



VIC COMMUNITY SERVICES RESOURCE HANDBOOK

**Your Comprehensive Guide to Community Services,
Support and Referral Pathways Across Victoria**

Mental Health · Recovery Coaching · Community Support

Victoria and surrounding referral pathways | Verified May 2026

Prepared by: **C in Coaching | Recovery Coaching & Support Coordination**

NDIS Registration ID: **4-JXC2E7O**

Contact: **info@cincoaching.com.au | www.cincoaching.com.au**

IMPORTANT NOTE

This handbook is a learning and referral guide, not an emergency response protocol or clinical advice. In immediate danger call 000. Service details change; always confirm eligibility, opening hours, location and intake process before referring. Where a client is at risk of suicide, family violence, sexual assault, homelessness or harm to others, follow your workplace policy, duty-of-care requirements, supervision process and mandatory reporting obligations.

HOW TO USE THIS HANDBOOK

- ▶ Start with safety: 000 for immediate danger; 24/7 crisis lines for urgent support; local intake services for ongoing care.
- ▶ Use warm referrals where possible: call with the person, check consent, write down the plan, and confirm transport/accessibility/language needs.
- ▶ Ask about privacy and safe contact — especially for family violence, LGBTQIA+ clients, young people, migration issues and people living with perpetrators.
- ▶ Use TIS National 131 450 for interpreting, and the National Relay Service for Deaf, hard of hearing or speech-impaired callers.
- ▶ For local food, housing, showers, legal help and material aid, Ask Izzy is often the fastest location-based search tool.

QUICK SAFETY TRIAGE — WHO TO CALL FIRST

Situation	First Contact	Type	Practitioner Tip
Immediate danger, violence happening now, urgent medical risk	000	Police / Ambulance / Fire	Statewide emergency response.
Suicidal thoughts or crisis distress, not immediately life-threatening	Lifeline 13 11 14 Suicide Call Back Service 1300 659 467 13YARN 13 92 76 (Aboriginal & TSI people)	24/7 crisis support	Call 000 if there is immediate risk.
Family violence risk	Safe Steps 1800 015 188 1800RESPECT 1800 737 732 The Orange Door (business hours)	Specialist FV response	Check safe contact method before leaving messages.
Sexual assault crisis	Sexual Assault Crisis Line 1800 806 292 SACL recent assault line 1800 577 011	Confidential crisis counselling	Can be accessed without reporting to police.
Homeless tonight / unsafe housing	Victorian Homelessness Line 1800 825 955	Statewide intake & referral	After hours connects to Salvation Army Crisis Services.
Mental health support for adults, non-emergency	Mental Health & Wellbeing Locals Medicare Mental Health Beyond Blue 1300 22 4636	Free/low-cost support & referral	No referral needed for many Locals and Medicare Mental Health Centres.
Young person 12–25	headspace 1800 650 890 Kids Helpline 1800 55 1800	Youth mental health & counselling	headspace centres across Victoria.
LGBTQIA+ specialist support	Rainbow Door 1800 729 367 / SMS 0480 017 246 QLife 1800 184 527	Peer support, information & referrals	Rainbow Door is Victorian; QLife is national.

1. CRISIS PHONE LINES AND IMMEDIATE SUPPORT

Service	Contact	Coverage	What They Help With
Emergency Services	000	Statewide	Emergency police, fire or ambulance. Use for immediate danger or urgent medical risk.
Lifeline	13 11 14 Text/chat via website	National / 24-7	Crisis support and suicide prevention.
Suicide Call Back Service	1300 659 467	National / 24-7	Telephone and online counselling for people affected by suicide.
Beyond Blue	1300 22 4636	National / 24-7	Mental health information, counselling and referral.
MensLine Australia	1300 789 978	National / 24-7	Counselling for men, relationships, family violence concerns and wellbeing.
Kids Helpline	1800 55 1800	National / 24-7	Free counselling for children and young people aged 5–25.
13YARN	13 92 76	National / 24-7	Culturally safe crisis support for Aboriginal and Torres Strait Islander people.
QLife	1800 184 527 Webchat available	National	Anonymous LGBTIQ+ peer support and referral. Check current operating hours online.
Rainbow Door	1800 729 367 SMS 0480 017 246 support@rainbowdoor.org.au	Victoria	LGBTIQ+ specialist helpline — mental health, family violence, relationships and referral.
Safe Steps	1800 015 188 safesteps@safesteps.org.au Live chat available	Victoria / 24-7	Specialist family violence crisis response and risk support.
1800RESPECT	1800 737 732 Text 0458 737 732 Online chat available	National / 24-7	Domestic, family and sexual violence counselling, information and support.
Sexual Assault Crisis Line / CASA	1800 806 292 Recent assault: 1800 577 011	Victoria / 24-7	Crisis counselling and coordination with Centres Against Sexual Assault.
Gambling Help	1800 858 858	National / 24-7	Free, confidential gambling harm counselling and referral.
DirectLine AOD	1800 888 236	Victoria / 24-7	Alcohol and other drug counselling, information and referral.

