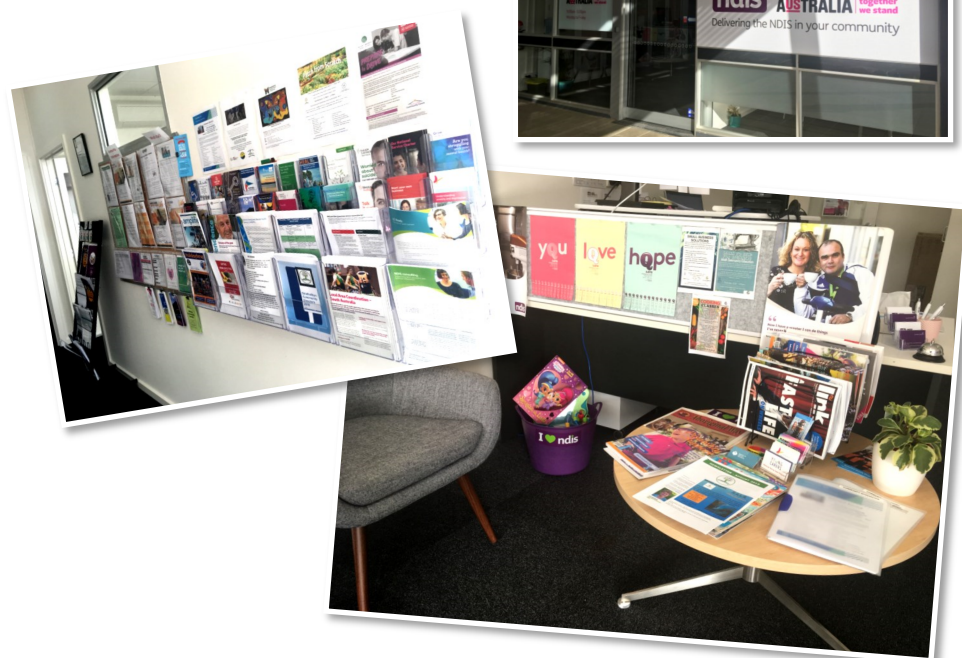


# COMMUNITY NEWSLETTER

Fleurieu Region

**MISSION  
AUSTRALIA** | together  
we stand



## Mission Australia Victor Harbor

Your local Mission Australia office has plenty of information and brochures on Services, Programs and activities happening in the region.

Drop into Shop 8, 46 Ocean Street, Victor Harbor SA 5211.

## Local Area Coordinators

Local Area Coordinators work with people with a disability and their families.

They can help you to understand, prepare and access the NDIS. They can also link you to information and support in your community. Our LAC team has three key roles:

- Linking you to the NDIS by providing education and information about the NDIS to individuals, families and carers.
- Linking you to information and support in the community by connecting you with local community programs, groups and mainstream services. Supporting people with a disability to increase their community participation.
- Working with your local community to make sure it is more welcoming and inclusive for people with a disability by providing information about the NDIS. Also engaging local communities, organisations and businesses to build on existing strengths to develop inclusive and accessible communities.

## Concessions for Registration and Driver's Licence

You may be eligible for reduced fees for vehicle registration and driver's licences or be exempt from paying stamp duty on compulsory third-party insurance.

### Pensioner concession Incapacitated person's concession

You may be entitled to this concession if you have lost the use of one or both legs and, for this reason, are unable to use public transport.

Benefits include:

- 50% reduction in the registration fee - you can receive this concession on the registration of one motor vehicle (or motorcycle) that you own and use
- exemption from the payment of stamp duty on compulsory third party insurance - this is not a reduction in private vehicle insurance premiums
- exemption from the payment of stamp duty on the value of the vehicle.

This concession is not valid for heavy vehicles with a laden mass greater than 4,500 kg.

