



# GUIDE TO ACCESSING SERVICES

CBD Homelessness Health Access Protocol



*Inner North West*  
PRIMARY CARE PARTNERSHIP



# Introduction

This is your guide to source appropriate health services for clients. It aims to build better referral relationships, increasing communication and coordination of services between the community and health sectors and enhance referral practice.

This guide includes services available at various Melbourne central city organisations for people experiencing homelessness.



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# Support Services

Support	Support type	Frequency	Operating hours	Contact	Ask for
<b>City of Melbourne Ageing and Inclusion</b> Level 3, Council House, 200 Little Collins Street Melbourne 3000 <a href="http://www.melbourne.vic.gov.au">www.melbourne.vic.gov.au</a>					
Home care services	Personal care, independent living assistance meals and social support, aged care packages	Monday to Friday	9am to 5pm	9658 9658	
<b>Doutta Galla Community Health Service - Complex Needs Program</b> 53 Victoria Street, Melbourne 3000 <a href="http://www.doutta.org.au">www.doutta.org.au</a>					
Café Meals Program	Alternative food option to address food insecurity	Tuesday to Friday	Office hours are 9am to 5pm  Walk in times are 10am to 4pm	9677 0800	Outreach Dietitian Café Meals Program
Community Connections	Short term case management for people with complex needs	Monday to Friday	9am to 5pm	9677 0800	Complex Needs Team Leader
<b>Frontyard Youth Services</b> 19 King Street Melbourne 3000 <a href="http://www.frontyard.org">www.frontyard.org</a>					
Youthlaw	Youthlaw provides free legal advice and casework to young people (up to 25 years) via phone, email, face-to-face and skype	Monday, Tuesday, Thursday, Friday	2pm - 5pm	9611 2412 or <a href="mailto:info@youthlaw.asn.au">info@youthlaw.asn.au</a>	
Visiting Services	Frontyard has a number of visiting services including optometry, podiatry, dental and hairdressing. Call or drop into Frontyard to find out when they are available	Various	Various	9611 2411 or <a href="mailto:fyreception@mcm.org.au">fyreception@mcm.org.au</a>	
Young and Pregnant Parenting Program	Support program for young people (15-25 years) who are pregnant and/or parenting who are experiencing or at risk of homelessness. Combination of case management and supported parenting and play groups	Monday to Friday	9am - 5pm (after hours support also available)	9611 2415 or <a href="mailto:yapp@mcm.org.au">yapp@mcm.org.au</a>	

# Support Services

Support	Support type	Frequency	Operating hours	Contact	Ask for
<b>Frontyard Youth Services</b> Continued					
Melbourne Youth Support Service	Telephone information and referral service for young people. MYSS helps find crisis accommodation and support services such as mental health, substance use, family support and material aid.	Monday to Friday  Saturday and Sunday and public holidays	9am to 8pm  10am to 6pm	9614 3688 or <a href="mailto:myss@mcm.org.au">myss@mcm.org.au</a>	
Gateway Reconnect	Works with young people (12-18 years), who are newly homeless or at risk of homelessness, to reconcile with family whenever appropriate and improve their engagement with education, employment and their community.	Monday to Friday	9am to 5pm	9611 2420 or <a href="mailto:mgr@mcm.org.au">mgr@mcm.org.au</a>	
Evolution	8 week creative arts program for young people (13-19 years) which allows participants to work with professional artists and youth workers, learning skills and techniques in a range of art forms	Tuesday and Wednesday	10am to 3pm	9611 2411 or <a href="mailto:fyreception@mcm.org.au">fyreception@mcm.org.au</a>	
Youth Connections	Case management for young people (13-19 years) disengaged from education, assisting in addressing personal barriers and returning to education/ training. Outreach to those not able to present to Frontyard.	Monday to Friday	9am to 5pm	9611 2435 or <a href="mailto:youthconnections@mcm.org.au">youthconnections@mcm.org.au</a>	
Department of Human Services Centrelink	Support for young people (up to 25 years) who are homeless or at risk of homelessness to understand, claim and keep income support payments from Centrelink.	Monday and Thursday	12.30 to 4pm		

