Advocacy for Disability Access and Inclusion Inc.

EMERGENCY AND CRISIS SUPPORT CONTACT GUIDE

SOUTH AUSTRALIA



Emergency Services 3
Alcohol and Drugs 3
Crisis Counselling 4
Disability Services 5
Domestic Violence 5
Eating Disorders 6
Financial Support 6
Gambling 7
Health 7
Homelessness 8
LGBTI 8
Men 9
Mental Health 9
Mental Health Clinics 11
Police Assistance 12
Seniors 13
Sexual Assault 13
Suicide prevention 14
Veterans 14
Victim/Survivor Support 15
Women 15
Young people 16

Emergency Services

- ### Triple Zero (000)
  Ask for police, fire or ambulance

- ### State Emergency Service (SES)
  Flood or storm assistance

  Website: http://www.ses.sa.gov.au

  Phone: 132 500

Alcohol and Drugs

- ### Alcoholics Anonymous Helpline
  Alcoholics Anonymous has been providing support and help to those seeking freedom from alcohol since 1935.

  Website: https://www.aa.org.au

  Phone: 1300 222 222

- ### Alcohol and Drug Information Service
  The Alcohol and Drug Information Service (ADIS) is a confidential telephone counseling, information, and referral service available for the public, concerned family and friends, students, and health professionals.

  Website: http://www.sahealth.sa.gov.au

  Phone: 1300 131 340

- ### Family Drug Support Australia

  Family Drug Support Australia is a non-judgmental, non-directive support and information service for families and friends of people using drugs and/or alcohol across Australia.

  Website: http://www.fds.org.au

  Phone: 1300 368 186
  Open Hours: 24/7

- ### Mobile Assistance Patrol (MAP)

  MAP transports people under the influence of alcohol or other drugs to places of safety and support.

  Website: http://asg.org.au/mobile-assistance-patrol-map

  Adelaide
  Phone: 0411 474 368
  Open Hours: 4pm-12pm (Midnight) - 7 Days a Week

  Murray Bridge
  Phone: 0478 111 915
  Open Hours: 4pm-12pm (Midnight) - Tuesday to Saturday

Crisis Counselling

- ### Lifeline Australia

  Lifeline is a national charity providing 24-hour support to Australians who are in crisis and are experiencing distress, so they don't have to face their toughest moments alone.

  Website: https://www.lifeline.org.au/

  Phone: 13 11 14
  Open Hours: 24/7

Disability Services

- ## The National Disability Abuse and Neglect Hotline

  A national hotline providing assistance and referrals to help address abuse and neglect of people with disability.

  Phone: 1800 880 052
  Email: hotline@workfocus.com
  Open Hours: Monday to Friday, 9am to 7pm.

  This Hotline is not a crisis service.

- ## Disability Gateway

  The Disability Gateway is an Australian Government initiative that provides a single-entry point for people with disability, their families, and carers to access trusted information, services, and support across Australia

  Website: disabilitygateway.gov.au

  Phone: 1800 643 787
  Email: hotline@workfocus.com
  Open Hours: 8am - 8pm AEST

Domestic Violence

- ## Domestic Violence Crisis Line

  Women and their children who are experiencing domestic or family violence.

  Website: https://womenssafetyservices.com.au

  Phone: 1800 800 098
  Email: contact@womenssafetyservices.com.au

- ## 1800 RESPECT

  Free, confidential counselling and information 24/7 for anyone affected by domestic, family, or sexual violence.

Website: https://1800respect.org.au

Phone: 1800 737 732
Text: 0458 737 732
Webchat: Available

Eating Disorders

The Butterfly Foundation's National Helpline (ED HOPE)

ED HOPE, is a free, confidential service that provides information, counselling and treatment referral for people with eating disorders, and body image and related issues.

Website: https://thebutterflyfoundation.org.au

Phone: 1800 ED HOPE (1800 33 4673)
Webchat: Available (https://butterfly.org.au/get-support/chat-online/)
Open Hours: 8am-midnight AEST / 7 days a week.

