



# Crisis Relief and Recovery Guide

A handbook with services and supports to help you in times of need



If you need help contacting these organisations you can visit City of Burnside, 401 Greenhill Road, Tusmore during business hours and ask to speak with the Community Development Team.

# Crisis Helplines

**Remember if someone's life is in immediate danger you should call the emergency number 000.**

## **Homeless Connect SA**

**1800 003 308**

A 24/7 service for anyone experiencing homelessness to help you find information and provide a direct referral to homelessness services.

## **Domestic Violence Crisis Line (DVCL)**

**1800 800 098**

A 24/7 service for anyone experiencing domestic and family violence. Providing confidential counselling, information, and safe accommodation options.

## **1800 RESPECT**

**1800 737 732**

A 24/7 service if you are worried about your relationship, or the relationship of some you care about. It is for anyone who has experienced, or is at risk of, physical or sexual violence, including young people.

## **Mental Health Triage Service**

**13 14 65**

This 24/7 service is the main point of access for mental health services and is staffed by mental health clinicians.

## **Beyond Blue**

**1300 22 4636**

This 24/7 service provides access to trained mental health professionals who will listen and provide information and advice.

## **Lifeline Australia**

**13 11 14**

**0477 131 114** (Text 24/7)

A 24/7 service to crisis support and suicide prevention services.

## **Suicide Call Back Service (SCBS)**

**1300 659 467**

A 24/7 service that provides counselling to people 18 years and over who are feeling suicidal, caring for someone who is suicidal or bereaved by suicide.

## **Kids Helpline**

**1800 55 1800**

Kids Helpline is a 24/7 free, confidential, anonymous counselling service for young people aged 5–25 years.

## **13YARN**

**13 92 76**

13YARN is an Aboriginal and Torres Strait Islander crisis support line. A 24/7 service to yarn about your needs, worries or concerns without judgement in a confidential and safe space.

## **MensLine Australia**

**1300 789 978**

A 24/7 service for men with concerns about mental health, anger management, family violence (using and experiencing), addiction, relationships, stress and wellbeing.

## Homelessness and Housing Support

### Hutt Street Centre

**8418 2500**

[help@huttstcentre.org.au](mailto:help@huttstcentre.org.au)

258-262 Hutt Street, Adelaide

Bus Stop K1 - Hutt Street, East side

Bus Stop Q1 - Hutt Street, West side

Duty worker: Monday - Friday, 9 am - 4.30 pm

Meals, laundry, showers, lockers, advice and support services, training and employment programs, health and other visiting services, housing assistance, mail collection.

### Toward Home Alliance

**1800 809 273**

Monday - Friday, 9 am - 5 pm

Provides services and support to adults, and families with accompanying children that are at risk and/or experiencing homelessness

### RentRight SA

**1800 060 462**

Monday - Friday, 8 am - 8 pm

Provides housing advice and advocacy service. Is a free and independent service, helping people sustain their tenancies in private rental, community housing, rooming houses or public housing.

## Domestic and Family Violence

### Women's Safety Services SA

**8365 5033**

[contact@womenssafetyservices.com.au](mailto:contact@womenssafetyservices.com.au)

Monday - Friday, 9 am - 5 pm

Supports women and their children who are experiencing domestic and family violence.

## Health and Medical Services

### Healthdirect Australia

**1800 022 222**

Provides 24/7 free access to health advice, information and referrals to help people manage their health and connect them to the right care at the right time.

### Parent Helpline

**1300 364 100**

7.15 am - 9.15 pm (outside these times you are redirected to Healthdirect Australia).

Provides information and support about health, behaviour with children and young people.

### Alcohol and Drug Information Service (ADIS)

**1300 131 340**

8.30 am - 10 pm

A confidential telephone counselling, information and referral service.

## Food and Essentials

### **Uniting Communities Eastern Services** **8202 5085**

280 Portrush Rd, Beulah Park

At risk of going without, they offer the following:

#### **Hope's Cafe**

Wed, Thurs and Fri, 10 am - 2 pm

(food and coffee available 11 am - 2 pm)

#### **Community Pantry**

Mon, Wed and Fri, 10 am - 2 pm

(enter via The Parade)

#### **Food Bank Mobile Hub**

Second Wednesday, 10.30 am - 2 pm

#### **Orange Sky Laundry Service**

Wednesday, 11 am - 1 pm

### **AnglicareSA Emergency Assistance - The Magdalene Centre**

**1800 571 097**

82 Gilbert St, Adelaide

Monday - Friday, 9 am - 12 noon

Provide relief through the provision of food, pharmacy vouchers (for prescribed medication), blankets and other linen.

### **Vinnies Emergency Assistance SA** **1300 729 202**

Monday - Friday, 9 am - 1 pm.

Provide food parcels, grocery gift cards, clothing, assistance with completing forms and assistance with bills (eg utility bills).

### **Baptist Care SA - WestCare Centre** **8118 5200**

11 Millers Court, Adelaide

Monday - Thursday, 9 am - 1 pm

Community Food Hub, Community Kitchen, Emergency Relief and Health service.

## Youth Services

### **Streetlink Youth Health Service** **8202 5950**

43 Franklin Street, Adelaide

Monday - Friday, 9 am - 5 pm

Offer a range of youth services to help young people advocate for themselves and to help them transform into strong, confident and resilient individuals.

#### **ReachOut**

[au.reachout.com/peerchat](https://au.reachout.com/peerchat)

Anonymous, confidential and judgement-free support. When life doesn't go as planned, it is a safe place where young people can openly express themselves, get a deeper understanding and perspective on what's happening in their lives.