# Support Services

Support	Support type	Frequency	Operating hours	Contact	Ask for
Frontyard Youth Services Continued					
Family Reconciliation Mediation Program (FRMP)	Support for homelessness services to access brokerage funds on behalf of their clients (15-25 years) to buy a range of interventions (eg. Counselling) that support their clients to resolve issues around family breakdown.	Monday to Friday	9am to 5pm	9611 2416 or frmpbrokerage@mcm.org.au	
Melbourne Academy	Education program for At Risk young people (15-20 years) who have not succeeded in mainstream schooling. Combines accredited training with in class social support	Monday to Thursday	10am to 2.30pm	8625 4458 or melbourneacademy@mcm.org.au	
North Yarra Community Health Centre 75 Brunswick Street Fitzroy 3065 www.nych.org.au					
Café Meals Program		Drop-in Monday	9am to 12noon	9411 3555	Dietitian
		Thursday by appointment		9411 3555	Dietitian
Ozanam Community Centre 268 Abbotsford Street, North Melbourne www.vinnies.org.au					
General Drop In	Brief intervention, information and referral, meals (breakfast 9.15 – 10, lunch 12 – 1), showers, laundry, storage, telephone	Monday to Friday	9am to 2.30pm	9329 6733	Support staff.
Planned Activity Group (Music)	Social Inclusion	Tuesday and Thursday	2pm to 4pm	9329 6733	Support worker
Planned Activity Group (Art)	Social Inclusion	Thursday	9.30am to noon	9329 6733	Support worker
Planned Activity Group (Women's Group)	Social Inclusion	Every second Thursday of the month	2.30pm	9329 6733	Support worker

# Support Services

Support	Support type	Frequency	Operating hours	Contact	Ask for
<b>Ozanam Community Centre</b> Continued					
Planned Activity Group (Bingo Group)	Social Inclusion	Monday	10.30am	9329 6733	Support worker
Community Volunteers Program	An opportunity for clients to engage at a voluntary level around the centre eg preparing breakfast, gardening etc.	Monday to Friday	9am to 2.30pm	9329 6733	CVP worker
<b>The Salvation Army - Project 614: 24/7 Melbourne's Road Home</b> 69 Bourke Street Melbourne <a href="http://www.salvationarmy.org.au/victoria">www.salvationarmy.org.au/victoria</a>					
Street Outreach	24/7 Melbourne's Road Home has one primary goal, that is, to end homelessness for persons sleeping rough in and around the Melbourne CBD.	Contactable 24 hours a day, seven days a week	24 hours	1800 266 686	Intake Worker. Accepts referral from police, ambulance, business owners and the general community
<b>The Salvation Army - Project 614</b> 69 Bourke Street Melbourne <a href="http://www.salvationarmy.org.au/victoria">www.salvationarmy.org.au/victoria</a>					
Drop-in centre	Holistic service for people living a homeless or marginalised lifestyle, including social rehabilitation. Referral and advocacy for community in need. Personal care/ showering facilities and social support. Breakfast until 10.30am and lunch from 12.15pm to 12.45pm. Tuesday: PILCH lawyers available 1pm to 2pm.	Daily	Monday, Wednesday, Thursday and Friday 9am to 2pm. Tuesday 9am to 12noon.	9653 3213	Mission Worker

# Support Services

Support	Support type	Frequency	Operating hours	Contact	Ask for
<b>The Salvation Army - Project 614</b> Continued					
Day programs	Holistic service for people living a homeless or marginalised lifestyle, including social rehabilitation via educational (IT, hospitality, retail, cleaning and personal development) and recreational programs (art, dance etc.)	Specified days	Varies	9653 3213	Mission Worker
<b>Travellers Aid Australia</b> Southern Cross Station Main Concourse, Flinders Street Station <a href="http://www.travellersaid.org.au/node/1">www.travellersaid.org.au/node/1</a>					
Emergency relief (Southern Cross Station)	Travel-related emergency relief in form of tickets and ticket vouchers, subsidised fares. Showers, restrooms, public internet.	Monday to Friday  Saturday and Sunday	10am to 4pm  12noon to 4pm	9670 2873	Emergency Relief Officer
Access Service	Personal care for people with disabilities	<b>Southern Cross</b> Monday to Friday, Saturday and Sunday	11am to 5pm  11am to 4pm	9670 2072	Carer
		<b>Flinders Street</b> Sunday to Thursday Friday to Saturday	8am to 8pm  8am to 10pm	9610 2030	Carer

