

## Tips, Resources & Service Information

### Emergency Contact Numbers

**Emergencies 000**  
**NT Police**  
131 444

**Alice Springs Hospital**  
08 8951 7777

**Lifeline**  
131 114, 24 hrs, website  
www.lifeline.org.au

**Beyondblue**  
1300 224 636, 24hrs, website, www.beyondblue.org.au

**Kids Helpline**  
1800 551 800, 24 hrs, website www.kidshelpline.com.au

**Child Protection Hotline**  
1800 700 250, 24 hrs

**Parentline QLD & NT**  
1300 301 300, 7 days a week, call 8am-10pm, web-Chat counselling 8am-9pm. www.parentline.com.au

**Family Relationship Advice Line**  
1800 050 321, Mon-Fri 8am-8pm, Sat 10am-4pm AEST (closed 24th-27th Dec; 31<sup>st</sup> Dec -2nd Jan 2023). www.familyrelationships.gov.au

**Mensline Australia**  
1300 789 978, 24 hrs, Online chat on website www.mensline.org.au

**Mental Health Central Australia Health Services -**  
1800 682 288 (for assistance after hours, public holidays or when service closed).

**Child and Youth Mental Health Team -**  
1800 682 288 (for assistance after hours, public holidays or when service closed).

**1800 RESPECT** (National Sexual Assault, Domestic and Family Violence Counselling Service) 1800 737 732, 24 hrs, website www.1800respect.org.au

For healthy development, children need life to be on an even keel. But for families experiencing stress and conflict from separation, raising children is like sailing in rough waters. Helping parents with counselling and parenting support, makes sure that they have the lighthouses and safe harbours they need to navigate these rough waters. The following information includes useful parenting tips, resources and information about mediation, legal and support services that are available over the Christmas period. We wish you a safe and Happy Christmas, and best wishes for the New Year.



### If you haven't been able to agree where the children are to spend Christmas:

- Arrange to meet the other parent at a mutually convenient time, in a neutral place. Make sure the children are cared for elsewhere. Meet in private, or with pre-agreed other parties present.
- Keep to the topic at hand, be direct, clear, specific and non-blaming.
- Stay calm, listen without interrupting. Rehearse the tough topics in front of a mirror.
- Compromise, don't compete. Look for solutions, not blame. Focus on what is in the children's best interests.
- Alternately, contact a mediation service:
- The **Family Relationship Centre at Relationships Australia**, provides Family Dispute Resolution (mediation) and Post Separation Support Services. Call **8950 4100** (closed 24 Dec-2 Jan 2023); and/or
- The **NT Legal Aid Commission** provides Family Law Conferencing. Call **1800 019 343** (closed 24 Dec-2 Jan 2023).
- If your matter needs to go to Court for resolution, the **Darwin Family Law Registry** is closed from 24 Dec-8 Jan 2023. Applications can be filed online at **Commonwealth Courts**

*Please note that the Courts will be closed over the Christmas/ New Year period. If an order is breached by a parent during the holiday period, it will be dealt with when the Court reopens in the New Year.*

**Portal website**  
**www.comcourts.gov.**

- **Children's Contact Centre** offers changeovers and supervised contact visits call **8958 2400**. (closed 25 Dec and 1 Jan 2023).
- If you need more **information regarding available legal services and family law resources**, go to the Alice Springs service directory:  
**www.alicesprings.familylaw.org.au/service-directory/**

### Child-friendly tips for parents on Christmas Day:

- Focus on the children - try to take the emotion out of any disagreements. Avoid arguments in front of the children. **Kids don't want conflict.**
- Encourage the children to have contact with **both** parents on Christmas Day, even if it's by phone /email.
- Avoid uncertainty; don't chop and change plans.
- Christmas is not just one day, it's a period. Christmas can also be celebrated on Boxing Day, etc.
- Encourage the children to talk openly about their concerns, listen respectfully

and be willing to share your own thoughts.

- Grandparents, Uncles, Aunts and Cousins are very important sources of support for children. Make sure that your children can feel free to contact their relatives on both sides of the family - children grieve when they are not able to see people that they are close to.
- If there are stepfamilies involved on Christmas Day, make sure that all the children feel welcomed.
- **Remember:** Assistance is available when you need help to navigate life's choppy waters.

### For parents who are without their children at Christmas:

- Plan alternative activities, and be with family/friends, if possible.
- If you feel depressed, get help from friends/ family or contact:
- **Mental Health Association of Central Australia (MHACA)** call 8950 4600 (closed 24-27 Dec; 31 Dec - 2 Jan 2023).
- **Lifeline** 24hrs, call **131 114**, webchat 7pm-12am website www.lifeline.org.au

### Keeping safe

If you or your children feel unsafe, receive threats, experience violence or abuse contact:

- **Emergency** call **000**
- **Alice Springs Women's Shelter** 24hr/ 7 days crisis accommodation, open public holidays call **8952 6075**
- **1800 RESPECT** call **1800 737 732**, 24 hrs

If your child/children show signs of being depressed, make sure you get help from friends or services. Children can contact:

- **Kids Helpline** call **1800 551 800**, online counselling at www.kidshelpline.com.au
- **eHeadspace**, for young people aged 12-25 yrs, website **www.eheadspace.org.au**