

CRACKS IN THE ICE

Crystal Methamphetamine

*Trusted, evidence-based
information for the community*

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This booklet provides evidence-based information about crystal methamphetamine ('ice'). It summarises the information available on the online toolkit *Cracks in the Ice* (www.cracksintheice.org.au). Both the booklet and the online toolkit are designed to help individuals, families, health workers and communities to better respond to issues related to ice use.

ABOUT CRACKS IN THE ICE

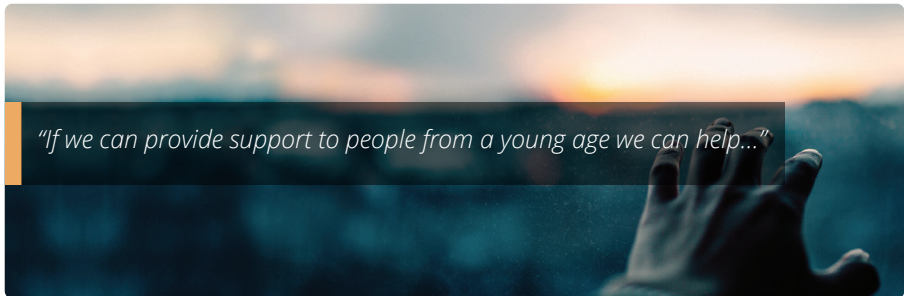
Cracks in the Ice (www.cracksintheice.org.au) was informed by input from community members across Australia, and was developed in collaboration with researchers from:

- The Matilda Centre for Research in Mental Health and Substance Use at the University of Sydney
- National Drug and Alcohol Research Centre, University of New South Wales
- National Drug Research Institute, Curtin University
- Centre for Brain and Mental Health Research, the University of Newcastle

In April 2015, the Australian Government established a National Ice Taskforce to provide advice to the Government on the impacts of ice in Australia and actions needed to address this growing problem. The Final Report of this Taskforce stated that “The first priority must be supporting families, workers and communities to better respond to people affected by ice.” (Commonwealth of Australia, Department of the Prime Minister and Cabinet, Final Report of the National Ice Taskforce, 2015).

As part of a coordinated response to this need the Australian Government Department of Health funded the development of *Cracks in the Ice*, an online toolkit to provide evidence-based information about ice for the Australian community. *Cracks in the Ice* aims to improve access to information, online resources and support for individuals affected by ice; their families and friends; health professionals working across a range of sectors; parents, teachers and students; and community groups.

This booklet provides a brief overview of the information contained on the online toolkit. For comprehensive information about crystal methamphetamine ('ice'), please visit *Cracks in the Ice* online.



"If we can provide support to people from a young age we can help..."

SUPPORT FOR ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLES



Culturally appropriate resources for Aboriginal and Torres Strait Islander peoples are essential to support and empower individuals and communities who are working to address ice use and related harms.

We have been talking with Aboriginal and Torres Strait Islander peoples across Australia to understand and develop information and resources to support them to address ice related problems.

For more information visit:

www.cracksintheice.org.au/aboriginal-and-torres-strait-islander-peoples



WHAT IS ICE?

Ice, or crystal methamphetamine, is a stimulant drug and variant of methamphetamine. Methamphetamine typically comes in three different forms (ice, base and speed) that vary in their appearance and potency.

ICE



APPEARANCE

Translucent crystals, sometimes shards.

ALSO KNOWN AS

Crystal meth, meth, shabu, tina, glass.

METHOD

Smoking (e.g. with a glass pipe), injecting.

POTENCY: **HIGH**

BASE



APPEARANCE

Dampish, 'gluggy' substance. Colour varies from white to brown.

ALSO KNOWN AS

Pure, point, wax, meth.

METHOD

Swallowing, injecting.

POTENCY: **MEDIUM** **HIGH**

SPEED



APPEARANCE

White or off-white powder.

ALSO KNOWN AS

Goey, meth.

METHOD

Snorting, swallowing, injecting.

