

# Limestone Coast Youth and Family Services & Covid 19 Helplines

Education Youth Service Delivery Initiative

Mental  
Health

Parenting  
Support

Family  
Relationship  
Services

Drug and  
Alcohol  
Services

Food  
Services

Financial  
Support

Homelessness  
Services

Domestic  
Violence  
Services

## General hotlines for Covid 19 information and mental health/wellbeing support

### National Coronavirus Helpline National

**1800 020 080** 24 hours – 7 days a week

National Covid helpline with information about the coronavirus

### SA Covid-19 Information Line

**1800 253 787** 8.00am to 8.00pm 7 days a week

Available to South Australians and provides local information on COVID - 19 to the general public

### SA Covid-19 Relief Call Centre

**1300 705 336**

Provision of information and assistance with things such as personal hardship support, accommodation support for people unable to achieve self-quarantining and accommodation for emergency services personnel that are required to quarantine but unable to do so at home. Available to all South Australians and can provide general support and referrals to other services as needed – email: [housingrelief@sa.gov.au](mailto:housingrelief@sa.gov.au)

### National Coronavirus Mental Wellbeing Support Service - Beyond Blue

**1800 512 348** 24/7

Information, advice and strategies to help you manage your wellbeing and mental health during the coronavirus pandemic. Trained staff will listen, provide information and advice and point callers in the right direction to seek further support.







Online forum - <https://www.beyondblue.org.au/get-support/online-forums/sign-up>

### SA COVID-19 Mental Health Support Line




**1800 632 753** 8am to 8pm – 7 days









The State Government and Uniting Communities is providing a new mental health and wellbeing support line for South Australians experiencing increased anxiety or mental health challenges during COVID-19. The support line is staffed by professional counsellors.






## Mental Health Services



| Local Service   | Immediate Contact   | Service Information   |
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| Mental Health Triage Service<br><br>(SA Health)<br><br>                       | 24 hours service<br><br>13 14 65  | For <b>24-hour emergency assistance</b> and information call <b>13 14 65</b> <ul style="list-style-type: none"> <li>can provide advice and information in a mental health emergency or crisis situation</li> <li>is staffed by mental health clinicians</li> <li>will assess and refer to acute response teams where appropriate</li> </ul> |
| Child and Adolescent Mental Health Service (CAMHS)<br><br>                    | CAMHS Connect<br>1300 222 647<br><u><b>0-16 years</b></u><br><br>2 Crouch Street North                  | New referrals please call CAMHS Connect 1300 222 647<br><br>Monday – Friday 9am-5pm<br><br>CAMHS is a free community-based mental health service providing mental health services to infants, children, and adolescents.  |
| Limestone Coast Integrated Mental Health Services<br><br>                    | Reception 8721 1507<br><br><u><b>16-24 years &amp; Adults onwards</b></u><br><br>Mount Gambier Hospital | Catering to youth 16 years of age to 24, adult and older person’s mental health needs, the Limestone Coast Integrated Mental Health Service provides specialist mental health services.<br><br>Referrals are taken via GP’s and other Mental Health services  |
| Headspace (Uniting Communities)<br><br>171 Commercial St Mt Gambier<br><br> | Mount Gambier office<br><br>8725 0443<br><br><u><b>12 and over</b></u>                                  | New referrals: <ul style="list-style-type: none"> <li>phone call to Centre - 8725 0443</li> </ul> Headspace Centres act as a one-stop-shop for young people who need help with mental health, physical health (including sexual health), alcohol and other drugs or work and study support – <u><b>12 years and over.</b></u>               |
| Always in MIND Mount Gambier<br><br>James Street<br><br>                    | MIND Connect<br>1300286446<br><br><u><b>0-18 years</b></u>  | Call MIND connect 1300 286 446.<br><br>General areas for support: <ul style="list-style-type: none"> <li>Anger management/ Autism/ Anxiety/ Low mood/ Low motivation/ Friendships/bullying/ Emotional regulation - interoception</li> </ul>   |
| Finding Solutions Counselling Service<br><br>Compton Street<br><br>         | Please contact Finding Solutions:<br><br>0422 166 641<br>0434 435 083                                   | <b>Finding Solutions Counselling Service</b> provides specialist mental health, family and children’s services from birth to adult.   |

## Youth and Family Services

| Local Service  | Immediate Contact  | Service Information   |
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| <p>Pangula Mannamurna</p> <p>171 Commercial Street West</p>    | <p>08 8724 7270</p>  | <p>Offering a range of health services for Aboriginal people in the South East including access to a GP.</p> <p>If people would prefer an over the phone consult with the GP this can be arranged. Please call Pangula directly.</p>  |
| <p>Limestone Coast Community Justice Centre</p> <p><a href="https://www.communityjusticesa.org.au/contact-us/locations/">https://www.communityjusticesa.org.au/contact-us/locations/</a></p> | <p>8723 1396<br/>TOLL FREE<br/>1300 850 650</p> <p>limestone@communityjusticesa.org.au</p>   | <p>Limestone Coast Community Justice Service provide the following services:</p> <ul style="list-style-type: none"> <li>• Information and referral</li> <li>• Legal advice</li> <li>• Ongoing assistance and court representation with no legal cost for clients who cannot afford to pay a private solicitor and do not qualify for a grant of legal aid.</li> <li>• Legal services are provided by qualified solicitors at our offices</li> </ul> <p>PLEASE NOTE: any assistance and/or representation is not guaranteed and is subject to our eligibility criteria</p>   |
| <p>Family Relationship Centre (FRC)</p> <p>Mount Gambier (part of AC CARE services)</p>                    | <p>Triage Officer: to find the best fit service</p> <p>Phone: 8721 3500</p> <p>AC CARE: state wide general inquiry line<br/>1300 222 273</p> | <p>Family Relationship Centre offers a range of services</p> <ul style="list-style-type: none"> <li>• Relationship/personal counselling</li> <li>• Parenting support -</li> <li>• Family mediation support</li> </ul>   |
| <p>Community Centre (AC CARE services)</p> <p>22-24 Ferrer's Street</p>                                    | <p>Call:<br/>(08) 7725 3000</p> <p>OR</p> <p>AC CARE:<br/>1300 222 273</p>   | <p>These services are available to ANYONE at this time, and do not require proof of financial hardship.</p> <p><b>Community Centre</b> remains open. Anyone in need can present to the Centre 22-24 Ferrer's Street.</p> <p><b>Food Services:</b> Available out the back are the following options –</p> <ul style="list-style-type: none"> <li>• Mini supermarket style - fresh fruit, vegetables and bread / tea and coffee facilities/toasted sandwiches</li> </ul> <p><b>Homelessness services:</b><br/>Please call 1300 222 273 - 9-5pm Monday – Friday</p> <p><b>Financial Counselling</b> – providing important advice around managing finances in these challenging times, and information relating to the government response and options for financial support.</p> |

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| <p>Homelessness Gateway (Uniting Communities)</p>   | <p>1800 003 308</p>   | <p>Homeless Gateway</p> <ul style="list-style-type: none"> <li>• Intake, assessment, referral</li> <li>• Access to emergency accommodation (determined by assessment and availability)</li> <li>• Referral to specialist homelessness service for longer term support</li> <li>• Advocacy</li> </ul>   |
| <p>Centacare Family Services<br/>Limestone Coast</p> <p>Penola Road,<br/>Mount Gambier</p>     | <p>8303 6630</p> <p>mountgambier@centacare.org.au</p>   | <p>Centacare provides support for families through the provision of relationship and personal counselling and family mediation support and dispute resolution.</p> <ul style="list-style-type: none"> <li>• Family Relationship Services - Children, couples, individuals counselling, School age and up</li> <li>• Family Mediation – parenting and property plans</li> <li>• Children and parenting programs with children 0-12 years</li> </ul> |
| <p>Centacare Limestone Coast Domestic Violence Service</p>    | <p>Ph. 08 8303 6640</p> <p><a href="mailto:lcdvs@centacare.org.au">lcdvs@centacare.org.au</a></p>   | <p>9am - 5pm Monday to Friday</p> <p>The Limestone Coast Domestic Violence Service (LCDVS) supports women and children in the South-East who are experiencing domestic violence.</p>   |
| <p>South Australian Domestic Violence Gateway</p>   | <p>1800 800 098 or 1800 RESPECT</p> <p>Chat online</p> <p><a href="https://chat.1800respect.org.au/#/welcome">https://chat.1800respect.org.au/#/welcome</a></p> | <p>We know that talking about sexual, domestic and family violence can be hard. When you contact 1800RESPECT, you will talk to a trained counsellor who will listen and support you in what feels right for you and your situation.</p> <p>Everyone's situation is different and no one knows your situation better than you.</p> <p>We can be contacted by phone or online chat, 24 hours a day, seven days a week.</p>                           |
| <p>Ruby's Therapeutic Youth Service (Uniting Communities)</p>    | <p>Call 08 8725 4383</p>  | <p>Ruby's is a 24/7 service that supports young people aged between 12-17 years of age, who are experiencing conflict, need help to rebuild and reconnect with their family or are at risk of homelessness.</p>  |