### How to apply for the concession

- Complete the MR22 Application for client concession
- [www.sa.gov.au/topics/driving-and-transport/motoring-fees/registration-and-licence-concessions](http://www.sa.gov.au/topics/driving-and-transport/motoring-fees/registration-and-licence-concessions)
- Lodge the application at a Service SA customer service centre.
  - Present your concession card.
  - Present your medical certificate.

## Upcoming Information sessions and Workshops

Community Connect sessions are held on the first Tuesday of each month to assist community members with identifying and sourcing local programs and services that will support them in reaching their goals and becoming more connected within their community. These are facilitated from 10am – 12pm.

**Tuesday 3<sup>rd</sup> September:** Facilitated at the Mission Australia Office located at Shop 8, 46 Ocean St, Victor Harbor.

**Tuesday 1<sup>st</sup> October:** Facilitated at the Strathalbyn Neighbourhood Centre located at 41 High St, Strathalbyn.

**Tuesday 5<sup>th</sup> November:** Facilitated at the Goolwa Community Centre located at 25 Cadell St, Goolwa.

We will be working on a Collaborative Art Piece depicting a map of the Fleurieu and Icons representing each town / area produced using material, felt and other multi-mediums. This will be displayed in our office once

it is completed to celebrate the unity and collaboration across our fabulous region.

**Pre-Planning and Post Plan sessions are held every Tuesday morning, excluding the first Tuesday of the month, for people with NDIS queries. These are facilitated in our Mission Australia Office from 10am – 12 pm.**

**Pre-planning** can assist with preparing for planning or review meetings, find out what reports or information you need to bring with you to the meeting etc. We can also assist people who may need support with accessing the NDIS by completing an ARF (Application Request Form).

**Post-Planning** sessions can assist you with understanding your NDIS plan once you have received your funding and support you to find and connect with services, programs and supports that will assist you to utilise your funding and connect with your community.



### Community Directory links:

For the **Adelaide Hills** go to:

<https://adelaidehills.servicesdirectory.org.au/contact-us/>

For the **Fleurieu Peninsula** go to:

<https://fleurieu.servicesdirectory.org.au/contact-us/>

For **Kangaroo Island** go to:

<https://ki.servicesdirectory.org.au/contact-us/>

If you are a provider and have a query related to provider support please contact:

[engagement.sa@ndis.gov.au](mailto:engagement.sa@ndis.gov.au)

## Providers

Providers may be interested in viewing the NDIS Providers page:

<https://www.ndiscommission.gov.au/providers>

If you would like us to add your service to one of our regional provider lists, you will need the following:

- NDIS Registration, AND/OR
- ACWA Membership

Any providers who do not have one or other of these memberships as a minimum, are free to advertise their own business through Hireup or local social media.

<https://providertoolkit.ndis.gov.au/32-registration-process>

<http://www.acwa.org.au/membership/eligibility>

<https://hireup.com.au/>

## Companion Card

*What is the Companion Card?*

Companion Card is a not-for-profit program, funded by the South Australian Government and managed by the Department of Human Services (DHS) in conjunction with the National Disability Services (NDS).

The card itself is the size of a credit card, with the name and a photo of the holder, who is the person with a disability. When the cardholder buys a ticket for themselves at selected venues and facilities around South Australia, it permits their companion free entry to the same event.

*What is a Companion?*

A companion can be a partner, family member, friend, volunteer or paid carer.

Application Forms are available at **Mission Australia Victor Harbor**, or online at:

<http://www.sa.companioncard.asn.au/about-companion-card>



## How to make a complaint about a provider

If you have a concern about your current NDIS supports or services, it is important that you talk about it.

You may seek support from family, a friend or an independent advocate in making a complaint.

For further information see: [Disability Advocacy: https://www.ndiscommission.gov.au/participants/disability-advocacy](https://www.ndiscommission.gov.au/participants/disability-advocacy)

A complaint can be made to the NDIS Commission by:

- Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- National Relay Service and ask for 1800 035 544.
- Completing a complaint contact form.

