone: 9525 5478

Train station: Balacalva Train Station (5 minute walk)



Tram number: 3, 16, 78

Monday to Friday: 9am – 2pm

Free breakfast from 9am – 10.30am

Free lunch from 12pm – 1pm

A daily centre for regular interaction provides a secure and supportive environment for individuals grappling with mental health diagnoses and facing challenges such as homelessness, financial struggles, disadvantage, or complex traumas, hindering their social inclusion and participation. On-site, a dedicated team of Mental Health Support Workers is available to provide assistance to participants.

Services include:

- referral and advocacy services for housing, dental, optometry and NDIS connection
- access to shower and laundry facilities & fortnightly visits from a nurse and barber
- limited material aid, including clothing and take-away meals
- group activities fostering social connections, such as gardening, trivia, karaoke, music, drama, meditation, and BBQ outings.


Eligibility is open to all individuals aged 18 and above living with a mental health diagnosis. The centre operates on a drop-in basis, and registration packs can be obtained from one of our Mental Health Support Workers between 9.00am and 2.00pm, Monday to Friday. For referral, individuals can either visit the Engagement Hub directly, receive referral documents, and have a practitioner (e.g., GP, psychiatrist, psychologist, case manager) complete the necessary paperwork, confirming their diagnosis. Visit St Kilda Uniting Engagement Hub [unitingvictas.org.au/locations/st-kilda-101-carlisle-st](http://unitingvictas.org.au/locations/st-kilda-101-carlisle-st)

## St Mary's House of Welcome

165 – 169 Brunswick Street, Fitzroy

Phone: 9417 6497

Email: [operations@smhow.org.au](mailto:operations@smhow.org.au)

 Tram number: 11

Monday to Friday:

- 8.15am – 3pm, showers
- 8.30am – 10am, breakfast
- 10.30am – 12pm, tea and coffee in the courtyard
- 12pm – 12.45pm, lunch – first sitting
- 12.45pm – 1.30pm, lunch – second sitting
- 1.30pm – 3pm, programs and activities

Services include:

- meals program (including breakfast and lunch every weekday and emergency food hampers)
- showers with towels and toiletries
- drugs and alcohol information and referral
- homelessness information and referral
- emergency relief
- comprehensive social inclusion program
- programs and activities for people with psychosocial disability
- health and wellbeing services
- preferred provision of various NDIS services
- mail collection
- Centrelink onsite every Tuesday morning.

Visit St Mary's House of Welcome


[smhow.org.au](http://smhow.org.au)

## The Open Door

166 Boundary Road, North Melbourne

Phone: 9329 6988 or 9313 2650

Access to vacancies is only through Launch Housing. Phone 1800 825 955

 Tram number: 57

Services include:

- supported accommodation
- health services
- psychiatric referral
- drug and alcohol referral
- recreation, training and employment programs.

Accommodates men aged over 18.

Nightly accommodation cost varies, dependent on income.

Accommodation includes:

- three meals per day for residents
- communal areas and IT access
- laundry facility for residents.

Visit Salvation Army

[salvationarmy.org.au](http://salvationarmy.org.au)



## **Wintringham**

136 Mt Alexander Road, Travancore

Intake and service information line:

9034 4824

Email: [intake@wintringham.org.au](mailto:intake@wintringham.org.au)



Tram number: 59

Wintringham is a specialised non-religious not-for-profit welfare organisation that provides quality care, accommodation and support services to people aged 50 and over who have limited financial resources, and are either experiencing or at risk of homelessness.

Services include:

- outreach – access to support services and accommodation referrals
- residential aged care – accommodation, meals, recreation, personal care and nursing provided 24 hours a day
- housing – independent living units, with long-term housing and tenancy support
- community care – Home Care Package provider. Services include case management, personal care, domestic duties, recreation and support to promote wellbeing in your home
- NDIS – support and case management for National Disability & Insurance Scheme participants.

Visit Wintringham

**[wintringham.org.au](http://wintringham.org.au)**

## **Women's Housing Limited**

Suite 1, Level 1, 21 Cremorne Street, Cremorne

Phone: 9412 6868

Email: [info@womenshousing.com.au](mailto:info@womenshousing.com.au)

Train station: East Richmond Train Station or Richmond Train Station

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](http://womenshousing.com.au)**

## 2. SERVICES FOR WOMEN

### **CASA House (Centre Against Sexual Assault)**

Level 3, Queen Victoria Women's Centre,  
210 Lonsdale Street, Melbourne

Intake crisis line: 9635 3610, available 24/7

Admin line: 9635 3600

Email: [casa@thewomens.org.au](mailto:casa@thewomens.org.au)

Monday to Friday 9am – 5pm

CASA House is one of 15 sexual assault services throughout Victoria, funded by the state government to provide services to adult victim survivors. CASA House is part of the Royal Women's Hospital.

Services include:

- individual counselling and advocacy for people of all genders
- crisis support for adult victim survivors of recent sexual assault
- information and support for people supporting victim survivors
- support groups and trauma sensitive yoga
- community education and professional development
- secondary consultation for professionals.

Visit CASA House

[casahouse.com.au](http://casahouse.com.au)

### **Council of Single Mothers & their Children (CSMC) VIC**

Level 1, Queen Victoria Women's Centre,  
210 Lonsdale Street, Melbourne

Phone: 9654 0622

Outside Melbourne: 1300 552 511

Support line open Monday to Friday  
9.30am – 3pm

Email support service: [csmc@csmc.org.au](mailto:csmc@csmc.org.au)

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 support on a range of issues including emergency relief, housing, parenting, education, social security, child support, family law, family violence and anything else you'd like to talk about.

CSMC services include:

- telephone support, information and referral
- information and resources including regular newsletters and email bulletins
- representation of the needs and issues of single mothers and their children through working with government and community organisations, the media and research partners
- systems advocacy to overturn the social, economic and legal discrimination against single mothers and raise the status of single mothers and their children.

Visit Council of Single Mothers and  
their Children

[csmc.org.au](http://csmc.org.au)

## Fitted for Work

513 Bridge Road, Richmond

Phone: 9662 4289

Email: [info@fittedforwork.org](mailto:info@fittedforwork.org)

Monday to Friday: 9am – 5pm

Assists women, non-binary and gender diverse jobseekers experiencing disadvantage to find work, keep work and navigate through working life with success.

Fitted for Work provides clients with practical skills, knowledge, self-esteem and know-how so that they can move forward with confidence in the workplace.

Services include:

- mentoring
- interview preparation
- personal outfitting
- a range of holistic job readiness programs.

Visit Fitted for Work

[fittedforwork.org](http://fittedforwork.org)

## GenWest

317 – 319 Barkly Street, Footscray

Phone: 1800 436 937

Email: [info@genwest.org.au](mailto:info@genwest.org.au)

Train station: Middle Footscray Train Station (Sunbury line)

 Bus number: 216, 219, 220

Monday to Friday: 9am – 5pm

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

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

All services are free and confidential.

Visit GenWest

[genwest.org.au](http://genwest.org.au)


## McAuley Community Services for Women


Level 1, 81 – 83 Paisley Street, Footscray

Phone: 9362 8900

Email: [mcauley@mcauley.org.au](mailto:mcauley@mcauley.org.au)

Train station: located between Footscray and Middle Footscray Train Stations

 Tram number: 82

 Bus number: 220, 216, 219, 404, 409, 410

Services include:

- crisis and refuge accommodation for women and children experiencing family violence
- longer-term accommodation for women experiencing, or at risk of, homelessness
- case management
- social and recreational support to help women rebuild their self-confidence
- employment support
- online tutoring for children who have experienced family violence
- specialised children's program.

Visit McAuley Community

Services for Women

[mcauleycsw.org.au](http://mcauleycsw.org.au)

## **The 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's health, pregnancy, gynaecological issues and post-natal care of newborns. Includes women's health emergency service and services for pregnant people experiencing homelessness or substance abuse.

Visit The Royal Women's Hospital  
[thewomens.org.au](http://thewomens.org.au)

## **Sacred Heart Mission**

87 Grey Street, St Kilda

Phone: 9537 1166

Email: [info@sacredheartmission.org](mailto:info@sacredheartmission.org)



Tram number: 16, 96

Monday, Tuesday and Thursday:

8.30am – 12.30pm and 1pm – 4pm

Wednesday: 8.30am – 4.30pm

Friday 8.30am – 12.30pm and 1pm – 2.30pm

Services currently include:

- housing applications and referrals
- support with family violence, substance use issues, physical and mental health concerns, financial and legal matters, and social and life skills
- information, advocacy and support.

Drop-ins are welcome.

Visit Sacred Heart Mission  
[sacredheartmission.org](http://sacredheartmission.org)

## **Safe Steps Family Violence Response Centre**

Phone: 9928 9600

Phone: 1800 015 188

Email: [admin@safesteps.org.au](mailto:admin@safesteps.org.au)

A Victoria-wide not-for-profit service for women and children experiencing violence and abuse from a partner or ex-partner, another family member or someone close to them.

Visit Safe Steps  
[safesteps.org.au](http://safesteps.org.au)

## **WIRE Women's Information**

Donkey Wheel House, Level 1/673 Bourke Street, Melbourne

Helpline: 1300 134 130

Administration: 8326 7100

Email: [support@wire.org.au](mailto:support@wire.org.au)

Free and confidential support, information and referral for women, non-binary and gender diverse people on any issue – from leaving a violent relationship to coping with depression and everything in between.

WIRE services include:

- telephone support service:  
Monday to Friday 9am – 5pm  
available 5 – 7pm by online  
appointment Monday to Thursday
- online chat: live chat support services,  
Monday to Friday 9.30am – 4.30pm  
([wire.org.au](http://wire.org.au))
- walk-in centre: Monday to Friday  
9am – 5pm, Donkey Wheel House,  
Level 1/673 Bourke Street, Melbourne.
- drop in for a face-to-face support or  
book an appointment via our website.

WIRE's free programs for women include:

- financial planning clinics
- family law related seminars and clinics
- employment workshops.

Visit WIRE

**[wire.org.au](http://wire.org.au)**

## **Women's Housing Limited**

Suite 1, Level 1, 21 Cremorne Street, Cremorne

Phone: 9412 6868

Email: [info@womenshousing.com.au](mailto:info@womenshousing.com.au)

Train station: East Richmond or  
Richmond Train Station

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](http://womenshousing.com.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: 9412 6060

 Tram number: 11, 12, 42, 109

Services include The Breakfast Program at the Lazarus Centre, located at St. Peter's Church in Eastern Hill. There are take-away and sit-down breakfasts available for people experiencing homelessness. See the timetable below:

- Mondays, Tuesdays and Fridays: take-away breakfast of a toasted ham and cheese sandwich with a cereal bar, fruit tub and fruit drink. Choice of tea, coffee and Milo
- Wednesdays: seated meal inside the hall, serving bacon, eggs and baked beans along with a range of cereals, toast, tea, coffee and Milo
- Thursdays: seated meal inside the hall, with a range of cereals, toast, tea, coffee and Milo.


