

Haven Home Safe Renter Supports Pack



We want to make it simple to find the support you need, when you need it, and to feel confident accessing services available to you. The Renter Support Pack has been created to connect you with free support services available in Victoria.

Finding help in your community

Not sure where to start? These community services can help you find local support, explore available programs, and connect with the services you need. They are a great first point of contact for information, advice, and assistance.

Ask Izzy.

Ask Izzy is a website / app that connects you to nearby support services including food, clothing, and mental health supports.



Local council

Your local council is a great place for information or to connect in with local services and supports such as financial hardship or food and material aid.

Scan to find your local council.



Neighbourhood / Community Houses

Neighbourhood houses are a place for people to gather in their local community to learn and get involved. They have a range of social, educational, recreational and support activities.

Scan to find a nearby Neighbourhood House.



Lifeline Service Finder

Find free or low-cost community services near you by searching in Lifeline's Service Finder. Services to support you with mental health, finances, domestic violence etc.



Uniting Guide Me

Finding the right help can be challenging. Use Uniting's online guide to find support near you.



Men's Sheds

A community-based space for men to connect and work on projects.



Information and support to manage your tenancy

The following services are available to help you understand your rights and responsibilities as a renter, get information and advice, or support with legal issues.

Tenancy Plus

Support to help you stay in housing. The program provides case management, advocacy, support and information. They can create a support plan that is tailored to your needs and goals.

[Fill in the online form.](#)



Tenants Victoria

Free and confidential advice, information and legal support to protect your rights as a renter in Victoria.

Phone: 1800 068 860



Victoria Legal Aid

Free legal information and advice for people living in Victoria. They may be able to also provide you with a duty lawyer to help you with a VCAT hearing.

Phone: 1300 792 387

Or chat to a lawyer via the Legal Help Chat.



Consumer Affairs Victoria

Information to help you manage your tenancy, understand your rights and resolve issues. They can help with topics such as rental agreements, moving out, giving notice and evictions.

Phone: 1300 558 181



Justice Connect

If you are at risk of homelessness, they can provide legal help with eviction, fines, debt, or criminal charges.

Phone: 03 8636 4408



Your Tenancy Agreement

Remember that your rental agreement outlines your rights and responsibilities as a renter.

Renter Centre

Everything you need to know as a HHS renter.



Mental health support services

If you need support with your mental health, there are a range of free services available to you. If life is in danger, always call Triple Zero (000).

Mental Health and Wellbeing Locals

Free support for people aged 26 and over, including access to psychologists, peer workers and allied health professionals.

Phone: 1300 375 330

Visit the Mental Health and Wellbeing Locals website to find your nearest service.



Beyond Blue

Free 24/7 brief counselling support for your mental health and wellbeing.

Phone: 1300 22 4636



Men's Line Australia

A free telephone and online counselling service offering support for men with concerns about mental health, relationships, anger management, family violence, stress, and suicidal thoughts. Available 24/7.

Phone: 1300 78 99 78



Lifeline

Free 24-hour crisis support and suicide prevention service.

Phone: 13 11 14

Text: 0477 13 11 14

Online chat available.



Kids Helpline

Free phone and online counselling for young people aged 5 to 25. Private, confidential and available 24/7.

Phone: 1800 55 1800



13 YARN

If you're feeling worried or not good, connect with 13 YARN on 13 92 76 and talk to an Aboriginal or Torres Strait Islander Crisis Supporter. A safe space to yarn, available 24/7.

Phone: 13 92 76



Rainbow Door

A free helpline and specialist support service for LGBTIQ+ Victorians, their friends and families.

Phone: 1300 729 367

Text: 0480 017 246

Email: support@rainbowdoor.org.au



Family violence support services

If you or someone you love is impacted by family or domestic violence, the following services can provide support, advice or information.

Safe Steps

24/7 support for anyone in Victoria who is experiencing domestic and family violence.



Phone: 1800 015 188

Email: safesteps@safesteps.org.au

1800 RESPECT

Free confidential information, counselling and support service. Available 24 hours a day, 7 days a week for people impacted by domestic, family or sexual violence.

Phone: 1800 737 732

Text: 0458 737 732

Online chat on website.



Victims of Crime Helpline

Information and support for people affected by crime, including violence and abuse in families and relationships.

Phone: 1800 819 817

Text: 0427 767 891



The Orange Door

Help for people who are experiencing or using family violence or who need support with the care and wellbeing of children and young people.

Contact can be made by phone, email or in person. You do not need a referral.



Visit their website to find your closest service.

Rainbow Door

Free information and support for all LGBTIQ+ community members who feel unsafe in a relationship.