POTENCY: **LOW** **MEDIUM**

The effects of ice differ slightly from speed and base because it is often a purer form of methamphetamine, meaning it gives a stronger and longer lasting 'high'. Because of this, it also has more potent and serious side effects, both during use and in the 'comedown' or 'crash' phase after use. This is why, compared to other forms of methamphetamine, ice has a greater potential for the person using the drug to develop dependence, psychosis, and other long-term physical and mental health problems.

Ice is usually sold in points (0.1g) or grams and can be cut (mixed) with other substances. This reduces its purity and makes the effects even more unpredictable.

WHY DO PEOPLE USE ICE?

There is no single reason why people use ice. Usually several things act in combination. Regardless of why someone starts to use ice, it can very quickly become a problem. Common reasons for using stimulant drugs such as ice include:

- To fit in/feel part of a social group
- To reduce inhibitions and increase confidence
- Out of curiosity or to experiment
- To escape reality
- Out of boredom
- To manage mental health issues (e.g. low mood, anxiety, depression) and the impacts of trauma
- To forget or help cope with problems (e.g. unemployment, unstable housing, financial difficulties, lack of social support, stress)
- To enhance work performance
- To enhance sexual experiences and intimacy



Although many people report that they use ice to feel more confident or lift their mood, in reality taking methamphetamines like ice often increases nervousness, agitation, and can trigger anxiety attacks. During the “come down” phase of the drug wearing off, it is common for people to feel down or depressed.

For more information about why young people use ice and tips for being assertive, visit: www.cracksintheice.org.au/why-do-people-use-ice

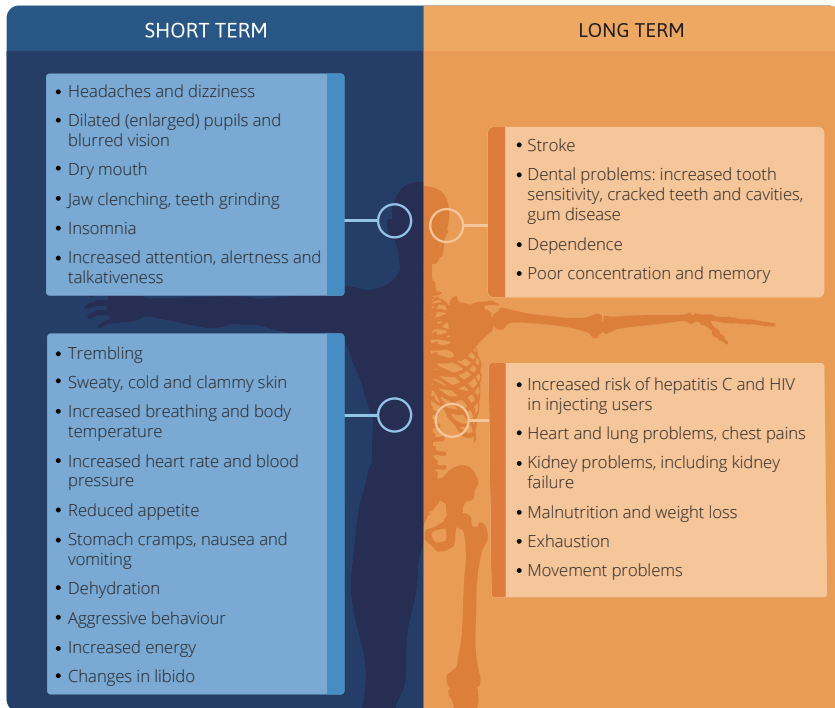
WHAT ARE THE EFFECTS OF ICE?

HOW DOES ICE WORK?

Ice triggers the release of two chemicals in the brain (also known as neurotransmitters) called dopamine and noradrenaline. These chemicals, which are responsible for making us feel excited, alert and euphoric, can be depleted by consistent and heavy use of methamphetamines like ice. Prolonged use can also damage or destroy these receptors in the brain — sometimes to a point where people using the drug no longer feel normal without having ice in their system.

PHYSICAL EFFECTS

The initial effects of ice often last for between 4 and 12 hours depending on how much ice is consumed. Although the effects of ice can usually be felt quickly, it can take 1 to 2 days to entirely leave the body.



Use of methamphetamines (including ice) is also associated with elevated mortality rates relating to overdose, natural diseases, suicide and accidental injury.

