



# Useful resources for people living in Residential Aged Care and their loved ones.

*Relationships Australia.*  
SOUTH AUSTRALIA

Supporting Emotional Wellness in Aged Care (SEW)

## Acknowledgement of Country

We acknowledge the cultural, spiritual, and economic sovereignty of Australian Aboriginal and Torres Strait Islander people. We understand that ongoing violation of this sovereignty harms Aboriginal and Torres Strait Islander people's health, wellbeing, and aspirations.

We are committed to strengthening the wellbeing of Aboriginal and Torres Strait Islander people, families, and communities. We recognise that respecting and nurturing Aboriginal and Torres Strait Islander communities is a benefit for all Australians.

We especially honour the Kurna Elders of the Adelaide Plains and the Elders of the River Murray and Mallee Region, which includes Ngaiawang, Ngawait, Nganguruku, Erawirung, Ngintait, Ngarait, Ngarkat and small parts of Maraura and Daanggali, upon whose land Relationships Australia South Australia offices are located.

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## Introduction

Relationships Australia SA (RASA) is a not-for-profit organisation with more than 70 years' experience providing highly regarded human services to individuals, couples, families, and communities across South Australia.

Established in 2019, RASA's *Supporting Emotional Wellness in Aged Care (SEW)* program provides free individual and group counselling services for people living in residential aged care facilities (RACFs) across metropolitan Adelaide.

Whether it is you or a loved one who has moved into an aged care facility, the SEW team understands that this is a major life transition. This can be a period of adjustment for everyone, including the person moving into the aged care facility, as well as their partners, family and friends. It is normal to experience a sense of grief and loss during this time as well as a range of emotions.

The SEW team understands the value and importance in working together as a team to provide individuals in aged care facilities with the best possible support and care in order to improve their quality of life. We understand that oftentimes, people entering an aged care facility experience a number of challenges across several domains; such as their physical and

mental health as well as their cognitive and social functioning. While this can be challenging, the right support coupled with the strength and resilience we have witnessed time and time again in the individuals we work with, can make all the difference. It can however be overwhelming to know where to start, especially during a time of such transition. This is why the SEW team has created a comprehensive service directory.

Our detailed (though by no means exhaustive) resource offers a variety of phone, webchat, face to face and email services available for anyone who is either in a residential aged care facility or supporting someone in residential care. We have included a wide range of topics and services for individuals to explore in order to find the best fit for themselves or the person they are supporting. Please note, some of the services listed in this document are free, and some have a cost. Most of the links provided are to external sites not affiliated with RASA. If you have any queries or comments regarding these websites, please contact the owner of the site directly.

We hope that this resource will provide some assistance for those entering an aged care facility, their loved ones and those working with them. Wishing you well on your journey.

The Supporting Emotional Wellness Team

Phone: 1800 000 739

Email: [MHRACF@rasa.org.au](mailto:MHRACF@rasa.org.au)

Website (including service enquiry form): [www.rasa.org.au/sew](http://www.rasa.org.au/sew)



# Accessibility

## Cost of Phone Calls to Numbers Provided in this Resource

Calls to a 1300 number from a landline will cost the rate of a standard local call. Calls from mobile phones and other services to a 1300 number are charged based on the caller's telco provider. 1800 number call costs are paid by the business that owns the 1800 number. Callers do not get charged for making the call. Calls to local numbers in SA will be charged at the local rate.

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## National Relay Service

The *National Relay Service* is an Australia-wide phone service for people who are deaf or have a hearing or speech impairment. The service keeps the content of all calls and the identity of callers confidential. Except for calls made through Video Relay, the NRS is available 24 Hours a day, every day. Everyone who uses the NRS to make calls needs to register as an NRS user (see [registration form](#) here).

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## People who are deaf, hard of hearing, or have a speech impairment

*Teletypewriter* (TTY) is a communication device, which includes a keyboard or a screen, used by people who are deaf, hard-of-hearing, or have a severe speech impairment.

- Type and Read is for people who are deaf and use a TTY.
- Speak and Read is for people with speech impairment who use a TTY.
- Type and Listen is for people with speech impairment who use a TTY.

TTY users, call:

- 133 677 - standard and overseas calls
  - 1800 555 677 - 1800 calls
  - 106 - emergency calls
-

## People who are deaf who do not use a TTY

*Internet relay* is a form of Type and Read which uses the internet rather than a TTY. Here, the user contacts the NRS [here](#) using the internet from a computer or smartphone (via the NRS website or instant messaging) and the NRS relay officer relays the call to a landline, mobile phone or TTY.

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## People with speech impairment who do not use a TTY

*Speak and Listen* is for people with speech impairment who do not use a TTY. Here, users call:

- 1300 555 727 – standard and overseas calls
  - 1800 555 727 – 1800 calls
  - 1800 555 727 and ask for triple zero (000) – emergency calls
- 

## People who are hearing-impaired but can speak

*Captioned relay* is for people who are hearing-impaired but can speak. Here, the user makes a call using a landline and the relay operator re-speaks the other parties conversation which appears as text on a computer or phone screen a few seconds later.

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## People unable to make a voice call on a mobile

SMS relay is for people who are unable to make a voice call on a mobile. Here, the user communicates with the relay operator by SMS text (0423 677 767) and the relay operator speaks to the hearing party.

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## People who prefer to use Auslan

Video relay is for people who prefer to use Auslan. Here, the user communicates with the relay operator in Auslan and the relay operator interprets the conversation to the hearing party.



# Translating and Interpreting

## People Who Speak a Language Other Than English

The Translating and Interpreting Service (TIS National) is an interpreting service for people who do not speak English and for agencies and businesses that need to communicate with their non-English speaking clients. Services enable non-English speakers to independently access services and information in Australia. TIS National's immediate phone interpreting service is available 24 hours a day, every day. If you are a non-English speaker

Call TIS National on **131 450**.

An automated prompt will ask you which language you need. Please state the language that you require.

When you are connected to a TIS National operator, say the language you need again.

Stay on the line while the operator finds an available interpreter for you.

The operator will connect you with an interpreter in the language you asked for.

You will be asked to provide:

- your name
- the name of the organisation you need to contact
- the phone number of the organisation you need to contact.

Stay on the line while the operator connects you and the interpreter through to the organisation.

# Adoption Support Services

## Forced Adoption Support Services

RASA's *Forced Adoption Support Service (FASS)* is available for those affected by past forced adoption policies and practices in Australia. This includes mothers and fathers who have lost a child or children to adoption, adult adoptees, and family members. FASS offers counselling, a range of support groups, information and educational sessions and adoption-focused workshops, assistance with family search and reunion, and links and referral to other supports and networks (including peer support and advocacy groups).

<b>Website:</b>	<a href="#">Forced Adoption Support Services</a>
<b>Phone:</b>	(08) 8245 8100 (9.00am – 5.00pm, Monday to Friday)
<b>Email:</b>	<a href="#">Online Enquiry Form</a>
<b>Cost:</b>	For many RASA services there is no cost to the person attending. If a fee applies it will be determined according to household income. Fees can also be negotiated or waived.

## Intercountry Adoptee Family Support Service

RASA's nationwide *Intercountry Adoptee and Family Support Service (ICAFSS)* supports intercountry adoptees and their families (including young and adult adoptees, and adoptive parents) to manage the complexities and unique challenges that intercountry adoption may bring during a lifetime. ICAFSS offers individual and family counselling, therapeutic groups, parenting support, referral to other services, and case management.

<b>Website:</b>	<a href="#">Intercountry Adoptee Family Support Service</a>
<b>Phone:</b>	1800 422 377 (9.00am – 5.00pm, Monday to Friday)
<b>Email:</b>	<a href="mailto:icafss@rasa.org.au">icafss@rasa.org.au</a>
<b>Cost:</b>	Free

## Post Adoption Support Services

RASA's *Post Adoption Support Services* (PASS) supports those whose lives are affected by adoption. PASS offers counselling, a range of support groups, information and educational sessions on adoption-related topics, assistance with family search and reunion, and links and referral to other supports and networks. We also provide professional development training on adoption-related issues.

<b>Website:</b>	<a href="#">Post Adoption Support Services</a>
<b>Phone:</b>	(08) 8245 8100 (9.00am – 5.00pm, Monday to Friday)
<b>Email:</b>	<a href="mailto:passinfo@rasa.org.au">passinfo@rasa.org.au</a>
	<a href="#">Online Enquiry Form</a>
<b>Cost:</b>	For many RASA services there is no cost to the person attending. If a fee applies it will be determined according to household income. Fees can also be negotiated or waived.

# Advanced Care Directives

An *Advance Care Directive* is a legal form that allows people over the age of 18 years to: write down their wishes, preferences and instructions for future health care, end of life, living arrangements and personal matters, and/or; appoint one or more Substitute Decision-Makers to make these decisions on their behalf when they are unable to do so themselves.

<b>Links:</b>	<a href="#">Where to get help with an Advanced Care Directive</a>
	<a href="#">What is an Advance Care Directive?</a>
	<a href="#">When will it be used?</a>
	<a href="#">Who will make decisions for you when you cannot?</a>
	<a href="#">Refusals of health care</a>
<b>Phone:</b>	1300 366 424 (9.00am - 4.30pm, Monday to Friday)
<b>Email:</b>	<a href="mailto:LSC.Correspondence@lsc.sa.gov.au">LSC.Correspondence@lsc.sa.gov.au</a>
<b>Cost:</b>	Fees may apply when engaging in services referred to.

# Advocacy Support

## Aged Rights Advocacy Service

The *Aged Rights Advocacy Service* is the South Australian member of the Commonwealth-funded *Older Persons Advocacy Network*, providing support to older people and their representatives by offering information, education, and advocacy to uphold their rights and responsibilities.

<b>Website:</b>	<a href="#">Aged Rights Advocacy Service</a>
<b>Links:</b>	<a href="#">Aged Care Rights</a>
	<a href="#">Residential Care</a>
	<a href="#">Abuse Prevention</a>
	<a href="#">Aboriginal Advocacy including Stolen Generations</a>
	<a href="#">Resources</a>
	<a href="#">Information in your language with Videos   Aged Rights Advocacy Service</a>
<b>Phone:</b>	1800 700 600 (9.00am – 5.00pm, Monday to Friday)
	(08) 8232 5377 (9.00am – 5.00pm, Monday to Friday)
<b>Email:</b>	<a href="mailto:aras@agedrights.asn.au">aras@agedrights.asn.au</a>
<b>Cost:</b>	Free

## Council on the Ageing South Australia

The *Council on the Ageing South Australia* (COTA SA) is a not-for-profit community organisation representing the rights and interests of South Australians over 50 years of age, offering information, services and programs, and engagement, policy and advocacy activities. Examples include the *Strength for Life* fitness sessions; *Rainbow Hub*, supports for the LGBTI community; *The Plug-in* market insights connecting people with business, industry, and research; *Visitors* volunteers who spend time with people at risk of loneliness or isolation; *Let's Talk Aged Care* support to navigate aged care; *Fleurieu Neighbourhood Network* supports for people living in the Southern Fleurieu, and; *Peer Education Program* and *Voices On Ageing* podcast where people teach and learn from one another about ageing challenges and strategies to maintain health and wellbeing.

## Rainbow Hub

The Hub provides information on COTA SA programs, services, events and activities for lesbian, gay, bisexual, transgender and intersex (LGBTI) community aged 50+.

<b>Website:</b>	<a href="#">COTA SA</a>
<b>Links:</b>	<a href="#">Advocacy, Policy, and Engagement</a>
	<a href="#">All Programs and Services</a>
	<a href="#">Let's Talk Aged Care</a>
	<a href="#">Membership and Other Ways to Get Involved</a>
	<a href="#">Rainbow Hub</a>
	<a href="#">Silver Rainbow (Aged Care Awareness Training)</a>
<b>Phone:</b>	1800 182 324 (9.00am – 4.30pm, Monday to Friday)
	(08) 8232 0422 (9.00am - 5.00pm, Monday to Friday)
<b>Email:</b>	<a href="mailto:cotasa@cotasa.org.au">cotasa@cotasa.org.au</a>
<b>Cost:</b>	Most COTA SA services are free, although small fees may apply in some instances.

## National Aged Care Advocacy Program

The Older Persons Advocacy Network's *National Aged Care Advocacy Program* is for older people seeking or receiving Government-funded aged care services, providing advocacy, helping them to understand and access the aged care system, and informing them of their aged care rights. The Program also educates and trains Australian Government-subsidised aged care service providers in relation to advocacy and consumer rights.

<b>Website:</b>	<a href="#">National Aged Care Advocacy Program</a>
<b>Phone:</b>	1800 700 600 (8.00am - 8.00pm, Monday to Friday; 10.00am - 4.00pm, Saturday)
<b>Email:</b>	<a href="mailto:NACAP@health.gov.au">NACAP@health.gov.au</a>



<b>Website:</b>	<a href="#">Office of the Public Advocate</a>
<b>Links:</b>	<a href="#">Information</a>
	<a href="#">Dispute Resolution</a>
	<a href="#">Advocacy</a> including <a href="#">Disability Advocacy</a>
	<a href="#">Guardianship</a>
<b>Phone:</b>	1800 066 969 (9.00am - 5.00pm, Monday to Friday)
	(08) 8342 8200 (9.00am - 5.00pm, Monday to Friday)
<b>Email:</b>	<a href="mailto:opa@agd.sa.gov.au">opa@agd.sa.gov.au</a>
	<a href="mailto:disability.advocate@sa.gov.au">disability.advocate@sa.gov.au</a>
<b>Cost:</b>	Please contact for further information regarding cost, if any.
<b>Cost:</b>	Free

## Office of the Public Advocate

The *Office of the Public Advocate* (OPA) is an independent statutory Office of the South Australian Government which promotes and protects the dignity, safety, and rights of all South Australians - including those needing assistance with decision making as a result of being mentally incapacitated. OPA offers information, dispute resolution, individual and systemic advocacy, and staff can act as delegated guardians of last resort.

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## Older Persons Advocacy Network

The *Older Persons Advocacy Network* is made up of independent non-profit organisations across Australia, supporting older people seeking or receiving Government-funded aged care services, their friends, family, representatives, and professionals, offering information (accessing aged care, building social connections, COVID-19, visitor access in facilities, planning care), education, advocacy, and resources.

<b>Website:</b>	<a href="#">Older Persons Advocacy Network</a>
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<b>Links:</b>	Support for older people (including those at home and those in aged care homes)
	Support for professionals
	Information
	Education
	Advocacy
	Resources
<b>Phone:</b>	1800 700 600 (8.00am - 8.00pm, Monday to Friday; 10.00am - 4.00pm, Saturday)
<b>Email:</b>	enquiries@opan.com.au
	Online Enquiry Form
<b>Cost:</b>	Free

# Aged Care Standards

## Aged Care Quality and Safety Commission

The *Aged Care Quality and Safety Commission* is a non-corporate Commonwealth entity which works under the *Aged Care Quality and Safety Commission Act 2018*. As the national regulator of Government-funded aged care services, the Commission's primary role is to hold providers to account for the quality and safety of care they deliver to older Australians, and for their compliance with other obligations in the *Aged Care Act 1997*, by:

- investing in consumer and provider engagement and education,
- assessing and granting approval for providers to deliver aged care services,
- monitoring provider compliance (including administering the Serious Incidents Response Scheme),
- reducing the use of restrictive practices, and
- resolving complaints about services.

<b>Website:</b>	<a href="#">Aged Care Quality &amp; Safety Commission</a>
<b>Links:</b>	Information for <a href="#">Consumers</a> and <a href="#">Providers</a>
	<a href="#">Making a Complaint About a Service</a>
	<a href="#">Reporting a Serious Incident</a>
	<a href="#">Resources</a>
	<a href="#">Education</a>
	<a href="#">Translation, Accessibility and Other Support</a>
<b>Phone:</b>	1800 951 822 (9.00am - 5.00pm, Monday to Friday)
<b>Email:</b>	<a href="mailto:info@agedcarequality.gov.au">info@agedcarequality.gov.au</a>
<b>Cost:</b>	Free

## The Aged Care Quality Standards

All providers of aged care are required to comply with the *Aged Care Quality and Safety Commission's* eight *Aged Care Quality Standards*, which set out the requirements of quality and safety in Government-subsidised services. These Quality Standards focus on outcomes for consumers and reflect the level of care that they can expect from such services.

Guidance material supporting the implementation and maintenance of compliance details

Supporting Emotional Wellness in Aged Care (SEW)

expectations of performance and provides supporting information and examples of evidence.

<b>Links:</b>	<a href="#">Aged Care Quality Standards</a>
	<a href="#">Fact Sheet</a>
	<a href="#">Video</a>

## The Charter of Aged Care Rights

The *Aged Care Quality and Safety Commission's Charter of Aged Care Rights* is a commitment by Government-subsidised aged care services to uphold the Quality Standards. It describes consumers' legislated rights, which are applicable to all consumers regardless of the type of care received, making it easy for families, friends, carers, and representative, to understand what should be expected from aged care services.

**Links:** [Charter of Aged Care Rights](#)

## Royal Commission into Aged Care Quality and Safety

Following their *Royal Commission into Aged Care Quality and Safety* which - through 23 public hearings involving 641 witnesses, and >10,000 public submissions - investigated whether aged care services were meeting the needs of the Australian community, the Australian Government published a response to the 148 recommendations, detailing their commitment to ensuring the oldest and most vulnerable receive care that supports and respects their dignity, and recognising the contribution they made to society. Agreeing action is needed, the proposed \$17.7 billion aged care reform package and a new Act will support this commitment.

<b>Website:</b>	<a href="#">Australian Government Response to the Royal Commission</a>
<b>Phone:</b>	1800 951 822 (9.00am - 5.00pm, Monday to Friday)
<b>Email:</b>	<a href="mailto:royalcommissionenquiries@ag.gov.au">royalcommissionenquiries@ag.gov.au</a>
<b>Cost:</b>	Free

# Alcohol and Other Drug Services

## Alcohol and Drug Information Service

Run by Drug and Alcohol Services South Australia, the *Alcohol and Drug Information Service* provides telephone counselling, information, and referral for families, friends, health professionals, students, and the general public.

<b>Website:</b>	<a href="#">Alcohol and Drug Information Service</a>
<b>Phone:</b>	1300 131 340 (8.30am - 10.00pm, 7 days a week)
	(08) 7087 1743 (8.30am - 10.00pm, 7 days a week)
<b>Email:</b>	<a href="mailto:HealthDassaGeneral@sa.gov.au">HealthDassaGeneral@sa.gov.au</a>
<b>Cost:</b>	Free

## Drug and Alcohol Services South Australia

*Drug and Alcohol Services South Australia* (DASSA) is a health service which seeks to prevent, and supports people to manage, alcohol, tobacco, and other drug-related issues through prevention, treatment, and education services. Support includes assessment, withdrawal management, residential rehabilitation, medication-assisted treatment, individual and group counselling, needle exchange, Aboriginal services and programs and, through the *Alcohol and Drug Information Service*, phone counselling, information, and referral.

