After hours Crisis Care

Crisis Care is the after hours service provided by qualified Families SA social workers. It operates from 4 pm to 9 am and 24 hours on weekends and public holidays.

Helping people in a crisis

Crises can happen at any time, including weekends or at night.

The Crisis Care telephone service operates after hours and is a state wide service to help people when things go wrong and they need urgent help.

Who does Crisis Care help?

Crisis Care may assist people in crises as a result of:

- Child abuse or neglect
- Children needing foster care or other alternative care
- Domestic violence
- High risk adolescence behaviour or need
- Parent-child disputes
- Homelessness
- Urgent financial need
- Suicidal behaviour
- Personal trauma
- Natural disasters like floods

When you need help after hours

Crisis Care
13 16 11

4 pm to 9 pm and 24 hours on weekends and public holidays
Phone anywhere in South Australia for the cost of a local call

www.dfc.sa.gov.au
24 hours Child Abuse Report Line 13 14 78
After Hours Crisis Care 13 16 11
How does Crisis Care assist?
Crisis Care responds quickly to callers and provides:

- Child abuse investigations
- Placement and support to children in Families SA care
- Emergency food & material assistance assessment
- Counselling, information and support
- Referrals to other agencies

Crisis Care provides many of its services by telephone. In the metropolitan area it can also sometimes visit people in a crisis in their homes or wherever the crisis occurs. For people in the country, Crisis Care can provide assistance through a local agency.

What if a crisis happens during the day?
If a crisis happens on a weekday between 9 am and 5 pm, contact your nearest Families SA office. (See our companion sheet “Contact Us” or visit the Families SA website at www.families.sa.gov.au.)