Visit Anglicare Victoria  
[anglicarevic.org.au](http://anglicarevic.org.au)

### Anglicare Victoria – St Mark's Community Centre

250 George Street, Fitzroy

Phone: 9419 3288

ER services Monday to Friday  
10am – 2.30pm

 Tram number: 12, 86

Drop-in centre open

Monday to Friday: 10.30am – 2.30pm

Services include:

- weekly food parcels for the homeless, Monday to Friday: 10.30am – 2.30pm
- meals, tea and coffee, cereal facilities
- showers
- washing machines and dryers
- toiletries
- public telephones
- advice and referral.


Visit Anglicare Victoria  
[anglicarevic.org.au](http://anglicarevic.org.au)

## Brotherhood of St Laurence - Coolibah Centre

67A Brunswick Street, Fitzroy

Phone: 1300 147 147

Email: [agedcare@bsl.org.au](mailto:agedcare@bsl.org.au)

 Tram number: 11, 86

Monday to Friday 9am – 3.30pm

Sunday and public holidays 10am – 2pm

Closed Saturdays

Member-based services for people over 55.

Two hours of activities including meals for \$7.50 (negotiable).

Services include:

- breakfast and lunch
- gentle exercise
- art and craft
- gardening and outings
- showers
- laundry facilities
- health services
- short-term case management
- accommodation referral
- psychiatric referral.

Visit Brotherhood of St Laurence - Coolibah Centre

[bsl.org.au/services/service-centres/coolibah-hub/](https://bsl.org.au/services/service-centres/coolibah-hub/)

## CAN Community Support

180 Palmerston Street, Carlton

Phone: 9347 7077

Email: [contact@cancarlton.com.au](mailto:contact@cancarlton.com.au)



Tram number 1, 8

Office hours, Tuesday to Thursday:

10am – 2pm

Services include:

- lunch, Wednesdays from 12.30pm free or by donation
- food pantry, available on appointment
- fresh food market, Thursdays from 10.30am – 11.30am free or by donation
- drop-in centre
- women's program, Tuesday and Wednesday 11am – 3pm
- family learning program (homework club), Monday, Tuesday and Wednesday 4pm – 6pm
- advocacy and referrals.

Visit CAN Community Support

[cancommunitysupport.org.au](https://cancommunitysupport.org.au)

## **Christ Church Mission Inc - The Little Mission**

14 Acland Street, St Kilda

Phone: 9534 9250

Email: [communitycentre@ccm.org.au](mailto:communitycentre@ccm.org.au)



Tram number: 16, 9

Monday to Friday: 10.30am – 2pm,  
no appointments required.

Thursday 5.30pm – 7pm,  
no appointments required.

Services include:

- emergency support
- 3 course meal, Thursday evenings.  
Sit down social event and take  
away available
- Hope for Tomorrow BBQ,  
Monday 6pm – 8pm
- community outreach services
- volunteering opportunities
- free or low cost social activities.

Visit Christ Church Mission Inc  
[ccm.org.au](http://ccm.org.au)

## **cohealth**

Visit [cohealth](http://cohealth.org.au)

[cohealth.org.au](http://cohealth.org.au)

### **Central City**

53 Victoria Street, Melbourne

Phone: 9448 5536

Train station: Melbourne Central  
Train Station



Tram number: 19, 57, 59

Monday to Saturday, opening hours for  
each service differ, check website for  
further information.

Outreach and on-site support services for  
people experiencing homelessness or at  
risk of becoming homeless, including:

- duty response
- homelessness case management
- practice nurse
- podiatry
- dietetics
- women's specialist physiotherapist
- physiotherapist
- peer support
- harm reduction workers
- addiction medicine
- washing machines
- showers
- cohealth Kangaroos Football
- Homelessness Mental Health  
Outreach team
- City Street Health – outreach AOD
- NSP 0438 359 273
- Bolton Clarke Homeless Persons  
Program nurses
- Justice Connect social worker  
(on Thursdays).



## **Fitted for Work**

513 Bridge Road, Richmond

Phone: 9662 4289

Email: [info@fittedforwork.org](mailto:info@fittedforwork.org)

Monday to Friday: 9am – 5pm

Assists women, non-binary and gender diverse jobseekers experiencing disadvantage to find work, keep work and navigate through working life with success.

Fitted for Work provides clients with practical skills, knowledge, self-esteem and know-how so that they can move forward with confidence in the workplace.

Services include:

- mentoring
- interview preparation
- personal outfitting
- a range of holistic job readiness programs.

Visit Fitted for 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 i.e. Crossways:

Monday to Saturday: 11.30am – 8pm

\$7.30 all-you-can-eat for pensioners, students and healthcare card holders.


Visit Hare Krishna Melbourne

[\*\*harekrishnamelbourne.com.au\*\*](http://harekrishnamelbourne.com.au)

## **Many Rooms**

Queen Victoria Market, Franklin St.


Melbourne

 Tram number: 58

Free meal Friday: 6pm – 8pm

## **North Melbourne Community Centre**

49 Buncle Street, North Melbourne

 Tram number: 1, 59

Saturday: 11am – 2pm. Free meal provided.

Visit Many Rooms

[\*\*manyrooms.org.au\*\*](http://manyrooms.org.au)


## **Ozanam House**

179 – 191 Flemington Road,

North Melbourne

Phone: 8327 7400 or 8327 7500

Email: [vincentcare@vincentcare.org.au](mailto:vincentcare@vincentcare.org.au)

 Tram number: 55, 57, 59

Monday to Friday 8am – 1pm, closed weekends and public holidays

Ozanam House is a purpose-built homeless hub with an incorporated health clinic and support services for people aged 18 years and over. The team of staff, volunteers and peer support workers provide safe and supportive health and wellbeing programs. They can help you in accessing the centre and its services:

- health and treatment hub
- Social supports and services
- housing support
- O Café
- IT Hub
- safe spaces for LGBTIQ+ people and female-identifying people experiencing homelessness
- recreation room
- showers
- laundry
- storage.

Visit VincentCare Victoria

[\*\*vincentcare.org.au\*\*](http://vincentcare.org.au)

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

26 Norwood Street, Flemington

Phone: 0433 781 069

Email: [flemington.mission@scotschurch.com](mailto:flemington.mission@scotschurch.com)

Train station: Newmarket Train Station



Tram number: 57

Tuesdays: 10am – 1pm

Services include:

- food relief including fresh fruit and vegetables available every Tuesday
- coffee, conversation and light meals every Tuesday.

Visit Scots' Church Melbourne  
[scotschurch.com](http://scotschurch.com)

### **Sacred Heart Mission**

87 Grey Street, St Kilda

Phone: 9537 1166

Email: [info@sacredheartmission.org](mailto:info@sacredheartmission.org)



Tram number: 16, 96

Monday, Tuesday and Thursday:

8.30am – 12.30pm and 1pm – 4pm

Wednesday: 8.30am – 4.30pm

Friday 8.30am – 12.30pm and 1pm – 2.30pm

Services currently include:

- housing applications and referrals
- support with family violence, substance use issues, physical and mental health concerns, financial and legal matters, and social and life skills
- information, advocacy and support.

Drop-ins are welcome.

Visit Sacred Heart Mission  
[sacredheartmission.org](http://sacredheartmission.org)

### **Salvation Army, Melbourne Project 614 – Magpie Nest Café**

69 Bourke Street, Melbourne

Phone: 1800 825 955 (Crisis and  
Emergency Accommodation)

1800 266 686 (1800 COMMUNITY  
Emergency Contact)

Email: [info614@salvationarmy.org.au](mailto:info614@salvationarmy.org.au)

#### **Day Café**

Monday to Friday

Breakfast: 9am – 10.30am

Lunch: 11.30am – 1pm

excluding public holidays

#### **Twilight Café**

Monday to Friday

Dinner: 5pm – 7pm

excluding public holidays

A safe place for Melbourne's homeless and marginalised. Provides free meals and access to a supportive community with a range of practical supports.

- NDIS service Monday to Friday  
9am – 1pm
- Services Australia Monday to Friday  
9am – 1pm
- Hearing Australia visit the cafe every  
Wednesday fortnight from 9am – 1pm
- Community Hub operates every  
Wednesday in the cafe from 9am – 12pm  
with Victoria Police and Paramedics  
from Ambulance Victoria.
- The Couch International Students  
Program operates Monday  
to Thursday from 6pm – 8.30pm.
- Pro Bono Legal Clinic operates every  
Monday evening from 5pm – 6.30pm.

### **Salvation Army - Emergency Relief Marketplace**

69 Bourke St, Melbourne

Tuesday to Thursday: 9am – 1pm excluding public holidays.


Accessible once a month to those who live in Carlton, Docklands, Flemington, Kensington, Melbourne (CBD), North Melbourne, Southbank, and West Melbourne.

### **St Kilda Uniting Engagement Hub**

101 Carlisle Street, St Kilda

Phone: 9525 5478

Train station: Balaclava Train Station (5 minute walk)

 Tram number: 3, 16, 78

Monday to Friday: 9am – 2pm

Free breakfast from 9am – 10.30am

Free lunch from 12pm – 1pm

A daily centre for regular interaction provides a secure and supportive environment for individuals grappling with mental health diagnoses and facing challenges such as homelessness, financial struggles, disadvantage, or complex traumas, hindering their social inclusion and participation. On-site, a dedicated team of Mental Health Support Workers is available to provide assistance to participants.

Services include:

- referral and advocacy services for housing, dental, optometry and NDIS connection
- access to shower and laundry facilities & fortnightly visits from a nurse and barber
- limited material aid, including clothing and take-away meals
- group activities fostering social connections, such as gardening, trivia, karaoke, music, drama, meditation, and BBQ outings.

Eligibility is open to all individuals aged 18 and above living with a mental health diagnosis. The centre operates on a drop-in basis. For referral, individuals can either visit the Engagement Hub directly, receive referral documents, and have a practitioner complete the necessary paperwork, confirming their diagnosis.

Visit St Kilda Uniting Engagement Hub [unitingvictas.org.au/locations/st-kilda-101-carlisle-st](https://unitingvictas.org.au/locations/st-kilda-101-carlisle-st)

## **St Mary's House of Welcome**

165 – 169 Brunswick Street, Fitzroy

Phone: 9417 6497

Email: [operations@smhow.org.au](mailto:operations@smhow.org.au)



Tram number: 11

Monday to Friday:

- 8.15am – 3pm, showers
- 8.30am – 10am, breakfast
- 10.30am – 12pm, tea and coffee in the courtyard
- 12pm – 12.45pm, lunch – first sitting
- 12.45pm – 1.30pm, lunch – second sitting
- 1.30pm – 3pm, programs and activities.