<b>Website:</b>	<a href="#">Drug and Alcohol Services South Australia</a>
<b>Phone:</b>	South Australian Callers 1300 131 340 (8.30am – 10.00pm, 7 days a week)
	Interstate Callers (08) 7087 1743 (8.30am – 10.00pm, 7 days a week)
	Clinical Advice for Healthcare Professionals (08) 7087 1742 (8.30am – 10.00pm, 7 days a week)
<b>Email:</b>	<a href="mailto:HealthDassaGeneral@sa.gov.au">HealthDassaGeneral@sa.gov.au</a>
<b>Cost:</b>	Free

## Path2Help – Alcohol and Drug Foundation

Path2Help is a search tool available on the ADF website which matches individuals to services and information that is the right fit for them. Individuals can search by postcode for services such as:

- Family and friends counselling
- Drug and alcohol counselling
- Support groups
- Rehabilitation
- Withdrawal management
- Information and support
- Harm minimisation
- Pharmacotherapy
- Criminal justice

<b>Website:</b>	<a href="#">Path2Help</a>
<b>Links:</b>	<a href="#">Help &amp; Support</a>
	<a href="#">Talking about drugs</a>
	<a href="#">Reducing Risk</a>
	<a href="#">Drug Facts</a>
	<a href="#">Resources</a>
<b>Phone:</b>	1300 858 584 (Drug info and advice line)
<b>Email:</b>	adf@adf.org.au

## SMART Recovery

Sonder provides the SMART Recovery Program which is a free, online support groups that trains individual's to champion their own behaviour change around alcohol and other drug use, gambling or any behaviour of concern. The SMART Recovery meetings offer a supportive, online environment to achieve behaviour change goals of your choice around alcohol & other drug use, or any behaviours of concern, including cigarettes, gambling, food, shopping, the Internet, and others.



Meetings are free to attend and held weekly on Wednesdays at 7 pm, guided by trained peers and professionals. Participants set their own goals and path to success using a range of evidence-based tools and techniques.

<b>Website:</b>	<a href="#">SMART Recovery</a>
<b>Links:</b>	<a href="#">Register for a meeting</a>
<b>Phone:</b>	(08) 8209 0700
<b>Email:</b>	info@sonder.net.au

## Turning Point

*Turning Point* provides assistance to people for whom alcohol, drugs, and gambling is problematic, their families, and healthcare professionals, offering links to telephone and online counselling, education and training, and resources. Note, as *Turning Point* is based in Victoria, some of these may be inaccessible.

<b>Website:</b>	<a href="#">Turning Point</a>
<b>Links:</b>	<a href="#">Treatment and Support</a>
	<a href="#">Education and Training</a>
	<a href="#">Policy and Research</a>
<b>Phone:</b>	Main Office and Clinic (03) 8413 8413 (9.00am - 5.00pm, Monday to Friday)
	Alcohol and drug support 1800 250 015 (24 hours a day, 7 days a week)
	Gambling support 1800 858 858 (24 hours a day, 7 days a week)
<b>Email:</b>	<a href="mailto:info@turningpoint.org.au">info@turningpoint.org.au</a>
<b>Cost:</b>	Please contact for further information regarding cost, if any.

# Alzheimer's Support Services

## Australian Alzheimer's Research Foundation

The *Australian Alzheimer's Research Foundation* is a not-for-profit organisation supporting medical research into Alzheimer's disease in order to increase the understanding of the causes, develop an early diagnosis, and identify treatments and interventions aimed at slowing or stopping progression. The Foundation offers up to date information on these topics, as well as knowledge about prevalence and exercises to support brain health.

<b>Website:</b>	<a href="#">Australian Alzheimer's Research Foundation</a>
<b>Links:</b>	<a href="#">Information</a>
	<a href="#">Research</a>
<b>Email:</b>	<a href="mailto:info@alzheimers.com.au">info@alzheimers.com.au</a>
	<a href="#">Online Enquiry Form</a>
<b>Cost:</b>	Free

# Aboriginal and Torres Strait Islander Services

## 13YARN

13YARN is a national crisis support line for Aboriginal and Torres Strait Islander people who are feeling overwhelmed or having difficulty coping. Seeking to empower callers to speak about their needs, worries or concerns in a culturally safe and non-judgmental space 13YARN offers a yarning opportunity with a Lifeline-trained Aboriginal and Torres Strait Islander Crisis Supporter.

<b>Website:</b>	<a href="#">13YARN</a>
<b>Phone:</b>	13 92 76 (24 hours a day, 7 days a week)
<b>Email:</b>	<a href="mailto:enquiries@13yarn.org.au">enquiries@13yarn.org.au</a>
<b>Cost:</b>	Free

## Aboriginal Community Care SA (also known as Aboriginal Community Service)

Aboriginal Community Care SA provides high quality community and residential care for Aboriginal Elders to help them live independently at home and enjoy quality of life, community and cultural activities. They also offer accommodation, care and support at the Elders Village and services to Elders and their carers in the community at home through Home Care.

They are a non-profit incorporated community based organisation that supports a continuum of aged care services to over 330 Aboriginal clients throughout metropolitan Adelaide.

Their vision is to provide responsive and flexible services to Aboriginal and Torres Strait Islander Elders that respects culture, promotes independence, choices, dignity and privacy.

To achieve their vision they have a well-trained and committed workforce of 70 staff and access to a network of state and commonwealth service providers and a range of Aboriginal specific organisation.

<b>Website:</b>	<a href="http://www.aboriginalccsa.org.au">www.aboriginalccsa.org.au</a>
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<b>Phone:</b>	(08) 8346 9155
<b>Email:</b>	<a href="mailto:reception@aboriginalcs.org.au">reception@aboriginalcs.org.au</a> homecare@aboriginalccsa.org.au
<b>Primary Location</b>	67 Henley Beach Rd Mile End, South Australia 5031

## Aboriginal Community Connect – Uniting Communities

Uniting Communities' Aboriginal Community Connect is a cultural Social, Emotional Wellbeing Alcohol and Other Drugs service for Aboriginal and Torres Strait Islander individuals and families. The team works closely with Aboriginal communities in the area to ensure that people remain connected to family and community while they're developing new skills. People will also have opportunities to connect to other community resources to meet their health, education, employment and social needs. We have offices in the Riverland, Murray Bridge, Prospect and Mt Gambier.

### Rehabilitating in our community houses

The service can help people to change their use of alcohol or other drugs if it is causing problems in their life. People can choose to rehabilitate in one of the shared houses, as part of the Community Residential Rehabilitation Program. Houses are in north-west Adelaide, Mount Gambier, Murray Bridge and Renmark.

### Supporting your connection to culture and community

UC understand that connecting to culture is important for reaching goals. The team will support individual's links with family and community as they work together.

### Helping you to make positive, lasting changes

People who misuse substances often experience other challenges in their life. These might be poverty, housing, trauma, social disadvantage, or problems with physical and mental health.

### Linking you to other services

The team have worked closely with community to develop this program. They believe that walking alongside community members will help them to understand how to provide useful support so that people can make lasting changes.

### Kurlana Tampawardli

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Aboriginal Community Connect’s (ACC) Kurlana Tampawardli is a culturally specific homelessness service for Aboriginal people from regional and remote communities. Our 24 hour service is based at Hendon and includes four separate units of accommodation and an onsite office. In addition to our onsite properties, we accommodate families / individuals in four outreach transitional housing properties in the north-west suburbs of Adelaide. Intensive case management and outreach is provided to assist clients with sustaining long term housing.

<b>Website:</b>	<a href="https://www.unitingcommunities.org/service/aboriginal-services/aboriginal-community-connect">https://www.unitingcommunities.org/service/aboriginal-services/aboriginal-community-connect</a>
<b>Phone:</b>	(08) 8202 5672
<b>Email:</b>	ACC@unitingcommunities.org
<b>Location:</b>	Uniting Communities Community Hub Centre, 196 Prospect Road, PROSPECT, SA, 5082

## Aboriginal Gambling Therapy Service

The *Aboriginal Gambling Therapy Service* is for Aboriginal and/or Torres Strait Islander people who are experiencing difficulties with gambling, other risky behaviour, and mental health concerns. It offers an evidence-based Cognitive Behavioural Therapy program and follow-up plan tailored to their unique circumstances. Clients are able to negotiate meeting places, set the pace of treatment, and have phone access to a therapist between sessions. People can refer themselves, or referral can be made by a family or healthcare professional.

<b>Website:</b>	<a href="#">Aboriginal Gambling Therapy Service</a>
<b>Links:</b>	<a href="#">Make an Appointment</a>
<b>Phone:</b>	(08) 8204 4779 (9.00am – 5.00pm, Monday to Friday)
<b>Email:</b>	<a href="mailto:sue.bertossa@flinders.edu.au">sue.bertossa@flinders.edu.au</a>
<b>Cost:</b>	Free

## Aboriginal Services Directory

Catalyst Foundation (formerly Seniors Information Service) in partnership with Turkindi Inc. (The Indigenous Information Network of SA) launched the Aboriginal Services Online Directory ([www.aboriginalservicesdirectory.com.au](http://www.aboriginalservicesdirectory.com.au)).

The Aboriginal Services Directory provides up-to-date listings of Aboriginal Organisations, Aboriginal Businesses (owned or part owned) and non-Aboriginal Organisations and businesses providing social and community services to Aboriginal people. Currently, over 160 organisations are listed on the Aboriginal Services Online Directory.

<b>Website:</b>	<a href="https://aboriginalservicesdirectory.com.au/">https://aboriginalservicesdirectory.com.au/</a>
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## Brother to Brother

*Brother to Brother* is a crisis phonenumber staffed by Aboriginal and Torres Strait Islander men (including Elders) for Aboriginal and Torres Strait Islander men of all ages who need someone to talk to about relationships, separation, isolation, family violence, parenting, inter-generational trauma, job or financial insecurity, or who are struggling to cope for other reasons. *Brother to Brother* also offers men's camps and men's gatherings.

<b>Website:</b>	<a href="#">Brother to Brother</a>
<b>Links:</b>	<a href="#">Men's Gatherings</a>
	<a href="#">Men's Camps</a>
<b>Phone:</b>	1800 435 799 (24 hours a day, 7 days a week)
<b>Email:</b>	<a href="mailto:info@dardimunwurro.com.au">info@dardimunwurro.com.au</a>
<b>Cost:</b>	Free

## Indigenous Suicide Postvention Service

The national *Indigenous Suicide Postvention Services* support individuals, families, and communities affected by suicide or other significant trauma, offering emotional and practical support, including counselling over the phone from Aboriginal or Torres Strait Islander Advocates, as well as workshops, events and gatherings.

<b>Website:</b>	<a href="#">The National Indigenous Postvention Service</a>
<b>Links:</b>	<a href="#">Postvention Support</a>
	<a href="#">Workshops, Events and Gatherings</a>
<b>Phone:</b>	1800 805 801 (24 hours a day, 7 days a week)



<b>Cost:</b>	Free
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### Nunkuwarrin Yunti SA

*Nunkuwarrin Yunti of South Australia* is an Aboriginal Community Controlled Organisation dedicated to improving the wellbeing of traditional, rural and urban Aboriginal and Torres Strait Islander people. Support for physical wellbeing is offered through: dental services; allied health and specialist services; general clinical care, and; care coordination to manage chronic conditions. Counselling, drug and alcohol support, healthy lifestyle assistance, and emergency relief are also offered to support social and emotional wellbeing.

<b>Website:</b>	<a href="#">Nunkuwarrin Yunti of South Australia</a>
<b>Links:</b>	<a href="#">Social &amp; Emotional Wellbeing</a>
	<a href="#">Counselling &amp; Narrative Therapy</a>
	<a href="#">The National Redress Scheme</a>
	<a href="#">Drug &amp; Alcohol Support</a>
	<a href="#">Emergency Relief</a>
<b>Phone:</b>	Adelaide Hutt Street (08) 8406 1600 (9.00am - 5.00pm, Monday to Friday)
	Elizabeth Downs (08) 8254 5300 (9.00am - 5.00pm, Tuesday to Friday)
	Adelaide South Terrace (08) 8168 8300 (8.30am - midday, Monday; 8.30am - 4.00pm Tuesday to Friday)
<b>Email:</b>	<a href="#">Online Enquiry Form</a>
<b>Cost:</b>	Free

## SA Dental Health – Aboriginal Oral Health Program

The Aboriginal Oral Health Program (AOHP) aims to improve the oral health of Aboriginal people by increasing oral health knowledge in the community and by improving access to dental services through:

- Increasing the number of Aboriginal children and teens visiting SA Dental clinics.
- Providing priority, free general and emergency dental care at SA Dental clinics for eligible Aboriginal adults.
- Developing partnerships with the Aboriginal community and services to increase oral health knowledge and to raise awareness of pathways to dental care.
- A range of Aboriginal specific oral health resources promoting key oral health messages.
- Supporting and attending community events to promote oral health.

The service provides dental care for eligible Aboriginal people at school and community dental service clinics in metro and country South Australia.

### Aboriginal Liaison Program

Eligible Aboriginal adults can access priority general and emergency dental care at SA Dental Service Clinics. Emergency and general dental care is FREE through the program.

<b>Website:</b>	<a href="#">Aboriginal Oral Health Program (AOHP) • SA Dental</a>
<b>Phone:</b>	(08) 7117 0080
<b>Emergencies:</b>	Phone closest clinic (during business hours) 1800 022 222 (after hours – call healthdirect Australia)
<b>Email:</b>	Health.SADSAOHP@sa.gov.au
<b>Cost:</b>	Free for eligible clients

## UnitingCare SA

UnitingCare SA provide a range of services to the Aboriginal community which include:

• ATSI Employment Support	• Intensive Tenancy Support
• Advice, information & advocacy	• Mental Health Support
• Case Management	• Parenting Assistance Playgroup
• Emergency Assistance	• Relationship Counselling
• Family Support	• Social Activities

<ul style="list-style-type: none"> <li>• Financial Assistance</li> </ul>	<ul style="list-style-type: none"> <li>• Supported Housing</li> </ul>
<ul style="list-style-type: none"> <li>• Homelessness Support</li> </ul>	<ul style="list-style-type: none"> <li>• Youth Services</li> </ul>

<b>Website:</b>	<a href="http://www.unitingsa.com.au">www.unitingsa.com.au</a>
<b>Phone:</b>	(08) 8440 2200
<b>Email:</b>	<a href="mailto:unitingsa@unitingsa.com.au">unitingsa@unitingsa.com.au</a>
<b>Primary Location</b>	70 Dale Street, Port Adelaide, SA, 5015

## Walking Together: Intensive Family Services

The *Walking Together* consortium, including RASA, Korna Winmil Yunti, and Uniting Care Wesley Bowden, provides *Intensive Family Services* to families with children aged 0-18 years identified by the Department of Human Services as being at high risk of having contact with the statutory child protection system. Aiming to improve family functioning and skills through a range of integrated supports, Walking Together offers counselling, mediation, family group conferences, education and skill development, practical and financial support, brokerage to fund specialist services, and warm referral to appropriate services.

<b>Website:</b>	<a href="#">Walking Together: Intensive Family Services</a>
<b>Phone:</b>	(08) 8245 8130 (9.00am - 5.00pm, Monday to Friday)
<b>Email:</b>	<a href="mailto:walkingtogether@rasa.org.au">walkingtogether@rasa.org.au</a>
<b>Cost:</b>	For many RASA services there is no cost to the person attending. If a fee applies it will be determined according to household income. Fees can also be negotiated or waived.

# Aged Care Volunteer Visitors Scheme (ACVVS)

## Overview

The *Aged Care Volunteer Visitors Scheme SA* is a free service which helps older people:

- Living in Residential Aged Care Facilities
- living in their own homes approved for or receiving a Home Care Package

It aims to support older people in maintaining social connections, particularly older people at higher risk of feeling isolated, including vulnerable groups listed below. The service arranges visits from volunteers who provide friendship and companionship, and offers other assistance services, advocacy, and access to various resources. It is delivered by a number of different service providers in Adelaide, some of which are listed in this resource.

- people from Aboriginal and Torres Strait Islander communities
- people from culturally and linguistically diverse backgrounds
- people who live in rural or remote areas
- people who are financially or socially disadvantaged
- people who are homeless or at risk of becoming homeless
- veterans
- care leavers
- parents separated from their children by forced adoption or removal
- lesbian, gay, bisexual, transgender and intersex people.

From 2019, Southern Volunteering (SA) Inc has been appointed the State Network Member for SA and are the main contact for anyone wishing to source a volunteer.

<b>Website:</b>	<a href="#">Aged Care volunteer Visitors Scheme</a>
<b>Contact:</b>	Community Visitors Scheme Coordinator
<b>Phone:</b>	08 8326 0020
<b>Email:</b>	<a href="mailto:admin@svsa.org.au">admin@svsa.org.au</a>
	<a href="#">Online Referral Form</a>

**There are a number of other service providers which are listed below.**

## Anglican Parish of Glenelg

Type of Services: Residential One on One to the following residential aged care facilities:

- ACH Kapara Residential Aged Care, Glenelg
- Charles Young Residential Care, Morphettville
- Christies Beach Infin8 Care, Christies Beach
- Estia Health Lockleys, Lockleys
- Murray Mudge, Glenelg

<b>Link:</b>	<a href="#">Anglican Parish of Glenelg</a>
	<a href="#">Aged Care Volunteer Visitors Scheme (ACVVS)</a>
<b>Contact:</b>	Hewina Jackson
<b>Phone:</b>	(08) 8295 2382
<b>Email</b>	<a href="mailto:glenang@bigpond.net.au">glenang@bigpond.net.au</a>

## Chinese Welfare Services of SA

Type of Services: Residential One on One in the Metro wide area

- Bucklands Residential Care, North Plympton
- Bene Aged Care St Clair
- Calvary Mitcham Residential Care Facility Kingswood
- Eldercare Allambi, Glengowrie
- Estia Health Lockleys, Lockleys
- Helping Hand Lightsview, Lightsview
- Klemzig Residential Care Services, Klemzig
- Oakwood Aged Care, Enfield
- Regency Green, Regency Park
- Serene Residential Care Services, Lockleys
- The Pines Lodge, North Plympton

<b>Link:</b>	<a href="#">Chinese Welfare Services of SA Inc. - Home</a>
<b>Contact:</b>	Eugene
<b>Phone:</b>	(08) 8212 2988

**Email:** [cvs@chinesewelfareservices.org.au](mailto:cvs@chinesewelfareservices.org.au)

## City of Charles Sturt

Type of Services: Residential One on One in the metro west

- Ananda Aged Care Facility, Findon
- AnglicareSA, Brompton
- AnglicareSA Grange, Grange
- Ashman Grove Aged Care, Brompton
- Bupa Woodville, Woodville
- Eldercare Acacia Court, Hendon
- Mt Carmel Residential Care, Rosewater
- Pennwood Aged Care, Pennington
- Westminster Village Nursing Home, Grange
- West Beach Residential Care, West Beach

<b>Link:</b>	<a href="#">City of Charles Sturt – Aged Care Volunteer Visitors Scheme</a>
<b>Contact:</b>	Cynthia Griffiths
<b>Phone:</b>	(08) 8408 1846
<b>Email:</b>	<a href="mailto:cgriffiths@charlessturt.sa.gov.au">cgriffiths@charlessturt.sa.gov.au</a>

## City of Norwood Payneham & St Peters

Type of Services: Residential One on One, Residential Groups

- Aldersgate Aged Care Services, Felixstow
- Amber Aged Care, Paradise
- BUPA Campbelltown
- Clayton Church Homes Hostel, Magill
- Eldercare Trowbridge House, Payneham
- Estia Health Kensington Gardens
- Estia Health Toorak Gardens
- Gaynes Park Manor, Joslin
- Milpara Rostrevor Residential Care Home, Rostrevor
- North Eastern Community Nursing Home, Campbelltown

- Regis Burnside Lodge, Linden Park
- Resthaven Leabrook Hostel and Nursing Home, Leabrook
- Resthaven Paradise Residential Services, Paradise
- Warrina Court Hostel, Campbelltown
- Warrina Park Hostel, Paradise
- Wynwood Nursing Home, Norwood

<b>Link:</b>	<a href="#">City of Norwood, Payneham &amp; St Peters</a>
	<a href="#">Aged Care Volunteer Visitors Scheme</a>
<b>Contact:</b>	Huan Wang
<b>Phone:</b>	(08) 8366 4606
<b>Email:</b>	<a href="mailto:hwang@npsp.sa.gov.au">hwang@npsp.sa.gov.au</a>

## COTA SA (Council on the Ageing SA)

Type of Services: Residential One on One, Residential Groups in the Metro Wide, Metro West, Metro South, Metro East, Metro North, Hills, Mallee, Mid North

<b>Link:</b>	<a href="#">COTA Visitors – Aged Care Volunteer Visitors Scheme</a>
<b>Contact:</b>	Germaine Rowberry
<b>Phone:</b>	(08) 8232 0422
<b>Email:</b>	<a href="mailto:cvs@cotasa.org.au">cvs@cotasa.org.au</a>

## Enfield Baptist Church

Type of Services: Residential One on One in the Metro North

- BUPA Enfield, Enfield
- Clayton Church Homes Prospect, Prospect
- Disability SA, Northgate
- Gloucester Residential Care, Ingle Farm
- John Paul II Village Residential Care, Klemzig
- Klemzig Residential Care Service, Klemzig
- Labrina Village Residential Care, Prospect

- Oakden Green Aged Care, Oakden
- Oakwood Aged Care, Enfield
- Rose Court Aged Care Facility, Gilles Plains
- The Claridge Residential Care, Valley View
- Walkerville Residential Care, Walkerville
- Wynwood Nursing Home, Norwood

<b>Link:</b>	<a href="#">Enfield Baptist Church - Aged Care Volunteer Visitors Scheme</a>
<b>Contact:</b>	John Beasy
<b>Phone:</b>	0402 029 562
<b>Email:</b>	<a href="mailto:john@enfieldbaptist.com.au">john@enfieldbaptist.com.au</a>

## Golden Retriever Club of SA Inc, Caring Canine Companions

Types of Services: Residential One on One – Metro wide

<b>Link:</b>	<a href="#">Caring Canine Companions – Aged Care Volunteer Visitors Scheme</a>
<b>Contact:</b>	Daniela Pesavento, Coordinator
<b>Phone:</b>	0450 504 871
<b>Email:</b>	<a href="mailto:caringcaninecompanionsweb@gmail.com">caringcaninecompanionsweb@gmail.com</a>

## Lutheran Church of Australia, SA & NT - Magill

Type of Services: Residential One on One in the metropolitan Adelaide (western, northern and eastern suburbs).

