

Heads Up on...

Services for Youth on the Fleurieu



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Southern Fleurieu Youth Network
Supported by the Fleurieu Community Foundation
and Rotary, Victor Harbor
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Using this Guide

This guide is intended to assist those working with young people (aged 12-25) in the Fleurieu region to navigate the complex range of services available. It includes support focused on strengthening family relationships but does not extend to NDIS services and community-based youth activities.

The content goes beyond listing services; it seeks to provide a basic understanding of some of the social context relevant to vulnerable young people. This information can assist users with accessing the most appropriate assistance in a timely way, and lead to greater efficiency within the system. It can be used in conjunction with the many online directories, other sources of information, and referral services such as The Haven Goolwa (see p20).

The information is relevant to the general youth population, however there is a particular focus on youth at risk. Government and non-government service providers within the Local Government Areas (LGAs) of the City of Victor Harbor, Alexandrina Council and Yankalilla District Council are included. For those living near the boundaries of the Fleurieu region, it may be more convenient to access services in centres outside the Fleurieu. The services available and the service providers who deliver them may vary across LGAs, within LGAs over time, and usually target specific ages or groups.

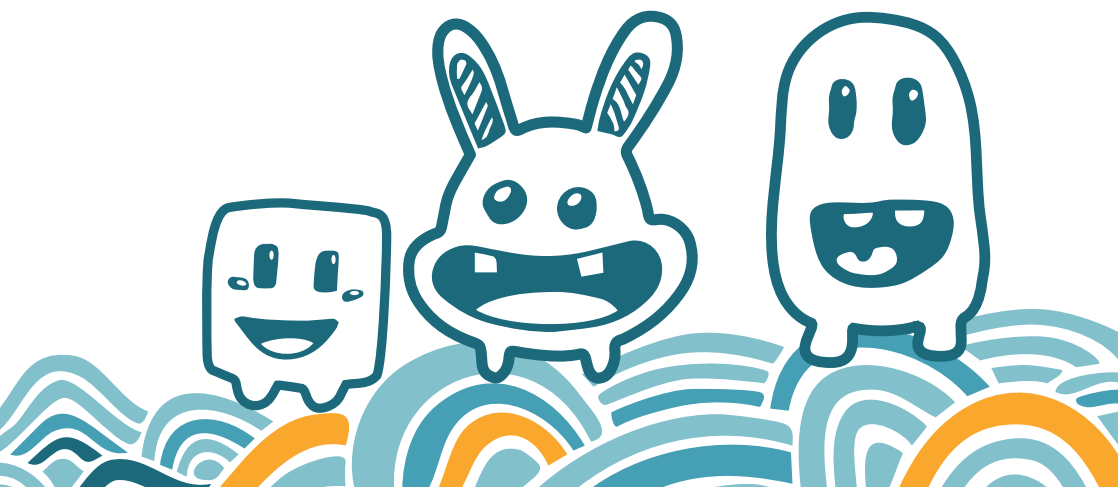


Local Government Area Boundaries for the City of Victor Harbor, Alexandrina Council and the District Council of Yankalilla

The guide is an outcome of a project on youth homelessness on the Fleurieu undertaken in 2024 by Robyn George and funded by the Fleurieu Community Foundation and Rotary Victor Harbor. The report, *Out of Place: School-age Youth Homelessness in the Victor Harbor Region of South Australia*, highlighted the complexities of supporting vulnerable young people and the challenges in accessing services in the region.

A central aspect of the development of the guide has been the involvement of local organisations and service providers who meet regularly as the Southern Fleurieu Youth Network (SFYN). SFYN members collaborate to improve the lives of young people in the region through better coordination of local services, improved support and new initiatives.

The online version includes direct links to websites and resources (indicated by underlining) and is downloadable in a format suitable for printing. It will be updated regularly and is available on the websites of the participating Local Government Areas, on Facebook ([Victor Harbor Youth](#), [Yank Youth](#) and [Alexandrina Council](#)), and Instagram ([Victor Harbor Youth](#) and [Fleurieu Coast Yac](#)). Updated information or corrections can be emailed to localgov@victor.sa.gov.au with the words UPDATE TO HEADSUP ON SERVICES FOR YOUTH in the subject line.



Youth at Risk

Young people who have inadequate or unstable access to food, shelter, safety and the other necessities of life face serious challenges both in the short term and into the future. Their circumstances can have many causes, including family breakdown, domestic violence, unemployment, and substance abuse.

Whether these vulnerable young people are living within their families or managing on their own, they are at risk. Accessing a broad range of support is critical to their immediate safety and wellbeing, as well as their future prospects. These services may include financial assistance, housing, medical attention, mental health services, social support, employment, and food and household items.

Although all young people at risk need significant assistance, the most vulnerable tend to be those living without the support and protection of family. They require a comprehensive and coordinated range of services over an extended period.

Vulnerable young people living with their families may seek social and practical assistance on their behalf. They may also access services related to their own personal health and well-being.



Age-related Issues

Age is a key consideration when assisting a young person. Age limitations for personal responsibility and service eligibility vary according to state and federal legislation and policies, as well as with the funding obligations of service providers. This guide makes reference to age where it is a service consideration.

The Legal Services Commission of South Australia provides a number of [Young People and the Law Fact Sheets](https://lsc.sa.gov.au/cb_pages/youth_publications.php#YoungPeopleandtheLawFactsheets) on a range of youth-related state legislation including living independently, sexual consent, health, alcohol and drugs. https://lsc.sa.gov.au/cb_pages/youth_publications.php#YoungPeopleandtheLawFactsheets

Where clients of service providers are under 16, they are usually required to be accompanied by parents or guardians, or have their formal consent. An exception is eheadsace.

The following table summarises some important changes in personal responsibility by age.

Area of Focus	Age of Responsibility
Centrelink Youth Allowance:	
• Permanent independence	22
• Reviewable independence	16
Criminal responsibility	10
Sexual Consent	17
Medical Treatment	16
Medicare Card	15
Schools	Parental authorisation required unless deemed independent

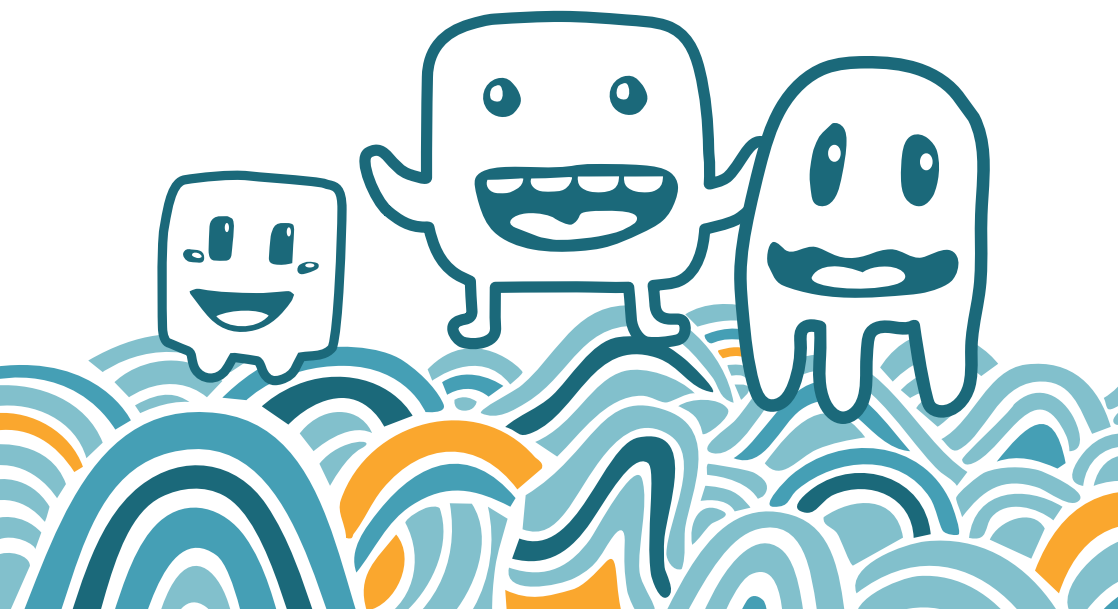


Child Protection

Staff of services which support at risk youth under 18 will likely be required to notify the Department of Child Protection via the Child Abuse Report Line (CARL) as outlined in the [Process for Mandated Reporters](#). CARL must be contacted where there are concerns about wellbeing and safety, including homelessness. CARL can initiate increased support or critical safety measures for the young person involved. Failure to report can result in the staff member or service being investigated.

