



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

SELECT COMMITTEE ON ESTIMATES 2024-2025

Ms Nicole Lawder MLA (Chair), Ms Suzanne Orr MLA (Deputy Chair),
Miss Laura Nuttall MLA

**ANSWER TO QUESTION TAKEN ON NOTICE
DURING PUBLIC HEARINGS**

Asked by: Leanne Castley MLA

Addressed to: Kidsafe ACT

Reference: Uncorrected Hansard Transcript [Page 99]

Hearing Date: 22/07/2024

QTON lodgement date: 22/07/2024

Answer Due Date: 29/07/2024

MS CASTLEY: I know you provide a free service as well.

Mr Ventura: Yes.

MS CASTLEY: So people do come along, they pay and you check the car seat, all of that stuff. How many free services a year are you able to provide?

Mr Ventura: The exact number—

MS CASTLEY: And is it reducing? Like, how does that work?

Mr Ventura: Yes. So basically what we are now able to offer is—and even that is a stretch—basically anyone who comes with a voucher from—like, they have gone to Roundabout and picked up a free car seat, they come to us; it is obviously fitted and installed for free. Someone presents to us with a healthcare card, with a letter of reference from a local community service provider, from a social worker saying that they are escaping domestic violence, for example, we will look after them for free basically.

So we have had to essentially means test that, which is fine. I am not even necessarily saying that we want to provide, you know, everyone with a free car seat check who requests it, but we want to be able to do at minimum that and it is moving towards a situation where we will need to completely restructure what we do and be able to do less with the recurrent funding that we have.

Kidsafe ACT: The answer to the Member's question is as follows:

In the first six months of this year alone, at least 192 formal free services, which included:

- Talks to MACH clinics with new parents;
- Checks and adjustments;
- Fittings and installations;
- Roundabout consultations;
- Follow up adjustments;
- Newborn checks; and
- Safety information sessions across Canberra with local Rotary and Lions Clubs, the Canberra Southern Cross Club and the Queanbeyan Multicultural Centre.

As the MACH Manager noted to us:

“MACH sees Kidsafe as an extremely important aspect in parenting for the child’s health and wellbeing and I totally agree that you are the experts in the area of child safety. MACH staff also learn from your educators with the expert knowledge. Kidsafe are very well liked by our parents and it often generates a lot of discussion in the following weeks after a Kidsafe talk. MACH values and appreciates Kidsafe educators to deliver critical child safety information. The collaboration between MACH and Kidsafe, to provide the researched evidenced based information to all the families in the ACT, is vital in maintaining a comprehensive service”.

In addition, there is a significant number of informal, non-recorded free advice provided directly to people. For instance, when people come in to collect general information about child safety or ask for advice about car seat options, as well as phone calls, emails and Facebook messages asking questions about car seat safety (such as what age their child needs to be in a particular seat and how children with a disability can be safely transported). The Kidsafe phone lines and email address essentially operate as information services, not just an avenue to take bookings.

The table below outlines, month by month, how many incoming phone inquiries were dealt with in the first six months of this year. These were for a duration of at least 15 seconds or more. This is not inclusive of outgoing calls, although those figures can be made available.

Month	Total
January	470
February	364
March	308
April	239
May	250
June	197
Total	1,828

Approved for circulation to the Select Committee on Estimates 2024-2025

Signature: Francis Ventura Date: 29 JULY 2024

By Francis Ventura, CEO of Kidsafe ACT.