

## 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

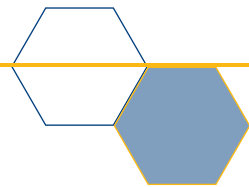
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4 pm to 9 pm and 24 hours on weekends and public holidays

Phone anywhere in South Australia for the cost of a local call

The information in this publication can be provided in an alternative format or another language on request.

Please contact 8413 9069



### **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](http://www.families.sa.gov.au).)

### **Other agencies that may be able to help you**

**Alcohol and Drug Information Service** 1300 13 1340

**Child Abuse Report Line** 13 14 78

**Domestic Violence Crisis Service** 1300 782 200

**Domestic Violence Helpline** 1800 800 098

**Emergency Accommodation Service of South Australia** 1800 003 308

**Family Drug Support** 1300 782 200

**Gambling Helpline** 1800 060 757

**Kids Helpline** 1800 55 1800

**Lifeline** 131 114

**Mental Health** 24 hour Statewide Emergency crisis service 13 14 65

**Parent Helpline** 1300 364 100

**Post natal Depression Support line** (24 hours) 1300 364 100

**Pregnancy Helpline** 1300 139 313

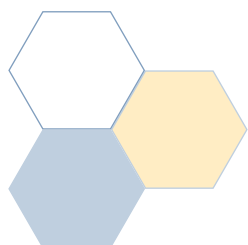
**Rape and Sexual Assault Service** for females and males 16 years and over. Telephone 8226 8777  
Toll free 1800 817 421

**State Emergency Services** 1300 300 177

**Women's Information Service**  
Information about services to women  
Telephone 8303 0590 or Freecall 1800 188 158

**For life threatening emergencies**  
**000**

**For police attendance** 131 444



[www.dfc.sa.gov.au](http://www.dfc.sa.gov.au)  
[families@dfc.sa.gov.au](mailto:families@dfc.sa.gov.au)

**GPO Box 292 Adelaide 5001**  
**General enquiries 8226 6735**