# Mental Health Services

Support	Support type	Frequency	Operating hours	Contact	Ask for
<b>Centre Against Sexual Assault (CASA House)</b> Queen Victoria Women's Centre Level 3, 210 Lonsdale Street Melbourne 3000 <a href="http://www.casahouse.org.au">www.casahouse.org.au</a>					
Counselling and advocacy for sexual assault	Provides services to women and men, 15 years and over.	24 hours	9am to 5pm	9635 3610 and <a href="mailto:casa@thewomens.org.au">casa@thewomens.org.au</a>	
<b>Doutta Galla Community Health Service- Mental Health Program</b> 7 Chester Street, Moonee Ponds 3039 <a href="http://www.doutta.org.au">www.doutta.org.au</a>					
Mental Health Nurse	For people with a history of mental illness and/or concern for mental health and wellbeing. Intake and referral through General Practitioner.	Monday to Friday	9am to 5pm	8378 1600	Mental Health Nurse
Prevention and Recovery Care (PARC)	Residential treatment and support following an acute psychiatric admission or as an early intervention to prevent an acute episode that may otherwise result in an inpatient admission.	Monday to Sunday	8.30am to 7pm	9372 5977	PARC Clinician or Team Leader
Rocket Youth Residential Rehabilitation Service	Intensive non-clinical support and residential program aimed at young people 16-24 requiring intensive psychosocial rehabilitation due to the onset of mental illness. The program also has an outreach component.	Monday to Sunday	8am to 8pm (weekdays) 10am to 6pm (weekends)	9379 0333	Rocket Team Leader
Mental Health Intake and Referral	The mental health intake service receives enquiries and referrals for Outreach, SIP, Rocket and Chiron. Please contact the mental health intake worker if you wish to make a referral.	Monday to Wednesday	9am to 5pm	8378 3500	Mental Health Intake Worker



# Mental Health Services

Support	Support type	Frequency	Operating hours	Contact	Ask for
<b>Doutta Galla Community Health Service- Mental Health Program</b> Continued					
Inner West Outreach	Inner West Outreach Service offers -recovery support to adults 16-64 in the cities of Melbourne and Moonee Valley who have a mental illness.	Monday to Friday	9am to 5pm	8378 3500	Mental Health Intake Worker
Social Inclusion Programs	Recovery services for 16-65 yr olds who have a mental illness in Cities of Melbourne and Moonee Valley. Services include one to one Recovery Coaching; support to access existing Community Pathways; Recovery and health focused group programs; and Peer Leadership Initiative incorporating consumer developed initiatives, peer services and advocacy.	Monday to Friday and consumer led groups out of hours	9am to 5pm	9377 7100	Team Leader of Social Inclusion
<b>Frontyard Youth Services</b> 19 King Street Melbourne 3000 <a href="http://www.frontyard.org">www.frontyard.org</a>					
Frontyard Youth Services	Integrated youth services to address the physical, social and emotional needs of young people up to the age of 25 who spend time in the CBD	Monday to Friday	9am to 8pm	9611 2411 or <a href="mailto:fyreception@mcm.org.au">fyreception@mcm.org.au</a>	Frontyard Intake Worker
		Saturday, Sunday and Public Holidays	10am to 6pm		

# Mental Health Services

Support	Support type	Frequency	Operating hours	Contact	Ask for
<b>Inner South East Mental Health Service</b> Alfred Psychiatry- Homeless Outreach Psychiatric Service (HOPS) Level 3, 607 St Kilda Road, Melbourne 3004 (Based at St Kilda Road Clinic) www.alfred.org.au					
Provide a specialist clinical and treatment service	Case management to clients with a severe mental illness, itinerant and difficult to engage in conventional services.	Monday to Friday	8am to 4.30pm	9076 9888	Duty/Intake Worker for referrals. Case Manager if client is current with HOPS.
Mental health emergency	Crisis assessment and treatment service	24 hours		1300 363 746	Psychiatric triage
<b>Inner Urban East Mental Health Service</b> St Vincent's Hospital Inner East Area Mental Health Service CHOPS (Clarendon Outreach Psychiatric Service) 52 Albert Street East Melbourne 3002 www.svhm.org.au					
Specialist clinical and treatment service	Case management to clients with a severe mental illness, itinerant and difficult to engage in conventional services	Seven days a week, 365 days per year	Monday to Friday 9am to 5pm	9417 5696	
			Out of hours	1300 558 862	Psychiatric triage
Mental health emergency			24 hours a day	1300 558 862	
<b>Living Room Primary Health Service - Youth Projects Incorporated</b> 7-9 Hosier Lane Melbourne 3000 www.youthprojects.net/primaryhealth.htm					
Mental health nurse	3 years therapeutic support under the mental health care plan provided by a GP	Thursdays	By appointment	9945 2100	Practice Administrator
Psychologist	10-18 sessions of counselling under the mental health care plan provided by a GP	Tuesdays			
<b>Inner North West Melbourne Medicare Local</b> Kaplan House, Level 1, 369 Royal Parade Parkville www.inwmml.org.au					
Psychologist and Mental Health Social Workers	Free counselling/ psychotherapy service to disadvantaged clients	Monday to Friday	8.30am to 4.30pm	9347 1188	Carol Westrup