Services include:

- meals program (including breakfast and lunch every weekday and emergency food hampers)
- showers with towels and toiletries
- drugs and alcohol information and referral
- homelessness information and referral
- emergency relief – clothing, etc
- comprehensive social inclusion program
- programs and activities for people with psychosocial disability
- health and wellbeing services
- preferred provision of various NDIS services
- mail collection
- Centrelink onsite every Tuesday morning.

Visit St Mary's House of Welcome

**[smhow.org.au](http://smhow.org.au)**

## **St Vincent de Paul Society**

Anyone needing material aid (such as food, clothing and furniture) should ring the welfare line on 1800 305 330, available Monday to Friday from 10am – 3pm.

Email: [info@svdp-vic.org.au](mailto:info@svdp-vic.org.au)

Admin line: 9895 5800

Visit **[vinnies.org.au](http://vinnies.org.au)**

## The Open Door

166 Boundary Road, North Melbourne

Phone: 9329 6988 or 9313 2650

Access to vacancies is only through Launch Housing. Phone 1800 825 955



Tram number: 57

Services include:

- supported accommodation
- health services
- psychiatric referral
- drug and alcohol referral
- recreation, training and employment programs.

Accommodates men aged over 18.

Nightly accommodation cost varies, dependent on income.

Accommodation includes:

- three meals per day for residents
- communal areas and IT access
- laundry facility for residents.

Visit Salvation Army

**salvationarmy.org.au**

## Travellers Aid

### 3 locations

Head Office, City Village

Level 3, 225 Bourke Street, Melbourne

Phone: 9654 2600

Email: [info@travellersaid.org.au](mailto:info@travellersaid.org.au)

Empowering people with travel related challenges to connect, engage and participate within their communities through the use of public transport.

Visit Travellers Aid

**travellersaid.org.au**

### Southern Cross Station

99 Spencer Street, Under Bourke Street Bridge, Opposite Luggage Hall, Melbourne

Phone: 9670 2072

Email: [scs@travellersaid.org.au](mailto:scs@travellersaid.org.au)

Monday to Sunday: 6.30am – 9.30pm

Services include:

- free assistance (buggy and personal guidance) for frail, infirm, older people and people with disabilities, mobility issues and vision impairments to ensure swift, confident and safe passage throughout Southern Cross Station
- mobility equipment hire
- showers (from 7am – 7pm)
- companion service (free service call: 1300 700 399)
- baby change facilities, family friendly resting lounge
- free personal care for people with disabilities (assistance with meals and communication, fully accessible toilets with hoist and adult change table: Monday to Friday: 11am – 5pm, Saturday: 11am – 4pm).

### **Travel-related Emergency Relief (Southern Cross Station)**

Phone: 9670 2072

Email: [scs@travellersaid.org.au](mailto:scs@travellersaid.org.au)

Monday to Sunday: 7am – 9pm

Provides information and referrals, as well as assistance with travel fares in crisis situations for metropolitan Melbourne and regional Victoria, subject to assessment. They are unable to assist with interstate travel.

### **Flinders Street Station**

Located between Platforms 9 and 10, on the concourse level

Phone: 9068 8187

Email: [fss@travellersaid.org.au](mailto:fss@travellersaid.org.au)

Monday to Sunday: 8am – 7pm

Services include:

- mobility equipment hire
- companion service (free service call: 1300 700 399)
- baby change facilities (family friendly)
- resting lounge
- free personal care for people with disabilities (assistance with meals and communication, fully accessible toilets with hoist and adult change table)
- luggage storage (fees apply).






## 4. SUPPORT FOR ADDICTIONS

(including drugs, alcohol, gambling, needle exchange)

### Al-Anon Family Groups

Suite 5, Level 7,  
51 Queen Street, Melbourne  
Phone: 1300 252 666 or 9629 8900

Email: [office@alanon-vsa.com](mailto:office@alanon-vsa.com)

 Tram number: 11, 48, 109, 12  
(stop 4, Queen Street)

Office hours: Monday to Thursday  
10.30am – 2.30pm


Al-Anon offers support for anyone  
concerned about another's drinking.  
Alateen is also for teenagers concerned  
about a parent or friend.

Visit Al-Anon Family Groups  
[al-anon.org.au](http://al-anon.org.au)

### Alcoholics Anonymous (AA) Victoria

Level 1, 36 Church Street, Richmond  
Phone: 9429 1833 (24-hour helpline)

Email: [administration@aavictoria.org.au](mailto:administration@aavictoria.org.au)

 Tram number: 12, 109 (stop 21),  
78 (stop 65)

Monday to Friday: 9am – 5pm

Saturday: 10am – 2pm

AA is a fellowship of people sharing 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](http://aavictoria.org.au)

### Better Health Network (BHN) Alcohol and Other Drug (AOD) Services

Free call: 1800 229 263

Free call for LGBTIQ+ specialist Alcohol  
and Drug Services: 1800 906 669

Email: [BAODS@bhn.org.au](mailto:BAODS@bhn.org.au)

Services are provided in the community  
and on-site Monday to Friday 9am-5pm.

As Bayside area's largest provider of  
alcohol and other drug (AOD) outpatient  
services, BHN's AOD program provides  
personalised treatment plans and works  
with local communities to mitigate  
harm and improve the lives of those  
who use substances. We are committed  
to providing timely and holistic  
support. Working with you in your own  
environment we provide:

- Personalised AOD treatment plans
- Physical or phone-based assessments
- Information and referrals for AOD treatment services
- AOD Counselling for families and affected others
- Referrals to specialised support for youth and LGBTIQ+ community
- Information and education on minimising harm
- Support and information for professionals, families, and those affected
- Group support information
- Assistance in navigating the AOD treatment system.

Visit Better Health Network  
[bhn.org.au/services/drugs-alcohol/](http://bhn.org.au/services/drugs-alcohol/)  
[baysidealcoholanddrugservices.org.au](http://baysidealcoholanddrugservices.org.au)



## cohealth

### Located at 9 sites

Visit cohealth

[cohealth.org.au](http://cohealth.org.au)

### Central City

53 Victoria Street, Melbourne

Phone: 9448 5536

Train station: Melbourne Central Station

 Tram number: 19, 57, 59

Monday to Saturday, opening hours for each service differ, check website for further information.

Outreach and on-site support services for people experiencing homelessness or at risk of becoming homeless, including:

- duty response
- homelessness case management
- practice nurse
- podiatry
- dietetics
- women's specialist physiotherapist
- physiotherapist
- peer support
- harm reduction workers
- addiction medicine
- washing machines
- showers
- cohealth Kangaroos Football
- Homelessness Mental Health Outreach team
- City Street Health – outreach AOD
- NSP 0438 359 273
- Bolton Clarke Homeless Persons Program nurses
- Justice Connect social worker (on Thursdays).

## Collingwood (medical)

365 Hoddle Street, Collingwood

Phone: 9448 5528

Monday to Friday: 8.30am – 5.30pm

Saturday: 9am – midday

Services include:


- doctors
- pharmacy
- practice nurse
- aged-care nursing
- chronic conditions nursing
- mental health nurse
- physiotherapy
- exercise physiologist
- podiatry
- nutrition
- occupational therapy
- children's speech pathology
- paediatric occupational therapist
- counselling
- social work service
- family services
- health promotion
- diabetic educator
- asthma program.

## Fitzroy

75 Brunswick Street, Fitzroy

Phone: 9448 5531

Train station: Parliament Train Station (10 minute walk)

 Tram number: 86

Monday to Friday, opening hours for each service differ, check website for further information.

Services include:

- practice nurse
- dietetics
- social worker
- needle and syringe program
- Aboriginal engagement worker available.

## **Footscray**

78 Paisley Street, Footscray

Phone: 9448 5502

Train station: Footscray Train Station  
(Sunbury, Werribee and Williamstown lines)



Bus number: 220, 216 and 219

Monday to Friday, opening hours for each service differ, check website for further information.

Services include:

- doctors
- dental
- allied health services
- social welfare services
- counselling and mental health services.

## **Homeless, Health and Community Support Team (Footscray)**

215 Nicholson Street, Footscray

Phone: 9448 5510

Monday to Friday, opening hours differ for each service, check website for further details.

## **Healthworks**

4 – 12 Buckley Street, Footscray

Phone: 9448 5511

Main reception is open Monday to Friday. The opening hours of each service differs, check website for further information.

cohealth's primary health service in the west for people who use drugs.

Services include:

- pharmacotherapy
- nursing
- primary needle syringe program
- primary health support
- peer support
- hepatitis C testing and treatment
- overdose education
- naloxone access.

## **Innerspace**

4 Johnston Street, Collingwood

Phone: 9448 5530

Monday and Friday: 9.00am – 6pm

Tuesday, Wednesday and Thursday:  
9.30am – 6.00pm

Every service has different opening hours, check website for further information on specific services. cohealth's primary health service in the north for people who use drugs.

Services include:

- doctors
- drug and alcohol counselling
- family drug support
- general nursing care
- health care for people who use drugs
- naloxone
- needle and syringe program
- non-residential withdrawal (detox nursing).

## **Depaul House**

9 Brunswick Street, Fitzroy

Phone: 9288 2624

Triage line: 9288 2016  
available 1.30pm – 3.30pm



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)

## Foot Patrol CBD Outreach

Phone: 0412 155 491 or  
1800 700 102 (free call)

Monday to Friday: 12.30pm – 4.45pm  
and 5.30pm – 9.45pm

Saturday and Sunday: 12.00pm – 3.15pm  
and 6.30pm – 9.45pm

Public holidays will operate as per the hours above, depending on the day that the public holiday falls on.

Foot Patrol provides judgement-free access to clean injecting equipment, safer using advice, safe syringe disposal units, information and referrals to other support services. A confidential street-based, drug safety and outreach support service in Melbourne's CBD. Access is only available by calling either of the phone numbers provided, letting the team know what you need and agreeing to meet at a mutually safe location within the CBD.

Services include:

- clean injecting equipment
- needle and syringe safe collections
- needle and syringe safe disposals
- condoms and lube
- safer using information
- safe sex information
- blood borne virus prevention education
- support and referrals.

Visit Youth Projects – Foot Patrol  
[youthprojects.org.au/needle-syringe-program](http://youthprojects.org.au/needle-syringe-program)

## Harm Reduction Victoria

299 Victoria Street, Brunswick

Phone: 9329 1500

Email: [admin@hrvic.org.au](mailto:admin@hrvic.org.au)

Train station: Brunswick Train Station  
(Upfield line)



Tram number: 19

Monday to Friday: 10am – 5.30pm,  
no appointment necessary

Services include:

- needle and syringe program
- hep C testing
- pharmacotherapy  
(methadone/suboxone)
- advocacy and support
- naloxone administration training  
and provision
- safer drug use information
- education.

