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Aboriginal Hostels

Aboriginal Accommodation

Address: 26th Floor, 2 Lonsdale Street,
MELBOURNE 3000

Postal: GPO Box 486G, MELBOURNE 3001

Contact person: Duty Worker

Phone: (03) 9285 6777 **Fax:** (03) 9285 6767

Email: allanliddle@ahl.gov.au

Website: www.ahl.gov.com.au

Service Description:

Aboriginal Hostels provides hostel accommodation and information on all types of accommodation for Aboriginal people throughout Victoria.

See separate entries for the following hostels:
George Wright Hostel, Geraldine Briggs Hostel,
Harry Nanya Hostel, W T Onus Hostel

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

COST TO CLIENTS: Inquire.

AVAILABILITY: According to need.

REFERRAL: Self.

Bethlehem Community

Supported Accommodation (SAAP - HACC)

Address: 238 George Street, FITZROY 3065

Contact person: Coordinator, Carol Vale

Phone: (03) 9419 1415 **Fax:** (03) 9419 1510

Email: bethcom@aol.com

Service Description:

Supported accommodation for chronically homeless women who have exhausted all other accommodation options. Women with mental health problems are accepted.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri,
with a telephone answering machine available
when the office is unattended.

COST TO CLIENTS: \$120 per week including
meals and care.

AVAILABILITY: Medium to long-term.

REFERRAL: Community or government agency.

SPECIAL REQUIREMENTS: No alcohol is
allowed on the premises.

Carlton Housing Estates Residents' Services (CHERS)

Public Tenant Group

Address: Ground Floor, 510 Lygon Street,
CARLTON 3053

Postal: PO Box 1208, CARLTON 3053

Contact person: Tenant Group

Phone: (03) 9347 6553 **Fax:** (03) 9348 1600

Service Description:

Public tenant groups are composed of Office of
Housing tenants who have united to organise and
work towards improving the social and physical
environment in which they live.

Service Details:

AVAILABILITY: Irregular hours, with a telephone
answering machine available when the office is
unattended.

COST TO CLIENTS: Nil.

REFERRAL: Self.



Carlton Rental Housing Cooperative

Rental Housing Cooperative

Address: Rooms 11 & 12, 180 Palmerston Street, CARLTON 3053

Postal: PO Box 1263, CARLTON 3053

Contact person: Duty Worker

Phone: (03) 9348 1363 **Fax:** (03) 9349 3395

Email: crhc@infoxchange.net.au

Service Description:

A community housing program in which the tenants, usually families, manage leased public housing. Tenants, who must be eligible for Office of Housing accommodation, become Cooperative members and must actively participate in the running of the Cooperative.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

COST TO CLIENTS: Rent according to Office of Housing rates.

AVAILABILITY: Long-term. REFERRAL: Self.

ASSESSMENT: By application.

SPECIAL REQUIREMENTS: Proof of income.

Catholic Social Services

Catholic Social Services

Address: 383 Albert Street, EAST MELBOURNE 3002

Postal: PO Box 146, EAST MELBOURNE 3002

Contact person: Reception

Phone: (03) 9287 5566 **Fax:** (03) 9287 5567

Email: office@css.org.au

Website: www.css.org.au

Service Description:

The office provides referral for social welfare services, support for Catholic agencies, research on social issues, development of social policy and advocacy in the social service field.

Concerns include aboriginal people, aged care, HIV/AIDS, children and adolescents, criminal justice, disability, families, health, housing & homelessness, income security and women's issues.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri, with a telephone answering machine available when the office is unattended.

CATCHMENT AREA: Melbourne & Geelong.

COST TO CLIENTS: Nil.

REFERRAL: Self.

Common Equity Rental Housing Cooperative (CERC), Kensington

Common Equity Rental Housing Cooperative (CERC)

Address: No street address, KENSINGTON 3031

Contact person: Common Equity Housing

Phone: (03) 9421 3963 **Fax:** (03) 9421 3975

Service Description:

Under the CERC program, a community group establishes a cooperative to select properties which are purchased by Equity Housing and leased back to the cooperative for non-profit rental. The cooperative allocates the housing to eligible low income earners, usually families, and maintains collective tenant management.

**Service Details:**

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

Waiting list applies.

SPECIAL REQUIREMENTS: Must be a recipient of a Commonwealth Government pension or allowance including Austudy, Family Allowance or Veterans' Affairs Service Pension.

Council of Single Mothers & their Children

Shared Housing Register for Single Mothers

Address: 3rd Floor, Ross House,
247-251 Flinders Lane, MELBOURNE 3000

Contact person: Duty Worker, Free STD call

Phone: (03) 9654 0622, (03) 9654 0327

Fax: (03) 9654 0328

Email: csmc@infoxchange.net.au

Service Description:

A shared housing register provides contacts for housing for single mothers and their children.

Service Details:

AVAILABILITY: 9.30am to 1.00pm, Mon to Thur.

TTY, (03) 9639 3980

OFFICE HOURS: 9.30am to 4.00pm, Mon to Thur.

CATCHMENT AREA: State-wide.

REFERRAL: Self.

