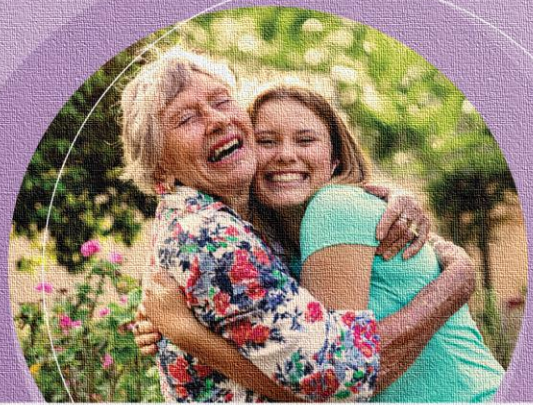


Grand Matters

TIME FOR GRANDPARENTS



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 Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships 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 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 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.

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We would like to ensure that Grand Matters is discussing topics that are important to you. If there are specific topics or themes that you would like included in your newsletter, please contact Time for Grandparents on 1300 135 500, and will we endeavour to address them in future issues.

Time for Grandparents Program

M PO Box 2376
Chermside Central QLD 4032

T 1300 135 500

E grandparentsinfo@uccommunity.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 2 2024 - 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 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 \$600 funding assistance per grandchild/per financial year (July 2023 – June 2024). If you wish to have your grandchildren attend activities that exceed the \$600 limit, Time for Grandparents will contribute up to \$600 towards the total cost per grandchild/per financial year.

Fair Play Vouchers

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 Fair Play 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 Queensland Government website https://www.qld.gov.au/recreation/sports/funding/Fair_Play/apply has a user friendly "How to" video explaining how to apply online.

Key Dates

29 May 2024: Round 9 extended for parents, carers or guardians to redeem vouchers.

Parents, carers and guardians can continue to give expired Round 9 vouchers to activity providers under the Fair Play program up until **29 May 2024**.

24 January 2024: Round 10 opened for parents, carers or guardians to apply for vouchers.

Need more information

Phone: Smart Service Qld on 137 468

Email: fairplayvouchers@dtis.qld.gov.au

Web:

https://www.qld.gov.au/recreation/sports/funding/Fair_Play

Grandfamily Camps

Information about our 2024 Grandfamily Camps has been sent to grandparents.

SPACES IN 2024 GRANDFAMILY CAMPS ARE LIMITED so check your inbox for our email offering the opportunity to express interest in attending one of our 2024 Grandfamily camps and RESPOND WITH YOUR PREFERENCES NOW to avoid missing out!

Our email addresses to look for are grandparentsinfo@ucommunity.org.au and tfg.camps@ucommunity.org.au. ***Remember to check your junk/spam inbox too!*** 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. TFG need to balance a range of considerations when choosing families to participate.

For more information contact the Time for Grandparents Program. Phone: 1300 135 500 Email: grandparentsinfo@ucommunity.org.au

Swimstart Vouchers

SwimStart is a new voucher program to support learn to swim activities for 0 to 4 year olds.

When the program opens later this year eligible parents, carers or guardians will be able to apply for a voucher valued up to \$150 for their child, which can be used towards learn to swim programs with a registered

SwimStart activity provider. There is a limit of one voucher per child per financial year.

Key dates:

7 November 2023: SwimStart round 1 opened for voucher applications

01 May 2024: Round 1 closes for voucher applications

29 May 2024: Last day for round 1 vouchers to be presented to an activity provider.

Need more information

Phone: Smart Service Qld on 137 468

Email: swimstartvouchers@dtis.qld.gov.au

Web: <https://www.qld.gov.au/recreation/sports/funding/swimstart>



Money Problems

If money is tight after Christmas and paying 'back to school' costs, it can be hard to keep up with regular bills. You can talk to a Financial Counsellor if you are feeling the strain. Financial counselling is a **free and confidential** service offered by community organisations, community legal centres and some government agencies. Financial counsellors are skilled professionals and can guide you through your options. They can:

- suggest ways to improve your financial situation
- see if you're eligible for government concessions or support
- talk to your creditors about repayment arrangements
- help you apply for a hardship variation
- explain the risks of bankruptcy and talk through the alternatives
- help you organise your finances and do a budget
- refer you to other services, such as a gambling helpline, family support or legal aid.

