

KIDS HELPLINE

514. Hon SALLY TALBOT to the minister representing the Minister for Community Services:

I am a little mystified about the redirection of the question, so we will see how we go with the answer.

I refer to the 2014 annual report of the BoysTown charity on the operation of the Kids Helpline, which states that in 2014, “We enacted our duty of care obligations to help save a child’s life or remove them from unsafe environments 1 910 times.”

- (1) How many of these 1 910 children were in WA?
- (2) Does the minister know how such cases are handled, given that the Kids Helpline is not a local service?

The PRESIDENT: The Minister for Community Services, I believe.

Hon HELEN MORTON replied:

Thank you, Mr President, but no, I represent the Minister for Community Services and that is why the question is directed to me in my representative role. The Minister for Local Government is also the Minister for Community Services.

- (1) The Department of Local Government and Communities provides funding to BoysTown Ltd for the provision of the Kids Helpline service. This agreement includes the provision of support to young people aged 12 to 25 years through individual telephone, web and email-based consultations. As part of this agreement, the service data reporting includes presenting issues and number and type of services provided. Information relating to the reported duty of care obligations is not provided as part of this agreement.
- (2) The service is predominantly a telephone support, advice and counselling service, with support also provided through the web and email.