

Support

Aboriginal Parent Easy Guide



Parenting SA

As a parent it's good to know about services available in your area. They can give you some help when you need it.

Sometimes we need help with things such as:

- > health and wellbeing
- > managing life's ups and downs
- > issues from the past
- > money, housing, legal matters
- > children's schooling or behaviour
- > drugs, alcohol, violence.

Contact details of some services that may be able to help are provided at the end of this Guide.

When there are problems try to:

- > stay calm
- > plan what you can do
- > talk with a trusted friend
- > find a service that can help.

Tell your children what's happening – but not too much about adult problems.



Getting support and dealing with problems early can stop them getting worse.



Government of
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Helping parents be their best

Finding a service

- > **Aboriginal health services are a good place to start.** You can talk to someone and find out what they offer. Many have counsellors, men's groups, women's groups or Elders' groups. Some have services such as drug and alcohol support. They can tell you about other services in your area too. Many staff are Aboriginal.
- > **It's OK to try both Aboriginal and mainstream services.** These days, more mainstream services have Aboriginal workers. You can ask to see an Aboriginal worker if available.
- > **The Child and Family Health Service (CaFHS)** is a good place to take your baby or young child. The nurses can check their health and answer your questions. It's free! Phone 1300 733 606 for an appointment. You can ask to be linked with an Aboriginal staff member.



Try both mainstream and Aboriginal services.

Ask if they have Aboriginal workers, if you prefer.

Your rights

When using a service you have the right to:

- > be treated fairly and with respect
- > give feedback to the service about your experience – whether it was good, or not so good. It's OK to get someone to come with you when you give feedback or to write a letter if you prefer.

Your responsibilities

When using a service:

- > find out a bit about it before you go, so you know what to expect
- > treat staff with respect, even if you feel upset or angry
- > do your part. Work with staff to achieve your goals.

Confidentiality

Services are bound by confidentiality. A worker or service cannot share information about you with other services or people in the community, unless you give permission or a child or someone else is at risk of harm.



Stay calm, it helps children to feel safe and secure.

Services for children

- > If children need help, doctors, Aboriginal health services, and the Child and Family Health Service are good places to start. They can tell you where to get help with things like education, disability, behaviour, dental and mental health.
- > If there are problems at school, talk with your child's teacher. Some schools have counsellors or Aboriginal workers.

There are lots of services available.

Keep trying until you find one that's right for you!

Services

Aboriginal health services

Adelaide

Nunkuwarrin Yunti, Adelaide:

Phone 8406 1600

Wongangga Turtpandi Primary Health Care Centre,

Port Adelaide: Phone 8240 9611

Maringga Turtpandi, Hillcrest:

Phone 7425 8900

Southern Adelaide Local Health Network,

Aboriginal Primary Health Services:

Noarlunga Phone 8384 9577

Clovelly Park Phone 8179 5900

Muna Paiendi Health Service, Elizabeth:

Phone 8182 9206

Country centres

Pangula Mannamurna Health Service, Mount

Gambier: Phone 8724 7270

Ceduna/Koonibba Aboriginal Health Service:

Phone 8626 2500

Port Lincoln Aboriginal Health Service:

Phone 8683 0162

Southern Fleurieu Health Service, Aboriginal Health

Service, Victor Harbor:

Phone 8552 0600

Pika Wiya Community Health Centre, Port Augusta:

Phone 8642 9999

Riverland Community Health Service, Barmera

Hospital: Phone 8588 0420

Nunyara Wellbeing Centre, Whyalla:

Phone 8649 9900

Moorundi Aboriginal Community Controlled Health

Service, Murray Bridge: Phone 8531 0289

Port Pirie Regional Health Service, Aboriginal Health

Team: Phone 8638 1100

Umoona Tjutagku Health Service, Coober Pedy:

Phone 8672 5255

Tullawon Health Service Inc, Yalata:

Phone 8625 6237

Nganampa Health Council, Alice Springs:

Phone 8952 5300

Child health and parenting

Child and Family Health Service (CaFHS):

Phone 1300 733 606, 9am–4.30pm, Mon to Fri for an appointment. You can be linked with an Aboriginal staff member www.cyh.com

