



**STUDENT
COMMUNITY
SERVICES
IN
MELBOURNE
BOOKLET**

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Community and Support Services in Melbourne

Melbourne attracts students from all over the world to study at the many leading tertiary institutions in the city. Almost 55 per cent of students living and studying in the city are international students. The agencies listed here offer many types of support. These include free and cheap food, accommodation, health, drug and alcohol as well as emergency and crisis services, counselling, plus legal advice. Some agencies offer many of these services while others offer only specific ones.

EMERGENCY SERVICES

Fire Services dial 000

Metropolitan Fire Brigade delivers fire and emergency management services. It also focuses on prevention programmes that improve community safety.

Police Services Dial 000

Victoria Police provides a number of services to the public such as information about road accidents, property loss or damage and road safety. They are also committed in providing integrity and accountability to all sections of Victoria police, justice system and community. More information visit the following www.police.vic.gov.au

Ambulance Services Dial 000

Ambulance services dial 000

Ambulance Victoria Mobile application service is currently available. This application is fun and interactive way to learn how to save lives. The various application will assist you in learning how to

- Identify and manage a medical emergency
- Call 000
- Re4cognise cardiac arrest and perform CPR
- Assist paramedics during emergency
- Party safety

The full cost ambulance treatment and transport applies to people who are not insured against the cost of ambulance services. Some insurance policies may include ambulance coverage more than one trip per year or full cover of air transport or non-emergency fees.

For general users –cost Emergency road transport

<http://www.ambulance.vic.gov.au/>

Victorian state emergency services

This service notifies the community in specific region of a potential flood threat from a developing weather condition. It is generally issued in 24-26hours before any folding, aims to give community heads up that folding is possible. More information look in to web site

Flood storm Emergency

Free call 132 500

<http://www.ses.vic.gov.au/>

HEALTH SERVICES

Hospital Services

St. Vincent Hospital

Vincent Hospital provides a range of services to medical, surgical, allied health, and medical as well as outpatient services. This hospital provides specialised services in maternity, gynaecology and neonatology and anaesthetics. This hospital provides both public and private services.

WELL WOMENS CLINIC- This is part of hospital service. This service offers range of health information and education to women's cultural needs.

41 Victoria Parade, Fitzroy VIC 3065

<http://www.mercy.com.au/>

Royal Melbourne Hospital

The Royal Melbourne Hospital is internationally recognised as world leading research centre in different areas such as oncology, neurology, infectious diseases, cardiology, urology, plastic surgery and other areas. The hospital has allied health services which comprises of Clinical Nutrition, Music Therapy, occupational Therapy, Pastoral care, physio therapy, prosthetics, orthotics, psychology, social work, transcultural and interpreter services.

City Campus Main Block, Level 3 North

The Royal Melbourne Hospital Grattan Street, Parkville 3050

Victoria, Australia. Telephone (03) 9342 7440 <http://www.rmh.mh.org.au/>

The Alfred Hospital

This one of the oldest well known hospital in Melbourne offers range of specialist services state and as well as at National level in Australia. Alfred Hospital provides different Specialist services which include trauma emergency, cancer, blood diseases, cardiology, psychiatry and mental health services to meet the health needs of the people state wide.

55 Commercial Rd, Melbourne Vic 3004 61-3 9276 2000

More information visit <http://www.alfredhealth.org.au/>

Mercy Hospital for Women

The Mercy Hospital provides largest obstetric services, deals with women with high risk medical condition and babies of extreme prematurity.

126 Clarendon Street, East Melbourne

Ph: 9270 2222

Outpatients' emergency service

Specialist services

Centre against sexual assault

CASA offers counselling, advocacy, health, legal services for victims of sexual abuse. These services are free and confidential for victims and survivors of past and recent.

Level 3,

210 Lansdale street Melbourne 3000

Phone: 96353600

<http://www.casa.org.au/>

Email: *casa@thewomens.org.au*

Website: *<http://www.casahouse.com.au>*

The crisis-care unit at The Royal Women's Hospital is available after hours for recent assault victims.

