

Bridge Road Entry Point - opening in Richmond 18 June 2026

Frequently Asked Questions

What is an entry point?

An entry point is a designated homelessness service access point. If someone needs assistance with housing advice, emergency shelter, crisis accommodation or an assessment they can call or visit the entry point.

Launch Housing's Bridge Road entry point is one of dozens across the state funded by Homes Victoria. (Full list [here](#).)

Where is the entry point?

The entry point will be at 54-56 Bridge Road, Richmond.

This is 150 metres from Punt Road / Hoddle Street / Wellington Parade on the south side of Bridge Road, opposite Normanby Place.

It is close to the 48 and 75 trams, West Richmond and Richmond stations, and the 246 bus route.

When will the entry point be open?

The entry point will be open **9.30am-3pm Monday to Friday from 18 June 2026**.

Visit or call 9288 9611.

What happens when someone calls or visits the Bridge Road entry point?

People visiting or phoning our entry point (on 9288 9611) will be greeted by someone at our reception desk.

Where we can, we will provide people seeking help with information and advice at reception. In some circumstances, we may ask the visitor to wait to speak to one of our team, or arrange a telephone or in-person appointment.

We may be able to assist people with accessing:

- financial assistance with private rental accommodation if they are on a low income
- emergency and crisis supported accommodation
- community housing, public housing and private rooming houses
- other support services

How can I connect someone in my community to the Bridge Road entry point?

People experiencing or at risk of homelessness are encouraged to call the entry point on 9288 9611, or to turn up in person. Phone and in-person services operate 9.30am-3pm and provide equal access to any available accommodation. The entry point may also be contacted on YarralAP@launchhousing.org.au.

What should I do if I see someone sleeping rough?

If you are concerned about whether someone in your community is receiving support, contact your local council. Notifications lead to referrals to services like Launch Housing to go out and assist.

If it seems appropriate, you may want to ask the person directly if they are aware of or connected with support in their area. It's important to keep in mind that it's likely a person you've seen rough sleeping has already interacted with or is receiving ongoing support from a local service. The journey out of homelessness, and its timeframe, is unique for each person.

For more information on how to help visit our website: [What to do if you see someone sleeping rough?](#)

How can I take action on homelessness in my community?

There are many ways to support our mission and make a positive impact. Whether through philanthropy, fundraising, volunteering, or becoming a partner, your involvement helps us drive meaningful change in our mission to end homelessness.

Who is Launch Housing?

Launch Housing is one of Victoria's largest specialist homelessness organisations. Launch Housing is passionately committed to ending homelessness by providing immediate and practical solutions for people who are, or are at risk of becoming homeless.

Why has 54-56 Bridge Road been chosen for an entry point, and why now?

The western end of Bridge Road was chosen as a suitable location for an entry point due to its proximity to public transport, and in the context of other entry point locations. The nearest alternative entry points are in Glenroy, Kew and Preston.

Launch Housing's entry point in Yarra was previously on Oxford Street in Collingwood. This site was closed as it was no longer suitable.

How do I find out more?

In May and June 2026 we are running tours to enable people to visit the site, and hear more about homelessness in Melbourne and Launch Housing's services. Tours may be booked [here](#).

Where do I provide feedback on the entry point?

You are welcome to contact feedback@launchhousing.org.au.