

**No fixed address**

It can happen  
to anyone...



**Council's response to assist people  
who sleep rough in Port Phillip.**

What we can do, and where to go  
for support and information.



Council is committed to ensuring people are supported to find pathways out of homelessness.

We can respond in a number of ways when someone may be experiencing homelessness or 'rough sleeping' in public places.



**“You just never know what it could take to become homeless... I never thought it would happen to me. I lost my job, ran out of people I could stay with and have ended up sleeping out a few nights.”**

# Our approach to homelessness

**City of Port Phillip recognises that homelessness concerns everyone in our community and has developed this approach to assist the community and people who have found themselves with no fixed address.**

We recognise that homelessness can happen to anyone and impacts on a person's health and wellbeing. It involves a broad range of social, economic and environmental factors and we believe it takes a whole community to make a place a home.

We aim to:

- Increase community understanding about where support and information is available
- monitor and report regularly on the experience of homelessness in Port Phillip
- work collaboratively with our partners to actively support people sleeping rough in the City to achieve secure and supported housing options.

The protocol will apply when:

- Council officers come into contact with a person who is sleeping rough
- Council receives a referral from a member of the public seeking support for a person sleeping rough
- when a person who is experiencing homelessness contacts Council asking for assistance
- Council is informed of belongings or items that have been found that may belong to a person who is considered to be sleeping rough.

**Council does not have the power to move people on. People who are homeless have a right to be in public spaces and will be treated as any other member of the public.**

## **Council developed its approach to homelessness with input from local services and people who have experienced homelessness.**

The key principle which underpins Council's response:

**All people have a right to be in public spaces and live in a safe environment.**

### **How can Council respond to homelessness?**

We have developed a protocol to assist people experiencing homelessness or 'rough sleeping' in public places owned or managed by Council including parks, open spaces and facilities accessible to all members of the public.

To view City of Port Phillip's **Protocol for Assisting People who are Sleeping Rough**, visit:

 [portphillip.vic.gov.au](http://portphillip.vic.gov.au)

### **Are you concerned about someone who appears to be sleeping rough?**

Contact ASSIST Customer Service by phone or by visiting a City of Port Phillip Town Hall.

 **ASSIST 03 9209 6777**  
 **[portphillip.vic.gov.au](http://portphillip.vic.gov.au)**

We will add details to our customer request system to ensure information is promptly sent to the relevant Council staff.

Our Housing and Homelessness team will contact outreach services who will try to engage with the person to offer direct assistance and referral support.

City Amenity officers will check the site and manage any amenity issues that need attention.

## Who should I call in an emergency?

If someone is seriously injured or in need of urgent medical help, if you or your property is being threatened or if you have just witnessed a serious accident or crime.

☎ 000

## Are you experiencing homelessness and need support or information?

Contact ASSIST Customer Service by phone, visit a City of Port Phillip Town Hall or talk to staff at libraries or community facilities.

☎ ASSIST 03 9209 6777

🌐 [portphillip.vic.gov.au](http://portphillip.vic.gov.au)

Information about what support is available and where it is located will be offered to you.

ASSIST Customer Service will ask if your details can be added to our customer request system - this will enable the Housing and Homelessness Team to contact you about the matter should additional information be required.

Our Housing and Homelessness Team can also contact local outreach services that could connect you to support services and crisis accommodation.



## Need more information or assistance?

Emergencies – Police or Ambulance: 000

📞 [portphillip.vic.gov.au/homelessness](http://portphillip.vic.gov.au/homelessness)

### Housing and crisis accommodation

#### Salvation Army Crisis Centre

29 Grey Street, St Kilda

📞 1800 627 727

#### Launch Housing Services

122 Chapel Street, St Kilda

📞 1800 825 955

### Legal

#### Southside Justice

161 Chapel Street, St Kilda

📞 7037 3200

#### South Port Community Legal Service

341 Coventry Street

South Melbourne

📞 9646 6066

#### Justice Connect

[justiceconnect.org.au/](http://justiceconnect.org.au/)

homelesslaw

📞 1800 606 313

### Health and support

#### Community Connection Program (Better Health Network)

📞 9525 1300

#### Sacred Heart Mission: Wellness Place

87 Grey Street, St Kilda

📞 9536 8456

(clinic and meals)

#### Salvation Army Access Health

31 Grey Street, St Kilda

📞 9536 7780

#### Alfred Hospital Psychiatric Crisis Assessment Triage

📞 1300 363 746

**City of Port Phillip** 📞 ASSIST 03 9209 6777 📞 [portphillip.vic.gov.au](http://portphillip.vic.gov.au)

### Language assistance

廣東話 9679 9810    Ελληνικά 9679 9811    Polska 9679 9812

普通話 9679 9858    Русский 9679 9813    Other 9679 9814

**National**

– TTY users, dial **133677**, then ask for **03 9209 6777**

**Relay**

– Voice Relay users, phone **1300 555 727**,  
then ask for **03 9209 6777**

**Service**

📞 [relayservice.gov.au](http://relayservice.gov.au)