

External Referrals

Sexual, Intimate Partner, and Domestic Violence

University of Melbourne Services

DISCLAIMER: If you are in immediate danger, please contact Emergency Services (000) or need afterhours support contact the Sexual Assault Crisis Support Line (24/7): 1800 806 292

Organisation & Support Offered	Location	Hours of Operation	Contact Details
Safer Community Program Support offered: Support and advice for inappropriate, concerning, or threatening behaviour—includes sexual misconduct, intimate partner violence, family violence. Assistance with reporting, referrals to external specialist services, and support for study/work adjustments.	On-campus (generalised; accessible via main university campus contacts)	Standard business hours; emergency assistance through Campus Security 24/7	Business hours: +61 3 9035 8675 Emergencies: Campus Security (24/7): 03 8344 6666 https://safercommunity.unimelb.edu.au/

UMSU Sexual Harm Response Coordinators (SHRC) Confidential and independent support and advice to students about inappropriate behaviour, sexual harassment, and sexual assault.	UMSU Advocacy & Legal Service – Level 2, Building 168, Parkville campus, The University of Melbourne	Business hours	Via contact form: https://umsu.unimelb.edu.au/support/survivors/contact-shrc/
Counselling and Psychological Services (CAPS) Free, confidential, short-term professional counselling; addressing mental health impacts of intimate and domestic violence.	University Health Service building (Parkville campus)	Monday to Friday, 9.00am - 4.45pm	+61 3 8344 6927 caps-reception@unimelb.edu.au https://services.unimelb.edu.au/counsel

External Services

Organisation & Support Offered	Location	Hours of Operation	Contact Details
Safe Steps Family Violence Response Centre Risk assessments, safety planning, emergency accommodation	Various locations across Melbourne	24/7	1800 015 188 https://safesteps.org.au/

1800 RESPECT Domestic, family and sexual violence counselling, information, and support	Online and phone	24/7	1800 737 732 https://www.1800respect.org.au/
The Orange Door Help for people who are experiencing family violence or who need support with the care and wellbeing of children and young people	Various locations across Melbourne	Monday – Friday, 9:00AM – 5:00PM	https://www.orangedoor.vic.gov.au/
GenWest Family violence support service	Footscray	Monday – Friday, 9:00am – 5:00pm	1800 436 937 https://genwest.org.au/
inTouch Multicultural Centre Against Family Violence Services, programs and responses to family violence in migrant and refugee communities	Online/ phone	Monday – Friday, 9:00AM – 5:00PM	03 9413 6500 https://intouch.org.au/
Victims of Crime Helpline Free information and support for people affected by crime	Phone	Monday to Friday, 8am–7pm	1800 819 817 https://www.victimsofcrime.vic.gov.au/
CASA House (Intake and Counselling) Specialist counselling support and advocacy for victim survivors of sexual assault	Melbourne	Monday to Friday, 9am–5pm	03 9635 3610 https://www.casahouse.com.au/

CASA House (Crisis Support) Crisis support for victim survivors who have experienced a sexual assault in the past two weeks	Melbourne	24/7	1800 806 292 https://www.casahouse.com.au/services/crisis-support
Sexual Assault Crisis Line Crisis response for people who have experienced sexual violence	Phone	After hours	1800 806 292 https://www.sacl.com.au/
WestCASA (Western Region Centre Against Sexual Assault) Sexual assault counselling service	Western Suburbs	Monday to Friday, 9:30am–4:30pm	03 9216 0411 https://westcasa.org.au/
WIRE Support services to all women, and gender diverse people across Victoria	Melbourne	Monday to Friday, 9:30am–4:30pm	1300 134 130 https://www.wire.org.au/
Community Legal Centres Free legal advice and support relating to family violence	Various	Monday to Friday, 9am–5pm	https://www.fclc.org.au/find_a_community_legal_centre
Elizabeth Morgan House Aboriginal Women's Service Family violence, refuge, counselling, crisis accommodation services	Fairfield	Monday to Friday, 9am–5pm	03 9403 9400 https://www.emhaws.org.au/

