

Homelessness support services



Emergency contact numbers

Emergency services – Police, fire and ambulance - **Triple Zero (000)**

Lifeline - for emotional support 24 hours per day, 7 days a week
13 11 14

Housing Services

The following services can provide support if you are experiencing homelessness or at risk of becoming homeless. These services can help with housing, health and other assistance, including getting meals, a shower, or offering a safe space to rest.

Mallee Family Care

Provides help for people in crisis
229 Beveridge Street, Swan Hill
Phone: **5032 4479** Mon-Fri 9am-5pm

Salvation Community Support Services

Provides emergency relief and services to vulnerable and disadvantaged individuals and families across the Swan Hill region.
190 Beveridge Street, Swan Hill
Phone: **5033 1718** for an appointment

DHHS Office of Housing Swan Hill

210 Beveridge Street, Swan Hill
Phone: **5032 0100**

Haven Home Safe

Provides a Transitional Housing Management Program (THM) and long-term housing (AHA) for people experiencing or who are at risk of homelessness, and for people with disabilities.
Phone: **1300 428 364**

HeyYou-t

A safe space where rough sleepers can connect with the Homeless Assertive Outreach Response team. It carries basic foods and essential items and stops at several known locations across the Swan Hill region.
Phone: **0436 845 746** call or SMS

Crisis and Emergency Accommodation

Statewide after-hours service - help if you are homeless or at risk of homelessness or family violence - **1800 825 955** (free call) or **(03) 9536 7777**

Open 5 pm to 9 am, Monday to Friday and 24 hours on weekends and public holidays

Mallee Accommodation and Support Program (MASP)

The Homelessness Support Program offers a number of housing-related services for adults/families and youth. MASP Support Services are aimed at assisting those who are homeless or at risk of homelessness.

Based in Mildura but there is an outreach service to the Swan Hill region.

Phone: **5021 6500**

Health and Wellbeing

Safe Steps - support service for anyone who is experiencing or afraid of family violence.

Open 24 hours per day, 7 days per week

Call **1800 015 188** or email **safesteps@safesteps.org.au**

Web Chat available at **www.safesteps.org.au** (9am to 12am, Monday to Friday)

Child Protection (open 24 hours per day, 7 days a week)

131 278

1800RESPECT – National sexual assault, domestic family violence counselling services

1800 737 732

Nurse on call – 24-hour phone advice for medical concerns/illness

1300 606 024

Headspace – youth mental health service for 12 to 25 year olds

1800 650 890

Mallee Sexual Assault Unit and Domestic Violence Service

14-18 McCallum Street, Swan Hill

5033 1899 Mon-Fri 9am-5.30pm

SHRCC- Youth Support Program

50-52 Campbell street, Swan Hill

5036 2482

Intereach Swan Hill - NDIS Support

215 Campbell St, Swan Hill VIC 3585

1300 488 226

Mallee District Aboriginal Services

Robinvale

Lot 1 McLennan Drive, Robinvale
Phone: **5018 4100**
Mon – Thurs 9am – 5pm Fri 9am-4pm

Swan Hill

70 Nyah Road, Swan Hill
Phone: **5032 8600**
Mon – Thurs 9am – 5pm Fri 9am-4pm

Legal services

Victorian Legal Aid Services

1300 792 387

Victorian Aboriginal Legal

1800 064 865

Financial Services

Centrelink

13 23 00

221 Beveridge Street, Swan Hill
Mon - Fri 8:30am - 4:30pm

Money Help - a financial counselling service that helps you manage your money and debt

1800 007 007

www.moneyhelp.org.au

Ask Izzy

Ask Izzy is a website that connects people in need with housing, a meal, money help, family violence support, counselling and much more. Visit website at <https://askizzy.org.au>