

Support services

English



Parents in Australia often go to services for help with family matters. Services welcome families from all cultures and communities. They can help just as family or community might have helped you in the past.

About services

Services are organisations that can help with many family issues, such as:

- > parenting
- > children's health and behaviour
- > family health
- > relationships
- > housing, jobs, money
- > learning English
- > problems with gambling, alcohol, drugs, violence
- > legal matters.

Services:

- > have specially trained staff
- > keep your information confidential
- > are often free
- > sometimes have staff who speak your language.

Some services for families are listed at the end of this Guide.

You can ask for an interpreter. It's OK to say 'No' to interpreters you don't feel comfortable with. A telephone interpreter can be arranged instead.



Families from all cultures and communities are welcome at services. It can be good to know you are not alone.

Services understand there is a lot for parents to get used to in a new country.



Finding a service

The first step in finding a service is to think about the kind of help you need.

Ask friends, family or people in your community:

- > what services they have used
- > if they were helpful
- > if their cultural needs were respected
- > to help you find a service.

You can try both multicultural and mainstream services

- > Families are welcome at both multicultural and mainstream services.
- > All services are different. Ask what they offer.
- > Services usually provide information and advice. Some have learning programs, such as parenting groups, English classes, homework clubs for children. Some are able to help in a crisis.
- > If a service can't meet your needs, they can help you find another service.

It can take time to find the right service. Don't give up. Keep trying until you find one that's right for you.

Going to a service

- > Ask if you have to make an appointment.
- > Who will go to the service? You can take a friend if you want to.
- > How will you get there?
- > You can ask for an interpreter. They can help you fill in forms and talk to the staff.

Services are confidential. They are not allowed to share your information with anyone unless you say it is OK, or someone is in danger.

Giving feedback

You have the right to tell a service if they were helpful or not. They welcome your views as it helps them improve.

- > If you want to give feedback, ask how they would like to receive it, such as by email, letter, talking to someone.
- > You can take a friend with you or get help to write your views.



Services can help you adapt to life in Australia and stay connected to your culture.

Health services

There are health services for families and children of all ages.

- > If there is an emergency you can go to a hospital.
- > Your local doctor can help with many health and family problems. They are a good place to start.
- > The Child and Family Health Service (CaFHS) can help with babies and young children. It:
 - is free and confidential
 - has many clinics across South Australia
 - has specially trained nurses who can help with children's health, growth, learning, sleeping, eating or behaviour.

Phone 1300 733 606 for an appointment.
You can ask for an interpreter.

Don't wait!
Get help to deal with problems early before they become worse.

Schools

Parents are welcome at schools and child care. You are encouraged to talk with teachers often, even if there is no problem. It's good to know how your child is learning.

- > Children can go to playgroups, child care, children's centres and preschools from a young age. See websites at the end of this Guide for your local centres.
- > Schools are good places to meet other parents and share ideas and experiences.
- > Some schools have services and programs for parents and families.
- > Teachers can help you be involved in your child's learning.
- > You can ask for an interpreter.

Services

Emergency

000 Police, Fire, Ambulance
13 14 44 Police attendance if there is a problem but no immediate danger

Interpreters

Interpreting and Translating Centre

1800 280 203, 8.30am-5pm, Mon to Fri
Phone or face to face interpreters www.translate.sa.gov.au

Translating and Interpreting Service (TIS National)

13 14 50 any time day or night for phone interpreters
www.tisnational.gov.au

Health and wellbeing

Lifeline

13 11 14 any time day or night if someone feels sad, worried or thinks they may harm themselves www.lifeline.org.au

Healthdirect

1800 022 222 any time day or night if someone is sick or injured
www.healthdirect.gov.au

National Home Doctor Service

13 74 25 to book an after hours doctor home visit
<https://homedoctor.com.au>

Refugee Health Service

8237 3900 or 1800 635 566 (country callers) 9am-5pm, Mon to Fri
21 Market Street, Adelaide
Health service for newly arrived refugees and asylum seekers

Relationships Australia (Multicultural Services)

1300 364 277 or 1800 182 325 (country callers) 9am-5pm, Mon to Fri
Support for family relationships, children and teens, gambling, violence, HIV, hepatitis www.rasa.org.au