Housing and Crisis Accommodation

University of Melbourne Services

Organisation & Support Offered	Location	Hours of Operation	Contact Details
UMSU Legal Service (Housing & Tenancy Advice) Free legal assistance and financial counselling on housing disputes, tenancy rights, bond issues, debt, eviction, and crisis accommodation advice	UMSU offices, Parkville campus	Business hours; check UMSU website for current schedule	https://umsu.unimelb.edu.au/support/legal/get-help/ Please note contact form is only available Monday – Thursday

External Services

Organisation & Support Offered	Location	Hours of Operation	Contact Details
cohealth Community health services including allied health	Various	Varies by location	https://www.cohealth.org.au/
Housing Victoria Support with public housing, renting, and related assistance	Various / online	Monday to Friday, 9am–5pm	1800 961 883 https://www.housing.vic.gov.au/online-services

Salvation Army Homelessness Service Accommodation, case management, outreach support, financial assistance, and referral to other specialist services	Various	Varies by location	13 72 58 https://www.salvationarmy.org.au/
Launch Housing Crisis accommodation, rental support, women's services, and rough sleeping support	Various	Monday to Friday, 9:30am–3:00pm	03 8598 1111 https://www.launchhousing.org.au/
Women's Housing Limited Low-cost housing to women at risk of, or experiencing, homelessness	Cremorne	Monday to Friday, 9am–5pm	03 9412 6868 https://womenshousing.com.au/
Unison Housing services for those at risk of, or currently experiencing, homelessness	North and West Melbourne	Monday to Friday, 9am–5pm	03 9689 2777 https://unison.org.au/
Hope Street Youth and Family Services Comprehensive supports to vulnerable young people and young families experiencing, or at risk of, homelessness	Brunswick	Monday to Friday, 9am–5pm	03 8311 9610 https://www.hopest.org/
Sacred Heart Mission Housing, accommodation, and tenancy support	St Kilda	Monday to Friday, 9am–5pm	03 9537 1166 https://www.sacredheartmission.org/

Haven Home Safe Emergency accommodation, financial support, homelessness support, and help finding a home	Various	Monday to Friday, 10am–5pm	1300 428 364 https://havenhomesafe.org.au/
Victorian Statewide Homelessness Line Be connected with emergency housing in your area	Phone	24/7	1800 825 955

Financial Aid

University of Melbourne Services

Organisation & Support Offered	Location	Hours of Operation	Contact Details
Financial support and scholarships Financial aid, scholarships and loan programs to help you with your studies.	N/A	N/A	https://students.unimelb.edu.au/student-support/scholarships-and-financial-support
UMSU Financial Counselling The UMSU Legal Service also has a free financial counselling service for students who are struggling with debts, or who want more control over their financial situation	Online and by appointment	Business hours; check UMSU website for current schedule	https://umsu.unimelb.edu.au/support/legal/get-help/

Food and Material Aid

University of Melbourne Services

Organisation & Support Offered	Location	Hours of Operation	Contact Details
Frozen Meals (FareShare Partnership) Free frozen meals for enrolled students	Various – check website	Weekly pick-up (exact days/times provided upon registration)	https://students.unimelb.edu.au/student-support/health-and-wellbeing/food-relief
Fresh Food Project Fresh food boxes with produce and staples	Parkville campus	Varies (students notified via email/socials)	https://students.unimelb.edu.au/student-support/health-and-wellbeing/food-relief
Campus Canteen Subsidised healthy meals (\$5 for students)	Parkville and Southbank campuses	Monday to Friday during semester; lunch and dinner hours	Student Services
Union Mart (UMSU) Free pantry items, period products, and basic essentials. No questions asked	Parkville: Union House	Weekly drop-in (check UMSU website for current schedule)	welfare@union.unimelb.edu.au

