

Support

Aboriginal Parent Easy Guide

As a parent it's good to know about services available in your area. They can give you some help when you need it.

Sometimes we need help with things such as our:

- > health
- > feelings
- > relationships
- > money
- > housing
- > children's schooling or behaviour
- > legal matters
- > drugs, alcohol, violence.

Contact details of some services that may be able to help are provided at the end of this Guide.

When there are problems try to:

- > stay calm
- > plan what you can do
- > talk with a trusted friend
- > find a service that can help.

Tell your children what's happening – but not too much about adult problems.



Getting support and dealing with problems early can stop them getting worse.



Finding a service

- > **Aboriginal health services are a good place to start.** You can talk to someone and find out what they offer. Many have counsellors, men's groups, women's groups or Elders' groups. Some have services such as drug and alcohol support. They can tell you about other services in your area too. Many staff are Aboriginal.
- > **It's OK to try both Aboriginal and mainstream services.** These days, more mainstream services have Aboriginal workers. You can ask to see an Aboriginal worker if available.
- > **The Child and Family Health Service (CaFHS)** is a good place to take your baby or young child. The nurses can check their health and answer your questions. It's free! Phone 1300 733 606 for an appointment. You can ask to be linked with an Aboriginal staff member.



Try both mainstream and Aboriginal services.

Ask if they have Aboriginal workers, if you prefer.

Your rights

When using a service you have the right to:

- > be treated fairly and with respect
- > give feedback to the service about your experience – whether it was good, or not so good. It's OK to get someone to come with you when you give feedback or to write a letter if you prefer.

Your responsibilities

When using a service:

- > find out a bit about it before you go, so you know what to expect
- > treat staff with respect, even if you feel upset or angry
- > do your part. Work with staff to achieve your goals.

Confidentiality

Services are bound by confidentiality. A worker or service cannot share information about you with other services or people in the community, unless you give permission or a child or someone else is at risk of harm.



Stay calm, it helps children to feel safe and secure.

Services for children

- > If children need help, doctors, Aboriginal health services, and the Child and Family Health Service are good places to start. They can tell you where to get help with things like education, disability, behaviour, dental and mental health.
- > If there are problems at school, talk with your child's teacher. Some schools have counsellors or Aboriginal workers.

There are lots of services available.

Keep trying until you find one that's right for you!

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Emergency

Police, Fire, Ambulance: 000
 Domestic violence: 1800 800 098
 Poisons Information Line: 13 11 26

Helplines

Centrelink Indigenous Phone Service

Phone: 1800 136 380 Provides access to Centrelink services for Aboriginal people by phone from anywhere in Australia

Parentline NSW: Phone: 1300 1300 52

9am-9pm weekdays and 4pm-9pm weekends for advice on child health and parenting

Kids Helpline: Phone 1800 551 800, 24 hours

Telephone and web counselling for young people aged 5–25 years www.kidshelpline.com.au

Beyond Blue

Phone: 1300 224 636 or 03 9810 6100 Website: www.beyondblue.org.au

The Beyond Blue website has fact sheets and information on mental health, and a Web Chat service 7 days a week from 4pm to 10pm or you can call them 24/7 on 1300 22 4636 to speak to a Beyond Blue counsellor.

Legal Aid NSW:

Phone 1300 888 529. Free legal advice and information. www.legalaid.nsw.gov.au

Lifeline: 13 11 14

Mental Health Access Line: 1800 011 511

Domestic Violence Line: 1800 656 463

Healthdirect: Phone 1800 022 222, 24 hours To speak to a nurse www.healthdirect.gov.au

SIDS and Kids: Phone 1300 308 307

Safe sleeping for babies www.sidsandkids.org

Child Abuse Report Line: Phone 131 478, 24

hours if you are worried a child is being abused or neglected. You can ask to speak to an Aboriginal worker if available.

Mensline Australia: Phone 1300 789 978, 24

hours Speak to someone about relationship or family concerns www.mensline.org.au

Websites

Raising Children Network:

For parenting information.
www.raisingchildren.net.au

Families NSW

Various resources to help parents at any stage in life.
www.families.nsw.gov.au

Australian Indigenous Health Infonet

Information for parents and workers on a variety of Aboriginal topics.
www.healthinfonet.ecu.edu.au/

Local Services

Aboriginal Legal Service Lismore:

1800 643 - ALS Lismore
3/15 Molesworth Street, Lismore NSW 2480
Phone 02 6623 4400

Aboriginal Maternal and Infant Health Provides antenatal care to Aboriginal women and women with Aboriginal partners, from early pregnancy through to 6 weeks after the birth of their baby. No referral needed.

Lismore Community Health Service
Phone (02) 6620 7687

Gurgun Bulahngelah Aboriginal Health (Jullums)

Provides bulk billing medical and general health services, including counselling referrals and services for Aboriginal and Torres Strait Islander children, young people and adults.
Phone 02 6621 4366
www.gurgun.com.au

Local Services cont...

Aboriginal Outreach Worker and Counsellor

Yarning and counselling, running health and wellbeing workshops, and empowering people to make positive and healthier life choices
Interrelate.
Phone 02 6623 2750

Child and Adolescent Trauma Counselling Service

Northern Rivers Community Gateway
Email reception@communitygateway.org.au
Phone 02 6621 7397

Brighter futures

Support and services to improve the emotional, social, health and educational developmental outcomes for families and their children.
Phone 02 6621 6992

Beanies Goorie Playgroup

Every Thursday 11am - 1pm during school terms and is for Aboriginal families with children 0-5 years living in the Goonellabah area.
YWCA Northern Rivers
Phone 02 6625 5800

Refer to Service Listing for contact details of other local services