Financial Support

- ## National Debt Helpline

  The National Debt Helpline is a free, confidential, and independent financial counselling service in Australia that helps people manage debt and financial difficulties.

  Phone: 1800 007 007

- ## Anglicare Emergency Assistance

  Anglicare SA provides emergency relief across Adelaide and regional SA, offering food, pharmacy vouchers, essential items, financial counselling, and No Interest Loans (NILS).

  Christies Beach
  Phone: 1800 748 149

  Elizabeth

Phone: 1800 061 551

Wallaroo

Address: Church Street & Hughes Street

Open Hours: Walk-ins Only Wednesday and Friday 10:00am to 12:00pm

Gambling

- ## Gambling Help Online

  Free online support for anyone affected by gambling. Available 24/7 across Australia

  Website: https://www.gamblinghelponline.org.au

  Phone: 1800 060 757
  Open Hours: 24/7

- ## Gambling Harm Support SA

  Gambling Harm Support SA works on initiatives that focus on reducing harm. This includes prevention, early support, counselling, and treatment for people affected by gambling.

  Website: https://gamblingharmsupport.sa.gov.au

  Phone: 1800 858 858
  Open Hours: 24/7

Health

- ## Health Direct

  healthdirect provides easy access to trusted, quality health information and advice online and over the phone.

  Website: https://www.healthdirect.gov.au

  Phone: 1800 022 222
  Open Hours: 24/7

- ### Poisons Information Line

  The Poisons Information Line is a vital service in Australia that provides 24/7 expert advice on poisoning, toxic exposures, and bites or stings.

  Website: https://www.healthdirect.gov.au/poisoning

  Phone: 13 11 26
  Open Hours: 24/7

- ### Quitline

  Quit smoking support

  Website: http://www.quitnow.gov.au

  Phone: 13 78 48

Homelessness

- ### Homelessness Gateway

  Crisis advice and accommodation.

  Website: https://www.sa.gov.au

  Phone: 1800 003 308

LGBTI

- ### QLife Australia

  Qlife provides nationwide telephone and web-based services to support lesbian, gay, bisexual, transgender and intersex (LGBTI) people of all ages.

  Website: https://qlife.org.au

  Phone: 1800 184 527
  Open Hours: 3pm-9pm AEST / 7 days a week.

Men

- ## Mensline Australia

  MensLine Australia is a free, confidential 24/7 telephone and online counselling service supporting men with mental health, relationship, and wellbeing concerns.

  Website: https://mensline.org.au

  Phone: 1300 789 978
  Open Hours: 24/7

- ## 1800 RESPECT

  1800 RESPECT is a national domestic, family, and sexual violence counselling, information, and support service available for free, 24/7.

  Website: https://www.1800respect.org.au

  Phone: 1800 737 732
  Open Hours: 24/7

Mental Health

- ## Mindspot

  Mindspot is a free telephone and online service for people with stress, worry, anxiety, low mood or depression. It provides online assessment and treatment for anxiety and depression.

  Website: https://mindspot.org.au

  Phone: 1800 614 434
  Open Hours: 8am-8pm (Mon-Fri), 8am-6pm (Sat) AEST

  This is not an emergency or instant response service.

- ## PANDA

  Perinatal Anxiety & Depression Australia (PANDA) provides a national telephone

information, counselling and referral service staffed by trained volunteers, professional counsellors and supervising staff. Many helpline counsellors have had their own experience of perinatal depression or anxiety.

Website: https://www.panda.org.au

Phone: 1300 726 306
Open Hours: 9am-7:30pm AEST (Mon-Fri).

- ## Mental Health Triage

  The Mental Health Triage provides a central point in the SA region for receiving and assessing referrals for people who are not in crisis and require mental health (including psychology), drug and alcohol, and suicide prevention services.

  Phone: 131 465
  Open Hours: 24/7

- ## Urgent Mental Health Care Centre (UMHCC)

  The UMHCC offers an alternative to presenting at hospital Emergency Departments for a mental health crisis. The UMHCC accepts emergency services referrals 24 hours a day, 7 days a week.