Council to Homeless Persons (Victoria)

'Parity' (SAAP)

Address: 5th Floor, 140 Queen Street,
MELBOURNE 3000

Contact person: Editor, Mr Noel Murray

Phone: (03) 9606 0766 **Fax:** (03) 9606 0405

Email: admin@chp.org.au

Website: www.chp.org.au

Service Description:

A magazine containing articles relating to homelessness and the provision of community services. The magazine provides a voice for the homeless.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

E-mail: parity@chp.org.au

ANNUAL SUBSCRIPTION: \$60 per year for 10 issues.

Health Promotion

Contact person: Duty Worker

Service Description:

Health promotion activities are provided as follows.

HEALTH GAIN TARGET: Good health for homeless people.

HEALTH PROMOTION ACTION: Social marketing (raising public awareness).

Community action.

Organisational development: policy development.

TARGET POPULATION: Homeless people.

SERVICE TYPE: Peak body.

DELIVERY ORGANISATION: Peak body.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.



Homelessness Library Resources (SAAP)

Contact person: Librarian

Service Description:

A non-lending library, available to the general public, containing a wide range of material on homelessness and related issues. Photocopying facilities are available.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

COST TO CLIENTS: Nil. Photocopying, minimal fee.

AVAILABILITY: It is advisable to ring before visiting.

REFERRAL: Self.

Homelessness Research & Policy (SAAP)

Contact person: Duty Worker

Service Description:

Coordination and communication between agencies providing services to the homeless, consultation with relevant government departments, data collection, research and advocacy.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

State-Wide SAAP Regional Network

Contact person: Policy Worker, Ruth Gordon

Service Description:

The Council provides a secretariat to the SAAP Regional Network which meets every three months to disseminate regional information, identify common issues and provide information to the Office of Housing, SAAP and the Department of Human Services.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

Support & Accommodation Rights Service (SAAP)

Contact person: Coordinator, Paula Marsh
Free call

Service Description:

A confidential advocacy and grievance resolution service funded in Victoria by SAAP. The service works for and on behalf of people who are using, or seeking to use, SAAP funded services, including the homeless and women & children escaping family violence.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

COST TO CLIENTS: Nil

AVAILABILITY: According to need.

REFERRAL: Self or agency.

Ecumenical Housing

Advocacy & Research

Address: 6th Floor, 20 Queen Street,
MELBOURNE 3000

Contact person: Duty Worker

Phone: (03) 9629 4888 **Fax:** (03) 9629 2361

Email: admin@ehi.org.au

Service Description:

Ecumenical Housing has three main functions.

It is involved in development and advocacy for equitable housing policies.

It undertakes both external fee-for-service consultancies and internally funded research projects.

It provides assistance to community organisations including church, local government and community groups in putting together community housing funding submissions.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

COST TO CLIENTS: Inquire.



Elizabeth Hoffman House

Accommodation for Survivors of Family Violence (SAAP)

Address: Confidential, MELBOURNE 3000

Postal: PO Box 167, FAIRFIELD 3078

Contact person: Twenty-four-hour refuge referral service, Crisis Line

Phone: 1800 015 188, (03) 9373 0123

Email: ehh@infoxchange.net.au

Service Description:

Provides short-term accommodation for Aboriginal women and children, survivors of family violence.

Non-Aboriginal women with children of Aboriginal partners will be accepted.

Twenty-four-hour refuge service is available.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

The crisis lines are available twenty-four hours a day.

COST TO CLIENTS: Nil. Linen deposit is required.

AVAILABILITY: Up to six weeks. Boys over 12 years of age are not accommodated.

REFERRAL: Self or agency.

Flagstaff Crisis Accommodation

Hostel Accommodation (SAAP)

Address: Cnr King & Roden Streets, WEST MELBOURNE 3003

Postal: PO BOX 506, NORTH MELBOURNE 3051

Contact person: Duty Worker

Phone: (03) 9329 4800, (03) 9329 5777

Fax: (03) 9329 0966

Email: flagstaffca@infoxchange.net.au

Service Description:

Emergency accommodation for homeless men provides single rooms with en suite bathrooms. Services provided include meals, recreational opportunities and support. Services are available after hours.

Service Details:

AVAILABILITY: Twenty-four hours, seven days a week.

COST TO CLIENTS: Lunch, evening meal, bed & breakfast, \$12

REFERRAL: Self.

Housing Establishment Fund (HEF)

Contact person: Duty Worker

Service Description:

Provides financial assistance to homeless men for rental bonds and for rent in arrears and in advance. The service is available to Flagstaff residents only.

Service Details:

OFFICE HOURS: 9.00am to 5.30pm, Mon to Fri.

REFERRAL: Self.

ASSESSMENT: By application.

Forster Lodge Austudy & Abstudy Hostels

Student Hostels

Address: 3rd Floor, 766 Elizabeth Street, MELBOURNE 3000

Contact person: Reception

Phone: (03) 9347 2655 **Fax:** (03) 9348 1273

Email: info@tryyouth.org.au

Website: www.tryyouth.org.au



Service Description:

Provides accommodation for young and adult university students. Houses are in Footscray, Maidstone, Clifton Hill, Lalor and Thornbury and are provided with furniture, kitchen utensils, bedding and initial foodstuffs. Bond and the first month's rent in advance plus an ongoing rent subsidy of thirty per cent of the total rent are provided, and students are responsible for the remaining rent and payment of services such as gas and electricity.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

COST TO CLIENTS: Inquire.

SPECIAL REQUIREMENTS: Students must be receiving Austudy or Abstudy. Students in need are considered.