2. MENTAL HEALTH, COUNSELLING AND PSYCHOLOGICAL SUPPORT

Service	Contact	Coverage	What They Help With
Mental Health & Wellbeing Locals	Darebin: 1800 979 545 Frankston: 1800 000 525 Brimbank: 9448 5522	VIC local services	Free support for Victorians aged 26+ with mental health/wellbeing concerns, including co-occurring AOD needs.
Medicare Mental Health	Use service finder online	National / local centres	Free mental health support; no appointment, referral or Medicare card required at centres.
SANE Australia	1800 187 263 Online forums/chat	National	Support for people affected by complex mental health issues and their families/carers.
Mind Australia — Mind Connect	Contact via website	Victoria and national	Psychosocial support, housing support, NDIS coordination, family/carers support.

Service	Contact	Coverage	What They Help With
headspace	1800 650 890 Local centres	National / VIC centres	Youth mental health, physical health, AOD, work/study support for ages 12–25.
headspace South Melbourne	(03) 8850 4180 headspace.southmelbourne@accesshc.org.au	329 Dorcas St, South Melbourne	Inner metro youth mental health centre.
headspace Bentleigh	(03) 9076 9400 headspacebentleigh@alfred.org.au	973 Nepean Hwy, Bentleigh	Youth mental health centre.
headspace Syndal	(03) 8552 0800 headspacesyndal@alfred.org.au	265–267 Blackburn Rd, Mt Waverley	Youth mental health centre.
PANDA	1300 726 306	National	Perinatal anxiety/depression counselling and referral for expecting/new parents and families.
Carer Gateway	1800 422 737	National / VIC local providers	Support, counselling, coaching, emergency respite and planning for unpaid carers.
Anxiety Recovery Centre Victoria	See website for helpline details	Victoria	Anxiety, OCD and related disorders support, groups and referral.

3. LGBTQIA+ SERVICES

Service	Contact	Coverage	What They Help With
Rainbow Door	1800 729 367 SMS 0480 017 246 support@rainbowdoor.org.au	Victoria statewide	Free LGBTQIA+ helpline, information, short-term support and referrals.
Switchboard Victoria	See Rainbow Door and QLife contacts	Victoria	Peer-driven LGBTQIA+ support services, older people programs and community connection.
QLife	1800 184 527 Webchat available	National	Anonymous LGBTQIA+ peer support and referral.
Thorne Harbour Health	Counselling intake: (03) 9865 6700 Equinox GP: (03) 9416 2889	Melbourne, Bendigo and more	LGBTIQ+ community-controlled health, HIV, AOD, counselling, family violence and trans health services.
Equinox Gender Diverse Health Centre	GP: (03) 9416 2889 Counselling via: (03) 9865 6700	Melbourne	Peer-led trans and gender diverse health service operated by Thorne Harbour Health.
Transgender Victoria	See website Pride Centre, 79–81 Fitzroy St, St Kilda	Victoria	Trans-led peak body, peer navigation, community events, resources and advocacy.
Queerspace / Drummond Street	03 9663 6733 100 Drummond St, Carlton VIC	Carlton VIC	LGBTQIA+ counselling, case management, family violence programs and training. Not a crisis service.
WithRespect	Contact via Queerspace / Rainbow Door	Victoria	Specialist LGBTQIA+ family violence counselling and case management.
1800 My Options	1800 696 784 info@1800myoptions.org.au	Victoria	Sexual and reproductive health information, including LGBTQIA+ inclusive referral.

