

You are not alone

The Christmas holiday can be a time when we have to deal with some problems.

The Department of Health and Human Services can help

We have highly trained staff available in your area, who can put you in touch with community service providers to meet your needs.

Here are the services available over the holiday season.

Mental Health Services

Christmas can make existing problems seem even bigger at a time when everyone else seems to be having fun.

If you're feeling down, help is available every day, any time. You can call **Lifeline 13 11 14**, **Lifeline Samaritans 6331 3355**, or **1300 364 566** if outside the Launceston area or the Kids Helpline **1800 551 800**.

The Department of Health and Human Services continues to provide mental health services over Christmas and the New Year through the **Mental Health Services Helpline 1800 332 388**, available 24 hrs, seven days a week.

There are several things you can do to help others over Christmas, including:

- making time for those alone and remembering how stressful Christmas is for some, financially and personally
- remembering mental health is everybody's business – take some time to help everyone have an enjoyable festive period.

Alcohol and Drug Services

This holiday period, Tasmanians are encouraged to be mindful of the harmful effects that come with over indulging in alcohol and drugs.

For information and advice about local services, contact the **Alcohol and Drug Information Service** on **1800 811 994** any time. Helpful tips to celebrate safely this Christmas/New Year:

- Plan your night out, if you drink DON'T drive.
- Organise a lift home or place to stay the night.
- Pace yourself with non-alcoholic 'spacer' drinks.
- Eat before and while you are drinking.
- Stick with friends and stay in safe places.
- If you're the host, take care of your guests and provide non-alcoholic drinks, food and space for people to sleep the night
- DON'T mix alcohol and drugs, you may experience a bad reaction.

Gamblers Help Services

If gambling is affecting you or someone you know, phone the **Gamblers Helpline** on **1800 858 858** any time or go to **Gambling Help Online** (www.gamblinghelponline.org.au).

Parenting Support

Sometimes being a parent can be difficult. Support is available 24 hrs a day for parents of children up to five years. Phone the **Parenting Line** on **1300 808 178** (see 'Children and Youth Services' at right for operating hours).

Disability Services

Most community sector providers, such as respite and accommodation support, continue to operate over the Christmas period. If you need help during this period please contact **Gateway Services** on **1800 171 233**.

Child Safety Services

Children have the right to be physically and emotionally safe at all times. Child abuse can involve physical abuse, sexual abuse, emotional abuse and/or neglect. The longer the maltreatment continues, the more serious the effects on the child.

If children have been abused, they need others to help them. If you believe a child is being abused or is at risk of abuse during the holiday period, call the emergency **Child Safety Hotline** on **1300 737 639** or call Tasmania Police.

Family Violence Counselling and Support Service

Family violence includes physical, verbal, sexual, psychological, financial and/or social abuse. Adults, young people and children can all be affected by family violence. Sadly, some families experience family violence during the Christmas holidays.

If you experience family violence, it is not your fault. Help is available.

Contact the **Family Violence Response Line** on **1800 633 937** or for counselling and support, contact the **Family Violence Counselling and Support Service** on **1800 608 122**.

The Family Violence Counselling and Support Service is a free, extended hours service provided by Children and Youth Services as part of the State Government's Safe at Home response to family violence.

Remember, violence is a crime. If you're in immediate danger, contact **Tasmania Police** – phone **000** or go to the nearest police station.

Violence is never OK and is never justified.

Alcohol is no excuse. You don't have to put up with abuse. Everyone has the right to be Safe at Home.

Sexual Assault Support Service

Unfortunately, the Christmas and New Year period can be a time when people are more vulnerable to assault. That includes sexual assault and rape. When you're out on the town, keep a close eye on your drink so it doesn't get spiked. If you have been sexually assaulted, or suspect you have been, you need to get support and assistance as soon as possible.

It's also important any evidence is collected as soon as possible after the assault. Sexual assault support services are available in each region to offer support and practical assistance to victims:

- **North** – contact Laurel House North on free call line 1800 697 877.
- **North West** – contact Laurel House North West on free call line 1800 697 877.
- **South** – contact Sexual Assault Support Service on free call line 1800 697 877

Elder Abuse

Abuse of an older person is typically carried out by someone close to the older person, with whom they have a trusting relationship: partners, children, in-laws, grandchildren, other relatives, carers, friends and paid support workers. Elder Abuse can take many forms: financial, emotional/psychological, physical, social, sexual and neglect. More than one type of abuse can be occurring at any one time.

The Helpline provides callers with information, advice and referral on actions they can take to prevent and respond to elder abuse. Contact **1800 441 169**

General Practitioners (GPs)

For information about doctors' surgeries open over the Christmas and new year period, go to Primary Health Tasmania's after hours website: **www.tasafterhours.com** or phone the **healthdirect** number **1800 022 222**.

Housing Connect

Housing Connect services help low income and vulnerable Tasmanians, including people who are homeless or at risk of homelessness, to find or maintain appropriate and affordable homes.

Housing Connect Front Door offices are open from 9am – 5pm weekdays.

The Housing Connect After Hours service operates from 5pm – 9am weekdays and 24 hours on weekends and public holidays. The After Hours service provides emergency assistance including accommodation, information, advice and referral to people in crisis.

Housing Connect can be contacted 24 hours a day, seven days a week on free call 1800 800 588.

If you require help from the Department of Health and Human Services but are unsure who to contact, phone Service Tasmania on **1300 135 513** or go to **www.dhhs.tas.gov.au**

Information for Tasmanians

Health and human services available over the Christmas and New Year period

Normal services resume Tuesday 2 January 2018

Note that calls to **1800** numbers are free except when you're calling from a mobile phone.