Visit Harm Reduction Victoria  
[hrvic.org.au](http://hrvic.org.au)

## Narcotics Anonymous Australia

Phone: 1300 652 820 or 0488 811 247

Find someone to talk to, or search for meetings close to your area.

Call from an unblocked number or send a message with your postcode to get meeting information sent to your phone.


Visit Narcotics Anonymous Australia  
[na.org.au](http://na.org.au)

## Ozanam House

179 – 191 Flemington Road, North Melbourne

Phone: 8327 7400 or 8327 7500

Email: [vincentcare@vincentcare.org.au](mailto:vincentcare@vincentcare.org.au)

 Tram number: 55, 57, 59

Monday to Friday 8am – 1pm, closed weekends and public holidays

Ozanam House is a purpose-built homeless hub with an incorporated health clinic and support services for people aged 18 years and over. The team of staff, volunteers and peer support workers provide safe and supportive health and wellbeing programs. They can help you in accessing the centre and its services:

- health and treatment hub
- social supports and services
- housing support
- O Café
- IT Hub
- safe spaces for LGBTIQ+ people and female-identifying people experiencing homelessness
- recreation room
- showers
- laundry
- storage.


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

## Quin House

38 – 40 George Street, Fitzroy

Phone: 9419 4874

Email: [quinhouseintake@vincentcare.org.au](mailto:quinhouseintake@vincentcare.org.au)

 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](http://vincentcare.org.au)

## Self Help Addiction Resource Centre (SHARC)

140 Grange Road, Carnegie

Phone: 1300 660 068 or 9573 1700

Email: [info@sharc.org.au](mailto:info@sharc.org.au)

Train station: Frankston Train Station

SHARC is founded on the belief that people are experts in their own recovery. Addiction can affect anyone, including family and friends, but at SHARC we believe recovery is possible with the right information, education and support. The lived experience of those affected by addiction is central to our programs and services. The expertise and empathy of peers ensures our programs are welcoming, inclusive and effective. SHARC has been around for more than 25 years, supporting people impacted by alcohol and other drugs and, more recently, gambling.

Visit SHARC  
[Sharc.org.au](http://Sharc.org.au)

## St Mary's House of Welcome

165 – 169 Brunswick Street, Fitzroy

Phone: 9417 6497

Email: [operations@smhow.org.au](mailto:operations@smhow.org.au)



Tram number: 11

Monday to Friday:

- 8.15am – 3pm, showers
- 8.30am – 10am, breakfast
- 10.30am – 12pm, tea and coffee in the courtyard
- 12pm – 12.45pm, lunch – first sitting
- 12.45pm – 1.30pm, lunch – second sitting
- 1.30pm – 3pm, programs and activities.

Services include:

- meals program (including breakfast and lunch every weekday and emergency food hampers)
- showers with towels and toiletries
- drugs and alcohol information and referral
- homelessness information and referral
- emergency relief – clothing, etc
- comprehensive social inclusion program
- programs and activities for people with psychosocial disability
- health and wellbeing services
- preferred provision of various NDIS services
- mail collection
- Centrelink onsite every Tuesday morning.

Visit St Mary's House of Welcome

[smhow.org.au](http://smhow.org.au)

## Street Side Medics - Melbourne CBD

Westwood Place (Off Bourke Street, adjacent to the Salvation Army's Magpie Nest Café – Project 614)

Email: [admin@streetsidemedics.com.au](mailto:admin@streetsidemedics.com.au)



Tram number: 67, 75

Every Thursday: 5.30pm – 7.30pm

No appointment necessary.

Services provided

- GP primary health consults, referrals and prescriptions
- Care and Dressings
- Blood collection
- Urinalysis
- Blood Sugar Level Checks
- Skin Checks
- Ear/Eye assessments
- Producing and Implementing Health Care Plans
- Minor surgical procedures.

## Street Side Medics Cleve Gardens St Kilda

Fitzroy Street Corner of Beaconsfield Parade, St Kilda,

Email: [admin@streetsidemedics.com.au](mailto:admin@streetsidemedics.com.au)



Tram number: 12,16, 96

Every Wednesday: 5.30pm – 7.30pm

No appointment necessary.

Services provided

- GP primary health consults, referrals and prescriptions
- Care and Dressings
- Blood collection
- Urinalysis
- Blood Sugar Level Checks
- Skin Checks
- Ear/Eye assessments
- Producing and Implementing Health Care Plans
- Minor surgical procedures.

## Turning Point

110 Church Street, Richmond

Phone: 8413 8413

Email: [Info@turningpoint.org.au](mailto:Info@turningpoint.org.au)



Tram number: 78, 48, 75

Monday to Friday: 9am – 5pm

Provides Specialist Addiction Clinics, medical assessment and treatment of referred patients, including:

- treatment for people who are dependent on prescribed or illicit opioids. Treatment options include methadone, suboxone, buvida and sublocade
- specialist addiction clinic for people requiring assessment, diagnostic clarification and management planning for AOD use or other addictive behaviours (e.g. gambling)
- neuropsychological assessment and secondary consultation for people with AOD issues and suspected cognitive impairment
- counselling support for people to help address their alcohol and drug concerns
- outreach and treatment for people who identify as Aboriginal and who are seeking support for their alcohol and other drug use
- treatment and care coordination for people requiring support from AOD and other health and support services.

All eligible medical consultations are bulk-billed and other services are free.

Visit Turning Point

[turningpoint.org.au](http://turningpoint.org.au)

## The Zone

Phone: 1800 161 327

Email: [thezone@ysas.org.au](mailto:thezone@ysas.org.au)

Monday to Friday: 9am – 5pm

The Zone is an alcohol and other drugs support program for young people aged 12-25 and their families.

The Zone is located across the northern and western suburbs of Melbourne with sites in Carlton, Coburg, Broadmeadows, Sunbury, Sunshine, Melton and Abbotsford – or they can come out to you.

A team of dedicated specialists (including youth workers, nurses & practice leads) offer the following services:

- Ongoing support for drug and alcohol use
- Drug education and peer support groups
- Help connecting with other health, community and essential services
- Provide support to families, chosen family or important people in your life
- Assistance with managing withdrawal.

## **Women's Alcohol and Drug Service (WADS)**

Royal Women's Hospital,  
20 Flemington Road, Parkville  
Phone: 8345 2000 or 8345 3931  
Email: [wads@thewomens.org.au](mailto:wads@thewomens.org.au)



Tram number: 19, 55, 57, 59



Bus number: 401, 402

Duty worker available  
Monday to Friday 9am – 5pm

Provides antenatal care and services to pregnant women with complex psychosocial circumstances and substance use issues, as well as professional support and training to health and community providers.

Pregnant women can self-refer to WADS by calling 8345 3931 or attending the Women's Emergency Care centre.

Visit Women's Alcohol and Drug Service  
[thewomens.org.au/health-professionals/maternity/womens-alcohol-and-drug-service](http://thewomens.org.au/health-professionals/maternity/womens-alcohol-and-drug-service)

## **Youth Support + Advocacy Service (YSAS)**

Level 1, 131 Johnston Street, Fitzroy  
Phone: 9415 8881  
Email: [reception@ysas.org.au](mailto:reception@ysas.org.au)  
Youth worker line, Monday to Friday  
9am – 5pm 1800 458 685

### **YSAS Abbotsford**

394 Johnston Street, Abbotsford  
Phone: 9415 1698

### **YSAS/Headspace Collingwood**

16 Lulie Street, Abbotsford  
Phone: 8393 3450

Email: [northernad@ysas.org.au](mailto:northernad@ysas.org.au)

YSAS is Australia's largest provider of AOD services for youth and helps young people who are experiencing serious disadvantage to live healthy and fulfilling lives.

Services include:

- youth alcohol and other drugs support services
- early intervention programs
- mental health support for young people aged 12 to 25.

Visit Youth Support & Advocacy Service  
[ysas.org.au](http://ysas.org.au)


## 5. HEALTH AND WELLBEING SERVICES

(including hospitals, counselling, medical)

### The Alfred

55 Commercial Road, Melbourne

Phone: 9076 2000

 Tram number: 72

Services include:

- acute medical and surgical hospital services
- inpatient and outpatient treatment, including geriatric medicine
- centre for heart-lung medicine
- transplants and treatment of trauma, HIV/AIDS, haemophilia and adult burns
- after-hours emergency and casualty services
- psychiatric and intensive care services.

Visit Alfred Health

[alfredhealth.org.au](http://alfredhealth.org.au)

### Australian College of Optometry Outreach Services

374 Cardigan Street, Carlton

Phone: 9349 7472

Email: [outreach@aco.org.au](mailto:outreach@aco.org.au)

A team of dedicated and compassionate optometrists who visit a range of sites to provide eye care and promote good eye health for people experiencing disadvantage.

Services provided:

- people living in Supported Residential Services (SRS)
- people living in Residential Aged Care Services (RACS)
- people experiencing homelessness
- people living in Older Persons High Rise facilities
- people living in supported disability community units
- Aboriginal and Torres Strait Islander communities.

All examinations are bulk billed to Medicare and glasses are heavily subsidised through the Victorian Eyecare Service (VES) for Health Care Card and Pensioner Concession Card holders.

Visit Australian College of Optometry  
[aco.org.au](http://aco.org.au)



## **Better Health Network (BHN) Counselling and Mental Health Services**

Phone: 132 246 (132 BHN)

Email: [triageclinician@bhn.org.au](mailto:triageclinician@bhn.org.au)

Services are provided on-site or over the phone. Our experienced intake staff can be contacted Monday to Friday 9am-5pm.

We provide a range of individually tailored wellbeing services in safe and supportive environment, including early intervention and referral specialists, recovery from mental health symptoms and wellbeing coaching and emotional support.

- Relationship difficulties
- Life transitions
- Childhood/adolescent emotion and behaviour-related issues, challenges at school
- Parenting issues (divorce and separation)
- Family conflict
- Grief and loss
- Individual or group sessions.

Visit Better Health Network

[bhn.org.au/counselling-mental-health/](http://bhn.org.au/counselling-mental-health/)

## **Bolton Clarke**

Homeless Persons Program

Phone: 1300 221 122

Services include:

- outreach, health assessments and nursing care
- referrals, advocacy and support to access health care and other services including legal and housing
- health promotion and illness prevention.

Visit Bolton Clarke

[boltonclarke.com.au](http://boltonclarke.com.au)

## **Brotherhood of St Laurence – Coolibah Centre**

67A Brunswick Street, Fitzroy

Phone: 1300 147 147

Email: [agedcare@bsl.org.au](mailto:agedcare@bsl.org.au)



Tram number: 11, 86

Monday to Friday 9am – 3.30pm

Sunday and public holidays 10am – 2pm

Closed Saturdays

Member-based services for people over 55.

Two hours of activities (including meals) for \$7.50 (negotiable).

