

Grand Matters

TIME FOR GRANDPARENTS



Time for Grandparents Message Service

If you have called Time for Grandparents recently you may have reached our new answering service during times when our staff are busy on other calls. If you do reach our answering service, please be sure to leave a message, including your full name and phone number, and one of our friendly Time for Grandparents staff will call you back as soon as possible.

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In recognition of the importance of supporting families where children are being raised by their grandparents, Seniors Enquiry Line, in partnership with the Queensland Government, operates the Time for Grandparents Program.

This program, funded by the Department of Communities is designed to provide the children of these families with fun and interesting activities and give grandparents the opportunity to have some well-earned time out. Alternatively, grandparents may also enjoy attending these activities with their children. Combined grandparent and grandchildren camps are also available. Grandparents may also attend peer support groups, either online or 'face-to-face', depending on availability in their area.

Grandparents who are the primary carers of grandchildren and who are not receiving the fostering allowance and not approved relative/ kinship carers with the Department of Child Safety are eligible for the program.

For all enquiries please contact Seniors Enquiry Line on 1300 135 500 from Monday to Friday 9am to 5pm. All enquiries are welcome and confidential. If grandparents are unsure about eligibility, they are encouraged to contact the Time for Grandparents Program.

Time for Grandparents Program

M PO Box 2376
Chermside Central QLD 4032
T 1300 135 500
E grandparentsinfo@ucommunity.org.au
W www.grandparentsqld.com.au

Disclaimer: The materials and information included in this edition of Grandmatters newsletter are provided as a service to you and do not necessarily reflect endorsement by the Time for Grandparents Program. The Time for Grandparents Program is not responsible for the accuracy of information provided from outside sources. Groups and workshops detailed in this flyer are for your information and are not coordinated by or connected to Seniors Enquiry Line or the Time for Grandparents Program in any way unless specified.

Term 4 2022 - Activity Renewal Reminder

Are we funding term-based activities for your grandchildren? If so, please remember you need to contact Time for Grandparents on 1300 135 500 **prior** to the commencement of each term or activity, to discuss continuing your grandchild's choice of activity and the availability of funding.

WE NEED **ALL** OF THE FOLLOWING INFORMATION FROM YOU **BEFORE** WE CAN PROCESS THE PAYMENT:

- 1) Name of the activity provider or club
- 2) Contact person's name and phone number / email
- 3) Sign-on date, or activity start and finish date
- 4) Cost of the activity.

There is a limit of \$500 funding assistance per grandchild/per financial year.

If you wish to have your grandchildren attend activities that exceed the \$500 limit, Time for Grandparents will contribute up to \$500 towards the total cost per grandchild/per financial year.

Grandfamily Camps

Emails from Time For Grandparents

As we move into the digital age, please be aware to check your inbox for emails from Time for Grandparents offering the opportunity to express interest in attending one of our Grandfamily camps. Our email addresses are:

grandparentsinfo@ucommunity.org.au and tfg.camps@ucommunity.org.au. Remember to check your junk/spam mail also. If you do not have an email address, Time for Grandparents will still contact you by telephone.

Please bear in mind that expressing interest in attending a camp does not guarantee a place – the Time for Grandparent Program needs to balance a range of considerations when choosing families to participate.

FairPlay Vouchers Round 6

Parents, carers or guardians can apply for a voucher valued up to \$150 for their child, which can be used towards sport and active recreation membership, registration or participation fees with registered activity providers. There is a limit of one voucher per child per calendar year.

Who is eligible?

You can apply for a Fair Play voucher if your child:

- is a Queensland resident aged from 5 to 17 years (inclusive) at the time of application
- did not receive a FairPlay voucher this calendar year
- holds, or whose parent, carer or guardian holds, a valid Department of Human Services Health Care Card or Pensioner Concession Card with the child's name on it

How to apply for a Fair Play voucher

The new FairPlay system, [Enquire](#), is now open and accessible for existing and new users to register. The registration process is simple and will mean you are set up in the new system, ready to apply for your next eligible round of FairPlay. Even if you have previously received a voucher, you will need to register in the new system to apply in the future.

Key Dates

- 20 July 2022: round 7 opens
- 28 September 2022 (or earlier if fully allocated): round 7 closes
- 26 October 2022: vouchers expire and must have been presented to an **activity provider**
- 9 November 2022: activity providers must redeem vouchers

Need more information?

