

## After Hours assistance

### St Kilda Crisis Centre

Phone: 1800 627 727  
24 hour crisis service

### Safe Steps Family Violence Response Centre

Phone: 1800 015 188  
24 hour family violence response

### Frontyard Youth Support Service

Phone: 9611 2411 or 1800 800 531  
young people aged 15 - 25 years  
Monday–Friday, 9am–8pm and  
Saturday & Sundays, 10am–6pm



## Contact us

unison<sup>®</sup>

We welcome your positive and negative feedback on the services we provide. You can provide feedback by contacting us online, in person, in writing or by phone. Our contact details are listed below.

### Online

[www.unison.org.au](http://www.unison.org.au)

### In person

Opening hours  
Mon to Fri 9am – 5pm  
(public holidays excluded) at our offices.

### In writing or by phone

#### Contact your local office

Full list of phone numbers and addresses is available on our website

#### Head office

PO Box 12145 A'Beckett St, Melbourne 8006

**P** 9349 0250



# Homelessness Services

Communities that thrive

## Unison Intake Assessment and Planning Service

### Contact details:

#### Address

112-122 Victoria Street, Seddon 3011  
(corner Victoria & Buckley Streets)

#### Phone

03 9689 2777

#### Fax

03 9689 2279

#### Web

[www.unison.org.au](http://www.unison.org.au)

#### Opening Hours

9:00am - to 5:00pm  
Monday - Friday  
(closed public holidays)

For after hours assistance  
call 1800 825 955

## Intake Assessment & Planning

Unison's Intake Assessment & Planning (IAP) service is funded by the Department of Health & Human Services to deliver services to people who are homeless or at risk of homelessness in the Cities of Maribyrnong, Moonee Valley, Hobson's Bay, Wyndham and Melbourne (except the CBD).

The IAP service provides assessment, referral, advocacy and financial assistance to help people access:

- crisis and transitional housing
- support services
- private rental
- public housing
- community housing.

### How can I get assistance from the IAP service?

You can drop into our Seddon office at 112-122 Victoria Street or phone 9689 2777.

People from the Wyndham region can drop in to our service at Level 1, 1-13 Watton Street in Werribee or phone 9216 0300.

### Financial Assistance

The IAP service has limited Housing Establishment Funds (HEF) to assist people on low incomes to establish or secure accommodation. HEF is subject to an eligibility assessment and is generally provided as a one off grant.

## Unison Private Rental Access Program

Unison is funded by the Department of Health & Human Services to deliver a Private Rental Access program in the Cities of Maribyrnong, Moonee Valley, Hobson's Bay, Wyndham and Melbourne (except the CBD).

The Private Rental Access Program builds on services provided by the IAP team and works to assist people to secure and maintain private rental accommodation. This is achieved through developing relationships with Real Estate Agents and distributing flexible packages of financial assistance.

The Private Rental Access Program also has a focus on preventing eviction from private rental in the catchment.

### How can I get assistance from the Private Rental Access Program?

Please contact our Seddon service on 9396 1662 or our Werribee service on 9216 0304.