The NDIS Commission can take complaints from anyone about:

- NDIS services or supports that were not provided in a safe and respectful way

- NDIS services and supports that were not delivered to an appropriate standard
- How an NDIS provider has managed a complaint about services or supports provided to an NDIS participant

As well as dealing with complaints, the NDIS Commission works to educate providers about delivering quality and safe supports, and effectively responding to complaints. If a complaint raises a serious compliance issue, the NDIS Commission has powers to take action.

*Excerpt from NDIS Quality and Safeguards Commission website:*

<https://www.ndiscommission.gov.au/about/complaints-feedback/complaints>

## Goolwa Community Centre

*We have MOVED TO 25 Cadell Street, Goolwa.*

**Phone:** 8555 3941

**Hours:** 9am-3pm, Mon-Fri

**Email:** [admin@goolwacommunitycentre.org.au](mailto:admin@goolwacommunitycentre.org.au)

**Address:** 25 Cadell St, Goolwa SA 5214



This is a new dawn for the Goolwa Community Centre. The capacity to deliver to our community and extended region from this new premises is so exciting. More space, more programs for more people – a fully fledged Community Centre.

As well as the main building which houses an Education Room, an Activity Room, a beautiful brand new kitchen and 2 office spaces, our art will be produced in Zip Studio – a purpose built studio at the rear of the property.

We will also have a community garden out the back in the near future.

For an up to date list of all upcoming activities, feel free to contact the Community Centre via the phone number or email address above.

There are also brochures at the front office of **Mission Australia Victor Harbor**.

## About Mission Australia's Alcohol and Drug Support for Youth and Families.

The Youth and Family Support service provides a safe, supportive and welcoming service for young people and their families. The Youth and Family team provides support and case management to young people aged 10 to 24 who's lives are affected by alcohol or other drug concerns.

We offer support in the evening and weekends to ensure we can reach families around their individual lifestyles and commitments. Support can include engaging young people in a sport or activity of their interest to promote a healthier and more fun lifestyle.

Service is available for the young person or their family or both to improve their quality of life.

Contact:

Ph: 08 8187 0707

[ellisr@missionaustralia.com.au](mailto:ellisr@missionaustralia.com.au)

[www.missionaustralia.com.au](http://www.missionaustralia.com.au)

## Disability Parking Permit

Australian disability parking permits allow a vehicle to be parked in spaces where the international symbol of access is displayed.

The parked vehicle must be being used to transport the permit holder. If you meet the following conditions you can apply for a disabled parking permit:

- A permanent physical impairment or a temporary impairment that is likely to continue for more than six months
- The impairment severely restricts speed of movement
- The impairment significantly inhibits ability to access public transport
- If your organisation provides transport to at least four people with a disability you can apply for a disabled parking permit.



Application Forms are available at **Mission Australia Victor Harbor**, or online at:

<https://www.sa.gov.au/topics/driving-and-transport/disability/disability-parking-permit>

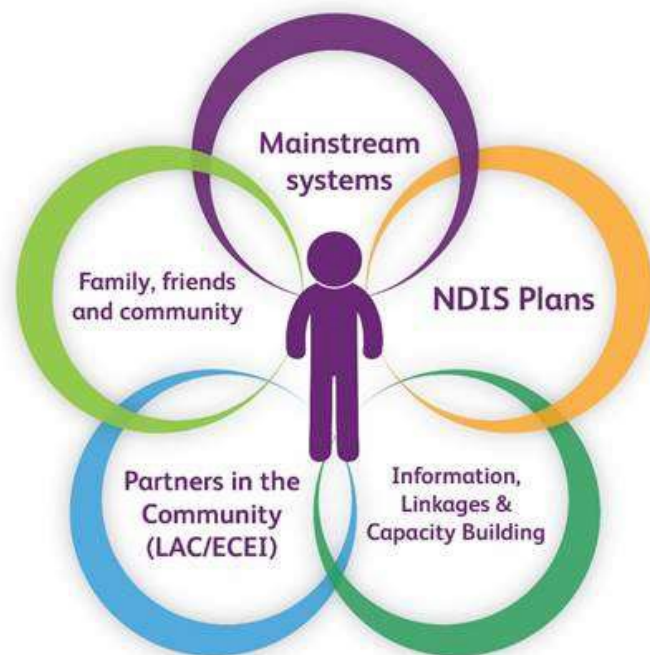
## About the NDIS and ILC funding—Strengthening Australian Communities