<b>Link:</b>	<a href="#">Lutheran Care – Aged Care Volunteer Visitors Scheme</a>
<b>Contact:</b>	Carolyn Koch
<b>Phone:</b>	(08) 8349 6099
	<a href="#">Online Application</a>



## Multicultural Communities Council of SA

Type of Services: Residential One on One in the metro wide area

<b>Link:</b>	<a href="#">Multicultural Communities – Aged Care Volunteer Visitors Scheme</a>
<b>Contact:</b>	Isabella Bracco
<b>Phone:</b>	(08) 8213 4604
<b>Email:</b>	<a href="mailto:Isabella.bracco@mccsa.org.au">Isabella.bracco@mccsa.org.au</a>

## Northern Volunteering SA Inc

Type of Services: Residential One on One in the metro north

- Aboriginal Elders Village, Smithfield
- Calvary Trevu House Residential Aged Care, Gawler East
- Clayton Church Homes Park Village, Elizabeth
- Dunbar Homes, Salisbury
- Edenfield Family Care, Parafield Gardens
- Eldercare Evanston Park, Evanston Park
- Estia Health Craigmores, Craigmores
- Little Para Hostel, Elizabeth Vale
- Martindale Nursing Home, Gawler
- Para Hills Residential Care, Para Hills
- Regis Playford, Davoren Park
- Resthaven Craigmores, Craigmores
- Smithfield Residential Care Centre, Smithfield
- Southern Cross Care Bellevue Court, Gawler
- The Homestead, Walkley Heights

<b>Link:</b>	<a href="#">Northern Volunteering (SA) Inc – Aged Care Volunteer Visitors Scheme</a>
<b>Contact:</b>	Kate Lucas – CVS Coordinator
<b>Phone:</b>	(08) 8250 1582 / 0420 851 547
<b>Email:</b>	<a href="mailto:manager@nvsa.org.au">manager@nvsa.org.au</a>

## St Elizabeth's Mother's Union

Type of Services: Residential One on One in the metro south

- Grandview Court, Trott Park
- Oaklands Residential Care, Oaklands Park
- Resthaven Marion, Marion
- Somerton House Allity, Somerton Park

<b>Website:</b>	<a href="#">St Elizabeths Mothers Union – Aged Care Volunteer Visitors Scheme</a>
<b>Contact:</b>	Claire Faulkner
<b>Phone:</b>	(08) 8377 2204
<b>Email:</b>	<a href="mailto:Claire.Faulkner@stizoh.com.au">Claire.Faulkner@stizoh.com.au</a>

## St John's Ambulance Australia South Australian Incorporated

Type of Services: Residential One on One in the Metro West, Metro South, Metro East, Metro North

<b>Link:</b>	<a href="#">Community Care – Aged Care Volunteer Visitors Scheme</a>
<b>Contact:</b>	Client Services Coordinator
<b>Phone:</b>	8306 6933 / 1300 785 646

## St Judes Anglican Church Brighton

Type of Services: Residential One on One in the metro south

<b>Link:</b>	<a href="#">St Jude's – Aged Care Volunteer Visitors Scheme</a>
<b>Contact:</b>	Lange Powell
<b>Phone:</b>	0417 867 299
<b>Email:</b>	<a href="mailto:powellan@internode.on.net">powellan@internode.on.net</a>

# Carers Support Services

## Carer & Community Support

Carer Support has been creating social impact in South Australia since 1990, by helping people deal with the unique challenges of unpaid caring roles. They provide vital social connection to their registered carers through events and support groups, respite services, and a range of information services. Carer Support serves carers living in the south and east metropolitan areas of Adelaide, South Australia.

Their Aboriginal Support Program provides support to carers who are of Aboriginal and Torres Strait Islander origins with recreational and educational opportunities to assist them in their caring roles.

Carer Support runs three dedicated support groups in south metro Adelaide so that Aboriginal carers can meet, enjoy a social catch up and talk to Aboriginal support workers.

<b>Website:</b>	<a href="http://carersupport.org.au">carersupport.org.au</a>
<b>Phone:</b>	(08) 8329 5888
<b>Email:</b>	<a href="mailto:SupportTeam@carersupport.org.au">SupportTeam@carersupport.org.au</a>
<b>Primary Location</b>	770 South Road Glandore South Australia 5037
<b>Cost:</b>	Free

## Carers SA

*Carers SA* provides support for unpaid carers across South Australia, offering support for young carers, carer support planning, emergency respite, peer groups, counselling, coaching, and carer directed support. There is also a chat service available on the website.

<b>Website:</b>	<a href="#">Carers SA</a>
<b>Links:</b>	<a href="#">How can Carers SA help?</a>
	<a href="#">Resources</a>
	<a href="#">News and Events</a>

<b>Phone:</b>	1800 422 737 (9.00am - 5.00pm, Monday to Friday)
<b>Email:</b>	<a href="mailto:info@carerssa.com.au">info@carerssa.com.au</a>
	<a href="#">Online Enquiry Form</a>
<b>Cost:</b>	Please contact for further information regarding cost, if any.

## Support for Carers – Uniting Communities

Uniting Communities provide a service to support carers in **regional & rural** areas. They can speak with carers about the many options available to help in the care of others, and also in the help available to support carers. This might be time out for the carer and the person they are caring for, training or resources. Some Programs they run are:

Overnight Respite - From time to time, carers may need a short break from their caring role. Eyre House is an overnight community respite service which can support the person being cared for in suitable holiday-style accommodation.

<b>Website:</b>	<a href="https://www.unitingcommunities.org/service/older-people/support-for-carers">https://www.unitingcommunities.org/service/older-people/support-for-carers</a>
<b>Phone:</b>	(08) 8641 2455 (Port Augusta) (08) 8563 3333 (Tanunda) (08) 8682 3571 (Port Lincoln)
<b>Hours:</b>	9.00am to 5.00pm (Monday to Friday excluding public holidays)
<b>Cost:</b>	

## The Carer Gateway

Carers SA's *Carer Gateway* provides support for carers to help them manage their daily challenges, reduce stress and plan for the future, offering phone counselling for short term emotional and psychological support; online courses for carers to improve their general skills and knowledge; self-guided coaching to support carers to build their capacity, self-identify needs and goals, and self-manage their situation, and; online peer support community forum, connecting carers in similar circumstances. It also links carers to information about other support systems, such as NDIS, My Aged Carer and Centrelink payments.

<b>Website:</b>	<a href="#">Carer Gateway</a>
<b>Phone:</b>	1800 422 737 (9.00am - 5.00pm, Monday to Friday)
<b>Email:</b>	<a href="mailto:info@carerssa.com.au">info@carerssa.com.au</a>
<b>Cost:</b>	Free

# Counselling and Mental Health Services

## Butterfly Foundation

The *Butterfly Foundation* is a national service for all people impacted by eating disorders and body image issues, and for the carers, families, and friends, who support them, offering phone and online counselling (from professionals with qualifications in psychology, social work, or counselling, all of whom specialise in eating disorders), evidence-based prevention and intervention programs, workshops, resources, and advocacy.

<b>Website:</b>	<a href="#">Butterfly Foundation</a>
<b>Links:</b>	<a href="#">Chat Online</a>
	<a href="#">Online Support Groups</a>
<b>Phone:</b>	1800 334 673 (8.00am – midnight, 7 days a week)
<b>Email:</b>	<a href="mailto:support@butterfly.org.au">support@butterfly.org.au</a>
<b>Cost:</b>	Free

## Elder Relationship Services

RASA's *Elder Relationship Services* provides support to older people and their families, offering counselling and mediation support to help negotiate complex issues related to ageing. This may include support to prevent or resolve family conflict, have difficult conversations, plan for the future (including medical, health, financial or living arrangements), resolve differences in ways that improve their relationships, and make decisions that protect the interests, rights and safety of families.

<b>Website:</b>	<a href="#">Elder Relationship counselling &amp; mediation</a>
<b>Phone:</b>	1300 364 277 (8.00am - 5.00pm, Monday, Tuesday, and Friday; 8.00am - 7.30pm, Wednesday and Thursday)
	Country callers 1800 182 325 (8.00am – 5.00pm, Monday to Friday)
<b>Email:</b>	<a href="#">Online Enquiry Form</a>
<b>Cost:</b>	For many RASA services there is no cost to the person attending. If a fee applies it will be determined according to household income. Fees can also be negotiated or waived.

## Family Relationship Counselling

RASA's *Family Relationship Counselling* provides counselling face-to-face, over the phone, or via the CoviU telehealth platform (which can work on any desktop, laptop, tablet or mobile phone with an inbuilt camera, microphone, speakers or headphones) for individuals, couples, and families, looking to improve self-confidence, establish positive habits and interaction patterns, address concerns about and strengthen family relationships, improve parent and child relationships, cope with separation and overcome trauma.

<b>Website:</b>	<a href="#">Family Relationship Counselling</a>
<b>Links:</b>	<a href="#">Telehealth</a>
<b>Phone:</b>	1300 364 277 (8.00am - 5.00pm, Monday, Tuesday, and Friday; 8.00am - 7.30pm, Wednesday and Thursday)
	Country callers 1800 182 325 (8.00am – 5.00pm, Monday to Friday)
<b>Email:</b>	<a href="#">Online Enquiry Form</a>
<b>Cost:</b>	For many RASA services there is no cost to the person attending. If a fee applies it will be determined according to household income. Fees can also be negotiated or waived.

## Mabel

*Mabel* is an online platform enabling people to connect directly with care and support workers in their local community, including NDIS and disability support; aged care and home care packages; support to self-manage home care packages.

<b>Website:</b>	<a href="#">Mabel</a>
<b>Phone:</b>	1300 73 6573 (8:30am to 5:30pm, Monday to Friday)
<b>Email:</b>	<a href="mailto:info@mable.com.au">info@mable.com.au</a>
	<a href="#">Online Enquiry Form</a>
<b>Cost:</b>	Service users agree the rates directly with your independent support workers. Once their rate is agreed, they pay the agreed rate plus 5%. Independent support workers will receive the agreed rate less 10%.

## Mental Health Treatment Plan – The Better Access Initiative

A *Mental Health Treatment Plan* is part of the Better Access initiative funded by the Australian Government, giving Medicare rebates to people with a mental health disorder, so they can access up to 10 individual and 10 group allied mental health services each year. The first step is to see a GP to identify the support required.

<b>Website:</b>	<a href="#">Better Access Initiative</a>
<b>Phone:</b>	Medicare 132 011 (24 hours a day, 7 days a week)
<b>Email:</b>	<a href="mailto:psychologicalservices@health.gov.au">psychologicalservices@health.gov.au</a>
<b>Cost:</b>	There is a rebate available to people with a diagnosed mental disorder.

## MensLine

*MensLine* is for men with concerns about mental health, anger management, family violence (using and experiencing), addiction, relationship, stress and wellbeing, offering a telephone, online, and video counselling service, as well as information and resources.

<b>Website:</b>	<a href="#">MensLine</a>
<b>Links:</b>	<a href="#">Relationships</a>
	<a href="#">Dads and Fathers</a>
	<a href="#">Men's Mental Health</a>
	<a href="#">Domestic and Family Violence</a>
	<a href="#">Health Professionals</a>
	<a href="#">Phone and Online Counselling</a>
<b>Phone:</b>	1300 789 978 (24 hours a day, 7 days a week)
<b>Email:</b>	<a href="#">Online Enquiry Form</a>
<b>Cost:</b>	Free



## MindSpot

*MindSpot* is a service for Australian adults experiencing difficulties with anxiety, stress, and depression, with registered mental health professionals (including psychologists and psychiatrists), offering assessment services online or via telephone, followed by support to locate the appropriate treatment courses.

<b>Website:</b>	<a href="#">MindSpot</a>
<b>Links:</b>	<a href="#">Online Assessment</a>
	<a href="#">Treatment Courses</a>
	<a href="#">Information and Tools for Health Professionals</a>
<b>Phone:</b>	1800 614 434 (8.00am – 8.00pm, Monday to Friday; 8.00am – 8.00pm, Saturday)
<b>Email:</b>	<a href="mailto:contact@mindspot.org.au">contact@mindspot.org.au</a>
<b>Cost:</b>	Free

## Post Care Support Service

RASA's *Post Care Support Service* supports those who have lived in out of home care and/or placed under guardianship of the minister in South Australia as a child for more than six months, providing advocacy, information, counselling, and case management.

<b>Website:</b>	<a href="#">RASA Post Care Support Service</a>
<b>Contact:</b>	1800 188 118 (9.00am - 5.00pm, Monday to Friday)
<b>Email:</b>	<a href="mailto:elmp@rasa.org.au">elmp@rasa.org.au</a>
<b>Cost:</b>	For many RASA services there is no cost to the person attending. If a fee applies it will be determined according to household income. Fees can also be negotiated or waived.

## Post Separation Support Services

RASA's *Post Separation Support Services* are for couples going through separation and divorce. Recognising it is a stressful time which can involve intense feelings and major changes which can be difficult to adjust to, the service offers face-to-face or over the phone

counselling to support people to cope with separation and losses, develop better communication skills, deal with differences and conflict, and manage life challenges or trauma

<b>Website:</b>	<a href="#">Post Separation Support Services</a>
<b>Links:</b>	<a href="#">Women and Separation (Booklet)</a>
	<a href="#">Men and Separation (Booklet)</a>
	<a href="#">Migrant Men and Separation - English (Booklet)</a>
	<a href="#">Parenting Plan 'Share the Care' (Booklet)</a>
	<a href="#">What About the Children (Booklet)</a>
	<a href="#">A Fair Share (Booklet)</a>
	<a href="#">Child Consultation (Brochure)</a>
<b>Phone:</b>	1300 364 277 (8.00am - 5.00pm, Monday, Tuesday, and Friday; 8.00am - 7.30pm, Wednesday and Thursday)
<b>Email:</b>	<a href="#">Online Enquiry Form</a>
<b>Cost:</b>	For many RASA services there is no cost to the person attending. If a fee applies it will be determined according to household income. Fees can also be negotiated or waived.

## Redress Support Service

RASA's *Redress Support Service* is for people who experienced sexual abuse as children (>18 years) in institutional contexts before the commencement of the National Redress Scheme (1 July 2018), offering counselling and case management to those considering applying. This includes support to: understand the Scheme; explore options in regard to Redress or civil claims; access State Care records and provide supported release of information; attend therapeutic and social groups, and; connect with other support services.

<b>Website:</b>	<a href="#">Redress Support Services</a>
<b>Links:</b>	<a href="#">Scheme Overview</a>
	<a href="#">Resources</a>

<b>Phone:</b>	1800 998 187 (9.00am – 5.00pm, Monday to Friday)
<b>Email:</b>	<a href="#">Online Enquiry Form</a>
<b>Cost:</b>	Free

## The Wellbeing Clinic for Older Australians

*The Wellbeing Clinic for Older Australians* supports older people living in residential aged care, family members and care providers, offering ongoing emotional support through telehealth counselling and support for residential aged care residents, family members and care providers. The service provides counselling and befriending services. Counselling services are delivered face-to-face or via telehealth by postgraduates studying psychology, counselling or social work at Swinburne University. The clinic also provides training in mental health practices for late life and conducts research on the psychology of ageing.

<b>Website:</b>	<a href="#">Wellbeing Clinic for Older Adults</a>
<b>Links:</b>	<a href="#">Counselling and support services</a>
	<a href="#">Education and training</a>
	<a href="#">Research</a>
<b>Phone:</b>	(03) 9214 8653 (9.00am - 5.00pm, Monday to Friday)
<b>Email:</b>	<a href="mailto:Wellbeingclinic_agedcare@swinburne.edu.au">Wellbeingclinic_agedcare@swinburne.edu.au</a>
<b>Cost:</b>	Free

## Head to Health

Head to Health can help individual's find digital mental health services from some of Australia's most trusted mental health organisations.

Provided by the Australian Government Department of Health and Aged Care, Head to Health brings together apps, online programs, online forums, and phone services, as well as a range of digital information resources. It is a collaboration between The Department of Health and Aged Care, the community and the mental health sector.

There are a wide range of resources and links to services on the site.

<b>Website:</b>	<a href="#">Head to Health</a>
<b>Links:</b>	<a href="#">Mental health difficulties</a>
	<a href="#">Support for Aboriginal and Torres Strait Islander People</a>
	<a href="#">Support for aged and elderly people</a>
	<a href="#">Support for carers</a>
	<a href="#">Support for culturally and linguistically diverse people</a>

# COVID Services

## Aged And Community Care Providers Association

The *Aged and Community Care Providers Association* (ACCPA) is the national association for providers of residential aged care, home and community care, retirement living, and seniors housing. Under a vision to enhance the wellbeing of older Australians, ACCPA provides information, resources, workshops and webinars to assist providers with the prevention and management of COVID-19 in aged and community care settings. This includes legislative updates and current guidelines on vaccination, PPE, infection prevention and control; tools and advice on risk management, employment relations, and workforce matters; representation of members' concerns to the Department of Health, and; support through State and Territory offices.

<b>Website:</b>	<a href="#">Aged and Community Care Providers Association</a>
<b>Links:</b>	<a href="#">COVID-19 Support</a>
<b>Phone:</b>	1300 222 721 (9.00am - 5.00pm, Monday to Friday)
<b>Email:</b>	<a href="mailto:info@accpa.asn.au">info@accpa.asn.au</a>
<b>Cost:</b>	Please contact for further information regarding cost, if any.

## National Coronavirus Helpline

The *National Coronavirus Helpline* provides information on COVID-19 from an Australia wide perspective, to: aged and disability care workers (option 4); Aboriginal and/or Torres Strait Islander people (option 5); people with disability, their carers, family and friends (option 5), and interpreting services (option 8).

