



# Extreme weather safety for people sleeping rough

## Who can I contact?

<b>Emergency Services</b> (Ambulance / Fire / Police)	000
<b>Frontyard Youth Services</b> (Homelessness support for 16-25 year olds)	(03) 9977 0077
<b>VIC Statewide Homelessness Support</b> (24/7 homelessness support)	1800 825 955
<b>Lifeline</b> (24/7 crisis mental health support)	13 11 14
<b>1800RESPECT</b> (National Domestic, Family and Sexual Violence Counselling Service)	1800 737 732
<b>Youth Projects Foot Patrol</b> (Outreach services)	1800 700 102
<b>Translating and Interpreting Service</b>	13 14 50

Consider setting up an emergency 'watch zone' for areas that you frequent using the Vic Emergency website (link below) or app to be notified about extreme weather events that occur in your area.

[www.emergency.vic.gov.au/respond](http://www.emergency.vic.gov.au/respond)

### \*Note:

**Community Cool Places** are indoor, air-conditioned spaces where community members can seek respite when a **severe or extreme heat health** warning has been issued. They are comfortable, family-friendly spaces that provide rest areas, free water, snacks, and access to toilets, and may run activities.

**Community Cool Places** are operational during the period of **1 December - 31 March**.

#### Additional Community Cool Places not shown on this map:

Kensington Neighbourhood House	89 McCracken St, Kensington VIC 3031
Carlton Neighbourhood & Learning Centre	20 Princes St, Carlton North VIC 3054
West Melbourne Baptist Church and Community Centre	4 Miller St, West Melbourne VIC 3003
The Venny	85 Kensington Rd, Kensington VIC 3031

#### How to contact the City of Melbourne:

☎ 03 9658 9658

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

🕒 Business hours: Monday to Friday  
(Public holidays excluded)

**YOUTH CLIMATE ACTION FUND**  
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This resource has been designed as a guide for people sleeping rough in the City of Melbourne to know where to go and ways to manage health and safety risks associated with extreme weather events such as heatwaves, floods and storms.

December 2025

## What are extreme weather events?

Extreme weather events can happen anywhere, any time, and sometimes without warning, posing safety risks to people, animals and property.

In Melbourne, the most common extreme weather events are:

Heatwaves	We can adapt our behaviours during heatwaves to prevent heat stress. Exposure to extreme heat can cause heat exhaustion, heat stroke and sometimes death.
Floods and storms	Storms can bring heavy rain, strong winds, hail and lightning that cause flash flooding. Flooding can cause disruptions to transport or utility services, and put people's wellbeing at risk.

People who are sleeping rough face unique challenges during extreme weather events such as increased risk of infections, heat-related illness and financial hardship.

## Other things to consider:

- Extreme weather can have a range of physical and mental impacts. If you're finding it difficult to cope, reach out to your support network or contact services for help.
- Family violence can increase or escalate during emergencies. If you or someone you know is experiencing family violence, contact **1800 RESPECT** on **1800 737 732**.

## Where can I go during extreme weather events?

During extreme weather events, it's recommended to seek shelter indoors wherever possible, until the conditions improve.

Regardless of the season, some places you can go include:

- Fast food restaurants
  - Note: some restaurants can impose time limits
- Libraries and community hubs
- Buses and trains\*
- Shopping centers and food courts
- Cinemas, galleries and museums\*
- Gyms\*
- Undercover car parks, squats and stairwells

During summer, you can also access:

- Community Cool Spaces and other local support services
- Public pool\*
  - Note: stay in the shade
- Beach
  - Note: stay in the shade
  - Bonus: Beach showers
- Rivers

### \*Note:

For spaces with an entry fee or cost, chat to your support services/case worker about support to access.

## What else can help me stay safe?

- Send a message to your support network letting them know where you are and that you're safe.
- During heatwaves, look out for common signs of dehydration, such as thirst, light-headedness and dark coloured urine. You can prevent dehydration by drinking water or electrolyte supplements regularly.
- During heatwaves, plan your essential activities for the coolest parts of the day, and seek shade during the afternoon and early evening when the sun is at its highest.
- During summer, the City of Melbourne offers free 'cool packs' (containing water bottles, ice packs, etc.) which can be obtained from support services and outreach officers in the CBD.
- Some medications and substances can impact your ability to cope with the heat. Speak with your doctor as the weather warms up to keep yourself as safe and cool as possible.
- Keep an eye out for mould damage in wet weather, as this can expose you to health risks. Large plastic zip-lock bags are useful for keeping things dry.
- Never play or swim in flood water, as unseen contaminants and sharp objects may cause injury or illness, and unpredictable conditions present increased drowning hazard.