

|  |
| --- |
| North Melbourne public housing estate  services guide |
| Accessible |
| OFFICIAL |

Contents

[Department of Families Fairness and Housing 2](#_Toc129962104)

[City of Melbourne 2](#_Toc129962105)

[Emergency services 2](#_Toc129962106)

[Family services 2](#_Toc129962107)

[Youth services 3](#_Toc129962108)

[Homework club 3](#_Toc129962109)

[Schools 4](#_Toc129962110)

[Learning and Community Development 4](#_Toc129962111)

[Health and medical 4](#_Toc129962112)

[Women's services 5](#_Toc129962113)

[Dental 5](#_Toc129962114)

[Counselling and mental health 5](#_Toc129962115)

[Drug and alcohol services 6](#_Toc129962116)

[Legal services 6](#_Toc129962117)

[Public internet access 6](#_Toc129962118)

[Local services 6](#_Toc129962119)

[Housing 7](#_Toc129962120)

[Financial and employment services 7](#_Toc129962121)

[Older persons services 7](#_Toc129962122)

[Community and resident-led organisations 8](#_Toc129962123)

[Aboriginal support services 8](#_Toc129962124)

[Public transport 9](#_Toc129962125)

# Department of Families Fairness and Housing

| Service | Phone number | Website or email |
| --- | --- | --- |
| Housing Call Centre | 13 11 72 (24hrs) | [Email the Housing Call Centre](mailto:tenant.maintenance@dffh.vic.gov.au) <tenant.maintenance@dffh.vic.gov.au> |
| North Melbourne Housing Office | 8306 8200 | [Email the North Melbourne Housing Office](mailto:northmelbourne.housing@dffh.vic.gov.au) <northmelbourne.housing@dffh.vic.gov.au> |
| North Melbourne Estate Security | 03 9328 4753 |  |

# City of Melbourne

| Service | Phone number | Website or email |
| --- | --- | --- |
| City of Melbourne | 03 9658 9658 | [Visit City of Melbourne](http://www.melbourne.vic.gov.au/) <www.melbourne.vic.gov.au> |

# Emergency services

|  |  |  |
| --- | --- | --- |
| Service | Phone number | Website or email |
| North Melbourne Police Station | 03 8379 0800 |  |
| Police, Fire and Ambulance | Triple Zero (000) |  |

# Family services

| Service | Phone number | Website or email |
| --- | --- | --- |
| City of Melbourne Maternal Child Health | 03 9340 1444 | [Email City of Melbourne Chlild Health](mailto:mchbookings@melbourne.vic.gov.au) <mchbookings@melbourne.vic.gov.au> |
| The Orange Door | 1800 271 045 | [Visit](https://www.orangedoor.vic.gov.au/) The Orange Door <https://www.orangedoor.vic.gov.au> |
| Drummond Street Services | [03 9663 6733](tel:03%209663%206733) | [Visit Drummond Street Services](https://ds.org.au/%3e) <https://ds.org.au/> |
| Talowadaag Melbourne | 0421 961 568 | [Email Talowadaag Melbourne](mailto:talowadaagamssa@gmail.com) <talowadaagamssa@gmail.com> |

# Youth services

| Service | Phone number | Website or email |
| --- | --- | --- |
| The Venny | 9376 0589 | [Visit The Venny](http://www.thevenny.org.au)  <www.thevenny.org.au> |
| The Huddle | 9320 2400 | [Visit The Huddle](http://www.nmfc.com.au/huddle/)  <[www.nmfc.com.au/huddle/](http://www.nmfc.com.au/huddle/)> |
| The Drum | 9663 6733 | [Visit The Drum](http://www.thedrum.ds.org.au)  <[www.thedrum.ds.org.au](http://www.thedrum.ds.org.au)> |
| Ubuntu Project | 0401 565 350 | [Visit The Ubuntu Project](http://www.ubp.org.au)  <[www.ubp.org.au](http://www.ubp.org.au)> |
| Helping Hoops | 1300 851 810 | [Visit Helping Hoops](http://www.helpinghoops.com.au)  <[www.helpinghoops.com.au](http://www.helpinghoops.com.au)> |
| Young Australian People | 0478 140 938 | [Visit Young Australian People](http://www.youngaustralianpeople.com.au)  <[www.youngaustralianpeople.com.au](http://www.youngaustralianpeople.com.au)> |
| AMSSA Youth Connect | 0411 287 787 | [Email AMSSA Youth Connect](mailto:amssayouthconnect@gmail.com)  <[amssayouthconnect@gmail.com>](mailto:amssayouthconnect@gmail.com%3e%20) |

