

LEGAL SERVICES:

NAME OF AGENCY: **Alphaline**
LOCATION: 124 Johnston Street, Fitzroy
MAILING ADDRESS: PO Box 280 Fitzroy, Vic 3065
TELEPHONE NUMBER: 9419 7427
DESCRIPTION OF SERVICES: A 24-hour youth crisis line providing free legal advice for young people in trouble with the law.
WAITING LIST: Nil
TARGET GROUP: All young people in Yarra
DISABILITY ACCESS: N/A
HOURS OF OPERATION: 24-hour service
FEES: Nil

NAME OF AGENCY: **Equal Opportunity Commission**
LOCATION: Level 3, 380 Lonsdale Street, Melbourne
MAILING ADDRESS: Level 3, 380 Lonsdale Street, Melbourne Vic 3000
TELEPHONE NUMBER: 9281 7111
Enquiries Line -
Weekdays, 10am-4pm, Wednesdays 10 - 2pm - 9281 7100, 1800 134 142 (Toll free) 9281 7110 (TTY)
Public Resource Centre -
Ground floor, 380 Lonsdale Street, Melbourne
Open Monday - Thursday 9 - 1pm or by calling 9281 7108 / 9281 7193

DESCRIPTION OF SERVICES: The Equal Opportunity Commission Victoria deals with equal opportunity and discrimination in the State of Victoria in Australia. The Commission:

- resolves discrimination complaints lodged under the Victorian Equal Opportunity Act and receives complaints lodged under the federal Racial, Sex and Disability Discrimination Acts
- provides information about equal opportunity rights and responsibilities
- provides training and education programs and campaigns about equal opportunity, discrimination and harassment issues
- conducts research and provides advice on legal and policy issues related to discrimination and human rights

WAITING LIST: Nil - **ring to arrange best method of contact**
TARGET GROUP: All people in Yarra - Statewide service
DISABILITY ACCESS: Yes
HOURS OF OPERATION: 24-hour service.
FEES: Nil

LEGAL SERVICES:

NAME OF AGENCY:

Fitzroy Legal Service

LOCATION:

124 Johnston Street, Fitzroy

MAILING ADDRESS:

PO Box 280 Fitzroy, Vic 3065

TELEPHONE NUMBER:

9419 3744

DESCRIPTION OF SERVICES:

Provides an accessible legal service to people without means, the Service:

- Provides legal advice, referral and information in a range of areas
- Undertakes considerable Court representation work on behalf of clients
- Provides a store-front location
- Operates at night so that those who cannot take time off work can still benefit from the service
- Provides an informal approach
- Is holistic in its approach to problems, by not focusing solely on legal solutions
- The service is currently funded for a "Drug Outreach Lawyer"

The Service aims to:

- Provide a free and readily accessible legal service to people in necessitous circumstances
- Seek guidance and direction on policy and its development from the community
- Involve local citizens in the recognition, understanding and solution of their own legal and related problems
- Provide legal education in the community
- Initiate and participate in law reform programs.

Richmond

Residents of Richmond can access the legal service from an outreach office located at the North Richmond Family Health Centre, in Lennox Street Richmond every Wednesday night between 6.00 and 8.00pm (Appointments necessary via the Health Centre on Telephone: 9429 5477).

WAITING LIST:

Nil

TARGET GROUP:

All people in Yarra - young people are very welcome

DISABILITY ACCESS:

Yes

HOURS OF OPERATION:

9 - 5pm Mon - Fri

(By appointment and in emergency situations)

6.30 - 9pm Mon - Fri

(Free legal advice service - no appointment necessary)

For Richmond and Collingwood Outreach times refer above.

FEES:

Nil

LEGAL SERVICES:

NAME OF AGENCY: **Legal Ombudsman, Victoria**
LOCATION: Level 10, Bourke St. Melbourne, 3000
MAILING ADDRESS: Level 10, Bourke St. Melbourne Vic. 3000
TELEPHONE NUMBER: 9642 0655
DESCRIPTION OF SERVICES: An independent body required to investigate impartially:

- Receives and investigates complaints about legal practitioners (barristers and solicitors)
- Telephone advice about making a complaint and supply of complaint forms.
- Youth liaison officer.

