



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
Inner Melbourne Community Legal (IMCL) 2/508 Queensberry Street, North Melbourne Vic 3051 www.imcl.org.au					
Legal assistance	IMCL provides free legal advice and casework to people experiencing disadvantage who live, work or study in North Melbourne, West Melbourne, CBD, Docklands, Carlton & Parkville	Monday to Friday	9am to 5pm	9328 1885	
City of Melbourne Ageing and Inclusion Level 3, Council House, 200 Little Collins Street Melbourne 3000 www.melbourne.vic.gov.au					
Home care services	Personal care, independent living assistance meals and social support, aged care packages	Monday to Friday	9am to 5pm	9658 9658	
cohealth Homeless Allied Health and Community Support 53 Victoria Street, Melbourne 3000 www.cohealth.org.au					
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
Homelessness & Community Support	Duty, intake and short to medium term case management for those facing issues of Homelessness	Monday to Friday	9am to 5pm	9677 0800	Duty Worker/ Client Services Officer
Homelessness Allied Health	Allied Health Services including Physiotherapy, Podiatry, Occupational and Therapy	Monday to Friday	9am to 5pm	9677 0800	Client Services Officer
RDNS Homeless Persons Program Outreach	Outreach to the City of Melbourne and Moonee Valley. General health assessments. Linking and support into health services, clinical care	Monday to Friday	9am to 5pm	9677 0800 RDNS Customer Service Centre 1300 334 455	RDNS HPP/Client Services Officer

Support Services

Support	Support type	Frequency	Operating hours	Contact	Ask for
cohealth Homeless Allied Health and Community Support Continued					
AOD Counseling	Care and recovery co-ordination and AOD counseling	Monday to Friday	9am to 5pm	1800 700 514 central intake and assessment - REGEN	AOD Assessor
cohealth 75 Brunswick Street Fitzroy 3065 www.cohealth.org.au					
Café Meals Program		Drop-in Monday	9am to 12noon	9411 3555	Dietitian
		Thursday by appointment		9411 3555	Dietitian
Casework Counseling	Single session and short term counselling, information and referral	Monday to Friday	9am to 5pm	9411 3555	Casework Counseling Team
Frontyard Youth Services 19 King Street Melbourne 3000 www.frontyard.org					
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 to 5pm	9611 2412 or young.people@rch.org.au	
Young People's Health Service	YPHS provides primary health services to young people experiencing homelessness or marginalisation. It is no cost, no appointments are necessary during clinic hours and the service is confidential. Nurses, doctors and other health staff provide assessment, treatment, information and referral as needed.	Monday to Friday	12.30pm - 4.30pm	9611 2409 or frontyard@mcm.org.au	

Support Services

Support	Support type	Frequency	Operating hours	Contact	Ask for
Frontyard Youth Services Continued					
Visiting Services	Frontyard has a number of visiting services including optometry, podiatry, dietics, physiotherapy and hairdressing. Call or drop into Frontyard to find out when they are available	Various	Various	9611 2411 frontyard@mcm.org.au	
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	
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 myss@mcm.org.au	
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 mgr@mcm.org.au	
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 frontyard@mcm.org.au	

Support Services

Support	Support type	Frequency	Operating hours	Contact	Ask for
Frontyard Youth Services Continued					
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		
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	9611 2414 or melbourneacademy@mcm.org.au	
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
OCC Pool Group	Social Inclusion	Every second Thursday of the month	2.30pm	9329 6733	Support worker
Planned Activity Group (Bingo Group)	Social Inclusion	Monday	10.30am	9329 6733	Support worker
Client Volunteer 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

Support Services

Support	Support type	Frequency	Operating hours	Contact	Ask for
The Salvation Army - Project 614: 24/7 Melbourne's Road Home 69 Bourke Street Melbourne www.salvationarmy.org.au/victoria					
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
The Salvation Army - Project 614 69 Bourke Street Melbourne www.salvationarmy.org.au/victoria					
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
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

Support Services

Support	Support type	Frequency	Operating hours	Contact	Ask for
Travellers Aid Australia Southern Cross Station Main Concourse, Flinders Street Station www.travellersaid.org.au/node/1					
Emergency relief (Southern Cross Station)	Travel-related emergency relief in form of ticket vouchers, metropolitan Melbourne and Victoria only. Showers, public internet.	Monday to Sunday	6.30am to 9.30pm	9670 2873	Emergency Relief Officer
Access Service	Personal care for people with disabilities	Southern Cross Monday to Friday, Saturday and Sunday	11am to 5pm 11am to 4pm	9670 2072	Carer
		Flinders Street Monday to Sunday	8am to 8pm	9610 2030	Carer

