

ACCOMODATION:

NAME OF AGENCY: AIDS Housing Access Youth Support Services

NAME OF PROGRAM: The John R Stroop Housing Association

LOCATION: 154 Sackville Street, Collingwood

MAILING ADDRESS: 154 Sackville Street, Collingwood Vic 3066

TELEPHONE NUMBER: 9417 4311

CONTACT PERSON(S): Mark Riley, Sue Riley or Duty staff

DESCRIPTION OF SERVICES: Safe, secure, affordable and appropriate housing for people with HIV/AIDS regardless of their race, colour, sexuality, background, belief or ability. Housing information, advice referrals as well as a supported housing service.

WAITING LIST: N/A

REFERRAL METHOD: Phone for appointment

TARGET GROUP: No age boundaries - young people welcome

DISABILITY ACCESS: Yes

HOURS OF OPERATION: 9 - 5pm Mon - Fri

FEES: Nil

NAME OF AGENCY: Department of Human Services
Office of Housing (Head Office)

LOCATION: 6th floor, 555 Collins Street, Melbourne

MAILING ADDRESS: GPO Box 4057, Melbourne Vic 3000

TELEPHONE NUMBER: 9616 7777

CONTACT PERSON(S): Duty staff / Housing Adviser

DESCRIPTION OF SERVICES: Mortgage Relief Scheme.
Home Renovation Loan Scheme Appeals Mechanism:
Direct contact - 9616 8783.
Home Finance Division - Housing finance and application: Direct contact - 9616 6170.

WAITING LIST: N/A

REFERRAL METHOD: Direct by phone to arrange an appointment

TARGET GROUP: People aged 18 years and over

DISABILITY ACCESS: Yes

HOURS OF OPERATION: 9 - 5 PM Mon - Fri

FEES: Differentiate depending on service required

ACCOMODATION:

NAME OF AGENCY: Office of Housing (Collingwood Office)
LOCATION: 192 - 198 High Street, Northcote & 229 Hoddle Street, Collingwood
MAILING ADDRESS: Ground Floor, 229 Hoddle Street, Collingwood Vic 3066
TELEPHONE NUMBER: 9417 5144
CONTACT PERSON(S): Bill Apostolopoulos (Manager) & Housing Services Officers
DESCRIPTION OF SERVICES:

- Public Housing Rental Applications, Early Housing Applications, Public Housing Allocations, Transfer Applications, Bond Assistance, Maintenance queries.
- The Collingwood Public Housing Estate has been selected as a Neighbourhood renewal site
- Neighbourhood renewal offers a better deal for disadvantaged communities in Victoria. The initiatives are being led by the Office of Housing in the Department of Human Services as part of the State Government's Growing Victoria Together agenda to build more cohesive communities and reduce inequalities

WAITING LIST: For applications, transfers and priority listings - ring to inquire
REFERRAL METHOD: Direct by phone
TARGET GROUP: People aged 16 years and over
DISABILITY ACCESS: Yes
HOURS OF OPERATION: 8:30 - 4:30pm Mon – Fri.
FEES: N/A

Office of Housing (Fitzroy Office)
LOCATION: 90 Brunswick Street, Fitzroy
MAILING ADDRESS: 90 Brunswick Street, Fitzroy Vic 3065
TELEPHONE NUMBER: 9417 7322
CONTACT PERSON(S): Housing Services Officers
DESCRIPTION OF SERVICES: Rental applications, transfers, arrears, priority listing, bond assistance, maintenance queries / problems.
WAITING LIST: Ring to inquire as list may vary
REFERRAL METHOD: Phone or walk in
TARGET GROUP: People aged 16 years and over
DISABILITY ACCESS: Yes
HOURS OF OPERATION: 8:30 - 4:30 PM Mon - Fri
FEES: N/A