Legal

Legal Services Commission of SA

Advice Line 1300 366 424, 9am-4.30pm, Mon to Fri
Free legal advice www.lsc.sa.gov.au

Family violence

Domestic Violence Crisis Line

1800 800 098 any time day or night
Help with violence, emergency accommodation and referrals
<http://womenssafetyervices.com.au>

Migrant Women's Support Program

8152 9260, 8.30am-5pm, Mon to Fri
Free, confidential assistance for migrant women and children in family violence <http://womenssafetyervices.com.au>

1800 RESPECT

1800 737 732 any time day or night
Talk to someone by phone or online about family violence or sexual assault www.1800respect.org.au

Parenting

Parent Helpline

1300 364 100 for advice on child health and parenting

Islamicare - Parenting Helpline

1800 960 009, 7 days a week
Confidential support for parents of teenagers <http://Islamicare.org.au>

Raising Children Network

Parenting information and videos in many languages
<http://raisingchildren.net.au>

Parenting SA

Other multicultural Parent Easy Guides and general Guides on a wide range of parenting topics www.parenting.sa.gov.au

Services for children

Kids Helpline

1800 551 800 any time day or night
Phone and online support for anyone aged 5-25 years
www.kidshelpline.com.au

Child and Family Health Service (CaFHS)

1300 733 606, 9am-4.30pm, Mon to Fri for an appointment
Free service for babies and young children aged 0-5 years
See www.cyh.com for child health and parenting information

Child and Adolescent Mental Health Service (CAMHS)

8161 7198 or 1800 819 089 (country callers) 9am-5pm, Mon-Fri
Free counselling service for children aged 0-15 years
www.wch.sa.gov.au/camhs

Department for Education

Find your local government child care, children's centre, preschool or school www.education.sa.gov.au

Playgroup SA

Find your local playgroup www.playgroupsa.com.au

Australian Government

Information on child care and preschools
Find your local centre www.mychild.gov.au

Multicultural services

AMES Australia

7224 8550, 9am-5pm, Mon to Fri
Ground floor, 212 Pirie Street, Adelaide
7224 8500, 9am-5pm, Mon to Fri
2/59 Commercial Road, Salisbury
Settlement services for refugees and newly arrived migrants
www.ames.net.au/locations/find-sites

Australian Migrant Resource Centre

8217 9500, 9am-5pm, Mon to Fri
23 Coglein Street, Adelaide
Settlement, family relationships and family violence services for migrants, refugees and asylum seekers www.amrc.org.au

8256 5700, 9am-5pm, Mon to Fri

28 Mary Street, Salisbury

8535 5600, 9am-4pm, Tues to Thurs

5 Second Street, Murray Bridge

8752 1000, 10.30am-6.00pm, Mon to Thurs (opening times can vary)

26 Woolshed Street, Bordertown

8762 2955 or 0409 103 153, 9am-5pm, Tues to Thurs or email naracoorte@amrc.org.au

TAFESA Campus, 19 Gordon Street, Naracoorte

8726 4800, 9am-5pm, Mon to Fri

11-13 Eleanor Street, Mount Gambier

0409 102 195, 11am-3pm, Wed and Fri

Chaffey Community Centre, 86 Nineteenth Street, Renmark

Australian Refugee Association

8354 2951, 9am-5pm, Mon to Fri

304 Henley Beach Road, Underdale

8281 2052, 9.30am-4.30pm, Mon to Fri

1 Brown Terrace, Salisbury

Assistance and support for refugees www.australianrefugee.org

Multicultural Affairs

Information about services and multicultural events
www.multicultural.sa.gov.au

Multicultural Youth SA (MYSA)

8212 0085, 9am-5pm, Mon to Fri

Shop 9 Miller's Arcade, 28 Hindley Street, Adelaide

Programs for young people and families www.mysa.com.au

This Parent Easy Guide is one of 9 developed by Parenting SA for families from new and emerging multicultural communities in South Australia. We would like to thank the many services and families that generously contributed their knowledge and expertise to the Guides, especially families and staff members whose photographs appear in them.

Parenting SA is a partnership of 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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