*The NDIS is designed to help people with a significant and permanent disability be more independent and engage more socially and economically.*

Founded on insurance principles, every Australian eligible for the Scheme who is under the age of 65 at the time they join the Scheme is covered by the NDIS.

The NDIS exists within the broader framework of the National Disability Strategy to help participants live an ordinary life.

While an individual's NDIS plan lies at the core of the Scheme, the way a participant interacts with family, friends and the community, mainstream services, and NDIS Partners in the Communities (including both Local Area Co-ordinators and the Early Childhood Early Intervention Partners), helps them engage socially and economically. **Information, Linkages and Capacity Building (ILC)** therefore plays a very important role, as outlined in the diagram below.



This new approach to ILC investment is designed to ensure:

- There are alternative pathways to an ordinary life for people with a disability
- particularly by building the capacity of non-participants to achieve their goals outside of specialist disability services.

- People with disability, their family and carers have greater access to information and supports.
- People with disability, their family and carers build their knowledge, skills and confidence to participate in social and economic life.
- A more aligned service delivery system of ILC delivery, grounded in organisations run by and for people with disability and/or their families and carers.
- Strong collaboration across government and the sector that avoids duplication and maximises the NDIA's investment in ILC.
- Improved measurement of reach and impact of the ILC strategy.

But ILC does so much more. It also provides information and capacity building supports for all people with disability, regardless of whether they are eligible for the Scheme. In that regard, ILC also helps people who are not eligible for an individual NDIS plan benefit from a more inclusive, accessible and connected Australia.

It does this by playing a significant part in building the capacity of:

- individuals – making sure people with disability and their families have the skills, resources and confidence they need to participate in and contribute to community.
- communities – making sure mainstream services and community organisations become more inclusive of people with disability.

ILC also helps prevent, reduce or delay the need for people with disabilities to access specialist disability services by improving their access to community and mainstream services. It does this by building the skills and capabilities of individuals to participate and contribute to the community and economy.

For more information about ILC and the new investment approach, visit [ndis.gov.au](https://www.ndis.gov.au) or telephone **1800 800 110**.

Current Grant Round is now open.

<https://www.ndis.gov.au/community/information-linkages-and-capacity-building-ilc>

## Review of the NDIS Act and the new NDIS Participant Service Guarantee

During the 2019 Federal Election, the Australian Government promised to develop and legislate an NDIS Participant Service Guarantee to improve participant experiences with the NDIS.

The Guarantee will set new standards for the time it takes for key steps in the NDIS process. This means there will be shorter, agreed timeframes for people to get their access decision, to have their NDIS plan approved and to have their plan reviewed.

A particular focus will be on improving processes for children and participants needing specialist disability accommodation, assistive technology, or other services requiring a quote or further approval.

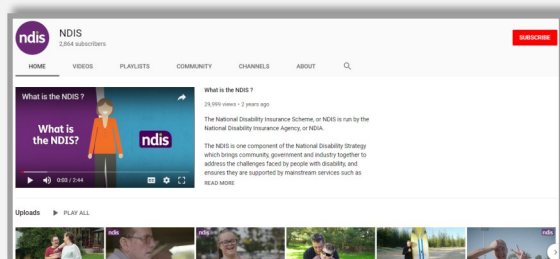
The new Guarantee will be in place from 1 July 2020.