Child Abuse Report Line Phone: 13 14 78, 24 hours a day,
7 days a week. Online form: ecarl.sa.gov.au

For further information, including the process for mandated reporters, can be accessed at the Department for Child Protection website.
www.childprotection.sa.gov.au/report-suspected-harm/process-for-mandated-reporters



Government Entitlements

Where dependent young people remain within the family unit, government entitlements are included in the family benefit. Young people not in the care of their families may be eligible for their own government entitlements. These provide a level of financial stability and may also enable them to access other valuable services.

When a dependent young person receives government entitlements directly, the benefit received by their family will be reduced. This may cause more tension in already strained family relationships, resulting in active resistance from the family, or the young person being reluctant to apply for the allowance.

Australian Government, Centrelink & Department of Health

From 22, young people are deemed by the Australian Government to have 'permanent independence' and qualify for government entitlements under specific circumstances.

www.servicesaustralia.gov.au/permanent-independence-for-youth-allowance-for-students-and-australian-apprentices

From 16, young people who meet specific criteria are deemed by the Australian Government to have 'reviewable independence' and qualify for government entitlements.

www.servicesaustralia.gov.au/reviewable-independence-for-youth-allowance-for-students-and-australian-apprentices

Youth Allowance: This provides financial support through the Australian Government for eligible young people. Website information includes eligibility and how to apply.

www.servicesaustralia.gov.au/youth-allowance

www.servicesaustralia.gov.au/how-to-claim-youth-allowance-for-students-and-apprentices



Australian Government, Centrelink & Department of Health cont.

Medicare Card: Anyone 15 and older enrolled in Medicare can apply for their own Medicare Card and number.

www.servicesaustralia.gov.au/medicare-card

www.servicesaustralia.gov.au/have-your-own-medicare-card-and-number-if-youre-15-or-older-and-enrolled-medicare

Health Care Card: This is a concession card which entitles those eligible to receive cheaper medicines and a range of discounts or free services.

www.servicesaustralia.gov.au/health-care-card

Centrelink Offices: Australian Government offices provide assistance with accessing entitlements.

Services Australia, 50 Harborview Tce, Victor Harbor.

Other offices can be located through the Services Australia website.

www.servicesaustralia.gov.au/centrelink

The Australian Government Mobile Service Centre visits regional areas, including Yankalilla and Cape Jervis, to assist clients with access to payments and services.

www.servicesaustralia.gov.au/mobile-service-centres

Government of South Australia, Department for Education

School Card: This provides assistance with school fees and other charges to those eligible.

www.sa.gov.au/topics/education-and-learning/financial-help-scholarships-and-grants/school-card-scheme

School Card A: Student living with parent

School Card A - download printable form (PDF 182 KB)

<https://www.education.sa.gov.au/docs/finance/school-card/school-card-form-a.pdf>

School Card Y: Independent student

School Card Y - download printable form (PDF 153 KB)

<https://www.education.sa.gov.au/docs/finance/school-card/school-card-form-y.pdf>



Homelessness

Homelessness is an increasing issue among young people on the Fleurieu. Some of these young people are members of families but those most vulnerable are living independently. The focus of homelessness service providers is assisting individuals and families in the immediate crisis; the longer term goal of clients sustaining and maintaining tenancies is achieved through supported housing and is undertaken by public and community housing providers and associated support services. On the Fleurieu, there is very little public or community housing, and the private rental market is often unaffordable. There is no local emergency accommodation youth facility, although beds may be available in other parts of South Australia, including the southern suburbs of Adelaide.

Homelessness Service Providers

Junction is the designated local homelessness support provider during office hours (9am–5pm).

1B Cadell St, Goolwa.

08 8392 3070

junctionaustralia.org.au/homelessness-support

Homeless Connect is a 24 hour Adelaide-based phone service which gives advice and may also provide support (eligibility criteria apply). Local clients requiring assistance after hours should use this service. For ongoing assistance Homeless Connect will refer the client to Junction in Goolwa.

1800 003 308.

www.homelessconnectsa.org



Support for Homelessness

Assisting those who are homeless involves an integrated range of services. This includes managing the immediate crisis, providing supported housing, and facilitating access to permanent public, community or private housing. Homelessness service providers give immediate support and are often the gateway to more stable housing.

Early Intervention: This involves mediation, referral to other organisations and practical support such as food and clothing. Mediation aims to resolve the cause of the crisis if possible. For young people on their own, this may result in them returning to their families.

Emergency Accommodation: Where a resolution to the problem is not immediately possible, access to emergency accommodation may be provided. Because of the lack of local specialist facilities, eligible young people may be offered a bed in Adelaide, and families, individuals 18+, or 16/17 with reviewable independence, may be placed short-term in local motels or caravan parks.

Transitional Housing: The purpose of transitional housing is to prepare clients to enter the long term housing market and to maintain the tenancy. Clients must register for Public and Community Housing (www.sa.gov.au/topics/housing/renting-and-letting/public-housing/register-for-housing) and engage with accommodation support services. Leases are for an initial 3 months but are often extended for a further 12 months. Only a small number of houses are located in the region and these are seldom available because of the limited permanent housing options available on the Fleurieu.



Mental Health

Range of Symptoms

Young people may experience a range of mental health problems.

Specific symptoms could include:

- obsessive and irrational thoughts or behaviours
- hearing voices
- preoccupation with food or weight loss
- suicidal thoughts
- sleep disturbance
- poor concentration
- lack of motivation including personal hygiene issues, changes in social connections and school engagement
- unreasonable anger, and
- excessive alcohol and drug use.

Symptoms are classified as mild, moderate or severe, depending on how they are impacting the person's functioning day to day. Symptoms and impact may fluctuate, with improvements or deterioration occurring regularly. The level of stress and distress over time is an important consideration. Health professionals take these factors into account when making assessments and determining access to the appropriate services. The initial assessment is usually undertaken by a GP, Emergency Department clinician, or a community mental health clinician.

Where young people have a high level of distress, they may need urgent professional support. Indicators of high distress include escalating or serious self-harm, violent intentions, reckless choices, hopelessness about the future and suicidal thoughts.



Getting Help

The central focus in determining the kind of support required for a young person in distress is whether the issue is urgent or non-urgent. If in doubt, consider the situation urgent.

The Australian Government's [Head to Health](http://www.headtohealth.gov.au) website is a useful resource to assist professionals, including GPs, with referring people to appropriate local providers.

www.medicarementalhealth.gov.au

Non urgent (stable and safe)

For young people 12-25, non-urgent access to mental health care is primarily through headspace (see p14) or GP clinics (see p16). CONNECTcare through CONNECTcare Access also provides a range of free services for all ages where clients meet income-related eligibility criteria (see p14). Some schools have Mental Health Practitioners onsite (referral through the school), and online and phone services (see p18) are available for single session support.

Urgent (high level of concern or unsafe)

If the young person's distress is not resolving or there is risk of serious harm to themselves or others, or possible psychosis, the best approach is to contact the Emergency Triage and Liaison Service (ETLS) (see p18) or the Women's and Children's Hospital [Child and Adolescent Virtual Urgent Care Service](http://www.wch.sa.gov.au/patients-visitors/emergencies/virtual-urgent-care) (see p18). www.wch.sa.gov.au/patients-visitors/emergencies/virtual-urgent-care

Clinicians will assess the client and their personal situation through the information provided and determine the most appropriate way to proceed. In cases where there are physical injuries or overt psychosis this may include attending the Emergency Department of a hospital.

Where there is an immediate threat to the safety of a client, or a member of the public, emergency services (000) should be contacted.



