

# Grand Matters

TIME FOR GRANDPARENTS



In recognition of the importance of supporting families where Grandparents are raising grandchildren (full-time), Time for Grandparents partners with the Queensland Government Department of Child Safety, Seniors and Disability Services.

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.

Time for Grandparents is designed to provide information, support and referrals; facilitate peer support for grandparent carers to create connections; and financial support so these families can access fun and interesting activities and grandparents can gain the opportunity to have some well-earned respite. Grandfamily camps are also available including cultural camps for Grandfamilies who identify as part of the First Nations community.

For all enquiries please contact Time for Grandparents on 1300 135 500 from Monday to Friday, 9am to 5pm (closed on Brisbane and QLD public holidays). All enquiries are welcome and confidential. If grandparents are unsure about eligibility, they are encouraged to contact the Time for Grandparents Program and speak to a friendly team member.

## IN THIS ISSUE – DECEMBER 2024

- Financial Assistance from the Time for Grandparents Program
- Reimbursements cannot be provided to Grandparents
- Invitations to Grandfamily Camps
- MyTime Face to Face Support Groups
- Christmas Food Parcels or Gifts
- Assistance with back to school costs
- Would you like to be able to make sense of what your Grandchild is really asking from you?
- Do you feel overwhelmed about juggling the cost of living and Christmas?
- Expecting a delivery during the Holidays? Stop and Think, Don't click the link!
- School Holiday Activities
- Vouchers to help with the cost of Grandchildren's Sports or Swimming
- Grandparent Useful contacts
- Grandparent support groups in Qld

## YOUR NEWSLETTER

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 we will 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](mailto:grandparentsinfo@uccommunity.org.au)  
W [www.grandparentsqld.com.au](http://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.

## DO YOU KNOW ALL THE WAYS THAT YOU CAN RECEIVE FINANCIAL ASSISTANCE FROM THE TIME FOR GRANDPARENTS PROGRAM?

The Time for Grandparents Program may be able to offer financial assistance to eligible Grandfamilies with:

**Sports and recreational activities for grandchildren** such as dance, Guides, Scouts, football, soccer, netball and more. Ideas for activities can be found on our Time for Grandparents website.

<https://grandparentsqld.com.au/>

## SCHOOL CAMPS

**Grandparent's recreational and leisure activities.** This funding can give grandparents the opportunity to pursue activities that they are interested in, while taking some time out from their caring role.

**School holiday care** to help grandparent carers juggle the demands of caring during the school holidays. **To discuss your request for this funding assistance please contact Time for Grandparents on 1300 135 500 with the following information. *Funding limits do apply.***

- 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.

## REIMBURSEMENTS CANNOT BE PROVIDED TO GRANDPARENTS

**Time for Grandparents cannot provide reimbursements to grandparents we have to pay activity providers directly.**

***If your grandchild participates in a sport that requires an online registration and payment, please speak to your Club to request alternative booking and payment options so that Time for Grandparents can support you with funding.***

*Please contact us on 1300 135 500 if you require further assistance with this.*

## COMPUTERS 4 LEARNING Bridging the digital divide



Computers 4 Learning sell affordable, refurbished computers and devices for adults and students. All donated devices are wiped before distribution using industry standard erasure procedures. Where data cannot be completely erased, the drive is destroyed, and a new one is installed. They provide discounts to card holders of valid and current Health Care Card, Pension, Veteran or Seniors Card, or State School, university or TAFE student IDs. To learn more, visit their website at [computers4learning.org.au](https://computers4learning.org.au) or email [requests@computers4learning.org.au](mailto:requests@computers4learning.org.au).

## INVITATIONS TO GRANDFAMILY CAMPS

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](mailto:grandparentsinfo@ucommunity.org.au) and [tfg.camps@ucommunity.org.au](mailto:tfg.camps@ucommunity.org.au). Remember to also check your junk/spam mail.

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 Grandfamilies to participate.



## DO YOU FEEL OVERWHELMED ABOUT JUGGLING THE COST OF LIVING AND CHRISTMAS?

If you're feeling overwhelmed about juggling the cost of living and Christmas this year, contact the National Debt Helpline: 1800 007 007 or [ndh.org.au](http://ndh.org.au)

Their financial counsellors can give you FREE advice on:

- Your financial situation
- How to prioritise debts
- Pros and cons of the options available
- Rights and responsibilities about credit and debt
- How to access other services you may need.