FrontYard: Melbourne Youth Support Service (MYSS)

Housing Establishment Fund (HEF)

Address: 19 King Street, MELBOURNE 3000

Contact person: Youth Support Service Coordinator, Michael Beresford-Smith

Phone: (03) 9614 3688 **Fax:** (03) 9614 3622

Email: myss@infoxchange.net.au

Website: www.mcm.org.au/youthnet/contents/frontyard/frontyard.htm

Service Description:

Provides financial assistance to young people 16 to 25 years old for rental bonds and for rent in arrears and in advance. The Fund is not available to tenants in Office of Housing properties.

Service Details:

OFFICE HOURS: 10.00am to 8.00pm, Mon to Fri; 12noon to 8.00pm, Sat, Sun & public holidays.

REFERRAL: Self or agency.

ASSESSMENT: By application.

Youth Housing Information, Referral & Support (SAAP)

Contact person: Case Worker, Vanessa Collins

Service Description:

Young people 16 to 25 years old are assisted in obtaining emergency and long-term housing. The service provides crisis intervention, short-term supported referral and follow-up case management. Workers assist clients in their continuing search for housing. Refuge vacancies are available as a recorded message when the telephone is unattended.

Service Details:

OFFICE HOURS: 10.00am to 8.00pm, Mon to Fri; 12noon to 8.00pm, Sat, Sun & public holidays.

COST TO CLIENTS: Nil.

REFERRAL: Self.

ASSESSMENT: By interview.

Youth Information & Referral (SAAP)

Contact person: Duty Worker

Service Description:

Information and referral are provided on a broad range of issues including health, the law, housing, education and employment. Practical support is provided to young people 16 to 25 years old who are homeless, looking for work, in trouble with the police, needing money, having problems with drugs or alcohol, or having any other problem for which they need advice.

**Service Details:**

OFFICE HOURS: 10.00am to 8.00pm, Mon to Fri;
12noon to 8.00pm, Sat, Sun & public holidays.

COST TO CLIENTS: Nil.

REFERRAL: Self or agency.

ASSESSMENT: By interview, but appointments
not required.

Hanover Southbank

Crisis Accommodation (Crisis & Transitional Services - SAAP)

Address: 52 Haig Street,
SOUTH MELBOURNE 3205

Postal: PO Box 1016,
SOUTH MELBOURNE 3205

Contact person: Duty Worker

Phone: (03) 9699 4566, (03) 9699 6388

Fax: (03) 9699 6790

Email: hanover@infoxchange.net.au

Service Description:

Supported crisis accommodation is available to single men, single women, couples and young adults. On-call service is available.

Service Details:

OFFICE HOURS: Twenty-four hours, seven days a week.

COST TO CLIENTS: Approximately \$12 per night, per adult, including bed & breakfast; \$9 per night for those on Youth Allowance.

AVAILABILITY: According to need, with a twenty-four-hour booking service.

REFERRAL: Self.

Social Work Services

Contact person: Social Worker

Service Description:

The Social Work Team provides on-call support to singles in crisis, particularly housing crisis, with a referral service for families. The team engages people in a casework relationship to encourage the resolution of crises and the move to appropriate, permanent housing.

Service Details:

OFFICE HOURS: Twenty-four hours, seven days a week.

COST TO CLIENTS: Nil.

AVAILABILITY: According to need.

Hope Street Refuge

Refuge Accommodation (SAAP)

Address: Confidential, MELBOURNE 3000

Postal: PO Box 129, BRUNSWICK WEST 3055

Contact person: Duty Worker

Phone: (03) 9380 1403 **Fax:** (03) 9387 0241

Email: hopest@infoxchange.net.au

Service Description:

A twenty-four-hour refuge service for youth 16 to 25 years old. Accommodation is available for females and males and there is one family unit. Counselling and advice in seeking long-term accommodation are also provided.

Service Details:

AVAILABILITY: Twenty-four hours, seven days/week.

The Refuge provides safe accommodation and therefore no drugs or alcohol are allowed on the premises.

CATCHMENT AREA: North-western metropolitan area.

COST TO CLIENTS: Twenty-five per cent of income.

REFERRAL: Self or agency.



Housing Resource & Support Service (HR&SS)

Disability Resource & Support Services

Address: Ross House, 247-251 Flinders Lane, MELBOURNE 3000

Contact person: Coordinator, TTY

Phone: (03) 9654 3859, (03) 9654 1606

Fax: (03) 9650 3689

Email: hrss@netspace.net.au

Website: www.vicnet.net.au/~hrss

Service Description:

The service assists individuals with support needs associated with physical disability to live independently in the community.

Services include brokerage in the provision of the Home First program, advocacy on issues associated with housing and disability, provision of information and referral to housing and support services for people with physical disability, and assistance to individuals to identify and secure suitable long-term housing and support.

Service Details:

OFFICE HOURS: 9.30am to 5.30pm, Mon to Fri.

COST TO CLIENTS: Nil.

AVAILABILITY: A waiting list applies.

Services do not include provision of crisis housing.

REFERRAL: Self or agency.

Kensington Public Tenants' Association

Public Tenant Group

Address: Flat 2, 44 Derby Street, KENSINGTON 3031

Postal: PO Box 1245, KENSINGTON 3031

Contact person: Duty Worker

Phone: (03) 9376 3267 **Fax:** (03) 9376 7533

Email: kpta@infoxchange.net.au

Service Description:

Public tenant groups are composed of Office of Housing tenants who have united to organise, provide advocacy and work towards improving the social and physical environment in which they live.

Limited services are available.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri, with a telephone answering machine available when the office is unattended.

CATCHMENT AREA: Cities of Moonee Valley & Melbourne.

COST TO CLIENTS: Nil.

AVAILABILITY: According to need.

REFERRAL: Self.

Macaulay Program

Inner West Community Connections

Address: 20 Bryant Street, FLEMINGTON 3031

Contact person: Coordinator, Alison McRoberts,

Phone: (03) 9372 1054 **Fax:** (03) 9376 5510

Email: macaulay.outreach@infoxchange.net.au



Service Description:

An assertive outreach program for people in low-cost housing or for homeless people with complex needs and who are experiencing difficulty in gaining access to services. The program assists people with psychiatric or intellectual disabilities, acquired brain injury and alcohol and drug abuse problems, and provides assistance with access to a wide range of services.

Service Details:

LOCATION: 115 Melrose Street,
North Melbourne.

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

CATCHMENT AREA: Cities of Moonee Valley & Melbourne.

COST TO CLIENTS: Nil.

REFERRAL: Self, family, carer, agency or medical.

Supported Housing

Contact person: Housing Worker

Service Description:

Individual support provides psychosocial rehabilitation and development of independent living skills for adults and young people 17 years old and over with psychiatric disabilities.

Accommodation is provided in twenty-six flats and six houses in a normal suburban setting.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

CATCHMENT AREA: Cities of Moonee Valley & Melbourne.

COST TO CLIENTS: Nil for support service. Public housing rental applies.

REFERRAL: Self, family, carer, agency or medical.

Mackillop Family Services, St Joseph's Babies & Family Services

Residential Care

Address: 22 Pin Oak Crescent,
FLEMINGTON 3031

Contact person: Residential Care Team Leader

Phone: (03) 9376 3555 **Fax:** (03) 9376 6202

Email: mfs.stjoseph@mackillop.org.au

Website: www.mackillop.org.au

Service Description:

Accommodation is provided in family group homes for the residential care of children and young people.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

CATCHMENT AREA: Western metropolitan.

COST TO CLIENTS: Nil.

AVAILABILITY: Short to medium-term.

REFERRAL: Department of Human Services.

Respite & Long-Term Foster Care

Contact person: Home Based Care
Team Leader

Service Description:

Respite and long-term foster care are available to assist families of infants and children 0 to 12 years old

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

CATCHMENT AREA: Western metropolitan.

COST TO CLIENTS: Nil.

AVAILABILITY: Medium to long-term

REFERRAL: Department of Human Services.



Specialised Home-Based Care

Contact person: Home Based Care
Team Leader

Service Description:

Accommodation for children exhibiting challenging behaviours is provided in home-based placements.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

CATCHMENT AREA: Western metropolitan.

COST TO CLIENTS: Nil.

AVAILABILITY: According to need.

REFERRAL: Department of Human Services.

Mary Anderson Lodge

Housing Establishment Fund (HEF)

Address: Confidential, MELBOURNE 3000

Contact person: Duty Worker, Free STD call

Phone: (03) 9373 0123, 1800 015 188

Fax: (03) 9429 1959

Service Description:

Provides financial assistance to women for rental bonds and for rent in arrears and in advance. The Fund is not available to tenants in Office of Housing properties.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

CATCHMENT AREA: State-wide.

REFERRAL: Self.

ASSESSMENT: By application.

Refuge Accommodation (SAAP)

Contact person: Refuge Worker, Free STD call,
Women's Domestic Violence Crisis Service

Service Description:

Twenty-four-hour, seven-day-a-week refuge accommodation is available for six to eight weeks for women and their dependent children.

Service Details:

COST TO CLIENTS: \$35 per week plus \$5 per week for children regardless of age.

AVAILABILITY: Emergency to short-term.

REFERRAL: Through Women's Domestic Violence Crisis Service.

Telephone: (03) 9373 0123

Free STD call: 1800 015 188

North Melbourne Tenants' Association

Public Tenant Group

Address: Ground Floor, 33 Alfred Street,
NORTH MELBOURNE 3051

Postal: PO Box 2114,
NORTH MELBOURNE 3051

Contact person: Victoria Negron, Secretary,
Marta Negron

Phone: (03) 9329 1805, (03) 9329 2997

Service Description:

Public tenant groups are composed of Office of Housing tenants who have united to organise, provide advocacy and work towards improving the social and physical environment in which they live.

**Service Details:**

OFFICE HOURS: Irregular, with a telephone answering machine available when the office is unattended.

COST TO CLIENTS: Nil.

AVAILABILITY: According to need.

REFERRAL: Self.

Open Door Hostel

Open Door Hostel (SAAP)

Address: 166 Boundary Road,
NORTH MELBOURNE 3051

Postal: PO Box 492,
NORTH MELBOURNE 3051

Contact person: Duty Worker

Phone: (03) 9329 6988 **Fax:** (03) 9329 7764

Email: opendoor@infoxchange.net.au

Service Description:

Transitional hostel accommodation for homeless young and adult males over 18 years old.

Service Details:

OFFICE HOURS: 9.30am to 5.30pm, Mon to Fri.

COST TO CLIENTS: Full board: \$112 per week.
A \$10 deposit for key & linen is required.

AVAILABILITY: Three to six months.

