

Accommodation
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<b>Name of Organisation</b>	APOLLO PROGRAM (Richmond Fellowship of Victoria)
<b>Services Offered</b>	Residential psycho-social program
<b>Who can use this service?</b>	Young people aged 16-24 who have had their lives disrupted by mental illness and are in need of a low level of support as they seek to re-establish their lives
<b>How can I get help?</b>	Phone directly, or by referral by Family doctor, therapist or case worker
<b>Address</b>	126 Waiora Road Rosanna 3084 PO Box 119 Rosanna 3084
<b>Telephone</b>	9480 0330
<b>Fax, E-mail</b>	9480 0339 E-mail: <a href="mailto:apollo@rfv.org.au">apollo@rfv.org.au</a>
<b>Who to ask for</b>	Duty worker
<b>Is there a cost?</b>	No

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<b>Name of Organisation</b>	ARAFEMI Victoria
<b>Services Offered</b>	General information. Assistance with accommodation. Telephone support and information. Individual counselling by appointment. Mutual help group meetings
<b>Who can use this service?</b>	Families and friends as well as people with all types of mental and emotional illness.
<b>How can I get help?</b>	Telephone Support 9889 3733 9am-5pm weekdays.(Answering machine after 5 pm & weekends.)
<b>Address</b>	Suite 1, 1091 Toorak Road Camberwell 3124.
<b>Telephone</b>	9889 3733
<b>Fax</b>	9889 2878
<b>Is there a cost?</b>	Annual Subs. Wage earners \$10 Concession \$5 Membership Subs. Ordinary \$10 Family \$15 Con.\$3

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**Name of Organisation** BANYULE COMMUNITY HEALTH SERVICE (WEST HEIDELBERG)

**Services Offered** Health services. Social work, counselling. Advocacy. Housing program - emergency/long term accommodation, housing support, outreach supported accommodation, drug abuse, gambling

**Who can use this service?** Residents of Banyule

**How can I get help?** Phone or visit

**Address** Cnr Alamein Rd and Catalina St West Heidelberg 3081

**Telephone** 9459 8833

**Fax** 9459 5808

**Who to ask for** Christine Williams- Social worker  
Mary Rawlins - Youth Housing  
Lindsay Round - JPET worker

**Is there are a cost?** Generally no, but a fee may be charged for some services

**Name of Organisation** BERKANA YOUTH SERVICE

**Services Offered** Emergency accommodation for people aged 15 - 21 at the refuge  
Medium - long term accommodation at houses in Fairfield and Macleod  
Educational living skills programs  
Links to community networks

**Who can use this service?** Young people at risk of homelessness

**How can I get help?** Phone between 1 and 4 pm

**Address** P.O. Box 90  
Rosanna 3084

**Telephone** 9458 2248

**Fax** 9457 7242

**Who to ask for** Duty worker

**Is there a cost?** \$25 per week rental

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**Name of Organisation** COMMUNITY ADOLESCENT SUPPORT SCHEME (CASS)

**Services Offered** Provides family orientated emergency short, medium and long term accommodation for ages 12 - 18

**Who can use this service?** Homeless or at risk of homelessness people aged 12 - 18

**How can I get help?** Contact On-duty worker during office hours for appointment

**Address** P.O. Box 204  
Diamond Creek 3089

**Telephone** 9434 1111

**Fax** 9434 1711

**Who to ask for** On-duty worker

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**Name of Organisation** HANOVER INNER NORTH ACCOMMODATION RESOURCE CENTRE

**Services Offered** Assistance with applying for new housing.  
Support to maintain current housing.  
Provides Outreach support for people living on the streets

**Who can use this service?** Singles and families 18 and over who are homeless or facing homelessness

**How can I get help?** Contact On-duty worker during office hours for appointment

**Address** 264 High Street  
Northcote 3070

**Telephone** 9486 6811

**Fax** 9486 7011

**Who to ask for** Leanne Starmans

**Is there a cost?** No

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<b>Name of Organisation</b>	HEIDELBERG EMERGENCY HOUSING
<b>Services Offered</b>	Assistance with short to medium term housing for families
<b>Who can use this service?</b>	People living in Banyule
<b>How can I get help?</b>	Contact On-duty worker during office hours
<b>Address</b>	44 Turnham Ave Rosanna 3084
<b>Telephone</b>	9457 2771
<b>Fax</b>	9457 1623
<b>Who to ask for</b>	On-duty worker
<b>Is there a cost?</b>	No

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<b>Name of Organisation</b>	HOMELESSNESS AGENCIES RESOURCE PROJECT
<b>Services Offered</b>	Assists young people and Accommodation Agencies dealing with clients under 25 with mental problems
<b>Who can use this service?</b>	Young with a mental illness who are at risk of homelessness
<b>How can I get help?</b>	Contact On-duty worker during office hours
<b>Address</b>	Edward Wilson Building Austin and Repat Medical Centre Studley Rd Heidelberg 3084
<b>Telephone</b>	9496 3620
<b>Fax</b>	9496 3653
<b>Who to ask for</b>	On-duty worker
<b>Is there a cost?</b>	No

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<b>Name of Organisation</b>	JOB PLACEMENT AND EMPLOYMENT TRAINING (JPET)
<b>Services Offered</b>	For young people needing support and assistance with job placement, employment education, and training. Includes advocacy and help with accommodation, health, legal aid and financial services.
<b>Who can use this service?</b>	15 - 21 yrs homeless or at risk of homelessness, DHS clients, ex-offenders
<b>How can I get help? Address</b>	Phone JPET workers Banyule Community Health Services Cnr Alamein Rd and Catalina St West Heidelberg 3081
<b>Telephone</b>	9459 8833
<b>Fax</b>	9459 5808
<b>Who to ask for</b>	Lindsay Round Cheryle Michael
<b>Is there a cost?</b>	No

<b>Name of Organisation</b>	INTENSIVE OUTREACH SERVICE OF ARAFEMI
<b>Services Offered</b>	For people looking for long-term housing and support in the north east suburbs
<b>Who can use this service?</b>	People who are experiencing mental health difficulties and are currently living in a boarding house, a romming house, a SRS, or backpackers hostel or who are without a permanent home
<b>How can I get help?</b>	Phone
<b>Address</b>	ARAFEMI
<b>Telephone</b>	9889 3733
<b>Who to ask for</b>	Dan Barron
<b>Is there a cost?</b>	No

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**Name of Organisation** Neami Inc

**Services Offered** Psychiatric Disability Support and rehabilitation. Outreach, supported housing, day programmes of group activities, Drop-in to meet others, socialise.

**Who can use this service?** People in Darebin, Whittlesea, Banyule or Nillumbik, requiring support with mental health issues aged 16-64 years.  
For information check Website [www.neami.org.au](http://www.neami.org.au)

**How can I get help?** Phone, write or visit

**Address** 296 High Street  
Preston 3072  
[www.neami.org.au](http://www.neami.org.au)

**Telephone** 9470 6022 (H.O.)  
9459 5455 (Banyule & Nillumbik)

**Fax** 9470 6516

**Is there a cost?** Membership Subs.  
Ordinary \$10 Family \$15 Con.\$3.

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**Name of Organisation** NORTH EAST HOUSING SERVICE LTD

**Services Offered** Provides housing information and referral to help people experiencing housing difficulties. Advocacy in resolving problems  
Financial assistance  
Referral to emergency or supported housing

**Who can use this service?** Anyone in need

**How can I get help?** Phone or visit the agencies below

**Address** Banyule Community Health Cent.  
Cnr Catalina St & Alamein Road  
West Heidelberg 3081  
Sutherland Comm. Resource Cent.  
258 Nell Street West  
Watsonia 3087

**Telephone** 9459 8833 for Banyule area  
9435 9777 for Nillumbik area

**Fax**

**Who to ask for** Banyule - Liz Ng  
Nillumbik - Anne Torriero

**Is there a cost?** No

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**Name of Organisation** RENTAL ACCESS PROJECT

**Services Offered** Provides assistance to young people seeking rental properties and accommodation  
Advice and referral to other services

**Who can use this service?** Ages 17 - 25 capable of living independently

**How can I get help?** Contact On-duty worker during office hours for appointment

**Address** P.O. Box 204  
Diamond Creek 3089

**Telephone** 9434 1111

**Fax** 9434 1711

**Who to ask for** Ann-Marie Fife

**Is there a cost?** No

**Name of Organisation** RICHMOND FELLOWSHIP - SANDRIDGE VIC LTD

**Services Offered** A three-stage residential program for young people who are homeless or have experienced severe trauma or abuse leading to social, emotional and psychological problems

**Who can use this service?** 15 - 25 years olds in need

**How can I get help?** Ring for a referral form and program information

**Address** 292 High Street (at rear)  
Northcote 3070

**Telephone** 9486 7173

**Fax** -

**Who to ask for** Trish Westhead

**Is there a cost?** No

<b>Name of Organisation</b>	TRANSITIONAL YOUTH SUPPORT SERVICE
<b>Services Offered</b>	Support and assistance for young people aged 15 - 25 needing accommodation in the North East region
<b>Who can use this service?</b>	15-25 year olds
<b>How can I get help?</b>	Contact On-duty worker during office hours for a housing application form and interview
<b>Address</b>	P.O.Box 204 Cnr Yan Yean and Diamond Creek Rds Diamond Creek 3089
<b>Telephone</b>	9434 1111
<b>Fax</b>	9434 1711
<b>Who to ask for</b>	Lyn Seeley/ Tricia Gratton
<b>Is there a cost?</b>	No