# Mental Health Services

Support	Support type	Frequency	Operating hours	Contact	Ask for
<b>North Western Mental Health (NWMH)</b> <a href="http://www.nwmh.mh.org.au">www.nwmh.mh.org.au</a>					
Mental health emergency	Psychiatric triage Crisis assessment	24 hours		1300 874 243	Psychiatric triage
<b>North Yarra Community Health</b> 365 Hoddle Street Collingwood 3066 <a href="http://www.nych.org.au">www.nych.org.au</a>					
Mental Health Outreach (Yarra Community Support Team)	Can provide intensive outreach services	Monday to Friday	9am to 5pm	9411 4333	Mental Health Intake Worker
<b>Ozanam Community Centre</b> 268 Abbotsford Street North Melbourne 3051 <a href="http://www.vinnies.org.au">www.vinnies.org.au</a>					
Intensive case management initiative	Long term intensive case management for complex clients	Monday to Friday	9am to 5pm	9329 6733	ICMI Worker. Internal referral and/or RDNS HPP CBD referral.
Supportive counselling/ psychotherapy	Counselling	One day a week – Monday	Appointments 9.30am to 2pm are flexible		Ozanam Community Centre Receptionist takes information and passes it on to Psychologist.
<b>Women's Domestic Violence Crisis Service</b>					
Telephone support, information about support, legal and accommodation options.	Women experiencing violence from partner, ex-partner or family member.	24 hours		1800 015 188 or 9322 3555	
<b>Frontyard Youth Services</b> 19 King Street Melbourne 3000 <a href="http://www.frontyard.org">www.frontyard.org</a>					
Care co-ordination	Care co-ordination for young people	Monday-Friday	9am to 5pm	9611 2411	

# Dental Services

Support	Support type	Frequency	Operating hours	Contact	Ask for
<b>Doutta Galla Community Health Centre</b> 12 Gower Street Kensington 3031 <a href="http://www.doutta.org.au">www.doutta.org.au</a>					
Dentist, Prosthetist, Dental Therapists	General appointments and emergency appointments available. Co-payment exemption can be given for people experiencing homelessness as well as other marginalised groups.	Monday to Friday	9am to 5pm	8378 1670	Priority appointment
<b>North Richmond Community Health</b> 75 Brunswick Street Fitzroy (North Yarra Community Health) <a href="http://www.nrhc.com.au/oralhealth/">http://www.nrhc.com.au/oralhealth/</a> and <a href="http://www.nych.org.au/services/dental.html">http://www.nych.org.au/services/dental.html</a>					
Dentist Oral Health Therapist	Appointments available on Monday mornings for homeless people on a first come first serve basis or by appointment at other times; people are encouraged to arrive at 9am. No fees are charged.	Tuesday to Friday by appointment	9am to 4pm	9411 3505	Priority appointment
<b>North Richmond Community Health</b> 23 Lennox St North Richmond 3121 <a href="http://www.nrhc.com.au/oralhealth/">http://www.nrhc.com.au/oralhealth/</a>					
Dentist Prosthetist Oral Health Therapist	Appointments available on Wednesday afternoon for homeless people on a first come first serve basis or by appointment at other times; people are encouraged to arrive at 1.15pm for a 1.30pm start. No fees are charged	Monday to Friday by appointment	9am – 4pm Mon Wed Fri 9am – 7pm Tues Thurs	9418 9873	Priority appointment
<b>Ozanam Community Centre</b> 268 Abbotsford Street North Melbourne 3051 <a href="http://www.vinnies.org.au">www.vinnies.org.au</a>					
Dentist	Dental services for people with a homeless lifestyle	Wednesday, Thursday and Friday	9am to 4pm	9329 6733	
Denture Clinic		Monday and Tuesday			

## Dental Services

Support	Support type	Frequency	Operating hours	Contact	Ask for
<b>The Royal Dental Hospital of Melbourne</b> 720 Swanston Street Carlton 3053 <a href="http://www.dhsv.org.au/clinic-locations/the-royal-dental-hospital-of-melbourne/">http://www.dhsv.org.au/clinic-locations/the-royal-dental-hospital-of-melbourne/</a>					
Emergency Dental Treatment	Prioritised oral health treatment	Monday to Friday	7.45am to 9.15pm	9341 1000	Always ring first for telephone triage (assessment of urgency) and an appointment will be arranged
		Saturday to Sunday and public holidays	8.45am to 9.15pm		
<b>Frontyard Youth Services</b> 19 King Street, Melbourne, 3000					
Dental Therapist (Inner South Community Health Service)		Friday fortnightly	2pm to 4pm	9611 2411	