<b>Website:</b>	<a href="#">National Coronavirus Helpline</a>
<b>Links:</b>	<a href="#">COVID-19 Vaccine Clinic Finder</a> <a href="#">COVID-19 vaccine enquiries</a>
<b>Phone:</b>	1800 020 080 (24 hours per day, 7 days per week)
<b>Cost:</b>	Free

## Partnerships in Care

The Aged Care Quality and Safety Commission's *Partnerships in Care* program supports aged care residents, representatives, family, and friends to continue their relationships of care and companionship during periods of an outbreak. Where a resident identifies a partner in care, the facility can implement a formal arrangement detailing how the partner must meet the resident's needs through visits, care, and companionship. This also requires basic training in infection prevention and control. Notably, a partner in care is not a casual visitor, a visitor not providing care, or a visitor the resident does not want to have assisting with their care.

<b>Website:</b>	<a href="#">Partnerships in Care Program</a>
<b>Links:</b>	<a href="#">Partner Fact Sheet</a> and <a href="#">Information Package</a>
	<a href="#">Provider Fact Sheet</a> and <a href="#">Toolkit</a>
<b>Phone:</b>	1800 951 822 (9.00am - 5.00pm, Monday to Friday)
<b>Email:</b>	<a href="mailto:info@agedcarequality.gov.au">info@agedcarequality.gov.au</a>
<b>Cost:</b>	Please contact for further information regarding cost, if any.

## SA COVID-19 Information Line

*SA COVID-19 Information Line* is for South Australians, offering information and advice on COVID-19, including self-quarantine requirements, and can assist with the facilitation of emergency accommodation for those required to self-quarantine but unable to do so at home.

<b>Website:</b>	<a href="#">State (SA) COVID-19 Information Line</a>
<b>Phone:</b>	1800 253 787 (8.00am - 8.00pm, 7 days a week)
<b>Cost</b>	Free

## SA COVID-19 Mental Health Support Line

The *SA COVID-19 Mental Health Support Line* is for South Australians, offering phone counselling to people seeking to maintain their mental health and wellbeing around COVID-19.

<b>Website:</b>	<a href="#">SA COVID-19 Mental Health Support Line</a>
<b>Phone:</b>	1800 632 753 (9.00am - 5.00pm, Monday to Friday)
<b>Cost:</b>	Free

## SA COVID-19 Clinics and Testing Centres

SA Health maintains information about COVID-19, including cases and contacts (e.g. getting COVID-19 ready, COVID-19 positive advice, close contact advice, isolation and quarantine advice, finding a PCR testing centre, finding a RAT collection point), vaccination (e.g. information about vaccines, getting vaccinated, vaccination for children and adolescents), and latest updates (e.g. COVID-19 dashboard, and recent media releases).

<b>Website:</b>	<a href="#">SA COVID-19 Testing Centres</a>
<b>Links:</b>	<a href="#">COVID-19 PCR and Flu Testing</a>
	<a href="#">COVID-19 PCR Test Bookings</a>
	<a href="#">Metropolitan GP Respiratory Clinic</a>
	<a href="#">Regional GP Respiratory Clinic</a>
<b>Phone:</b>	The links above include phone numbers for the clinics listed.
<b>Email:</b>	<a href="#">Online Booking Platform (HotDocs)</a>
<b>Cost:</b>	Please contact for further information regarding cost, if any.

# Crisis & Emergency Support

## Beyond Blue

*Beyond Blue* supports anyone in Australia wanting to achieve the best mental health they can, offering information and support for anxiety, depression, and suicide prevention by phone, online chat and forums, and email.

<b>Website:</b>	<a href="#">Beyond Blue</a>
<b>Links:</b>	<a href="#">Web Chat</a> (24 hours a day, 7 days a week)
<b>Phone:</b>	1300 22 4636 (24 hours a day, 7 days a week)
<b>Email:</b>	<a href="#">Email Support Service</a> (Emails will be responded to within 24 hours)
<b>Cost:</b>	Free

## Lifeline

*Lifeline* is for people in crisis (i.e. people who are feeling overwhelmed or having difficulty coping or staying safe), offering face to face counselling, support over the phone, online chat, and text chat. *Lifeline* also offers a range of training programs based on the development of mental health awareness and skills.

<b>Website:</b>	<a href="#">LifeLine</a>
<b>Links:</b>	<a href="#">Get Help</a>
	<a href="#">Real Experiences</a>
	<a href="#">Get Involved</a>
	<a href="#">Resources</a> including <a href="#">Toolkits and Fact Sheets</a>
	<a href="#">Chat With Us</a> (24 hours a day, 7 days a week)
<b>Phone:</b>	13 11 14 (24 hours a day, 7 days a week)
<b>Text:</b>	0477 131 114 (24 hours a day, 7 days a week)
<b>Email:</b>	<a href="#">Online Enquiry Form</a>
<b>Cost:</b>	Free



## Mental Health Triage Team

Contact: 131 465

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### SA Mental Health Triage Service

The *SA Health Mental Health Triage Service* supports people in South Australia, offering information, advice, assessment, and referral in a mental health emergency or crisis situation.

<b>Website:</b>	<a href="#">Mental Health Triage Service</a>
<b>Phone:</b>	13 14 65 (24 hours a day, 7 days a week)
	Eastern European Conflict Support Line 1800 332 433 (8.00am - 8.00pm, 7 days a week)
<b>Cost:</b>	Free

### Suicide Call Back Service

The *Suicide Call Back Service* is a nationwide service for people at risk of suicide, concerned about someone at risk, bereaved by suicide, and experiencing emotional or mental health issues, offering resources, telephone counselling, and online counselling via video and chat.

<b>Website:</b>	<a href="#">Suicide Call Back Service</a>
<b>Links:</b>	<a href="#">Phone and Online Counselling</a>
	<a href="#">Feeling suicidal</a>
	<a href="#">Lost someone to suicide</a>
	<a href="#">Health professionals</a>
<b>Phone:</b>	1300 659 467 (24 hours a day, 7 days a week)
<b>Email:</b>	<a href="#">Online Enquiry Form</a>

<b>Cost:</b>	Free
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## Triple Zero (000)

If you have a life threatening or urgent situation, phone Triple Zero (000) and ask for the police, fire or ambulance depending on the type of emergency.

Non-Urgent Police Attendance

**Contact: 131 444**

## Urgent Mental Health Crisis Centre

The *Urgent Mental Health Care Centre* is for people over 16 years of age, living in Adelaide, experiencing a mental health crisis, and willing to attend the Centre. Offering an alternative to presenting at hospital emergency for a mental health crisis, support includes onsite clinical services (i.e. a dedicated emergency services entrance, intake and assessment), and peer support.

<b>Website:</b>	<a href="#">Urgent Mental Health Crisis Centre</a>
<b>Location:</b>	215 Grenfell Street, Adelaide SA, 5000 (open 24 hours a day, 7 hours a week)
<b>Phone:</b>	(08) 8448 9100 (24 hours a day, 7 days a week)
<b>Email:</b>	<a href="mailto:umhcc@neaminational.org.au">umhcc@neaminational.org.au</a>
	<a href="#">Online Enquiry Form</a>
<b>Cost:</b>	Free

# Cerebral Palsy Services

## Cerebral Palsy Alliance

The *Cerebral Palsy Alliance* supports babies, children, teenagers, and adults living with a range of neurological and physical disabilities (such as cerebral palsy, acquired brain injury, genetic conditions, global developmental delay, muscular dystrophy, and stroke), offering early childhood intervention, intensive therapy programs, supported independent living, short term accommodation (respite), and other assistance.

<b>Website:</b>	<a href="#">Cerebral Palsy Alliance</a>
<b>Phone:</b>	1300 888 378 (9.00am – 5.00pm, Monday to Friday)
<b>Email:</b>	<a href="mailto:ask@cerebralpalsy.org.au">ask@cerebralpalsy.org.au</a>
	<a href="#">Online Enquiry Form</a>
<b>Cost:</b>	Please contact for further information regarding cost, if any.

## Cerebral Palsy Support Network

*Cerebral Palsy Support Network* assists individuals with cerebral palsy and their family, friends, and support networks. The Network offers NDIS support workers, information and support from a nurse via telehealth (information about treatments, the healthcare system, NDIS, pre-planning, appeals, and emotional support), support coordination, online support groups, events, and resources.

<b>Website:</b>	<a href="#">Cerebral Palsy Support Network</a>
<b>Phone:</b>	(03) 9478 1001 (9am – 5pm, Monday to Friday)
<b>Email:</b>	<a href="mailto:cpsn@cpsn.org.au">cpsn@cpsn.org.au</a>
	<a href="#">Online Enquiry Form</a>
<b>Cost:</b>	Please contact for further information regarding cost, if any.

# Dementia Support Services

## Dementia Alliance International

*Dementia Alliance International* is a not-for-profit organisation whose membership is exclusively for people with a medically confirmed diagnosis of any type of a dementia from all around the world. It offers those living with the disease, as well as the wider dementia community, information, advocacy, opportunities for social connection, online support groups, and other activities.

<b>Website:</b>	<a href="#">Dementia Alliance International</a>
<b>Links:</b>	<a href="#">Online Peer to Peer Support Groups</a>
	<a href="#">Café Le Brain</a>
	<a href="#">DAI “Meeting Of The Minds” Webinars</a>
	<a href="#">Newsletters and e-News</a>
	<a href="#">Blogs by DAI members</a>
	<a href="#">YouTube Channel</a>
	<a href="#">DAI Facebook Page</a> and <a href="#">Facebook Support group</a>
	<a href="#">Brain Health Hub and Online Cafe</a>
	<a href="#">Dementia Resources</a>
	<a href="#">Online Membership Application Form</a>
<b>Email:</b>	<a href="#">Online Enquiry Form</a>
<b>Cost:</b>	Fees for membership may apply. Please contact for further information regarding cost, if any.

## Dementia Australia

*Dementia Australia* provides supports people living with dementia; people concerned about changes to memory and thinking; people living with mild cognitive impairment; family,

friends and carers of people living with dementia, and; people who work in health and aged care, offering education, information and support services.

<b>Website:</b>	<a href="#">Dementia Australia</a>
<b>Links:</b>	<a href="#">Information</a>
	<a href="#">Support</a>
	<a href="#">Education</a>
	<a href="#">Research</a>
	<a href="#">Events</a>
<b>Phone:</b>	National Dementia Helpline 1800 100 500 (24 hours a day, 7 days a week)
<b>Email:</b>	<a href="#">Online Enquiry Form</a>
<b>Cost:</b>	Please contact for further information regarding cost, if any.

## Dementia Behaviour Management Advisory Service

Dementia Support Australia's *Dementia Behaviour Management Advisory Service* is for people caring for someone with dementia who is demonstrating behavioural and psychological symptoms which are impacting on their care, offering: education, assessment (face-to-face or over the phone) and short-term case management; clinical supervision and monitoring; modelling of behavioural management techniques; access to current research and guidelines, and; referral to other Dementia Support Australia services.

<b>Website:</b>	<a href="#">Dementia Behaviour Management Support Advisory Service</a>
<b>Phone:</b>	1800 699 799 (24 hours a day, 7 days a week)
<b>Email:</b>	<a href="#">Online Enquiry Form</a>
<b>Cost:</b>	Free

## Dementia Support Australia

*Dementia Support Australia* is a nationwide service seeking to improve the quality of life for people living with dementia by supporting their family, friends, carers, and healthcare professionals to understand the causes of their behaviour. Beginning with a phone call, *Dementia Support Australia* provide a three-level support service based on the needs of the person with dementia, where the provision of care is impacted by behaviours and psychological symptoms of dementia. This includes resources (including webinars, videos, news, and events), advice, visits, short- and long-term case management, interventions, clinical reviews, and temporary accommodation.

<b>Website:</b>	<a href="#">Dementia Support Australia</a>
<b>Links:</b>	<a href="#">Dementia Education</a>
	<a href="#">Severe Behaviour Response Teams</a>
	<a href="#">Needs Based Assessment Program</a>
	<a href="#">Dementia Engagement Modelling Program</a>
	<a href="#">Working with Families</a>
	<a href="#">Make a Referral</a>
<b>Phone:</b>	1800 699 799 (24 hours a day, 7 days a week)
<b>Email:</b>	<a href="mailto:Dsa@dementia.com.au">Dsa@dementia.com.au</a>
<b>Cost:</b>	Free

## HammondCare

*HammondCare* specialises in aged and dementia care, palliative care, rehabilitation, older person's mental health, and younger onset dementia. *HammondCare* provides these services through sub-acute hospitals, residential care and innovative community services with a particular commitment to dementia care and research as well as to people who are financially disadvantaged.

<b>Website:</b>	<a href="#">HammondCare</a>
<b>Links:</b>	<a href="#">Residential Care</a>

	Home Care
	Palliative Care
	Pain Management
	Short-term Restorative Care
	Rehabilitation
	Carer Support
<b>Phone:</b>	1800 826 166 (5.00am - 10.00pm, 7 days a week)
<b>Email:</b>	<a href="#">Online Enquiry Form</a>
<b>Cost:</b>	Please contact for further information regarding cost, if any.

## National Dementia Helpline

<b>Website:</b>	<a href="#">National Dementia Helpline</a>
<b>Links:</b>	<a href="#">Webchat</a>
	<a href="#">Free Information Kit</a>
<b>Phone:</b>	1800 100 500 (24 hours a day, 7 days a week)
<b>Email:</b>	<a href="mailto:helpline@dementia.org.au">helpline@dementia.org.au</a>
<b>Cost:</b>	Please contact for further information regarding cost, if any.

# Diabetes Support Services

## Diabetes Australia

*Diabetes Australia* supports individuals, carers, and family members of people with diabetes (type 1, type 2, and gestational), offering: information about what diabetes is, preventing it, managing it (e.g. having a healthcare team, insulin, blood glucose monitoring, diet, exercise, and other aspects of wellbeing), living with it (e.g. driving, work, school, travel, pregnancy, and health insurance), the National Diabetes Service Scheme (NDSS), and COVID-19 and diabetes; advocacy; education and support programs, and; news about current diabetes research. *Diabetes Australia* also offers information about diabetes for health professionals, including best-practice guidelines, tools and e-learning, recent reports into prevention, diagnosis, and management.

<b>Website:</b>	<a href="#">Diabetes Australia</a>
<b>Links:</b>	<a href="#">Diabetes Education</a>
	<a href="#">Health Professionals e-learning</a>
	<a href="#">Research &amp; Advocacy</a>
<b>Phone:</b>	NDSS 1800 637 700 (8.30am – 8.00pm, Monday to Friday; 9.00am – 2.00pm, Saturday)
	Diabetes Australia Memberships 1800 177 055
<b>Email:</b>	NDSS <a href="mailto:info@ndss.com.au">info@ndss.com.au</a>
	Diabetes Australia Memberships <a href="mailto:community@diabetesaustralia.com.au">community@diabetesaustralia.com.au</a>
<b>Cost:</b>	Please contact for further information regarding cost, if any.

## Diabetes SA

*Diabetes SA* supports people in South Australia who are living with diabetes (type 1, type 2, and gestational) as well as those at risk, offering: face to face and phone support from diabetes educators and dietitians; library resources, self-management programs, and guest



speaker and group events, and; discounted products. *Diabetes SA* also supports healthcare professionals to deliver evidence-based, best practice, and person-centred care, offering information, resources, and education sessions.

<b>Website:</b>	<a href="#">Diabetes SA</a>
<b>Phone:</b>	1300 198 204 (9.00am – 5.00pm, Monday to Friday) (08) 8234 1977 (9.00am – 5.00pm, Monday to Friday)
<b>Email:</b>	<a href="mailto:info@diabetessa.com.au">info@diabetessa.com.au</a>
<b>Cost:</b>	Please contact for further information regarding cost, if any.

# Dental Services

## Residential Aged Care Emergency (RACE) Dental Service

SA Dental provide dental services to eligible adults who are house-bound, or residents of aged care facilities and experience difficulty attending a clinic can access our Residential Aged Care Emergency (RACE) Dental Service. Services are limited and are accessed by referral from Domiciliary Care Services or a medical practitioner.

For more information, phone the RACE Dental Service.

<b>Website:</b>	<a href="#">RACE Dental Service</a>
<b>Emergency:</b>	1800 022 222 (outside of business hours)
<b>Phone:</b>	08 8222 8307

# Disability Services

## Disability Gateway

The *Disability Gateway* assists people with disability, their families, and carers to locate and access services across Australia. Information on the website is structured around 10 topics, including income and finance, employment, aids and equipment, housing, transport, health and wellbeing, everyday living, education, leisure, and rights and legal. Those calling the Gateway will talk to a real person who will provide clear and fact-checked information, connection to support services, and opportunities to engage with the community.

<b>Website:</b>	<a href="#">Disability Gateway</a>
<b>Phone:</b>	1800 643 787 (8.00am to 8.00pm, Monday to Friday)
<b>Email:</b>	<a href="mailto:disabilitygateway@benevolent.org.au">disabilitygateway@benevolent.org.au</a>
	<a href="#">Online Enquiry Form</a>
<b>Cost:</b>	Free

## Disability Royal Commission Counselling and Advocacy

The Australian Government's Disability Royal Commission (DRC) was established in 2019 in response to community concern about widespread reports of violence against, and the neglect, abuse and exploitation of, people with disability. It applies to all people engaging with, or affected by, the DRC - including those with any type of disability, all forms of violence, abuse, exploitation, and neglect, and all settings and contexts - offering counselling (face-to-face, telephone, web chat), advocacy (helping a person with disability understand how to tell their story), communication supports (e.g. interpreters), and referral to other services (e.g. legal, financial).

**Please note:** the Disability Royal Commission has ceased to accept submissions and the report to the Commonwealth is due in September 2023. Our DRC service is funded to end of December 2023.

<b>Website:</b>	<a href="#">Disability Royal Commission Counselling &amp; Advocacy Supports</a>
<b>Links:</b>	<a href="#">What is counselling support?</a>

	What is advocacy support?
	What support is there for Aboriginal and Torres Strait Islander people with disability
	What support is there for culturally and linguistically diverse people with disability
<b>Phone:</b>	1800 421 468 (9.00am to 6.00pm Monday to Friday; 9.00am to 5.00pm Saturday and Sunday)
<b>Email:</b>	<a href="mailto:DRCSupports@dss.gov.au">DRCSupports@dss.gov.au</a>
<b>Cost:</b>	Free

## Novita

Novita is one of South Australia's largest and most respected community-based disability service organisations. Novita supports people with a disability (including kids, young people, and adults) as well as their families and carers, in Adelaide, regional South Australia and beyond, providing rehabilitation therapy, early intervention, community inclusion, assistive technology, and disability services.

<b>Website:</b>	<a href="#">Novita</a>
<b>Links:</b>	<a href="#">Services</a>
	<a href="#">Telehealth</a>
	<a href="#">Disability Information</a>
	<a href="#">NDIS Support</a>
	<a href="#">Novitatech Assistive Technology Solutions</a>
<b>Email:</b>	<a href="mailto:services@novita.org.au">services@novita.org.au</a>
<b>Cost:</b>	Please contact for further information regarding cost, if any.

## SCOSA

SCOSA provides vital in-home and community services and support to hundreds of South Australians living with a range of physical and intellectual disabilities, including cerebral palsy, autism, down syndrome and acquired brain injury.

<b>Website:</b>	<a href="https://www.scosa.com.au/">https://www.scosa.com.au/</a>
<b>Links:</b>	<a href="#">Communication and Technology</a>
	<a href="#">Health and Wellbeing</a>
	<a href="#">Individualised and Group Support</a>
	<a href="#">Life Skills and Education</a>
	<a href="#">Training and Education Readiness</a>
<b>Phone:</b>	(08) 8347 2664 (8.00am – 6.00pm, Monday to Friday)
<b>Email:</b>	<a href="mailto:connect@scosa.com.au">connect@scosa.com.au</a>
<b>Cost:</b>	Please contact for further information regarding cost, if any.