THE COMEDOWN PHASE

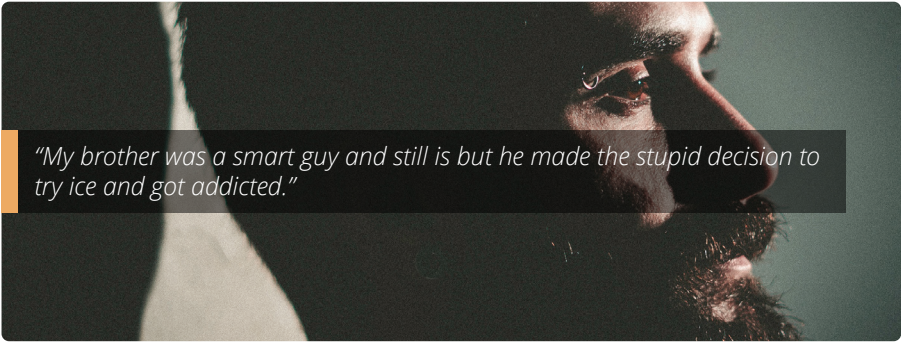
A 'comedown' or 'crash' phase is often experienced by people who use ice as the drug starts to wear off. These feelings can last a few days and symptoms can include:

- Feeling down or depressed
- Decreased appetite
- Exhaustion
- Increased need for sleep
- Irritability
- Feeling anxious

WITHDRAWAL

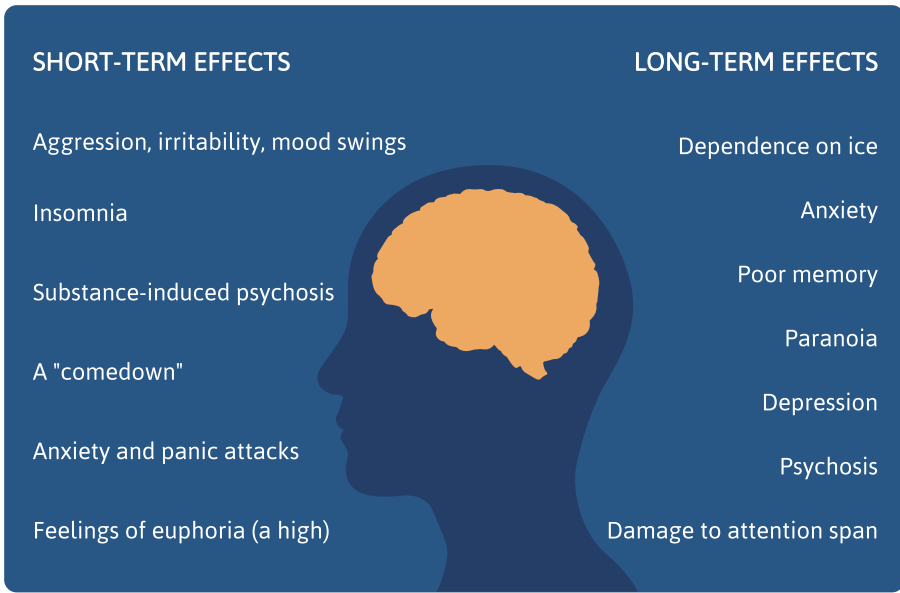
Withdrawal refers to unpleasant symptoms experienced by people with a dependence on ice. Depending on the severity of dependence, these symptoms can last for several days or weeks, and can include:

- Headaches
- Anxiety
- Aggression
- Restlessness
- Cramps
- Vomiting



"My brother was a smart guy and still is but he made the stupid decision to try ice and got addicted."

MENTAL HEALTH EFFECTS



For some people, symptoms experienced while using the drug, or during the 'comedown' or 'crash' phase, persist and develop into mental disorders in their own right.

SIGNS OF ANXIETY DISORDERS

Methamphetamine increases a person's heart rate which can cause shortness of breath and trigger panic attacks. Other common symptoms include restlessness, trembling, dizziness, sweating, dry mouth, muscle aches, headaches, nausea or vomiting. If these symptoms persist it may be a sign that an anxiety disorder is present.