REFERRAL: From Flagstaff.

Ozanam Community Centre

Community Support

Address: 268 Abbotsford Street,
NORTH MELBOURNE 3051

Postal: PO Box 345,
NORTH MELBOURNE 3051

Contact person: Community Support Worker

Phone: (03) 9329 6733 **Fax:** (03) 9328 4613

Email: ocomcent@infoxchange.net.au

Service Description:

Provides information and referral to a wide range of support services in the areas of general and mental health, housing, material aid and crisis intervention.

Service Details:

OFFICE HOURS: 11.00am to 1.30pm & 4.00pm to 6.30pm, Tue, Wed, Thur & Fri; 11.00am to 1.00pm, Mon; 11.00am to 2.00pm, Sat & Sun.

CATCHMENT AREA: Melbourne metropolitan region.

COST TO CLIENTS: Nil.

AVAILABILITY: According to need.

REFERRAL: Self.

Housing Information & Referral

Contact person: Duty Worker

Service Description:

A housing worker provides information and referral on housing and tenancy issues.

Service Details:

OFFICE HOURS: 11.00am to 1.30pm & 4.00pm to 6.30pm, Tue, Wed, Thur & Fri; 11.00am to 1.00pm, Mon; 11.00am to 2.00pm, Sat & Sun.

CATCHMENT AREA: Melbourne metropolitan region.

COST TO CLIENTS: Nil.

AVAILABILITY: According to need.

REFERRAL: Self.



Ozanam Community Outreach Support Service

Outreach Support

Address: 197 Flemington Road,
NORTH MELBOURNE 3051

Postal: PO Box 345,
NORTH MELBOURNE 3051

Contact person: Outreach Worker

Phone: (03) 9329 9677 **Fax:** (03) 9328 2260

Email: ozsupport@infoxchange.net.au

Service Description:

Outreach workers provide support to clients of the agency and to people in boarding houses, rooming houses and public housing.

Service Details:

OFFICE HOURS: 9.00am to 5.30pm, Mon to Fri.

COST TO CLIENTS: Nil.

AVAILABILITY: According to need.

REFERRAL: Self or agency.

Ozanam House

Housing Establishment Fund (HEF)

Address: 179 Flemington Road,
NORTH MELBOURNE 3051

Postal: PO Box 345,
NORTH MELBOURNE 3051

Contact person: Duty Worker

Phone: (03) 9329 5100 **Fax:** (03) 9329 8727

Email: ozhouse@infoxchange.net.au

Service Description:

Provides financial assistance to adults and young people over 18 years old for rental bonds and for rent in arrears and in advance. The Fund is not available to tenants in Office of Housing properties.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

REFERRAL: Self.

ASSESSMENT: By application.

Ozanam House

Contact person: Duty Worker

Service Description:

Twenty-four-hour, seven-day-a-week crisis accommodation for homeless adult and young males 18 years old and over.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

CATCHMENT AREA: State-wide.

COST TO CLIENTS: Service fee of \$12 per night.

AVAILABILITY: Short-term.

REFERRAL: Self or agency.



Regina Coeli Community

Outreach Support for Women

Address: 149 Flemington Road,
NORTH MELBOURNE 3051

Contact person: Duty Sister

Phone: (03) 9328 1863 **Fax:** (03) 9326 5897

Email: reginaco@mira.net

Service Description:

Continuing outreach support is available for women who have been residents of the Regina Coeli Community and who have moved on to transitional or long-term housing.

Service Details:

OFFICE HOURS: 9.00am to 10.00pm, Mon to Fri.

A telephone answering machine is available after 10.00pm.

COST TO CLIENTS: Nil.

AVAILABILITY: According to need.

REFERRAL: Self or agency.

Supported & Emergency Accommodation for Women (SAAP)

Contact person: Duty Sister

Service Description:

A supported accommodation service for women over 25 years of age who are homeless and who may have psychiatric or drug and alcohol problems.

Admission is not refused to women initially unable to afford the rental.

Service Details:

OFFICE HOURS: 9.00am to 10.00pm, Mon to Fri.

A telephone answering machine is available after 10.00pm.

Alcohol and drugs are not permitted on the premises.

COST TO CLIENTS: \$250 per fortnight for full board.

AVAILABILITY: Medium to long-term. For women without dependants.

REFERRAL: Self.

Salvation Army Social Housing Service, Melbourne Office

Community Housing Service

Address: 3rd Floor, 69 Bourke Street,
MELBOURNE 3000

Postal: PO Box 18056 Collins Street East,
MELBOURNE 8003

Contact person: Duty Worker

Phone: (03) 9653 3288 **Fax:** (03) 9653 3295

Email: sashsm@infoxchange.net.au

Service Description:

The Service administers the following community housing.

Long-term accommodation for low-income single adults and families in twenty-eight one-bedroom units, three two-bedroom units and twelve three-bedroom houses.

Long-term accommodation for low-income single male adults and youths over 18 years old in six rooming houses, providing limited social support to assist with integration into the community.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

LOCATION: Rooming houses are located in Carlton, Coburg, Essendon, Flemington, Geelong, and Parkville.

COST TO CLIENTS: Dependent on income.

AVAILABILITY: Waiting list applies.

REFERRAL: Self or agency.