Getting Help, continued

Ongoing care

Depending on the complexity and severity of the issues, the client may be admitted to hospital or referred to other professionals in the public or private sectors for assessment, and ongoing specialised services and support. GPs often manage clients with stable severe or complex symptoms. Parent/Guardian permission is legally required for clients under 16.

Costs

Costs to the client vary across service providers from government-subsidised free or low-fee services, to those that incur Medicare co-payments or full fees. Details of client costs are often provided on service provider websites. When a client attends the Emergency Department or is admitted to hospital, they incur no costs.

Referral

In mental health care, a referral is also known as a Mental Health Treatment Plan (MHTP), previously known as a Mental Health Care Plan (MHCP). It gives access to a set number of free or government subsidised psychology/counselling services by providers registered with Medicare. The referral is developed by a GP with their patient to identify the nature of the problem and an appropriate provider. Information in the MHTP is used by providers to determine their capacity for accepting the referral and to prioritise clients. Access to psychiatry services is not included in an MHTP. This requires a separate referral letter from a GP directly to a psychiatrist.

The requirement for referral varies across services. Referral by a GP is not necessary for an initial appointment with headspace, or emergency mental health and online/phone services. Referral by a GP is required for private providers and some subsidised therapeutic services for the client to be eligible for a reduced fee through Medicare.



Providers of Ongoing Mental Health Care

Mild and Moderate Issues

Where clients have been assessed with mild or moderate symptoms, ongoing face-to-face care with the same practitioner is accessed through GPs (see p16), government subsidised or free therapeutic services, private providers and non-government organisations (NGOs) (see pp 20–26). For those living near the boundaries of the region, it may be more convenient to access services in centres outside the Fleurieu.

headspace Therapeutic support and intervention, psychosocial groups, work and study support, phone and online support options.	10 Crozier Rd, Victor Harbor. 08 8391 0123 headspace.org.au/headspace-centres/victor-harbor email: victorharbor@ireach.org.au No MHTP required	Monday, Wednesday & Thursday 9am–5pm Tuesday 10am–6pm Client group: 12–25 years Cost: Free
CONNECTcare (Summit Health)	08 84067715 (Mt Barker Office) www.summithealth.org.au/connectcare/	Hours: 9am–5pm, Monday to Friday
CONNECTcare Access Counselling, psychological therapy,	Eligibility criteria apply. Services provided at: Pt Elliot and Strathalbyn https://www.summithealth.org.au/connectcare/access/ MHTP referral required	Hours: Pt Elliot 9am–5pm, Monday to Friday Strathalbyn Thursday 9am–5pm Client group: All Cost: Free
Private Providers Private practitioners including psychiatrists, and other mental health professionals.	Medicare subsidised services require MHTP or GP referral, and provider registration with Medicare. Extended wait lists may apply.	Hours: By appointment Client group: All Cost: Medicare co-payment or full fees for self-referral.
Non-Government Organisations Counselling and other therapeutic services (see pp 20–26).	MHTP not required.	Hours: By appointment Client Group: All Cost: Varies, but may depend on income.



Providers of Ongoing Mental Health Care, continued

Severe Issues

Where clients have a diagnosed mental health condition, or unresolving symptoms *and* are considered a risk to themselves or others, ongoing face-to-face care is accessed through specialist community-based services.

Community Mental Health Service (CMHS)

Barossa Hills Fleurieu

Local Health Network

Southern Fleurieu Health Service

Southern Fleurieu Health Service

Harbor View Tce,

Victor Harbor.

08 8552 0500

Referral not required but

clients usually referred

through a doctor or

service provider

[www.sahealth.sa.gov.au/](http://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+inter)

[wps/wcm/connect/public](http://wps/wcm/connect/public+content/sa+health+inter)

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hills+fleurieu+local+health

+network/mental+health+

services

Hours: 9am–5pm, Monday to Friday

Client group: 16 and older

Cost: Free

Child & Adolescent Mental Health Service (CAMHS)

Women's & Children's

Local Health Network

Unit 3, 209 Main South

Road, Morphett Vale.

08 8326 1234

Regular outreach visits to

the Fleurieu

Referral from GP, health

service provider or

through CAHMS Connect

1300 222 64

[https://www.wchn.sa.gov.](https://www.wchn.sa.gov.au/our-network/camhs)

au/our-network/camhs

Hours: 9am–5pm, Monday to Friday

Client group: Children

under 16

Cost: Free

Clients with acute issues requiring hospitalisation are referred through the Emergency Triage Liaison Service (ETLS) or local health services before being transferred to metropolitan hospitals for specialist mental health assessment and care.

Emergency Triage Liaison Service (ETLS)

13 14 65

No referral required

Hours: 24 hours a day,

7 days a week

Client group: All

Cost: Free

Local General Practitioner Practices and Health Centres

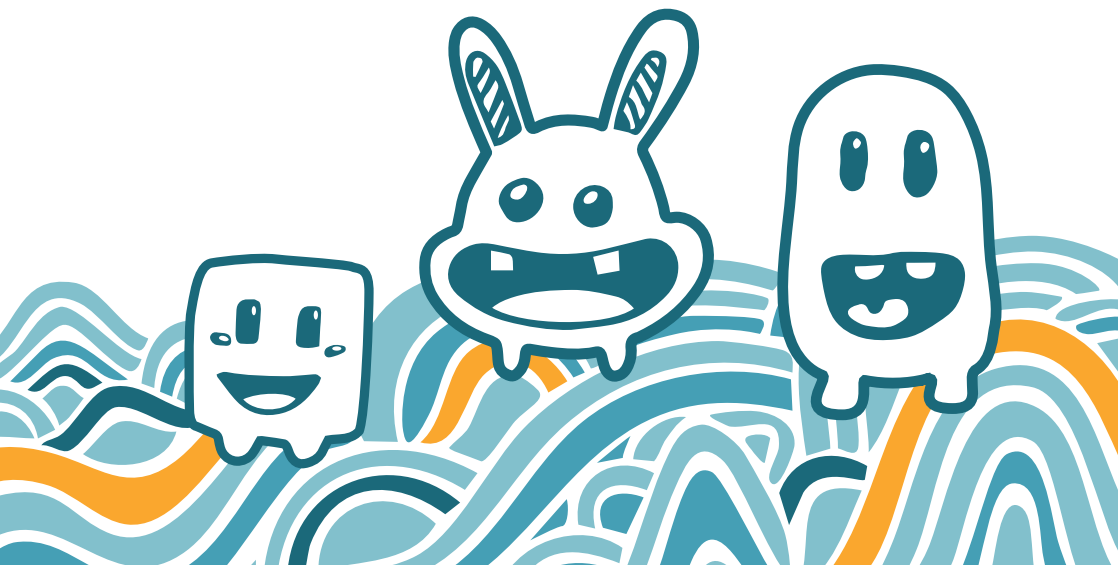
As well as being central in the treatment of ongoing physical health conditions, GPs play an important role in mental health care, especially for mild or moderate symptoms. Clients with stable severe and complex symptoms may also be managed by GPs. To check whether a Medicare co-payment will be required, phone or see the practice website for details.