  Website: https://www.umhcc.org.au

  Phone: 08 8448 9100
  Address: 215 Grenfell Street, Adelaide
  Open Hours: 24/7

- ## SANE Australia

  SANE Australia provides support, training and education enabling those with a mental illness to lead a better life.

  Website: https://www.sane.org

  Phone: 1800 187 263
  Open Hours: 10am-10pm AEST (Mon Fri).

- ## FriendLine

  FriendLine is a free, anonymous national support and chat service in Australia run by the not-for-profit organisation Friends for Good.

  Website: https://www.friendline.org.au

  Phone: 1800 003 308
  Open Hours: Register your phone number on their official site to receive scheduled calls or connect during active windows
  Webchat: Available - Mondays: 5pm – 8pm Wednesdays: 1pm – 4pm

- ## Lived Experience Telephone Support Service (LETSS)

  The Lived Experience Telephone Support Service, or LETSS, is a South Australian resource offering free afterhours phone and web chat support Staffed by lived experience peer workers.

  Website: https://letss.org.au

  Phone: 1800 013 755
  Operating Hours: 5pm - 11:30pm, 365 days a year
  Webchat: Available

  Non-clinical mental health support

Mental Health Clinics

- ## Northern Adelaide Medicare Mental Health Centre

  Address: 7 Oldham Road, Elizabeth South
  Phone: 1800 595 212
  Open Hours: Monday – Friday: 8.30 am – 10.30 pm
  Saturday & Sunday: 12 pm – 6.30 pm
  Public holidays: 12 pm – 6.30 pm

- ## Mount Barker Medicare Mental Health Centre

Address: Unit 9, 2-4 Cameron Road, Mount Baker
Phone: 08 8473 6900
Open Hours: Mon, Tues, Wed – 9am -7pm
Thurs & Fri – 9am – 9pm
Weekends and public Holidays – 12pm – 8pm

- ### Mount Gambier Medicare Mental Health Centre

Address: Unit 7 165 Commercial Street East, Mount Gambier
Phone: 08 8724 7696
Open Hours: Monday – Friday – 9am – 5pm
Closed Public Holidays

- ### Port Pirie Medicare Mental Health Centre

Address: 129 Ellen Street, Port Pirie
Phone: 08 8714 9070
Open Hours: Mon – Fri 9am – 5pm

- ### Southern Wellbeing Hub (Morphett Vale)

Address: 4/118 Main South Road, Morphett Vale SA 5162
Phone: (08) 8326 3591
Open Hours: Monday, Tuesday and Friday - 9am-5pm
Wednesday and Thursday - 9am-8pm
Every second Saturday morning - 9am-1pm
Public holidays - Closed

Walk in only on Wed & Thurs 12pm – 8pm

Police Assistance

- ### Police Assistance

The South Australia Police (SAPOL) Police Assistance Line is available 24 hours a day, 7 days a week for non-urgent police attendance or reports.

Website: https://www.police.sa.gov.au/contact-us/key-contacts

Phone: 131 444
Open Hours: 24/7

Seniors

- ### SA Elder Abuse Prevention Phone Line

  The SA Elder Abuse Prevention Phone Line is a free and confidential service in South Australia that provides advice, information, and support for elder abuse or the mistreatment of vulnerable adults

  Website: http://www.sahealth.sa.gov.au

  Phone: 1800 372 310
  Open Hours: Monday to Friday, 9:00 am to 4:00 pm (excluding public holidays)

Sexual Assault

- ### Yarrow Place

  Yarrow Place Rape and Sexual Assault Service is South Australia's lead public health agency responding to rape and sexual assault. Part of the Women's and Children's Health Network (WCHN), the service offers free, gender-inclusive, and confidential support.

  Website: http://www.sahealth.sa.gov.au

  Phone: 8226 8777
  Toll Free: 1800 817 421
  After Hours: 8226 8787

- ### 1800 RESPECT

  1800 RESPECT is a national domestic, family, and sexual violence counselling, information, and support service available for free, 24/7.