[A survey will be available to all participants from 9th of September.](#)

<https://engage.dss.gov.au/review-of-the-ndis-act-and-the-new-ndis-participant-service-guarantee/>

## Visit the NDIS on YouTube

<https://www.youtube.com/user/DisabilityCare>



## Financial Aid information

*If you or someone you know is experiencing financial stress, there are services that can help.*

You may be able to access:

- food vouchers
- chemist vouchers
- transport vouchers
- help with rent or accommodation costs
- help toward the cost of bills
- material help, such as food hampers or clothing, and sometimes cash.

Visit the SA Government website for more details:

<https://www.sa.gov.au/topics/care-and-support/financial-support/emergency-financial-aid>



## Strath Weekend Community Shuttle

Service starts on Friday 3rd May 2019

\$15.00pp return.

\$10.00pp one way.

Wheel chair access also available.

Bookings are essential.

	Strathalbyn	Mt Barker
Friday	05:30pm 10:00am	10:30pm 05:00pm
Saturday	05:30pm 10:00am	10:30pm 05:00pm
Sunday	05:30pm	09:00pm

Strathalbyn: Departs from the New Skate Park, N Parade

Mt Barker: Departs from Bus Stop 64, Hutchinson St



To book or for more information please call 13 33 77 or visit [www.mtbarkertaxis.com.au](http://www.mtbarkertaxis.com.au).

## DACSSA

*Need assistance with disability related issues?*

DACSSA is part of The National Disability Advocacy Program (NDAP) which provide people with a disability access to effective disability advocacy that pro-motes, protects and ensures their full and equal enjoyment of all human rights and enabling community participation.

We can help you with issues related to:

- Access
- Accommodation
- Discrimination
- Education
- Employment
- Grievances
- SACAT
- Support Services

To make an enquiry or request an advocate please contact us on any of the following:

Ph: (08) 7122 6030 | W: [www.dacssa.org.au](http://www.dacssa.org.au)

Add: 33 Franklin St, Adelaide 5000 Em: [admin@dacssa.org.au](mailto:admin@dacssa.org.au)

## PEER SUPPORT GROUPS

### ALEXANDRINA COUNCIL AREA

**Asperlutely Autsome**—*Asperlutely Autsome Inc. organises social groups, events and weekends away for South Australian families living with Autism Spectrum Disorders (ASD). Our events, programs and retreats are ASD friendly. They give people with ASD the chance to build skills, to socialise, and to participate in activities that might otherwise be difficult for them.*

Mt Compass

Access: Self-referral

Contact: Meg Eusope

Phone: 0406 218 002

Email: [info@asperlutelyautsome.org](mailto:info@asperlutelyautsome.org)

Web: <https://asperlutelyautsome.org/>  
[www.facebook.com/asperlutelyautsome/](https://www.facebook.com/asperlutelyautsome/)

**Butterflies**—*Safe and confidential support group for women who wish to explore the effects of violence and abuse on their lives and become aware of the various supports and services in the community.*

Phone: 8551 0542

#### Carers and Disability Link

Strathalbyn

Access: Self-referral

Phone: 8549 1299

**Mens Support Group**  
(Found on Fleurieu families)

Thursdays 1-3pm.

Access: Self-referral

Good Shepherd Hall,  
1 Chapel St,  
Strathalbyn

Phone: 0499 373 148

#### MS Society Peer Support Group – Fleurieu

Strathalbyn

Contact: Samantha

Access: Self-referral

Phone: 0410 582 269

**Our Time**—*A group for parents of children with a disability who would like to meet with other parents in similar circumstances.*

Strathalbyn

Monthly, Last Monday of the month

10am-12pm

Access: Self-referral

Phone: 8551 0553

#### Strathalbyn Spectrum Connection

Contact: Kimberly

Phone: 0447 078 877

Email: [saspectrumconnection@gmail.com](mailto:saspectrumconnection@gmail.com)