<u>Victor Medical Centre</u>	11 Torrens St, Victor Harbor. 08 8551 3200 www.victormedical.com.au	Hours: Monday–Friday 8am–6pm Saturday 9am–2 pm Sunday 10am–2pm
<u>Norfolk House Medical Centre</u>	62 Victoria St, Victor Harbor. 08 8552 3900 www.ipn.com.au/gp/sa-victor-harbor-norfolk-house-medical-centre	Hours: Monday–Friday 8am–5.30pm Saturday 8.30am–12pm Sunday 9am–12.30pm
<u>Port Elliot Medical Clinic</u>	Cnr Montpelier & North Tces, Port Elliot. 08 8554 2440 www.victormedical.com.au/port-elliott	Hours: Monday–Friday 9am–1pm & 2pm–5pm
<u>Mill House Medical Centre</u>	5 Goolwa Rd, Middleton. 08 8554 3250 www.millhousemedicalcentre.com.au	Hours: Monday–Friday 8am–5.30pm
<u>Goolwa Medical Centre</u>	9 Crocker St, Goolwa. 08 8555 2404 goolwamedical.com.au/practice-info	Hours: Monday–Friday 8.30am–6pm Children up to 12yrs same day clinic 12pm–12.30pm
<u>Cadell St Medical Clinic</u>	31C Cadell St, Goolwa. 08 8555 0433 www.cadellmedical.com.au	Hours: Monday, Wednesday & Thursday 8.30am–5pm Tuesday & Friday 8.30am–12.30pm



Local General Practitioner Practices and Health Centres, continued

<u>Mount Compass Medical Centre</u>	Shop 5, 30 Victor Harbor Rd, Mount Compass. 08 8556 8365 www.mtcompassmedical.com	Hours: Monday- Wednesday 8.30am-5pm Thursday & Friday 9am-5pm
<u>Southern Fleurieu Family Practice</u>	175 Main South Rd, Yankalilla. 08 8558 0111 sffp.com.au	Hours: Monday-Friday 8am-7pm Saturday 8.30am-4pm
<u>Strathalbyn Family Medical Centre</u>	4/10-14 Braemar Dr, Strathalbyn. 08 8536 4466 strathalbynfamilymedical.com.au	Hours: Monday-Friday 8.30am-5.30pm
<u>Strathalbyn Medical Clinic</u>	24-26 West Tce, Strathalbyn 08 8536 2277 strathmed.com.au	Hours: Monday-Friday 8am-5.30pm
<u>Moorundi Aboriginal Community Controlled Health Service</u>	15 Victoria St, Victor Harbor. Toll-Free: 1800 023 846 08 8531 0289 www.moorundi.org.au	Hours: Monday & Tuesday 9am-5pm Client group: Aboriginal people of all ages Cost: Free to eligible clients.



Mental Health Phone and Online Support Services

Emergency Mental Health

Emergency Services	000	
Emergency Triage and Liaison Service (ETLS)	13 14 65	Hours: 24 hours a day, 7 days a week Client group: All Cost: Free
<u>Lifeline</u>	13 11 14 lifeline.org.au	
<u>Suicide Callback Service</u>	1300 659 467 www.suicidecallbackservice.org.au	

Information and support for young people

<u>Beyond Blue</u>	1300 224 636 beyondblue.org.au	Hours: 24 hours a day, 7 days a week Client group: All Cost: Free
<u>eheadspace</u>	1800 650 890 Single Session Thinking therapy, counselling, psychosocial groups headspace.org.au/online-and-phone-support/connect-with-us/	Hours: 24 hours a day, 7 days a week Client group: 12-25 and their families Cost: Free
<u>Kids Helpline</u>	1800 551 800 kidshelpline.com.au	Hours: 24 hours a day, 7 days a week Client group: 5-25 Cost: Free
<u>Regional Access</u>	1300 032 186 saregionalaccess.org.au	Hours: 24 hours a day, 7 days a week Client group: 15 and older Cost: Free
<u>SANE Australia</u>	1800 187 263 www.sane.org	Hours: Monday-Friday 10am to 8pm Client Group: 18 and over Cost: Free



Mental Health Phone and Online Support Services, continued

Advice for parents

<u>Child and Adolescent Virtual Urgent Care Service</u>	08 8161 7000 www.wch.sa.gov.au/patients-visitors/emergencies/virtual-urgent-care	Hours: 9am-9pm Client group: Parents of children 6 months to 18 Cost: Free
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Aboriginal and Torres Strait Islander Support

<u>Crisis Support 13 Yarn</u>	13 92 67 enquiries@13yarn.org.au www.13yarn.org.au	Hours 24 hours a day, 7 days a week Client group: All Cost: Free
<u>Aboriginal Mental Health Wellbeing Services</u>	Mental health worker for Southern Country CAMHS 08 8351 3922 www.wchn.sa.gov.au/our-network/camhs/aboriginal-mental-health-wellbeing-services	Hours: 9am-5pm Client group: Aboriginal young people under 16 (18 in some areas) Cost: Free

Information and support for people from multicultural backgrounds

<u>Embrace Multicultural Mental Health Australia</u>	Language specific support and resources 1800 013 755 embracementalhealth.org.au	Hours: 24 hours a day, 7 days a week Client group: Multicultural groups of all ages Cost: Free
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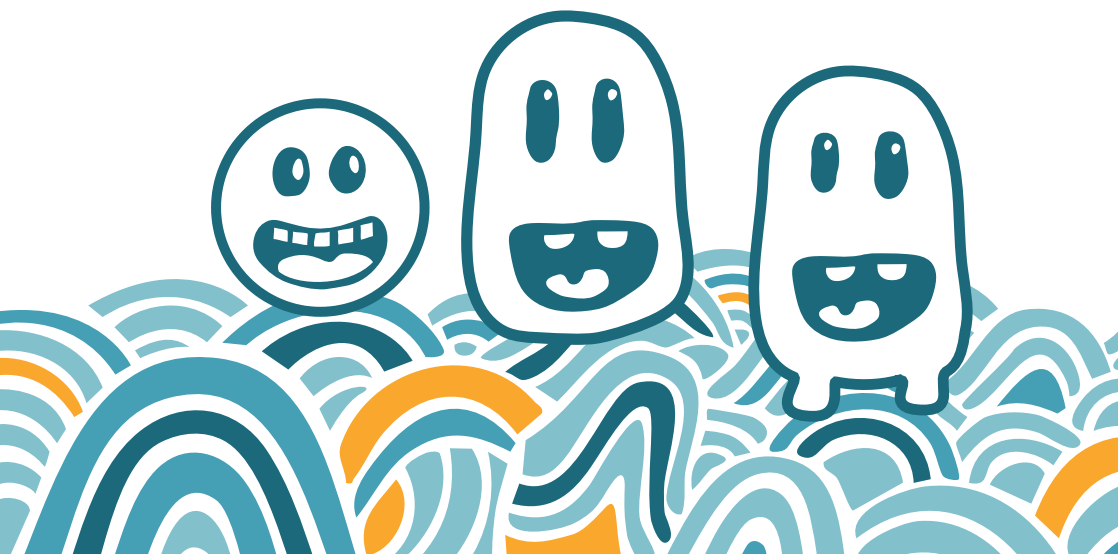
Mental Health Phone and Online Support Services, continued

Peer support

<u>Lived Experience Telephone Support Service (LETSS)</u>	1800 013 755 letss.org.au	Hours: 5pm to 11.30pm, 7 days a week Client Group: All Cost: Free
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Fact sheets

<u>headspace</u>	Topics include depression, self-harm, suicide and eating disorders for young people, professionals, educators https://headspace.org.au/	Hours: 24 hours a day, 7 days a week Client group: 12-25 Cost: Free
<u>Lifeline</u>	Topics include panic attacks, depression, self-harm, suicide lifeline.org.au/resources/fact-sheets/	Hours: 24 hours a day, 7 days a week Client group: All Cost: Free



Family Relationships and Wellbeing

Information, Referral and Assistance

The Haven Goolwa

11 Cadell St, Goolwa.
(Goolwa Library)
0499 407 237
email:
goolwahaven@alexandrina.sa.gov.au
Accessing services, help with DV,
loan applications and accessing
Ombudsman SA
www.alexandrina.sa.gov.au/connect/wellbeing/community-wellbeing/thehaven
[Brochure](#)

Hours: Monday to Friday,
10am -2pm
Client group: Women
Cost: Free

www.alexandrina.sa.gov.au/___data/assets/pdf_file/0027/1273770/The-Haven-Goolwa-Womens-Information-Services.pdf

Carers

Carer Gateway

1800 422 737
Counselling, coaching, peer
support
online training and information
topics include financial
entitlements, study, work, legal
issues, respite.
www.carergateway.gov.au

Hours: Monday-Friday
8am-5pm
Client group: Unpaid carers
of those with disability,
mental illness, medical
condition, frail aged
Cost: Free for those eligible