Parenting SA: For more Parent Easy Guides

www.parenting.sa.gov.au

Raising Children Network: For parenting information

www.raisingchildren.net.au

Emergency

Police, Fire, Ambulance: 000

Police attendance: 131 444

Domestic Violence Crisis Line: 1800 800 098

Poisons Information Line: 13 11 26

Helplines

Parent Helpline: Phone 1300 364 100

For advice on child health and parenting

Beyond Blue: Phone 1300 224 636, 24 hours

Speak to a mental health professional about how you feel no matter how big or small the problem www.beyondblue.org.au

Lifeline: Phone 13 11 14, 24 hours

Crisis support and suicide prevention www.lifeline.org.au

Kids Helpline: Phone 1800 551 800, 24 hours

Telephone and web counselling for young people aged 5–25 years www.kidshelpline.com.au

Mensline Australia: Phone 1300 789 978, 24 hours

Speak to someone about relationships or family concerns www.mensline.org.au

Health

Healthdirect: Phone 1300 022 222, 24 hours

To speak to a nurse www.healthdirect.gov.au

Women's and Children's Hospital: Phone 8161 7000

www.wch.sa.gov.au

Mental Health Telephone Triage Service:

Phone 13 14 65, 24 hours

Mental health assessment and crisis service

SA Dental Service: Phone 8222 8222

8.30am–4.30pm, Mon to Fri

Information on dental services for children and adults

Drug and Alcohol Services South Australia (DASSA):

Phone 1300 131 340

Free, confidential counselling and information

Towards Independence Sobering Up Unit: Phone 8212 2855

Accommodation, support and advocacy for Aboriginal people dealing with alcohol addiction

Australian Indigenous Health Infonet: Information for parents

and workers on a variety of Aboriginal topics

www.healthinfonet.ecu.edu.au

Give up smokes for good:

Support for Aboriginal people who want to quit smoking

Quit SA: Phone 13 78 48 www.giveupsmokesforgood.org.au

Cancer Council of South Australia: Phone 13 11 20

Information, support and telephone counselling for people affected by cancer www.cancersa.org.au

Money

Anglicare SA Financial Counselling Service:

Phone 1800 759 707 For help with budgeting and negotiating bills

Centrelink

Centrelink Indigenous Phone Service: Ph: 1800 136 380

Provides access to Centrelink services for Aboriginal people by phone from anywhere in Australia

Child safety

Child Abuse Report Line: Phone 13 14 78, 24 hours

If you are worried a child is being abused or neglected.

You can ask to speak to an Aboriginal worker if available

Kidsafe SA: Phone 8161 6318

For information on safety, including car seats

www.kidsafesa.com.au

SIDS and Kids: Phone 1300 308 307

Safe sleeping for babies www.sidsandkids.org

Legal

Women's Legal Service: Phone 8221 5553

Phone 1800 816 349 (Outside Adelaide)

10am to 4pm, Mon to Fri

Free, confidential legal advice www.wlssa.org.au

Aboriginal Legal Rights Movement (ALRM):

1800 643 222, 24 hours

Information and support with legal matters

www.alm.org.au

Legal Services Commission (Legal Aid):

Phone 1300 366 424, 9am–4.30pm, Mon to Fri

Free legal advice and information www.lsc.sa.gov.au

Aboriginal Prisoners and Offenders Support Services

(APOSS): Phone 8223 3177

Support for Aboriginal people in jail and after release

Violence

Women's Safety Services SA: Phone 8152 9200,

8.30am–5pm, Mon to Fri Information, support and programs for

women and children living with or escaping domestic or family

violence. You can also be connected with Aboriginal specific

services if you wish www.womenssafetyervices.com.au

South Australia's Victim Support Service: Phone 8231 5626

or 1800 182 368 (Outside Adelaide) 9am–5pm, Mon to Fri

Free, confidential support for adult victims of crime

www.victimsa.org

Yarrow Place Rape and Sexual Assault Service:

Phone 8226 8787 or 1800 817 421 (Outside Adelaide),

24 hours. For crisis support, and counselling services

www.yarrowplace.sa.gov.au

Health complaints

Health and Community Services Complaints

Commissioner Phone: 8226 8666 or 1800 232 007

(Outside Adelaide) 9am–5pm, Mon to Fri

Information on making a complaint about a service

www.hcsc.sa.gov.au

Parenting SA

A partnership between the Department for Education and the Women's and Children's Health Network.

Phone (08) 8303 1660 • www.parenting.sa.gov.au

Parent Easy Guides are free in South Australia.

Important: This information is not intended to replace advice from a qualified practitioner.

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