Transitional Housing Director

Contact person: Director, Mrs Cheryle Avent

Service Description:

The coordinating office for transitional housing managed by the Salvation Army in Victoria.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

Seniors' Information Victoria

Information for Senior Citizens

Address: Ground Floor, Shop 5, CAE Centre, 256 Flinders Street, MELBOURNE 3000

Contact person: Reception

Phone: 1300 135 090 **Fax:** (03) 9639 7859

Email: askcota@cotavic.org.au

Website: www.cotavic.org.au

Service Description:

Provides information and advice about a wide range of services available to people aged over 50 years, including housing options and choices, home care and home maintenance, wellbeing issues, life long learning opportunities, legal and financial matters, and support services.

Printed information is also available and include fact sheets on issues such as housing options and directories of resident-funded retirement villages and independent living units, updated on a yearly basis.

Service Details:

OFFICE HOURS: 8.30am to 5.30pm, Mon, Tue & Fri; 9.30am to 5.30pm, Wed; 8.30am to 6.00pm, Thur.

COST TO CLIENTS: Nil for information & advice.

Retirement Village Directory: \$8 for COTA members; \$10 for non-members; \$22 for not-for-profit organisations; \$44 for businesses; \$2.50 for postage.

Independent Living Units Directory: \$20 for COTA members; \$25 for non-members; \$38.50 for not-for-profit organisations; \$66 for businesses; \$2.50 for postage.

REFERRAL: Self.

St Vincent de Paul Transitional Housing

Housing Establishment Fund (HEF)

Address: 36 Brunswick Street, FITZROY 3065

Postal: PO Box 2931, FITZROY 3065

Contact person: Duty Worker

Phone: 1300 880 400 **Fax:** (03) 9411 4777

Email: thsv@infoxchange.net.au

Website: www.thsv.org.au

Service Description:

Provides financial assistance to families and singles for rental bonds and for rent in arrears and in advance. The Fund is not available to tenants in Office of Housing properties.

All appointments should be made by 10.00am on Mondays.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Wed & Fri; 1.00pm to 5.00pm, Thur; a telephone answering machine is available when the office is unattended.

ASSESSMENT: By application.



Housing Information, Referral & Outreach Services

Contact person: Duty Worker

Service Description:

Information, practical help with housing problems and assistance in finding help from other agencies and government departments.

Transitional housing outreach services are also available five days a week in the Cities of Moreland, Hume and Yarra.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Wed & Fri; 1.00pm to 5.00pm, Thur; a telephone answering machine is available when the office is unattended.

Transitional Housing (THM)

Contact person: Duty worker

Service Description:

Transitional accommodation for adults, young people and families to assist those in housing crisis to establish and/or maintain appropriate, secure and sustainable housing.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Wed & Fri; 1.00pm to 5.00pm, Thur; a telephone answering machine is available when the office is unattended. After hours by appointment.

Transitional Housing Management Program (THM)

Contact person: Duty worker

Service Description:

The St Vincent de Paul is a coordinating body for emergency, transitional and short-term accommodation for adults, young people and families. The program assists those in housing crisis or the homeless to establish a secure home environment through the provision of transitional accommodation, financial assistance, intervention and advocacy. The transitional housing manager also assists with the application of priority access to public housing to facilitate exit arrangements from transitional housing.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Wed & Fri; 1.00pm to 5.00pm, Thur; a telephone answering machine is available when the office is unattended. After hours by appointment.

CATCHMENT AREA: DHS Region.

Statewide Women's Community Housing Service (SWCHS)

Housing Establishment Fund (HEF)

Address: 37 Bedford Street,
COLLINGWOOD 3066

Postal: PO Box 1365, FITZROY NORTH 3068

Contact person: Duty Worker

Phone: (03) 9417 4013 **Fax:** (03) 9417 4045

Email: swchs@infoxchange.net.au

Website: www.swchs.org.au



Service Description:

Provides financial assistance to women for rental bonds and for rent in arrears and in advance. The Fund is not available to tenants in Office of Housing properties.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

AVAILABILITY: Appointments necessary.

ASSESSMENT: By application.

Housing Information & Referral

Contact person: Duty Worker

Service Description:

A housing information and referral service for homeless women or women at risk of homelessness and for their dependants.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

Transitional Housing (THM) for Women

Contact person: Housing Manager

Service Description:

Transitional accommodation for young women with or without dependants to assist those in housing crisis to establish and/or maintain appropriate, secure and sustainable housing.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

Transitional Housing Management Program (THM)

Contact person: Housing Manager

Service Description:

Statewide Women's Community Housing Service is a coordinating body for transitional and short-term accommodation for young and adult women. The program aims to assist those in housing crisis or the homeless to establish a secure home environment through the provision of transitional accommodation, financial assistance, intervention and advocacy. The transitional housing manager also assists with the application of priority access to public housing to facilitate exit arrangements from transitional housing.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

Stopover Youth Housing Services

Supported Youth Accommodation Outreach (SAAP)

Address: PO Box 384, CARLTON SOUTH 3053

Contact person: Duty Worker, Refuge

Phone: (03) 9347 9355, (03) 9347 0636

Fax: (03) 9347 9370

Email: stopover@infoxchange.net.au

Service Description:

Supported accommodation for young people 16 to 25 years, providing worker assistance in gaining independent living skills.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

CATCHMENT AREA: State-wide.

COST TO CLIENTS: Twenty-five per cent of income.

AVAILABILITY: Medium to long-term.

REFERRAL: Self.