Web: [www.facebook.com/starthalbynspectrumconnection/](http://www.facebook.com/starthalbynspectrumconnection/)

### VICTOR HARBOR COUNCIL AREA

#### Carers SA – Victor Harbor

*Carer support and advocacy, Support groups, Recreation - including retreats, carers days out, relaxation, Counselling, Information and referral, newsletters, Coordination of respite care, Public education and awareness - including speakers for community groups*

Victor Harbor

Access: Self-referral

Contact: Sue

Phone: 8552 3173

Email: [sfi@carers-sa.asn.au](mailto:sfi@carers-sa.asn.au)

Web: [www.carers-sa.asn.au](http://www.carers-sa.asn.au)

#### Junction Housing Tenant Support Group - Fleurieu

Goolwa

Access: Self-referral

Contact: Jerima

Phone: 0429 652 268

#### LGTIQA+ Peer Support Group

Victor Harbor

Access: Self-referral

Contact: Lucretia

Phone: 8551 0586

Email: [lsperning@victor.sa.gov.au](mailto:lsperning@victor.sa.gov.au)

**My Time** - *A Support group that offers local support for mums, dads, grandparents and anyone caring for a child (under 16) with a disability or chronic illness.*

Fortnightly Wednesday

9.30am – 12:30pm

Victor Harbor Childcare & Ed. Centre (next to the hospital)

Access: Self-referral

Contact: Kerry

Phone: 8551 0553

#### Open Door Community Lunch/Support Group

Goolwa

Access: Self-referral

Contact: David

Email: [drvenner1960@gmail.com](mailto:drvenner1960@gmail.com)

#### Parkinson's SA Support Group

Southern Fleurieu

Access: Self-referral

Contact: Caroline or Amelia

Phone: 8554 1801

Email: [info@parkinsonssa.org.au](mailto:info@parkinsonssa.org.au)

## PEER SUPPORT GROUPS

### VICTOR HARBOR COUNCIL AREA Continued...

#### Southern Fleurieu Q+

GBTIQ support group for young people in the southern Fleurieu, created by young people to give a voice, support and education.

#### Victor Harbor

Access: Self-referral

Contact: Lud

Phone: 0422 459 660

Email: ludcounselling@gmail.com

Web: <https://www.facebook.com/SFQPlus/>

#### Youth Reference Group

Victor Harbor

Access: Self-referral

Contact: Lucretia

Phone: 8551 0586

Email: [lperring@victor.sa.gov.au](mailto:lperring@victor.sa.gov.au)

### YANKALILLA COUNCIL AREA

#### Creative Gems

A service dedicated to maintaining wellbeing through the Creative Arts.

- Supporting Families living with Autism
- Interplay Classes for adults and children
- Group bookings for team building, personal and community development
- Office based in Normanville, South Australia.

Access: Self-referral

Contact: Kerstin von Shearing

Phone: 0484 313 329

Email: kerstin@creativegems.com.au

Web: <http://www.creativegems.com.au/>

#### Yankalilla Community Connect

Drop in for a coffee, or a chat.

Linking with Support Service Agencies.