SIGNS OF DEPRESSION

As the effects of methamphetamine begin wearing off, it is common to feel very low for a few hours or even up to a few days. Some people who use ice regularly can experience depressive symptoms when they are not using the drug because it can deplete brain chemicals which are responsible for making us feel happy and excited. If these symptoms persist it may be a sign that depression is present.

SIGNS OF PSYCHOSIS

Heavy, consistent use of methamphetamines like ice can cause acute* psychotic reactions in some but not all people. These symptoms can last a few hours or up to a few days. A small number of people may find these symptoms last much longer (e.g. more than a few weeks) or continue even when a person is not using ice. If these symptoms persist it may be a sign that an underlying psychotic disorder, such as schizophrenia, is present.

Some symptoms of methamphetamine psychosis include:

- Feeling suspicious or paranoid
- Hallucinations (hearing, seeing or smelling things that don't exist)
- Unusual thoughts (e.g. thinking other people are reading your mind or stealing your thoughts)
- Repetitive compulsive behaviour
- Muddled thoughts or incoherent speech
- Being hostile towards others



"Seeing them transition from sensible good natured people into highly strung and aggressive individuals was scary."

* acute is defined as something having a sudden onset, sharp rise, or short course - for example, showing symptoms of a serious illness very suddenly.

WHAT HAPPENS WHEN ICE IS USED WITH OTHER DRUGS?

Combining ice with other drugs carries extra risks and makes its use even more dangerous. The more drugs a person takes (or is affected by) at a time, the more chance there is of something going wrong.

THE RISKS OF USING ICE WITH OTHER DRUGS

It is not possible to predict the different effects ice will have from person to person, or from using one time to another. Being under the influence of more than one drug at a time makes the effects even more unpredictable. Factors that cause the effects of ice to vary include:



Ice itself (e.g. its purity, the amount used, frequency of use, how the drug is used, whether the drug has been cut (mixed) with another substance)

The person taking ice (e.g. their mood, expectations, personality and individual characteristics)



The setting (e.g. where the person is and the people they are with)



COMBINING ICE AND STIMULANTS

E.G. ICE AND COCAINE



+

=

**SEROTONIN SYNDROME
PSYCHOSIS
ANXIETY OR PANIC ATTACKS
HEART PROBLEMS**

COMBINING ICE AND DEPRESSANTS

E.G. ICE AND ALCOHOL



+

=

**HEART PROBLEMS
RISK OF OVERDOSE
PSYCHOSIS**

Using ice with stimulants (e.g. cocaine) can increase the risk of cardiovascular (heart) problems and **substance-induced psychosis**. Using multiple stimulant drugs can also increase the risk of experiencing **serotonin syndrome**, anxiety or panic attacks.

Using ice with depressants such as alcohol, cannabis, heroin or benzodiazepines places extra strain on the heart which may lead to serious complications, especially among people with pre-existing heart problems. Using ice with cannabis can increase a person's risk of experiencing mental health problems, including psychotic symptoms, especially in those who have existing mental health problems.

Using ice with stimulant medications (e.g. Ritalin) can increase the risk of **anxiety and panic attacks**, heart problems and substance-induced psychosis. Using ice with some types of anti-depressants can increase the risk of **serotonin syndrome**, especially among people that are on a selective serotonin reuptake inhibitor (SSRI) antidepressant.

WHEN AND WHERE DO I GET HELP?

A number of services throughout Australia can provide information, support and treatment options for people who are experiencing problems with ice and other drugs. Although it can be difficult to seek help, in most cases the sooner you reach out for support, the better.

Your local doctor can be a good starting point – they can discuss your concerns with you and provide referrals to other services that you might need.

If you need **emergency support**, please call **Lifeline (13 11 14)** which is a 24-hour crisis helpline or dial **'000'** for the police or an ambulance.

NATIONAL ALCOHOL AND OTHER DRUG HOTLINE: 1800 250 015

The National Alcohol and Other Drug Hotline (1800 250 015) is a 24-hour service offering free and confidential advice about alcohol and other drugs. It will automatically direct you to the Alcohol and Drug Information Service in your state or territory. These local alcohol and other drug telephone services offer support, information, counselling and referral to services.



