

Contact details

Seddon office

112-122 Victoria Street, Seddon
(corner Victoria & Buckley Streets)
P: 03 9689 2777

Office hours

9 am to 5 pm, Monday to Friday
(closed public holidays)

Werribee office

Level 1, 1-13 Watton Street, Werribee
P: 03 9216 0300

Office hours

9 am to 5 pm, Monday to Friday
(closed public holidays)

Email

iap@unison.org.au

Web

unison.org.au

Contact us

We welcome all types of 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

unison.org.au

In person

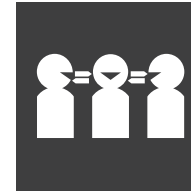
Appointments are available at our offices from 9 am to 5 pm, Monday to Friday (public holidays excluded).

Contact your local office

A full list of phone numbers and addresses is available on our website.

Head office

PO Box 12145
A'Beckett St
Melbourne 8006
P: 03 9349 0250



If you need support from an interpreter, please let us know and we can arrange it.

Homelessness Services



Unison Initial Assessment and Planning Service

Unison's Initial Assessment & Planning (IAP) service is funded by the Department of Families, Fairness and Housing to deliver services to people who are homeless or at risk of homelessness in the areas of Moonee Valley, Maribyrnong, Hobsons Bay, Wyndham, and the north and the western areas of the City of Melbourne.

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?

We assist people with a flexible service, primarily by phone.

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Financial Assistance

The IAP service has a limited Housing Establishment Fund (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 Families, Fairness and Housing to deliver a Private Rental Access Program (PRAP) in the areas of Moonee Valley, Maribyrnong, Hobsons Bay, Wyndham, and the north and the western areas of the City of Melbourne.

The PRAP 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 PRAP focuses on preventing eviction from a private rental in the catchment area.

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

Please contact the Private Rental Access Program team:

Seddon service

P: 03 9396 1667

Werribee service

P: 03 9216 0304

After Hours Assistance

If you are homeless or at risk of homelessness, you can get help even when our office is closed.

For after-hours assistance

P: 1800 825 955 (free call, open 24/7)

When you call after hours, you will be connected to the Salvation Army Crisis Support Services in St Kilda.

Safe steps Family Violence Response Centre

P: 1800 015 188 (free call, open 24/7)

Women experiencing family violence can call 24/7 and speak confidentially to another woman for information on family violence support services, legal rights and accommodation options.

If you have been threatened or you are fearful for yourself, a child or a family member – **call 000**.

Frontyard Youth Support Services

P: 1800 800 531 (free call)

Or drop in at 19 King Street, Melbourne CBD.
(9 am – 8 pm weekdays, 10 am – 6 pm weekends)

Frontyard offers a range of services to young people aged 16 to 24 years who are homeless or at risk of homelessness.