Young Carers SA

1800 422 727
carerssa.com.au/services/young-carers-services/
[Brochure](#)
www.carerssa.com.au/wp-content/uploads/2022/11/Young-Carer-Brochure-Oct-2022.pdf

Hours: 24 hours a day,
7 days a week
Client group: Carers
under 25
Cost: Free



Children and Youth

Counselling and Therapy

<u>CONNECTcare</u> (Summit Health)	08 84067715 (Mt Barker Office) www.summithealth.org.au/ connectcare	Hours: 9am–5pm, Monday–Friday
<u>CONNECTcare</u> <u>Wellbeing</u> <u>Connections</u>	Group-based therapy Services provided at Port Elliot https://www.summithealth.org.au/ connectcare/cwc/ No referral required	Hours: Tuesday, Wednesday and alternative Thursdays Client group: 16+ (non NDIS) Cost: Free
<u>CONNECTcare</u> <u>Access</u>	Counselling, psychotherapy, psychology Subject to eligibility. MHTP required https://www.summithealth.org.au/ connectcare/access/	Hours: Pt Elliot 9am–5pm, Monday–Friday Strathalbyn Thursday 9am–5pm Client group: All Cost: CONNECTcare Access Free Cost: CONNECTcare Private Medicare subsidised services or full fee
<u>CONNECTcare</u> <u>Private</u>	Counselling, psychotherapy, psychology For clients ineligible for CONNECTcare Access MHTP required for Medicare subsidised services Self-referral incurs full fees https://www.summithealth.org.au/ connectcare/fee-for-service/	
<u>Family Relationship</u> <u>Counselling</u> Centacare	Uniting Church Open Door 1 Collingwood St, Goolwa. 08 8555 2589 www.centacare.org.au/ programs/family-relationship- counselling	Hours: Tuesday Client group: All Cost: Dependent on income



Children and Youth, continued

Family-based Therapeutic Services

<u>Uniting Communities Family Mental Health Support Service</u>	Outreach from Christies Beach www.unitingcommunities.org/service/counselling/personal-and-family-counselling Access through email: fmhssintake@unitingcommunities.org	Hours: By appointment Client group: Youth under 18 and their families Cost: Free
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Alcohol and Other Drugs (AOD) Counselling

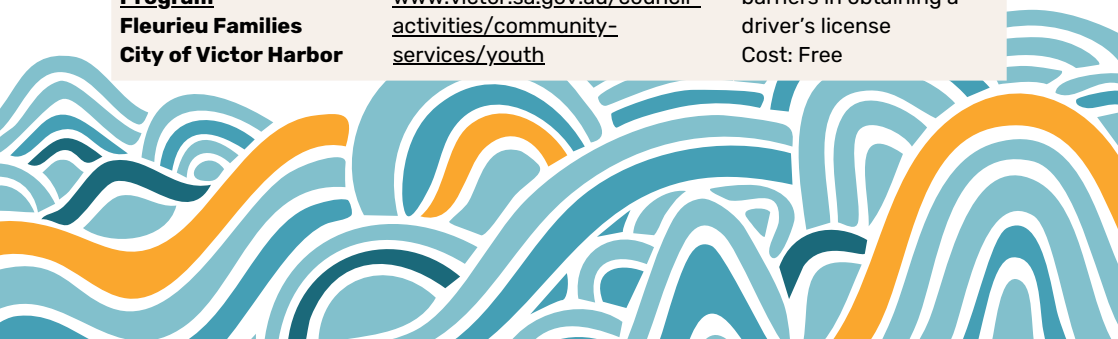
<u>YAFADS Mission Australia</u>	Shop 8/46 Ocean St, Victor Harbor. 08 8182 0707 www.missionaustralia.com.au/servicedirectory/185-alcohol-other-drugs/youth-family-alcohol-and-other-drugs-support-yafaods See website for online referral.	Hours: By arrangement Client group: 10-24 with drug or alcohol issues, those who care for them or are impacted by the drug and alcohol use of others. Outreach services for those living in other towns in the Fleurieu region. Cost: Free
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Love Bites Respectful Relationships Training

<u>Fleurieu Families</u> City of Victor Harbor	City of Victor Harbor 42 Armstrong Rd, Victor Harbor. 08 8551 0550 www.victor.sa.gov.au/council-activities/community-services/families	Hours: Delivered in schools by arrangement Client group: Youth in schools Cost: Free
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Driver Education

<u>Driving the Future Driver Education Program</u> Fleurieu Families City of Victor Harbor	City of Victor Harbor 08 8551 0550 www.victor.sa.gov.au/council-activities/community-services/youth	Hours: By appointment Client group: 16-25 with barriers in obtaining a driver's license Cost: Free
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Children and Youth, continued

Building Resilience

Kookaburra Kids

kookaburrakids.org.au
Activities and camps

Hours: See website for dates.
Client group: Young people 8-18 affected by family mental illness
Cost: Free

Building Confidence and Social Independence

Community Connections

Junction & Skylight Mental Health

Skylight
08 8378 4100
<https://skylight.org.au/community-connections/>
Outreach into the Fleurieu.
Junction
1B Cadell St, Goolwa.
08 8392 3070
<https://junctionaustralia.org.au/community-connections-program/>

Hours: By appointment
Client group: Isolated individuals 18 and over
Cost: Free

Nunga Youth Space

Fleurieu Families

City of Victor Harbor

42 Armstrong Rd, Victor Harbor.
08 8551 0550
Nunga Family & Community worker: 0455 227 211
www.victor.sa.gov.au/council-activities/community-services/families

Hours: Fridays during school terms, 3pm-6pm, Encounter Centre
Client group: Aboriginal and Torres Strait Islander youth 10-18 years
Cost: Free

Holiday Programs

Combined Fleurieu councils School Holiday Program Victor Harbor Alexandrina Yankalilla

www.victor.sa.gov.au/council-activities/community-services/youth

www.alexandrina.sa.gov.au/connect/wellbeing/school-holiday-activities

www.yankalilla.sa.gov.au/community/youth/school-holiday-programs-and-activities

Hours: School Holidays
Client Group: 0-25
Cost: Depends on the activity. Many free, others incur charges

Caregivers

Counselling and Therapy

<u>Family Relationship Counselling Centacare</u>	Uniting Church Open Door 1 Collingwood St, Goolwa. 08 8555 2589 www.centacare.org.au/programs/family-relationship-counselling	Hours: Tuesday Client group: Families Cost: Dependent on income
<u>Family Relationship Centre Uniting Communities</u>	38 Beach Rd, Christies Beach. 08 8202 5200 Support through separation Regular outreach to Victor Harbor www.unitingcommunities.org/service/families-and-young-people/support-through-separation	Hours: By appointment Client group: Families undergoing separation Cost: Dependent on income
<u>CONNECTcare (Summit Health)</u>	08 84067715 (Mt Barker Office) www.summithealth.org.au/connectcare	Hours: 9am–5pm, Monday–Friday
<u>CONNECTcare Wellbeing Connections</u>	Group-based therapy Services provided at Port Elliot https://www.summithealth.org.au/connectcare/cwc/ No referral required	Hours: Tuesday, Wednesday and alternative Thursdays Client group: 16+(non NDIS) Cost: Free
<u>CONNECTcare Access</u>	Counselling, psychotherapy, psychology Subject to eligibility MHTP required https://www.summithealth.org.au/connectcare/access/	Hours: Pt Elliot 9am–5pm, Monday–Friday Strathalbyn Thursday 9am–5pm Client group: All Cost: CONNECTcare Access Free
<u>CONNECTcare Private</u>	For clients ineligible for CONNECTcare Access MHTP required for Medicare subsidised services Self-referral incurs full fees https://www.summithealth.org.au/connectcare/fee-for-service/	Cost: CONNECTcare Private Medicare subsidised services or full fee

Caregivers, continued

Urgent Care

<u>Women's and Children's Hospital Child and Adolescent Virtual Urgent Care Service</u>	Accessed through registering online and phone call-back by a nurse www.wch.sa.gov.au/patients-visitors/emergencies/virtual-urgent-care	Hours: 9am-9pm, 7 days a week Client group: Carers of children 6 months-18 Cost: Free
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Local Playgroup Information

<u>Fleurieu Families</u> City of Victor Harbor	08 8551 0550 Outreach to Yankalilla region www.victor.sa.gov.au/council-activities/community-services/families	Hours: See Fleurieu Playgroup Calendar on website for details Client group: Caregivers and their children Cost: Free
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Parenting Skills and Resilience

<u>Fleurieu Families Outreach Parenting Support Program</u> City of Victor Harbor	08 8551 0550 Outreach to Yankalilla region www.victor.sa.gov.au/council-activities/community-services/families	Hours: By arrangement Client group: Caregivers needing support with a range of parenting issues Cost: Free
<u>Goolwa Children's Centre</u>	42 Brooking Street, Goolwa. 08 8555 2509 goolwacc.sa.edu.au Range of individual and group programs	Hours: See website for details goolwacc.sa.edu.au/whats-on Client group: Parents and their children Cost: Free
Turning into Teens headspace	10 Crozier Rd. Victor Harbor. 08 8391 0123 email: victorharbor@ireach.org.au https://headspace.org.au/headspace-centres/victor-harbor/	Hours: By arrangement 6 session program for caregivers of young people 10-16.