For other key support services, visit the *Cracks in the Ice* website:

www.cracksintheice.org.au/when-and-where-do-i-get-help

For a list of support services for Aboriginal and Torres Strait Islander people, please visit:

www.cracksintheice.org.au/ice-resources-for-aboriginal-and-torres-strait-islander-people

WHAT TYPE OF HELP IS AVAILABLE?

Health providers can offer support to someone who is experiencing problems with ice in a variety of settings. These can include alcohol and other drug counsellors, psychologists or other allied health workers, peer workers or outreach workers.

Below are some commonly used treatments and models of care:

- **Cognitive behavioural therapy (CBT)** helps people understand how particular patterns of thinking can affect feelings, behaviours, and situations. It can help someone to develop strategies to challenge unhelpful thoughts, which can have flow-on effects to feelings and behaviour. CBT methods can be learnt by seeing a psychologist, who will help people learn these skills in a safe and confidential space.
- **Motivational Interviewing (MI)** involves having conversations with a health professional about drug use in a non-judgemental and collaborative way. It can be used to assist someone in re-assessing the role of drugs in their lives, even if they do not want to reduce their drug use.
- **Online treatment programs** can involve 'chatting' to a trained counsellor over the internet in real-time or by email, or a pre-programmed online course that is offered with or without support from a trained health professional.
- **Residential rehabilitation clinics** are places where people can stay for a few days or up to a few months at a time for support through withdrawal and recovery.

Recovery from ice dependence is challenging but it is never too early or too late to seek help.

For more information about support options please talk to your local doctor or visit cracksintheice.org.au

HOW CAN I SUPPORT A LOVED ONE?

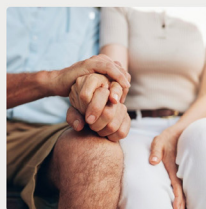
Ice use not only affects people using the drug, but can also have a negative impact on their family, friends, and community. Families and friends can play a critical role in the recovery of people who might be experiencing problems with ice (or other drugs).

The *Cracks in the Ice* website provides up-to-date information for the Australian community, including friends and family members who may be concerned about a loved one's use of ice. Information and tips for starting the conversation, helping someone who has taken ice and finding help for your loved one are provided on the online toolkit at www.cracksintheice.org.au/families-friends

**CONCERNED ABOUT
SOMEONE USING ICE?**

**STARTING THE
CONVERSATION**

**WHEN SOMEONE YOU
CARE ABOUT WON'T
SEEK SUPPORT**



**HOW TO PROTECT
YOURSELF AND
OTHERS**



**WHAT TYPE OF HELP IS
AVAILABLE?**



**BREAKTHROUGH ICE
EDUCATION
HANDBOOK**

**FAMILY DRUG
SUPPORT ONLINE**

**FAMILY AND FRIENDS
SUPPORT PROGRAM**

FREQUENTLY ASKED QUESTIONS

HOW CAN I TELL IF SOMEONE MIGHT BE USING ICE?

Signs that someone may be using ice can include:

- Dilated (enlarged) pupils
- Increased energy
- Aggressive behaviours
- Trembling
- Complaints of stomach cramps, blurred vision, headaches or dizziness
- Exhaustion, fatigue or insomnia
- Irritability and moodiness
- Reduced appetite or other changes to eating patterns
- Anxiety symptoms such as panic attacks, dizziness, sweating, dry mouth, muscle aches, headaches and nausea
- Problems with money, friends, relationships or the law

I WANT TO START THE CONVERSATION - HOW CAN I RAISE THE ISSUE?

Starting the conversation about a loved one's ice use can be tricky. Having that initial conversation may not meet all of your expectations and resolve everything but can be critical in setting the scene for further conversations in which you are considered a trusted confidant.

Tips for starting a conversation about ice and other drugs:

- **Gather information** to make sure you understand what ice is and its effects.
- Have a clear idea of **what it is that concerns you about ice.**
- **Arrange a suitable time to talk** when you will have some privacy and you won't be interrupted.
- Ask what they know about ice; **don't make assumptions** about their knowledge of the drug.
- **Don't tell them what to do** and try not to be judgmental.
- **Let them know you care about them.** People will be more likely to listen and engage in conversation if they feel valued and respected.
- **Be trustworthy and supportive** so they know that they can rely on you in a time of need. Make sure they know your conversation will be kept confidential.