Services include:

- breakfast and lunch
- gentle exercise
- art and craft
- gardening and outings
- showers
- laundry facilities
- health services
- short-term case management
- accommodation referral
- psychiatric referral.

Visit Brotherhood of St Laurence

– Coolibah Centre

[bsl.org.au/services/service-centres/coolibah-hub/](http://bsl.org.au/services/service-centres/coolibah-hub/)

## **CASA House (Centre Against Sexual Assault)**

Level 3, Queen Victoria Women's Centre,  
210 Lonsdale Street, Melbourne

Intake crisis line: 9635 3610, available 24/7

Admin line: 9635 3600

Monday to Friday 9am – 5pm

Email: [casa@thewomens.org.au](mailto:casa@thewomens.org.au)

CASA House is one of 15 sexual assault services throughout Victoria, funded by the state government to provide services to adult victim survivors. CASA House is part of the Royal Women's Hospital.

Services include:

- individual counselling and advocacy for people of all genders
- crisis support for adult victim survivors of recent sexual assault
- information and support for people supporting victim survivors
- support groups and trauma sensitive yoga
- community education and professional development
- secondary consultation for professionals.

Visit CASA House

[casahouse.com.au](http://casahouse.com.au)


## **Clarendon Community Mental Health Service**

52 Albert Street, East Melbourne

Phone: 9231 5400

After hours: 1300 558 862

Train station: North Richmond Train Station  
(Hurstbridge and South Morang lines)

 Tram number: 12, 109

Monday to Friday 9am – 5pm

Psychiatric services, including crisis assessment for people with serious mental illness.

Visit St Vincent's Hospital Melbourne

[svhm.org.au](http://svhm.org.au)

## **cohealth**

**Located at 9 sites**

Visit cohealth


[cohealth.org.au](http://cohealth.org.au)

### **Central City**

53 Victoria Street, Melbourne

Phone: 9448 5536

Train station: Melbourne Central Station

 Tram number: 19, 57, 59

Monday to Saturday, opening hours for each service differ, check website for further information.

Outreach and on-site support services for people experiencing homelessness or at risk of becoming homeless, including:

- duty response
- homelessness case management
- practice nurse
- podiatry
- dietetics
- women's specialist physiotherapist
- physiotherapist
- peer support
- harm reduction workers
- addiction medicine
- washing machines
- showers
- cohealth Kangaroos Football
- Homelessness Mental Health Outreach team
- City Street Health – outreach AOD
- NSP 0438 359 273
- Bolton Clarke Homeless Persons Program nurses
- Justice Connect social worker (on Thursdays).

## **Collingwood**

365 Hoddle Street, Collingwood

Phone: 9448 5528

Monday to Friday: 8.30am – 5.30pm

Saturday: 9am – midday

Services include:

- doctors
- pharmacy
- practice nurse
- aged-care nursing
- chronic conditions nursing
- mental health nurse
- physiotherapy
- exercise physiologist
- podiatry
- nutrition
- occupational therapy
- children's speech pathology
- paediatric occupational therapist
- counselling
- social work service
- family services
- health promotion
- diabetic educator
- asthma program.

## **Fitzroy**

75 Brunswick Street, Fitzroy

Phone: 9448 5531

Train station: Parliament Train Station  
(10 minute walk)



Tram number: 86

Monday to Friday, opening hours for each service differ, check website for further information.

Services include:

- practice nurse
- dietetics
- social worker
- needle and syringe program
- Aboriginal engagement worker available.

## **Footscray**

78 Paisley Street, Footscray

Phone: 9448 5502

Train station: Footscray Train Station  
(Sunbury, Werribee and Williamstown lines)



Bus number: 220, 216 and 219

Monday to Friday, opening hours for each service differ, check website for further information.

Services include:

- doctors
- dental
- allied health services
- social welfare services
- counselling and mental health services.

## **Homeless, Health and Community Support Team (Footscray)**

215 Nicholson Street, Footscray

Phone: 9448 5510

Monday to Friday, opening hours differ for each service, check website for further details.

## **Kensington**

12 Gower Street, Kensington

Phone: 9448 5537

Train station: Kensington Train Station  
(Craigieburn Line)



Bus number: 402

Main reception Monday to Friday  
9am – 5pm. Opening hours for each  
service differ, check website for further  
information.

Services include:

- doctors
- dental
- allied health services
- social welfare services
- health promotion programs
- counselling and mental health services
- refugee nurse.

## **Healthworks**

4 – 12 Buckley Street, Footscray

Phone: 9448 5511

Main reception is open Monday to Friday.  
The opening hours of each service differs,  
check website for further information.

cohealth's primary health service in the  
west for people who use drugs.

Services include:

- pharmacotherapy
- nursing
- primary needle syringe program
- primary health support
- peer support
- hepatitis C testing and treatment
- overdose education
- naloxone access.

## **Innerspace**

4 Johnston Street, Collingwood

Phone: 9448 5530

Monday and Friday: 9.00am – 6pm

Tuesday, Wednesday and Thursday:  
9.30am – 6.00pm

Every service has different opening hours,  
check website for further information  
on specific services. cohealth's primary  
health service in the north for people  
who use drugs.

Services include:

- doctors
- drug and alcohol counselling
- family drug support
- general nursing care
- health care for people who use drugs
- naloxone
- needle and syringe program
- non-residential withdrawal  
(detox nursing).

## **DJIRRA**


292 Hoddle Street, Abbotsford

Phone: 9244 3333

Free call: 1800 105 303

Email: [info@djirra.org.au](mailto:info@djirra.org.au)

Train station: Victoria Park Station  
(Hurstbridge and Mernda service line)

 Bus number: 200, 207, 246, 302, 304,  
309, 350, 905, 906, 907, 908

Services for Aboriginal people include:

- legal services
- counselling support
- information, referral and support
- community education and training.

Visit DJIRRA

[djirra.org.au](http://djirra.org.au)


## **Frontyard Youth Services**

19 King Street, Melbourne

Phone: 9977 0077

Free call: 1800 800 531

Email: [frontyard@mcm.org.au](mailto:frontyard@mcm.org.au)

 Tram number: City Circle, 70, 75  
(stop 2, Melbourne Aquarium)

Monday to Friday: 9am – 8pm

Saturday, Sunday and public holidays:  
10am – 6pm

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

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

Visit Melbourne City Mission

[mcm.org.au](http://mcm.org.au)

## **GROW**

### **Head office**

707 Glenhuntly Road, Caulfield South

### **Carlton**

Carlton Neighbourhood Learning Centre,  
20 Princes Street, Thursday 7pm – 9pm

### **Kensington**

Kensington Neighbourhood House,  
89 McCracken Street, Tuesday 7pm – 9pm


### **Footscray**

via Zoom, Tuesday 7.30pm – 9.30pm

Phone: 9528 2977

Free call: 1800 558 268

Email: [vic@grow.org.au](mailto:vic@grow.org.au)

 Tram number: 67

Monday to Friday: 9am – 5pm

Community mental health and mutual support self-help groups, including:

- weekly groups available for people who need support with mental health or personal development
- 12 step program of recovery and personal development.

Anyone over 18 years can join. Carer specific groups and young adult groups are available, as well as online and face to face groups (online groups please register on our website [www.grow.org.au](http://www.grow.org.au) and the link will be sent). No need for referrals.

Services available free of charge (voluntary donation). Groups are confidential and non-judgmental.

Visit Grow Mental Wellness Programs

**[grow.org.au](http://grow.org.au)**

## **GenWest**

317 – 319 Barkly Street, Footscray

Phone: 1800 436 937

Email: [info@genwest.org.au](mailto:info@genwest.org.au)

Train station: Middle Footscray (Sunbury line)

 Bus number: 216, 219, 220

Monday to Friday: 9am – 5pm

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

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

All services are free and confidential.

Visit GenWest

**[genwest.org.au](http://genwest.org.au)**


## **Living Room Primary Health Service**

7 – 9 Hosier Lane, Melbourne

Phone: 9945 2100

Email: [livingroom@youthprojects.org.au](mailto:livingroom@youthprojects.org.au)

Train station: Flinders Street Train Station

 Tram number: 35, 70, 75

Monday to Friday:

9.30am – 12pm and 1pm – 4pm,

Saturday: 11am – 4pm

closed every second Tuesday

Living Room comprises a team of doctors, nurses, and support workers who provide confidential, user-friendly free services, including:

- health services
- drug and alcohol support
- peer worker
- after hours outreach team
- art group
- referrals and information
- chill-out space
- women's lounge
- tea and coffee
- showers
- laundry.

There are a number of co-located services, including:

- Centrelink
- hepatitis C clinic
- liver clinic
- podiatry
- physiotherapy
- dual diagnosis counselling.

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

Visit Youth Projects

[youthprojects.org.au](http://youthprojects.org.au)


## **McAuley Community Services for Women**


Level 1, 81 – 83 Paisley Street, Footscray

Phone: 9362 8900

Email: [mcauley@mcauley.org.au](mailto:mcauley@mcauley.org.au)

Train station: located between Footscray and Middle Footscray Train Stations

 Tram number: 82

 Bus number: 220, 216, 219, 404, 409, 410

Services include:

- crisis and refuge accommodation for women and children experiencing family violence
- longer-term accommodation for women experiencing, or at risk of, homelessness
- case management
- social and recreational support to help women rebuild their self-confidence
- employment support
- online tutoring for children who have experienced family violence
- specialised children's program.

Visit McAuley Community

Services for Women

[mcauleycsw.org.au](http://mcauleycsw.org.au)

## **Melbourne Counselling Service – The Salvation Army**

Australia Southern Territory  
133 Rankins Road, Kensington  
Phone: 9653 3250

For afterhours support contact the  
Gambler's Helpline, Phone: 1800 858 858

Email: [gamblingsupportreception@salvationarmy.org.au](mailto:gamblingsupportreception@salvationarmy.org.au)

Monday to Friday by appointment only:  
9am – 5pm

Services include:

- therapeutic and financial counselling for gambling addiction
- community education
- information and referral support
- venue support.

Visit Melbourne Counselling Service  
[salvationarmy.org.au/melbournecounsellingservice/](http://salvationarmy.org.au/melbournecounsellingservice/)

## **Melbourne Sexual Health Centre**

580 Swanston Street, Carlton

Phone: 9341 6200

Free call: 1800 032 017

Email: [feedback@mshc.org.au](mailto:feedback@mshc.org.au)



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

### **MSHC**

Monday to Friday: 8.30 am – 5.00 pm.

### **The Green Room**

Monday to Friday 8.30am – 12.30pm  
and 1.30pm – 5pm

### **Pharmacy**

Monday to Friday 9am – 1pm  
and 1.30pm – 5pm

All facilities are closed on public holidays.

Services include:

- testing and treatment for sexually transmissible infections (STIs)
- walk-in service for people with STI symptoms
- booked appointment service for regular STI check-ups
- sexual health counselling
- free condoms and lube
- needle exchange.