Opening hours: Monday to Thursday 10am – 12noon

A women's group is held on Mondays from 1.30pm – 3pm and women only emergency relief is on Thursdays from 10am – 12 noon.

Sexual Assault Crisis Line

(SACL) simply call 1800 806 292 or Email SACL at ahcasa@thewomens.org.au

1800 806 292

Crisis counselling

Information

Crisis support and referral

<http://www.sacl.com.au/>

Police/emergency personnel 03 8345 3494

Victim/survivor of recent sexual assault contact (03) 8345 3494

Kids Help Line

This service is Australia only free, private and confidential telephone service .A safe place for children to hang out, play games and have fun.(24 Hour Telephone and On-line Counselling for children and young people aged between 5 and 25 years)

Free call 1800 55 1800 www.kidshelpline.com.au

International Student OSHC World Care

Free call 1800 814 781(24 hour)

www.oshcworldcare.com.au/oshc/oshc/os00.aspx?pn=wc

International student support service

Office hours are Monday – Friday from 9am-5pm. So feel free to come along and seek advice and assistance.

Services provided by ISCS include crisis intervention and support in emergency situations. The ICSS provides information about accommodation, legal services, health services, other specialist services to International students.

Phone: 1800 056 449 Free call

E-mail: *info@iscs.vic.gov.au*

Drop-in to the office: *Level 1, 19-21 Argyle Place South, Carlton 3053*

www.studymelbourne.vic.gov.au

International student emergency

Free call 1800 814 781.

Indian students who require assistance can call 1800 342 800 (Available Monday to Friday 10.00am to 5.00pm and 7.00pm to 11.00pm)

Bully Zero Australian Foundation 1800 0 Bully (28559)

This foundation helps children and adolescents to protect them from bullying. Bully Zero foundation provide genuine care and protection for children and families who are victim of bullying. Foundation also rises awareness about bullying in schools, workplaces and in communities. Visit for further information

*72 Hargrave Avenue
Essendon Fields Vic 3041
Australia
www.bzaf.org.au*

Victims Support Agency Helpline

The VSA provides information; advice and referral to help victims manage and recover from the effects of crime. The service also manages the victims Register, links to all services for Victims of crime Victoria and represents victims of criminal justice system. Further information refer to website:

<http://www.corrections.vic.gov.au/>

FREE CALL 1800 819 817

Victorian prison information centre

Phone: 131 126

Department of corrections

Mental Health services

Beyond Blue – National Depression Initiative 1300 224 636

Beyond Blue Provides mental health services to all people men, women, youth, older people, multicultural people and gay and lesbian and also does research in different areas collaboration with universities and DHS.

Life Line - 24-hour telephone counselling Phone: 13 11 14

Life line 24 hour counselling services is available for anyone, anytime, anywhere in Australia. Their services include Relationship and family services, mental health services, coping with grief and loss, change in traumatic expenses. They also provide counselling on abuse and violence, disability illness, suicide prevention and support.

www.familyrelationships.gov.au

Telephone 03 98261422 Fax 03 98261411 Monday to Friday 9am - 5pm Australian
ESTEmail: admin@mentalhealthvic.org.au Follow us on **Facebook** [Mental Health Foundation of Australia(Victoria)] and **Twitter** [MHFAVictoria]

Mental Health Foundation of Australia (Victoria)
Suite J, 450 Chapel Street
South Yarra, Victoria, 3141

Panic Anxiety Disorder Association Now ACEDA Inc.

Telephone 8297 4011

www.aceda.org.au

Panic Anxiety Disorder Association Vic, now called Reconnexion

Telephone: 1300 273 266 or 03 98869400

www.reconnexion.org.au

Suicide line 1300 651 251

Ambulance Police Fire 000

Ambulance police fire 000

Prison information 131 126

Suicide Call Back Service – 1300 659 467

SuicideLine is a 24/7 telephone counselling service offering professional support to people at risk of suicide, people concerned about someone else's risk of suicide, and people bereaved by suicide.

