

Living in a rooming house

– Need help?



Raav

Registered Accommodation
Association of Victoria

www.raav.org.au

Accommodation



If you are at risk of becoming homeless, contact:
1800 825 955 (24 hour service)
or obtain a copy of *“Rooming Houses: a guide for residents and operators”* from Consumer Affairs Victoria which outlines your rights and responsibilities as a resident in a rooming house.
Consumer Affairs Victoria: **1300 55 81 81**

Aged



Contact your local council for personal care, Meals on Wheels, social activities and community transport.
Contact your local community health service for nursing, counselling and other aged care services.
The Community Connections Program has workers who can visit rooming houses and connect residents to health, community and welfare services.
Contact details for all of these local services are on the bottom of the poster or you may contact:
Housing for the Aged Action Group (HAAG): **1300 765 178**

Alcohol & Drugs



The 24 Hour/7 day Drug Information Line: **1800 888 236** – free anonymous and confidential counselling about drug use – information and referral to services for treatment and ongoing care.

Arguments



The Dispute Resolution Advisory Service: **1800 658 528** – advice over the telephone about how to work out arguments between residents and neighbours.

Disability



Your local Disability Intake and Response Service: **1800 783 783** – assistance for people with a disability who may need extra support to continue living in a rooming house.

Food



Local welfare organisations and some religious groups provide meals, food parcels and food vouchers. Your local council, community health service and Community Connection worker can tell you where to find these services – contact details are on the bottom of this poster.

Health



Nurse on Call: **1300 606 024** – speak to a registered nurse about your immediate health concerns 24 hours a day, 7 days a week.
Royal Dental Hospital of Melbourne: **1300 360 054** – for emergency dental care and information on local community dental clinics.
Royal District Nursing Service: **1300 33 44 55** – 24 hours a day, 7 days a week information about nursing services in your home.
Maternal and Child Health Line: **13 22 29** – 24-hour telephone information, advice and referral to services to for all families with young children.
Contact your local community health service for nursing, therapy, hearing, vision and dental services.
The Community Connections Program has workers who can visit rooming houses and connect residents to health, community and welfare services.

Interpreters



The Translation and Interpreting Service: **131 450** – to use an interpreter over the telephone for people who do not speak or understand English well.

Legal Advice



Homeless Persons Legal Clinic: **1800 606 313** – free legal help and advocacy to people who are homeless or about to be homeless.
Legal Information Service Helpline: **1800 677 402** – free telephone legal information provided by lawyers.
Homelessness Advocacy Service: **1800 066 256** – information on how to make a complaint about a rooming house.
The Rooming House Hotline: **1300 365 814** – to help identify unregistered, unsafe and unclean rooming houses.

Lonely



Your local council has information on free or low cost activities, social groups, volunteering, neighbourhood houses, local libraries and community events.

Mental Health



Lifeline: **13 11 14** – 24 hour immediate crisis help.
Beyondblue: **1300 22 46 36** – information and referrals for services to treat depression and anxiety.
Mensline: **1300 78 99 78** – 24 hour telephone support, information and referral service to help men deal with relationship problems.

Money



Centrelink: **13 17 94** – social workers for counselling.
MoneyHelp: **1800 007 007** – free, confidential and independent financial information for Victorians experiencing difficulty paying their rent or facing job loss.
The Gambling Hotline: **1800 858 858** – 24 hour information service for help with problem gambling.

Violence



Police, Ambulance, Fire emergencies: **000**.
Sexual Assault Crisis Line: **1800 806 292** – 24 hour support for victims of sexual assault.
Women’s Domestic Violence Crisis Service: **1800 015 188 or 03 9322 3555** – 24 hour support and intervention for victims of domestic violence.
Victims of Crime Helpline **1800 819 817** – information on financial assistance for victims of crime.

The telephone contact for your rooming house operator or manager is:

Your Local Services

Local Council	Name:	Ph:
Community Health Service	Name:	Ph:
Community Connections Program	Name:	Ph:
Legal Aid	Name:	Ph:
Food Help	Name:	Where: