



## Contact these outreach services for on-ground support

<b>cohealth</b>	0438 359 273
Mon to Fri:	9am-10pm
Sat and Sun:	10am-6pm
<b>Frontyard Youth Services</b>	9977 0077
Mon to Fri:	9am-8pm
<b>Living Room</b>	9945 2100 or 1800 440 188
After-Hours Outreach Service (AHOS) including a Mental Health Nurse, Registered Nurse, and Assertive Outreach Worker	
Mon to Fri:	7pm-11pm
<b>Salvation Army</b>	9653 3299
Mornings:	Mon, Wed, Fri 7am-9am
Weekends:	Friday and Saturday nights 10pm-3am



### Which services should I call if someone is placing me or others at risk?

If at any time you are concerned for your personal safety, including if a person is agitated or unwell and is at risk of harming themselves or others, **call 000 and ask for police attendance.**

**General safety tip:** Be aware of your surroundings by scanning the environment and taking appropriate action if you are concerned about your safety. For example, cross the road or go into a shop.



### Who should I call if I suspect there is drug dealing or other crimes in the area where I live or work?

Call Crime Stoppers - **1800 333 000** or go to [crimestoppersvic.com.au](http://crimestoppersvic.com.au) to make a report online.



### Who do I call if I find needles and syringes in public spaces?

City of Melbourne provides free collection of inappropriately discarded syringes and needles in public spaces, and syringe bin collection from private property. **Call 9658 9658.**



### Who do I call if someone is worried about their own drug and/or alcohol use, or that of someone they know?

Call **DirectLine** (24 hour counselling and referral service) on **1800 888 236**



**An initiative of the Melbourne Alcohol and Other Drugs Network**  
Reducing harm and stigma, improving wellbeing, empowering and connecting community.

### How to contact the City of Melbourne

Telephone: 03 9658 9658  
Business hours, Monday to Friday  
(Public holidays excluded)

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



# City drug support services



Outreach support service workers deliver face-to-face assistance to vulnerable people in our community.

**This resource has been designed as a guide for the City of Melbourne community to know who to contact if someone is experiencing difficulties with drug use and associated health issues.**

APRIL 2023

## Melbourne – a place for everyone

Melbourne is visited by many different people, including those at risk of, or experiencing, challenges with their drug use. They may also be dealing with homelessness and in some cases have complex mental health issues. Some have multiple and complex needs.

Most people impacted by drugs and other issues, such as mental health, consider the city to be a place where they feel safe and socially connected, and where they can receive support through the available health services.

### What should I do if someone appears to be experiencing difficulties?

- 1.** Firstly, be mindful of your personal safety. Ask the person if they need help and, if you can assist, do so. If appropriate you could offer water, shade, a seat or ask if you can call their support person or worker on their behalf. If you need further assistance or are unsure of what to do and need guidance, contact the services listed.
- 2.** If the person appears to be seriously unwell, such as at risk of a drug overdose, or experiencing a severe mental health episode or other serious medical condition, **call an ambulance on 000 immediately.**  
  
Don't delay calling an ambulance because you think the person might get into trouble – it's critical they receive immediate medical assistance. Ambulance officers are not obliged to involve the police. Stay with the person until the ambulance arrives. This small gesture of kindness could save a life.  
  
Signs of overdose from opioids (such as heroin) may include shallow or no breathing, pale complexion, purple lips and the person may be unresponsive. It might be difficult to determine what drug a person has taken, so simply deal with what you see, not what you think might have happened.
- 3.** If you are unsure of what substance someone may have taken, or not sure of what to do, please call one of the services listed.

## Who can I contact if I believe someone needs help with their drug use or related health issues?

If you are concerned about the welfare of a person who may be at serious risk of harm due to their drug use or other factors, call one of the following services (you may wish to add these numbers to your contacts in your mobile phone).

<b>cohealth</b>	0438 359 273
Located at 53 Victoria Street Melbourne, cohealth's City Street Health program is a comprehensive street-based outreach service staffed by health workers such as a GP and nurses. They cover most of the city. Services include Drug and Alcohol Outreach Support, Homeless Allied Health, Drug and Alcohol Counselling, Homeless Mental Health, Homeless Support Services.	
<b>The Living Room</b>	9945 2100 or 1800 440 188
Located at 7-9 Hosier Street Melbourne, The Living Room is a primary health service that provides free healthcare and support to improve the physical, mental and social wellbeing of people who are, or are at risk of, experiencing homelessness. They have GPs, nurses and alcohol and other drug counsellors onsite.	
<b>Salvation Army Project 614</b>	9653 3299
Located at 69 Bourke Street Melbourne, Salvation Army Project 614 supports and works with people who are experiencing homelessness, are at risk of becoming homeless, or may be experiencing mental health issues, alcohol and other drug addictions, and social poverty. Project 614 provides services and programs to help people create pathways out of their current circumstances.	

## Services for young people

<b>Drum Youth Services</b>	9663 6733
Located at 100 Drummond Street Melbourne, The Drum delivers youth services in Carlton, Kensington, North Melbourne, the CBD, Richmond and Collingwood. Funded by the City of Melbourne, The Drum provides education, employment pathways, and helps young people strengthen their social connections and functional skills. People aged 12–25 years can access services, support and programs for social connection, family life and employment pathways.	
<b>Frontyard Youth Services</b>	9977 0077
Located at 19 King Street Melbourne, Frontyard Youth Services is a specialist youth service that aims to support young people to meet their physical, emotional and social needs and to develop pathways out of homelessness.	
<b>Youth Support + Advocacy Service / Youth Drug and Alcohol Advice</b>	1800 458 685
This telephone service provides expertise in substance misuse and treatment for Victorians aged 10-25 years. Call 1800 458 685 for free, confidential support.	
<b>Child Protection Services</b>	1300 664 977
<ul style="list-style-type: none"><li>• If you are concerned about the welfare of a young person under the age of 18 years, you can contact any of the services listed.</li><li>• However, if the young person is at serious risk of harm due to their drug use or other factors, contact Victoria Police by calling 000 or Child Protection Services on 1300 664 977.</li></ul>	
<b>The Zone</b>	1800 161 327
A partnership between Youth Support + Advocacy Service, Drummond Street and Odyssey House Victoria, the Zone offers intersectional and whole-of-family alcohol and other drugs support to young people aged 12-25 years and their families across the North and West of Melbourne. Email <a href="mailto:thezone@ysas.org.au">thezone@ysas.org.au</a>	

## Who can I contact if I believe someone needs help with their drug use or related health issues?

### **cohealth**

0438 359 273

### **The Living Room**

9945 2100 or  
1800 440 188

### **Salvation Army**

9653 3299

### **Services for young people**

**Drum Youth Services** 9663 6733

**Frontyard** 9977 0077

**YSAS / Youth Drug and Alcohol Advice** 1800 458 685

**The Zone** 1800 161 327

**Young people underage or young people who are at serious risk** 000

**DirectLine** 24 Hour counselling and referral service

1800 888 236

**Lifeline** Crisis Support Service

13 11 14

**Victoria Police** To report a crime

131 444

**Emergency assistance** Ambulance, Fire, Police

000

**City of Melbourne** Inappropriately discarded needles and syringes

9658 9658

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**CITY OF  
MELBOURNE**