Calls to **1300** and **13** numbers are generally at the cost of a local call except when you're calling from a mobile phone.

Service	Dates/Hours Available	Contact
Alcohol & Drug Information Service	Available 24/7	1800 811 994
Drug & Alcohol Clinical Advisory Service	Available 24/7 for Health Professionals	1800 812 804
Alcohol & Drug Statewide Services		
• Counselling & Support Services (statewide)	Closed from COB 22 Dec 2017 reopening 2 Jan 2018	1300 139 641
• Inpatient Withdrawal Unit (St Johns Park)	Available 24/7	1300 139 641
• Pharmacotherapy Dosing		1300 139 641
• Clarence Integrated Care Centre	Closed from COB 22 Dec 2017 - 2 Jan 2018 Normal dosing hours for St Johns Park and Clarence will resume on Tuesday 2 Jan 2018.	1300 139 641
• Pharmacotherapy Clinic (St Johns Park)	Closed from COB 22 Dec 2017 – reopening 2 January 2018.	1300 139 641
Ambulance Tasmania	Emergency service available 24/7. Administration closed from COB 22 Dec 2017 reopening 2 Jan 2018	Emergencies: 000 Non-urgent requests: 1800 008 008
BreastScreen Tasmania	Closed from COB 22 Dec 2017 reopening 2 Jan 2018	13 20 50
Children and Youth Services		
Child Health and Parenting Service	Closed COB 22 Dec 2017 reopening 2 Jan 2018 Skeleton staff during this time.	Emergencies 1300 808 178
Child Safety Service	Closed 22 Dec 2017 reopening 2 Jan 2018 Skeleton staff during this time Emergency service available 24/7	Emergencies: 1300 737 639 (notification of child abuse or neglect)
Community Youth Justice	Closed 22 Dec 2017 reopening 2 Jan 2018 Skeleton staff during this time Emergency service available 24/7	Emergencies: 1300 737 639
Community Health		
Community health centres	Hours will vary around the state	<i>Please see White Pages under 'H' for Health and Human Services, Department of.</i>
Community nursing	Hours will vary around the state	<i>In a medical emergency, call 000 or go to your nearest hospital emergency department</i>
Correctional Primary Health Services (to contact patients in health clinics at any Tasmanian prison)	Available 24/7	6166 1249
Dental Services		
(Available for school children up to 18 years and adults who hold Health Care Cards or Pensioner Concession Cards)	Closed from COB 22 Dec 2017 reopening 2 Jan 2018 Emergency services are available at clinics in New Town (Archer street), Launceston (Kelham street), and Burnie (Parkside 1 Strahan street) on 27, 28 and 29 Dec 2017.	Phone 1300 011 013 After hours, contact your GP or local hospital
Disability Services	Offices closed from COB 22 Dec 2017 reopening 2 Jan 2018	For assistance over this period contact the Gateway Services on 1800 171 233
Elder Abuse		
Elder Abuse Helpline Tasmania	The Helpline will only be closed for public holidays (Christmas Day, Boxing Day and New Years Day). At other times the Helpline will be open 9am-4pm Monday to Friday.	1800 44 11 69
Family Violence Counselling and Support Service	Available every day Week days: 9am to midnight Weekends and public holidays: 4pm to midnight	1800 608 122
Gamblers Help Services		
Gamblers Helpline Tasmania	Available 24/7	1800 858 858
Gambling Help Online	Available 24/7	www.gamblinghelponline.org.au (email/chat service)
Gateway Services (entry point to family and disability services)	Closed weekends and public holidays. Open during business hours 27, 28 and 29 Dec 2017.	1800 171 233
Healthdirect (free health information and advice)	Available 24/7	1800 022 222
Home and Community Care (HACC) program	Closed weekends and public holidays. Check with your service provider.	1300 769 699 (through TasCAREpoint)
Hospitals (emergency medical care is available at the major hospitals)		
Royal Hobart Hospital	Open 24/7	6166 8308
Launceston General Hospital	Open 24/7	6777 6777
North West Regional Hospital (Burnie)	Open 24/7	6493 6000
Mersey Community Hospital (Latrobe)	Open 24/7	6478 5500
District hospitals	Open 24/7	Please see the White Pages under 'H' for Hospitals
Housing		
Crisis accommodation (for people who are homeless or at risk of homelessness)	Available 24/7	1800 800 588
Housing Connect Services	Available 24/7	1800 800 588
Housing Connect offices	Closed weekends and public holidays. Open during business hours 27, 28 and 29 Dec 2017.	1800 800 588
Housing Tasmania Emergency Maintenance	Available 24/7	1800 665 663
Housing Tasmania Service Centres	Closed from COB 22 Dec 2017 reopening 2 Jan 2018	1300 665 663
Mental Health Services Helpline (information, advice and referrals)	Available 24/7	1800 332 388 or 6166 6333
Palliative Care Service (physical, emotional, social and spiritual support for people living with life-limiting illnesses and their families)		
Whittle Ward (Hobart)	Open 24/7	6166 2800
Community Palliative Care	Closed weekends and public holidays. Open during business hours 27, 28 and 29 Dec 2017.	North: 6777 4587 North West: 6477 7760 South: 6166 2820
Poisons Information Centre (emergency information)	Available 24/7	131 126
Public and Environmental Health Hotline	24/7 emergency contact	1800 671 738 www.dhhs.tas.gov.au/publichealth
Sexual Assault Support Services (support for victims of rape or sexual assault)	24/7 emergency contact	North: 1800 697 877 North West: 1800 697 877 South: 1800 697 877