

ASK

Adults Supporting Kids



Helping families to ASK

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The Adults Supporting Kids <https://adultssupportingkids.com.au> website is one in a series of initiatives developed by the Department of Human Services (DHS) in support of the [South Australian Government's Safe and well: Supporting families, protecting children strategy](#) to rebuild and reform the state's child protection system. The ASK website has been developed in consultation with people with lived experience of the child protection system, who identified a need for information about support services to be located in one place.

The Adults Supporting Kids or 'ASK' website is for everyone who has concerns about the safety and wellbeing of children, young people or families; to connect them with information and support to keep kids safe and well.

People who are vulnerable often find it difficult to ask for help and face multiple and complex issues. ASK is a safe place for people experiencing difficulties to get the right help at the right time.

Question topics tiles on the homepage quickly connect people to relevant information and services for a wide range of issues including:

"Do you have worries about a child or young person?"

"Are you, or someone else, feeling unsafe?"

"Do you have a baby on the way?"

Just ASK

Many families do not know where to start when looking for early help or support services. They are often unaware they need help and support until things reach crisis point.

'Just ASK' is a self-help quiz that provides multiple-choice questions to help people identify what issues they are experiencing, even when they are complex and multi-layered.

Just ASK provides tailored results based on the answers provided, with a summary of the potential issues and links to targeted information, resources and services they need, all in the one place. Suggestions for key words to use in the Service Directory are listed, to find the right service in the right area for the family.

Professionals can use 'Just ASK' with clients to help identify risk factors present for a child, young person, or family.

'Just ASK' only takes 1 to 5-minutes to complete and is easily accessed through the green pop-up tool on the bottom left of the website. The quiz does not collect personal information or save answers, so your clients can be assured of their safety and anonymity. Users can discretely use the 'safe quick exit' function at any point if they are uncomfortable.



**Government of
South Australia**

Service Directory

When parents and caregivers decide their family needs help, ASK is a single source of trusted information where families can search approximately 1000 free and low-cost services, to easily find the help they need, when and where they need it.

Users can easily find the most suitable and convenient local services, searching by service type or keywords and referral requirements, and results can be filtered by region, suburb or postcode. A map function allows users to plan their trip if visiting in person or see other services in the area.

Professional Portal

We know that the children, young people, and families receiving support across the Child and Family Support System (CFSS) are facing increasing complexity, especially during the pandemic. We also know that navigating the system is challenging and the many changes make it difficult to stay up to date.

The ASK [Professional Portal](#) provides a central point for professionals to locate evidence-based practices and resources across 12 topics, including: health, parenting, domestic violence, drug use or legal issue.

Best-practices for supporting LGBTIQ+ and culturally diverse families, or families with members who are living with disability are also included.

Children, young people, and families face a range of issues, and challenges. Each person is unique and cannot be defined by just one characteristic. ASK recognises this intersectionality and helps you to navigate the complex system of services that provide support to children, young people, and families.

Other key features of the ASK website include:

- a chat function for users to ask questions and be connected to services based on their circumstances (during business hours)
- downloadable guides translated into 14 languages – including four Aboriginal languages.
- listings of 24/7 helplines for a range of different issues
- a 'safe quick exit' button so that any person using the website is immediately diverted to a public website if they need to change their screen quickly.

To help us promote the adultsupportingkids.com.au with your colleagues, clients, and service partners:

- Use the promotional assets provided in the [Digital Media Kit](#)
- [Request posters and information cards](#)
- ASK organisations you know to check if they are listed in the Service Directory and contact us if your service is not already included
- Share our social media posts or use the provided assets and copy to post on your social media channels.
- Reach out to the ASK Project team with any queries via ask@sa.gov.au.