## CHRISTMAS FOOD PARCELS OR GIFTS

Christmas is meant to be a time of celebration, however, if times are tough it can be especially difficult. If you are going through challenging times this year, enquire at these services listed below, as you may be eligible for food parcel or gift assistance. **Alternatively, enquire at your neighbourhood centre about support in your local area.** [To find your closest neighbourhood centre.](#) <https://ncq.org.au/>

### Salvation Army – Statewide

To find out if you are eligible for support this Christmas in the form of food hampers or gifts, reach out to your local Salvos. Find local Salvo Centre locations on the [Salvation Army website](https://www.salvationarmy.org.au/). <https://www.salvationarmy.org.au/>

Phone: (07) 3001 6288

### Foodbank – Statewide

Foodbank Queensland is the largest supplier of food relief, providing food directly to frontline charities across the state. If you or your family are in need of food, [please click here to visit their Find Food page](#). This will help you find local food support near you. <https://www.foodbank.org.au/contact-us/?state=qld>

### St Vincent De Paul Society - Statewide

- may be able to offer the provision of food and/or food vouchers.

Phone: 1800 846 643



### Wesley Mission - Statewide

- Red Bag filled with toys, decorations, and groceries distributed through several WMQ services throughout the Christmas period, including the Emergency Relief Hub in Fortitude Valley. Dependent upon availability, eligibility requirements may apply. Contact Wesley Mission for more information.

Phone: 1300 920 865

Please be aware that the demand on these services can outweigh supply so not everyone is guaranteed assistance, but they will do their best to help you.

**Don't hesitate to ask for help if you need it!**

## ASSISTANCE WITH BACK TO SCHOOL COSTS

**Would you like some help with the cost of computers or iPads for school, schoolbooks, stationery, uniforms and excursions?**

The beginning of another school year can be a tricky time to balance all the financial demands of needing new books, stationery, uniforms and having to pay for upcoming school excursions.

Speak to the Guidance Officer, Principal, Deputy Principal or form teacher at your child's school to discuss how they may be able to assist you. It could also be worth your while to speak with your local Neighbourhood Centre, as they may well be able to advise you about what assistance is available in your local community. If the school is unable to provide assistance, the following agencies may also be able to help you if you are finding this a difficult time:

**The Smith Family - Learning for Life Program** may be able to provide financial assistance to help disadvantaged families afford the cost of their child's education.

Phone: 1300 326 459

Web: <https://www.thesmithfamily.com.au/programs/learning-for-life>

**Savers Plus Program** - the Savers Plus Program may be able to match you, dollar for dollar, up to \$500 to save for education costs if you have:  
a Health Care Card or Pensioner Concession Card

**AND**

an eligible Centrelink payment

have a child in school (can be starting school next year)

**OR**

be studying yourself

have regular income from work (either yourself or your partner - many types of income and Centrelink payments are eligible)

Phone: 1300 610 355

Email: [saverplus@thesmithfamily.com.au](mailto:saverplus@thesmithfamily.com.au)

Web: <https://www.thesmithfamily.com.au/programs/financial/saver-plus>

## ASSISTANCE WITH BACK TO SCHOOL COSTS

**NILS - No Interest Loan Scheme** - provides families on low incomes with access to safe, fair and affordable credit. Loans may be available for education essentials such as fees, uniforms and laptops if you have:  
a Health Care Card or Pension Concession Card

**OR**

earn less than \$70,000 annual income (before tax) as a single or \$100,000 annual income (before tax) as a couple or person with dependants

**OR**

have experienced family or domestic violence in the last ten years

**AND**

can show that you have the capacity to repay the loan.

Web: <https://goodshep.org.au/services/nils/>

Find a NILS provider closest to you: <https://goodshep.org.au/nils-provider-finder/>

**St Vincent de Paul Society** - you may receive food, clothing and other assistance on assessment by contacting the Call and Support Centre. If approved, the Call and Support Centre will then forward your request to your closest Support Centre.

