



# Local support services guide in Port Phillip

This guide lists free and low-cost services available in the City of Port Phillip for support with housing, health, safety, legal advice, and more.

In the event of an emergency please call 000 (triple zero).

For public space maintenance requests, local health and safety issues, pet concerns, or other issues, please contact Council by phone on 9209 6777 or online at [www.portphillip.vic.gov.au/contact-us/](http://www.portphillip.vic.gov.au/contact-us/)

## Crisis Homelessness Services

Immediate support if you don't have a safe place to stay.

Service	Address	Phone	Hours
Launch Housing	122 Chapel St, St Kilda	1800 825 955	Mon–Fri: 9:30 am to 3 pm (drop-in & phone), 3 pm to 5 pm (phone/email). No drop-in from 22 Sep 2025.
Sacred Heart Mission	87 Grey St, St Kilda	03 9537 1166	Mon–Fri: 8:30 am to 10:30 am (breakfast), 11:30 am to 1 pm (lunch); Sat–Sun & Public Holidays: 9 am to 10:30 am (breakfast), 11:30 am to 1 pm (lunch)
Salvation Army Crisis Centre	29 Grey St, St Kilda	1800 627 727	Daily: 9 am to 11 pm (phone service 24/7)
Statewide After-Hours Service	—	1800 825 955 / (03) 9536 7777	Mon–Fri: 5 pm to 9 am; 24 hours on weekends & public holidays

## Family Violence Support

Support for people experiencing family violence.

Service	Address	Phone	Hours
Safe Steps Family Violence Response	—	1800 015 188	24/7

## Health Services

Health clinics and support for physical and mental wellbeing.

Service	Address	Phone	Hours
Better Health Network – St Kilda	22–28 Fitzroy St, St Kilda	9525 1300	Mon–Fri: 8:45 am to 4:30 pm
Better Health Network – South Melbourne	341 Coventry St, South Melbourne	9525 1300	Mon–Fri: 8:15 am to 5 pm
First Step	18 Mitford St, St Kilda	9537 3177	Mon–Fri: 9 am to 5 pm



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Service	Address	Phone	Hours
Public intoxication response service		000 (Triple zero)	Advise support is needed for a person intoxicated in public
Access Health Harm Reduction Van: medical care, education and referral services	31 Grey Street, St Kilda	0461 564 133 <i>Note this is not an emergency service</i>	10 am to 6 pm (variable)
Street Side Medics	Cleve Gardens (Fitzroy St/ Beaconsfield Pde)		Wednesdays 5.30 - 7.30pm

## ♥ First Nations Support

Support for Aboriginal and Torres Strait Islander peoples.

Service	Address	Phone	Hours
Ngwala Willumbong Aboriginal Corporation	93 Wellington St, St Kilda	9510 3233	Mon–Fri: 9 am to 5 pm

## 👴 Older Persons

Support for older people who are homeless or at risk.

Service	Address	Phone	Hours
Wintringham	—	9034 4824	Mon–Fri: 9 am to 5 pm

## 💰 General Support, Financial Counselling, Material Aid

Support with money, food, clothing, and general needs

Service	Address	Phone	Hours
Port Phillip Community Group	161 Chapel St, St Kilda	8598 6600	Mon–Fri: 9:30 am to 4:30 pm (by appointment only)

## ⚖️ Legal Services

Free legal advice and support.

Service	Address	Phone	Hours
Southside Justice	118A Carlisle St, St Kilda	7037 3200	Mon–Fri: 9:30 to 4 pm
Southport Community Legal Service	154 Liardet St, Port Melbourne	9646 6066	Tue & Wed



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## Mental Health Support

Support for mental health and emotional wellbeing.

Service	Phone	Hours
Lifeline	13 11 14	24/7
Alfred Health – Adult Community Mental Health Service	9076 9888	Call for details
Alfred Health 24 Hour Crisis Support	1300 363 746	24/7

## Drop In Services

Service	Address	Phone	Hours
St Kilda Gatehouse (women's services)	36 Greeves Street, St Kilda	9534 2916 (Admin) 9534 2500 (Drop-In Centre)	9 am to 5 pm (Admin) Mon– Fri 12 pm to 6 pm; Thursday 12 pm to 7 pm (Drop-In Centre)
Uniting St Kilda Engagement Hub (mental health support: emergency relief, referrals, facilities)	101 Carlisle Street	9525 5478	Mon-Fri 9 am to 2 pm Mon-Fri 9.30 am to 1 pm (community meals)

## Links to other services:

**Orange Sky Australia** laundry and shower service <https://orangesky.org.au/our-locations/> including:

**Free Food Guide** <https://www.portphillip.vic.gov.au/people-and-community/community-directory/free-food-directory-guide/>