External Services

Organisation & Support Offered	Location	Hours of Operation	Contact Details
Sacred Heart Mission – Dining Hall Daily meals (breakfast and lunch), referrals to other services	St Kilda	Varies by day	03 9537 1166 https://www.sacredheartmission.org/service/dining-hall/
Thursday Friends at Vic Market Meals, food parcels, clothing, and blankets	North Melbourne	Thursday, 7pm–8pm	N/A
Community Food Pantry Self-service pantry providing food staples for those experiencing disadvantage	Fitzroy North	Monday to Thursday, 9am–5pm	03 9489 9929 https://www.holdenstreet.org.au/
Father Bob Community Pantry Material aid, food parcels, and toiletries	South Melbourne	Monday, Tuesday, Thursday, and Friday, 10am–2pm	03 9699 7474 https://www.fatherbobs.com/

Legal

University of Melbourne Services

Organisation & Support Offered	Location	Hours of Operation	Contact Details
Community Legal Centres Free legal advice and support relating to family violence	Various	Monday to Friday, 9am–5pm	https://www.fclc.org.au/find_a_community_legal_centre
Women's Legal Service Victoria Assistance for women experiencing family violence, separation, and divorce to find safety and get legal advice	Online / phone	Monday to Friday, 9am–12:30pm	1800 133 302 https://www.womenslegal.org.au/get-help/
Victorian Legal Aid Free legal support	Various	Monday to Friday, 8am–6pm	1300 792 387 https://www.legalaid.vic.gov.au/contact-us
Court Network Support accessing and navigating court systems	Various	Monday to Friday, 9am–5pm	1800 571 239 https://courtnetwork.com.au/
Victorian Aboriginal Legal Service Legal services including Family, Civil, and Criminal law	Preston and Regional	Monday to Friday, 9am–5pm	1800 064 865 https://www.vals.org.au/

Disability Discrimination Legal Service Disability discrimination legal matters, and sexual harassment of women with disabilities in the workplace	Melbourne	Monday to Friday, 9am–5pm	03 9654 8644 https://ddls.org.au/
Youthlaw Free legal assistance for young people aged under 25	Carlton	Monday to Friday, 9am–5pm	(03) 9113 9500 https://youthlaw.asn.au/

Mental Health

University of Melbourne Services

Organisation & Support Offered	Location	Hours of Operation	Contact Details
Counselling and Psychological Services (CAPS) Free, confidential, short-term professional counselling for currently enrolled students	University Health Service building (Parkville campus)	Monday to Friday, 9.00am - 4.45pm	+61 3 8344 6927 caps-reception@unimelb.edu.au https://services.unimelb.edu.au/counsel
University Mental Health Crisis Support Service Immediate mental health support 24/7 via phone or text; crisis advice and referral (not ongoing counselling)	Remote service (phone/text)	24 hours, 7 days a week	Phone: 1300 219 459; Text: 0480 079 188
University Health Service (UHS) Medical appointments including mental health advice and referrals to CAPS	757 Swanston Street, Parkville	Business hours	(03) 8344 6904
Student Equity & Disability Services (SEDS) Ongoing mental health support, disability	Stop1 Hub at 757 Swanston	Business hours	https://students.unimelb.edu.au/student-support/student-equity-and-disability-services

accommodations, academic adjustments	Street, Parkville & online		
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External Services

Organisation & Support Offered	Location	Hours of Operation	Contact Details
Lifeline 24-hour crisis support and suicide prevention services	Online / phone	24/7	13 11 14 https://www.lifeline.org.au/
cohealth Community health services including allied health	Various	Varies by location	https://www.cohealth.org.au/
Beyond Blue Free, confidential phone and telehealth counselling	Online / phone	24/7	1300 224 636 https://www.beyondblue.org.au/get-support
13 YARN Free and confidential counselling service for First Nations and Torres Strait Islander people, available 24/7 from any mobile or pay phone	Online / phone	24/7	13 92 76 https://www.13yarn.org.au/
Suicide Call Back Service 24/7 telephone counselling support to people at risk of suicide, concerned about someone at risk, or bereaved by suicide	Phone	24/7	1300 659 467 https://www.suicidecallbackservice.org.au/