4. FAMILY VIOLENCE, SEXUAL ASSAULT AND VICTIM SUPPORT

Service	Contact	Coverage	What They Help With
Safe Steps	1800 015 188 safesteps@safesteps.org.au Live chat available	Victoria / 24-7	Family violence crisis response for people experiencing or afraid of family violence.
The Orange Door	Contact local Orange Door by phone, email or in person	Victoria statewide	Business-hours intake for family violence, people using violence and child/family wellbeing. No referral needed.
1800RESPECT	1800 737 732 Text 0458 737 732 Webchat available	National / 24-7	DFSV counselling, information and support; privacy/safety planning resources.
Men's Referral Service / No to Violence	1300 766 491	National / 24-7	Counselling, information and referrals for men using or at risk of using violence.
Sexual Assault Crisis Line Victoria	1800 806 292 Recent sexual assault: 1800 577 011	Victoria	After-hours crisis counselling and coordination for recent and past sexual assault.
CASA House	Contact via website SACL after hours	Melbourne inner/north-west	Sexual assault counselling and support; part of the Victorian CASA network.
SASVic local service finder	Use website	Victoria statewide	Peak body with local specialist sexual assault service finder.
Victims of Crime Helpline	1800 819 817 Text 0427 767 891	Victoria	Information and support for adult male family violence victims and victims of violent crime.
inTouch Multicultural Centre Against Family Violence	(03) 9413 6500	Statewide; East Melbourne	Specialist FV support for migrant and refugee women and communities.
Djirra Aboriginal Family Violence Legal Service	1800 105 303 info.afvls@djirra.org.au	Victoria statewide	Legal and non-legal support for Aboriginal people affected by family violence or sexual assault.

5. HOMELESSNESS, HOUSING AND MATERIAL AID

Service	Contact	Coverage	What They Help With
Victorian Homelessness Line	1800 825 955	Victoria / 24-7	Statewide housing crisis line; connects to local Access Points; after-hours to Salvation Army Crisis Services.
Housing Victoria	1800 825 955 (03) 9536 7777 after-hours	Victoria	Crisis and emergency accommodation information.
Ask Izzy	askizzy.org.au / app	National / location-based	Search nearby housing, food, money help, counselling, showers, clothing and support services.
VincentCare	Use website contacts	Melbourne and regional VIC	Homelessness and housing support; use Homelessness Line for access point referral.
Launch Housing	Use website / intake pathways	Melbourne metro	Homelessness support, crisis accommodation and housing programs.
Salvation Army Melbourne 614	(03) 9653 3299 Phone Assistance Line: (03) 8873 5288 69 Bourke St, Melbourne VIC	Melbourne CBD	CBD homelessness, emergency relief, meals, practical support and referrals.
St Vincent de Paul Society Victoria	Emergency relief: 13 18 12	Victoria	Material aid, food, emergency relief and housing-related support.
Tenants Victoria	Use website / contact form	Victoria	Renting rights information and referral; helpful for private rental issues.
Consumer Affairs Victoria	1300 55 81 81 132 842 option 4	Victoria	Renting, bonds, consumer rights and complaints information.

6. FOOD RELIEF, FOOD PANTRIES AND EMERGENCY RELIEF

Service	Contact	Coverage	What They Help With
Foodbank Victoria	(03) 9362 8300 info@foodbankvictoria.org.au	Yarraville / Altona North; statewide network	Food relief and 'find food' search powered by Infoxchange.
Ask Izzy Food Search	askizzy.org.au / app	Location-based	Find meals, food parcels, food vouchers and pantries near a client's postcode.
Uniting Vic.Tas Emergency Relief	(03) 9192 8100	Multiple VIC locations	Food, vouchers, material aid and hardship support.
Salvos Phone Assistance Line	(03) 8873 5288 13 SALVOS / 13 72 58	Victoria / national	Financial assistance, emergency relief and support options.
Vinnies Emergency Relief	13 18 12	Victoria	Emergency relief assistance — food, bills and material aid.
Melbourne Community Food Guide	Website	City of Melbourne and surrounds	Food access programs, meals, groceries and local relief services.
Darebin Emergency Relief Network	03 8470 8888	Darebin and surrounds	Local emergency relief — food, material aid and Centrelink links.
Whittlesea Community Connections	9401 6666	Epping / Whittlesea	Food, material aid, information, advice and referral; local appointments.
Knox local relief providers	Council service directory	Knox area	Local food parcels, meals, community meals and relief providers.