# Homework club

| Service | Phone number | Website or email |
| --- | --- | --- |
| The Huddle | 9320 2400 | [Visit The Huddle](http://www.nmfc.com.au/huddle/)  <[www.nmfc.com.au/huddle/](http://www.nmfc.com.au/huddle/)> |
| Hotham Mission | 03 9326 8245 | [Visit Hotham Mission](http://www.hothammission.org.au)  <[www.hothammission.org.au](http://www.hothammission.org.au)> |
| Somali Womens Development Association | 0432 231 141 | [Visit Somali Womens Development Association](http://www.swdai.org.au/education/)  <<http://www.swdai.org.au/education/>> |
| NMLL Homework Cub | 03 9328 1126 | [Visit The Centre](http://www.centre.org.au/homeworkclub/sessions)  <<http://www.centre.org.au/homeworkclub/sessions/>> |
| Kumon | 0410 592 381 | [Visit Kumon](https://au.kumonglobal.com/)  <<https://au.kumonglobal.com/>> |

# Schools

| Service | Phone number | Website or email |
| --- | --- | --- |
| North Melbourne Primary School | 9329 6902 | [Visit North Melbourne Primary School](http://www.northmelbourneps.vic.edu.au)  <[www.northmelbourneps.vic.edu.au](http://www.northmelbourneps.vic.edu.au)> |
| Debney Meadows Primary School | 9376 1570 | [Visit Debney Meadows Primary School](http://www.debneymeadowsps.vic.edu.au)  <[www.debneymeadowsps.vic.edu.au](http://www.debneymeadowsps.vic.edu.au)> |
| Mount Alexander College | 9376 1622 | [Visit Mount Alexander College](http://www.mountalexandercollege.vic.edu.au)  <[www.mountalexandercollege.vic.edu.au](http://www.mountalexandercollege.vic.edu.au)> |
| University High School | 9347 2022 | [Visit University High](http://www.unihigh.vic.edu.au)  <[www.unihigh.vic.edu.au](http://www.unihigh.vic.edu.au)> |

# Learning and Community Development

| Service | Phone number | Website or email |
| --- | --- | --- |
| North Melbourne Language and Learning (NMLL) | 9326 7447 | [Visit NMLL](http://www.nmll.org.au)  <[www.nmll.org.au](http://www.nmll.org.au)> |
| River Nile School | 9329 8425 | Visit [River Nile School](http://www.rivernileschool.vic.edu.au)  <www.rivernileschool.vic.edu.au> |
| The Centre | 03 9328 1126 | [Visit The Centre](http://www.centre.org.au/)  <<http://www.centre.org.au/>> |
| Kensington Neighbourhood House | 9376 6366 | [Visit Kensington Neighbourhood House](ttps://www.kensingtonneighbourhoodhouse.com/)  <<https://www.kensingtonneighbourhoodhouse.com/>> |

# Health and medical

| Service | Phone number | Website or email |
| --- | --- | --- |
| Royal Melbourne Hospital | 9342 7000 | [Visit The Royal Melbourne Hospital](http://www.thermh.org.au)  <[www.thermh.org.au](http://www.thermh.org.au)> |
| Royal Women's Hospital | 8345 2000 | [Visit The Womens](http://www.thewomens.org.au)  <[www.thewomens.org.au](http://www.thewomens.org.au)> |
| Royal Children's Hospital | 9345 5522 | [Visit The Royal Children’s Hospital](http://www.rch.org.au)  <[www.rch.org.au](http://www.rch.org.au)> |
| cohealth (Kensington) | 9448 5537 | [Visit Cohealth](http://www.cohealth.org.au)  <[www.cohealth.org.au](http://www.cohealth.org.au)> |
| cohealth (West Melbourne) | 9448 5557 | [Visit Cohealth](http://www.cohealth.org.au)  <www.cohealth.org.au> |

# Women's services

| Service | Phone number | Website or email |
| --- | --- | --- |
| Safe Steps Family Violence Response Centre | 1800 015 188 | Visit Safe Steps  <<https://www.safesteps.org.au/>> |
| MARG Foundation | 0470 207 571 | Visit Marg Foundation  <https://marg-foundation.org/> |

# Dental

|  |  |  |
| --- | --- | --- |
| Service | Phone number | Website or email |
| cohealth (Kensington) | 9448 5537 | [Visit Cohealth](http://www.cohealth.org.au)  <[www.cohealth.org.au](http://www.cohealth.org.au)> |
| The Royal Dental Hospital of Melbourne | 9341 1000 | [Visit Royal Dental Hospital of Melbourne](http://www.dhsv.org.au)  <www.dhsv.org.au> |