Phone: 1800 846 643

Web: <https://www.vinnies.org.au/findhelp#!qld>

**The Salvation Army** - if you find yourself in a sudden crisis, you may receive support for immediate basic needs.

Phone: (07) 3001 6288

Whilst a lot of people find it difficult to approach these services, just remember that they are set up to help anyone in financial distress and if you are considering accessing their services then you are likely to be exactly who the services are catering for. Please be aware that the demand on these services can outweigh supply, so not everyone is guaranteed assistance, but they will do their best to help you.

**Don't hesitate to ask for help if you need it!**

## WOULD YOU LIKE TO BE ABLE TO MAKE SENSE OF WHAT YOUR GRANDCHILD IS REALLY ASKING FROM YOU?

The **Circle of Security** Parenting Program is a relationship-based parenting program, which assists caregivers to strengthen their relationship with their children and support their needs.

The Program facilitators work with caregivers to help them:

- Understand their child's emotional world by learning to read emotional needs
- Support their child's ability to successfully manage emotions
- Enhance the development of their child's self-esteem
- Honour the innate wisdom and desire for their child to be secure.

**Contact the following services to enquire about upcoming dates of their FREE Circle of Security parenting courses:**

- Child Health Service Parent Group Program: 1300 366 039
- Relationships Australia Qld Circle of Security Parenting Training: 1300 364 277
- Uniting Care – Moreton Bay and Sunshine Coast: (07) 5428 4200
- Benevolent Society Parenting Programs: 1800 236 762
- Centacare Cairns: (07) 4044 0130
- Kyabra Runcorn: (07) 3373 9499
- Encircle Lawnton: (07) 3284 3081

**I AM**  
two of the most  
powerful words.  
For what you put  
after them  
shapes your reality.

## EXPECTING A DELIVERY DURING THE HOLIDAYS? STOP AND THINK, DON'T CLICK THE LINK

If you are waiting for parcels to be delivered both ahead of Christmas and following the Boxing Day sales, you can be sure that scammers will be looking to take advantage of this.

### **Australia Post will never:**

Call, text or email you asking for personal or financial information including password, credit card details or account information

Call, text or email you to request payment. Find out [how to spot a fake Australia Post delivery message](#).

<https://auspost.com.au/about-us/about-our-site/online-security-scams-fraud>

### **How to spot a scam**

*You receive a text message or email about a delivery.* Scammers will send you a message claiming that a parcel was unable to be delivered or your details need to be updated.

*It has a link asking you to provide personal information or a payment.* Often scam texts or emails will include a link. These links will take you to a website that looks official but is not. Scammers use these websites to get your personal details. If scammers gain access to your personal information they may commit identity theft, fraud, or other misuse.

*There's a sense of urgency.*

Scammers try to create a sense of urgency to pressure you to do something quickly.

### **What to do if you have been scammed**

If you've lost money, contact your bank or financial institution immediately. You can also [report to police through ReportCyber](#). <https://www.police.qld.gov.au/policelink-reporting/reporting-cybercrime>

Look out for other scams which may happen after you lose personal information.

Find more resources, and guidance on what to do and where to get support on the [Scamwatch webpage](#).

<https://www.scamwatch.gov.au/>

[Contact IDCARE](#) on 1800 595 160

<https://www.idcare.org/contact-us>

if you've provided scammers with personal identifying information, like your drivers licence or passport.

[Report scams to Scamwatch.](#)

<https://www.scamwatch.gov.au/>



## SCHOOL HOLIDAY ACTIVITIES

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

The Queensland Government has a wealth of information and ideas for the school holidays at their [School Holiday Activities website](https://www.qld.gov.au/recreation/holiday-activities).

<https://www.qld.gov.au/recreation/holiday-activities>

Your local library will offer free activities for children of all ages.

PCYC - [Police Citizens Youth Club Qld have vacation care](#) programs at various locations in Queensland.

[YMCA provide vacation care](#) at various locations in Queensland.

[Scripture Union Camps Qld](#) run close to 100 camps across Queensland for primary and high school students.

[Queensland Government School](#)

[Holiday Program](#) hosts daily activities throughout the Queensland school holidays including high ropes, surfing, rock climbing and canoeing on the Gold and Sunshine Coasts.

[PGL Holiday Camps and Day Camps](#) are the perfect way for your 8-14 year old to have fun, make new friends and learn new skills during their school holidays!