Visit Melbourne Sexual Health clinic  
[mshc.org.au](http://mshc.org.au)



## North West Outreach Service

Phone: 1800 170 556 or 0418 170 556

Monday to Sunday: 5pm – 10.30pm

Needle and syringe program distributing clean injecting equipment across the North-West of Melbourne.

Visit Youth Projects – NW Needle Syringe Programs

**[youthprojects.org.au/needle-syringe-program](http://youthprojects.org.au/needle-syringe-program)**

## Orygen Youth Health

35 Poplar Road, Parkville

Triage (new referrals): 1800 888 320

Train station: Royal Park Train Station (Upfield Line)

 Tram number: 58 (stop 26)

Public mental health service for young people living in the Western and North-Western regions of Melbourne.

Visit Orygen Youth Health


**[orygen.org.au](http://orygen.org.au)**

## Ozanam House

179 – 191 Flemington Road,  
North Melbourne

Phone: 8327 7400 or 8327 7500

Email: [vincentcare@vincentcare.org.au](mailto:vincentcare@vincentcare.org.au)

 Tram number: 55, 57, 59

Monday to Friday 8am – 1pm, closed weekends and public holidays

Ozanam House is a purpose-built homeless hub with an incorporated health clinic and support services for people aged 18 years and over. The team of staff, volunteers and peer support workers provide safe and supportive health and wellbeing programs. They can help you in accessing the centre and its services:

- health and treatment hub
- social supports and services
- housing support
- O Café
- IT Hub
- safe spaces for LGBTIQ+ people and female-identifying people experiencing homelessness
- recreation room
- showers
- laundry
- storage.

Visit VincentCare Victoria

**[vincentcare.org.au](http://vincentcare.org.au)**

## **RHED (Resourcing health and education in the sex industry in Victoria)**

Phone: 1800 458 752 or 0400 674 217 (text only)

Email: [sexworker@sexworker.org.au](mailto:sexworker@sexworker.org.au)

Monday to Friday: 9am – 5pm

Resourcing health & Education (RhED) is a service for the sex industry in Victoria. The service provides site based and outreach services in collaboration with relevant programs and agencies. RhED adopts a broad definition of sex work that is inclusive of those engaged in the provision of sexual services, sexually explicit entertainment and sexually explicit content creation. RhED is committed to respecting and reflecting the needs of the sex industry, and actively promoting the rights of sex workers.

Services include:


- information
- education
- support
- referrals
- advocacy.

Visit Resourcing and Health Education  
[sexworker.org.au](http://sexworker.org.au)

## **Royal Melbourne Hospital**

300 Grattan Street, Parkville

Phone: 9342 7000

 Tram number: 19, 58, 59

Services include:

- 24-hour emergency department
- outpatient services
- allied health and mental health programs.


Visit The Royal Melbourne Hospital  
[thermh.org.au](http://thermh.org.au)

## **Royal Victorian Eye & Ear Hospital**

32 Gisborne Street, East Melbourne

Phone: 9929 8666

Email: [info@eyeandear.org.au](mailto:info@eyeandear.org.au)

 Tram number: 30, 12, 109, 11

Monday to Friday 8.30am – 5.30pm.

Emergency Department is open 24/7.

Australia's only specialist eye, ear, nose and throat hospital. Specialist clinics, surgical services and 24-hour emergency department.

Services include:


- emergency department
- theatres
- inpatient ward
- cochlear implant clinic
- acute ophthalmology.

Visit Royal Victorian Eye and Ear Hospital  
[eyeandear.org.au](http://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's health, pregnancy, gynaecological issues and post-natal care of newborns. Includes women's health emergency service and services for pregnant people experiencing homelessness or substance abuse.

Visit The Royal Women's Hospital  
[thewomens.org.au](http://thewomens.org.au)

## **Sacred Heart Mission**

87 Grey Street, St Kilda

Phone: 9537 1166

Email: [info@sacredheartmission.org](mailto:info@sacredheartmission.org)



Tram number: 16, 96

Monday, Tuesday and Thursday:

8.30am – 12.30pm and 1pm – 4pm

Wednesday: 8.30am – 4.30pm

Friday 8.30am – 12.30pm and 1pm – 2.30pm

Services include:

- housing applications and referrals
- support with family violence, substance use issues, physical and mental health concerns, financial and legal matters, and social and life skills
- information, advocacy and support.

Drop-ins are welcome.

Visit Sacred Heart Mission

[sacredheartmission.org](http://sacredheartmission.org)

## **Safe Steps Family Violence Response Centre**

Phone: 9928 9600

Phone: 1800 015 188

Email: [admin@safesteps.org.au](mailto:admin@safesteps.org.au)

A Victoria-wide not-for-profit service for women and children experiencing violence and abuse from a partner or ex-partner, another family member or someone close to them.

Visit Safe Steps

[safesteps.org.au](http://safesteps.org.au)

## **Salvation Army, Melbourne Project 614 – Magpie Nest Café**

69 Bourke Street, Melbourne

Phone: 1800 825 955 (Crisis and  
Emergency Accommodation)

1800 266 686 (1800 COMMUNITY  
Emergency Contact)

Email: [info614@salvationarmy.org.au](mailto:info614@salvationarmy.org.au)

### **Day Café**

Monday to Friday

Breakfast: 9am – 10.30am

Lunch: 11.30am – 1pm

excluding public holidays

### **Twilight Café**

Monday to Friday

Dinner: 5pm – 7pm

excluding public holidays

A safe place for Melbourne's homeless and marginalised. Provides free meals and access to a supportive community with a range of practical supports.

- NDIS service Monday to Friday  
9am – 1pm
- Services Australia Monday to Friday  
9am – 1pm
- Hearing Australia visit the cafe every  
Wednesday fortnight from 9am – 1pm
- Community Hub operates every  
Wednesday in the cafe from 9am – 12pm  
with Victoria Police and Paramedics  
from Ambulance Victoria.
- The Couch International Students  
Program operates Monday  
to Thursday from 6pm – 8.30pm.
- Pro Bono Legal Clinic operates every  
Monday evening from 5pm – 6.30pm.

### **Salvation Army - Emergency Relief Marketplace**

69 Bourke St, Melbourne

Tuesday to Thursday: 9am – 1pm excluding public holidays.

Accessible once a month to those who live in Carlton, Docklands, Flemington, Kensington, Melbourne (CBD), North Melbourne, Southbank, and West Melbourne.

### **Sexual Health Victoria – Melbourne Clinic**

Level 1, 94 Elizabeth Street, Melbourne

Phone: 9660 4700

Free call: 1800 013 952

Train station: Flinders Street Train Station

Monday to Friday: 9am – 5pm

A sexual and reproductive health clinic providing many services, including:

- contraception and pregnancy options
- STI testing
- cervical screening services.

SHV offers low-cost or no-cost services for people under 21 years and for people who hold a valid concession card.

Consults are confidential, stigma-free and friendly. Appointments can be made via phone or online.

Visit Sexual Health Victoria

[shvic.org.au](http://shvic.org.au)

### **St Mary's House of Welcome**

165 – 169 Brunswick Street, Fitzroy

Phone: 9417 6497

Email: [operations@smhow.org.au](mailto:operations@smhow.org.au)



Tram number: 11

Monday to Friday:

- 8.15am – 3pm, showers
- 8.30am – 10am, breakfast
- 10.30am – 12pm, tea and coffee in the courtyard
- 12pm – 12.45pm, lunch – first sitting
- 12.45pm – 1.30pm, lunch – second sitting
- 1.30pm – 3pm, programs and activities.

Services include:

- meals program (including breakfast and lunch every weekday and emergency food hampers)
- showers with towels and toiletries
- drugs and alcohol information and referral
- homelessness information and referral
- emergency relief – clothing, etc
- comprehensive social inclusion program
- programs and activities for people with psychosocial disability
- health and wellbeing services
- preferred provision of various NDIS services
- mail collection
- Centrelink onsite every Tuesday morning.


Visit St Mary's House of Welcome

[smhow.org.au](http://smhow.org.au)

## St Vincent's Hospital

41 Victoria Parade, Fitzroy

Phone: 9231 2211

 Tram number: 11, 24, 30, 42, 86, 96, 109

Services include:


- outpatients
- emergency
- community services
- mobile outreach
- critical care services
- Healthcare for Homeless Department.

Visit St Vincent's Hospital Melbourne  
[svhm.org.au](http://svhm.org.au)

## Street Side Medics - Melbourne CBD

Westwood Place (Off Bourke Street,  
adjacent to the Salvation Army's Magpie  
Nest Café - Project 614)

Email: [admin@streetsidemedics.com.au](mailto:admin@streetsidemedics.com.au)

 Tram number: 67, 75

Every Thursday: 5.30pm - 7.30pm

No appointment necessary.


Services provided

- GP primary health consults, referrals and prescriptions
- Care and Dressings
- Blood collection
- Urinalysis
- Blood Sugar Level Checks
- Skin Checks
- Ear/Eye assessments
- Producing and Implementing Health Care Plans
- Minor surgical procedures.

## Street Side Medics Cleve Gardens St Kilda

Fitzroy Street Corner of Beaconsfield  
Parade, St Kilda,

Email: [admin@streetsidemedics.com.au](mailto:admin@streetsidemedics.com.au)

 Tram number: 12,16, 96

Every Wednesday: 5.30pm - 7.30pm

No appointment necessary.

Services provided


- GP primary health consults, referrals and prescriptions
- Care and Dressings
- Blood collection
- Urinalysis
- Blood Sugar Level Checks
- Skin Checks
- Ear/Eye assessments
- Producing and Implementing Health Care Plans
- Minor surgical procedures.

## The Drum Youth Services

100 Drummond Street, Carlton

Phone: 9663 6733

Email: [youthservices@ds.org.au](mailto:youthservices@ds.org.au)

 Tram number: 1, 6, 8, 16, 72

Services include:

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

## The Open Door

166 Boundary Road, North Melbourne

Phone: 9329 6988 or 9313 2650



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
- recreation, training and employment programs.

Accommodates men aged over 18.

Nightly accommodation cost varies, dependent on income.

Accommodation includes:

- three meals per day for residents
- communal areas and IT access
- laundry facility for residents.

Visit Salvation Army

**salvationarmy.org.au**

## The Zone

Phone: 1800 161 327

Email: [thezone@ysas.org.au](mailto:thezone@ysas.org.au)

Monday to Friday: 9am – 5pm

The Zone is an alcohol and other drugs support program for young people aged 12-25 and their families.

The Zone is located across the northern and western suburbs of Melbourne with sites in Carlton, Coburg, Broadmeadows, Sunbury, Sunshine, Melton and Abbotsford – or they can come out to you.

