



Help at Hand

A guide to homelessness support services in Boroondara

City of Boroondara has compiled this directory to provide details of free and accessible services to help support people experiencing or at risk of homelessness.

Services outlined in this brochure may be impacted by COVID-19 restrictions and are subject to frequent change. It is recommended that you contact organisations directly to confirm their current service provision and make appointments where required.



If you are homeless or worried that you might be soon, call Opening Doors on **9890 7144** (Mon-Fri 9am to 5pm) or **1800 825 955** (after hours) to speak with a homelessness entry point worker.

In an emergency or life threatening situation, call 000.

CRISIS SUPPORT	
Lifeline 13 11 14	24/7 emotional support.
Suicide Call Back Service 1300 659 467	24/7 free professional counselling.
Eastern Mental Health Triage 1300 721 927	24/7 triage service for the Eastern Health Mental Health Program.
Safe Steps Family Violence Response Centre 1800 015 188 safesteps.org.au	24/7 crisis response. If you cannot safely call, email safesteps@safesteps.org.au
Sexual Assault Crisis Line 1800 806 292	24/7 crisis support for anyone who has experienced a recent sexual assault or requires crisis support relating to a past sexual assault.
Direct Line 1800 888 236	24/7 alcohol and drug counselling.
NURSE-ON-CALL 1300 606 024	24/7 health advice from a registered nurse.

CRISIS SERVICE DIRECTORY
askizzy.org.au Ask Izzy is a mobile website that connects people who are in crisis with nearby services.

HOUSING AND HOMELESSNESS ASSISTANCE	
Organisation	Service details
The Salvation Army Homelessness East - Opening Doors Program Level 1, 353 Whitehorse Road, Nunawading 9890 7144 (Mon-Fri 9am to 5pm) 1800 825 955 (after hours) salvationarmy.org.au	Housing information and referral, crisis accommodation and ongoing support for people who are at risk or experiencing homelessness. Call for assessment Monday to Friday 9am to 5pm. You can also leave a message and an intake worker will call you back.
Ngwala Willumbong 93 Wellington Street, St Kilda 9510 3233 ngwala.org.au	Provides Indigenous men, women, families and young people who are at risk or experiencing homelessness with access to crisis and short-term accommodation in Southern and Eastern Metropolitan Melbourne.
Bolton Clarke, Homeless Persons Program Level 1, 353 Whitehorse Road, Nunawading 9890 7144 or 1300 221 122 boltonclarke.com.au	An assertive outreach program providing nursing care to people who are homeless in Boroondara from Tuesday to Friday.
Uniting 1800 668 426 unitingvictas.org.au	Assists people who are homeless or at risk of homelessness to access, establish and maintain long term housing.
Housing for the Aged Action Group, Home at Last 1300 765 178 oldertenants.org.au	Offers independent advice, information and practical housing support for people over 50.

EMERGENCY FOOD RELIEF AND MATERIAL AID	
Organisation	Service details
Boroondara Community Outreach (BCO) Uniting Church Hall, 23 Highbury Grove, Kew 0409 019 269 bcokew.org	Provides takeaway meals and emergency relief products such as non-perishable groceries and toiletries.
Camcare 51 St Johns Avenue, Camberwell 9831 1900 camcare.org.au	Provides emergency relief products such as non-perishable groceries and toiletries, fresh and frozen food and swags (portable shelter).
The Salvation Army Camberwell Corps 7-11 Bowen Street, Camberwell 9889 2468 salvationarmy.org.au/camberwell	Provides takeaway meals and emergency relief products such as non-perishable groceries and toiletries.
St Vincent de Paul 1800 305 330	Provides access to material aid such as food, clothing and furniture.
Drop-in Hawthorn Community House 9819 2629 32 Henry Street, Hawthorn	Offers a free lunch every Wednesday. No booking is needed and everyone is welcome.

SHOWER ACCESS - FRESHEN UP PROJECT

The Freshen Up project provides shower packs for people experiencing homelessness. Packs include toiletry essentials, a travel towel and free passes to access shower facilities at any YMCA leisure centre in Boroondara. Remember to pick up your shower pack before visiting a centre.

Shower packs are available at:

- Boroondara Community Outreach (BCO), Kew Uniting Church, 23 Highbury Grove, Kew - **0409 019 269**
- Camcare, 51 St Johns Avenue, Camberwell - **9831 1900**
- The Salvation Army Camberwell Corps, 7-11 Bowen Street, Camberwell - **9889 2468**
- The Salvation Army Opening Doors, Level 1, 353, Whitehorse Road, Nunawading - **9890 7144**

Shower facilities are available at:

- Ashburton Pool and Recreation Centre, 8 Warner Avenue, Ashburton - **9885 0333**
- Boroondara Sports Complex, 271c Belmore Road, North Balwyn - **9851 0444**
- Hawthorn Aquatic and Leisure Centre, 1 Grace Street, Hawthorn - **8393 9500**

* Opening hours may vary, please contact YMCA leisure centres directly or call Council on 9278 4444 for opening hours.