Mental Health Services

Support	Support type	Frequency	Operating hours	Contact	Ask for
Centre Against Sexual Assault (CASA House) Queen Victoria Women's Centre Level 3, 210 Lonsdale Street Melbourne 3000 www.casahouse.org.au					
Counselling and advocacy for sexual assault. Sexual assault is any behavior of a sexual nature that makes somebody feel uncomfortable, frightened, intimidated or threatened	Provides services to women and men, 15 years and over. Provides counselling, information, advocacy, medical and legal options.	24 hours (phone support) Anybody sexually assaulted within the last 2 weeks can access immediate face to face support.	9am to 5pm (face to face appointment)	9635 3610 and/or 1800 806 292 casa@thewomens.org.au Please note the email is only checked between 9am-5pm, Monday to Friday.	Ask for the Duty Worker
cohealth - Mental Health Program Inner North www.cohealth.org.au					
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) Travencore	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 Dana Bolitho
Rocket Youth Residential Rehabilitation Service	Intensive, 12 month non-clinical support and residential program aimed at young people 16-25 requiring intensive psychosocial rehabilitation due to the onset of mental illness	Monday to Sunday	8am to 8pm (weekdays) 10am to 6pm (weekends)	9379 0333	Rocket Team Leader Gayle Oakley

Mental Health Services

Support	Support type	Frequency	Operating hours	Contact	Ask for
cohealth - Mental Health Program Continued					
Mental Health Intake and Referral-Centralised Intake Service	The mental health central intake service receive enquiries and referrals for MHCSS outreach, Youth and Adult Residential programs. Please contact the central intake services if you wish to make a referral.	Monday to Friday	9am to 5pm	NEAMI -1300 379 462 EACH- 1300 785 358	Central Intake
cohealth - Mental Health Program 7 Chester Street, Moonee Ponds www.cohealth.org.au					
Inner North Outreach	MHCSS 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	9377 7100	Care Coordinator Jack Lord-Gamble
cohealth - Mental Health Program 365 Hoddle Street, Collingwood 3066 www.cohealth.org.au					
Inner North Outreach	MHCSS Outreach Service offers recovery support to adults 16-64 in the city of Yarra who have a mental illness.	Monday to Friday	9am to 5pm	9411 4333	Care coordinator Karl Tattersall
Mental Health Outreach (Yarra Community Support Team)	Can provide intensive outreach services	Monday to Friday	9am to 5pm	9411 4333	Mental Health Intake Worker
Frontyard Youth Services 19 King Street Melbourne 3000 www.frontyard.org					
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 frontyard@mcm.org.au	Frontyard Youth Worker
		Saturday, Sunday and Public Holidays	10am to 6pm		

Mental Health Services

Support	Support type	Frequency	Operating hours	Contact	Ask for
Frontyard Youth Services Continued					
Care co-ordination	Care co-ordination for young people	Monday to Friday	9am to 5pm	9611 2411	Frontyard Youth Worker
Inner South East Mental Health Service 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
Inner Urban East Mental Health Service 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	
Living Room Primary Health Service - Youth Projects Ltd 7-9 Hosier Lane Melbourne 3000 www.youthprojects.net/primaryhealth.htm					
Mental health nurse	Psychological therapies, building a therapeutic alliance, helping support clients with drug addiction, dealing with challenging behavior, and the administration of psychiatric medication.	Monday to Friday	10am to 12pm by appointment 12 noon to 4pm Drop in Clinic	9945 2100	Community Support Worker
Psychologist	Counselling, help support clients with a drug addiction, diagnoses, mental health treatment, and behavior modification	Monday to Friday			

Mental Health Services

Support	Support type	Frequency	Operating hours	Contact	Ask for
Living Room Primary Health Service - Youth Projects Ltd Continued					
Social Worker	Counselling, client advocacy, social support and well-being, care coordination	Wednesday to Friday	10am to 12pm by appointment 12 noon to 4pm Drop in Clinic	9945 2100	Community Support Worker
North Western Melbourne PHN Kaplan House, Level 1, 369 Royal Parade Parkville www.nwmpn.org.au					
Contracted and sub-contracted mental health clinicians delivering ATAPS services in the North Western Melbourne PHN catchment.	Free counselling/ focussed psychological services to at risk individuals with mental health issues	Monday to Friday	9am to 4pm	9347 1188	CAREinMIND Coordinator
North Western Mental Health (NWMH) www.nwmh.mh.org.au					
Mental health emergency	Psychiatric triage Crisis assessment	24 hours		1300 874 243	Psychiatric triage
Ozanam Community Centre 268 Abbotsford Street North Melbourne 3051 www.vinnies.org.au					
Case Management Services	Case Management Services for those living in the community	Monday to Friday	10:30am to 1:30pm	9329 6733	
safe steps Family Violence Response Centre					
A specialist family violence service providing support, information, referral and advocacy	Women and children experiencing violence and abuse from a partner or ex-partner, another family member or someone close to them	The number is accessible anywhere across Australia	Open 24 hours 7 days a week	Toll Free 24/7 Response Line 1800 015 188 Admin 9928 9600	