## The National Disability Insurance Scheme

*The National Disability Insurance Scheme (NDIS)* provides support for eligible people between the ages of 7 and 65 with a permanent impairment (intellectual, physical, sensory, cognitive, or psychosocial).

<b>Website:</b>	<a href="#">National Disability Insurance Scheme</a>
<b>Links:</b>	<a href="#">Understanding the NDIS</a>
	<a href="#">Applying to Access the NDIS</a>
	<a href="#">Information for Participants</a>
	<a href="#">Information for Providers</a>
	<a href="#">News and Events</a>
	<a href="#">Information in Other Languages</a>
<b>Phone:</b>	1800 800 110 (8.00am – 8.00pm, Monday to Friday)

<b>Email:</b>	enquiries@ndis.gov.au
	Online Enquiry Form
<b>Cost:</b>	Pricing Arrangements

# Domestic Violence Support

## Family and Domestic Violence Support Services

RASA provides *Family and Domestic Violence Support Services* to individuals, family, and friends of those experiencing domestic violence. The phone line services are available from 9am – 5pm and is free to contact.

<b>Links:</b>	<a href="#">Family and Domestic Violence Support Services</a>
<b>Phone:</b>	1300 364 277 (8.00am - 5.00pm, Monday, Tuesday, and Friday; 8.00am - 7.30pm, Wednesday and Thursday)
	Country callers 1800 182 325 (8.00am – 5.00pm, Monday to Friday)
<b>Email:</b>	<a href="#">Online Enquiry Form</a>
<b>Cost:</b>	For many RASA services there is no cost to the person attending. If a fee applies it will be determined according to household income. Fees can also be negotiated or waived.

## 1800Respect

*1800Respect* is a national service assisting individuals experiencing violence (domestic, family, and sexual), their family and friends, and frontline workers, offering information, counselling (telephone and online), referral, and training and professional development.

<b>Website:</b>	<a href="#">1800RESPECT</a>
<b>Links:</b>	<a href="#">Online Chat</a>
<b>Phone:</b>	1800 737 732 (24 hours a day, 7 days a week)
<b>Cost:</b>	Free

## Migrant Women’s Support Program

WSSSA’s *Migrant Women’s Support Program* supports women and children of diverse cultural and linguistic backgrounds who are in unsafe relationships. Bilingual and bicultural staff, with specialised knowledge about the complexity of domestic and family violence within culturally diverse communities, conduct risk assessments, safety management,

information, advocacy, and refer to, and engage with, other relevant services including interpreters. Women who are not permanent residents can also contact the Legal Service Commission’s Migration Team for information about their VISA and rights to stay in Australia if they separate.

<b>Website:</b>	<a href="#">Migrant Women’s Support Program</a>
<b>Phone:</b>	(08) 8152 9260 (8.30am - 5.00pm, Monday to Friday)
<b>Cost:</b>	Free

## Women’s Safety Services SA

*Women’s Safety Services SA (WSSSA)* is a non-government organisation committed to helping women and their children (and pets) in South Australia before, during, and after experiences of domestic and family violence. WSSSA offers information; counselling - including that which is Aboriginal and Torres Strait Islander specific - via the *Domestic Violence Crisis Line* (staffed by trained professionals who will listen to callers’ stories, support them with safety planning, organise safe accommodation, and provide information about other services, financial help, and resources); services and programs, and; support for workers in the sector.

<b>Website:</b>	<a href="#">Women’s Safety Services SA</a>
<b>Phone:</b>	<a href="#">Domestic Violence Crisis Line</a> 1800 800 098 (24 hrs a day, 7 days a week)
	<a href="#">Eastern Adelaide Domestic Violence Service</a> (08) 8365 5033 (9am-5pm, Monday to Friday)
	<a href="#">Western Adelaide Domestic Violence Service</a> (08) 8268 7700 (9am-5pm, Monday to Friday)
	<a href="#">Northern Adelaide Domestic Violence Service</a> (08) 8255 3622 (9am-5pm, Monday to Friday)
	<a href="#">Southern Adelaide Domestic Violence Service</a>



	(08) 8362 0066 (9am-5pm, Monday to Friday)
	<a href="#">Ninko Kurtangga Patapangga</a> (08) 8297 9644 (9am-5pm, Monday to Friday)
<b>Email:</b>	<a href="#">Online Enquiry Form</a>
<b>Cost:</b>	Free

# Elder Abuse

## Adult Safeguarding Unit

Older South Australians have the right to be safe and to be treated with dignity and respect. The *South Australian Charter of the Rights and Freedoms of Vulnerable Adults* provides information about what these rights are. The *Adult Safeguarding Unit* responds to concerns of abuse of adults aged ≥65 years, and Aboriginal or Torres Strait Islander people and adults living with a disability ≥50 years. Key functions of the ASU include: providing confidential information and advice to callers concerned about themselves or someone else; responding to reports of suspected or actual abuse; raising community awareness of strategies to safeguard the rights of adults, and; providing tailored support to safeguard the rights of adults experiencing abuse.

<b>Website:</b>	<a href="#">Adult Safeguarding Unit</a>
<b>Links:</b>	<a href="#">South Australian Charter of the Rights and Freedoms of Vulnerable Adults</a>
<b>Phone:</b>	1800 372 310 (9.00am – 5.00pm, Monday to Friday)
<b>Email:</b>	<a href="mailto:adultsafeguardingunit@sa.gov.au">adultsafeguardingunit@sa.gov.au</a>
	<a href="#">Adult Safeguard Unit Online Report Form</a> (for service providers)
<b>Cost:</b>	Free

## Attorney-General's Department

The Australian Government's Attorney-General's Department provides policy support to address elder abuse, but does not provide legal advice to the public nor investigate complaints of unlawful or abusive behaviour. Developed in collaboration with state and territory governments and launched by the Attorney-General in 2019, the *National Plan to Respond to the Abuse of Older Australians (Elder Abuse) 2019-2023* provides an overview of the issues governments must act on as a priority, as well as early agreed actions to address them. The 1800 ELDERHelp phone line is another product of their collaboration, redirecting callers seeking information and advice on elder abuse with existing phone line service in their jurisdiction.

<b>Website:</b>	<a href="#">Attorney-General’s Department Protecting the Rights of Older Australians</a>
<b>Links:</b>	<a href="#">New Elder Abuse Video Campaign</a>
	<a href="#">Elder Abuse Everyone’s Business</a>
	<a href="#">Elder Abuse — A National Legal Response</a>
	<a href="#">National Plan to Respond to the Abuse of Older Australians (Elder Abuse) 2019 - 2023</a>
<b>Phone:</b>	1800 353 374 (operating hours vary across jurisdictions)
<b>Email:</b>	<a href="mailto:Age.DiscriminationCommissioner@humanrights.gov.au">Age.DiscriminationCommissioner@humanrights.gov.au</a>
	<a href="#">Online Enquiry Form</a>
<b>Cost:</b>	Free

## Compass

EAAA’s *Compass* website raises awareness about elder abuse as a growing social issue - providing information about ageism, future planning, powers of attorney, grandparent alienation, and family agreements - and simplifies the process of connecting people to services.

<b>Website:</b>	<a href="#">Compass</a>
<b>Phone:</b>	1800 353 374 (operating hours vary across jurisdictions)
<b>Email:</b>	<a href="mailto:enquiry@compass.info">enquiry@compass.info</a>
	<a href="#">Online Enquiry Form</a>
<b>Cost:</b>	Please contact for further information regarding cost, if any.

## Elder Abuse Action Australia

*Elder Abuse Action Australia* is a specialist organisation established to eliminate elder abuse, positively impacting the lives of older Australians, their families, communities, and broader

society, all through offering advocacy, policy development, research, and community capacity building activities.

<b>Website:</b>	Elder Abuse Action Australia
<b>Phone:</b>	1800 960 026
<b>Email:</b>	info@eaaa.org.au
<b>Cost:</b>	Please contact for further information regarding cost, if any.

## Elder Abuse Unit – Uniting Communities

Uniting Communities run The Elder Abuse Unit to support older people if they are experiencing elder abuse, or suspect that a loved one is. Older people have the right to live safely, without fear of abuse or neglect.

They provide individual's with information, support and legal advice. This includes:

- assessments for people who may be experiencing elder abuse
- legal advice and representation
- education and information
- case management
- counselling for abuse victims
- elder abuse support groups
- referrals to other services.

Who is eligible? This service is free and available to people aged 65 years or over (50 years for Aboriginal and Torres Strait Islander peoples). They support people living in both metropolitan and regional South Australia.

<b>Website:</b>	<a href="https://www.unitingcommunities.org/service/legal-services/elder-abuse">https://www.unitingcommunities.org/service/legal-services/elder-abuse</a>
<b>Phone:</b>	(08) 8202 5960 or 1300 886 220 for country callers
<b>Email:</b>	elderabuseunit@unitingcommunities.org
<b>Hours</b>	9am to 5pm (Monday-Friday excluding public holidays)
<b>Cost:</b>	Free

## Office for Ageing Well

The *Office for Ageing Well* is a portfolio administered by SA Health, working to fulfil the government’s commitment to supporting South Australians to age well. Through continued consultation with a diverse range of older South Australians, and by partnering with government, non-government, and community organisations, the *Office* supports them to connect and contribute to the communities in which they live. This also occurs through administering legislation, supporting a range of programs, and contributing to policy, planning, and service development. A key function of the *Office* is to manage the *Adult Safeguarding Unit*.

<b>Website:</b>	<a href="#">Office for Ageing Well</a>
<b>Phone:</b>	(08) 8204 2420 (9.00am - 4.00pm, Monday to Friday)
<b>Email:</b>	<a href="mailto:officeforageingwell@sa.gov.au">officeforageingwell@sa.gov.au</a>
<b>Cost:</b>	Please contact for further information regarding cost, if any.

# Family Mediation

## Elders Relationship Services

See [Elders Relationship Services](#)

## Family Dispute Resolution (Mediation)

RASA's *Family Dispute Resolution* services supports individuals, couples, and children, wherein mediators provide assistance to discuss issues arising from relationship breakdown (such as contact with children, finances, and property matters) and develop solutions, avoiding the stress and expense involved in going to Court. Specialist services may include:

- Decision making for one
- Child Consultation
- Child Focussed Information Sessions
- Post Separation Counselling
- Financial Counselling
- Kids Connect interactive supervised play
- YOUth Speak
- Conflict Coaching
- Developmental Advisory Service
- iKiDs (supporting young people after separation)
- Family Therapy
- Gambling Help Counselling
- Children's Contact Service
- Fun Friends

<b>Website:</b>	<a href="#">Family Dispute Resolution (Mediation)</a>
<b>Phone:</b>	1300 364 277 (8.00am - 5.00pm, Monday, Tuesday, and Friday; 8.00am - 7.30pm, Wednesday and Thursday)
	Country callers 1800 182 325 (8.00am – 5.00pm, Monday to Friday)
<b>Email:</b>	<a href="#">Online Enquiry Form</a>
<b>Cost:</b>	For many RASA services there is no cost to the person attending. If a fee applies it will be determined according to household income. Fees can also be negotiated or waived.

## Alliance for Forgotten Australians

The *Alliance for Forgotten Australians* is an organisation which promotes the interests of the people known as Forgotten Australians - those who experienced institutional or other out-of-home care as children and young people in the last century in Australia, many of whom suffered physical, emotional and/or sexual abuse while in 'care'. As Forgotten Australians age, many experience deep and existential fear at the prospect of turning the full circle - finishing off their lives in the institutional settings in which they started their lives. The resources listed may assist Forgotten Australians, their families, friends and aged care workers to understand why many Forgotten Australians experience this trauma, and how best to support them in such circumstances. The website also provides information on support services, advocacy groups, news, apology projects, and research.

<b>Website:</b>	<a href="#">Alliance for Forgotten Australians</a>
<b>Links:</b>	<a href="#">Resources</a>
	<a href="#">Support Services and Advocacy Groups</a>
	<a href="#">News</a>
	<a href="#">Apology Projects</a>
	<a href="#">Research</a>
<b>Phone:</b>	0488 460 646 (hours of operation vary)
<b>Email:</b>	<a href="mailto:admin@forgottenaustralians.org.au">admin@forgottenaustralians.org.au</a>
<b>Cost:</b>	Please contact for further information regarding cost, if any.

# Gambling Help Services

## Gambling Help Online

*Gambling Help Online* provides support to people for whom gambling is problematic, as well as their family and friends, through a range of online modalities. In addition to this online support from professionals, there are also tools for individuals (self-assessment and self-help modules), and information and resources for non-English speakers and professionals. Gambling Help Online also offers information about telephone support and how to access face-to-face support. Face-to-face support includes individual counselling, support groups, and financial counselling, and can also be targeted (including Aboriginal, Cambodian, Chinese, Intensive Therapy, Multicultural, Offenders Aid and Rehabilitation, and Vietnamese).

<b>Website:</b>	<a href="#">Gambling Help Online</a>
<b>Links:</b>	<a href="#">Register (for online support)</a>
	<a href="#">Chat counselling</a>
	<a href="#">Peer-to-peer support forum</a>
	<a href="#">SMS</a>
	<a href="#">Face-to-face options</a>
	<a href="#">Self-assessment</a>
	<a href="#">Self-help modules</a>
	<a href="#">Information and resources for non-English speakers</a>
	<a href="#">Information for professionals</a>
	<b>Phone:</b>
Financial Counselling Helpline 1800 007 007 (9.30am - 4.30pm, Monday to Friday)	
<b>Email:</b>	<a href="#">Email support</a>
<b>Cost:</b>	Free



## Gambling Help Service

RASA's *Gambling Help Service* offers therapeutic and financial counselling across metropolitan and regional South Australia. Part of the Service is the inclusion of the *PEACE Multicultural Gambling Help Service* which addresses problem gambling and related issues within the South Australian culturally and linguistically diverse and refugee populations (see [PEACE Multicultural Gambling Help Service](#) in the Multicultural Community Support section of this document).

<b>Website:</b>	<a href="#">Gambling Help Service</a>
<b>Phone:</b>	1800 934 196 OR (08) 8216 5246 (9.00am - 5.00pm, Monday to Friday)
<b>Email:</b>	<a href="mailto:gamblinghelp@rasa.org.au">gamblinghelp@rasa.org.au</a>
<b>Cost:</b>	Free

## Statewide Gambling Therapy Service

The *Statewide Gambling Therapy Service* is a free service for any South Australian experiencing difficulties with gambling behaviour. The service offers an evidence-based Cognitive Behavioural Therapy program that has been tested and evaluated by the Flinders Centre for Gambling Research. The program is highly effective in helping people overcome their urge to gamble.

<b>Website:</b>	<a href="#">Statewide Gambling Therapy Service</a>
<b>Links:</b>	<a href="#">Getting Help</a>
	<a href="#">Real Stories</a>
	<a href="#">Cross Cultural</a>
	<a href="#">Online Referral</a>
<b>Contact:</b>	Central & Southern Suburbs - (08) 8204 4779 - (9am-5pm, Mon to Friday)
	Regional SA - (08) 8204 6982 (9am - 5pm, Mon to Friday)
<b>Email:</b>	<a href="mailto:sue.bertossa@flinders.edu.au">sue.bertossa@flinders.edu.au</a>
<b>Cost:</b>	Free

# Grief Support

## Aged Care Grief and Bereavement Support

Grief is caused by a number of different events besides the death of a loved one, including transition into aged care for older adults (e.g. loss of home, loss of independence), decline in mental and physical health (e.g. loss of mobility, speech, sight, memory, etc.), the grief and loss of Forgotten Australians, and companion animal loss. *Aged Care Grief and Bereavement Support* assists those experiencing grief or those supporting someone who is facing grief, offering over the phone support as well as webinars, podcasts, and fact sheets.

<b>Website:</b>	<a href="#">Aged Care Grief and Bereavement Support</a>
<b>Links:</b>	<a href="#">I Need Support Fact Sheets</a>
	<a href="#">I'm Supporting Others Fact Sheets</a>
	<a href="#">I'm a Health Professional Fact Sheets</a>
	<a href="#">Register for Counselling and Support</a>
	<a href="#">My Grief App</a>
	<a href="#">Webinars</a>
	<a href="#">Podcasts</a>
<b>Contact:</b>	1800 222 200 (8.30am – 5.00pm, Monday to Friday)
<b>Email:</b>	<a href="mailto:info@grief.org.au">info@grief.org.au</a>
	<a href="#">Online Enquiry Form</a>
<b>Cost:</b>	Please contact for further information regarding cost, if any.

## Anglicare SA Grief and Loss Support

Anglicare SA offers a range of loss and grief support services for children and their families, including children's grief counselling, support groups and specialised grief camps.

<b>Website:</b>	<a href="#">Anglicare Grief and Loss Support</a>
<b>Links:</b>	<a href="#">Camps for Bereaved Children, Young People, and Families</a>

<b>Phone:</b>	Head Office (08) 8131 3400 (8.am - 5.pm, Monday to Friday)
<b>Email:</b>	<a href="mailto:starbear@anglicaresa.edu.au">starbear@anglicaresa.edu.au</a>
	<a href="#">Online Enquiry Form</a>
<b>Cost:</b>	Please contact for further information regarding cost, if any.

## Flinders University – When Someone Dies in Aged Care

*Flinders University* offers information and resources when someone dies in Residential Aged care. The brochure below includes information about advance care planning, living with dementia, entering residential care, when someone dies, signs of imminent dying and grief and bereavement.

<b>Website:</b>	<a href="#">When someone dies in residential aged care: Grief and loss for families</a>
<b>Cost:</b>	Free

## Griefline

*Griefline* supports anyone experiencing grief and facing any type of loss by providing telephone and online support services and resources. Through *Griefline* you can register to receive a regular phone call from a support person who can provide emotional support. *Griefline* offers resources on topics such as coping strategies, social and emotional wellbeing and self-care tools.

<b>Website:</b>	<a href="#">GriefLine</a>
<b>Links:</b>	<a href="#">Grief and Loss Resources</a>
	<a href="#">Online Forums</a> (24 hours a day, 7 days a week)
	<a href="#">Support Groups</a>
	<a href="#">Integrating Grief Program</a>
<b>Phone:</b>	1300 845 745 (8.00am – 8.00pm, Monday to Friday)
<b>Email:</b>	<a href="#">Online Enquiry Form</a>

<b>Cost:</b>	Please contact for further information regarding cost, if any.
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## Standby

The *StandBy* program is focused on supporting anyone who has been bereaved or impacted by suicide at any stage in their life, including individuals, families, friends, witnesses, first responders, and service providers. *StandBy* providing face-to-face and/or telephone support, evidence-based resources, and connections to local services and groups) tailored to each person’s unique needs. This support is continued for up to two years to ensure those that engage with *StandBy* are not alone and receive ongoing support. *StandBy* also offers a settings-based support after, for instance, a suicide for schools, workplaces and community groups, and builds community preparedness and resilience through extensive training to professional groups.

<b>Website:</b>	<a href="#">StandBy</a>
<b>Links:</b>	<a href="#">I need support</a>
	<a href="#">I need information</a>
	<a href="#">Free books to support children and teens after suicide</a>
	<a href="#">Workplace Toolkit</a>
	<a href="#">Support Packs</a>
	<a href="#">StandBy Culturally &amp; Linguistically Diverse Peoples (CALD) Flyer</a>
<b>Phone:</b>	1300 727 247 (24 hours a day, 7 days a week)
<b>Email:</b>	Metropolitan Adelaide <a href="mailto:standbyadelaide@anglicaresa.com.au">standbyadelaide@anglicaresa.com.au</a>
	Country SA <a href="mailto:StandbyCountrySA@anglicaresa.com.au">StandbyCountrySA@anglicaresa.com.au</a>
	<a href="#">Online Enquiry Form</a>
<b>Cost:</b>	Free

# Geriatrician Services

## GEM@Home Service

The new Geriatric evaluation and Management (GEM)@Home service has now commenced to provide sub-acute hospital level care, goal directed therapy, and support to older people in the comfort of their own environment.