REFERRAL METHOD: Self referral
TARGET GROUP: Any person who has a complaint about the conduct of a legal practitioner.
HOURS: Monday to Friday 9am-5pm
FEES: No Charge

NAME OF AGENCY: **Mental Health Legal Centre Inc.**
LOCATION: Level 14, 520 Collins Street, Melbourne
MAILING ADDRESS: Level 14, 520 Collins Street, Melbourne Vic 3000
TELEPHONE NUMBER: 9629 4422
Telephone Advice Line -
The telephone advice and referral line provides direct advocacy. Ring the line on:
9629-4422 Monday OR Thursday, from 3.00 to 5.00pm

DESCRIPTION OF SERVICES: The service provides free legal advice, representation, referral, information and education in respect to the Mental Health Act and other legal issues associated with mental health and policy reform.

WAITING LIST: Nil - **ring for appointments**
TARGET GROUP: All people - Statewide service
DISABILITY ACCESS: Yes
HOURS OF OPERATION: 10 - 1pm and 2 - 5pm Mon - Fri
FEES: Nil

LEGAL SERVICES:

NAME OF AGENCY:

Victim's Referral and Assistance Service

LOCATION:

VRAS is accessible through:
Moreland Community Health Service

MAILING ADDRESS:

N/A

TELEPHONE NUMBER:

9603 9797 (Metropolitan Melbourne)
9354 9731 (Moreland)
1800 819 817 (Toll Free)

DESCRIPTION OF SERVICES:

Through a central Helpline VRAS provides victims with referral to suitable Government and community assistance. It also provides access to free short term counselling for victims of crime, through registered psychologists, loss and grief counsellors and social workers. VRAS provides community and professional education about victims of crime, promotes and funds research and specialist projects to meet special needs of victims. It also develops and distributes a vast range of community education materials, in a range of community languages. The Victim's Referral and Assistance Service aims to:

- Provide victims with access to counselling
- Provide information about legal services and financial assistance for victims of crime in the state of Victoria
- Provide referrals to appropriate support agencies in an attempt to restore them, in so far as it is possible, to their former state
- Administer the Victims Counselling Scheme which will enable victims to access immediate short term counselling
- Manage resourcing of funding of additional assistance to victims through the Victims Assistance Program, working with community agencies.

WAITING LIST:

Nil

TARGET GROUP:

People of all ages who have been hurt by crime and require assistance - statewide service

DISABILITY ACCESS:

N/A

HOURS OF OPERATION:

8:30 - 5:30pm Mon - Fri

FEES:

Usually nil, however there may be some counselling costs

LEGAL SERVICES:

NAME OF AGENCY:

LOCATION:

MAILING ADDRESS:

TELEPHONE NUMBER:

DESCRIPTION OF SERVICES:

Victoria Legal Aid

350 Queen Street, Melbourne

350 Queen Street, Melbourne Vic 3000

9269 0120 / 9269 0234

VLA's objectives are to:

- Provide legal aid in the most effective, economic and efficient manner
- To manage its resources to make legal aid available at a reasonable cost to the community and on an equitable basis throughout the State
- To provide to the community improved access to justice and legal remedies
- To pursue innovative means of providing legal aid, directed at minimising the need for individual legal services in the community

WAITING LIST:

TARGET GROUP:

DISABILITY ACCESS:

HOURS OF OPERATION:

FEES:

Nil - **ring for an appointment**

All people - Statewide service

Yes

8.45am - 5.15pm Mon - Fri (Admin)

Appointments taking less than 30 minutes, legal advice as well as some services are free, other legal services depend on income and assets

NAME OF AGENCY:

LOCATION:

MAILING ADDRESS:

TELEPHONE NUMBER:

DESCRIPTION OF SERVICES:

Victorian Aboriginal Legal Service

6 Alexandra Parade, Fitzroy

PO Box 218, Fitzroy Vic 3065

9419 3888

General legal service for the aboriginal community. Not specifically targeted at the young, young people are welcome. (Conflict matters - Aboriginal versus Aboriginal)

WAITING LIST:

TARGET GROUP:

DISABILITY ACCESS:

HOURS OF OPERATION:

FEES:

Nil - **no appointments necessary**

All Aboriginal people in Yarra - young people welcome

Yes

9 - 5pm Mon - Thurs, 9 - 4.30pm Fri

Nil

LEGAL SERVICES:

NAME OF AGENCY:	Welfare Rights Unit
LOCATION:	155 Easey Street, Collingwood
MAILING ADDRESS:	155 Easey Street, Collingwood 3066
TELEPHONE NUMBER:	9416 1111
DESCRIPTION OF SERVICES:	Services available include: <i>A telephone advice service:</i> Free independent advice about any Centrelink matter. The telephone service is open from 2 - 5pm Tuesday to Friday. Country callers can reverse the charges by phoning 9416 9999 as can people from NESB (Non-English Speaking Background) and an interpreter will ring the Unit. People can gain assistance with: <ul style="list-style-type: none">• Working out weather a person is entitled to payments (despite what Centrelink may have said)• Deciding which social security payment is best• Working out how much a person should be getting• Appealing a decision that a person thinks is wrong• Complaining about poor treatment by Centrelink staff Other assistance includes: <ul style="list-style-type: none">• Community education• Training• Talks• Law reform• Lobbying
WAITING LIST:	Nil
TARGET GROUP:	All people in need of advice regarding any Centrelink matter
DISABILITY ACCESS:	Yes
HOURS OF OPERATION:	9:30 - 12:30pm Tues - Fri 2 - 5pm Tues - Fri (Telephone Advice Line)
FEES:	Nil

LEGAL SERVICES:

NAME OF AGENCY: **Women's Legal Service Victoria**
LOCATION: Level 3, 43 Hardware Lane, Melbourne, 3000
MAILING ADDRESS: as above
TELEPHONE NUMBER: 9642 0877
1800 133 302 (Toll Free)
9642 0334 (TTY)

DESCRIPTION OF SERVICES: The service provides free and confidential legal advice, referral, information and in some cases legal representation and ongoing assistance. The service deals with a wide range of legal matters including family violence and intervention orders. The WLRG assist women:

- Family law
- Domestic violence
- Sex discrimination
- Employment
- Access to legal aid

Advice line hours are:

- Monday and Friday 10am – 1pm
- Tuesday and Thursday 6:30pm – 8:30 pm
- Wednesday 2pm – 5pm

WAITING LIST: Nil - appointments necessary for face-to-face services
TARGET GROUP: Women of all ages - statewide service
DISABILITY ACCESS: Yes
HOURS OF OPERATION: Office hours 9am – 5pm Mon – Fri.
FEES: Nil

NAME OF AGENCY: **Anglicare**
LOCATION: 95 - 97 Brunswick Street, Fitzroy
TELEPHONE NUMBER: 9486 0445
9417 0213 (For assistance with accounts only)
CONTACT PERSON(S): Case worker
include (when funds are available):

- Food parcels (Tuesday and Thursday 1:30 - 3:30pm)
- Help with bills (Electricity, gas, telephone - final accounts only once in a 12 month period) for residents from Fitzroy, Collingwood and Clifton Hill only
- Pharmaceutical Gap Assistance
- Need to have a concession (Pension / Health Care) card
- No rent assistance
- No cash

WAITING LIST: Nil
REFERRAL METHOD: **By appointment - phone first**
Self-referred by phone
TARGET GROUP: Families only, residents must be within a 3km radius
DISABILITY ACCESS: Yes
HOURS OF OPERATION: 9 - 6pm Mon - Fri
FEES: Nil

LEGAL SERVICES:

NAME OF AGENCY: **Brotherhood of St. Laurence**
LOCATION: 97 Brunswick Street, Fitzroy
TELEPHONE NUMBER: 9483 1183
9483 1319 (Furniture)
CONTACT PERSON(S): Co-ordinator or welfare worker
DESCRIPTION OF SERVICES: Services include:

- Furniture for people in need (Wednesday 10 - 12pm)

WAITING LIST: Nil
REFERRAL METHOD: Self-referred by phone
TARGET GROUP: Local and inner urban residents of all ages
DISABILITY ACCESS: Yes
HOURS OF OPERATION: 10 - 12pm Wed
FEES: Nil

NAME OF AGENCY: **North Yarra Community Health Centre**
LOCATION: **Collingwood**
365 Hoddle Street, Collingwood
TELEPHONE NUMBER: 9419 6155