7. CENTRELINK, MONEY, LEGAL AND RIGHTS SUPPORT

Service	Contact	Coverage	What They Help With
Services Australia / Centrelink	General families: 13 61 50 Employment services: 13 28 50 Self service: 136 240	National	Payments, crisis payments, rent assistance, concession cards, social work referrals and myGov linking support.
Centrelink Crisis Payment	13 28 50 for eligibility/support	National	For extreme circumstances — family/domestic violence, release from prison, humanitarian arrival and disaster.
Services Australia Complaints	Services Australia first Ombudsman: 1300 362 072 if unresolved	National	Complaints escalation if Centrelink/Medicare/Child Support response is unresolved.
National Debt Helpline	1800 007 007	National	Free financial counselling for debt, bills, hardship and creditor negotiation.
MoneySmart	moneysmart.gov.au	National	Plain-language money guidance, budgeting, debt and scams information.
Victoria Legal Aid	1300 792 387 Legal Help Chat available	Victoria	Legal information and advice — family violence, fines, tenancy, mental health, criminal and family law.
Justice Connect	1800 727 550 Online intake available	Victoria / national programs	Free legal help for eligible people and community organisations.
Consumer Affairs Victoria	1300 55 81 81 132 842 option 4	Victoria	Renting, consumer complaints, bond/rental issues.

Service	Contact	Coverage	What They Help With
TIS National	131 450	National / 24-7	Immediate interpreting; ask for the service you need to call.

8. NDIS, DISABILITY, ADVOCACY AND ACCESSIBILITY

Service	Contact	Coverage	What They Help With
NDIS / NDIA National Contact Centre	1800 800 110 Enquiries via online form Live webchat available	National	Access requests, participant support, plan questions and LAC allocation information.
NDIS Quality and Safeguards Commission	1800 035 544 contactcentre@ndiscommission.gov.au	National	Complaints about NDIS providers, reportable incidents, worker screening and quality/safeguards.
Brotherhood of St Laurence LAC	1300 275 634 bsl@ndis.gov.au	Selected Melbourne areas	NDIS Local Area Coordination for ages 9–65 in BSL partner areas.
Latrobe Community Health Service LAC	1800 242 696	Outer East, Southern Melbourne, Ovens Murray, Wimmera South West and others	NDIS Local Area Coordination partner; call before visiting offices.
Disability Advocacy Resource Unit	Use online finder — daru.org.au	Victoria	Find independent disability advocacy services by location and issue.
Disability Advocacy Victoria	Use website / contact	Victoria	Peak body for independent disability advocacy organisations.
Office of the Public Advocate	Via contact page on website	Victoria	Rights and advocacy for people with disability; guardianship, advocacy and advice.
Women with Disabilities Victoria	wdv.org.au	Victoria	Information, leadership, rights and safety resources for women and girls with disability.
National Relay Service	TTY: 133 677 Speak and Listen: 1300 555 727	National	Relay support for Deaf, hard of hearing or speech-impaired callers.

9. ABORIGINAL AND TORRES STRAIT ISLANDER SERVICES

Service	Contact	Coverage	What They Help With
13YARN	13 92 76	National / 24-7	Culturally safe crisis support with Aboriginal and Torres Strait Islander crisis supporters.
Victorian Aboriginal Health Service (VAHS)	03 9419 3000 info@vahs.org.au	Fitzroy, Preston, South Morang, St Albans	Aboriginal community-controlled health, medical, dental, counselling, family programs and youth AOD healing.
Djirra	1800 105 303 info.afvls@djirra.org.au	Statewide offices	Aboriginal family violence legal and non-legal support.
VACCA	03 9287 8800 / website contacts	Statewide	Aboriginal child, family, family violence, homelessness, youth and cultural strengthening services.
VACCHO service finder	vaccho.org.au	Victoria	Peak body and health service information for Aboriginal Community Controlled Organisations.

Service	Contact	Coverage	What They Help With
Aboriginal Housing Victoria	ahvic.org.au / contact	Victoria	Housing services and advocacy for Aboriginal Victorians.