Hospitals are not always the best place for older people to receive care. Providing appropriate hospital level care to older people in their own home can improve patient outcomes and assist them to remain independent for longer.

The GEM @ Home service will use the latest digital enhancements in health care to allow for better visibility and greater understanding of patient's health care needs. The new technology will include biometric kits for clinicians to monitor vital signs and devices that can be installed within the home to minimise harm and prevent incidents such as falls.

Delivered by a specialist team of Geriatricians, Nurses and Allied Health geriatric specialists based at the Repat Health Precinct, the service has an in reach (Intensive Program) and an outreach (Community Program) component designed for older consumers with complex medical, function and/or psychosocial needs.

The inreach service will provide daily care for people (including on weekends) for up to 14 days. The outreach service will provide care and community service planning for up to 12 weeks.

Patients who are 65 years and older (50 years or older for Aboriginal people), or less than 65 years with a formal diagnosis of young onset neurocognitive disorder, can be referred to this service.

<b>Website:</b>	<a href="#">GEM@Home</a>
<b>Links:</b>	<a href="#">Fact Sheet</a>
	<a href="#">Referral form</a>
<b>Phone:</b>	(08) 7425 0346
<b>Email:</b>	Health.SALHNGEMatHome@sa.gov.au

# Hearing Support Services

## Deafness Foundation

The role of the Deafness Foundation is to enhance the lives of people with hearing loss and to reduce the incidence of preventable hearing loss. They work with people who are deaf and hard of hearing to facilitate Access, Awareness, Diagnosis, Treatment and Prevention.

They achieve this through:

- Research
- Community support
- Education

Their website also provides some useful links. See links below for more information.

<b>Website:</b>	<a href="https://www.deafness.org.au/">https://www.deafness.org.au/</a>
<b>Links:</b>	<a href="#">Hearing Aids</a>
	<a href="#">Assisted Listening Devices</a>
<b>Phone:</b>	03 9738 2909
<b>Email:</b>	admin@deafness.org.au

## Hearing Australia

Hearing Australia is Australia's largest provider of government funded hearing services for children, young adults up to the age of 26, eligible Aboriginal and Torres Strait Islander people, pensioners and veterans.

Hearing Australia is also the sole provider of services for adults with complex communication needs. This includes adults with severe or profound hearing loss, significant visual impairment in addition to hearing loss and other disabilities that heighten communication difficult.

Hearing Australia has over 600 locations across Australia. For more information, see links below.

<b>Website:</b>	<a href="https://www.hearing.com.au/Resources-for-health-professionals/Aged-Care-Providers">https://www.hearing.com.au/Resources-for-health-professionals/Aged-Care-Providers</a>
<b>Links:</b>	<a href="#">Book an appointment online</a>

	<a href="#">Find a Hearing Centre</a>
	<a href="#">Online Enquiry</a>
	<a href="#">Hearing Products</a>
	<a href="#">Resources for Health Professionals</a>
<b>Phone:</b>	134 432

# LGBTIQ Support Services

## LGBTI Community Visitor's Scheme

See [The Community Visitor Scheme \(CVS\)](#)

## PEACE Multicultural Services

See [Unidos](#): For same sex attracted (SSA) individuals from diverse backgrounds, and their families and friends.

## Q-life

QLife provides Australia-wide anonymous, LGBTI peer support and referral for people wanting to talk about a range of issues including sexuality, identity, gender, bodies, feelings or relationships. Services are free and include both telephone and webchat support, delivered by trained LGBTI community members across the country. The services are for LGBTI individuals, their friends and families, and health professionals in Australia.

Beyond the telephone, QLife offers webchat for people who prefer online interactions or for whom the phone is impractical.

<b>Website:</b>	<a href="#">Q-Life</a>
<b>Links:</b>	<a href="#">Webchat (3pm to midnight, 365 days per year)</a>
	<a href="#">Get Help</a>
	<a href="#">Resources</a>
	<a href="#">QLife Directory of Services</a>
<b>Phone:</b>	1800 184 527 (3pm – midnight - 365 days per year)
<b>Email:</b>	<a href="mailto:info@lgbtiqhealth.org.au">info@lgbtiqhealth.org.au</a>

## Silver Rainbow LGBTI

COTA SA's *SA Silver Rainbow LGBTI* aged awareness is a training project managed by [LGBTIQ+ Health Australia](#) Supporting healthy lesbian, gay, bisexual, trans/transgender, intersex, queer and other sexuality, gender, and bodily diverse people and communities throughout Australia and the world, free from stigma and discrimination. Providing resource links, media releases, connections to social and physical health resources.



<b>Website:</b>	Silver Rainbow
<b>Links:</b>	Training Program
	Learning From Lived Experiences
	Community of Practice
	e-News
	Useful Links
<b>Phone:</b>	1800 182 324 (9.00am – 5.00pm, Monday to Friday)
	(08) 8232 0422 (9.00am – 5.00pm, Monday to Friday)
<b>Email:</b>	<a href="mailto:cotasa@cotasa.org.au">cotasa@cotasa.org.au</a>
<b>Cost:</b>	Most COTA SA services are free, although small fees may apply in some instances.

# Mental Health Services in Aged Care Facilities – Adelaide Metro

## Older Persons Mental Health

*Older Persons Mental Health Service* is for people in South Australia ≥65 years of age and Aboriginal and Torres Strait Islander people ≥50 years of age, who have a diagnosable mental health disorder or symptoms of an underlying issue or issues, including: first onset of a psychiatric illness or disorder whilst in these age brackets; dementia complicating a pre-existing psychiatric illness; dementia with severe behavioural and psychological symptoms. *Older Persons Mental Health Service* works with the community, ageing and primary health care sectors to prevent or reduce the incidence and/or escalation of mental health issues.

<b>Website:</b>	<a href="#">Older Persons Mental Health Service</a>
<b>Links:</b>	<a href="#">Community Teams</a>
	<a href="#">Crisis Intervention Service</a>
	<a href="#">Transitional Care Service</a>
<b>Phone:</b>	<a href="#">Acute inpatients units</a>
	Eastern team – Adelaide Metro (08) 7425-6400 (9.00am – 5.00pm, Monday to Friday)
	Northern team – Adelaide Metro (08) 7425 6300 (9.00am – 5.00pm, Monday to Friday)
	Southern team – Adelaide Metro (08) 7117 5037 (9.00am – 5.00pm, Monday to Friday)
	Western team – Adelaide Metro (08) 8426 0600 (9.00am – 5.00pm [closed between 12.00 noon - 1.00pm], Monday to Friday)
<b>Cost:</b>	Free

## Supporting Emotional Wellness in Aged Care Program (SEW)

RASA's Supporting Emotional Wellness in Aged Care Program delivers free time limited therapeutic support for people living in residential aged care facilities across metropolitan Adelaide. Services are available for residents 'at risk' of or experiencing mild to moderate mental illness; or with a diagnosed mental illness that is severe in nature and will benefit from short-term psychological therapies. The program supports a qualified health professional to visit the Residential Aged Care Facility to:

- Meet with the resident to talk about how they are going.
- Support the Resident to build skills to cope with change.
- Discuss ways to increase pleasures and enjoyment in life.
- All conversations are kept private and confidential.
- Access to interpreting and cultural translation services.

The program also offers group activities to provide strategies to cope with the past and learn practice skills to better manage stress. These groups include:

- Reminiscence Therapy
- Therapeutic Drumming
- Welcome groups for people new to the residential aged care facility
- Meditation
- Mindfulness
- Grief and Loss
- Art Therapy
- Education and information sessions for residents on shared issues of concern such as coping with grief and loss sleep issues
- Mental Health literacy for residents, family and friends and RACF staff

The expected benefits of psychological services for RACF residents are improvements in mood, adjustment and functioning and increased ability to cope with life changes.

### Referral Exclusions

The SEW services will not be able to support residents with significant behavioural issues, dementia with severe cognitive features, delirium, or acute and persistent complex mental illness that would be more appropriately managed by a General Practitioner (GP) or specialised health service such as Dementia Behaviour Support and Older Persons Mental Health.

A referral form and information about the program can be found on Relationships Australia’s website at <https://www.rasa.org.au/services/adult-health-wellbeing/sew/> or you can contact them on 1800 000 739 (1800 000 SEW).

<b>Website:</b>	Supporting Emotional Wellness in Aged Care (SEW) Program
<b>Links:</b>	Information for Facilities and Allied Health
	Building Connection and Strength through Reminiscing
	Resources
	Referral Form
<b>Phone:</b>	1800 000 739 (9.00am – 5.00pm, Monday to Friday)
<b>Email:</b>	MHRACF@rasa.org.au
	Online Enquiry Form
<b>Cost:</b>	Free

# Mental Health Services in Aged Care Facilities – Country SA

## FocusOne Renew (Lower South East)

Country SA PHN's *FocusOne Health* is a not-for-profit organisation funded to deliver psychological therapies within aged care facilities in the Lower Limestone Coast: Boandik (Mount Gambier), Boneham Lodge (Millicent), Pinchunga Aged Care (Penola), and Longride Aged Care (Naracoorte). *FocusOne Health* also offers a range of mental health services across the Riverland, Limestone Coast, and Murray Mallee operating from their offices and via telehealth.

<b>Website:</b>	<a href="#">FocusOne Health</a>
<b>Contact:</b>	Riverland (08) 8582 3823 (9.00am - 5.00pm, Monday to Friday) Limestone Coast (08) 8724 7696 (9.00am - 5.00pm, Monday to Friday)
<b>Email:</b>	<a href="mailto:info@focusonehealth.com.au">info@focusonehealth.com.au</a>
<b>Cost:</b>	Please contact for further information regarding cost, if any.

## Psychological Therapies Service in Residential Aged Care Facilities Program

Country SA PHN's *Psychological Therapies Service in Residential Aged Care Facilities Program* is intended to enable older people in residential aged care facilities with mental illness to access mental health services similar to those available in the community through the Better Access to psychologists, Psychiatrists and General Practice through the MBS Initiative (Better Access). Psychological services are adapted to the needs and environment of this group in a way that complements personal care and accommodation services provided by facilities, dementia services, and broader physical health and social support..

<b>Website:</b>	<a href="#">Psychological Therapies Service in Residential Aged Care Facilities Program</a>
<b>Phone:</b>	(08) 8565 8900 (9.00am - 5.00pm, Monday to Friday)

<b>Email:</b>	<a href="mailto:admin@country@saphn.com.au">admin@country@saphn.com.au</a>
<b>Cost:</b>	Free

## Residential Wellbeing (Barossa & Gawler, after hours in Gawler)

Sonder provides therapeutic counselling for people living in select residential aged care facilities across the Gawler-Barossa region (i.e. Barossa Village Residency, Tanunda Lutheran Homes, Calvary Trevu House, Southern Cross Care – Bellevue Court, Wheatfields, and Gawler Grande Views Aged Care). To access the service, residents can refer themselves directly by calling Sonder or can ask their GP, family, or friend, or a member of staff at the facility to make contact on their behalf.

<b>Website:</b>	<a href="#">Sonder’s Residential Wellbeing Service</a>
<b>Phone:</b>	(08) 8209 0700 (hours of operation vary depending on service sought)
<b>Email:</b>	<a href="mailto:info@sonder.net.au">info@sonder.net.au</a>
	<a href="#">Online Enquiry Form</a>
<b>Cost:</b>	Please contact for further information regarding cost, if any.

## “Your Story” – Summit Health CONNECTcare

Summit Health’s CONNECTCare *Your Story Program* provides person centred mental health support to aged care residents who may be experiencing mild to moderate presentations of emotional or psychological distress in residents and aiming to prevent mental illness from developing. The service commenced in July 2022 and is available to residential aged care homes across the Adelaide Hills Region. The service is free and funded by the Country SA PHN (Primary Health Network) and the Australian Government Department of Health.

The service is for:

- Experiencing grief and loss
- Showing signs of depression or anxiety
- New to the care home and experiencing transition issues
- Experiencing COVID related stress or trauma

- From vulnerable communities ie LBGTIQ or from culturally and linguistically diverse groups
- On long respite stays who are in distress (short-term stays <three weeks are often not suitable)
- In the early to mid-stages of Alzheimer’s or have dementia that is not significant and who are experiencing
- emotional or psychological distress

<b>Website:</b>	<a href="#">CONNECTcare</a>
<b>Phone:</b>	(08) 8406 7715
<b>Phone:</b>	admin@connectcare.org.au

## Wellbeing Support Program Psychological Therapies in Aged Care (Fleurieu)

MIND’s *Wellbeing Support Program* works with older people in residential aged care facilities in South Australia’s Fleurieu Peninsula, offering up to 10 sessions of support focused on identifying their needs and developing strategies that support their emotional wellbeing. The Program assists individuals with adjusting to the move into an aged care residence, ongoing experience of mental illness, alcohol or other substance misuse and addiction, concerns about relationships with family and friends, and dealing with trauma, grief, and loss.

<b>Website:</b>	<a href="#">Mind Australia</a>
<b>Links:</b>	<a href="#">Wellbeing Support Program referral form</a>
<b>Phone:</b>	1300 286 463 (9.00am - 5.00pm, Monday to Friday)
<b>Email:</b>	<a href="mailto:mindconnect@mindaustralia.org.au">mindconnect@mindaustralia.org.au</a>
<b>Cost:</b>	Free

# Multicultural Support Services

## German-Speaking Aged Services Association Inc.

*German-Speaking Aged Services Association Inc.* supports German-speaking seniors aged 65 and older and their carers to retain and strengthen their resources such as independence, knowledge, language, mobility, and friendships.

Under the Commonwealth Home Support Program, services offered include:

- Seniors' groups (including-transport & meals)
- In-home social support (including shopping)
- Transport
- Respite (centre based or in-home)
- Specialised Support (for persons living with memory loss, vision or hearing impairment, or language difficulties).

Carer Service - In collaboration with Carers SA, they can assist carers by facilitating peer support groups and other direct carer support.

<b>Website:</b>	<a href="#">German-Speaking Aged Services Association Inc.</a>
<b>Links:</b>	<a href="#">Services</a>
<b>Phone:</b>	(08) 8340 3889 (9.00am - 5.00pm, Monday to Friday)
<b>Email:</b>	<a href="mailto:contact@gsasa.com.au">contact@gsasa.com.au</a>
	<a href="#">Online Enquiry Form</a>
<b>Cost:</b>	Please contact for further information regarding cost, if any.

## Multicultural Communities Council of South Australia

The Multicultural Communities Council of South Australia's *Aged Care Volunteer Visitors Scheme* supports older people living in aged care facilities who speak languages other than English, wherein volunteers visit at least twice a month, helping to reduce loneliness and isolation. The Council also offers activities (e.g. active aging, art and movement, disability and NDIS support, transport services), podcasts that wherein various people in the



community speak on topics related to aging (e.g. palliative care), and events for individuals, family, and friends.

<b>Website:</b>	<a href="#">The Multicultural Communities Council of SA</a>
<b>Links:</b>	<a href="#">Upcoming Events</a>
	<a href="#">Podcast</a>
<b>Phone:</b>	(08) 8345 5266 (8.30am – 5.30pm, Monday to Friday)
<b>Email:</b>	<a href="mailto:mccsa@mccsa.org.au">mccsa@mccsa.org.au</a>
	<a href="#">Online Enquiry Form</a>
<b>Cost:</b>	Please contact for further information regarding cost, if any.

## Multicultural Aged Care

*Multicultural Aged Care* provides numerous social support programs, resources and training focusing on the aged care sector, and advocates for and informs the community, governments, and businesses about culturally appropriate aged care.

<b>Website:</b>	<a href="#">Multicultural Aged Care</a>
<b>Links:</b>	<a href="#">Café 94 (Social Support Program)</a>
	<a href="#">Multicultural Learning and Development</a>
	<a href="#">Information and Resources</a>
	<a href="#">COVID-19 Information and Resources</a>
	<a href="#">Library</a>
	Networks - <a href="#">CALD Aging Consumer Network</a> and <a href="#">Network for CALD Aging Services</a>
<b>Phone:</b>	(08) 8241 9900 (9.00am - 5.00pm, Monday to Friday)
<b>Email:</b>	<a href="#">Online Enquiry Form</a>
<b>Cost:</b>	Please contact for further information regarding cost, if any.

## Mental Health Service (Community Access and Services SA)

Adelaide PHN's Community Access and Services SA provides a *Mental Health Service* which supports people with severe and complex mental health problems from non-English speaking backgrounds in metropolitan Adelaide, offering comprehensive assessment, development of plans, support to access treatment (in client's language and with cultural sensitivity), links to other services, and mental health information and education.

<b>Website:</b>	<a href="#">Community Access and Services SA</a>
<b>Links:</b>	<a href="#">Specialised Mental Health Support for People from CALD Backgrounds</a>
<b>Phone:</b>	(08) 8447 8821 (9.00am – 5.00pm, Monday to Friday)
<b>Email:</b>	<a href="mailto:admin@sa.vnca.org.au">admin@sa.vnca.org.au</a>
<b>Cost:</b>	Free

## PEACE Multicultural Services

RASA’s *Personal Education And Community Empowerment Multicultural Service* (PEACE) supports individuals, families and communities in South Australia from culturally and linguistically diverse backgrounds regardless of their visa status, aiming to overcome barriers and achieve happy and healthy relationships. PEACE offers bilingual and bicultural information, counselling, support groups, casework assistance, workforce development, and community consultation and community focused media production. Services include:

- *Unidos* support group for same sex attracted individuals, and their families and friends.
- *Blood Borne Viruses Program*: For those impacted by HIV, Viral Hepatitis, and sexually transmissible Infections.
- *Indaba SA* offers information and counselling for women living with and/or at risk of HIV, viral hepatitis and sexually transmitted infections.
- *Multicultural Gambling Help Service* offers counselling to those for whom gambling is problematic, as well as those affected by someone else’s gambling.
- *Cambodian Gambling Help Service* offers counselling targeted to those in the Cambodian community for whom gambling is problematic, as well as those affected by someone else’s gambling.
- *The Good Life Project*: For those in African communities to assist in the prevention of family and domestic violence.

<b>Website:</b>	<a href="#">PEACE Multicultural Services</a>
<b>Links:</b>	<a href="#">Unidos</a>
	<a href="#">HIV, Viral Hepatitis and Sexually Transmissible Infection Program</a>
	<a href="#">Indaba SA</a>
	<a href="#">Multicultural Gambling Help Service</a>
	<a href="#">Cambodian Gambling Help Service</a>
	<a href="#">Financial Counselling</a>
	<a href="#">Group Support Services</a>
	<a href="#">The Good Life Project</a>

	<a href="#">Workforce Development</a>
<b>Phone:</b>	1300 364 277 (8.00am - 5.00pm, Monday, Tuesday, and Friday; 8.00am - 7.30pm, Wednesday and Thursday)
	Country callers 1800 182 325 (8.00am – 5.00pm, Monday to Friday)
<b>Email:</b>	<a href="#">Online Enquiry Form</a>
<b>Cost:</b>	Free

## Other Support Services & Resources

### Cancer Council SA

One in two Australians will develop cancer by the age of 85. It is therefore not uncommon for several members of the same family to develop cancer, though in most cases the cancers will be unrelated. The Cancer Council SA supports people with cancer, as well as their carers, family, colleagues, friends, and health professionals works across every aspect of cancer, including research, prevention activities (raising community awareness), support services to reduce the practical and emotional impact of cancer, and advocacy.