Phone: Smart Service Qld on 137 468 Email: fairplayvouchers@npsr.qld.gov.au Web: <https://www.qld.gov.au/recreation/sports/funding/fairplay>

Grandparents Day!

Grandparents Day will be celebrated on the last Sunday in October, following the month long celebration of Queensland Seniors Month with the theme 'Connect Fest' from 1 – 31 October, 2022. This is a special day to acknowledge the unique and irreplaceable role grandparents play in our communities and families. Grandparents Day is extra special for all of our grandparents on the Time for Grandparents Program and across Australia who provide a safe and loving home for their grandchildren. This day is a chance for grandchildren, children and the community to thank grandparents for their love and support.

How will you celebrate Grandparents Day?

- Cook a family recipe
- Look through old family albums
- Create a family portrait
- Plan a family picnic or BBQ in the park
- Play a game from your childhood
- Spend the day at the beach
- Go out for breakfast
- Plant a family garden bed



More information about Queensland Seniors Month can be found [here](#).



School Holiday Activities

The Time for Grandparents Program may be able to help with ideas to keep your grandchildren engaged over the school holidays. Ideas include:

- Your local library - free daily activities are provided for children of all ages.
- PCYC - Police Citizens Youth Club Qld have vacation care programs in Queensland. <https://www.pcyq.org.au/find-your-pcyq/>
- YMCA provide vacation care at various locations in Queensland. <https://www.ymcachildcare.com.au/outside-school-hours-care/vacation-care>
- Scripture Union Camps Qld run close to 100 camps across Queensland for primary and high school students. <http://sucamps.org.au/>
- School Holiday Directory has a list of activities including camps, art, craft, outdoor activities. <http://www.schoolholidaydirectory.com.au/categories>

Please give us a call on 1300 135 500 if you would like further assistance in finding an activity for your grandchild over the school holidays.

Carers Qld 'Carer Program' provides services and supports to assist you in your caring role. Their work focusses on carer consultation, improving carer health and wellbeing, and helping carers to connect with local communities and other carers. Services and supports available include:

Carer Health and Wellbeing Program

- *Carer Project Officers* – Gold Coast, North Lakes and Rockhampton
 - Carer Connection monthly activities
 - Assistance with No Interest Loan Scheme applications
 - Carer consultations
- *Guardianship and Advocacy Program* helps family carers navigate the Queensland Civil Administrative Tribunal System known as QCAT
- *No Interest Loan Scheme* – Interest free loans for eligible carers for items such as whitegoods, car repairs, furniture and education resources
- *Monthly calendar of events* – opportunity for carers to connect online and face-to-face to focus on their own health and wellbeing and develop new skills. Find the calendar [here](#)
- *Carer Conversations* – Facilitated in collaboration with the Carers Qld Board of Directors and CEO, these conversations assist in capturing the firsthand-lived experience of carers, including the issues that impact on their lives

Your Caring Way - Your Caring Way is a new program for carers wanting to pursue their own goals, like training, education, volunteering, or employment.

Registered Training Organisation – Carers Qld offers a range of courses to meet the needs of our caring communities.

NDIS - As an NDIS Partner in the Community, Carers Qld will:

- help you understand and access the NDIS
- work to understand what is important to you, your goals and plans for the future, and the supports needed to get there
- assist you to find local services and start using your NDIS plan, and provide guidance throughout your NDIS journey
- provide opportunities for you to explore employment, volunteering or education options

Connecting with Carers Qld is easy:

Carers Qld - call on 1300 747 636, email info@carersqld.com.au, or visit their [Contact Us](#) page.

NDIS – call on 1300 999 636, email cq.enquiries@ndis.gov.au, or visit their [Contact Us](#) page.

Managing the increasing cost of living



Millions of Australians are hurting due to the rising cost of living. Get the most out of your money by knowing what financial support is available, as well as practical ways to manage your costs.

Check if you are eligible for Government assistance.

The Australian and Queensland Governments offer financial support, concessions, and rebates for people on low incomes or who are experiencing hardship. Visit their websites to see if you are eligible.

- **Services Australia:** Check the [Centrelink Payment and Service Finder](#) online tool to see what payments you may be eligible to receive
- **Department of Social Services:** A list [benefits and payments](#) including concessions, allowances and supplements
- **Queensland Government:** Information about [Cost of living support](#) including concessions, rebates and emergency relief

Financial programs to help people on low incomes

Some providers help to give people on low incomes a boost with their finances. Check their websites to see if you are eligible.