Youth Refuge

Contact person: Duty Worker, Housing Services

Service Description:

Emergency accommodation for young people 16 to 25 years old with priority given to those 16 to 20 years old.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

CATCHMENT AREA: State-wide.

COST TO CLIENTS: Twenty per cent of income.

AVAILABILITY: Six weeks stay maximum.

REFERRAL: Self or agency.

AVAILABILITY: According to need.

REFERRAL: Self.

Tenants' Union of Victoria (TUV)

Public Housing Advocacy Program (PHAP)

Address: 2/44 Derby Street,
KENSINGTON 3031

Address: 510 Lygon Street, CARLTON 3053

Address: 76 Canning Street,
NORTH MELBOURNE 3051

Postal: 76 Canning Street,
NORTH MELBOURNE 3051

Contact person: PHAP Worker, Administration

Phone: (03) 9326 9890, (03) 9376 7500

Fax: (03) 9376 7533

Website: www.tuv.org.au/

Service Description:

PHAP provides public housing tenants with a greater say on public housing issues and provides assistance in building strong local communities.

The program provides funding and support to public tenant groups to cover administrative and related costs including the provision of computers, printers, photocopiers and interpreting and translating services.

Tenants are also consulted on issues of concern including estate redevelopment and the management of community facilities.

Community education and policy development are also undertaken.

Support & Accommodation Rights Service (SARS)

SAAP Users' Rights Service

Address: 5th Floor, 140 Queen Street,
MELBOURNE 3000

Contact person: Duty Advocate, Free STD call

Phone: (03) 9606 0811, 1800 066 256

Fax: (03) 9606 0405

Email: rights@chp.org.au

Website: www.chp.org.au

Service Description:

Support & Accommodation Rights Service provides information, support and advocacy for current and potential users of services funded by the Supported Accommodation Assistance Program where the users are going through internal grievance procedures with SAAP services or taking complaints through other levels of redress.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri.

COST TO CLIENTS: Nil.



The Tenant Advice, Referral & Support Service (TARS) funds twelve regional and two State-wide agencies to provide independent advice, support and referral for public housing applicants and tenants on issues such as Office of Housing policies and procedures, tenant rights and responsibilities and Residential Tenancies Tribunal appeals.

Special projects include the Community Gardens program which encourages and facilitates the development of community gardens across the public housing sector.

Service Details:

AVAILABILITY:

Telephone advice: 9.00am to 5.00pm Mon to Fri.

Drop-in advice: 2.00pm to 5.00pm, Mon, Tue, Thur & Fri, & 9.30am to 1.00pm, Mon.

CATCHMENT AREA: Western metropolitan.

COST TO CLIENTS:

Advice services: Nil.

Membership: Individual: \$5 to \$15, depending on income; Organisations: \$75

REFERRAL: Self.

Valerie House

Family Violence Housing Support (SAAP)

Address: GPO Box 1393M, MELBOURNE 3001

Contact person: Mobile

Phone: 0419 883 074 **Fax:** (03) 9650 0151

Email: valeriehouse@infoxchange.net.au

Service Description:

Family violence, housing and crisis support including legal support and supported accommodation for women with or without dependants.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri, with a telephone voice-mail service available when the office is unattended.

COST TO CLIENTS: Nil.

AVAILABILITY: Emergency and according to need.

REFERRAL: Women's Domestic Violence Crisis Service, (03) 9373 0123

Victorian Women's Housing Association

Women's Housing Association

Address: 6th Floor, 20 Queen Street, MELBOURNE 3000

Contact person: Duty Worker,

Phone: (03) 9620 0474 **Fax:** (03) 9620 0475

Service Description:

The Association works towards creating more affordable housing options for women who are disadvantaged or on low incomes, and explores financing options for women's housing services including financing for construction of affordable long-term rental properties.

Service Details:

OFFICE HOURS: Irregular, with a telephone answering machine available when the office is unattended.

ANNUAL MEMBERSHIP: \$5 for individuals; \$10 for organisations.



Wintringham Independent Living Units, Aitkins Terrace, Ebsworth House, Guildford Lane

Independent Living Units

Address: 90 Kensington Road, KENSINGTON 3031

Address: 538 Little Collins Street,
MELBOURNE 3000

Address: 8-10 Guildford Lane,
MELBOURNE 3000

Postal: PO Box 193, FLEMINGTON 3031

Contact person: Director of Services,
Frances Mirabelli,

Phone: (03) 9376 1122 **Fax:** (03) 9376 8138

Email: admin@wintringham.org.au

Website: www.wintringham.org.au/

Service Description:

Self-contained accommodation for the aged capable of independent living.

Service Details:

CLIENTS ACCOMMODATED: Aged.

RANGE OF CARE PROVISION:

Single-occupancy units; Private en suites.

COST TO CLIENTS: Twenty-five per cent of income.

NUMBER OF UNITS: Independent Living: Total 20

Information in this entry is provided by the facility concerned.

Wombat Lanigiro Housing & Support Services

Housing Establishment Fund (HEF)

Address: 191-195 Melrose Street,
NORTH MELBOURNE 3051

Postal: PO Box 1183, KENSINGTON 3031

Contact person: Duty Worker

Phone: (03) 9320 8444 **Fax:** (03) 9320 8433

Email: womlan@infoxchange.net.au

Service Description:

Provides financial assistance to youth and families for rental bonds and for rent in arrears and in advance. The Fund is not available to tenants in Office of Housing properties.