<b>Website:</b>	<a href="#">Cancer Council SA</a>
<b>Links:</b>	<a href="#">Cancer information</a>
	<a href="#">Prevention</a>
	<a href="#">Support</a>
	<a href="#">Research</a>
	<a href="#">Health professionals</a>
<b>Phone:</b>	13 11 20 (9.00am – 5.00pm, Monday to Friday)
	Call TIS on 131 450, then ask for Cancer Council 13 11 20
<b>Email:</b>	<a href="mailto:cc@cancersa.org.au">cc@cancersa.org.au</a>
<b>Cost:</b>	Please contact for further information regarding cost, if any.

### Catalyst Foundation

*Catalyst Foundation* is an inclusive, independent and charitable organisation seeking to improve the lives of all South Australians – but with particular focus on Aboriginal and Torres Strait Islander, culturally and linguistically diverse, and LGBTIQ+ communities - in the areas of ageing, disability, lifestyle, employment, business and learning, offering information, services, and resources in relation to these areas.

<b>Website:</b>	<a href="#">Catalyst Foundation</a>
<b>Links:</b>	<a href="#">Ageing</a>
	<a href="#">Disability</a>

	Learning
	Lifestyle
	Aboriginal and Torres Strait Islanders
	Culturally and linguistically diverse
	LGBTIQA+
	Aged care sector support
	Resources
<b>Phone:</b>	(08) 8168 8776 (9.00am - 5.00pm, Monday to Friday)
<b>Email:</b>	<a href="mailto:information@catalystfoundation.com.au">information@catalystfoundation.com.au</a>
<b>Cost:</b>	Please contact for further information regarding cost, if any.

## Falls prevention services – SA Health

SA Health provides falls prevention services to older people in the community. A fall risk assessment can help individuals know if they are at risk. A doctor or health professional can help individuals organise this. There are falls prevention teams across South Australia who can provide advice and help to connect individuals to the right service in their area.

<b>Website:</b>	<a href="#">Falls prevention services for older people</a>
<b>Links:</b>	<a href="#">Fact sheets</a>
	<a href="#">Australian Guidelines on Prevention of Falls and Harm from Falls</a>
<b>Phone:</b>	1300 032 557
<b>Email:</b>	<a href="mailto:Health.CHSAFallsPreventionProject@sa.gov.au">Health.CHSAFallsPreventionProject@sa.gov.au</a>

## FriendLine

*Friends for Good*, a not-for-profit organisation freeing people from loneliness, operates *FriendLine* a telephone service for people who are experiencing loneliness or just want a chat.

<b>Website:</b>	<a href="#">FriendLine</a>
<b>Links:</b>	<a href="#">Online Chat</a> (6.00pm – 8.00pm, Monday to Friday)
<b>Phone:</b>	1800 424 287 (10.00am – 8.00pm, 7 days a week)
<b>Email:</b>	<a href="mailto:admin@friendsforgood.org.au">admin@friendsforgood.org.au</a>
<b>Cost:</b>	Free

## Inflammatory Bowel Disease SA

*Inflammatory Bowel Disease SA* is a South Australian company providing care for those with Inflammatory Bowel Disease. They offer a multidisciplinary approach to the management of Crohn’s Disease and Ulcerative Colitis to provide patients with exceptional quality care. Their team consists of a range of health professionals dedicated to the management of Inflammatory Bowel Disease, including: gastroenterologists specialised in Inflammatory Bowel Disease, specialist nurses, dietitians, psychologists, colorectal surgeons, and radiologists.

<b>Website:</b>	<a href="#">Inflammatory Bowel Disease SA</a>
<b>Links:</b>	<a href="#">Book an appointment online</a>
<b>Phone:</b>	See phone numbers for various locations <a href="#">here</a>
<b>Email:</b>	<a href="mailto:ibdsa@sagroup.net.au">ibdsa@sagroup.net.au</a>
	<a href="#">Online Enquiry Form</a>
<b>Cost:</b>	As each doctor charges differently, fees will vary. It is your responsibility to ask about those specific to your doctor; these will also be provided to you in your initial appointment letter.

## Lung foundation Australia

The Lung Foundation Australia is the only charity and leading peak body of its kind in Australia that funds life-changing research and delivers support services that give hope to people living with lung disease or lung cancer. Since 1990, we have been working to ensure lung health is a priority for all, from promoting lung health and early diagnosis, advocating

for policy change and research investment, raising awareness about the symptoms and prevalence of lung disease and championing equitable access to treatment and care.

**Services:**

**Support Groups** – meet people with similar experiences and share mutual support to help encourage and guide each other in person or online (free)

**One-on-one peer support** - Be connected with someone who understand what it is like to live with, or care for someone with, a lung condition over the telephone (free)

**Pulmonary rehabilitation** - A specialised exercise and education program that teaches you skills to exercise safely, manage your condition and improve day-to-day life. (in person, online & home-based options)

**Lungs in Action** - Maintain the health benefits achieved in pulmonary or cardiac rehabilitation and build on the skills you learnt to live well with your condition. (In-person and online)

**Lung Cancer Support Nurse** - Information and guidance from an experienced nurse about lung cancer diagnosis, treatment and symptom management over the telephone (free).

**Lung Cancer Social Work Service** - Get support from an experienced social worker to navigate the practical and emotional impact of a lung cancer diagnosis and beyond over the telephone (free).

**Respiratory Care Nurse** - Guidance and support from an experienced respiratory nurse on all aspects of your condition according to management guidelines over the telephone (free).

<b>Website:</b>	<a href="#">Lung Foundation Australia</a>
<b>Links:</b>	<a href="#">Information and support centre</a>
	<a href="#">Support Groups</a>
	<a href="#">Exercise Programs</a>
	<a href="#">Webinars</a>
	<a href="#">Support and palliative care</a>
	<a href="#">Social service directory</a>



<b>Phone:</b>	1800 654 301
<b>Email:</b>	enquiries@lungfoundation.com.au

## Motor Neurons Disease South Australia

*Motor Neurons Disease South Australia* provides information, advice, practical assistance and personal support services to the person with MND, their carers, family, friends and health professionals. Support Coordinators meet with people newly diagnosed with MND and their families to provide information about the disease, offer advice and support, and make an initial assessment of their specific service and support needs. Ongoing services, support and advice is available to meet each individual's circumstances.

<b>Website:</b>	<a href="#">Motor Neurons Disease South Australia</a>
<b>Links:</b>	<a href="#">Understanding MND</a>
	<a href="#">Support Coordination</a>
	<a href="#">Equipment</a>
	<a href="#">Entitlements, Benefits, &amp; Other Supports</a>
<b>Phone:</b>	MND Information Line 1800 777 175 (9.00am – 5.00pm, Monday to Friday)
	General Enquiries (08) 8234 8448 (9.00am – 5.00pm, Monday to Friday)
<b>Cost:</b>	Please contact for further information regarding cost, if any.

## Multiple Sclerosis Society of South Australia and Northern Territory

The *Multiple Sclerosis Society of South Australia and Northern Territory* supports people living with multiple sclerosis, offering nursing; physiotherapy; occupational therapy; social support; NDIS access, pre-planning, and support coordination; continence support; wellbeing programs and workshops; peer support, and; employment services. Their Facebook site has a page for family, friends, and carers of people living with MS.

<b>Website:</b>	<a href="#">MS Support Services</a>
<b>Links:</b>	<a href="#">Groups and Workshops</a>
	<a href="#">NDIS Assistance</a>
	<a href="#">Family and Friends of people living with MS</a>
<b>Phone:</b>	1800 812 311 (9.00am – 5.00pm, Monday to Friday)
<b>Email:</b>	<a href="mailto:msassist@ms.asn.au">msassist@ms.asn.au</a>
<b>Cost:</b>	Please contact for further information regarding cost, if any.

## SANE services

SANE Australia is for people over the age of 18 years with recurring, persistent or complex mental health issues, as well as their family, friends, workmates, and carers who care about them, offering services (community forums, a drop-in service, guided service, and a range of creative and educational activities), information and resources, and research. Their support has been designed and informed by people who have lived experience, in line with the latest clinical evidence.

<b>Website:</b>	<a href="#">SANE</a>
<b>Links:</b>	<a href="#">Connection and support services</a>
	<a href="#">Information, factsheets, and guides</a>
	<a href="#">Information for family, friends, workmates, and carers</a>
<b>Phone:</b>	1800 187 263 (10.00am – 10.00pm, Monday to Friday)
<b>Email</b>	<a href="mailto:getsupport@sane.org">getsupport@sane.org</a>
<b>Cost:</b>	Free

## Shine SA

*Shine SA* offers information and education topics via their websites. You can find information on assorted topics such as contraception, pregnancy, disability, sexuality,

aboriginal communities, and multicultural communities. Below is a list of links to resources located on the Shine SA website.

<b>Website:</b>	<a href="#">SHINE SA</a>
<b>Links:</b>	<a href="#">Counselling Services</a>
	<a href="#">Aboriginal Communities</a>
	<a href="#">Multicultural Communities</a>
	<a href="#">Disability &amp; Sexuality</a>
<b>Phone:</b>	General Enquiries (08) 8300 5300 (9.00am - 5.00pm, Monday to Friday)
	Sexual Health Line 1300 883 793 (9.00am - 12:30pm, Monday to Friday)
<b>Email:</b>	<a href="mailto:info@shinesa.org.au">info@shinesa.org.au</a>
	<a href="#">Online Enquiry Form</a>
<b>Cost:</b>	Fees for SHINE SA's services can be found on their clinic page: <a href="#">Find a Clinic</a>

## Sonder

*Sonder* is a non-profit organisation supporting individuals and health professionals, offering disability services (e.g. psychosocial recovery coaching), health services (e.g. mental health, alcohol and other drug, chronic disease, Aboriginal, community health, and reference groups), community services (e.g. homelessness and employment support), education and training (for GPs and nurses), and other resources across South Australia.

<b>Website:</b>	<a href="#">Sonder</a>
<b>Links:</b>	<a href="#">Disability Services</a>
	<a href="#">Health Services</a>
	<a href="#">Services for Health Professionals</a>
	<a href="#">Resources</a>
<b>Phone:</b>	(08) 8209 0700

<b>Email:</b>	<a href="mailto:info@sonder.net.au">info@sonder.net.au</a>
	<a href="#">Online Enquiry Form</a>
<b>Cost:</b>	Please contact for further information regarding cost, if any.

# Palliative Care

## Australian Indigenous Health Info Net - Palliative care

The *Australian Indigenous Health Info Net Service* provides information about publications, policies, programs, resources and organisations which are relevant to the end-of-life care of Aboriginal and Torres Strait Islander people. It includes information on culturally appropriate palliative care, as well as cultural perspectives on dying, death, grief and sorry business in Aboriginal and Torres Strait Islander communities.

<b>Website:</b>	<a href="#">Australian Indigenous Health Info Net</a>
<b>Links:</b>	<a href="#">Palliative Care and End-of-Life Care</a>
	<a href="#">Culturally Appropriate Palliative Care and End-of-life Care</a>
	<a href="#">Grief and Bereavement</a>
	<a href="#">Planning Ahead</a>
<b>Phone:</b>	(08) 9370 6336
<b>Email:</b>	<a href="mailto:healthinonet@edc.edu.au">healthinonet@edc.edu.au</a>
	<a href="#">Online Enquiry Form</a>
<b>Cost:</b>	Free

## Care Search

*Care Search* provides palliative care options and information for patients, carers or community members. The service is funded by the Australian government and has links to services for older Australians which have links to understanding death and dying, grieving, dementia and diversity. Resources are available for health professions who require resources and further information about working in palliative care.

<b>Website:</b>	<a href="#">Care Search</a>
<b>Links:</b>	<a href="#">Health Professionals</a>
	<a href="#">Community Resources</a>

<b>Phone:</b>	(08) 7221 8233 (9.00am – 5.00pm, Monday to Friday)
<b>Email:</b>	<a href="mailto:caresearch@flinders.edu.au">caresearch@flinders.edu.au</a>
<b>Cost:</b>	Please contact for further information regarding cost, if any.

## End of Live Directions for Aged Care

*End of Live Directions for Aged Care* is a project that seeks to improve the care of older Australians through palliative care connections and advance care planning activities. They provide information, guidance, and resources to health professionals and aged care workers to support palliative care and advance care planning to improve the care of older Australians. Although their services are mainly aimed at those working in aged care, they provide links to other services that may be useful for residents and family members:

<b>Website:</b>	<a href="#">End of Live Directions for Aged Care</a>
<b>Links:</b>	<a href="#">Palliative Care Services</a>
	<a href="#">Aged Care Homes</a>
	<a href="#">Help at Home</a>
	<a href="#">Home Care Packages</a>
	<a href="#">Aged Care Assessment Team</a>
<b>Phone:</b>	1800 870 155 (9.00am - 5.00pm, Monday to Friday)
<b>Email:</b>	<a href="mailto:eldac.project@flinders.edu.au">eldac.project@flinders.edu.au</a>
<b>Cost:</b>	Free

## Nightingale Program (Dementia Australia)

Dementia Australia's *Nightingale Program* is a palliative model of care, provided by specialist nurses throughout South Australia, to support people living with dementia, their families, and care providers with a focus on promoting choice and well-being. Using a person-centred approach, they can develop care strategies to enable people living with dementia to:

- Stay at home longer and maximise their independence
- Promote quality of life and positive relationships
- Have a voice in their future care options and decision making
- Avoid unnecessary presentations to acute hospital settings
- Clinical advice including co-morbidity management, pain management, delirium and palliation.

<b>Website:</b>	<a href="#">Dementia Australia – Nightingale Program</a>
<b>Phone:</b>	1800 100 500 (24 hours a day, 7 days a week)
<b>Email:</b>	<a href="mailto:Helpline.nat@dementia.org.au">Helpline.nat@dementia.org.au</a>
<b>Cost:</b>	Free

## PalliAged

*PalliAged* is an online evidence-based guidance and knowledge resource about palliative care in aged care for use by health professionals and the aged care workforce. *PalliAged* provides information for older Australians seeking information about palliative care. This includes updates and evidence-based information.

<b>Website:</b>	<a href="#">PalliAGED</a>
<b>Links:</b>	<a href="#">Practice Tip Sheets for Nurses</a>
	<a href="#">palliAGED Practice Tips</a>
	<a href="#">palliAGED Introduction Modules</a>
	<a href="#">palliAGED Apps</a>
<b>Email:</b>	<a href="mailto:palliaged@flinders.edu.au">palliaged@flinders.edu.au</a>
	<a href="#">Online Enquiry Form</a>
<b>Cost:</b>	Please contact for further information regarding cost, if any.

## Palliative Care South Australia

*Palliative Care SA* is the peak body for palliative care services in South Australia, valuing acceptance of death as a natural part of life, courage to discuss death and dying in the

community, and respect for the diversity of beliefs and practices of those facing death and bereavement. *Palliative Care SA* offers advocacy, education, and information about a range of support services (from palliative care specialists through to community palliative care and private providers of palliative care support in community or hospice settings). In recent years *Palliative Care SA* has expanded its connection with Aboriginal communities, visiting and talking to individuals about their interests in dying on country and how this can be supported.

<b>Website:</b>	<a href="#">Palliative Care SA</a>
<b>Links:</b>	<a href="#">Information and Support for Families and Patients</a>
	<a href="#">Education for Healthcare Professionals</a>
	<a href="#">Community Engagement</a>
<b>Phone:</b>	(08) 8271 1643 (9.00am to 5.00pm, Monday to Friday)
<b>Email:</b>	<a href="#">Online Enquiry Form</a>
<b>Cost:</b>	Please contact for further information regarding cost, if any.

## Taking Control – LGBTQ+ Toolkit for Palliative Care & End of Life Decisions

ACON is a health service provider based in Sydney, NSW that provides a range of services to the community. They have developed the “Taking Control Toolkit” to assist people to start having end of life conversations before they need to, even if it feels a little uncomfortable at the time. This toolkit attempts to make it easier to open conversations about death and dying. It will give people ideas about things to consider and decide when it comes to their own death and how to support a loved ones wishes if faced with their death. We’re all going to die one day, so this toolkit is relevant to everyone, at any age. Looking at the issue through an LGBTQ+ lens helps us to explore our unique lived experiences and the different issues we face.

<b>Website:</b>	<a href="#">Taking Control</a>
<b>Links:</b>	<a href="#">Ageing as an LGBTQ+ Person</a>



	<a href="#">Needing Care</a>
	<a href="#">Death Planning</a>
	<a href="#">Grief &amp; Bereavement</a>
	<a href="#">Caring for Yourself &amp; Others</a>
	<a href="#">Money Matters</a>
	<a href="#">Resources</a>
<b>Cost:</b>	Free

# Parkinson's Support

## Parkinson's (The Hospital Research Foundation)

*Parkinson's* is a charity of The Hospital Research Foundation Group, supporting people living with Parkinson's or other movement disorders, their friends, family, and carers, and community and health professionals, offering provides information, support services (support groups, connection to allied health services, and fitness classes), and advocacy, and undertaking research.

<b>Website:</b>	<a href="#">Parkinson's: The Hospital Research Foundation</a>
<b>Phone:</b>	Support Line 1800 644 189 (9.00am – 5.00pm, Monday to Friday)
	General Enquiries (08) 8357 8909 (9.00am – 5.00pm, Monday to Friday)
<b>Email:</b>	<a href="mailto:contactus@fightingparkinsons.org.au">contactus@fightingparkinsons.org.au</a>
<b>Cost:</b>	Please contact for further information regarding cost, if any.

# Peer Support Groups For Mental Health

## Beacon

*Beacon* is a portal to online applications for mental and physical disorders. A panel of health experts categorise, review and rate websites and mobile applications. These ratings are provided, along with the site link and access information. Reviews of internet support groups are now also included. There are many categories available to locate relevant information, including alcohol, depression, personality disorders, anxiety, stress, suicidal ideation, and other options are available.

<b>Website:</b>	<a href="#">Beacon</a>
<b>Email:</b>	<a href="mailto:beacon@anu.edu.au">beacon@anu.edu.au</a>
	<a href="#">Online Enquiry Form</a>
<b>Cost:</b>	Free

## Centre for Clinical Interventions

The *Centre for Clinical Interventions* is a specialist clinical psychology service in Perth, Western Australia, administered through the North Metropolitan Health Service. The service provides and develops evidence-based online resources to support individuals seeking self-help materials to improve their mental health. It also provides resources for those who are looking after others.

<b>Website:</b>	<a href="#">Centre for Clinical Interventions</a>
<b>Phone:</b>	(08) 9227 4399 (9.00am – 4.30pm, Monday to Friday [Perth time])
<b>Email:</b>	<a href="mailto:info.cci@health.wa.gov.au">info.cci@health.wa.gov.au</a>
<b>Cost</b>	Free

## Lived Experience Telephone Support Service

The *Lived Experience Telephone Support Service* provides telephone support to people with mental health conditions, as well as their carers, family and friends. Trained staff answering the calls have a personal experience of recovery and managing challenges in relation to their own mental health, which they draw on in their support and understanding of the caller's unique experience. Staff also assist with access to appropriate in-hours services provided by state, Commonwealth or non-government organisations.

<b>Website:</b>	Lived Experience Telephone Support Service
<b>Phone:</b>	1800 013 755 (5.00pm – 11.30pm, 7 days a week)
<b>Email:</b>	LETSS@skylight.org.au
<b>Cost:</b>	Free

## SA Grow Community Centre (Grow Australia)

*GROW* is a community-based organisation supporting Australians with their recovery from mental ill-health, offering several online and face-to-face programs based on lived experience. This means groups are a meeting of peers. At each meeting, members share how they came to *GROW* and how they're exploring self-improvement as they work on their personal recovery.