[PGL Holiday Camps and Day Camps](#) are the perfect way for your 8-14 year old to have fun, make new friends and learn new skills during their school holidays!



## VOUCHERS TO HELP WITH THE COST OF GRANDCHILDREN'S SPORTS OR SWIMMING

Aside from financial support from Time for Grandparents, eligible grandparent carers can also apply through the Queensland Government for a **FairPlay voucher** valued up to \$200 for their grandchild, 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.

For more information visit the [FairPlay Voucher website](#)

<https://www.qld.gov.au/recreation/sports/funding/fairplay/apply> or call 13 74 68.

**SwimStart vouchers** valued up to \$150 can be used towards learn to swim lessons for eligible children aged zero to 4.

For more information visit the [SwimStart Voucher website](#)

<https://www.qld.gov.au/recreation/sports/funding/swimstart/apply> or call 13 74 68.

# Grandparent Useful Contacts

For fact sheets, information, brochures or referrals for any of the following topics, please contact **Seniors Enquiry Line & Time for Grandparents on 1300 135 500** between **9am and 5pm Monday to Friday**. We welcome calls from everyone. If your topic is not listed below, other referral options and useful contacts can be explored by calling us.

Aboriginal, Torres Strait Islander and South Sea Islander support  
Accommodation/Housing  
Child Development  
Childcare  
Concessions/Rebates  
Consumer Rights and Scams  
Counselling and Mediation  
Disability support  
Domestic and Family Violence  
Drug and Alcohol  
Education  
Emergency Relief  
Finance  
Health  
Helplines  
Housing and Accommodation  
Legal  
Neighbourhood and Community Centres  
Parenting support  
Social and Leisure Activities for Grandparents and Grandchildren  
Support for Carers  
Transport

# 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@uccommunity.org.au](mailto:Grandparentsinfo@uccommunity.org.au)

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 challenges you may be having with your grandkids. Some topics we cover are safe internet use, behavioural issues, diet, and any suggestions and concerns are welcome.

## Sunshine Coast

### **Buderim – Sunshine Coast Intergenerational Playgroup**

Phone: (07) 5453 4938

Email: [schub@playmatters.org.au](mailto: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.

# 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](mailto:grandparentsinfo@ucommunity.org.au)*

## Statewide

### **Queensland - Time for Grandparents Online Information Sessions with Guest Speakers**

Phone: Time for Grandparents on 1300 135 500

Email:

[grandparentsinfo@ucommunity.org.au](mailto:grandparentsinfo@ucommunity.org.au)

Meet with fellow grandparent carers for coffee, conversation and information sessions with guest speakers. Pour a coffee or tea and participate from the comfort of your own home. Coming soon in 2025!

## Brisbane and West Moreton

### **Caboolture - Time for Grandparents Social Support Group**

Phone: Time for Grandparents on 1300 135 500

Email:

[grandparentsinfo@ucommunity.org.au](mailto: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.

Light refreshments, 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. 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.

## MyTIME FACE-TO-FACE PEER SUPPORT GROUPS

Visit: <https://www.mytime.net.au/about-mytime/>

MyTime organises free peer support groups where carers of children (under 18 years old) with disability or other additional needs can feel understood, share ideas and access quality information and resources. There are 35 MyTime groups across Qld.

Go to: <https://www.mytime.net.au/groups/> to find your nearest support group. If you do not have internet access, please call us on 1300 135 500 and we will find the details for you.

*Disclaimer: The Time for Grandparents program has no affiliation with non-UnitingCare groups. We welcome any feedback from our subscribers about their experiences with these groups and those run by UnitingCare.*

Wishing each of you a Merry Christmas and Happy New Year from all of us at **Time for Grandparents!**

Brigitte, Dulcie, Kym, Margaret, Buddi and Mareena!

The Time for Grandparents Program would like to take this opportunity to let you know that our office will be closed on the following Public Holidays:

Wednesday, 25 December 2024

Thursday, 26 December 2024

Wednesday, 1 January 2025

Monday, 27 January 2025



***Should you require urgent assistance over the Christmas and New Year period call:***

Lifeline on 13 11 14

13YARN - talk with an Aboriginal or Torres Strait Islander Crisis Supporter on 13 92 76

or

Parentline on 1300 301 300