Dental Services

Support	Support type	Frequency	Operating hours	Contact	Ask for
cohealth 12 Gower Street Kensington 3031 www.cohealth.org.au					
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
North Richmond Community Health 75 Brunswick Street Fitzroy (cohealth) www.nrchc.com.au/oralhealth/ and http://www.nych.org.au/services/dental.html					
Dentist Oral Health Therapist Hygienist	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 No service available on Wednesdays	9am to 4pm	9411 3505	Priority appointment
North Richmond Community Health 23 Lennox St North Richmond 3121 www.nrch.com.au/oralhealth/					
Dentist Prosthetist Oral Health Therapist Hygienist	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	9418 9873	Priority appointment
Ozanam Community Centre 268 Abbotsford Street North Melbourne 3051 www.vinnies.org.au					
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
The Royal Dental Hospital of Melbourne 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	8.15am to 9.30pm	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		
Frontyard Youth Services 19 King Street, Melbourne, 3000					
Dental Therapist (cohealth outreach)		Wednesday fortnightly	10am to 12pm	9611 2411	

General Health Services

Support	Support type	Frequency	Operating hours	Contact	Ask for
Australian College of Optometry Corner Keppel and Cardigan Streets, Carlton 3053 www.aco.org.au					
Comprehensive primary eye care for all ages, eye disease monitoring (diabetes, cataract, glaucoma, macula degeneration, etc), red eye management, glasses, contact lenses, magnifying glasses	Access is by appointment only For urgent enquires please phone 9349 7400 Reception 9349 7455 appointments, clinic@aco.org.au	Monday to Saturday	8.30am to 5.30pm	9349 7400	Reception
Australian College of Optometry Outreach Programs					
Comprehensive primary eye care, eye disease monitoring, red eye management, glasses, magnifying 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 7472 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, Launch Housing, cohealth First Response Footscray, The Living Room, Front Yard, Drill Hall, Merri CH Glenroy, St Kilda Drop in Centre, Cornerstone Dandenong, Salvocare Rosebud, Community Support Frankston, MOSS Northcote, Salvo Care Croydon. Subsidised Glasses			
Community Outreach		cohealth Fitzroy/Collingwood, cohealth Kensington/Niddrie, Wellington Centre, EACH Ringwood, ISIS Primary Care, INSPIRO Lilydale, Older Persons High Rise facilities			
Aboriginal and Torres Strait Islander		Carlton (ACO), Gathering Place Health Service-Werribee, Bunurong Dandenong, Billabong BBQ Collingwood, Rainbow Place St Kilda, VAHS Fitzroy, access at Darebin Community Health East Reservoir, Broadmeadows Health Service and cohealth Braybrook, and other occasional sites, Plenty Valley Community Health Epping. Victorian Aboriginal Spectacle Subsidy (\$10 glasses) available.			
Supported Residential Services Eye Care Program		Pension level SRS facilities throughout greater Melbourne. Subsidised glasses.			

General Health Services

Support	Support type	Frequency	Operating hours	Contact	Ask for
cohealth 12 Gower Street, Kensington 3031 www.cohealth.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
cohealth - Homeless Outreach Allied Health Service 53 Victoria Street, Melbourne 3000 www.cohealth.org.au					
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.

General Health Services

Support	Support type	Frequency	Operating hours	Contact	Ask for
cohealth 365 Hoddle Street Collingwood 3066 www.cohealth.org.au					
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	9411 4333	Homeless clients are eligible for emergency appointments.
cohealth 75 Brunswick St Fitzroy 3065 www.cohealth.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		Aboriginal Engagement Worker
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		

General Health Services

Support	Support type	Frequency	Operating hours	Contact	Ask for
cohealth Continued 75 Brunswick St Fitzroy 3065					
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
cohealth 622 Lygon Street Carlton 3054 www.cohealth.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
Living Room Primary Health Service - Youth Projects Ltd 7-9 Hosier Lane Melbourne 3000 www.youthprojects.net/primaryhealth.htm					
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.	Tuesday, Thursday and Friday	9am to 12noon by appointment 1pm to 4pm Drop in Clinic	9945 2100	Practice Administrator
Nurse	As above	Wednesday to Friday	By appointment: 9am to 12 noon, drop in 1pm to 4pm		
Liver clinic	Management and treatment of hepatitis C in a community setting	Thursdays	Every fortnight		Practice Administrator

General Health Services

Support	Support type	Frequency	Operating hours	Contact	Ask for
Living Room Primary Health Service - Youth Projects Ltd 7-9 Hosier Lane Melbourne 3000 www.youthprojects.net/primaryhealth.htm					
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
cohealth 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.	Mondays and Thursdays	Drop in 1pm to 4pm	9945 2100	Practice Administrator
cohealth Dietitian	Nutrition assessment and referral to café meals program	Thursdays	Every fortnight	9945 2100	Practice Administrator