WHAT ARE THE WARNING SIGNS?

The following signs may indicate that a person is dependent on ice:

- They mention that their ice use is out of control.
- They are increasing their amount of ice use, or seem to be less affected by the same amount.
- The substance is consumed in larger amounts, or over a longer period of time, than intended.
- They worry about their ice use.
- They express a wish to stop using ice, or at least to cut down or control their use.
- They find it difficult to stop using, or to go without ice.
- Missing an opportunity to use ice makes them feel anxious or worried.
- Much of their time is taken up by drug-related activities (for example, obtaining ice, using the drug, recovering from its effects).
- Other social, professional or recreational activities are reduced or completely given up in order to make more time for the drug.
- Their ice use is affecting their relationships with friends, family members and colleagues.
- They are unable to carry out routine responsibilities such as work, school or family time.

WHERE CAN I GET SUPPORT?

There are a number of services throughout Australia that can provide information and support for family and friends of people who are experiencing problems with ice and other drugs. Family Drug Support (www.fds.org.au, ph: 1300 368 186) and the Family and Friends Support Program (www.ffsp.com.au) are two such organisations.

For other support options visit

www.cracksintheice.org.au/when-and-where-do-i-get-help

For more information on how families and friends can provide support to a loved one with potential ice problems, please visit:

www.cracksintheice.org.au/families-friends/



"The portrayal of the scabby, edge-of-lunacy meth head in the media doesn't help people identify their acting weird-but-still-themselves friend."

RESOURCES FOR HEALTH PROFESSIONALS

The *Cracks in the Ice* online toolkit has a range of factsheets, guidelines and online resources for professionals working across a range of sectors, including:

- General Practitioners
- Frontline workers in hospital settings and emergency departments
- Frontline workers in alcohol and other drug settings
- Mental health practitioners (e.g. psychologists, social workers and counsellors)
- Paramedics
- Police Services

These evidence-based resources aim to guide and support professionals when faced with challenges relating to ice.

To view all of the resources, visit:

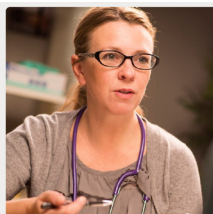
www.cracksintheice.org.au/health-professionals

TRAINING AND ONLINE RESOURCES

Training packages and online resources about crystal methamphetamine

QUICK TIPS

Quick tips for managing and working with clients



GUIDELINES

Guidelines for health professionals and emergency service workers

INCLUSIVE PRACTICE

Tips for working with diverse clients and communicating safely about AOD

ADVICE FOR HEALTH PROFESSIONALS

Specialist telephone alcohol and other drug advisory services in Australia

WORKER WELLBEING

Resources to support worker wellbeing




DOS AND DON'TS OF MANAGING AGGRESSION

Problems relating to anger and aggression are not uncommon in alcohol and other drug services and should be managed appropriately. In general, episodes of aggression are usually triggered by a particular event, which may involve circumstances that have led the client to feel threatened or frustrated.

The following signs may indicate that a client could potentially become aggressive or violent:

- **Appearance:** intoxicated, bloodstained, carrying anything that could be used as a weapon
- **Physical activity:** restless or agitated, pacing, standing up frequently, clenching of jaw or fists, hostile facial expressions with sustained eye contact, entering 'off limit' areas uninvited
- **Mood:** angry, irritable, anxious, tense, distressed, difficulty controlling emotions
- **Speech:** loud, swearing or threatening, sarcastic, slurred
- **Worker's reaction:** fear, anxiety, unease, frustration, anger

If a client becomes aggressive, threatening or potentially violent, it is important for alcohol and other drug workers to respond in accordance with the policies and procedures specific to their service. It is also important for service providers to have knowledge of how to respond to challenging behaviour, including physical threats or actual violence.



"This is just one story of many, which includes chairs and equipment being thrown across ED rooms, four to five police officers and four to five security guards; for one man under the influence."