## General Health Services

Support	Support type	Frequency	Operating hours	Contact	Ask for
<b>Australian College of Optometry</b> Corner Keppel and Cardigan Streets, Carlton 3053 www.aco.org.au					
Optometry, eyecare, visual aids and glasses	Access is by appointment only	Monday to Saturday	8am to 6pm	9349 7400	Reception
<b>Australian College of Optometry</b> Outreach Programs					
Optometry, eyecare, visual aids and glasses	Access is generally by appointment only, however, some flexibility where required to meet specific needs	Monday to Saturday	Specified days – please contact sites for specific information	9349 7400  outreach@aco.org.au	Outreach Services
Program		Location			
Homeless Persons Eyecare Program		Ozanam Community Centre, Flagstaff Crisis Accommodation, Sacred Heart Mission, St Mary’s House of Welcome, , Brotherhood of St Laurence Coolibah Centre, Western Region Health Centre Outreach, The Living Room, Front Yard, Drill Hall, Merri CH Glenroy, St Kilda Drop in Centre			
Community Outreach		North Yarra Community Health Centre, Wellington Centre, EACH, ISIS, INSPIRO			
Aboriginal and Torres Strait Islander		The Gathering Place, Bunurong Dandenong, Billabong BBQ Collingwood, Rainbow Place St Kilda, VAHS Fitzroy			
Supported Residential Services Eye Care Program		Pension level SRS facilities throughout Melbourne			
<b>Doutta Galla Community Health Service - Complex Needs Program</b> 12 Gower Street, Kensington 3031 www.doutta.org.au					
General Practitioner, Community Health Nurse, Mental Health Nurse, Immunisation, Diabetes Educator, Dietitian, Counsellor, Physiotherapist, Podiatrist, Occupational Therapist, Social Worker	Prioritised access to health services for people experiencing homelessness.	Monday to Friday	9am to 5pm	8378 1600	Reception – ask for priority appointment

# General Health Services

Support	Support type	Frequency	Operating hours	Contact	Ask for
<b>Doutta Galla Community Health Service - Complex Needs Program</b> 53 Victoria Street, Melbourne 3000 <a href="http://www.doutta.org.au">www.doutta.org.au</a>					
Outreach Dietitian	Assertive outreach to people experiencing homelessness in the CBD and at the Central City Community Health Service.	Tuesday to Friday	9am to 5pm	9677 0800	Ask for Dietitian
Outreach Podiatrist	Assertive outreach to people experiencing homelessness in the CBD. Foot health assessments and treatment are conducted at the Central City Community Health Service and the Living Room Primary Health Service.	Tuesday and Friday at Central City CHS Wednesday and Thursday at Living Room PHS	9am to 5pm	9677 0800 or the Living Room 9945 2100	Information about the next available outreach podiatry session.
<b>Living Room Primary Health Service - Youth Projects Incorporated</b> 7-9 Hosier Lane Melbourne 3000 <a href="http://www.youthprojects.net/primaryhealth.htm">www.youthprojects.net/primaryhealth.htm</a>					
General Practitioner	Health and support services (including pharmacotherapy) for people who are homeless and inject drugs. Drop-in centre with access to facilities including shower and laundry. Male and female practitioners.	Monday, Wednesday, Thursday and Friday by appointment	10am to 12noon	9945 2100	Practice Administrator
		Monday, Wednesday, Thursday and Friday drop-	1pm to 4pm		
Nurse	As above		By appointment: 9am to 12 noon, drop in 1pm to 4pm		

## General Health Services

Support	Support type	Frequency	Operating hours	Contact	Ask for
<b>Living Room Primary Health Service - Youth Projects Incorporated</b> Continued					
Liver clinic	Management and treatment of hepatitis C in a community setting	Thursdays	By appointment		Practice Administrator
RDNS Homeless Persons Program Nurse	Outreach in the CBD. General health assessments. Linking and support into health services. Clinical Care.	Monday, Tuesday, Thursday and Friday	8.30am to 5pm	9945 2100 or RDNS Customer Service Centre 1300 334 455	RDNS HPP Nurse
Safer using information and advice.	Drop-in centre with access to facilities including shower and laundry. Crisis management, housing assistance, advocacy and support.	Monday to Friday	By appointment 9am to 12 noon, drop in 1pm to 4pm	9945 2100	Community Development Worker
Doutta Galla Community Health Outreach Podiatrist	Foot assessment and treatment for people who are unlikely to access mainstream services, particularly suitable for those experiencing homelessness, mental illness or substance abuse.	Wednesdays and Thursdays	By appointment 9am to 12 noon. Drop in 1pm to 4pm	9945 2100	Practice Administrator
Doutta Galla Dietitian	Nutrition assessment and referral to café meals program	Fridays	Once per month	9945 2100	Practice Administrator