# Counselling and mental health

| Service | Phone number | Website or email |
| --- | --- | --- |
| Lifeline | 13 11 14 | [Visit Lifeline](https://www.lifeline.org.au/)  <<https://www.lifeline.org.au/>> |
| Beyond Blue | 1300 224 636 | [Visit Beyond Blue](https://www.beyondblue.org.au/)  <<https://www.beyondblue.org.au/> |
| Kids Help Line | 1800 551 800 | [Visit Kids Helpline](https://kidshelpline.com.au/)  https://kidshelpline.com.au/ |
| Gamblers Help | 1800 858 858 | [Visit Gamblers](https://gamblershelp.com.au/)  https://gamblershelp.com.au/ |
| Switchboard (LGBTIQA+ counselling services) | 1800 729 367 | [Visit Switchboard](https://www.switchboard.org.au/)  https://www.switchboard.org.au/ |
| MensLine | 1300 78 99 78 | [Visit MensLine](https://mensline.org.au/)  https://mensline.org.au/ |

# Drug and alcohol services

| Service | Phone number | Website or email |
| --- | --- | --- |
| Directline | 1800 888 236 | Visit Directline  <<https://www.directline.org.au/>> |
| Uniting | 1800 700 514 | [Visit Uniting](https://www.unitingvictas.org.au/services/alcohol-other-drugs)  <[https://www.unitingvictas.org.au/services/alcohol-other-drugs/>](https://www.unitingvictas.org.au/services/alcohol-other-drugs/%3e%20) |
| The Project Sunrise | 0401 868 488 | [Visit Project Sunrise](http://www.theprojectsunrise.org)  <[www.theprojectsunrise.org](http://www.theprojectsunrise.org)> |
| Youth Support + Advocacy Service | 9415 8881 | [Visit YSAS](http://www.ysas.org.au)  <[www.ysas.org.au](http://www.ysas.org.au)> |

# Legal services

| Service | Phone number | Website or email |
| --- | --- | --- |
| Inner Melbourne Community Legal (IMCL) | 9328 1885 | [Visit IMCL](http://www.imcl.org.au)  <[www.imcl.org.au](http://www.imcl.org.au)> |

# Public internet access

| Service | Phone number | Website or email |
| --- | --- | --- |
| North Melbourne Library | 9658 9700 | 66 Errol St, North Melbourne |
| Flemington Library | 9243 1975 | 313 Racecourse Rd, Flemington |

# Local services

| Service | Phone number | Website or email |
| --- | --- | --- |
| Australia Post - Arden Gardens | 9326 9110 | 121 Canning St, North Melbourne |
| Woolworths - Arden Gardens | 9624 6217 | Vaughan Terrace & Canning St, North Melbourne |
| North Melbourne Community Centre | 9320 4700 | Visit North Melbourne Community Centre  <[www.nmcc.ymca.org.au](http://www.nmcc.ymca.org.au)> |

# Housing

| Service | Phone number | Website or email |
| --- | --- | --- |
| Wombat Housing and Support Service | 1800 887 775 | [Visit Wombat Housing and Support Service](http://www.wombat.org.au)  <[www.wombat.org.au](http://www.wombat.org.au)> |
| Victorian Public Tenants Association | 1800 015 510 | [Email Victorian Public Tenants Association](mailto:enquiries@vpta.org.au)  <e[nquiries@vpta.org.au>](mailto:Enquiries@vpta.org.au) |

# Financial and employment services

| Service | Phone number | Website or email |
| --- | --- | --- |
| Social Housing Employment Program (SHEP) | 1300 090 989 | [Email SHEP](mailto:vt.uniting)  <[shep@vt.uniting.org\*](mailto:shep@vt.uniting.org*)> |
| Jobs Victoria @ NMLL | 9212 0236 | [Email Jobs Victoria](mailto:clara@wingateave.com.au*)  <[clara@wingateave.com.au\*](mailto:clara@wingateave.com.au*)> |
| Reconnect @ NMLL | 9212 0236 | [Email Reconnect](mailto:clara@wingateave.com.au*)  <[admin@wingateave.com.au\*](mailto:admin@wingateave.com.au*)> |
| First Jobs Project (Young People 15-29 years old) | 0482 162 612 | [Visit First Jobs](mailto:https://www.bsl.org.au/services/getting-a-job/jobs-victoria-first-jobs/)  <<https://www.bsl.org.au/services/getting-a-job/jobs-victoria-first-jobs/>> |
| Capital City Local Learning & Employment Network | 0435 421 376 | [Visit CityLLEN](https://www.cityllen.org.au/)  <<https://www.cityllen.org.au/>> |
| CoACT @ North Melbourne Housing Office | [0409 890 756](mailto:melanie.teer@coact.org.au) | [Email CoACT](mailto:melanie.teer@coact.org.au)  <[melanie.teer@coact.org.au\*](mailto:melanie.teer@coact.org.au*)> |
| AMES Australia - Kensington | 132637 | [Visit AMES](https://www.ames.net.au/)  <<https://www.ames.net.au/>> |
| Financial Counselling Victoria | 1800 007 007 | [Visit Financial Counselling Victoria](https://fcvic.org.au/)  <<https://fcvic.org.au/>> |