<b>Website:</b>	<a href="#">GROW</a>
<b>Phone:</b>	1800 558 268 (9.00am – 5.00pm, Monday to Friday)
<b>Email:</b>	<a href="#">Online Enquiry Form</a>
<b>Cost:</b>	Free

# Podiatry Services

## Podiatry Services SA

Podiatry Services SA run a number of services to support vulnerable people.

Home Visits - a podiatry home visiting service designed to meet individual needs to enhance independence, health and wellbeing. These services are for older people and to younger people with a disability who are unable to travel to our clinics. They also provide home visits to carers who find it difficult to leave the person they are caring for unattended.

Clinic Visits – There are two clinics conveniently located throughout Adelaide and provide services in the Plympton and Parkside areas.

Residential Care – They deliver reliable and consistent Podiatry services to Residential Care Facilities across South Australia. Their Aged Care Podiatry team shares a common goal to improve and maintain a resident’s quality of life and mobility through proactive and quality podiatry care solutions. They work in partnership with each facility to provide a service that is purpose-fit, transparent, and streamlined. Our dedicated business and administration team take care of everything from documentation, care plans and scheduling to Medicare policy requirements and bulk billing. We explore all funding and referral options to ensure our service is financially beneficial.

Diabetes and Feet - They recognise the importance of regular assessments to detect complications and provide Diabetes Foot Assessments and education to clients on a yearly basis as recommended by Diabetes Australia.

<b>Website:</b>	<a href="http://www.podiatryservicessa.com">www.podiatryservicessa.com</a>
<b>Phone:</b>	(08) 8297 4808
<b>Email:</b>	reception@podiatryservicessa.com.au
<b>Primary Location:</b>	287 Anzac Highway Plympton South Australia 5038
<b>Cost:</b>	Contact the service to obtain information about costs and concessions.

# Self-Help Online Services

## Beyond Blue

*Beyond Blue* supports anyone wanting to achieve the best mental health they can, offering information and support for anxiety, depression, and suicide prevention by phone, online chat and forums, and email.

<b>Website:</b>	<a href="#">Beyond Blue</a>
<b>Links:</b>	<a href="#">Web Chat</a> (24 hours a day, 7 days a week)
	<a href="#">Online Forums</a>
	<a href="#">Get a Mental Health Coach</a>
	<a href="#">Find a Mental Health Professional</a>
	<a href="#">Learn About Mental Health</a>
	<a href="#">Maintain Wellbeing</a>
<b>Phone:</b>	1300 22 4636 (24 hours a day, 7 days a week)
<b>Email:</b>	<a href="#">Email Support Service</a> (Emails will be responded to within 24 hours)
<b>Cost:</b>	Free

## Black Dog Institute

*The Black Dog Institute* supports individuals, schools, communities, and workplaces, offering information, resources, clinical services (psychology, psychiatry, exercise physiology), education, and training, and undertaking research, in relation to mental health issues including but not limited to anxiety, depression, bipolar disorder, PTSD, suicide and self-harm.

<b>Website:</b>	<a href="#">Black Dog Institute</a>
<b>Phone:</b>	(02) 9382 2991 (9.00am-5.00pm, Monday to Friday)
<b>Email:</b>	<a href="mailto:blackdog@blackdog.org.au">blackdog@blackdog.org.au</a>

<b>Cost:</b>	Free
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## E-Couch

*E-Couch* is an online, self-directed training program providing evidence-based information to help users understand and manage symptoms associated with common mental issues. Offering five programs – ‘Depression’, ‘Anxiety & Worry’, ‘Social Anxiety’, ‘Divorce & Separation’ and ‘Loss & Bereavement’, each including a comprehensive information module and numerous self-help modules with interactive exercises and workbooks which teach evidence-based strategies.

<b>Website:</b>	<a href="#">E-Couch</a>
<b>Phone:</b>	Not available
<b>Email:</b>	<a href="mailto:ecouch@ehubhealth.com">ecouch@ehubhealth.com</a>
<b>Cost:</b>	Free

## The Mental Health Movement

The *Mental Health Movement* focuses on improving mental health awareness, mental health literacy, mental health management, and mental health support and help-seeking behaviours within workplaces across Australia, offering awareness, education, training, and resources. By providing early intervention and proactive initiatives the *Mental Health Movement* build resilience and empowers employees, managers, supervisors and frontline leaders to better identify, manage and support mental health and its challenges within the workplace.

<b>Website:</b>	<a href="#">The Mental Health Movement</a>
<b>Email:</b>	<a href="#">Online Contact Form</a>
<b>Cost:</b>	Free

## This Way Up

*THIS WAY UP* is a not-for-profit joint initiative between St Vincent’s Hospital and the University of New South Wales, supporting individuals experiencing mental health issues (topics listed below), offering evidence-based, online Cognitive Behavioural Therapy

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programs that teach clinically proven strategies to help people to improve the way they feel. *THIS WAY UP* also provides multilingual resources, and resources for clinicians.

- Depression
- Health Anxiety
- Post Traumatic Stress
- Insomnia
- Perinatal mental health
- Generalised Anxiety
- Panic
- Chronic Pain
- Mindfulness enhanced CBT
- Teen worry & sadness
- Social Anxiety
- OCD
- Stress Management
- Student Wellbeing
- Mindfulness

<b>Website:</b>	<a href="#">This Way Up</a>
<b>Phone:</b>	(02) 8382 1437
<b>Email:</b>	<a href="mailto:contact@thiswayupclinic.org">contact@thiswayupclinic.org</a>
<b>Cost:</b>	There are some costs associated with utilising the resource.



# Staying Connected and Technology Support

## Be Connected

*Be Connected* is an Australian Government initiative aimed at increasing the confidence, skills and online safety of individuals ≥50 years of age in using digital technology. Offering information and interactive training tools and resources, this includes: using a digital device, being safe online, sending emails, using Facebook and other social media, shopping and banking online, using myGov, sharing photos with family, and more. Personalised support and mentoring is also available including a large group of community organisations located across Australia (libraries, neighbourhood centres, community clubs, retirement villages) supporting older Australians.

<b>Website:</b>	<a href="#">Be Connected</a>
<b>Phone:</b>	Helpline (same as <i>Good Things Foundation Australia</i> [see below]) 1300 795 897 (9.00am – 5.00pm, Monday to Friday)
<b>Email:</b>	<a href="#">Online Enquiry Form</a>
<b>Cost:</b>	Free

## Good Things Foundation Australia

The *Good Things Foundation Australia* is a social change charity, supporting people at risk of being left behind in the online world. Working with organisations across Australia, the *Foundation* builds capacity in the community (upskilling digital mentors, creating quality learning resources, distributing grants, and running a telephone helpline), creates digital inclusion programs, and advocates for those who are digitally excluded.

<b>Website:</b>	<a href="#">Good Things Foundation Australia</a>
<b>Phone:</b>	Helpline (same as <i>Be Connected</i> [see above]) 1300 795 897 (9.00am – 5.00pm, Monday to Friday)
	Office (02) 9051 9292 (9.00am – 5.00pm, Monday to Friday)
<b>Email:</b>	<a href="mailto:connect@goodthingsfoundation.org">connect@goodthingsfoundation.org</a>
<b>Cost:</b>	Please contact for further information regarding cost, if any.

## Keeping It Simple for Anyone (KISA Phones)

A KISA phone is one of the latest in a line of simple mobile phones designed for use by seniors and those with disabilities or eyesight problems. It looks like a normal smartphone, but its interface is physical. Phone calls can be made with a single button press, with up to 10 pre-programmed mechanical contact buttons. It is GPS locatable, meaning it can be tracked by only nominated people and can be deactivated, working similarly to ‘Find my iPhone’. And with its SOS emergency button, emergency services are immediately dialled if this is pressed four times. This also sounds off an alarm and the phone switches to hands-free mode for easy contact. Medical information can also be stored easily in the phone. It has a charging cradle, with a long battery life lasting over 7 days on standby and can make 4 hours of phone calls on a single charge. It comes with a lanyard so it can be worn around the neck. There are braille options for those that are blind or have low vision.

<b>Website:</b>	<a href="#">KISA Phone</a>
	<a href="#">About KISA</a>
	<a href="#">Seniors Phone</a>
	<a href="#">Arthritis Phone</a>
	<a href="#">Dementia Phone</a>
	<a href="#">Phone for the Visually Impaired</a>
	<a href="#">Braille Phone</a>
	<a href="#">NDIS</a>
	<a href="#">Location (GPS) Service</a>
<b>Phone:</b>	1300 557 453 (9.00am – 5.00pm, Monday to Friday)
<b>Email:</b>	<a href="#">Online Enquiry Form</a>
<b>Cost:</b>	<a href="#">Pricing</a>

# Stroke Support Services

## Stroke (Stroke SA) (The Hospital Research Foundation)

*The Hospital Research Foundation Group – Stroke* supports families affected by stroke, offering stroke information, resources, and news and events. They assist people and their carers by: linking them with community groups where they can receive support and enjoy social interaction as they rebuild their lives and re-engage in activities; promoting appropriate services for the treatment and rehabilitation of those who have had a stroke, and; providing opportunities to help others who have had similar experiences.

<b>Website:</b>	<a href="#">The Hospital Research Foundation Group - Stroke</a>
<b>Phone:</b>	(08) 8352 4644 (9.00am – 5.00pm, Monday to Friday)
<b>Email:</b>	<a href="mailto:Info@stroke.org.au">Info@stroke.org.au</a>
	<a href="#">Online Enquiry Form</a>
<b>Cost:</b>	Fees may apply when engaging in services referred to.

# South Australian Civil & Administrative Tribunal

The *South Australian Civil & Administrative Tribunal (SACAT)* can help people in South Australia to resolve issues within specific areas of law (see below), either through agreement at a conference or through a decision of the Tribunal at a hearing. SACAT will: treat people with respect, courtesy, and professionalism; provide information on how SACAT works (i.e. processes, fees, timeframes); assist with completion of electronic forms; provide a fair and impartial hearing, and; deliver timely decisions in language that is easy to understand.

- Advance Care Directives Act 2013
- Consent to Medical Treatment and Palliative Care Act 1995
- Guardianship and Administration Act 1993
- Health and Community Services Complaints Act 2004
- Health Care Act 2008
- Health Practitioners Regulation National Law (South Australia) Act 2010
- Mental Health Act 2009
- Supported Residential Facilities Act 1992

<b>Website:</b>	<a href="#">South Australian Civil And Administrative Tribunal</a>
<b>Contact:</b>	1800 723 767 (9.00am - 4.30pm, Monday to Friday)
<b>Email:</b>	<a href="mailto:sacat@sacat.sa.gov.au">sacat@sacat.sa.gov.au</a>
<b>Cost:</b>	<a href="#">Fees and Charges</a>

# Transport Services

## Australian Red Cross Transport Service

The Australian Red Cross provides door-to-door transport to assist individuals to attend non-emergency medical appointments and social outings, if you have no other transport options.

This transportation service is for people who are elderly or have a disability. The driver is a Red Cross volunteer who will collect the individual from their home and drive them to their appointment.

<b>Website:</b>	<a href="#">Transport Service – Australian Red Cross</a>
<b>Phone:</b>	(08) 8100 4500
<b>Email:</b>	saclientservices@redcross.org.au

# Trauma Services

## Adelaide Trauma Centre

The *Adelaide Trauma Centre* is an integrated trauma centre inspired by the ground-breaking Boston Trauma Centre in the USA. It is a not-for-profit association made up of a group of South Australian therapists who provide a diverse range of therapies for those recovering from traumatic experiences and use a whole of person in life context. The types of services available are: counselling, body inclusive trauma therapy, yoga therapy, individual clinical supervision and consultation (for practitioners working in the field), and vicarious traumatisation management (support for workers of vicarious trauma).

<b>Website:</b>	<a href="#">Adelaide Trauma Centre</a>
<b>Links:</b>	<a href="#">Counselling</a>
	<a href="#">Body inclusive trauma therapy</a>
	<a href="#">Yoga therapy</a>
	<a href="#">Supervision and consultation</a>
	<a href="#">Vicarious traumatisation management</a>
<b>Phone:</b>	<a href="#">Individual practitioner phone numbers</a>
<b>Email:</b>	<a href="mailto:info@adelaidgetraumacentre.com.au">info@adelaidgetraumacentre.com.au</a>
<b>Cost:</b>	<a href="#">Fees and Rebates</a>

## Blue knot

*Blue Knot* supports people who have experiences with complex trauma (usually occurring as a result of repeated trauma experienced by a child or young person, although it can also occur from experiences as an adult) and their friends and family. *Blue Knot* offers phone counselling, including: the *Helpline and Redress Support Service*, assisting adult survivors of childhood trauma and institution child sexual abuse in relation to the National Redress scheme, and; the *National Counselling and Referral Service – Disability*, assisting people affected by Disability Royal Commission or with experiences of abuse, neglect and exploitation. *Blue Knot* also provides workshops, videos, information, resources, and support to connect with other appropriate services.

<b>Website:</b>	<a href="#">Blue Knot</a>
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<b>Phone:</b>	Blue Knot Helpline and Redress Support Service 1300 657 380 (9.00am - 5.00pm, 7 days a week)
	National Counselling and Referral Service - Disability 1800 421 468 (9.00am - 6.00pm, Monday to Friday) (9.00am - 5.00pm, Saturday and Sunday)
<b>Email:</b>	<a href="mailto:helpline@blueknot.org.au">helpline@blueknot.org.au</a>
	<a href="mailto:redress@blueknot.org.au">redress@blueknot.org.au</a>
<b>Cost:</b>	Fees may apply when engaging in services referred to.

## Phoenix Australia

*Phoenix Australia* supports trauma-affected individuals, families and communities. As the National Centre of Excellence in Posttraumatic Mental Health, *Phoenix Australia* recognises older people (including but not limited to veterans) have experienced trauma at some point, whether recently or in the past, and it can be more difficult for them to manage trauma, if they're also experiencing loss, grief, or dementia. *Phoenix Australia* offers resources, including information, videos, and webinars to increase knowledge and understanding of their experiences and treatment options. There are also resources available for the workforce.

<b>Website:</b>	<a href="#">Phoenix Australia</a>
<b>Links</b>	<a href="#">Trauma and Aged Care Information Hub</a>
	<a href="#">Your Recovery</a>
	<a href="#">Treatment and Support</a>
	<a href="#">Consultation Services</a>
	<a href="#">Education and Training</a>
<b>Contact:</b>	(03) 9035 5599 (9.00am - 5.00pm, Monday to Friday)
<b>Email:</b>	<a href="#">Online Enquiry Form</a>
<b>Cost:</b>	Please contact for further information regarding cost, if any.

## Rebuild – Counselling for Victims of Crime

RASA's *Rebuild* is for: anyone directly harmed by a crime; anyone harmed as a result of witnessing a crime; parents or care givers who have been harmed as a result of a crime against their child, and relatives of a person who has died or suffered harm as a result of a crime. *Rebuild* offers provides trauma-based counselling and peer support (face-to-face, phone, telehealth) to victims as they move through the criminal justice process.

<b>Website:</b>	<a href="#">Rebuild – Counselling for Victims of Crime</a>
<b>Phone:</b>	1800 310 310 (9.00am - 5.00pm, Monday to Friday)
<b>Email:</b>	<a href="mailto:rebuild@rasa.org.au">rebuild@rasa.org.au</a>
<b>Cost:</b>	Free



# Veterans

## Open Arms: Veterans and Family Counselling

*Open Arms* provides support for veterans and their families, offering clinical counselling services and mental health assessments. The website assists with resources and information about relationship issues, anxiety and fear, anxiety, grief, depression, trauma, PTSD, alcohol and substance use, gambling and self-harm.

<b>Website:</b>	<a href="#">Open Arms: Veterans and Families Counselling</a>
<b>Phone:</b>	1800 011 046 (24 hours a day, 7 days a week)
<b>Email:</b>	<a href="#">Online Enquiry Form</a>
<b>Cost:</b>	Free

## Royal Commission into Defence and Veteran Suicide

On 8 July 2021 the Federal Government announced the formal establishment of the *Royal Commission into Defence and Veteran Suicide* to examine systemic issues and common themes in past deaths-by-suicide of Australian Defence Force members and veterans. Due to provide an interim report in 2022 and a final report in 2024, anyone who has lived experience relating to the Royal Commission as well as other members of the public, organisations and interested parties can make a submission.

<b>Website:</b>	<a href="#">Royal Commission into Defence &amp; Veteran Suicide</a>
<b>Phone:</b>	1800 329 095 (9.00am - 5.00pm, Monday to Friday)
<b>Email:</b>	<a href="mailto:dvsrsrc.enquiries@royalcommission.gov.au">dvsrsrc.enquiries@royalcommission.gov.au</a>
<b>Cost:</b>	Free

# Vision Support Services

## See D!fferently. (Royal Society for the Blind)

See D!fferently is the largest and most experienced provider of low vision services in South Australia. They provide a diverse range of services for South Australians with blindness or low vision from assistive technologies to guide dogs.

Listed services are:

- **Occupational Therapy (OT)** – Improve independence and confidence in daily activities; reading the latest magazine, modifying homes so clients can move around more safely, or gardening.
- **Mobility and Orientation** – Gain skills to enhance freedom and travel with greater independence, from catching a bus to the shops to managing uneven footpaths.
- **Support Coordination** – If you're starting a new NDIS plan or looking to get more from your current plan, we'll take the hassle out of it for you, leaving you to focus is on achieving your goals and utilising the best services and supports for you.
- **Counselling** – If you're feeling stressed, worrying about the future or just need someone to talk to, our counsellors are specially trained in vision loss and will equip you with strategies and skills to help chart your way forward.
- **Support Workers** – Providing practical solutions such as transport to regular appointments and social activities to learning how to shop online.
- **Volunteers** – Stay connected to the community with our volunteers; they'll transport you to medical appointments and recreational programs, helping you maintain independence and social.
- **Technology** – South Australia's largest range of vision technology from the latest apps to tried and tested magnifiers, clocks and kitchen scales – shop in-store with our expert team, or online anytime.
- **Optometry** – Our expert Optometrists will work with you to maximize the vision you have and enhance how you see with the latest vision aids and technology.
- **Employment Services** – Looking for work, or to hire? See Differently offers a full range of employment solutions including skills training, return to work programs, youth employment and ongoing workplace support.
- **Braille Services** – Braille can be used in a variety of places for every day easy use. Our expert instructors will customize training for your needs whether it be some at-home labelling, reading and writing skills and resources, or embracing new braille tech.

**Website:** <https://www.seedifferently.org.au/>

<b>Links:</b>	<a href="#">Services</a>
	<a href="#">Referral</a>
<b>Phone:</b>	1300 944 306
<b>Email:</b>	contact@SeeDifferently.org.au
<b>Hours:</b>	8.30am to 5.00pm (Monday to Friday)

## Vision Australia

Vision Australia is a leading national provider of blindness and low vision services. They work with Australians who are blind or have low vision, helping them live the life they choose.

They support more than 25,500 people of all ages and circumstances through online services and at Vision Australia centres. These are located in Victoria, New South Wales, the ACT, Queensland, South Australia and Western Australia.

They are a not-for-profit organisation who is also a major participant and partner in the international blindness community.

<b>Website:</b>	<a href="https://www.visionaustralia.org">https://www.visionaustralia.org</a>
<b>Links:</b>	<a href="#">Find services and support</a>
	<a href="#">Older adults (accessing My Aged Care funding)</a>
	<a href="#">Technology and products</a>
	<a href="#">Refer a patient to Vision Australia</a>
<b>Phone:</b>	1300 847 466
<b>Email:</b>	info@visionaustralia.org
<b>Hours:</b>	Vision Australia's National Contact Centre is open 8:30am to 7:00pm Monday to Friday AEDT