General Health Services

Support	Support type	Frequency	Operating hours	Contact	Ask for
Ozanam Community Centre 268 Abbotsford Street North Melbourne 3051 www.vinnies.org.au					
General Practitioner	Medical care	Wednesday	Present at centre to make an appointment on the day for a triage. Appointments are from 10pm to 12pm.	9329 6733	GP appointment
RDNS Homeless Persons Program Nurse	Clinic based care. General health assessments. Linking and support into health services. Clinical care.	Monday to Friday	9.30am-2.30pm Clinic 2.30pm-5pm Outreach	9329 6733 or RDNS Customer Service Centre 1300 334 455	RDNS HPP Nurse Clients can self refer direct to the 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
St Vincent's Hospital Emergency Department 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 - 9pm 7 days/week	9231 2211	Triage

General Health Services

Support	Support type	Frequency	Operating hours	Contact	Ask for
The Women's Hospital Corner Grattan Street and Flemington Rd Parkville 3052 www.thewomens.org.au					
The Women's Health Information Centre (WHIC) Women's Health Nurse/Midwife	<ul style="list-style-type: none"> - State-wide consumer health Information service - Unplanned pregnancy - Pregnancy care - Women's health - Contraception - Sexual health - Support and referral options 	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 askanursemidwife@thewomens.org.au and www.thewomens.org.au	
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	



General Health Services

Support	Support type	Frequency	Operating hours	Contact	Ask for
Frontyard Youth Services 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 (cohealth 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
InnerSpace 4-6 Johnson Street Collingwood 3066 www.cohealth.org.au					
Drug treatment, pharmacotherapy, counselling and non residential withdrawal support	Brief intervention, referral to detox/rehab, and/or ongoing case management.	Monday to Friday	10.30am to 6.00pm	9468 2800	
Needle Syringe Program Outreach Service	Mobile needle and syringe program	Every night	7.30pm to 11.15pm	0418 179 814	
Living Room Primary Health Service - Youth Projects Ltd 7-9 Hosier Lane Melbourne 3000 www.youthprojects.net/primaryhealth.htm					
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
Ozanam Community Centre 268 Abbotsford Street North Melbourne 3051 www.vinnies.org.au					
STAR - Substance treatment and recovery program Counselling and care and recovery coordination	Access is via AOD sector intake and assessment function - 1800 700 514	Monday to Friday	9am to 5pm	9329 6733	AoD Counsellors
Frontyard Youth Services 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
YSAS (Youth Support and Advocacy Service) City North West Address: 187-195 Langridge St, Abbotsford 3067 www.ysas.org.au					
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 11.30am to 7.30pm 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 YoDAA 1800 458 685 (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
Centre Against Sexual Assault (CASA House) Queen Victoria Women's Centre Level 3, 210 Lonsdale Street Melbourne 3000 www.casahouse.org.au					
Counselling and advocacy for sexual assault. Sexual assault is any behavior of a sexual nature that makes somebody feel uncomfortable, frightened, intimidated or threatened	Provides services to women and men, 15 years and over. Provides counselling, information, advocacy, medical and legal options.	24 hours (phone support) Anybody sexually assaulted within the last 2 weeks can access immediate face to face support.	9am to 5pm (face to face appointment)	9635 3610 and/or 1800 806 292 casa@thewomens.org.au Please note the email is only checked between 9am-5pm, Monday to Friday.	Ask for the Duty Worker
St Vincent's Hospital Emergency Department 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	9231 2211	Triage
The Royal Dental Hospital of Melbourne 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 Saturday to Sunday and public holidays	8.15am to 9:30pm 8:45am to 9:15pm	9341 1000	Always ring first for telephone triage (assessment of urgency) and an appointment will be arranged)

Emergency Assistance – Hospital and Acute Needs

Support	Support type	Frequency	Operating hours	Contact	Ask for
The Royal Melbourne Hospital – City Campus Grattan Street, Parkville, 3050 www.mh.org.au/royal_melbourne_hospital					
Emergency medicare care	For people experiencing homelessness who need emergency health, acute mental health and/or allied health care. Where necessary will include post discharge support for people to provide better health outcomes	The Emergency Department operates 24 hours/7 days. Access to some services is limited and may require follow up the following day.	Medical and nursing support access available 24 hours/7 days Access to Allied Health 8am-4pm weekdays/Care Coordination team 8am-9pm weekdays, 8am-4.30pm weekends	9372 4000	Central Switch Board
The Women’s Hospital 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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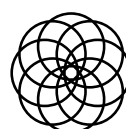
Updated by Inner North West Primary Care Partnership in August 2016.

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Copies of this document can be obtained from:

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