  Website: https://www.1800respect.org.au

Phone: 1800 737 732
Open Hours: 24/7

Suicide prevention

- ### Beyond Blue

  Beyond Blue provides a free online and telephone helpline for people with depression, anxiety or other mental health issues.

  Website: https://www.beyondblue.org.au

  Phone: 1300 224 636
  WebChat: Available 24/7

- ### Lifeline Australia

  Lifeline Australia is a national non-profit charity that provides free, 24/7 crisis support and suicide prevention services to all Australians.

  Website: https://www.lifeline.org.au

  Phone: 13 11 14
  Open Hours: 24/7

- ### Suicide Call Back Service

  Suicide Call Back Service is a free nationwide service providing 24/7 phone and online counselling to people affected by suicide.

  Website: https://www.suicidecallbackservice.org.au

  Phone: 1300 659 467
  Open Hours: 24/7

Veterans

- ### Open Arms

  Veterans & Families Counselling provides 24/7 free and confidential, nationwide counselling and support for war and service-related mental health conditions, such

as post-traumatic stress disorder (PTSD), anxiety, depression, sleep disturbance and anger.

Website: https://www.openarms.gov.au

Phone: 1800 011 046
Open Hours: 24/7

Victim/Survivor Support

- ### Victim Support Services (VSS) 1800 VICTIM

  Victim Support Service (VSS) was a statewide non-government organization in South Australia that provided trauma-informed, person-centered support, counseling, court companionship, and systems navigation for victim-survivors of crime and abuse.

  Website: https://www.victimsa.org

  Phone: 1800 842 846

- ### Blue Knot Foundation Helpline

  (formerly ASCA Professional Support Line) provides help, information, support or referral for adult survivors of childhood trauma and abuse, their partners, family and friends, health professionals and anyone in the workplace working with people who have experienced childhood trauma and abuse.

  Website: https://www.blueknot.org.au

  Phone: 1300 657 380
  Open Hours: 9am-5pm AEST - 7 days a week.

Women

- ### Domestic Violence Crisis Line

  (after hours diverts to Homelessness Gateway Service) for crisis counselling, support and referral to safe accommodation.

Phone: 1800 800 098

- ## 1800 RESPECT

  Free, confidential counselling and information 24/7 for anyone affected by domestic, family, or sexual violence.

  Website: https://1800respect.org.au

  Phone: 1800 737 732
  Text: 0458 737 732
  Webchat: Available

- ## Women's Information Service of South Australia

  The Women's Information Service provides information to South Australian women online, over the phone and in person.

  Website: http://www.officeforwomen.sa.gov.au/womens-information-service

  Phone: 8303 0590 or 1800 188 158

- ## Women's Safety Services SA -

  Women's Safety Services SA provide support to women and their children who are experiencing domestic and family violence.

  Website: https://womenssafetyservices.com.au

  Phone: 1800 800 098

Young people

- ## Child Abuse Report Line

  The Child Abuse Report Line (CARL) is a South Australian service run by the Department for Child Protection for reporting concerns about children and young people who may be at risk of harm or neglect.

  Website: https://www.sa.gov.au

Phone: 13 14 78

- ## Kids Helpline

  Kids Helpline is Australia's only free (even from a mobile), confidential 24/7 online and phone counselling service for young people aged five to 25.

  Website: https://kidshelpline.com.au

  Phone: 1800 551 800
  Open Hours: 24/7

- ## Headspace

  Headspace is a leading digital mental health and wellness platform designed to help people manage stress, sleep better, and build everyday mindfulness habits.

  Website: https://headspace.org.au

  Phone: 1800 650 890
  Webchat: Available (http://www.headspace.org.au/eheadspace)
  Open Hours: 9am-1am AEST / 7 days

- ## Youth Beyond Blue

  Youth Beyond Blue is a dedicated youth initiative of Beyond Blue that focuses on the mental health and wellbeing of young people.

  Website: https://www.youthbeyondblue.com

  Phone: 1300 224 636

- ## Child and Family Health Service (CaFHS)

  The Child and Family Health Service provides free support for all children from birth to 5 years, living in South Australia.

  Website: https://www.cafhs.sa.gov.au

Phone: 1300 364 100