Office of Housing (Richmond Office)
LOCATION: 112 Elizabeth Street, North Richmond
MAILING ADDRESS: 112 Elizabeth Street, North Richmond Vic 3121
TELEPHONE NUMBER: 9429 5174
CONTACT PERSON(S): Housing Services Officers
DESCRIPTION OF SERVICES: Rental applications, transfers, arrears, priority listing, bond assistance, maintenance queries / problems.
WAITING LIST: Ring to inquire as list may vary
REFERRAL METHOD: Phone or walk in
TARGET GROUP: People aged 16 years and over
DISABILITY ACCESS: Yes
HOURS OF OPERATION: 8:30 - 4:30 PM Mon - Fri
FEES: N/A

ACCOMODATION:

NAME OF AGENCY:

Good Shepherd Youth & Family Services

NAME OF PROGRAM:

**Emergency Housing
Youth Housing Support
Financial Assistance
Information & Referral Service
Buying Service**

LOCATION:

117 Johnston Street, Collingwood

MAILING ADDRESS:

117 Johnston Street, Collingwood Vic 3066

TELEPHONE NUMBER:

9419 5477 / 9416 0364

CONTACT PERSON(S):

Janet Davey

DESCRIPTION OF SERVICES:

Telephone information and referral service. Limited rent and bond assistance. Provides medium to long term accommodation for young people. Supported - independent living with Youth Housing Workers. Private rental market accommodation is available. There are excellent links with local real estate agencies and emergency accommodation agencies.

Emergency Housing: Low income families

- 2 units in Collingwood
- 2 properties in Richmond (Contact: Shane Flynn)
- Accommodation and support for adolescent mothers and their babies (Contact: Margaret Kenny)
- Home based accommodation for young people (Adolescent Community Placement) (Contact: Sue & Mike)

Youth Housing Support: Young women with baby(s) or who are pregnant

- Medium to long-term support in Collingwood, Carlton and Fitzroy
- Nomination rights to transitional housing for young people (16 - 33 years)
- Assistance finding alternative accommodation, including private rental

Financial Assistance: 16 to 24 year olds, who are able to live independently

- Housing establishment fund
- No interest loans

Information & Referral Service:

- Information, referral and advocacy about youth housing and related issues (income support, legal rights, housing)

Buying Service:

- Assistance and discounts for low income earners on household goods.

WAITING LIST:

Nil

REFERRAL METHOD:

Direct / Self-referred either by phone or visit

TARGET GROUP:

Young people aged between 6 and 24 years. (For specific program target groups, refer to the above list)

DISABILITY ACCESS:

Yes

HOURS OF OPERATION:

9 - 5 PM Mon - Fri

FEES:

A percentage of income

ACCOMODATION:

NAME OF AGENCY:	Homeground: Collingwood
LOCATION:	(Formerly Outreach Victoria) 219 Napier Street, Fitzroy
MAILING ADDRESS:	219 Napier Street, Fitzroy, 3065
TELEPHONE NUMBER:	9419 8355 (This number is available 9 - 5pm Mon - Fri)
CONTACT PERSON(S):	Duty staff
DESCRIPTION OF SERVICES:	Outreach Support Services provides practical assistance and support to people with complex needs who are homeless or at risk of homelessness in the City of Yarra. Outreach into the community especially for people who are unlikely to approach services for assistance due to isolation. Assistance and advocacy for homeless people in a number of areas including: <ul style="list-style-type: none">• Obtaining and maintaining housing• Linking people into legal, health, home and community care, material aid and tenancy services• Providing tailored practical assistance such as completing forms, assisting with cleaning and taking people to appointments
WAITING LIST:	No
REFERRAL METHOD:	Through OZNAM Community assessment and referral (9329 6733)
TARGET GROUP:	People in Yarra who have experienced: <ul style="list-style-type: none">• addictions and dual disability• mental and other health problems• frailty• long histories of homelessness• exclusion from mainstream services• exhibit challenging behaviours
DISABILITY ACCESS:	No
HOURS OF OPERATION:	9 - 1pm Mon - Fri
FEES:	Nil
NAME OF AGENCY:	Melbourne Youth Support Service
LOCATION:	19 King Street, Melbourne 3000
TELEPHONE NUMBER:	9614 3688
CONTACT PERSON(S):	Duty staff
DESCRIPTION OF SERVICES:	A statewide housing information referral service that also can provide case management and has a clothes library.
WAITING LIST:	N/A
REFERRAL METHOD:	Direct / Self-referred either by phone or visit
TARGET GROUP:	Homeless and disadvantaged young people 16-25.
DISABILITY ACCESS:	Yes
HOURS OF OPERATION:	Mon – Fri 10am – 8pm Sat & Sun 12 noon – 8pm Public Holidays : 12- 8pm
FEES:	Nil