👉 Visit www.boroondara.vic.gov.au/recreation-arts/leisure-centres-and-pools for more details.



DOMESTIC & FAMILY VIOLENCE HELP

Organisation	Service details
National Domestic Violence 24/7 Helpline 1800 RESPECT (1800 737 732) 1800respect.org.au	24/7 counselling support.
Safe Steps Family Violence Response Centre 1800 015 188 safesteps.org.au	24/7 crisis response. If you cannot safely call, email safesteps@safesteps.org.au
Eastern Domestic Violence Service (EDVOS) 9259 4200 edvos.org.au	Specialist family violence response service.
Boorndawan Willam Aboriginal Healing Service 289 Swansea Road, Lilydale 9212 0200 bwahs.com.au	Provides a range of services and programs to Aboriginal and Torres Strait Islander people and families in their healing journey to address the impacts of family violence.
MensLine 1300 789 978 Mensline.org.au	24/7 telephone and online counselling service offering support for Australian men with concerns about mental health, wellbeing and family violence (using and experiencing).
Men's Referral Service 1300 766 491 ntv.org.au	Telephone counselling, information and referral service for men who are using controlling behaviour towards a partner or family member.

HEALTH, COUNSELLING, ALCOHOL AND OTHER DRUG SUPPORT

Organisation	Service details
Access Health and Community 7 Samarinda Avenue, Ashburton and 378 Burwood Road, Hawthorn 9810 3000 accesshc.org.au	Allied health and community service providing doctors, dentists, counselling, mental health support, alcohol and other drugs treatment, peer support, needle exchange, child and family services and social support programs.
Boroondara Community Outreach (BCO) Uniting Church Hall, 23 Highbury Grove, Kew 0409 019 269 bcokew.org	Crisis support and referral for disadvantaged and socially isolated residents.
Camcare 51 St Johns Avenue, Camberwell and 4 Y Street, Ashburton 9831 1900 camcare.org.au	Wellbeing counselling services and short-term case work. Also provides information, referral and linkages to other services.
Eastern Centre Against Sexual Assault (ECASA) 9870 7330 easternhealth.org.au	Counselling and support for people affected by sexual assault.
MensLine Australia 1300 789 978 mensline.org.au	24/7 online and phone counselling service for men with emotional health and relationship concerns.
After Hours Mental Health Nurse 1300 003 509 carringtonhealth.org.au	Mental health help over the phone or through a telehealth video call session.
Ngwala Willumbong 93 Wellington Street, St Kilda 9510 3233 ngwala.org.au	Alcohol and drug rehabilitation and outreach support services for Aboriginal communities of Victoria.
The Salvation Army Camberwell Corps 7-11 Bowen Street, Camberwell 9889 2468 salvationarmy.org.au	Case worker personal support services, including drug and alcohol support.
The Salvation Army Homelessness East - Opening Doors Program Level 1, 353 Whitehorse Road, Nunawading 9890 7144 salvationarmy.org.au	Drug and alcohol counselling service to assist people to manage and recover from the effects of living with drug, alcohol and other addictions.
Turning Point Eastern Treatment Services Ground Floor, 43 Carrington Road, Box Hill 1800 778 278 turningpoint.org.au	Clinical specialist treatment services for people affected by alcohol and other drugs.
headspace Hawthorn Level 1, 360 Burwood Road, Hawthorn 9006 6500 headspace.org.au/headspace-centres/hawthorn	Support for young people aged 12-25, including doctors, general counselling, family therapy, housing, education and training for sexual health, mental health and alcohol and other drugs.

ASSISTANCE FOR ROOMING HOUSE RESIDENTS

Organisation	Service details
Peninsula Community Legal Centre Rooming House Outreach and Support Program (RHOP) 441 Nepean Highway, Frankston 9783 3600 pclc.org.au	Assistance for residents living in inappropriate rooming houses, including connections to support services, tenancy advice, advocacy and referral. Outreach to rooming house residents living in the South East region and Boroondara.
Tenants Victoria 1800 068 860 tenantsvic.org.au	Information, advice and legal representation for rooming house residents.
Consumer Affairs Victoria 1300 55 81 81 consumer.vic.gov.au	Information regarding your rights and obligations as a rooming house resident.