More information is available on web site <http://www.suicideline.org.au/>

Lifeline – 13 11 14

Crisis support suicide prevention

Lifeline is a national 24hour telephone helpline offering support to anyone in crisis. Provides 24/7 services to crisis and suicide prevention. Somewhere in Australia there is a new call to Lifeline every minute. People call Lifeline's 24 hour crisis line **13 11 14** about:

- Suicidal thoughts or attempts
 - Personal crisis
 - Anxiety
 - Depression
 - Loneliness
 - Abuse and trauma
 - Stresses from work, family or society
 - Self-help information for friends and family
- Find more information on <http://suicideline.org.au/>

Mental Health Foundation of Australia (Victoria)

This organisation provides Mental health services to people. The organisation aims to provide mental health promotion, collaborate with government and other health related organisations, and encourage research in mental health area and work on removal of stigma. More information visit web site:

<http://www.mentalhealthvic.org.au/>

Community Services

Alcoholics Anonymous

Alcohol Anonymous provides services for men and women explore their experiences strength and identify their common problem and help them to recover from alcoholism. This organisation works for Alcoholics who have the desire to stop drinking.

**1st Floor 36 Church street Victoria 3121
(03) 9429 1833**

<http://www.aavictoria.org.au/>

Youth Substance Abuse Service.

This service provides people aged between 12-21 years services only for city and North West clients only. They provide Drug relief services, accommodation and referral

14-18 Brunswick St, Fitzroy

Ph: 9415 8881 For referral, phone 9418 1020.

Domestic Violence and Incest Resource Centre

The Domestic Violence Resource Centre Victoria (DVRCV) is a state-wide service in Melbourne, Victoria. They provide training, publications, research and other resources to those experiencing (or who have experienced) family violence, and practitioners and service organisations who work with family violence survivors. *Phone: 9486 9866* **<http://www.dvrcv.org.au/>**

National wide services :-

Australia-wide services Australian childhood foundation *1800 176 453 (Free Call)*

www.childhood.org.au

Kid's helpline Free call: 1800 551 **www.kidshelp.com.au**

Men's help line 1300 78 99 78 - 24 hour line **www.mensline.org.au**

National Sexual Assault, Family & Domestic Violence Counselling Line 24 hour phone:

1800 **www.1800respect.org.au**

*Police or ambulance Call **000** at any time if you are worried about you or your children's safety.*

Relationships Australia phone-1300 364 277 **www.relationships.org.au**

Translating and interpreting. **Freecall 131 450** **www.tisnational.gov.au**

Women's Information and Referral Exchange (WIRE)

Free call 1300 134 130

This organisation provides free and confidential support to women on any issues they do support through telephone chat as well as direct support and email support services. This organisation supports women of all ages from all over Victoria about matters such as family relationships, legal issues, domestic violence, housing and homelessness, emotional wellbeing, mental health- anxiety, fear, stress and depression; job search, study options and community

<http://www.wire.org.au/>

Gamblers Help Line

Free call 1800 156 789

This organisation provides support for gamblers who wish to change their behaviours. More information visit <http://www.problemgambling.vic.gov.au/>

Grief Line 24 hours service 9596 7799 counselling provide to people facing life threatening illnesses

Men's Line Australia - Referral Service 1300 789 978. Menline Australia is a professional telephone and online support, information and referral services, helping men to deal with relationship problems in a practical and effective way. 24/7 service

Victims of Crime Helpline 1800 819 817

Victims of crime may suffer from variety of psychological followed by trauma including acute stress, post-traumatic stress disorder, adjustment disorder, major depressive disorder, panic disorder, personality disorder, social anxiety disorder, social phobia and complicated grief disorder and son on. Further information call on the following number or e-mail them.