# Older persons services

| Service | Phone number | Website or email |
| --- | --- | --- |
| Salvation Army - Support In Public Housing Program | 9328 5631 | 159 Melrose St North Melbourne |
| Jean McKendry Neighbourhood Centre | 9328 1665 | 91-111 Melrose St, North Melbourne |
| Housing for the Aged Action Group | 1300 765 178 | [Visit Housing for the Aged Action Group](https://www.oldertenants.org.au/feedback)  <https://www.oldertenants.org.au/feedback> |

# Community and resident-led organisations

| Service | Phone number | Website or email |
| --- | --- | --- |
| Somali Community Inc | 0432 677 567 | [Visit Somali Community Inc](http://www.somalicommunity.org.au/)  <<http://www.somalicommunity.org.au/>> |
| Somali Women Development Association | 8596 7651 | [Visit Somali Women Development Association](mailto:http://www.swdai.org.au/)  <<http://www.swdai.org.au/>> |
| Eritrean Australia Community | 0478 140 938 | [Email Eritrean Australia Community](mailto:eritreancommunityaus@gmail.com)  <[eritreancommunityaus@gmail.com\*](mailto:eritreancommunityaus@gmail.com*)> |
| Multicultural Sudanese Centre | 0423 945 54 | [Email Sudanese Centre](mailto:sudanesecentre@gmail.com)  <[sudanesecentre@gmail.com\*](mailto:sudanesecentre@gmail.com*)> |
| Melbourne Somali Commmunity | 0478 100 010 | [Email Melbourne Somali Community](mailto:melbournesomalicommunity@gmail.com)  <[melbournesomalicommunity@gmail.com](mailto:melbournesomalicommunity@gmail.com)> |
| Chinese Social Centre | 9376 9088 | [Visit Chinese Social Centre](mailto:https://farnhamst.net/chinese-social-centre/)  <<https://farnhamst.net/chinese-social-centre/>> |
| Australian Vietnamese Women's Association | 9428 9078 | [Visit Australian Vietnamese Women's Association](https://www.avwa.org.au/en/)  <<https://www.avwa.org.au/en/>> |
| Melbourne Tenants Association |  | [Email Melbourne Tenants Association](mailto:melbpublictenantsassociation@gmail.com)  <[melbpublictenantsassociation@gmail.com\*](mailto:melbpublictenantsassociation@gmail.com*)> |
| AMSSA | 9329 0285 | [Visit AMSSA](https://amssa.org.au)  <[https://amssa.org.au/>](https://amssa.org.au/%3e%20) |
| Inspire Community Action Network (ICAN) | 0431 397 228 | [Email ICAN](mailto:inspire16@gmail.com)  <[inspire16@gmail.com\*](mailto:inspire16@gmail.com*)> |

# Aboriginal support services

|  |  |  |
| --- | --- | --- |
| Service | Phone number | Website or email |
| Aboriginal  Housing Victoria | 9403 2100 | [Visit Aboriginal Housing Victoria](https://ahvic.org.au/)  <https://ahvic.org.au/> |
| Victorian Aboriginal  Health | 9419 3000 | [Visit Victorian Aboriginal](https://www.vahs.org.au/)  [Health](https://www.vahs.org.au/)  <<https://www.vahs.org.au/>> |
| Victorian Aboriginal  Child Care Agency  (VACCA) | 9287 8800 | [Visit VACCA](https://www.vacca.org/)  <<https://www.vacca.org/>> |
| Victorian Aboriginal  Community Services  Association (VACSAL) | 9416 4266 | [Visit VACSAL](http://www.vacsal.org.au/)  <https://acsal.org.au> |

|  |
| --- |
| To receive this document in another format, [email the Department of Families, Fairness and Housing](mailto:northmelbourne.housing@dffh.vic.gov.au) <northmelbourne.housing@dffh.vic.gov.au>  © State of Victoria, Australia, Department of Families, Fairness and Housing, March 2023.  ISBN978-1-76130-111-7 (pdf/online/MS word)   Available in Forms and guides at **Public housing estates** <https://www.housing.vic.gov.au/about/forms-guides>  You can download a printable version of this resource **Public housing estates** <https://www.housing.vic.gov.au/about/forms-guides> |