10. AOD, GAMBLING AND BEHAVIOURAL HEALTH

Service	Contact	Coverage	What They Help With
DirectLine	1800 888 236	Victoria / 24-7	Alcohol and drug counselling, information and referral for people, families and professionals.
National Alcohol & Other Drug Hotline	1800 250 015	National	Counselling, advice and information for people affected by alcohol and drug use.
YSAS	Use website / contact local intake	Victoria	Youth-specific alcohol and other drug and youth support services.
Family Drug Support	1300 368 186	National / 24-7	Support for families and friends affected by someone's alcohol or drug use.
Gambler's Help	1800 858 858	Victoria / national 24-7	Free therapeutic and financial counselling for gambling harm, including family/friends.
Gambling Help Online	1800 858 858 Online chat available	National / 24-7	Online gambling support, counselling and local service finder.
Gamblers Anonymous Australia	Meeting finder: gaaustralia.org.au	Victoria / national	Peer-led meetings for people seeking support to stop gambling.

11. MIGRANT, REFUGEE, ASYLUM SEEKER AND INTERPRETING SUPPORTS

Service	Contact	Coverage	What They Help With
TIS National	131 450	National / 24-7	Immediate interpreting. Useful for warm referrals and informed consent.
Foundation House	(03) 9389 8900	Victoria	Specialist support for people from refugee backgrounds who have experienced torture or trauma.
Asylum Seeker Resource Centre	03 9326 6066 admin@asrc.org.au Footscray	Footscray; statewide support	Food, health, legal, housing, casework, employment and community support for people seeking asylum.
AMES Australia	13 AMES / 13 2637	Victoria	Settlement, English, employment and refugee/migrant support.
Spectrum Migrant Resource Centre	(03) 9301 7400 Level 5, 61 Riggall St, Dallas VIC	Dallas VIC	Settlement support and community programs.
inTouch Multicultural Centre Against Family Violence	(03) 9413 6500	Statewide; East Melbourne	Family violence, legal and migration support for migrant/refugee women and communities.

12. VOLUNTEER, COMMUNITY AND NOT-FOR-PROFIT DIRECTORIES

Service	Contact	Coverage	What They Help With
Volunteering Victoria	volunteeringvictoria.org.au	Victoria	Peak body for volunteering; find volunteer roles and volunteer-involving organisations.
GoVolunteer	govolunteer.com.au	National	Search volunteer roles by postcode, interest and availability.
Infoxchange / Ask Izzy	askizzy.org.au	National	Service directory for housing, food, money help, counselling, health, legal and everyday needs.
ACNC Charity Register	acnc.gov.au	National	Check whether an organisation is a registered charity; useful for verifying organisations before referring.
Neighbourhood Houses Victoria	nhvic.org.au	Victoria	Local community connection, low-cost activities, food relief and social support via neighbourhood houses.
Local Councils	Council websites	Victoria	Councils often maintain local relief directories, emergency relief networks and community food guides.

REFERRAL PRACTICE PROMPTS

Before Referring

- ▶ Ask: "Is it safe for this service to call/text/email you?"
- ▶ Check consent before sharing details.
- ▶ Check cost, eligibility, waitlist, transport, disability access, interpreter needs and cultural safety.
- ▶ Where possible, do a warm referral rather than handing over a number.

During a Crisis Conversation

- ▶ Stay calm and concrete: name the concern, ask about immediate safety, and call 000 if risk is imminent.
- ▶ Do not promise confidentiality if there is serious risk of harm or mandatory reporting applies.
- ▶ Document the referral, risk indicators, consent and follow-up plan according to workplace policy.

For Family Violence

- ▶ Do not leave voicemail or send texts unless the client says it is safe.
- ▶ Use specialist services for risk assessment and safety planning.
- ▶ Consider children, pets, technology-facilitated abuse, financial abuse and immigration/visa pressures.

For Homelessness and Food Insecurity

- ▶ Ask where the person is tonight and whether they are safe.
- ▶ Use the Homelessness Line for crisis accommodation pathways and Ask Izzy for local food/material aid.
- ▶ Confirm opening hours; many food pantries require appointments or specific pickup times.

For NDIS Questions

- ▶ Separate "access to the NDIS" from "using a current plan."
- ▶ Use the NDIA line for general information and the LAC partner for community connections and plan implementation.
- ▶ For provider quality concerns, complaints or reportable incidents, use the NDIS Commission.



C in Coaching

Recovery Coaching & Support Coordination

ACHIEVE SUCCESS THROUGH PERSONALISED SUPPORT

www.cincoaching.com.au

info@cincoaching.com.au

Melbourne, Victoria

NDIS Registration ID: 4-JXC2E7O