- **Savings plans** [Saver Plus](#) helps people on low incomes to save and to improve their financial skills. You set a savings goal, and when you reach it, the amount is matched (up to \$500)
- **Loans for essentials** The [No Interest Loan Scheme \(NILS\)](#) offers affordable credit for families on a low income. Loans are available for essential goods and services such as fridges, washing machines, car repairs and medical procedures for up to \$2000
- **Cheaper insurance** The [Good Insurance](#) program offers cheaper car and home insurance for people on low incomes

Managing the increasing cost of living...continued

Practical ways to manage your costs

- **Automate your regular bill payments** Set up automatic [direct debits](#) for regular bills to take a little each payday, if you can. Or set up a bank transfer for a small amount into a separate account for 'bills', and get your direct debits to come out of this account
- **Pay large bills in smaller instalments** Contact your utility and other providers to ask them about paying bills in smaller amounts more often. You may be able to pay fortnightly or monthly, to avoid the shock of a large bill. This can be useful to manage large bills, such as car registration and insurance. If you get a Centrelink payment from Services Australia, you can use their free [Centrepay](#) service to do this. This can help with regular bills, such as rent

More information about managing your money can be found at <https://moneysmart.gov.au/>.

Urgent help with money

In an emergency, there are services to help you with food, housing and bills, as well as emotional support.

If you don't know where to start, call the free [National Debt Helpline](#) on **1800 007 007**. The helpline is open Monday to Friday, 9:30am to 4:30pm.

Aboriginal and Torres Strait Islander peoples can call the free [Mob Strong Debt Helpline](#) on **1800 808 488**. The helpline is open Monday to Friday, 9:30am to 4:30pm.

Food and bills

Charities and community organisations have emergency relief services to help

you with things like:

- food vouchers or food parcels
- transport vouchers
- chemist vouchers
- clothing or furniture
- part-payment of utility bills
- assistance with back-to-school costs

Contact your nearest:

- [Salvation Army](#) Ph: 13 72 58
- [St Vincent de Paul Society](#) Ph: 13 18 12
- local community centre, church or community organisation. For a full list of emergency relief services, see the [Department of Social Service Grant Services Directory](#)

Urgent help with money...continued

Centrelink

Centrelink provides payment to people eligible for income support.

Crisis payment

You may be able to get a [crisis payment](#) if you are in severe financial hardship following extreme circumstances.

Advance payment

If you already get a Centrelink payment, you may be able to get an [advance payment](#). This is money you would be getting from your existing payment but it is paid early. It is not an extra payment.

Housing

The [Homeless Hotline](#) is a phone information and referral service for people who are experiencing homelessness or are at risk of homelessness. When you call, they will provide information about where you can find support, accommodation, meals or showers. Call 1800 474 753.

Emotional support

If you are going through a personal crisis, help is available. Contact one of these free and confidential services.

- **Beyond Blue** depression and anxiety support: Call 1300 22 46 36 (24 hours) or [web chat support service](#)
 - **1800RESPECT** sexual assault, domestic or family violence counselling: Call 1800 737 732 (24 hours) or [online chat](#)
 - **Family Drug Support**: Call 1300 368 186 (24 hours)
 - **National Gambling Helpline**: Call 1800 858 858 (24 hours) or [chat counselling](#)
- **Lifeline crisis support**: Call 13 11 14 (24 hours) or [crisis support online chat](#)