ALL WELCOME

When: Monday 9am-11am

Where: The Annexe 206b Main Rd, Yankalilla

Access: Self-referral

Contact: David

Phone: 0400 287 761

### FLEURIEU WIDE

#### MS Society Peer Support Group – Fleurieu

Strathalbyn

Access: Self-referral

Contact: Jill

Phone: 0428 843 327

### EMERGENCY CONTACT INFORMATION

Aboriginal Family Support Services	0418 499 649	<a href="http://www.afss.com.au">www.afss.com.au</a>
Beyond Blue	1300 22 4636 (24 hours a day)	<a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>
DirectLine	1800 888 236	<a href="http://www.directline.org.au">www.directline.org.au</a> (Drug & Alcohol Counselling Services)
Domestic Violence Resource Centre		<a href="http://www.dvrcv.org.au">www.dvrcv.org.au</a>
Drought Hotline	180 20 20	
Drought Assistance Hotline	132 316	
Head to Health		<a href="http://headtohealth.gov.au">headtohealth.gov.au</a>
Mental Health Carers Australia	1300 554 660	
Mental Illness Fellowship	1800 985 944	
Mindspot	1800 614 434	<a href="http://www.mindspot.org.au">www.mindspot.org.au</a> (for anxiety & depression)
PIRSA Rural Financial Counselling	1800 836 211	
Reach Out		<a href="http://au.reachout.com">au.reachout.com</a>
Regional Access	1300 032 186	<a href="http://saregionalaccess.org.au">saregionalaccess.org.au</a>
SANE Helpline	1800 187 263	<a href="http://www.sane.org/get-help">www.sane.org/get-help</a>
Veterans & Veteran's Families Counselling Services—Open Arms	1800 011 046	<a href="http://www.vvcs.gov.au">www.vvcs.gov.au</a>
Women's Information Service	(08) 8303 0590	

## EMERGENCY CONTACT INFORMATION

### 24HR EMERGENCIES

Child & Adolescent Health Emergency	8161 7000
Goolwa Medical Centre (Goolwa)	8555 2404
Goolwa Medical Centre (Middleton)	8554 2888
Hayborough Clinic	8552 9468
Middleton Mediclinic (Middleton)	8554 3250
Middleton Mediclinic (Hindmarsh)	8555 0284
Mount Compass Surgery	8556 8365
Norfolk House	8552 3900
South Coast District Hospital	8552 0500
Southern Fleurieu Family Practice	8558 0111
Victor Medical Centre (Victor Harbor)	8552 1444
Victor Medical Centre (Port Elliot)	8554 2440

### COUNSELLING & REFERRAL

**CAMHS—Southern Fleurieu**—Anyone can ring to talk to the CAMHS duty worker about a referral to the service, for example the young person, parents, school counsellors, doctors, other agencies, professionals or community services.

**Ph: 8552 9874 or  
Ph: 8161 7198  
Web:** [www.wch.sa.gov.au/services/az/divisions/mentalhealth/index.html](http://www.wch.sa.gov.au/services/az/divisions/mentalhealth/index.html)

**Domestic Violence Helpline**

**Phone: 1800 800 098** (24 hours)  
Or **Phone: 1800 737 732**  
**Police attendance: 131 444 Child Abuse Report Line: 131 478**  
**Web:** [womenssafetyservices.com.au](http://womenssafetyservices.com.au) or [www.1800respect.org.au](http://www.1800respect.org.au)  
**Email:** [contact@womenssafetyservices.com.au](mailto:contact@womenssafetyservices.com.au)

**Crisis Care**  
*Eligibility: For young people who are taken into foster care arrangements until they are aged 18 are under guardianship of the Minister for Child Protection.*

**Phone: 131 611**  
(Mon-Fri 4pm-9am) (Sat, Sun & Pub Hols 24 hours)  
**Web:** [childprotection.sa.gov.au](http://childprotection.sa.gov.au)

**Drug & Alcohol Info. Service**

**Phone: 1300 13 13 40**  
(South Australian callers only—local call fee.)  
*Confidential telephone counselling and information available between 8:30am and 10:00pm every day.*

**Dept. for Child Protection**

**Phone: 8555 8100**

**Family Relationship Advice Line**

**Phone: 1800 050 321**  
**Web:** [www.familyrelationships.gov.au](http://www.familyrelationships.gov.au)

**Gambling Helpline**

**Phone: 1800 858 858** (24hrs, 7 days a week)  
*Confidential and FREE.*  
**Online Chat available via** [www.gamblinghelponline.org.au](http://www.gamblinghelponline.org.au)

**Headspace**

**Phone: 1800 650 890**  
**Web:** [headspace.org.au/eheadspace](http://headspace.org.au/eheadspace)  
**Online Chat available via** [headspace.org.au/register](http://headspace.org.au/register)