ACCOMODATION:

NAME OF AGENCY:	Homeground: Fitzroy & Richmond
LOCATION:	(Formerly Outreach Victoria) 140 Brunswick Street, Fitzroy 106 Elizabeth Street, Richmond
MAILING ADDRESS:	140 Brunswick Street, Fitzroy Vic 3065 106 Elizabeth Street, Richmond Vic 3121
TELEPHONE NUMBER:	9428 7800
CONTACT PERSON(S):	Duty staff
DESCRIPTION OF SERVICES:	Outreach Tenancy Services provides tenancy advice, information and advocacy for public housing tenants and people who want to live in public housing. They provide referral assistance to other agencies, as well as visits to client's homes. In line with their "outreach" approach, they assist people with attending the Victorian Civil and Administrative Tribunal Hearings and Office of Housing Appeal Hearings. Assistance on a number of issues includes: <ul style="list-style-type: none">• Access to priority housing• Priority transfers• Resolution of rental arrears issues• Maintenance problems• Appeals against Office of Housing decisions• Referrals to other services and community agencies• Public housing matters before the Victorian Civil and Administrative Tribunal
WAITING LIST:	No
REFERRAL METHOD:	Direct / Self referral, no appointment necessary
TARGET GROUP:	People with Yarra who need assistance with or who are living in public housing
DISABILITY ACCESS:	Yes
HOURS OF OPERATION:	9 - 5pm Mon - Fri
FEES:	Nil
NAME OF AGENCY:	Quin House
LOCATION:	40 George Street, Fitzroy
MAILING ADDRESS:	40 George Street, Fitzroy Vic 3065
TELEPHONE NUMBER:	9419 4874
CONTACT PERSON(S):	Duty staff
DESCRIPTION OF SERVICES:	No emergency accommodation. However 10 bedrooms and shared facilities are available and young people can stay for periods of up to 3 months.
WAITING LIST:	Yes, a vacancy list is available via telephone
REFERRAL METHOD:	Through OZNAM Community assessment and referral (9329 6733)
TARGET GROUP:	Homeless young men with alcohol dependencies (18 +)
DISABILITY ACCESS:	No
HOURS OF OPERATION:	9 - 5 PM Mon - Fri
FEES:	Approximately \$110 / week including board & lodging

ACCOMODATION:

NAME OF AGENCY: St Vincent de Paul Community and Support Services
NAME OF PROGRAM: Youth Support Service
LOCATION: 36 Brunswick Street, Fitzroy
MAILING ADDRESS: PO Box 2931, Fitzroy Vic 3065
TELEPHONE NUMBER: 9411 4700
CONTACT PERSON(S): Duty Housing Support Worker
DESCRIPTION OF SERVICES:

- Medium to long-term supported accommodation for homeless young people or those at risk of homelessness.
- Support of young people in transitional housing located in the City of Yarra and Darebin areas is matched with individual needs including budgeting, income assistance, referrals for counselling, assistance with education/employment, household issues, future housing options.
- Bilingual worker (Vietnamese) available.
Nil

WAITING LIST: Nil
REFERRAL METHOD: Self-referred or through other services / agencies
TARGET GROUP: Young people aged between 16 and 25
DISABILITY ACCESS: Yes
HOURS OF OPERATION: 9 - 5pm Mon - Fri
FEES: 25% of income charged for rent.