Circle of Security Training (focus on attachment)

<u>Fleurieu Families</u> City of Victor Harbor	08 8551 0550 Outreach to Yankalilla region www.victor.sa.gov.au/council-activities/community-services/families	Hours: By arrangement 8 sessions of 2 hours Client group: Carers Cost: Free
<u>Goolwa Children's Centre</u>	42 Brooking Street, Goolwa. 08 8555 2509 goolwacc.sa.edu.au	Hours: By arrangement 8 sessions of 2 hours Client group: Carers Cost: Free

Domestic and Family Violence

Domestic Violence Crisis Line

1800 800 098
Text: 0458 737 732
video call, chat online via
website
email:
contact@womenssafety
services.com.au
www.1800respect.org.au

Hours: 24 hours a day,
7 days a week
Video call: 9am-midnight
AEST/AEDT, 7 days a
week
Client Group: DV affected
women and their children
Cost: Free

Junction Goolwa

31B Cadell St, Goolwa.
1300 694 961
[junctionaustralia.
org.au/domestic-violence-
services/](http://junctionaustralia.org.au/domestic-violence-services/)
email:
fdvs@junctionaustralia.org.au

Hours: Monday-Friday
9am-5pm
Client group: All
Cost: Free

The Haven Goolwa

11 Cadell St. Goolwa
(Goolwa Library)
0499 407 237
email:
goolwahaven@alexandrina.sa
.gov.au
[www.alexandrina.sa.gov.au/
connect/wellbeing/communi
ty-wellbeing/thehaven](http://www.alexandrina.sa.gov.au/connect/wellbeing/community-wellbeing/thehaven)

Hours: Monday to Friday,
10am -2pm
Client group: Women
Cost: Free



Phone and Online Support Services

<u>National Domestic and Family Violence (DFV) support</u>	1800RESPECT 1800 737 732 1800respect.org.au	Hours: 24 hours a day, 7 days a week Client group: All Cost: Free
<u>Qlife</u>	Webchat and phone referral for identity and relationship issues 1800 184 527 qlife.org.au	Hours: 3pm-midnight, 7 days a week Client group: LGBTIQ people Cost: Free
<u>BFriend</u>	Peer support for sexuality, bodies, gender, feelings and relationships 8202 5190 www.facebook.com/ BfriendUC	Hours: Monday-Friday, 9am-5 pm LGBTIQ people, their families and friends Cost: Free
<u>Shine SA</u>	Sexual Health and Relationship wellbeing 1300 794 584 shinesa.org.au	See website for clinic hours, and costs Client Group: All
<u>Young Carers SA</u>	1800 422 727 carerssa.com.au/services/ young-carers-services/	Client group: Carers under 25 Cost: Free
<u>Relationships Australia</u>	1300 364 277 relationships.org.au	See website for services, client groups and costs
<u>Butterfly Foundation</u>	1800 334 673 butterfly.org.au	Hours: 8am-midnight (AEST/AEDT), 7 days a week Client group: Young people with eating disorders and their families Cost: Free
<u>eheadspace</u>	1800 650 890 Counselling, psychosocial groups headspace.org.au/online- and-phone- support/connect-with-us/	Hours: 24 hours a day, 7 days a week Client group: 12-25 and their families Cost: Free

Youth Employment

Many young people transitioning into the workforce find the process overwhelming. This is a particular issue for those who are at risk and facing a range of social disadvantages, or with confidence or learning issues. Being 'job ready' also requires development of a specific set of new skills including writing a resume and cover letter, understanding income support options, learning how to search for jobs and submit applications, interview skills, opening a bank account, and applying for a Tax File Number (TFN). The following organisations offer youth-specific practical support to assist the development of personal and employment skills in obtaining suitable, sustainable employment.

headspace

Local headspace centres offer Work and Study support for young people aged 12 to 25. Contact can be made in person, by email or by completing the online referral form. No professional referral is required.

headspace **Victor Harbor**

10 Crozier Road, Victor Harbor.
08 8391 0123
headspace.org.au/headspace-centres/victor-harbor
email: victorharbor@ireach.org.au
No referral required

[online self-referral form](https://headspace.org.au/assets/Uploads/Centres/Victor-harbor/Forms-and-Brochures/VH-Client-Referral-form-headsapce-Apr-2023.pdf)
headspace.org.au/assets/Uploads/Centres/Victor-harbor/Forms-and-Brochures/VH-Client-Referral-form-headsapce-Apr-2023.pdf

Hours: Monday, Wednesday and
Thursday 9am–5pm
Tuesday 10am–6pm
Client group: 12–25
Cost: Free

For those living near the boundaries of the Fleurieu region, it may be more convenient to access another headspace centre. A full list of centres can be found at headspace.org.au/headspace-centres.



Transition to work (DEWR)

Transition to Work is an Australian Government program for young people who meet specific eligibility criteria. Participants must be aged between 15 and 24, be Australian citizens, or hold an appropriate visa. The educational and work circumstances of each applicant are also taken into account. Participants need a referral from Centrelink, be involved with Workforce Australia agency or engage directly with a Transition to Work provider. Details can be found in the Transition to Work Fact Sheet.

www.dewr.gov.au/transition-work

www.dewr.gov.au/transition-work/resources/transition-work-fact-sheet

www.workforceaustralia.gov.au/individuals/coaching/providers/search

The designated provider in the Fleurieu region is Workforce Australia Jobs Statewide.

Workforce Australia Jobs Statewide

**Workforce
Australia Victor
Harbor Office**

48/50 Torrens St, Victor Harbor.

08 8552 6988

jobs-statewide.com.au

email: victorharbor@jobs-statewide.com.au

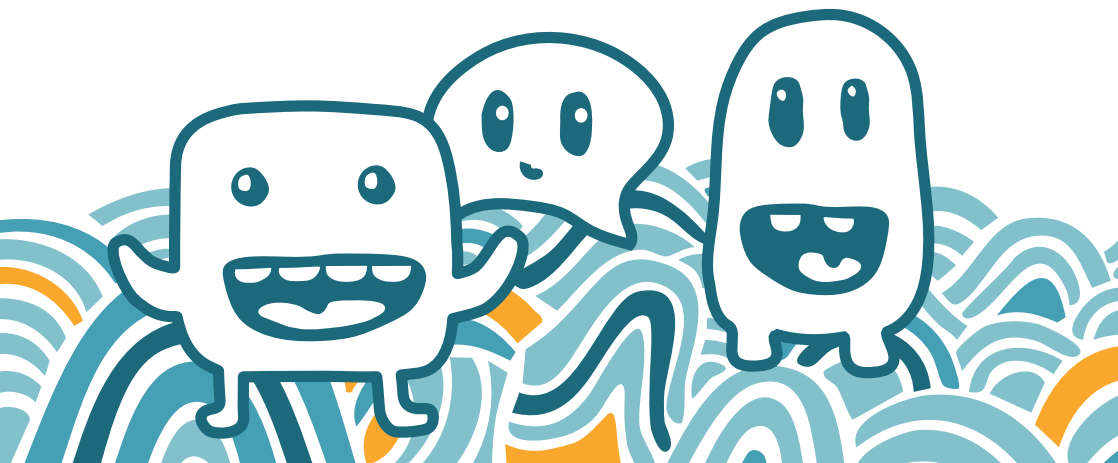
Hours: Monday to Friday,

9am-5pm

Client group: All

Cost: Free

For those living in northern parts of the Fleurieu, it may be more convenient to attend another Transition to Work office. By searching the data base at www.workforceaustralia.gov.au/individuals/coaching/providers/search you can identify details of nearby providers.