First Nations Services

University of Melbourne Services

Organisation & Support Offered	Location	Hours of Operation	Contact Details
Murrup Barak Tailored academic, cultural and personal support; outreach to prospective students; events, mentoring and scholarships	Parkville campus, Grattan Street	Business hours with events throughout semester	Via Stop 1
UMSU Indigenous Department Advocacy, representation, cultural events, safe social space, de-stress initiatives, community building	Union House, Parkville campus	Weekdays during semester; event times vary	Indigenous@union.unimelb.edu.au

External Services

Organisation & Support Offered	Location	Hours of Operation	Contact Details
Elizabeth Morgan House Aboriginal Women's Service	Fairfield	Monday to Friday, 9am–5pm	03 9403 9400 https://www.emhaws.org.au/

Family violence, refuge, counselling, crisis accommodation services			
Djirra Family violence, legal service, advocacy, cultural and wellbeing workshops	Abbotsford	Monday to Friday, 9am–5pm	1800 105 303 https://djirra.org.au/
Victorian Aboriginal Legal Service Legal services including Family, Civil, and Criminal law	Preston and Regional	Monday to Friday, 9am–5pm	1800 064 865 https://www.vals.org.au/
Victorian Aboriginal Health Service Medical, dental, counselling, community programs, women's and children's services	Various	Monday to Friday, 9am–5pm	03 9419 3000 https://www.vahs.org.au/
13 YARN Free and confidential counselling service for First Nations and Torres Strait Islander people, available 24/7 from any mobile or pay phone	Online / phone	24/7	13 92 76 https://www.13yarn.org.au/

Disability Services

University of Melbourne Services

Organisation & Support Offered	Location	Hours of Operation	Contact Details
Student Equity & Disability Services (SEDS) Ongoing mental health support, disability accommodations, academic adjustments	Stop1 Hub at 757 Swanston Street, Parkville & online	Business hours	https://students.unimelb.edu.au/student-support/student-equity-and-disability-services
UMSU Disabilities Department Representation, events, safe social space, de-stress initiatives, community building	Union House, Parkville campus	Weekdays during semester; event times vary	disabilities@union.unimelb.edu.au

External Services

Organisation & Support Offered	Location	Hours of Operation	Contact Details
Disability Discrimination Legal Services Disability discrimination legal matters, and sexual harassment of women with disabilities in the workplace	Melbourne	Monday to Friday, 9am–5pm	03 9654 8644 https://ddls.org.au/

LGBTQIA+

University of Melbourne Services

Organisation & Support Offered	Location	Hours of Operation	Contact Details
Pride in Action Ally Network University-wide LGBTQIA+ ally network for staff and students; provides advocacy, resources, training, and community connection	Virtual and in-person events across campuses	N/A	https://about.unimelb.edu.au/diversity-inclusion/pride-in-action-ally-network
UMSU Queer Department Social events, safe space with free snacks, tea/coffee, period products, binder orders, and advocacy	Queer Space, Level 3, Building 168 (Union House), Parkville	Weekdays during semester (drop-in hours vary by term); events fortnightly	queer@union.unimelb.edu.au

External Services

Organisation & Support Offered	Location	Hours of Operation	Contact Details
Thorne Harbour Health Health centre for LGBTQIA+ folk	Abbotsford	Tuesday to Friday, 9am–5pm	03 9865 6700 https://thorneharbour.org/
Switchboard Peer-driven support services for LGBTQIA+ folk	Melbourne (Online)	Online	0455 777 387 https://www.switchboard.org.au/
Rainbow Door Free specialist LGBTQIA+ helpline providing information, support, and referral to all LGBTQIA+ Victorians, their friends and family	Melbourne	Daily, 10am–5pm	1800 729 367 https://www.rainbowdoor.org.au/
QLIFE Peer-support and referral service run by LGBTQIA+SB people for LGBTQIA+SB people	Online / phone	Daily, 3am–midnight	1800 184 527 https://qlife.org.au/
Queerspace Counselling, case management, advocacy	Carlton	Monday to Friday, 9am–5pm	03 9663 6733 https://www.queerspace.org.au/
WIRE Support services to all women, and gender diverse people across Victoria	Melbourne	Monday to Friday, 9:30am–4:30pm	1300 134 130 https://www.wire.org.au