Domenic Greco, Psychologist,
Victims of Crime Compensation & Counselling,
163 Victoria Parade Fitzroy 3065.
Melbourne Victoria Australia.
Ph: (03) 9415 9492 fax: (03) 9415 9256
Email: support@victimsofcrime.com.au
www.victimsofcrime.com.au

Brotherhood of St Laurence, Coolibah Centre

Client based services only. The following services are provided for need clients. They work for prevention of poverty and work for social justice. The following are some of the services are offered to clients such as food for cheaper price availability of shower, referral for accommodation, health, and psychiatric services.

*67A Brunswick Street, Fitzroy
Ph: 9483 1345
Tram route: 112, 86, 96*

De Paul House

38 Fitzroy Street, Fitzroy
Ph: 9288 2624/2625

- Residential drug withdrawal service
- Admission by appointment

Length of stay usually 5 to 7 days. Males and females 18 years and over can apply for the service. No costs. To go on the waiting list, phone 9288 2016 between 1.30pm – 3.30pm, Monday to Friday.

Melbourne Counselling Service.

This Non-profit organisation provides free counselling service to clients for gambling, asexual, financial and general counselling.

Salvation Army Crossroads services are located right across the North-West metropolitan region of Melbourne and the city, with the main office being located at 2/828 Sydney Road, Coburg North. - See more at: <http://www.salvationarmy.org.au/en/Find-Us/Victoria/Crossroads/>

1st Floor, 69 Bourke Street, Melbourne

For more information, please call reception on: 03 9353 1011 -

Flagstaff Crisis Accommodation

Cnr King and Roden Streets, West Melbourne
Ph: 9329 4800

Access to vacancies at Flagstaff is only through the THM network. The local THM for the CBD area is Homeground, located at 2/107 Cambridge St, Collingwood, or telephone 9417 2500.

Melbourne Sexual Health Centre. This services organisation provide support services such as health, immunisation, pregnancy testing, counselling. Pharmacy, needle exchange, and drug services etc.

1st Floor, 580 Swanston Street, Carlton
Ph: 9347 0244 call the number for more information

North Melbourne Legal Service

1st Floor, 504 Victoria Street, North Melbourne

Ph: 9328 1885

(from Elizabeth Street)

- Legal advice
- Case work

Victoria Legal Aid

350 Queen Street, Melbourne

Ph: 9269 0234

- Legal advice
- Public library

There are no fees for appointments.

Travellers' Aid. This non-profit organisation provides the following services

- Food vouchers
- Laundry vouchers
- Shower
- Lockers
- Met tickets
- Subsidised travel tickets (V-line)
- Disability services (e.g. wheelchair hire and charge up)

2nd Floor, 169 Swanston Street, Melbourne

Ph: 9654 2600

Operating hours: Weekdays 9am – 5pm Weekends 11 am – 4pm

Turning Point Drug & Alcohol Centre

- Outpatient services
- Drug and alcohol services
- Specialist methadone program
- Psychiatric services
- Needle exchange

All services are free except the specialist methadone treatment which costs \$5 per dose.

54–62 Gertrude Street, Fitzroy

Ph: 8413 8444

Victorian Aboriginal Health Service

186 Nicholson Street, Fitzroy

Ph: 9419 3000

- Health services
- Psychiatric services
- Drug and alcohol counselling
- Immunisation
- Preventative care for children
- Maternal and child health
- Women's health
- Ante-natal care

This free health service is for Aboriginal people and Torres Strait Islanders.

Wesley Central Mission

- Food parcels and vouchers occasionally
 - Met tickets occasionally
 - Accommodation referral
- 148 Lonsdale Street, Melbourne
Ph: 9662 2355*

Women's Housing Limited

12 Paisley Street, Footscray

Ph: 9687 3066

Housing information and referral: 9687 1644

Weekdays 9.30am – 11.30am and 2.30pm – 4.30pm

- Medium term accommodation for women
- Tenancy assistance
- Housing information and referral

The cost is the same as public housing (25% of your total income). No crisis accommodation is available.

Young People's Health Service

19 King Street, Melbourne

Ph: 9611 2409

- Health services (free for 12 – 22 year olds)

Provides support on drug and alcohol issues and sexual health.

Opening hours:

Weekdays 12noon - 5pm