Local Jobs (DEWR)

Workforce Australia Local Jobs (DEWR) is an Australian Government program which supports the development of local workforces to meet the current and emerging employment needs of a region. The Adelaide South Employment Region includes the Fleurieu Region.

<u>Adelaide South -</u>	0459 860 373	Hours: By appointment
<u>Department of</u>	email: localjobs@dewr.gov.au	Client group: All
<u>Employment and</u>	National Customer Service Line	Cost: Free
<u>Workplace Relations,</u>	1800 805 260	
<u>Australian</u>	https://www.dewr.gov.au/local-	
<u>Government</u>	jobs/employment-facilitators/south-	
	australia/adelaide-south	

All Providers of Employment Services and Jobs

There are many employment providers across the Fleurieu region providing services to young people. For a full list visit [Workforce Australia](http://www.workforceaustralia.gov.au) and search by location

www.workforceaustralia.gov.au/individuals/coaching/providers/search.

To search directly for jobs go to www.workforceaustralia.gov.au and enter the relevant criteria on the left of the page.

Study Hubs

Local help for learning in regional areas is available through a free service provided by the [Australian Government's Regional University Study Hubs](http://www.education.gov.au/regional-university-study-hubs). Services include support to identify a suitable career, to plan an achievable study pathway to enter that career, and the personal support to successfully complete the study requirements of all levels of post secondary education.

<https://www.education.gov.au/regional-university-study-hubs>

<u>Fleurieu Study Hub</u>	9 George Main Road, Victor Harbor. (TAFE SA building) 0484 953 189 email: info@fsh.org.au https://www.mrfstudyhubs.org.au/ campuses/fleurieu-study-hub/	Hours: 8.45am-5pm, Monday-Friday Support via registration to students over 18 Client group: Those intending to or currently engaged in further education Cost: Free
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For those who are not able to personally attend the Victor Harbor Hub, an outreach service may be available by arrangement.



Grants, Food, Washing Facilities and Op Shops

The Fleurieu community generously provides a wide range of low or no cost practical assistance to those in need.

Grants

<u>Fleurieu Community Foundation and other philanthropic groups</u>	https://www.fleurieucommunityfoundation.org.au/grant-making 08 8552 2411 email: info@fleurieucommunityfoundation.org.au	For financially disadvantaged youth and their families Application through website
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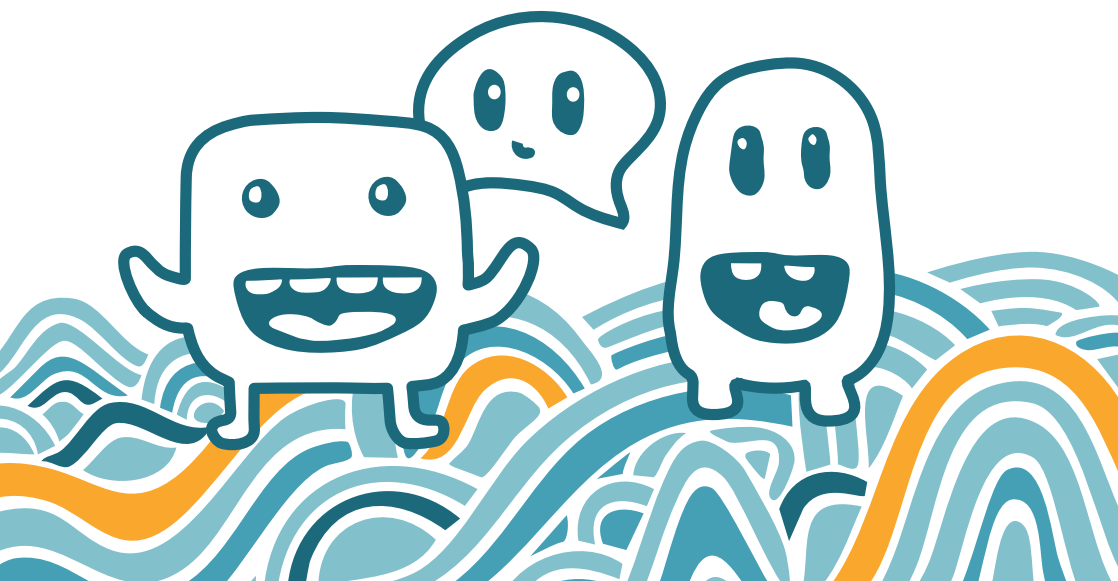
Meals

<u>Church of Christ</u>	9/11 Seaview Rd, Victor Harbor. Coordinator email: cafecrozier@vhcoc.org vhcoc.org/ministry/cafe-crozier	Café Crozier Community Meal fortnightly 6pm Sunday
<u>Goolwa Uniting Church</u>	1 Collingwood St, Goolwa. 08 8555 2589 www.goolwauniting.com/about/18-community-groups	Lunch Wednesday 11am-1pm
<u>Milang Old School House Community Centre</u>	24-25 Daranda Tce, Milang. 08 8537 0687 www.moshcc.com.au	Friday Feast 11am-2pm
<u>Salvation Army</u>	22 Bartel Bd, Encounter Bay. 08 8552 7474 www.salvationarmy.org.au/victorharbor/what-we-offer	Café Church meal Sunday 6pm fortnightly
<u>Strathalbyn Neighborhood Centre</u>	6 Parker Ave, Strathalbyn 0431 337 044 email: strathnc@gmail.com www.strathnc.com.au	Community lunch Tuesday 12pm, \$5



Shower and Laundry Facilities

<u>Salvation Army</u>	22 Bartel Bd, Encounter Bay. 08 8552 7474 www.salvationarmy.org.au/victorharbor/what-we-offer	Friday mornings Shower and laundry Towels and toiletries provided Cost: Free
<u>Whalers Peninsula Community Association</u>	20 Gardiner St. Goolwa. 08 8555 2800 whalerspca.org.au/what-we-do	Shower and laundry
<u>Big 4 Breeze Caravan Park Port Elliot</u>	4 Basham Pde. Pt Elliot. 08 8554 2134 www.big4.com.au/caravan-parks/sa/fleurieu-peninsula/big4-port-elliott-holiday-park	Cost: \$10 a shower See Reception first. Off peak only
<u>Pt Elliot foreshore</u> (near bowling club)	Horseshoe Bay, Port Elliot	Showers inside amenities block Cold only
<u>G'Day Caravan Park</u>	Bay Rd, Victor Harbor. 08 8552 1949 gdayparks.com.au/parks/south-australia/victor-harbor/victor-harbor-holiday-park	Cost: \$5 a shower See Reception first. Off peak only