Phone: 1800 729 367

Text: 0480 017 246

Email: support@rainbowdoor.org.au

Safe and Equal

Information, advice and support for anyone experiencing family or gender-based violence.

Visit their website to find a specialist family violence service near you.



Support managing your finances

If you are having trouble paying your bills and putting food on the table, the following services can help. A financial counsellor can give you advice about how to manage your money or chat about your finances, paying bills, dealing with debt or managing your money better.

National Debt Helpline

Information and support for people struggling with debt, bills and ongoing expenses. They offer free, confidential and independent advice without judgement.

Phone: 1800 007 007



Mob Strong Debt Help

A free nationwide legal advice and financial counselling service for Aboriginal and Torres Strait Islander people. They have information about things like money problems, debt or insurance and super.

Phone: 1800 808 488



Money Smart

Free tips and tools to help you make informed choices around money.

Information available online.



Moneycare by The Salvation Army

Free, confidential financial counselling for anyone looking for help with managing their money. They will ask questions about your situation, help you develop goals and take action.

Phone: 1800 722 363



Wire (Women's Information and Referral Exchange)

An information and referral service for Victorian women, non-binary, and gender-diverse people. Free tips and tools to help you make informed choices around money.

Phone: 1300 134 130

Or use the web chat online.



Savings Finder

Search the Savings Finder to find savings schemes, benefits and rebates to help you ease the cost of living.



Help with food, bills, and everyday essentials

Everyone needs a little extra help sometimes. The services in this section can assist with everyday living costs, including food, energy bills and rental expenses, helping you stay well and meet essential living expenses.

Second Bite - Food Finder

Use Second Bite's Food Finder tool to find a local service providing meals, food packages, or vouchers near you.



Oz Harvest - Food Finder

Oz Harvest's Food Finder tool will help you find services providing food help near you.



The Salvation Army

For urgent help with everyday essentials like paying bills or buying food.

Phone: 03 8873 5288



Food Bank Victoria

Find food near you on Food Bank's website. Enter your postcode and they'll tell you where to find food, groceries, food vouchers, or ready-made meals.



Energy Assistance Program

Free help with your energy bills. The Energy Assistance Program can help you:

- Get on the best energy plan
- Check if you're getting any concessions you're entitled to
- Help you access payment plans or debt relief

Phone: 1800 161 215



Utility relief grant scheme

Grants available to help you pay overdue energy or water bills due to a temporary crisis. Check if you are eligible on the website.

Phone: 1800 658 521



Alcohol and drug related support

Alcohol and other drug (AOD) use can impact physical or mental health, relationships, employment, and community connections. If you or someone you know need support around alcohol or drugs, free and confidential help is available.

DirectLine

A free, confidential 24/7 service in Victoria providing telephone and online counselling, information, and referrals for anyone affected by alcohol and other drugs.

Phone: 1800 888 236



The Salvation Army

The Salvos offer a range of programs for Alcohol and other drug services across Australia.

Phone: 1800 888 236



Self-assessment tool

Concerned about your drinking or drug use?
Complete DirectLine's short test to assess your drinking or drug use and wellbeing.



Uniting - Alcohol and other drug service

Uniting will work with you to understand your needs, your resources, and your goals to help you find the right support.



Phone (Melbourne): 1800 700 514

Phone (all other areas): 1800 888 236

Lifeline's National Alcohol and Other Drug Hotline

A free and confidential phone service that provides counselling, advice, and information for those struggling with addiction.

Phone: 1800 250 015



Support for older Victorians

Services to help you stay connected, build digital skills, understand your rights, access discounts, and find support to live independently and confidently in your community.

Be Connected

Free online learning to help you build your digital skills, confidence and safety online.

Access the free learning resources or find a nearby community organisation running free computer classes.



Older Persons Advocacy Network

Free, independent and confidential support to older people seeking or receiving government funded aged care services.

Toolkits available to help you get the information you need and make decisions about your own life.



Phone: 1800 700 600

Aged Care Volunteer Visitors Scheme

Friendship and connection is an important part of everyday life. Request a volunteer to come and visit you.

To be eligible, you need to receive a government-subsidised residential aged care or Support at Home package.



Senior Discount Directory

Search the Discount Directory for discounts and special offers for Victorian Seniors Card and Victorian Carer Card holders.



LiveUp

Free information to help older people take charge of their ageing journey.

Find local connection activities near you, browse their resources, or get help to navigate your healthy ageing journey.



FriendLine

A free and anonymous national phone and chat service for anyone 18+ who's feeling lonely, socially isolated or just wants to connect with a friendly volunteer. Register your phone number on their website to receive a call.



Social and wellbeing groups

COTA Victoria has a great list of social activities to keep you healthy and connected.



Services are not provided by Haven Home Safe and are subject to change. They are correct as at September 2026.