

KIDS **hub** community consultation

To ensure the Kids Hub can provide a safe, welcoming, and inclusive space for children, families and carers in South Australia, we asked you (the community) what you want to see from this service. Here's what you said:



Accessibility and cost

You want the Kids Hub to be accessible, which means free services, shorter wait times, ability to self-refer, and locations that are easy to access. This could also mean support to get to and from appointments, and home visits.



Flexible hours and locations

Extended opening hours are important to you, including weekends and evenings to support busy families. You also said video or telehealth appointments are important, for those outside of the Adelaide metropolitan area.



Cultural safety and inclusion

You want the Kids Hub to be staffed by people from diverse backgrounds to create a culturally safe environment, where everyone feels welcomed and supported. You also want staff to be trained in trauma-informed care and cultural safety.



Child-friendly spaces

Welcoming and sensory-aware environments where people can be themselves are important to you, including quiet areas and sensory spaces to support children with diverse needs, as well as indoor or outdoor play spaces.



Collaboration and care coordination

You want the Kids Hub to be co-located with schools, community centres, and other child and family services. Clear communication and strong partnerships between the Kids Hub and other services is also important to you, to support a smoother care journey for children and families.

What's next?

The Kids Hub Service Model will continue to evolve through ongoing community feedback.

The next stage will focus on the physical design of the Kids Hub, creating a welcoming, accessible, and culturally safe space for children and families. The physical space will be developed in consultation with the community, local service providers, and occupational therapy students through a partnership with the University of South Australia.

To find out more, visit

yoursay.sa.gov.au/KidsHub