Source: Marel C, Mills KL, Kingston R, Gournay K, Deady M, Kay-Lambkin F, Baker A, Teesson M. (2016). B6: Aggressive, angry or violent behaviour. In Guidelines on the management of co-occurring alcohol and other drug and mental health conditions in alcohol and other drug treatment settings (2nd edition), pp. 181-182. Sydney, Australia: Centre of Research Excellence in Mental Health and Substance Use, NDARC, UNSW.

Further information about managing phases of aggression can be found at: www.comorbidityguidelines.org.au.

BELOW ARE SOME GENERAL STRATEGIES FOR MANAGING AGGRESSIVE CLIENTS:

✓ DO

- ✓ Stay calm and keep your emotions in check.
- ✓ Adopt a passive and non-threatening body posture (e.g. hands by your side with empty palms facing forward, body at a 45-degree angle to the aggressor).
- ✓ Let the client air his/her feelings and acknowledge them.
- ✓ Ask open-ended questions to keep a dialogue going.
- ✓ Be flexible, within reason.
- ✓ Use the space for self-protection (position yourself close to the exit, don't crowd the client).
- ✓ Structure the work environment to ensure safety (e.g. have safety mechanisms in place such as alarms and remove items that can be used as potential weapons).
- ✓ Make sure other clients are out of harm's way.

X DON'T

- X Challenge or threaten the client by tone of voice, eyes or body language.
- X Say things that will escalate the aggression.
- X Yell, even if the client is yelling at you.
- X Turn your back on the client.
- X Rush the client.
- X Argue with the client.
- X Stay around if the client doesn't calm down.
- X Ignore verbal threats or warnings of violence.
- X Tolerate violence or aggression.
- X Try to disarm a person with a weapon or battle it alone.

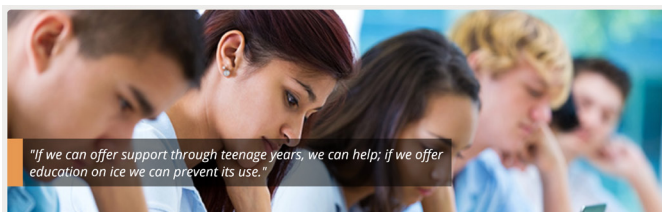
INFORMATION FOR PARENTS, TEACHERS & STUDENTS

Getting the facts about ice and other drugs is an important step in preventing their use and related harms. The *Cracks in the Ice* (www.cracksintheice.org.au) website provides access to information and resources about ice for parents, teachers and students. This includes:

- Strategies for starting a conversation with a young person.
- Help-seeking and harm-minimisation tips for students.
- Evidence-based programs for psychostimulant use, including ice, for use in schools e.g. the **Climate Schools: Cannabis and Psychostimulant Module**.
- Information for parents and teachers about preventing drug related harms.

For comprehensive information and resources for school communities about alcohol and other drugs, visit **Positive Choices:** www.positivechoices.org.au

To order free drug and alcohol information booklets for teachers, parents and students, visit www.positivechoices.org.au/order/booklet



TOOLS FOR TEACHERS

TOOLS FOR PARENTS

TOOLS FOR STUDENTS



I'M A PARENT - HOW CAN I REDUCE THE RISK OF ICE USE IN THE FAMILY?

As a parent or guardian, it is normal to feel responsible for your child's life and the decisions they make. Research has shown there are many ways in which parents can minimise the chances that a young person will use drugs, including ice, or experience harms from their use.

1. BE A ROLE MODEL

It's important to set a good example, as your behaviour and attitude towards ice and other drugs can have a big influence on your child's behaviour. Avoid contradictions between what you tell them and what you do, and try to find fun ways to deal with problems that don't involve drugs.

2. BE INVOLVED IN THEIR LIVES

Get involved and show an interest in their hobbies and activities. Aim to spend time with your child regularly where you can give them your undivided attention. One way of doing this is to set up a routine of having meals together or helping them with their homework. If they go out, ask them about where they are going and who they are going with and make this discussion a regular part of your conversation. Knowing who your child is with and where they are can help reduce risk. It's also important to restrict internet access to central areas in the house.

