

Homelessness Services in Melbourne's North and West that can be accessed directly

Aboriginal services



- **Elizabeth Morgan House Aboriginal Women's Service:** support for Aboriginal women or other women involved with Aboriginal men experiencing family violence, Ph: (03) 9482 5744, www.emhaws.org.au
- **Marg Tucker Hostel for Girls:** accommodation service for young women; Fairfield, Ph: (03) 9482 1161, margarettucker.org.au
- **Bert Williams Aboriginal Youth Service:** crisis accommodation service for young men; Case management service for Indigenous men who use violence, Thornbury, Ph: (03) 9484 5310, www.vacsal.org.au/programs/bert-williams-center.aspx
- **WT Onus and George Wright Shelter for the Homeless – Aboriginal Hostels Ltd:** Northcote, Ph: (03) 9489 6701, www.ahl.gov.au (ring first to check that the service is taking referrals)
- **Indigenous Tenancies at Risk program:** based at Aborigines Advancement League; Thornbury, Ph: (03) 9480 7777

Referral pathways generally from other service systems

- **Brosnan Youth Services:** service for young people exiting or who have had contact with the Youth Justice System; Brunswick, Ph: (03) 9387 1233, www.jss.org.au/what-we-do/justice-and-crime-prevention
- **ACSO McCormack Post Release Service:** response for people exiting prison who experience complex mental health issues; Abbotsford, Ph: (03) 9413 7000, www.acso.org.au/what-we-do/community/forensic-residential-services
- **Flat Out:** Case management and advocacy through outreach support to women who have left prison; Ph: (03) 9372 6155, www.flatout.org.au
- **The Salvation Army Adult Services – SANS:** provides intensive support to homeless men and women who have, for the most part, been excluded from the mainstream and homeless service system. This program gives priority to people who have histories of long term homelessness and limited, if any, other options for accommodation and support, Ph: (03) 8371 7800, www.salvationarmy.org.au/Find-Us/Victoria/Adult-Services/Programs-and-Services/Outreach-and-Support-Programs
- **The Salvation Army Adult Services – PLACES:** short term support and advocacy for people living in unsupported and marginalised living options such as squats, sleeping rough, rooming houses and caravan parks in the inner west metropolitan region, Ph: (03) 8371 7800, www.salvationarmy.org.au/Find-Us/Victoria/Adult-Services/Programs-and-Services/Outreach-and-Support-Programs
- **Wombat Housing and Support Service Single's Program:** support program for people living in rooming houses in the inner west; North Melbourne, Ph: (03) 8327 2222, www.wombat.org.au

Other homelessness services with a unique role

- **Caroline Chisholm Society:** support to pregnant women and parents with children under primary school age, based in Essendon, Ph: (03) 9361 7000, www.caroline.org.au
- **McAuley Community Services for Women:** support and accommodation for women experiencing family violence and women who are homeless, Ph: 1300 408 751, www.mcauleycsw.org.au
- **Ozanam Community Centre:** drop in centre with a meals program, vincentcare.org.au/what-we-do/programs-and-services/general-support/ozanam-community-centre
- **Mathew Talbot Soup Van:** provides free food every day, based in Fitzroy, Ph: (03) 9895 5800, www.vinnies.org.au/findhelp/view/90
- **St Mary's House of Welcome:** drop in centre with a meals program, based Fitzroy, Ph: (03) 9417 6497, www.smhow.org.au
- **Wintringham:** services for elderly people who are homeless, based in Flemington, Ph: (03) 9034 4824, www.wintringham.org.au
- **Family Reconciliation Mediation Program (FRMP):** brokerage for young people who have a case plan that includes goals in relation to family reconciliation or mediation, or recovery from family conflict and breakdown, to access therapeutic assistance, family mediation, group work or have some respite. See: [www.melbournecitymission.org.au/services/homelessness/young-people-25-years/family-reconciliation-mediation-program-\(frmp\)/frmp-brokerage](http://www.melbournecitymission.org.au/services/homelessness/young-people-25-years/family-reconciliation-mediation-program-(frmp)/frmp-brokerage)
- **Bethlehem Community:** accommodation and support for single women over 35 unaccompanied by children who have experienced homelessness or at risk of homelessness. Ph: (03) 9462 3937 www.sacredheartmission.org/services/longer-term-support-accommodation/womens-accommodation
- **Bright Futures – Children's Specialist Support Service:** provides enhanced case management and/or group work responses to children (0-18) whose families are accessing homelessness and/or family violence services in Melbourne's north and west. Contact the Bright Futures team on (03) 9359 5493 or on brightfutures@merri.org.au

GRIEVANCES/CONCERNS

The Homelessness Advocacy Service (HAS) is the key advice and information service for consumers seeking or receiving assistance from any Victorian community-managed homelessness assistance or social housing service. The goal of HAS is to achieve mutually beneficial resolutions for consumers and service providers. It achieves this goal by providing consumers and service providers with secondary consultation, appropriate and accurate information, problem-solving, complaints resolution, referral, advice.

- You can contact the HAS Advocate via:
 - Email: angela@chp.org.au
 - Free call 1800 066 256 or (03) 8415 6213
- If you need an interpreter, please advise the HAS advocate
- Alternatively, you can call VITS (Victorian Interpreting and Translation Service) on (03) 9280 1970. Tell them you wish to speak to HAS at the Council to Homeless Persons
- Please advise the HAS Advocate if you require a disability sticker for your car when attending the officer
- For more information, download the HAS information sheet: http://chp.org.au/wp-content/uploads/2012/08/chp_HAS.pdf.