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| <p>Lifeline Mount Gambier</p>                                      | <p>Mount Gambier office<br/>8723 2299.<br/>9am - 5pm Monday to Friday</p>   | <p>Lifeline SE has been in operation since 1st July 1983 based in Mount Gambier on the Limestone Coast of South Australia. Our vision is for an Australia free of suicide. We provide a broad range of support, information, counseling and referral services. Our core service is the 24-hour telephone crisis support service.</p> <p><u>13 11 14 Crisis support</u></p> <p><u><a href="https://southeast-sa.lifeline.org.au/">https://southeast-sa.lifeline.org.au/</a></u></p> |
| <p>Salvation Army<br/>Cnr Gray &amp; Wyatt Street</p>              | <p>8725 9900<br/>9am - 4pm Tuesday<br/>9am - 3.30pm Wednesday and Thursday</p>  | <p>Support to the community via phone including emergency financial counselling and low interest loans.</p> <p>Salvation Army Financial Services are tracking immediate relief options put forward by the government's economic response to Covid 19.</p>  |
| <p>Regional Foodbank</p> <p>23 cave road,<br/>Mount Gambier</p>  | <p>8723 0287</p>  | <p><b>Foodbank Foodhub</b></p> <p>Accessible through voucher referral from Schools, Welfare Agencies, Mental health and Disability Agencies which gives families access to cheap food including free fruit &amp; veg and bread.</p> <ul style="list-style-type: none"> <li>• 1-4pm Monday &amp; Wednesday</li> <li>• 9-4 Thursday</li> </ul> <p><b>**Please contact school if you are in need of support</b></p>   |
| <p>Sunset Community Kitchen</p>                                  | <p>Frew Park<br/>48 Penola Road,<br/>Mount Gambier</p>  | <p>Still operating Monday and Wednesday 6-6.30pm</p> <p>Take away meals ONLY – No proof of hardship required and no questions asked.</p>   |
| <p>Meals on Wheels</p>   | <p>1800 854 453<br/><u><a href="http://www.mealsonwheelssa.org.au">www.mealsonwheelssa.org.au</a></u></p>                             | <p>Provision of a nourishing meal consisting of a soup, main course and dessert, delivered to your door. Available to anyone who can't shop or cook for themselves with ease, along with anyone who considers themselves 'in need' can receive meals. This may include an elderly individual, someone recovering from a hospital visit, an individual with a disability or even a time poor family.</p>  |
| <p>South Australian Tenants' Information and Advisory Service (TIAS)</p>   | <p>1800 060 462<br/><u><a href="http://www.syc.net.au/home/housing-support/tias">www.syc.net.au/home/housing-support/tias</a></u></p> | <p>A free, independent service, helping people maintain their tenancies in private rental, community housing or public housing.</p>  |

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| <p>Life Without Barriers<br/>12+</p>           | <p>Phone: 08 8193 9400</p> <p>AOD.Counsellor@lwb.org.au</p> | <p>For more information about any of our Alcohol and other Drugs services or to arrange an appointment, call us or email us.</p>  |
| <p>Country Response Program<br/>16+ years</p>  | <p>Yarrow Place</p> <p>1800 817 421</p>                     | <p>Counselling service supporting victims &amp; survivors of sexual assault</p> <p>New referrals please contact: 1800 817 421</p> |