If you feel overwhelmed by debt, contact a financial counsellor as soon as possible. If you get help early, you will have many more options. The **free National Debt Helpline** on **1800 007 007** can connect you with a financial counsellor in your local area, from 9.30am to 4.30pm, Monday to Friday.

Web: <https://ndh.org.au/>

Aboriginal and Torres Strait Islander people can call **Mob Strong Debt** on **1800 808 488**. Mob Strong Debt is a **free nationwide legal advice and financial counselling** service for information about things like money problems, debt or insurance and super.

Web: <https://financialrights.org.au/getting-help/mob-strong-debt-help/>

Seniors Card Discount Guide – Free eBook

The Senior Discount Club Ultimate Seniors Card Discount Guide is packed full of money saving tips including:

- How to apply for a Seniors Card in your state or territory
- A state-by-state breakdown of the deals & discounts near you
- How to use your Seniors Card more effectively
- Discounts that apply when you are traveling interstate and overseas.

To get your free eBook go to the Seniors Discount Club website - click [here](#).

The Seniors Discount Club is not affiliated with any Australian State and Territory governments. If you are looking for the Queensland Government official Seniors Card information click [here](#).



Understanding Childhood Trauma and Your Family

What is trauma?

When a person feels unsafe, due to the stress or threat of intense, painful, or scary events, we call this trauma. Even though trauma can have a major effect on a person's well-being, people can heal and grow stronger with support. A traumatic event can include:

Physical, emotional, or sexual abuse

Parental/caregiver substance use, mental illness, or neglect

Loss or separation from a parent or caregiver

Homelessness and poverty

Living through community or family violence, war, or terrorism

Racism

Discrimination based on traits such as gender, sexual orientation, disability, religion, ethnicity, and others

Bullying

Natural disasters and public health crises

Accidents, injuries, or serious illness.

What you may see in grandchildren

These are some examples of behaviours after a traumatic event. Not all children will react in these ways. Everything is based upon a child's age, history, and experience.

Being easily startled and constantly looking for danger

Losing interest in friends and activities

Acting younger than their age: bed-wetting, using baby talk, fearing separation

Self-harm, risky behaviour

In teens, use of substances

Physical symptoms: headaches, stomach aches, aches and pains

Problems with sleep and appetite

Restlessness and agitation

Change in school behaviour

Difficulty concentrating and learning

Worry, panic, and fear for the safety of others

Irritability, anger and defiant behaviour

Avoiding people, places, or things

Feeling guilt or shame

Emotional numbness

What can I do to help my grandchild?

Speak with your GP who can arrange for a referral to a child and adolescent counsellor who specialises in helping children and teenagers who have been affected by a traumatic event.

Find your own support as a caregiver by speaking with your GP for a referral for trauma informed care including counselling and information about how to support your grandchild.

Inform your grandchild's school guidance officer and teacher about the trauma.

Source: [Family Resource Center](#)



Neighbourhood Centres

Neighbourhood Centres, located in rural, remote and urban locations provide services and supports that help the lives of hundreds of thousands of Queenslanders that visit them each year.

Neighbourhood Centres:

- are inclusive and welcoming of everyone
- play a vital role in connecting and supporting people experiencing social isolation and loneliness
- facilitate access to formal and informal support
- offer activities and events that respond to the unique needs and priorities of their local communities.

Find your nearest Neighbourhood Centre at

<https://www.qld.gov.au/community/your-home-community/groups-in-your-community/Neighbourhood-centres> or call 137 468.

Community Connect workers for families with complex needs

Community Connect workers are based in some Neighbourhood Centres to support to individuals and families with complex needs. Their service helps link people to community and specialist support services, through referrals and tailored support.

