

# You are not alone

## Having trouble getting into the Christmas spirit?

The Christmas holiday season is a welcome break for many in our community. But it can also be a time when we have to deal with some problems.

## The Department of Health can help

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

Here is some information about the services available over the holiday season.

### Mental Health Services

For some people, Christmas can make existing problems seem even bigger at a time when everyone else appears to be having fun.

If you're feeling down, help is available every day at any time. You can call a range of counselling services including:

- **Lifeline 13 11 14**
- **Lifeline Samaritans 6331 3355** in Launceston or **1300 364 566** statewide
- **Suicide Call Back Service 1300 659 467**
- **Kids Helpline 1800 551 800**

The Department of Health continues to provide mental health services over Christmas and the New Year. For advice, assessment and referral call the **Mental Health Services Helpline** on **1800 332 388** within Tasmania or **03 6166 6333**, from interstate available 24 hours, 7 days a week.

There are a number of things that you can do to help others over Christmas, including:

- Making time for those who may be alone over this period and remembering how stressful Christmas is for some, both financially and personally.
- Being aware that mental health is everybody's business – take some time to help family members, friends and neighbours have an enjoyable festive period.

### Alcohol and Drug Services

This holiday period Tasmanians are encouraged to be mindful of the harmful effects that can come with indulging in alcohol and drugs. For information and advice about local services, contact the **Alcohol and Drug Information Service** on **1800 250 015** 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.
- Skip the drinking games and shots, stick with friends and be aware of your surroundings.
- 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, the affects can be unpredictable and you may have a bad reaction.

To find out more go to [www.healthdirect.gov.au/top-7-tips-for-safe-drinking](http://www.healthdirect.gov.au/top-7-tips-for-safe-drinking).

### Sexual Assault Support Service

Unfortunately, the Christmas and New Year period can be a time when people are more vulnerable to assault by others. 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 that 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 of sexual assault:

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

### 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](http://www.tasafterhours.com) or phone the **healthdirect** number **1800 022 222**

# Information for Tasmanians

Health services available over the Christmas and New Year period

## Normal services resume Monday 4 January 2021

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
<b>Alcohol and Drug Information Service (government funded phone service)</b>	Available 24/7	1800 250 015
<b>Alcohol and Drug Clinical Advisory Service</b>	Available 24/7 for Health Professionals	1800 812 804
<b>Alcohol and Drug Services Tasmania</b>	Closed COB 24 Dec 2020 Reopening Friday 1 Jan 2021	1800 250 015
• Counselling and Support Services (statewide)	24 hour service	1800 250 015
• Inpatient Withdrawal Unit (St Johns Park)	Closed public holidays Limited services 29, 30, 31 Dec 2020	1800 250 015
• Pharmacotherapy South	Closed COB 24 Dec 2020 Reopening Monday 4 Jan 2021	1800 250 015
• Pharmacotherapy North / North West	Open daily Open 9am-11am 25 Dec 2020 Open 9am-12:30pm 26 Dec 2020 – 1 Jan 2021	1800 250 015
• Pharmacy Dosing St Johns Park, New Town		
<b>Ambulance Tasmania</b>	Emergency service available 24/7 Administration closed COB 24 Dec 2020 Reopening 4 Jan 2021	Emergencies: 000 Non-urgent requests: 1800 008 008
<b>BreastScreen Tasmania</b>	Closed COB 24 Dec 2020 Reopening 4 Jan 2021	13 20 50
<b>Community Health</b>		Please see White Pages under 'H' for Health Department of. In a medical emergency, call 000 or go to your nearest hospital emergency department.
Community health centres	Hours will vary around the state.	
Community nursing	Hours will vary around the state.	
<b>Correctional Primary Health Services</b> (to contact patients in health clinics at any Tasmanian prison)	Available 24/7	6166 1253
<b>Dental Services</b>	Closed COB 24 Dec 2020 Reopening 4 Jan 2021	Phone 1300 011 013
(Available for children up to 18 years with a valid Medicare Card and adults who hold either a Health Care or Pensioner Concession Cards)	Emergency services are available at clinics in New Town (Archer street), Launceston (Kelham street), and Burnie (Parkside 1 Strahan street) on 28, 29 and 30 Dec 2020.	After hours, contact your GP or local hospital.
<b>Healthdirect</b> (free health information and advice)	Available 24/7	1800 022 222
<b>Home and Community Care (HACC) program</b>	Closed weekends and public holidays. Check with your service provider.	1300 769 699 (through Tasmanian community care referral service)
<b>Hospitals</b> (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.
<b>Mental Health Services Helpline</b> (information, advice and referrals)	Available 24/7	1800 332 388
<b>Palliative Care Service</b> (specialist, 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 29, 30 and 31 Dec 2020.	North: 6777 4544 North West: 6477 7760 South: 6166 2820
<b>Poisons Information Centre</b> (emergency information)	Available 24/7	131 126
<b>Public and Environmental Health Hotline</b>	24/7 emergency contact	1800 671 738 <a href="http://www.health.tas.gov.au/publichealth">www.health.tas.gov.au/publichealth</a>
<b>Sexual Assault Support Services</b> (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

For more information call Service Tasmania on **1300 135 513** or go to [www.health.tas.gov.au](http://www.health.tas.gov.au)

For all coronavirus enquires call **1300 671 738** or go to [www.coronavirus.tas.gov.au](http://www.coronavirus.tas.gov.au)