

Frequently asked questions for parents and carers

medicare

Mental Health Kids Hub
Southern Adelaide

What is the Kids Hub?

The Southern Adelaide Medicare Mental Health Kids Hub is a welcoming, child-friendly space where children aged 0 to 12 years, and their families, carers, and kin, can access free mental health and wellbeing support.

If you're worried about a child's emotions, behaviour, development or relationships, our experienced team is here to listen and help you work out the next steps - together.

Who is the Kids Hub for?

The Kids Hub supports children aged 0 to 12 years and their families, carers, and kin who may be experiencing mild to moderate developmental, emotional, relational and/or behavioural challenges.

You don't need to be sure what's going on. If something doesn't feel quite right, we're here to help.

What happens when we first visit?

When you arrive, one of our team members will welcome you and spend time listening to your concerns. We'll talk about what's been happening and what support might be helpful.

There's no pressure - the first visit is about understanding your child and your family's needs.

What services are provided?

In a friendly and supportive environment, the Kids Hub provides tailored support based on your child's and family's needs. This may include:

- An initial conversation to understand your child's needs.
- Care planning and practical advice.
- Psychological therapy and counselling.
- Allied health support (speech pathology, occupational therapy, and behavioural support).
- Help with connecting with other health, community, and education services.

What types of health professionals will I have access to?

Our Southern Adelaide Medicare Mental Health Kids Hub team includes:

- Psychologists
- Peer practitioners with lived experience
- Family, infant and perinatal social workers
- Speech pathologists
- Occupational therapists
- Mental health nurses
- Behaviour support practitioners
- Social and emotional wellbeing workers
- Cultural liaison workers

Our team brings together professional expertise, lived experience and cultural knowledge to ensure families feel respected, understood and safe.

Do I need a GP referral or diagnosis to access the service?

No. You don't need a GP referral, a Mental Health Treatment Plan, or a diagnosis to access the Kids Hub.

Families are welcome to walk into our Marion or Aldinga locations during opening hours - no appointment required.

If you would prefer to arrange a time to come in, request an appointment at sonder.net.au/kids-hubs.

Is the service free?

Yes. The Kids Hub is free to access.

Is this a crisis or emergency service?

No. Kids Hubs are not a crisis or emergency service. For urgent support, call the Women's and Children's Hospital on (08) 8161 7000.

If you need emergency assistance, call 000 or present at your local emergency department.

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Is the service confidential?

Yes. Your privacy is important to us. What you share is confidential, except in situations where there is a serious risk of harm to a child or someone else. If this ever applies, we will talk with you about what needs to happen.

Do you provide support for neurodivergent children (e.g. autism or ADHD)?

Yes. We support children with a range of developmental and behavioural differences.

While we do not provide diagnostic assessments, we can offer guidance, therapy and support, and help connect you with assessment services if needed.

What if English is not my first language?

Interpreters are available. Please let us know if you would like language support and we will arrange this for you.

Is the Kids Hub culturally safe?

Yes. The Kids Hub is committed to providing culturally safe and inclusive support for all families.

We work in partnership with KWY Aboriginal Corporation, who provide cultural authority, guidance and connection for Aboriginal children, families, and communities.

We also partner with the Multicultural Communities Council of SA to support culturally and linguistically diverse children, families and communities.

How long can we receive support?

The length of support will depend on your child and family's needs. We focus on providing the right support at the right time, working with you to understand what will be the most helpful. If longer-term or more specialised support is needed, we'll help connect you with other appropriate services.

Who operates the Southern Adelaide Medicare Mental Health Kids Hub?

The Southern Adelaide Medicare Mental Health Kids Hub is operated by Sonder, a South Australian not-for-profit organisation with over 30 years' experience delivering health and community services.

The service is delivered in partnership with Kudos Services, KWY Aboriginal Corporation, and Multicultural Communities of SA.

Locations

Marion

Open

Monday to Friday 9 am – 5 pm

Address

Level 1/10 Milham St,
Oaklands Park SA 5046

Aldinga

Open

Friday 9 am – 5 pm

Saturday 9 am – 1 pm

Address

Pridham Blvd,
Aldinga Beach SA 5173

Contact us



Online

sonder.net.au/kids-hubs



Phone

(08) 8209 0722



Email

kidshubenquiries@sonder.net.au