Useful Contacts



Time for Grandparents		1300 135 500	
13 Yarn	13 92 76	Aboriginal and Torres Strait Islander Legal Service (Qld)	1800 012 255
ADIS Alcohol and Drug Support	1800 177 833	ARAFMI	1300 554 660
Beyond Blue	1300 224 636	Blue Knot	1300 657 380
Bravehearts	1800 272 831	Carer Gateway	1800 422 737
Carers Qld	1300 747 363	Centrelink Grandparent Advisor	1800 245 965
Centrelink Social Workers	132 850	Child Health Phone Support	13 43 25 84
Disability Gateway	1800 643 787	DV & Sexual Assault National Helpline	1800 737 732
DVConnect Womensline	1800 811 811	Elder Abuse Prevention Unit	1300 651 192
Family Drug Support	1300 386 186	Family Relationship Advice Line	1800 050 321
Financial First Aid	1800 007 007	Headspace	1800 650 890
Kids Helpline	1800 551 800	Legal Aid Advice Line	1300 651 188
Lifeline Crisis Line	13 11 14	MensLine Australia	1800 737 732
Mob Strong Debt Help	1800 808 488	My Aged Care	1800 200 422
NDIS – National Disability Insurance Scheme	1800 800 110	NILS – No Interest Loan Scheme	136 457
Parentline	1300 301 300	Relationships Australia	1300 364 277
Salvation Army	137 258	Seniors Enquiry Line	1300 135 500
St Vincent de Paul	1800 659 467	Suicide Call Back Service	1300 659 467

Grandparent Support Groups in QLD

In an effort to keep information current, if you find any of these details to be incorrect or if you know of any additional support groups that are not listed, please phone us on 1300 135 500 or email us at grandparentsinfo@ucommunity.org.au

STATE-WIDE

Time for Grandparents Online and Face-to-Face Peer Support Groups

Ph: 1300 135 500 E:

grandparentsinfo@ucommunity.org.au

Time for Grandparents is looking to begin free online and face-to-face peer support groups. Join other grandparent carers to share lived experience and practical advice about your caring role, as well as receive information, encouragement, peer support and connection.

CENTRAL QLD & WIDE BAY

Urangan - Grandparents Support Group

Phone: Anglicare 1300 114 397

Come join us for a cuppa and a chat. We can discuss issues you may be having with your grandkids. Some topics we cover are safe internet use, behavioural issues, diet, and any suggestions and concerns welcome.

SUNSHINE COAST

Buderim – Grandparents Raising Children Playgroup

Phone: Michelle Poole (07) 5453 4938

Email: mpoole@playgroupqld.com.au

Weekly playgroup for any grandparent providing care for their grandchildren under school age to obtain support and interaction from like-minded people.

Caloundra - GAP Peer Support Program

Phone: (07) 5491 4000

The GAP peer support program encourages grandparents who are the primary carer of their grandchildren to meet regularly for peer support activities including guest speakers, coffee catch ups, monthly BBQs and school holiday activities for the the grandparent families. All activities are attended and supported by a Family Worker.

BRISBANE & WEST MORETON

Hendra - Grandparents Playgroup

Phone: Susanna 0404 176 726

Ages 0-5 years. \$5 per session. Monday 9.30am. Come along to our Grandparents Playgroup. Playgroup is a wonderful way for you to socialise with other grandparents and for your grandchildren to enjoy spending time with other children. Susanna is the first point of contact but if you do not get a response please call Barbara: 0420 617 274.

NORTH QUEENSLAND

Innisfail – Grandparent Peer Support Group

Phone: 0427 406 246

Fortnightly meetings, Wednesday 9.30am.

Join other grandparent carers for conversation and peer support. No children in attendance, grandparents only. Social meetings including grandchildren are held at separate times on occasion.

Townsville – Grandparents Connect

Phone: 07 4775 9115 Email:

fsp.townsville@ucommunity.org.au

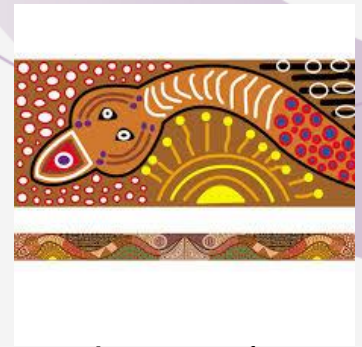
Come and meet other grandparents who are also full time carers of their grandchildren.

Morning tea provided.



Message Stick

Aboriginal & Torres Strait Islander News



Hello you Mob!

Hope you are all keeping safe in this ever-changing environment where weather patterns are no longer predicable. The forecast for Queensland is a wet spring and summer so please be in contact with us if we can assist your planning for the wet.

Lifeline's Community Recovery

At UnitingCare we have community recovery teams when flood or disaster affect you, your property or community. Below is a link if you need to contact Lifeline's community recovery team.

At times of crisis, everyone needs someone to lean on or help cope with grief/ loss or despair. Lifeline's Community Recovery is a vital service where community recovery teams are sent out to a disaster area and respond to the people affected. The Community Recovery team is activated at the request of state or local government authorities, or local community leaders after an event such as:

Floods/Cyclones/Bushfires/Major health emergencies/road accidents or other community crisis when they occur.