Peer influence exerts a huge effect on your child's behaviour, so it is natural to want to help your child choose the right friends. If you pick your child up from school or after school activities, be open to inviting their friends to your house. You can also build a support network by getting to know their parents. If you have good reason to believe your child's friends are involved in ice or other drugs, be prepared to support them to find a new set of friends by engaging them in some new activities.

3. ESTABLISH AND MAINTAIN GOOD COMMUNICATION

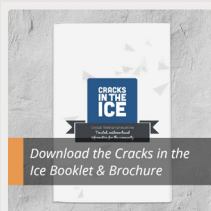
Encourage them to share their thoughts, feelings, and opinions to show you value what they think. This will allow them to be honest and not just say what they think you want to hear. Try not to lecture them, it is important to listen to their thoughts and concerns and offer help and support. Try and make yourself somehow available most of the time. For example, make sure your child can contact you easily if they are at a party. And most importantly, let your child know that you are always ready and willing to talk and listen.

COMMUNITY TOOLKIT

The Community Toolkit section of the website provides local councils, parents and citizen groups, community organisations or concerned community members with the appropriate tools for use at community forums and events.

To view all of the resources, please visit:

www.cracksintheice.org.au/community-toolkit



ORDER BOOKLETS AND BROCHURES

Click here to order booklets and brochures your community



HOW TO RUN A FORUM

Click here for a 10-step guide for how to run a forum about methamphetamine

GIVING A PRESENTATION?

Use the *Cracks in the Ice* PowerPoint presentation (PDF or PPT) and speaker notes

BUILD YOUR OWN HANDOUT

Pick and choose *Cracks in the Ice* factsheets to build your own handout

FACTSHEETS

Download factsheets about ice



POSTERS

Download and print *Cracks in the Ice* posters (A1, A4)

LANGUAGE MATTERS

Person-centred alcohol and other drug language guide

PROMOTION KIT



MEDIA GUIDELINES

Guidelines for communicating about crystal methamphetamine

WEBINAR SERIES

The *Cracks in the Ice* webinar series provides in-depth information about a range of topics related to crystal methamphetamine. The webinars are presented by expert speakers such as researchers, clinicians and individuals with lived experience of using methamphetamines and other drugs.

The webinars are recorded and made available to watch on-demand at:
www.cracksintheice.org.au/webinar



PSYCHOSIS AND OTHER MENTAL HEALTH EFFECTS OF USING ICE

EFFECTS OF ICE USE DURING PREGNANCY ON BOTH THE MOTHER AND BABY



CURRENT AND PROMISING TREATMENT OPTIONS FOR ICE DEPENDENCE

To be notified about upcoming webinars, subscribe to our newsletter at
www.cracksintheice.org.au/subscribe

WANT MORE INFORMATION?
VISIT THE CRACKS IN THE ICE WEBSITE.

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VIEW WEBINARS ON-DEMAND AT
WWW.CRACKSINTHEICE.ORG.AU/WEBINAR



FACEBOOK.COM/CRACKSINTHEICE



TWITTER.COM/CRACKSINTHEICE

ADDITIONAL SUPPORT

A variety of free and confidential telephone and online support services are available for people experiencing problems with ice, as well as their family and friends.

- **National Alcohol and Other Drug Hotline:** For free and confidential advice about alcohol and other drugs, call the National Alcohol and Other Drug Hotline. It will automatically direct you to the Alcohol and Drug Information Service in your state or territory. These local alcohol and other drug telephone services offer support, information, counselling and referral to services. **Phone: 1800 250 015**
- **Family Drug Support:** 24-hour support for relatives and friends affected by alcohol and other drugs. **Phone: 1300 368 186 | fds.org.au**
- **Lifeline:** Crisis telephone support. Open 24 hours. Also provides one-on-one online chat support. **Phone: 13 11 14 | lifeline.org.au**
- **Alcohol and Drug Foundation - DRUGINFO:** DrugInfo is a free and confidential phone service providing information on alcohol and other drugs as well as the contact details of counselling, treatment and support services. Available Monday - Friday 9am - 5pm. **Phone: 1300 85 85 84 | adf.org.au/druginfo**

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