A team of dedicated specialists (including youth workers, nurses & practice leads) offer the following services:


- Ongoing support for drug and alcohol use
- Drug education and peer support groups
- Help connecting with other health, community and essential services
- Provide support to families, chosen family or important people in your life
- Assistance with managing withdrawal.

## Turning Point

110 Church Street, Richmond

Phone: 8413 8413

Email: [Info@turningpoint.org.au](mailto:Info@turningpoint.org.au)

 Tram number: 78, 48, 75

Monday to Friday: 9am – 5pm

Provides Specialist Addiction Clinics, medical assessment and treatment of referred patients, including:

- treatment for people who are dependent on prescribed or illicit opioids. Treatment options include methadone, suboxone, buvida and sublocade
- specialist addiction clinic for people requiring assessment, diagnostic clarification and management planning for AOD use or other addictive behaviours (e.g. gambling)
- neuropsychological assessment and secondary consultation for people with AOD issues and suspected cognitive impairment
- counselling support for people to help address their alcohol and drug concerns
- outreach and treatment for people who identify as Aboriginal and who are seeking support for their alcohol and other drug use
- treatment and care coordination for people requiring support from AOD and other health and support services.

All eligible medical consultations are bulk-billed and other services are free.

Visit Turning Point

[turningpoint.org.au](http://turningpoint.org.au)


## Wintringham

136 Mt Alexander Road, Travancore

Intake and service information line:

9034 4824

Email: [intake@wintringham.org.au](mailto:intake@wintringham.org.au)

 Tram number: 59

Wintringham is a specialised non-religious not-for-profit welfare organisation that provides quality care, accommodation and support services to people aged 50 and over who have limited financial resources, and are either experiencing or at risk of homelessness.

Services include:

- outreach – access to support services and accommodation referrals
- residential aged care – accommodation, meals, recreation, personal care and nursing provided 24 hours a day
- housing – independent living units, with long-term housing and tenancy support
- community care – Home Care Package provider. Services include case management, personal care, domestic duties, recreation and support to promote wellbeing in your home
- NDIS – support and case management for National Disability & Insurance Scheme participants.

Visit Wintringham

[wintringham.org.au](http://wintringham.org.au)

## **Young People's Health Service**

19 King Street, Melbourne  
(co-located with Melbourne City Mission's  
Frontyard Youth Services)

Phone: 9453 8590

Email: [young.people@rch.org.au](mailto:young.people@rch.org.au)

Monday to Friday: 9am – 5pm

YPHS is a health service for young people aged 15-24 who are experiencing, or at risk of, homelessness. It is free and no Medicare or Concession card is needed. Just walk in to Frontyard and ask to see the nurses.

Services include:

- general health check-up
- sexual health (including testing and treating STIs)
- contraception (including Implanon, the pill, emergency contraception)
- pregnancy options and referrals
- immunisations
- health planning, support and referral
- alcohol and other drug use support
- any questions you have about your health.

Visit Young People's Health Service  
[rch.org.au/adolescent-medicine/young-peoples-health-service](http://rch.org.au/adolescent-medicine/young-peoples-health-service)





## 6. LEGAL AND FINANCIAL SERVICES

### **CASA House (Centre Against Sexual Assault)**

Level 3, Queen Victoria Women's Centre,  
210 Lonsdale Street, Melbourne

Intake crisis line: 9635 3610, available 24/7

Admin line: 9635 3600

Email: [casa@thewomens.org.au](mailto:casa@thewomens.org.au)

Monday to Friday 9am – 5pm

CASA House is one of 15 sexual assault services throughout Victoria, funded by the state government to provide services to adult victim survivors. CASA House is part of the Royal Women's Hospital.

Services include:

- individual counselling and advocacy for people of all genders
- crisis support for adult victim survivors of recent sexual assault
- information and support for people supporting victim survivors
- support groups and trauma sensitive yoga
- community education and professional development
- secondary consultation for professionals.

Visit CASA House

[casahouse.com.au](http://casahouse.com.au)

### **cohealth**

Visit cohealth


[cohealth.org.au](http://cohealth.org.au)

### **Central City**

53 Victoria Street, Melbourne

Phone: 9448 5536

Train station: Melbourne Central  
Train Station

 Tram number: 19, 57, 59

Monday to Saturday, opening hours for each service differ, check website for further information.

Outreach and on-site support services for people experiencing homelessness or at risk of becoming homeless, including:

- duty response
- homelessness case management
- practice nurse
- podiatry
- dietetics
- women's specialist physiotherapist
- physiotherapist
- peer support
- harm reduction workers
- addiction medicine
- washing machines
- showers
- cohealth Kangaroos Football
- Homelessness Mental Health Outreach team
- City Street Health – outreach AOD
- NSP 0438 359 273
- Bolton Clarke Homeless Persons Program nurses
- Justice Connect social worker (on Thursdays).

## **DJIRRA**


292 Hoddle Street, Abbotsford

Phone: 9244 3333

Free call: 1800 105 303

Email: [info@djirra.org.au](mailto:info@djirra.org.au)

Train station: Victoria Park Train Station  
(Hurstbridge and Mernda service line)

 Bus number: 200, 207, 246, 302, 304,  
309, 350, 905, 906, 907, 908

Services for Aboriginal people include:

- legal services
- counselling support
- information, referral and support
- community education and training.

Visit DJIRRA

[djirra.org.au](http://djirra.org.au)

## **Fitzroy Legal Service**

Level 4, Fitzroy Town Hall, Fitzroy  
(access via courtyard near 126 Moor Street)

Phone: 9419 3744

Email: [reception@fls.org.au](mailto:reception@fls.org.au)

From Parliament Train Station, take the  
number 11, 86 or 96 tram, or walk 21 min

From Victoria Park Train Station, take the  
number 200 or 207 bus, or walk 20 min

Monday to Friday: 9am – 5pm

Lunch Break: 1pm – 2pm

Legal Advice night service: 6pm – 9pm  
by appointment only

A community legal centre that offers  
free legal advice, and some legal  
representation, community legal  
education, publications and law  
reform advocacy.

Visit Fitzroy Legal Service

[fls.org.au](http://fls.org.au)

## **Homelessness Advocacy Service (HAS) – Council to Homeless Persons**

2 Stanley Street, Collingwood

Phone: 8415 6200

Free call: 1800 066 256

Email: [admin@chp.org.au](mailto:admin@chp.org.au)

Monday to Friday: 9am – 5pm.

Appointments required

Tuesday – Thursday

Provide advice and information about  
rights regarding homelessness support  
services, as well as making complaints  
and advocating on behalf of  
homeless persons.

Visit Council to Homeless Persons

[chp.org.au/services/has](http://chp.org.au/services/has)

## **Inner Melbourne Community Legal**

Suite 2, 508 Queensberry Street,  
North Melbourne

Phone: 9328 1885



Tram number: 57

Monday to Friday: 9am – 5pm  
closed 1pm – 1.30pm

Free legal information, advice and  
casework. Appointment required.

Visit Inner Melbourne Community Legal  
[imcl.org.au](http://imcl.org.au)

## **Justice Connect Homeless Law**

Level 5, 446 Collins Street, Melbourne

Phone: 8636 4408 (Homeless Law Line)  
or 8636 4400 (Central JC line)

Email: [homelesslaw@justiceconnect.org.au](mailto:homelesslaw@justiceconnect.org.au)  
or [admin@justiceconnect.org.au](mailto:admin@justiceconnect.org.au)

Train station: Flinders Street Train Station  
or Parliament Train Station

Monday to Friday 9am – 5pm,  
by appointment only

A Homeless Law team who help challenge  
and change laws that unfairly harm people  
facing homelessness, while providing  
on-the-ground legal help to people who  
need it most.

The service assists with:

- infringements related to homelessness
- tenancy
- credit and debt.

Visit Justice Connect  
[justiceconnect.org.au](http://justiceconnect.org.au)

## **Melbourne Counselling Service – The Salvation Army**

Australia Southern Territory

133 Rankins Road, Kensington

Phone: 9653 3250

For afterhours support contact the  
Gambler's Helpline, Phone: 1800 858 858

Email: [gamblingsupportreception@salvationarmy.org.au](mailto:gamblingsupportreception@salvationarmy.org.au)

Monday to Friday by appointment only:  
9am – 5pm

Services include:

- therapeutic and financial counselling  
for gambling addiction
- community education
- information and referral support
- venue support.

Visit Melbourne Counselling Service  
[salvationarmy.org.au/  
melbournecounsellingservice/](http://salvationarmy.org.au/melbournecounsellingservice/)

## **Services Australia: Australian Government Agency**

Centrelink: 132 850

Medicare: 132 011

Child Support Agency: 131 272

Services Australia is an Australian  
Government agency that delivers a range  
of services to the community, including  
Centrelink, Medicare and Child Support  
Agency. Please refer to website or phone  
to make an enquiry.

Visit Services Australia  
[servicesaustralia.gov.au](http://servicesaustralia.gov.au)

## Settlement Program

58 Holland Court, Flemington

Phone: 9376 2033



Tram number: 57

Provides assistance to refugees and migrants living in Melbourne's West who have lived in Australia for less than five years, including:

- support to access and navigate mainstream and community services
- settlement related information, advocacy and advice
- domestic violence information and referrals
- social groups and workshops.

Visit Jesuit Social Services

[jss.org.au](http://jss.org.au)

## Victoria Police

### Melbourne West Police Station

313 Spencer Street, Docklands

Phone: 9625 3999 (open 24 hours).

### Melbourne East Police Station

202 Bourke Street, Melbourne

Phone: 9637 1100 (open 24 hours)

### Melbourne North Police Station

36 Wreckyn Street, North Melbourne

Phone: 8379 0800 (open 24 hours)

### Southbank Police Station

66 Moray Street, Southbank

Phone: 8635 0900 (open 24 hours)

In case of an emergency, or if you require immediate assistance, phone 000.

Visit Victoria Police

[police.vic.gov.au](http://police.vic.gov.au)

## Victoria Legal Aid

570 Bourke Street, Melbourne

Phone: 1300 792 387

Train station: Southern Cross Train Station

Monday to Friday 8am – 6pm

Services closed on public holidays.

Services include:

- legal advice
- public library
- representation at court and tribunals.

Visit Victoria Legal Aid

[legalaid.vic.gov.au](http://legalaid.vic.gov.au)

## YouthLaw

147 – 155 Pelham Street, Carlton

Phone: 9113 9500

Email: [legal@youthlaw.asn.au](mailto:legal@youthlaw.asn.au)



Tram number: 19, 57, 58, 59

Monday to Friday, 9am – 5pm

YouthLaw is a free legal service for young people under 25 in Victoria, assisting in a number of legal areas such as criminal matters, fines, debts, intervention orders, victims of crime etc. They offer advice directly to young people or secondary consults to people on behalf of young people (e.g. friends, family members, coworkers etc). Depending on the nature of the matter and the young person's circumstances, they might provide advice, information or referral only, or they might be able to take the matter on for casework and representation.