LOCATION: **Fitzroy**
75 Brunswick Street, Fitzroy
TELEPHONE NUMBER: 9419 5266

LOCATION: **North Carlton**
622 Lygon Street, North Carlton
TELEPHONE NUMBER: 9347 0022
CONTACT PERSON(S): Case worker / duty staff
DESCRIPTION OF SERVICES: Welfare services include:

- Emergency relief based upon individual assessment
- Food vouchers
- Need to have a concession (Pension / Health Care) card

WAITING LIST: Nil - **appointments necessary**
REFERRAL METHOD: Self-referred by phone
TARGET GROUP: All people not limited to the City of Yarra
DISABILITY ACCESS: Yes
HOURS OF OPERATION: 8:30 am - 6pm Mon, Tues & Fri, 9am - 6pm Wed,
8:30am - 7pm Thurs, 9am - 12 noon Sat & Sun
FEES: Usually nil, however this can be based upon individual assessment

LEGAL SERVICES:

NAME OF AGENCY:	Red Cross - Asylum Seekers
LOCATION:	171 City Road, Southbank
TELEPHONE NUMBER:	9685 9999 9685 9911
CONTACT PERSON(S):	Duty staff
DESCRIPTION OF SERVICES:	Services include: <ul style="list-style-type: none">• Financial assistance to asylum seekers (minimum wait is 6 months, after protection visa application)• Information and referral service• Clients must have lodged application for refugee status with the Department of Immigration
WAITING LIST:	Nil for service
REFERRAL METHOD:	Self-referred by phone
TARGET GROUP:	All people in need of asylum
DISABILITY ACCESS:	Yes
HOURS OF OPERATION:	9 - 5pm Mon, Tues, Thurs, Fri; 9 - 1pm Wed
FEES:	Inquire via phone
NAME OF AGENCY:	St. Mark's Community Centre
LOCATION:	Cnr George & Moor Streets, Fitzroy
TELEPHONE NUMBER:	9419 3288
CONTACT PERSON(S):	Duty staff
DESCRIPTION OF SERVICES:	The centre provides: <ul style="list-style-type: none">• Food parcels (once per month, 1 - 3:30pm Monday, Wednesday & Friday)• Lounge, shower and washing facilities (1 - 4pm Monday, Wednesday & Friday)
WAITING LIST:	Nil
REFERRAL METHOD:	Self-referred - phone for appointment
TARGET GROUP:	People living within a 3km radius
DISABILITY ACCESS:	Yes
HOURS OF OPERATION:	1 - 4pm Mon, Wed & Fri
FEES:	Nil
NAME OF AGENCY:	St. Mary's House of Welcome
LOCATION:	165 - 169 Brunswick Street, Fitzroy
TELEPHONE NUMBER:	9417 6497
CONTACT PERSON(S):	Duty staff
DESCRIPTION OF SERVICES:	The drop in centre provides: <ul style="list-style-type: none">• Free breakfast 9:00am and 9:20am Monday - Saturday• Three course meals are served at 12 noon and at 1:00pm Monday - Saturday (Cost \$2.50)• Free afternoon tea at 3:15pm Monday - Friday• Recreation program• "No Limits" psychiatric disability program• Activities available• Television• Toilet and shower facilities available
WAITING LIST:	Nil
REFERRAL METHOD:	Self-referred
TARGET GROUP:	All people in need of assistance
DISABILITY ACCESS:	Yes
HOURS OF OPERATION:	9 - 4pm Mon - Fri; 9 - 3pm Sat
FEES:	\$2:50 for the 3-course meal

LEGAL SERVICES:

NAME OF AGENCY:	The Ecumenical Food Centre Richmond Inc.
LOCATION:	Cnr Docker St. & Richmond Terrace, Richmond
POSTAL ADDRESS:	5 Docker St. Richmond 3121
TELEPHONE NUMBER:	0418 301 811
CONTACT PERSON(S):	Duty staff
DESCRIPTION OF SERVICES:	The centre provides: <ul style="list-style-type: none">• Emergency assistance to people in need• Fresh fruit and vegetables, bread, tinned and packaged food. Ready to cook meals are usually available.
WAITING LIST:	Nil
REFERRAL METHOD:	Self-referred - walk in
TARGET GROUP:	Singles and families in need of emergency food relief
DISABILITY ACCESS:	Yes
HOURS OF OPERATION:	1pm – 3pm Mon – Fri.
FEES:	Nil
NAME OF AGENCY:	The Salvation Army
LOCATION:	Cnr Lennox and Garfield Streets, Richmond
TELEPHONE NUMBER:	9429 2117
CONTACT PERSON(S):	Social worker
DESCRIPTION OF SERVICES:	Services include: <ul style="list-style-type: none">• Food parcels and vouchers• Bags of supermarket food (when available)• Vouchers for Salvation Army Family Store• Christmas hampers• Toys for children
WAITING LIST:	Nil
REFERRAL METHOD:	Self-referred - phone for appointment
TARGET GROUP:	Residents of Richmond and Abbotsford only
DISABILITY ACCESS:	Yes
HOURS OF OPERATION:	9:30 - 4pm Wed & Fri
FEES:	Nil
NAME OF AGENCY:	St. Vincent de Paul: Collingwood
	(At St. Joseph's Parish Hall)
LOCATION:	Cnr Otter & Wellington Streets, Collingwood
TELEPHONE NUMBER:	9416 0209
CONTACT PERSON(S):	Sister Zita or Duty staff
DESCRIPTION OF SERVICES:	Services include: <ul style="list-style-type: none">• Food parcels (Tuesday and Friday)• Food vouchers (Vouchers to be collected in the morning and food is available at 12pm on Tuesday and at 1:30pm on Thursday)• Furniture and household items are also available
WAITING LIST:	Nil
REFERRAL METHOD:	Self-referred, drop in
TARGET GROUP:	Residents of Collingwood and Abbotsford only
DISABILITY ACCESS:	Yes
HOURS OF OPERATION:	10 - 2pm Mon, Tues, Fri
FEES:	Nil

LEGAL SERVICES:

NAME OF AGENCY: **St. Vincent de Paul: Fitzroy**
LOCATION: 165 - 169 Brunswick Street, Fitzroy
TELEPHONE NUMBER: 9419 3072
CONTACT PERSON(S): Duty staff
DESCRIPTION OF SERVICES: Services include:

- Food parcels
- Baby layettes (new)
- Baby items (bassinettes, cots, etc)
- Clothing for families
- Need to have a concession (Pension / Health Care) card

WAITING LIST: Nil
REFERRAL METHOD: Self-referred
TARGET GROUP: Residents of Fitzroy of all ages in need of assistance
DISABILITY ACCESS: Yes
HOURS OF OPERATION: 10 - 2pm Mon, Tues, Fri
FEES: Nil

NAME OF AGENCY: **St. Vincent de Paul: Alphington**
LOCATION: 24 St. Hellier St. Heidelberg Heights 3081
TELEPHONE NUMBER: 9458 3428 / 0400598180
CONTACT PERSON(S): Andrew Bourke
DESCRIPTION OF SERVICES: Services include:

- Food parcels
- Food vouchers
- Furniture and Clothing assistance
- Home visits are made

WAITING LIST: Nil (clients usually seen within two working days)
REFERRAL METHOD: Self-referred by phone or drop-ins
TARGET GROUP: Alphington, Heidelberg and Ivanhoe residents
DISABILITY ACCESS: Yes
HOURS OF OPERATION: 9 - 4pm Mon - Fri
FEES: Nil

LEGAL SERVICES:

NAME OF AGENCY:	The Smith Family
LOCATION:	Cnr Langridge and Cambridge Streets, Collingwood
TELEPHONE NUMBER:	9419 8500
CONTACT PERSON(S):	Welfare Department / Duty worker
DESCRIPTION OF SERVICES:	Help is offered to people on a low income, Health Care Card holders, in the form of: <ul style="list-style-type: none">• Cash for food• Clothing• Baby bundle• Financial counselling• Emergency relief• Manchester Financial assistance is provided when the crisis occurs, and service users must be assessed first. Clients may visit only once in a 6 month period to obtain clothing.
WAITING LIST:	Nil
REFERRAL METHOD:	Self-referred - appointments necessary
TARGET GROUP:	No geographical boundaries (Western suburbs are referred to the Sunshine Office), priority is given to families
DISABILITY ACCESS:	Yes
HOURS OF OPERATION:	9 - 4pm Mon - Fri
FEES:	Nil