## General Health Services

Support	Support type	Frequency	Operating hours	Contact	Ask for
<b>Inner North West Melbourne Medicare Local</b> Kaplan House, Level 1, 369 Royal Parade, Parkville <a href="http://www.inwmml.org.au">www.inwmml.org.au</a>					
Dietitian	Life Program- free group focuses on the prevention of Type 2 Diabetes in all Victorians aged 40 years and over through a six session lifestyle behaviour change program. It targets people at high risk of developing Type 2 Diabetes.	Monday to Friday	8.30am to 4pm	9347 1188	Loise Aloï
<b>North Yarra Community Health</b> 365 Hoddle Street Collingwood 3066 <a href="http://www.nych.org.au">www.nych.org.au</a>					
General Practitioner	Drop in service for medical care- priority access for homeless people- priority appointments are kept free every weekday. Saturdays by appointment.	Monday	9am to 12noon	9411 4333	Homeless clients are eligible for emergency appointments.
		Saturday by appointment only	9am to 12noon		
Community Health Nurse – clinic based	Nursing	Monday to Friday	9am to 5pm no appointment necessary		
Physiotherapy Podiatry, Dietetics, Nutrition	Prioritised access given to homeless people with appointments left free for priority clients	Monday to Friday	appointment only		

## General Health Services

Support	Support type	Frequency	Operating hours	Contact	Ask for
<b>North Yarra Community Health</b> 75 Brunswick St Fitzroy 3065 www.nych.org.au					
General Practitioner	Medical care- priority access for homeless people- priority appointments are kept free every weekday. Saturdays by appointment.  Drop -in Clinic	Monday to Friday	9am to 6pm	9411 3555	Priority appointment
		Saturday by appointment only	9am to 12noon		
		Monday	9am to 12noon		
Community Health Nurse – clinic based	Nursing	Monday to Friday	9am to 5pm no appointment necessary		
Aboriginal Engagement Worker	Support, advocacy, referrals, advice regarding chronic diseases.	Monday, Tuesday, Thursday and Friday	9am to 5pm no appointment necessary		
Physiotherapist, Dietitian, Occupational Therapist, Podiatrist, Aboriginal Engagement Worker	Targeted clinics for homeless clients, including drop-in clinic and allocated appointments	Monday drop – in clinic	9am to 12noon		Priority appointment
		Monday to Friday	appointment only		
RDNS Homeless Persons Program outreach	Outreach within City of Yarra. General health assessments. Linking and support into health services. Clinical care.	Monday, Tuesday, Thursday, Friday	8.30am to 5pm	9411 3555 or RDNS Customer Service Centre 1300 334 455	RDNS HPP Nurse
RDNS Homeless Persons Program Yarra Women’s & Families Service	Outreach to women and children in Yarra. General health assessments. Linking and support into health services. Clinical care.	Monday, Tuesday, Wednesday, Friday.	8.30am to 5pm		RDNS HPP Women’s & Families Nurse
<b>North Yarra Community Health</b> 622 Lygon Street Carlton 3054 www.nych.org.au					
Dietitian, Occupational Therapist, Podiatrist, Physiotherapist	Homeless clients are eligible for emergency appointments.	Monday to Friday	9am to 5pm	9349 7333	Priority of Access appointments