**Living Options** is a central point of referral or 'one stop shop' for housing and support services throughout North Eastern Melbourne

Services that make up the Living Options Service

**Arafemi**  
Suite 1, 1091 Toorak Road,  
Camberwell, 3124  
Ph. 9889-3733  
Fax 9889-2878  
Email [arafemi@infoxchange.net.au](mailto:arafemi@infoxchange.net.au)  
[www.vicnet.net.au/~arafemi](http://www.vicnet.net.au/~arafemi)

Arafemi provides housing and outreach support in two shared houses in Preston, one two bedroom unit in Northcote and has outreach places. All properties are long term shared accommodation. Applicants are reviewed by Arafemi and if eligible interviewed by co-residents.

**Living Options Service Central Location**  
296 High Street,  
Preston, 3072  
Ph. 9471-2836  
Fax 9470-6516  
Email [livingoptions@netspace.net.au](mailto:livingoptions@netspace.net.au)

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At the central point of the Living Options Service clients can call to get information on each Living Options Service, vacancies, and can obtain information about generic housing services including the shared housing register. Clients can complete the uniform screening checklist and will be directed to the most appropriate service. Living options central also co-ordinates and manages the regional database and the website.

**Neami**

296 high Street,  
Preston, 3072  
Ph. 9470-6022  
Fax 9470-6516

Email [neami@netspace.net.au](mailto:neami@netspace.net.au)  
[www.vicnet.net.au/~neami](http://www.vicnet.net.au/~neami)

Neami provides housing and outreach support in single and shared housing in approximately 61 properties across Banyule, Darebin, Nillumbik and Whittlesea. Applicants for shared housing are chosen from the Neami register and are interviewed by the existing tenant(s). Single housing is for high support need applicants who are inadequately housed. The highest priority applicant is nominated by each clinical service along with other suitable applicants from the Neami register. The program manager and RSDO (residential services development officer) jointly select the most appropriate applicant.

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**Safe Place for Women**

260A High Street,  
Northcote, 3070  
Ph. 9482-2400  
Fax 9482-4976

Email [safepl@vicnet.net.au](mailto:safepl@vicnet.net.au)

Safe Place provides supported long term housing for single women and their children (whether living with or working towards living together) in Northcote, Thornbury, Preston, Reservoir and Fairfield. Referrals are assessed with the team prior to a decision being made.

**Richmond Fellowship of Victoria  
(RFV)**

**Apollo Residential Rehabilitation Service (RFV)**

180 Darebin Road,  
Thornbury, 3071  
Ph. 9480-0330  
Fax 9480-0339

Email [apollo@infoxchange.net.au](mailto:apollo@infoxchange.net.au)

Apollo provides intensive home based outreach support for 16-24 year olds with a mental health issue or who are at risk of developing one. Support is available 5 days per week on weekdays. The average length of stay at the program is two years. In the future Apollo will provide a supported residential rehabilitation service for these young people.

**Chiron Intensive Residential Rehabilitation Service  
(RFV)**

96F Cheddar Road  
West Reservoir, 3073  
Ph. 9462-3700

Chiron provides supported intensive residential service for youth aged 16-24 years with a mental health issue that may include risk taking, aggressive, self harming behaviour and suicidal behaviour. Young people live in shared co-located units in Reservoir. Chiron is a drug and alcohol free environment.

**Northern Housing and Support (RFV)**

2/11 Hotham Street,  
Preston, 3072  
Ph. 9480-0260  
Fax 9484-9311

Email [rosa.g@infoxchange.net.au](mailto:rosa.g@infoxchange.net.au)

The Northern Housing and Support provides intensive housing and support for clients with relatively high support needs. There are currently eleven people in shared and single housing in the Darebin area. Vacancies are filled with people who require a higher level of support than conventional housing and support and outreach services. Referrals will be discussed with the staff team prior to a decision being made.

**Rosa Gilbert (RFV)**

2/11 Hotham Street,  
Preston, 3072  
Ph. 9480-0260  
Fax 9484-9311

Email [rosa.g@infoxchange.net.au](mailto:rosa.g@infoxchange.net.au)

Rosa Gilbert provides 24 hour residential rehabilitation in a long term transitional program for people who have experienced serious psychiatric disability. The service provides support to up to 12 residents in six, two bedroom flats. Referrals will be discussed with the staff team prior to a decision being made.

To be eligible for a Living Options Service, clients must:

- 1) Have a psychiatric disability/mental health issue
- 2) Be aged between 16-64 or between 16-24 for the Apollo and Chiron programs
- 3) Have a demonstrated housing and support need
- 4) Be living in or have significant links to the north/northeast region