NAME OF AGENCY: Stopover Youth Housing Services
NAME OF PROGRAM: Crisis Accommodation Refuge
Youth Housing Program
LOCATION: Undisclosed
MAILING ADDRESS: PO Box 384, Carlton North Vic 3068
TELEPHONE NUMBER: 9347 9355
CONTACT PERSON(S): Duty staff
DESCRIPTION OF SERVICES: *Crisis accommodation refuge:* Refuge for homeless young people. For young males and females aged between 16 and 21 years. Approximately a 2 week stay.
Cost: 20% of income / fortnight.
Youth housing program: Short to medium-term supported housing. For young males and females aged between 16 and 21 years. Approximately 3 - 6 month stay.
Cost: under 18 years - \$15 / week OR over 18 year - 25% of income / fortnight if on a benefit.
Neither program will accept

- Drug dependants
- Psychiatric patients
- Couples
- Parents

WAITING LIST: List of vacancies is available via telephone
REFERRAL METHOD: By phone only
TARGET GROUP: Listed above
DISABILITY ACCESS: No
HOURS OF OPERATION: 9 - 5 PM Mon - Fri
FEES: Listed above

ACCOMODATION:

NAME OF AGENCY: **Tenants Union of Victoria Inc.**
LOCATION: 55 Johnson Street, Fitzroy
MAILING ADDRESS: PO Box
TELEPHONE NUMBER: 9416 2577
CONTACT PERSON(S): Duty staff
DESCRIPTION OF SERVICES: Free tenancy advice and support for all public / private residential tenants.
WAITING LIST: Nil, vacancies are posted out
REFERRAL METHOD: Direct / Self-referred either by phone or visit
TARGET GROUP: Young people aged between 15 and 18 years
DISABILITY ACCESS: No
HOURS OF OPERATION: 9 - 9 PM Mon - Fri
FEES: \$30 / week service fee

NAME OF AGENCY: **Tranmere St Youth Refuge (Salvation Army Crossroads)**
NAME OF PROGRAM: **Fitzroy Homeless Youth Program**
LOCATION: 12 Tranmere Street, North Fitzroy
MAILING ADDRESS: 12 Tranmere Street, North Fitzroy Vic 3068
TELEPHONE NUMBER: 9489 1122 (St Kilda Crisis Referral Service 9489 1122)
CONTACT PERSON(S): Duty staff
DESCRIPTION OF SERVICES: Crisis and short-term accommodation (up to 12 weeks) for young people. Staffed 24 hours. Intensive youth support service, sexual assault counselling, drug and alcohol counselling as well as employment and training referral services.
WAITING LIST: Nil, vacancies are posted out
REFERRAL METHOD: Direct / Self-referred either by phone or visit
TARGET GROUP: Young people aged between 15 and 18 years
DISABILITY ACCESS: No
HOURS OF OPERATION: 9 - 9 PM Mon - Fri
FEES: \$30 / week service fee

NAME OF AGENCY: **Yarra Community Housing**
LOCATION: 297 Napier St. Fitzroy
MAILING ADDRESS: PO Box 2933, Fitzroy Vic 3065
TELEPHONE NUMBER: 9419 - 0009
CONTACT PERSON(S): Duty staff
DESCRIPTION OF SERVICES: Provides information on long-term rooming house accommodation for singles – male and female over 18 years.
Accommodation is for those on low incomes and able to live independently.
Over 26 rooming houses in the City of Yarra.
Female only, male only and mixed gender houses.
WAITING LIST: Varies
REFERRAL METHOD: Self-referred or agency referral. Phone or visit.
TARGET GROUP: Singles aged 18 and over on a low income
DISABILITY ACCESS: Yes some properties
HOURS OF OPERATION: 9:30am – 4pm Mon - Fri
FEES: From \$73 / week depending on vacancy.