The service is available only to clients of Wombat Lanigiro Housing & Support Services.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri, with a telephone answering machine available when the office is unattended.

CATCHMENT AREA: Cities of Maribyrnong, Melbourne & Moonee Valley.

AVAILABILITY: Appointments necessary.

REFERRAL: Self or agency.

ASSESSMENT: By application.

Housing Information & Support

Contact person: Housing Worker

Service Description:

Provides information, referral, support and advocacy on housing and tenancy issues.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri, with a telephone answering machine available when the office is unattended.

CATCHMENT AREA: Cities of Maribyrnong, Melbourne & Moonee Valley.

COST TO CLIENTS: Nil.

AVAILABILITY: According to need.

REFERRAL: Self.



Juvenile Justice Transitional Housing Support Program

Contact person: Duty Worker

Service Description:

Provides transitional housing support for young people under 25 years old who are clients of the Juvenile Justice or the Protective Care System of Human Services.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri, with a telephone answering machine available when the office is unattended.

CATCHMENT AREA: Cities of Maribyrnong, Melbourne & Moonee Valley.

COST TO CLIENTS: Nil.

AVAILABILITY: According to need.

REFERRAL: Juvenile Justice or the Protective Care System of Human Services.

Long-Term Family Accommodation (SAAP)

Contact person: Duty Worker

Service Description:

Units provide long-term accommodation for families.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri, with a telephone answering machine available when the office is unattended.

CATCHMENT AREA: Cities of Maribyrnong, Melbourne & Moonee Valley.

COST TO CLIENTS: Twenty-five per cent of income plus a service charge.

AVAILABILITY: Long-term.

There is a waiting period between referral and placement.

REFERRAL: Self or agency.

Outreach Housing Support

Contact person: Duty Worker

Service Description:

Outreach support and assistance for single adults seeking housing.

Housing support for women and children includes post-refuge support and support for those escaping family violence.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri, with a telephone answering machine available when the office is unattended.

CATCHMENT AREA: Cities of Maribyrnong, Melbourne & Moonee Valley.

COST TO CLIENTS: Nil.

AVAILABILITY: According to need.

REFERRAL: Self.

Resources for Children in Supported Accommodation Assistance Programs (SAAP)

Contact person: Regional SAAP Worker

Service Description:

A regional worker resources the services available to children in Supported Accommodation Assistance Programs, and provides the information to families, carers and workers associated with these children.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri, with a telephone answering machine available when the office is unattended.

CATCHMENT AREA: Cities of Maribyrnong, Melbourne & Moonee Valley.

COST TO CLIENTS: Nil.

AVAILABILITY: According to need.

REFERRAL: Self.



Rooming Houses

Contact person: Duty Worker

Service Description:

Rooming house accommodation for single males over 18 years old, for people with disabilities able to live independently and for single women over 25 years old.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri, with a telephone answering machine available when the office is unattended.

CATCHMENT AREA: Cities of Maribyrnong, Melbourne & Moonee Valley.

COST TO CLIENTS: Twenty-five per cent of income plus service charge.

AVAILABILITY: Medium to long-term.

REFERRAL: Self.

Transitional Housing Referral

Contact person: Duty Worker

Service Description:

Wombat Lanigiro Housing & Support Services has nomination rights for transitional housing to assess and support young people needing accommodation. The agency then contacts the Transitional Housing Manager to arrange the accommodation.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri, with a telephone answering machine available when the office is unattended.

CATCHMENT AREA: Cities of Maribyrnong, Melbourne & Moonee Valley.

Transitional Housing Support

Contact person: Duty Worker

Service Description:

Provides housing support, advice and case management for people being housed through the Transitional Housing Manager to help them gain access to more permanent housing. Support is provided to young people 15 to 25 years old who are single or with families, young people over 21 years old with children, and single adult males and females over 25 years old.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri, with a telephone answering machine available when the office is unattended.

CATCHMENT AREA: Cities of Maribyrnong, Melbourne & Moonee Valley.

COST TO CLIENTS: Nil.

AVAILABILITY: Medium-term.

REFERRAL: Self or agency.

Youth Housing Support (SAAP)

Contact person: Duty Worker

Service Description:

Outreach housing support for young people 15 to 25 years old, providing worker assistance in gaining independent living skills.

Service Details:

OFFICE HOURS: 9.00am to 5.00pm, Mon to Fri, with a telephone answering machine available when the office is unattended.

CATCHMENT AREA: Cities of Maribyrnong, Melbourne & Moonee Valley.



Women's Liberation Halfway House

Accommodation for Survivors of Family Violence

Address: GPO Box 2010S, MELBOURNE 3001

Contact person: DV Crisis Service,
Free STD call for clients

Phone: 1800 811 565, 0417 343 575

Fax: (03) 9816 8077

Email: msg@labyrinth.net.au

Service Description:

Provides short-term accommodation and support for women and children who are survivors of family violence, with priority given to women from non-English-speaking backgrounds. Community support and outreach services are also provided.

Referrals may be made directly to the Halfway House or through the Women's Domestic Violence Crisis Service of Victoria.

Service Details:

OFFICE HOURS: 10.00am to 5.30pm, Mon to Fri.

COST TO CLIENTS: Nil.

AVAILABILITY: Emergency.