# General Health Services

Support	Support type	Frequency	Operating hours	Contact	Ask for
<b>Ozanam Community Centre</b> 268 Abbotsford Street North Melbourne 3051 <a href="http://www.vinnies.org.au">www.vinnies.org.au</a>					
General Practitioner	Medical care	Monday, Wednesday, Friday	Present at centre to make an appointment on the day. Appointments are from 12.30pm to 2.30pm.	9329 6733	GP appointment
RDNS Homeless Persons Program Nurse	Clinic based care. General health assessments. Linking and support into health services. Clinical care.	Tuesday, Wednesday, Thursday, Friday	Morning clinics	9329 6733 or RDNS Customer Service Centre 1300 334 455	RDNS HPP Nurse
Optometrist (provided by Australian College of Optometry)	Optometry, eyecare, visual aids and glasses.	Access is generally by appointment, two Thursdays per month. Some flexibility where required.	9.30 to 11.30am	9329 6733	Optometry appointment
<b>St Vincent's Hospital Emergency Department</b> Victoria Parade, Fitzroy, 3065					
Emergency medical care	For people experiencing homelessness who need emergency medical, mental health and/or allied health care. May include post discharge support for homeless people to provide better health outcomes	The Emergency Department operates 24 hours/day. Some services may operate for limited hours and require next day referral and follow up	Medical and nursing support available 24 hours/day.  Allied health and ALERT available 8.30am – 9.00pm 7 days/week	9288 2211	Triage

# General Health Services

Support	Support type	Frequency	Operating hours	Contact	Ask for
<b>The Women's Hospital</b> Corner Grattan Street and Flemington Rd Parkville 3052 <a href="http://www.thewomens.org.au">www.thewomens.org.au</a>					
The Women's Health Information Centre (WHIC) Women's Health Nurse/Midwife	<ul style="list-style-type: none"> <li>- State-wide consumer health Information service</li> <li>- Unplanned pregnancy</li> <li>- Pregnancy care</li> <li>- Women's health</li> <li>- Contraception</li> <li>- Sexual health</li> <li>- Support and referral options</li> </ul>	Monday to Friday	9am to 5pm	Telephone, e-mail or walk-in: 8345 3045. Regional/rural callers 1800 442 007. E-mail: ask a nurse or midwife <a href="mailto:askanursemidwife@thewomens.org.au">askanursemidwife@thewomens.org.au</a> and <a href="http://www.thewomens.org.au">www.thewomens.org.au</a>	
Women's Outreach Clinic at Central City Community Health Service	For women and their children who are experiencing or at risk of homelessness  This service provides a range of discrete outreach services and centre based primary prevention health care, that includes cervical screening, testing for sexually transmitted infections, pregnancy testing, health assessments, HPV immunisation, health information and education and facilitated referrals to specialist services at the Womens or as needed to other appropriate services.	Tuesdays and Thursdays	11 am to 2 pm	Contact:  Clinic co-ordinator: 0402 961 405  Appointments: 8345 3037  Women can self refer or drop in	

# General Health Services

Support	Support type	Frequency	Operating hours	Contact	Ask for
<b>The Women's Hospital</b> Continued					
Badjurr-Bulok-Wiliam-Home to Aboriginal & Torres Strait Islander women and their families	Aboriginal and Torres Strait Islander women can be offered support and referral to appropriate services	Monday to Friday	9am to 5pm	Direct contact or walk-in. Telephone 8345 3048 or 8345 3047	
<b>Frontyard Youth Services</b> 19 King Street Melbourne 3000 www.frontyard.org					
Health services	Frontyard provides free health services dedicated to improving the health and life outcomes of homeless young people. Care provided includes; sexual health, drug and alcohol use, emotional wellbeing, vaccinations, blood tests and pregnancy. Young people can also seek dental, podiatry and optometry			9611 2411	
Nurse practitioner, clinical nurse consultant and adolescent doctor	Health and medical issues for people aged 12-25	Monday to Friday	12pm to 5pm	9611 2411	
Podiatrist (Doutta Galla Community Health Service Outreach)	Foot health assessments and access to treatment.	Two Tuesdays per month.	afternoon	9611 2411	Information on the next podiatry session from Frontyard Intake Worker

# Drug and Alcohol Services

Support	Support type	Frequency	Operating hours	Contact	Ask for
<b>InnerSpace</b> 4-6 Johnson Street Collingwood 3066 <a href="http://www.nych.org.au">www.nych.org.au</a>					
Drug treatment	Brief intervention, referral to detox/rehab, and/or ongoing case management.	Monday to Friday	10.30am to 6.30pm	9468 2800	
Needle Syringe Program Outreach Service		365 days	7.30pm to 11.15pm	0418 179 814	AoD Worker
<b>Living Room Primary Health Service - Youth Projects Incorporated</b> 7-9 Hosier Lane Melbourne 3000 <a href="http://www.youthprojects.net/primaryhealth.htm">www.youthprojects.net/primaryhealth.htm</a>					
Pharmacotherapy Services. Safer using information and support in referral to drug treatment and community services.		Monday to Friday	By appointment 9am to 12 noon, drop-in 1pm to 4pm	9945 2100	Community Development Worker
<b>Ozanam Community Centre</b> 268 Abbotsford Street North Melbourne 3051 <a href="http://www.vinnies.org.au">www.vinnies.org.au</a>					
Alcohol and Other Drugs Worker	Brief intervention, referral to detox/rehab, and/or ongoing case management.	Monday to Friday	9am to 5pm	9329 6733	AoD Worker
<b>Frontyard Youth Services</b> 19 King Street Melbourne 3000					
Drug and alcohol services	For people under 25 years	Monday to Friday	9am to 5pm	9611 2411	Frontyard Intake Worker