Community Connect workers are available in these 30 Neighbourhood Centres across Queensland:

[Bamaga](#)

[Gympie](#)

[Monto](#)

[Bowen](#)

[Inala](#)

[Mossman](#)

[Bundaberg South](#)

[Innisfail](#)

[Murgon](#)

[Chinchilla](#)

[Kingaroy](#)

[Nerang](#)

[Cooktown](#)

[Laidley](#)

[Normanton](#)

[Darra](#)

[Leichhardt](#)

[Rasmussen](#)

[Eagleby](#)

[Logan Central](#)

[Ravenshoe](#)

[Emerald](#)

[Mackay](#)

[Rocky Point](#)

[Gin Gin](#)

[Manoora](#)

[Russell Island](#)

[Goodna](#)

[Maryborough](#)

[Tara](#)

Queensland Battered by Extreme Weather

The Time for Grandparents Program wants to acknowledge the extreme weather events affecting our grandparent carers over the past few months in Queensland. Information about personal hardship assistance and housing assistance is available for residents impacted by these events:

- Severe thunderstorms affecting Gold Coast City, Logan City and Scenic Rim Regional Local Government Areas
- Tropical Cyclone Jasper affecting communities in North Queensland
- Tropical Cyclone Kirrily affecting communities in North and West Queensland, Moreton Bay and Western Downs.

How to access support

If you're in personal financial hardship from these events, contact

[your local emergency relief provider](#)

[or counselling service](#), call the **Community Recovery Hotline** on **1800 173 349**, or visit a [Community Recovery Hub](#).



National Families Week

National Families Week is a time to celebrate with your family, connect with your extended family and friends, and share in the enjoyment of family activities within the wider community - no matter where you live – in our major cities or a remote community in the country. National Families Week will run from **13 May to 19 May 2024**. The theme of the National Families Week 2024 is **Celebrating Diversity & Connections**.

In 2023, events such as scavenger hunts, community breakfasts, BBQs and fetes were held all around Queensland. Keep an eye for updated 2024 Families Week events [here](#).

Grandparent 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
		Autism Connect	1300 308 699
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	3001 6288	Seniors Enquiry Line	1300 135 500
St Vincent de Paul	1800 846 643	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

Statewide

Queensland - Time for Grandparents Online - Information Sessions with Guest Speakers and Social Support Group

Phone: Time for Grandparents on 1300 135 500

Email:

grandparentsinfo@ucommunity.org.au

Meet with fellow grandparent carers for coffee, conversation and information sessions with guest speakers. Free monthly online meetings held on Monday from 10am – 12 noon. Pour a coffee or tea and participate from the comfort of your own home!

Brisbane and West Moreton

Caboolture - Time for Grandparents Social Support Group

Phone: Time for Grandparents on 1300 135 500

Email:

grandparentsinfo@ucommunity.org.au

A social support group created to bring together eligible grandparent carers who are the full time carers of their grandchildren in order to share lived experience and practical advice

about their caring role, as well as receiving information, encouragement, peer support and connection.

Held monthly on a Wednesday morning from 10am - 12 midday. Cake, tea and coffee will be provided. However, you could shout yourself something nice from the local cafe too.

Caboolture - Grandparents Raising Grandchildren Chat Group

Phone: 5495 3818

This group has been created as a safe place to meet, socialise with others and allow people to share experiences, feelings, coping strategies and solutions with each other. This group will also provide an opportunity for participants to learn new skills in their areas of interest, such as crafts, story writing or herb gardens.

Hendra - Grandparents Playgroup

Phone: Susanna 0404 176 726

Ages 0-5 years. \$5 per session.

Monday 9.30am.

Grandparent Support Groups in QLD

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Grandparentsinfo@uccommunity.org.au

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.

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 – Sunshine Coast

Intergenerational Playgroup

Phone: (07) 5453 4938

Email: schub@playmatters.org.au

Facebook: <https://www.facebook.com/playmatterssc>

Website: <https://playmatters.org.au/>

Playgroup for Grandparents, Carers, Mums and Dads with children under school age, birth to 5 years.

Playgroup meets each Wednesday 9.30am to 11.30am during school terms. Come along for a fun, friendly, relaxed morning together. Our venue, Play Matters Sunshine Coast Hub is set on 1 acre of gorgeous, magical grounds. It is safely fenced with plenty of car parking and easy access. Children engage in a range of play experiences. It is a perfect environment to make new friends, play, and become part of a community. Tea and coffee are available but please bring your own snacks. We look forward to making you welcome!

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 grandparent families. All activities are attended and supported by a Family Worker.