ADVOCACY, LEGAL ASSISTANCE AND FINANCIAL COUNSELLING

Organisation	Service details
Eastern Community Legal Centre (ECLC), Suite 3, Town Hall Hub, 3/27 Bank Street, Box Hill 1300 325 200 (1300 ECLC 00) eclc.org.au	Free legal advice and assistance for a range of matters including family law, family violence and intervention orders, criminal law, motor vehicle accidents and debt and civil matters.
The Salvation Army Camberwell Corps - Moneycare Financial Counselling 7-11 Bowen Street, Camberwell 9889 2468 salvationarmy.org.au	Free financial counselling, including debt management and Centrelink.
Gambler's Help Eastern 1300 003 224 each.com.au	Support, advice and information for people affected by gambling (both gamblers and non-gamblers).
Council to Homeless Persons Homelessness Advocacy Service 1800 066 256 chp.org.au	Advice and information for people seeking or receiving assistance from any Victorian community-managed homelessness assistance or social housing service.
Centrelink 527 Riversdale Road, Camberwell 13 24 68	Delivers social security payments, including JobSeeker, Age Pension and Disability Support Pension.



YOUTH SERVICES

Organisation	Service details
Boroondara Youth Hub Level 1, 360 Burwood Road, Hawthorn 9278 4608 boroondara.vic.gov.au/youth	Provides one-on-one information, support and referral for young people aged 10-25 years.
headspace Hawthorn Level 1, 360 Burwood Road, Hawthorn 9006 6500 headspace.org.au/headspace-centres/hawthorn	Support for young people aged 12-25, including doctors, general counselling, family therapy, housing, education and training for sexual health, mental health and alcohol and other drugs.

EMERGENCY HEALTH AND SAFETY INFORMATION

COVID-19

If you have any of the below symptoms, call the 24-hour **Coronavirus Hotline on 1800 675 398** for information and advice:

- fever
- chills or sweats
- cough
- loss or change in sense of smell or taste
- sore throat
- shortness of breath
- runny nose

Opening Doors can assist with referral to appropriate accommodation if you need to self-isolate due to COVID-19. Contact **9890 7144** (Monday to Friday 9am to 5pm) or **1800 825 955** (after hours).

To book a COVID-19 vaccine, call the Coronavirus Hotline on **1800 675 398** or book an appointment online using the Victorian Vaccination Online Booking System at portal.cvms.vic.gov.au/book

People with a disability can access support to get their vaccine - for more information, visit www.coronavirus.vic.gov.au/vaccination-information-people-disability

HEAT HEALTH

Hot weather can cause illnesses such as cramps, exhaustion and heatstroke.

What to do in a heatwave:

- drink plenty of water
- stay out of direct sunlight and find somewhere cool (such as a library or community centre)
- if possible, wear loose-fitting clothing, a hat, sunglasses and sunscreen
- **contact 000** in an emergency if you or someone else is suffering heat-related symptoms.

For non-urgent health advice contact **NURSE-ON-CALL** on **1300 606 024 (24/7)**.

MANAGING BELONGINGS WHEN SLEEPING ROUGH

To keep your valuables safe and secure, carry anything of value on you. Council recognises the belongings of a person who is homeless must be respected and not be interfered with. However, unattended items that impact on public access, cause a threat to public health and safety or have been abandoned will be removed by Council. Any personal belongings will be stored for up to seven days. To arrange collection of belongings, contact the Project Officer, Homelessness on **9278 4326**.



City of Boroondara acknowledges the support and generosity of all the volunteers who help to provide meals, emergency relief and general assistance to people experiencing homelessness.

Translation needed?



If you would like a printed translation of a section of this document, please call Customer Service on **9278 4444** or make your request through Council's free interpreting service on **9278 4002**. For more information in your language, visit boroondara.vic.gov.au/languages.

Directory updates

All information is correct as of January 2022, but is subject to frequent change and may be impacted by COVID-19 restrictions. Contact organisations directly to confirm their current service provision and make appointments where required. The information in this directory will be reviewed annually.

For any updates to the information listed in this directory, please call the City of Boroondara, Community Planning and Development Department on **9278 4427**.



Contact us

Camberwell Office
8 Inglesby Rd, Camberwell, VIC 3124

Postal Address
Private Bag 1 Camberwell, VIC 3124

Email
boroondara@boroondara.vic.gov.au

Website
boroondara.vic.gov.au/health-and-safety

Telephone
9278 4444

Fax
9278 4466

If you are deaf or need speech assistance there are a number of options available for contacting us:

- TTY users - phone **133 677** and ask for **9278 4444**
- Speak and Listen (speech-to-speech relay) users - phone **1300 555 727** and ask for **9278 4444**
- Internet relay users - visit the National Relay Service website communications.gov.au/what-we-do/phone/services-people-disability/accesshub and ask for **9278 4444**.

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