Link below to Lifeline's community recovery:

[Lifeline Community Recovery: Facing the future together](#)



Our conference

Last month I was privileged to be part of the working group to pull together and host a 2day Aboriginal & Torres Strait Islander

conference we call 'GroundWater Gathering' to inform, learn and share cultural knowledge and practice across the organisation. Over 150 staff from Qld (including 85 Aboriginal & Torres Strait Islander staff) attended the conference.

GroundWater Gathering conference opened with a welcome to country and passing through smoke to begin the event. The conference was a powerful display of truth telling, soul-bearing stories of loss and hope from presenters and, wisdom from Elders inspirational who spoke about the power of storytelling / the importance of language. Elders spoke about building cultural safe spaces for our people and, what does the national NAIDOC theme, Get Up! Stand Up! Show Up! mean to them? And there was 'much laughter'. It was truly a deadly event.

We look forward to organising next year's GroundWater event and will include a theme that emerged from this conference about 'Walking in two Worlds'.

A shout-out to Townsville who sent down the largest contingency of First Nations workers who attended the conference – thank you Townsville mob – was lovely meeting you here in Brisbane for the gathering.



Left: GroundWater Gathering attendees at the conference on the Brisbane River, New Farm – August 2022



Right: On the couch with Elders at the conference was a real treat for attendees

Online peer support groups for grandparents carers

Earlier this year, I posted 90+ letters to Aboriginal and Torres Strait Islander grandparents on the Time for Grandparents program asking grandparent carers if interested in attending regular online (via Zoom) group meetings that I would organise and host. Unfortunately, the response from the grandparents was almost non-existent so it seems an online Aboriginal & Torres Strait Islander Grandparent support group has no interest at this stage. And that's okay. It's really about connecting grandparents with other grandparents who share similar stories and issues with raising their grandchildren. It's a hard road sometimes. Talking with other grandparents who have those lived experiences is beneficial and really helpful when grandkids are a hand-full.

Already in place is an online peers support group for grandparents raising their grandchildren and hosted by my colleague Kym.

If you are interested in joining this group, please call our office on 1300 135 500 and ask for Kym

who will provide you all the information you need to easily join these regular zoom sessions.

You can also email Kym at grandparentsinformation@ucommunity.org.au and Kym will be in contact with you.



Looking for ways to connect

If you have any ideas/ ways to connect with other grandparent carers in your region, please be in contact with me to discuss further as we may be able to support the activity. You can email me directly at: dulcie.bronsch@ucommunity.org.au or call 1300 135 500 and a message will be sent to me to call you. I want to create a platform (a space) for Aboriginal and Torres Strait Islander grandparent carers to connect in some way – but how is the question so please put on those thinking caps. I am keen to hear your ideas.

Please stay safe and contact our office if we can assist you in your caring journey. Thank you.

Lifeline's new national service - 13YARN

A new 24/7 national crisis support line for Aboriginal & Torres Strait Islander peoples. Our Mob@13YARN in Queensland have been operating for a little over a year and is a welcomed extension of Lifeline's national crisis line. Each state across Australia has their own 13YARN program and in Queensland, it's called OurMob@13Yarn.

Last month, OurMob@13YARN presented their program, and staff shared their personal journey, of loss and of hope and why they do what they do on the helpline. ALL staff at OurMob@13YARN are Aboriginal & Torres Strait Islander staff and volunteers who have the time to speak with you confidentially for any length of time you need that yarn. It's your story, your journey and 13YARN will take the time to listen. No shame, we listen without judgement in a culturally safe way.

If you, or someone you know are feeling worried or no good, we encourage you to connect with 13YARN on 13 92 76 anytime 24/7 and talk with an Aboriginal & Torres Strait Islander Crisis Supporter.

Call 13YARN crisis support on 13 92 76 or Lifeline crisis support on 13 11 14



"This new Lifeline service have qualified First Nation employees at the other end of the phone ready to assist those in need. We believe strongly in cultural sensitivity & will strive our hardest to provide a culturally safe environment for those who have been affected by a crisis or for anyone that just wants to have a yarn" ... Beverley Muckan, Supervisor /trainer for OurMob@13YARN"

13YARN crisis support website: www.13yarn.org.au