Visit YouthLaw

[Youthlaw.org](http://Youthlaw.org)

## 7. ASSISTANCE WITH EMPLOYMENT SERVICES

### The Big Issue Australia

Ground Level, 673 Bourke Street,  
Melbourne

Phone: 9602 7600

Office open Monday to Friday:  
8am – midday

The Big Issue is an independent, fortnightly magazine sold on the streets by people experiencing homelessness and disadvantaged people.

By getting involved, you could:

- earn money as a magazine vendor
- gain confidence and learn skills
- choose your own hours
- get fit with the Community Street Soccer Program (see website for details).

No referral process needed.

Visit The Big Issue  
[thebigissue.org.au](http://thebigissue.org.au)

### The Drum Youth Services

100 Drummond Street, Carlton

Phone: 9663 6733

Email: [youthservices@ds.org.au](mailto:youthservices@ds.org.au)



Tram number: 1, 6, 8, 16, 72

Services include:

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

Visit The Drum Youth Services  
[thedrum.ds.org.au](http://thedrum.ds.org.au)

### Fitted for Work

513 Bridge Road, Richmond

Phone: 9662 4289

Email: [info@fittedforwork.org](mailto:info@fittedforwork.org)

Monday to Friday: 9am – 5pm

Assists women, non-binary and gender diverse jobseekers experiencing disadvantage to find work, keep work and navigate through working life with success.

Fitted for Work provides clients with practical skills, knowledge, self-esteem and know-how so that they can move forward with confidence in the workplace.

Services include:

- mentoring
- interview preparation
- personal outfitting
- a range of holistic job readiness programs.

Visit Fitted for Work  
[fittedforwork.org](http://fittedforwork.org)



## Frontyard Youth Services

19 King Street, Melbourne

Phone: 9977 0077

Free call: 1800 800 531

Email: [frontyard@mcm.org.au](mailto:frontyard@mcm.org.au)



Tram number: City Circle, 70, 75  
(stop 2, Melbourne Aquarium)

Monday to Friday: 9am – 8pm.

Saturday, Sunday and public holidays:  
10am – 6pm.

A drop-in centre for young people at risk of, or experiencing, homelessness, Frontyard is a state-wide service that provides a range of free programs to young people aged 16 to 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 Melbourne City Mission

[mcm.org.au/homelessness/frontyard](http://mcm.org.au/homelessness/frontyard)

## Services Australia: Australian Government Agency

Centrelink: 132 850

Medicare: 132 011

Child Support Agency: 131 272

Services Australia is an Australian Government agency that delivers a range of services to the community, including Centrelink, Medicare and Child Support Agency. Please refer to website or phone to make an enquiry.

Visit Services Australia

[servicesaustralia.gov.au](http://servicesaustralia.gov.au)

## **WIRE Women's Information**

Level 1, Donkey Wheel House Building,  
673 Bourke Street, Melbourne

Helpline: 1300 134 130

Administration: 8326 7100

Email: [support@wire.org.au](mailto:support@wire.org.au)

Free and confidential support, information and referral for women, non-binary and gender diverse people on any issue – from leaving a violent relationship to coping with depression and everything in between.

WIRE services include:

- telephone support service:  
Monday to Friday 9am – 5pm  
(available 5 – 7pm by online appointment Monday to Thursday)
- online chat:  
live chat support services, Monday to Friday 9.30am – 4.30pm ([wire.org.au](http://wire.org.au))
- walk-in centre:  
Monday to Friday 9am – 5pm, Donkey Wheel House, Level 1/673 Bourke Street, Melbourne. Drop in for a face-to-face support or book an appointment via our website.

WIRE's free programs for women include:

- financial planning clinics
- family law related seminars and clinics
- employment workshops.

Visit WIRE

**[wire.org.au](http://wire.org.au)**





## 8. ABORIGINAL AND TORRES STRAIT ISLANDER SUPPORT SERVICES

### **Aboriginal Housing Victoria (AHV)**

Narrandjeri House


125 – 127 Scotchmer Street,

Fitzroy North

Phone: 9403 2100

Free call: 1800 248 842

Email: [clientservices@ahvic.org.au](mailto:clientservices@ahvic.org.au)

 Tram number: 11

Monday to Friday: 8.30am – 4.30pm

AHV is an Aboriginal community organisation responsible for managing over 1,500 rental properties for Aboriginal and Torres Strait Islander people living in Victoria.

Visit Aboriginal Housing Victoria  
[ahvic.org.au](http://ahvic.org.au)

### **Better Health Network (BHN) Indigenous Health Services**

Phone: 132 246 (132 BHN)

Email: [info@bhn.org.au](mailto:info@bhn.org.au)

Services are provided on-site and, in the community, Monday to Friday 9am-5pm.

BHN's Indigenous Access and Equity Program team provides health and wellness support to Aboriginal and Torres Strait Islander people and communities. Services are delivered in a culturally safe environment and include:

- Integrated Team Care
- Support for Aboriginal Youth, Women and Elders
- Help to reduce isolation through connections
- Chronic disease support and information about care packages and plans
- Advocacy and assistance in navigating Alcohol & Other Drug (AOD) treatments
- Assist with referrals for services.

Visit Better Health Network  
[bhn.org.au/services/aboriginal-health/](http://bhn.org.au/services/aboriginal-health/)

## DJIRRA

292 Hoddle Street, Abbotsford

Phone: 9244 3333

Free call: 1800 105 303

Email: [info@djirra.org.au](mailto:info@djirra.org.au)

Train station: Victoria Park Train Station  
(Hurstbridge and Mernda service line)



Bus number: 200, 207, 246, 302, 304,  
309, 350, 905, 906, 907, 908

Services for Aboriginal people include:

- legal services
- counselling support
- information, referral and support
- community education and training.

Visit DJIRRA

[djirra.org.au](http://djirra.org.au)

## First Peoples' Health and Wellbeing

258 Settlement Road, Thomastown

7A Station Street, Frankston

Phone: 9070 8181

Email: [info@fphw.org.au](mailto:info@fphw.org.au)

Monday to Thursday: 9am – 5pm

Friday: 9am – 1pm

Services are by appointment only  
and include:

- GP appointments
- COVID testing and vaccinations
- flu and general vaccinations
- health checks
- psychology
- physiotherapy.

First Peoples' Health and Wellbeing is a dynamic Aboriginal community-controlled health organisation offering affordable primary healthcare services to Aboriginal and/or Torres Strait Islander People and their families in urban Melbourne. Clinics offer trauma-informed care in environments that are culturally-safe, calm and healing.

Visit First People's Health and Wellbeing  
[firstpeopleshealthandwellbeing.org.au](http://firstpeopleshealthandwellbeing.org.au)

## **Ngwala Willumbong Aboriginal Corporation**

93 Wellington Street, St Kilda

Phone: 9510 3233

Email: [reception@ngwala.org.au](mailto:reception@ngwala.org.au)



Tram number: 3, 5

Monday to Friday, 9am – 5pm,  
closed on public holidays.

Delivers quality services to meet the needs of Aboriginal & Torres Strait Islander People, their families and their communities. They drive positive change and healing for the people by focusing on a variety of services such as alcohol and drug treatment and recovery, housing, homelessness and a variety of other services. Working to enhance the lives of the community by offering culturally responsive, holistic AOD services, including homelessness and family violence support. They promote physical, mental and spiritual wellness, to empower Aboriginal and Torres Strait Islander people and communities throughout Victoria.

Visit Ngwala Willumbong  
Aboriginal Corporation  
[ngwala.org.au](http://ngwala.org.au)

## **Ngwala Willumbong – Aboriginal Homelessness Entry Point**

109 Chapel Street, St Kilda

Phone: 9510 3233

Email: [iap@ngwala.org.au](mailto:iap@ngwala.org.au)

An entry point that services Aboriginal and Torres Strait Islander people. They are an 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.

Visit Ngwala Willumbong  
Aboriginal Corporation  
[ngwala.org.au](http://ngwala.org.au)

## **Victorian Aboriginal Child Care Agency (VACCA)**

340 Bell Street, Preston

Phone: 9287 8800

Email: [vacca@vacca.org](mailto:vacca@vacca.org)

Train station: Bell Train Station

Monday to Friday, 9am – 5pm

Services include:

- child and family services
- youth services and programs
- cultural strengthening programs
- family violence
- justice support
- community support
- external training.

Working to build supportive culturally strong, safe and thriving Aboriginal communities. Delivering more than 75 programs across Victoria, together with the Aboriginal community, they design, develop and deliver programs that build on peoples' strengths. They understand intergenerational trauma, and that healing occurs in the context of developing relationships, connection to culture, community, and Country.

Visit Victorian Aboriginal Child Care Agency  
[vacca.org](http://vacca.org)

## **Victorian Aboriginal Health Service**

186 Nicholson Street, Fitzroy

Phone: 9419 3000

Email: [info@vahs.org.au](mailto:info@vahs.org.au)



Tram number: 86

Monday to Thursday, 9am – 5pm

Friday, 9am – 4pm

Free health service for Aboriginal and Torres Strait Islander people, including:

- health services
- psychiatric services
- drug and alcohol counselling
- immunisation
- preventative care for children
- maternal and child health
- women's health
- antenatal care
- dental services.

The Victorian Aboriginal Health Service (VAHS) was established to address the specific medical needs of Victorian indigenous communities. The organisation provides a comprehensive range of medical, dental and social services for the indigenous community.

Visit Victorian Aboriginal Health Service  
[vahs.org.au](http://vahs.org.au)

## **Victorian Aboriginal Legal Service**

273 High Street, Preston

Phone: 9418 5999

Free call: 1800 064 865

Email: [vals@vals.org.au](mailto:vals@vals.org.au)

Train Station: Bell Train Station

VALS' aims are to provide high quality assistance with legal aid services to Aboriginal and Torres Strait Islander peoples in Victoria. Provides support with civil, family and criminal legal matters for Aboriginal and Torres Strait Islander people.

Visit Victoria Aboriginal Legal Service  
[vals.org.au](http://vals.org.au)

## **13YARN**

Phone: 13 92 76

13YARN (thirteen YARN) is the first national crisis support line for mob who are feeling overwhelmed or having difficulty coping. They offer a confidential one-on-one yarning opportunity with a Lifeline-trained Aboriginal & Torres Strait Islander Crisis Supporter who can provide crisis support 24 hours a day, 7 days a week. 13YARN empowers community with the opportunity to yarn without judgement and provide a culturally safe space to speak about their needs, worries or concerns.

Visit 13YARN  
[13yarn.org.au](http://13yarn.org.au)





## Contact

**[melbourne.vic.gov.au/contactus](http://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



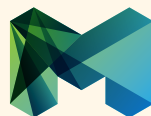
### Interpreter services

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	普通话
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



CITY OF MELBOURNE