Support	Support type	Frequency	Operating hours	Contact	Ask for
<b>YSAS (Youth Support and Advocacy Service) City North West</b> Address: 187 Langridge St, Abbotsford 3067 <a href="http://www.ysas.org.au">www.ysas.org.au</a>					
YSAS Day Program and Primary Health Clinic	Supervised recovery space and drop in centre for young people aged 12-21. - Alcohol and other drug treatment interventions - access to facilities including shower and laundry - referral point for other YSAS services - medical clinic - therapeutic programs (eg massage, acupuncture, music) - food and nutrition	Tuesday to Saturday	Tuesday to Wednesday 11.30am to 5.30pm Thursday 12 noon to 5.30pm Friday to Saturday 12 noon to 8pm	9415 1698	Primary Health Workers
Outreach Support	Outreach case management for young people aged 12-21 with problematic substance use	Monday to Friday	9am to 5pm	9415 8860 or YSASline 1800 014 446 (24 hours info and referral service)	Duty Worker
YSAS Fitzroy Residential Withdrawal Unit	Youth residential withdrawal (detox) unit offering 7-14 day withdrawal and/or respite from substance use	7 days a week	24 hours a day	9415 9996 or freecall 1800 005 501	Intake Worker
Assertive Street Outreach	To engage young people after hours in public settings in relation to risky or problematic substance use and offer brief on the spot AOD interventions	Monday to Saturday	9am to 9pm	9415 1698	
Assertive Street Outreach Nurse	Engage young people after hours in public settings and provide with brief health assessment and interventions	Monday to Friday	9am to 9pm	9415 1698	






# Emergency Assistance – Hospital and Acute Needs

Support	Support type	Frequency	Operating hours	Contact	Ask for
<b>Centre Against Sexual Assault (CASA House)</b> Melbourne Central Business District					
Crisis care for recent sexual assault for women and men, 15 years and over.	Counselling, information, advocacy, medical and legal options.	24 hours		9635 3610	
<b>St Vincent's Hospital Emergency Department</b> Victoria Parade, Fitzroy, 3065					
Emergency medical care	For people experiencing homelessness who need emergency medical, mental health and/or allied health care. May include post discharge support for homeless people to provide better health outcomes	The Emergency Department operates 24 hours/day. Some services may operate for limited hours and require next day referral and follow up	Medical and nursing support available 24 hours/day.  Allied health and ALERT available 8.30am – 9.00pm 7 days/week	9288 2211	Triage
<b>The Royal Dental Hospital of Melbourne</b> 720 Swanston Street Carlton 3053 www.dhsv.org.au/clinic-locations/the-royal-dental-hospital-of-melbourne					
Emergency Dental Treatment	Prioritised oral health treatment	Monday to Friday	7:45am to 9:15pm	9341 1000	Always ring first for telephone triage (assessment of urgency) and an appointment will be arranged)
		Saturday to Sunday and public holidays	8:45am to 9:15pm		
<b>The Royal Melbourne Hospital – City Campus</b> Grattan Street, Parkville, 3050 www.mh.org.au/royal_melbourne_hospital					
Care Coordinator Services	Patients who are homeless or who require crisis accommodation will be referred to Emergency Department Social Worker or Care Coordinator depending on time and day.	Monday to Friday (Social Worker)	8am to 4.30pm	9372 4897	Care Coordinator
		Monday to Friday (Care Coordinator)	4.30pm to 9pm		
		Saturday to Sunday (Care Coordinator)	8am to 4.30pm		
<b>The Women's Hospital</b> Corner Grattan Street and Flemington Rd Parkville 3052 www.thewomens.org.au					
Women's health	Women's health emergencies.	24 hours	9am to 5pm	8345 2000	







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This Protocol was developed in 2008 by Maureen Dawson-Smith, Live Work Relate, through the Moonee Valley Melbourne Primary Care Partnership Project, Homelessness and Primary Health Service Coordination in the Melbourne CBD with the support of the CBD Project Working Group.

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Copies of this document can be obtained from:

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