#### **The BRAVE Program**

[brave4you.psy.uq.edu.au](https://brave4you.psy.uq.edu.au)

An interactive, online program for the prevention and treatment of childhood and adolescent anxiety. The programs are free, and provide ways for children and teenagers to better cope with their worries.

## Multicultural and Migrant Support

### **PEACE Multicultural Services** **8245 8110**

[askpeace@rasa.org.au](mailto:askpeace@rasa.org.au)

49a Ormond Street, Hindmarsh

Monday - Friday, 9 am - 5 pm

Support all migrants and refugees regardless of their visa type, free of charge. They aim to help people from diverse language and cultural backgrounds to lead independent, healthy and good lives in Australia. Call or email during business hours to make an appointment. If you find it difficult to hear or speak, you can contact them through the National Relay Service (NRS), please phone 133 677.

### **Migrant Women's Support Program** **8152 9260**

[contact@womensafteyservices.com.au](mailto:contact@womensafteyservices.com.au)

The Migrant Women's Support Program (MWSP) offers support for migrant women and children from culturally and linguistically diverse backgrounds who are experiencing unsafe relationships. The program provides a range of services aimed at safety planning, advocacy, and emotional support for those navigating challenging situations.

### **Refugee Health Service** **7133 9996 or 1800 635 566**

21 Market Street Adelaide

Monday - Friday, 9 am - 5 pm

A specialist state wide health service for newly arrived refugees and asylum seekers in South Australia.

### **Australian Migrant Resource Centre** **8217 9500**

[admin@amrc.org.au](mailto:admin@amrc.org.au)

23 Coglein Street, Adelaide 5000

The Australian Migrant Resource Centre (AMRC) provides a range of services to support migrants and refugees in South Australia. Offering assistance with settlement, employment, education, and community connection, AMRC helps individuals and families from diverse cultural backgrounds navigate their new lives in Australia.

## Interpreting Services

### **TIS National** **131 450**

If you don't speak or understand English well, using an interpreter could help.

Translating and Interpreting Service (TIS) can call the service you need. The TIS is available 24 hours a day, seven days a week and can interpret in more than 170 languages.



## Legal Aid and Advocacy

### Legal Helpline

**1300 366 424**

[LSC.Correspondence@lsc.sa.gov.au](mailto:LSC.Correspondence@lsc.sa.gov.au)

Monday - Friday, 9 am - 4.30 pm

Provides free access to preliminary information, general advice and referrals. 30 minute appointments can be made at their Adelaide office, you will need to call first.

### Adelaide Magistrates Court Legal Advice Service

**8204 2444**

260 Victoria Square Adelaide

Monday - Friday, 9.30 am to 12 noon

Operates to help unrepresented court users. It is a free legal advice service staffed by final year law students from the University of Adelaide. Qualified legal practitioners supervise the service and all advice provided by the service is checked by an experienced lawyer. Staff can only deal with disputes that fall within the minor civil claims jurisdiction.

## Financial Assistance

### National Debt Helpline

**1800 007 007**

Monday - Friday, 9.30 am - 4.30 pm  
(Live Chat to 8 pm)

Provides a free, confidential and independent service by a qualified financial counsellor for people experiencing financial difficulty or who have problems with debt.

## Mental Health Support

### The Urgent Mental Health Care Centre (UMHCC)

**8448 9100**

215 Grenfell Street, Adelaide

Offers an alternative to presenting at a hospital Emergency Department for a mental health crisis. People in Adelaide seeking urgent mental health support can call or arrive 24 hours a day, including weekends and public holidays.

### Headspace Adelaide

**1800 063 267**

Monday - Friday, 9 am - 1 am

Headspace offers a range of supports for young people who are experiencing a tough time or are worried about their mental health. A confidential online and telephone support service is also available 24/7.

### Lived Experience Telephone Support Service (LETSS)

**1800 013 755**

5 pm - 11.30 pm every day

An after-hours telephone service designed to provide non-clinical mental health information and support people with mental health challenges, as well as their carers, family, and friends to navigate the mental health system.

## Older Adults

### **Aged Rights Advocacy Service**

**1800 700 600**

175 Fullarton Road Dulwich

Monday - Friday, 9 am - 5 pm

Provides 24/7 free access to health advice, information and referrals to help people manage their health and connect them to the right care at the right time.

### **SA Abuse Prevention Phone Line (Adult Safeguarding Unit)**

**1800 372 310**

[adultsafeguardingunit@sa.gov.au](mailto:adultsafeguardingunit@sa.gov.au)

Monday - Friday, 9 am - 4 pm

Provides free confidential advice, information and support if you are concerned about yourself or someone you know who is at risk of, or experiencing, abuse by someone they should be able to trust.

The service is available to vulnerable adults:

- aged 65 years and over
- Aboriginal or Torres Strait Islander people, aged 50 years and over
- adults living with a disability.

### **Aged care complaints and feedback**

**1800 200 422**

[myagedcare.gov.au/contact-us](https://myagedcare.gov.au/contact-us)

Provides a contact us online tool and telephone service to help you get help about Australian Government-funded aged care services including making a complaint.

## Disability

### **National Relay Service (NRS)**

**1800 555 660**

**SMS 0416 001 350**

[helpdesk@relayservice.com.au](mailto:helpdesk@relayservice.com.au)

Monday - Friday, 8 am - 6 pm

Helps you if you're deaf or find it hard to hear or speak to hearing people on the phone. The NRS is available 24 hours a day, except for Video Relay calls. The NRS is free and confidential. You need to register to use the NRS. Registration is easy and you only have to do it once.

### **Disability Gateway**

**1800 643 787**

[disabilitygateway@benevolent.org.au](mailto:disabilitygateway@benevolent.org.au)

The Disability Gateway helps people with disability, their families and carers find the information, services and support they need in Australia.