**Regional Access**  
*Regional Access offers free professional telephone and online counselling 24 hours a day, seven days a week for people 15 years and older living or working in regional SA.*

**Phone: 1300 032 186** (24 hrs, 7 days a week)  
**Web:** [saregionalaccess.org.au](http://saregionalaccess.org.au)  
Online Chat available via: [saregionalaccess.org.au/regional-access-online-counselling/](http://saregionalaccess.org.au/regional-access-online-counselling/)

**Relationships Australia**

**Phone: 1300 364 277** (for the cost of a local call)  
**1800 182 325** (Country Callers)  
**Web:** [www.relationships.org.au](http://www.relationships.org.au)  
Or [www.rasa.org.au](http://www.rasa.org.au)

**Suicide Callback Service**

**Phone: 1300 659 467** (24 hours, 7 days a week)  
**Web:** [www.suicidecallbackservice.org.au](http://www.suicidecallbackservice.org.au)  
**Online Chat available via** [www.suicidecallbackservice.org.au/emergency](http://www.suicidecallbackservice.org.au/emergency)

**Southern Fleurieu Health Service**

**Ph: 8552 0600** (Mon-Fri 9am to 5pm)  
Victor Harbor



## EMERGENCY CONTACT INFORMATION

### EMERGENCIES

<b>Ambulance / Police</b>	<b>000</b> (24 hours a day)
<b>Beyond Blue</b>	<b>Phone:</b> 1300 22 4636 (24 hours a day) <b>Web:</b> <a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a> <b>Online Chat available via:</b> <a href="http://online.beyondblue.org.au/Webmodules/chat/InitialInformation.aspx">online.beyondblue.org.au/Webmodules/chat/InitialInformation.aspx</a>
<b>Kids Helpline</b>	<b>Phone:</b> <b>1800 55 1800</b> (24 hours a day, 7 days a week) <b>Email:</b> <a href="mailto:counsellor@kidshelpline.com.au">counsellor@kidshelpline.com.au</a> <b>Online Chat available via</b> <a href="http://kidshelpline.com.au">kidshelpline.com.au</a>
<b>Lifeline</b>	<b>Phone:</b> <b>13 11 14</b> (24 hours a day) <b>Text:</b> (trial service) <b>SMS 0477 13 11 14</b> <i>Available 6.00pm - 10.00pm (AEDT), 7 days a week.</i> <b>Web:</b> <a href="http://www.lifeline.org.au">www.lifeline.org.au</a> <b>Online Chat available via</b> <a href="http://www.lifeline.org.au">www.lifeline.org.au</a> <i>Available 7.00pm—Midnight (Sydney time), 7 days a week.</i>
<b>Mensline</b>	<b>Phone:</b> <b>1300 78 99 78</b> (24 hours a day) <b>Web:</b> <a href="http://mensline.org.au">mensline.org.au</a> <b>Online Chat &amp; Video counselling available via:</b> <a href="http://mensline.org.au/phone-and-online-counselling">mensline.org.au/phone-and-online-counselling</a>
<b>Mental Health Emergency</b>	<b>Phone:</b> <b>13 14 65</b> (24 hours a day, 7 days a week) <b>Web:</b> <a href="http://www.sahealth.sa.gov.au">www.sahealth.sa.gov.au</a>
<b>Parent Helpline</b>	<b>Phone:</b> <b>1300 364 100</b> (24 hours a day) Cost of a local call <b>Web:</b> <a href="http://kidshelpline.com.au/parents/issues/how-parentline-can-help-you">kidshelpline.com.au/parents/issues/how-parentline-can-help-you</a>
<b>Poison Information</b>	<b>Phone:</b> <b>13 11 26</b> (24 hours a day) <b>Web:</b> <a href="http://www.poisonsinfo.nsw.gov.au">www.poisonsinfo.nsw.gov.au</a>