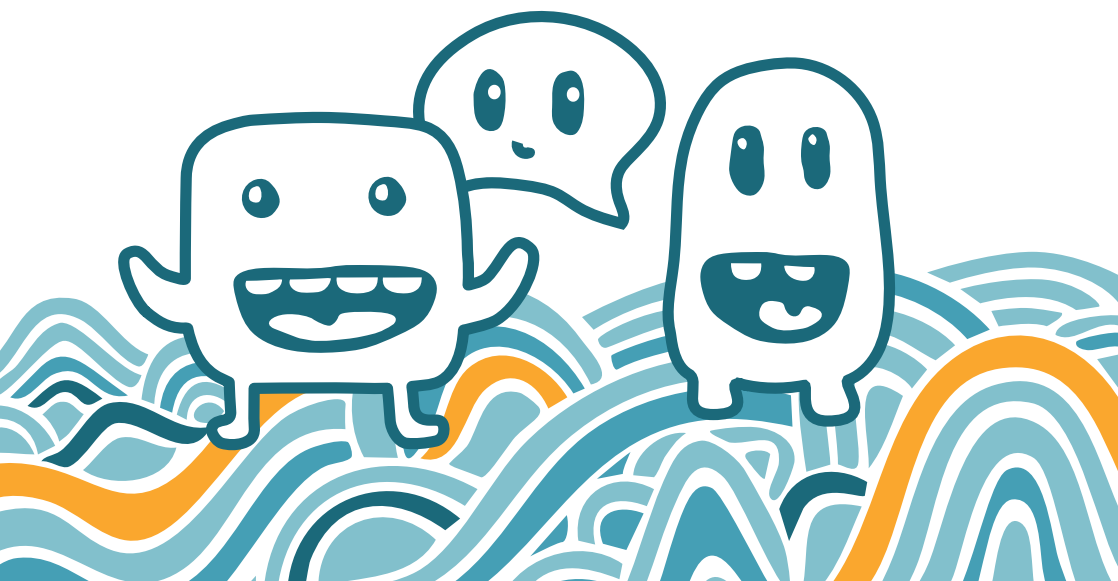
Groceries, Food Vouchers and Emergency Assistance

<u>3 Angels</u>	18 Warne St, Victor Harbor. 0403 842 943 www.facebook.com/3ammopshop	Thursday 9.30am–11am Sunday 9am–1pm
<u>Baptist Church</u>	76 Sutherland Ave, Victor Harbor. 08 8552 2675 www.victorharborbaptist.com	Foodbank Friday 11am–12.30pm Free or small contribution.
Junction Fleurieu Homelessness Support Service	31 B Cadell St, Goolwa. 08 8392 3060 email: fhss@junctionaustralia.org.au	Monday–Friday 9am–5pm One-off financial assistance, food and petrol vouchers
<u>Lutheran Church</u>	21a Adelaide Rd, Victor Harbor. 0491 193 398 victorlutheran.org	Thursday 6pm–6.45pm Friday 8.45am–9.15am
<u>Milang Old School House Community Centre</u>	24–25 Daranda Tce, Milang. 08 8537 0687 www.moshcc.com.au/emergency-relief	Monday 10am–1pm Tuesday 1.30pm–4pm Wednesday 9.30am–12pm Thursday by appointment Friday 1.30pm–4pm
<u>Salvation Army</u>	22 Bartel Boulevard, Encounter Bay. 08 8552 7474 www.salvationarmy.org.au/victorharbor	Groceries and food parcels Financial assistance Friday 9.30am–12pm



Groceries, Food Vouchers and Emergency Assistance, continued

<u>South Coast</u> <u>Christian</u> <u>Community Care</u> <u>Church of Christ</u>	11/13 Seaview Rd, Victor Harbor. (Church of Christ Building) vhcoc.org	Monday & Wednesday 11am-2pm Non perishable food Financial assistance
<u>South Coast</u> <u>Christian</u> <u>Community Care</u> <u>Goolwa Uniting</u> <u>Church</u>	1 Collingwood St, Goolwa. (Open Door Building) www.goolwauniting.com	Monday 11am-2pm Non perishable food
<u>Strathalbyn</u> <u>Pantry Club</u> <u>Country Life</u> <u>Compassion</u>	27 Callington Rd, Strathalbyn. email: pwise@clcompassion.org.au www.clcompassion.org.au	Emergency food Tuesday fortnightly Small fees apply
<u>Whalers</u> <u>Peninsula</u> <u>Community</u> <u>Association</u>	20 Gardiner St, Goolwa. 08 8555 2800 whalerspca.org.au/what-we-do	Groceries Tuesday-Thursday 9.30am-4.30pm Oz Harvest Fresh Food Friday 9.30-2pm
5CY Community Pantry, Yankalilla.	0492 818 615	Monday-Thursday 9am-5pm For Yankalilla District Council residents only



Op Shops

<u>3 Angels</u>	18 Warne St, Victor Harbor. 0403 842 943 www.facebook.com/3ammopshop	Tuesday, Wednesday, Thursday & Sunday 9am-4pm
<u>ADRA</u>	49 Maude St, Victor Harbor. 0494 195 041 www.facebook.com/ADRAOpShopVictorHarbor	Tuesday-Wednesday 9am-4pm Sunday 10am-4pm
<u>Lifeline Victor Harbor</u>	Shop 3, 8-16 Ocean St, Victor Harbor. 08 8552 4674 www.facebook.com/LifelineOpShopVictorHarbor/about	Monday-Sunday 10am-4pm
<u>RSPCA</u>	30 Ocean St, Victor Harbor. 08 8554 6545	Monday to Saturday 10am-4pm Sunday 11am-4pm
<u>Save the Children</u>	33 Ocean St, Victor Harbor. 08 9213 7811 www.savethechildren.org.au/get-involved/op-shops	Monday to Saturday 9am-5pm
<u>Salvos</u>	55 Ocean St, Victor Harbor. 08 8552 7944 www.salvationarmy.org.au/locations/south-australia/ss508/salvos-stores-victor-harbor/	Monday, Tuesday, Wednesday & Friday 9am-5.30pm Thursday 9am-7pm Saturday 9am-5pm
<u>Vinnies</u>	Unit 1-3/68-78 Victoria St, Victor Harbor. 08 7522 4770 www.vinnies.org.au/sa/shops/vinnies-victor-harbor	Monday-Friday 9.30am-5pm Saturday 10am-4pm Sunday 11am-4pm
<u>Wildlife Welfare Shop</u>	60 Ocean St, Victor Harbor and 9 Gundagai St, Goolwa. 0490 455 721 www.facebook.com/wildlifewelfarefundraisingshop	Victor Harbor: Monday-Friday. 10am-4pm Saturday 11am-3pm Goolwa: Monday-Saturday 10am-4pm
<u>Olive Tree</u>	123 Waterport Rd, Port Elliot. 0420 830 248 www.facebook.com/OliveTreeOpshop	Wednesday-Saturday 10am-3pm

Op Shops, continued

Goolwa Anglican Church	Cadell St, Goolwa. 043 558 732	Tuesday-Friday 9.30am-4pm Saturday 9.30am-12pm
<u>Whalers Peninsula Community Association</u>	20 Gardiner St, Goolwa. 08 8555 2800 https://www.facebook.com/p/Yankalilla-Community-Op-Shop-Inc-100057133612805/	Monday-Thursday 9:30am-4:30pm Friday 9:30am-2pm Saturday 10am-2pm
<u>Mt Compass Op Shop</u>	5 Peters Tce, Mount Compass. www.facebook.com/p/Mt-Compass-Op-Shop-100068258514935/	Thursday & Friday 10am-4pm Saturday 9am-1pm
<u>Yankalilla Community Op Shop</u>	76 Main St, Yankalilla. 0401 885 799 www.facebook.com/p/Yankalilla-Community-Op-Shop-Inc-100057133612805/	Monday-Sunday 10am-4pm
<u>Yankalilla Book Exchange Second hand Goods</u>	92 Main St, Yankalilla. 08 8558 2835 www.facebook.com/YankalillaSecondHand	Monday, Wednesday to Sunday 10am-4pm
<u>OP Shop Club Fleurieu</u>	90 Main St, Yankalilla. 08 8558 2053 clubfleurieu.com/op-shop	Everyday including weekends 10am-4pm
<u>Save The Children Op Shop</u>	8 Rankine St, Strathalbyn. 08 9213 7825 www.savethechildren.org.au/get-involved/op-shops?currentSort=	Monday-Friday 9am-5pm Saturday 9am-12pm
<u>Strathalbyn Opportunity Shop</u>	52 Milnes Rd, Strathalbyn. www.facebook.com/StrathalbynOpShop	Monday-Friday 10am-4pm Saturday 10am-1pm



Southern Fleurieu Youth Network

Rotary
Victor Harbor



since
1947



city of
Victor Harbor

