

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 Families, Seniors, Disability Services and Child Safety. 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 Families, Seniors, Disability Services and Child Safety are eligible for the program. Time for Grandparents is designed to provide 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.

For all enquiries please contact Time for Grandparents 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.

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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 will we endeavour to address them in future issues.

Time for Grandparents Program

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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.

ASK TFG

Do you have a question that you would like answered in your Grand Matters newsletter by our Time for Grandparents team?

If you do have a question, it is more than likely that other Grandparents would like to know the answer too!

From now on, every Grand Matters newsletter will have an Ask TFG column with a question from you - our Grandparents, answered by our team.

We would love to hear from you!

Please email your questions to grandparentsinfo@ucommunity.org.au or call us on **1300 135 500**. We will change any names so your privacy is maintained.

Please consider that the recommendations made in this segment are general in nature and may not completely apply to your specific situation.

This edition's question comes from "Abby":

HOW CAN I ENCOURAGE MY TEENAGER TO TALK WITH ME MORE?

Communicating with teens can sometimes be difficult. In busy households, it's easy to overlook making time and space in your day to have a really good talk with your Grandchild and find out what's going on in their life.

When your Grandchild no longer depends on you as much as they once did, it can be harder to know everything that is going on in their lives, as the communication between Grandparents and teenagers seems to decrease. They are more independent, and so you have to make time to check in with them to find out how they are going. Your relationship is changing, and you have to be flexible and able to change with your Grandchild. Nevertheless, don't ever think

that they need you any less as a good sounding board. During adolescence, they need you just as much as they ever did. The best way to support them is by making sure they will come to you with any problems they're having, and that's why effective communication is so important.

Here are some tips that can help you have positive conversations

Be genuinely interested and curious about what your Grandchild is telling you
Give them your undivided attention.

Show empathy – put yourself in your Grandchild's shoes.

Avoid just giving instructions or unsolicited advice.

Choose a quiet space without distractions for important conversations. Interruptions and distractions can make it seem like you are not interested in what your Grandchild is saying.

Avoid interrogating your teenager by firing questions at them.

Ask questions that encourage your teenager to talk

Active listening is an important skill in any relationship and is all about building rapport, understanding and trust. When you actively listen to your teenager, you will hear what they are actually saying, not what you think they are saying.

When you are having a conversation with your teenager, encourage them to open up and talk by asking questions such as:

'How did that make you feel?'

'It sounds as if you were

(angry/frustrated/excited), were you?'

Let them know that you understand by summarising the situation as you have heard it. This also takes the emotion out of the situation and allows them to see the facts.

'So let me see if I've got this right. You ...Is that how it happened?'

Your teenager is not always looking for you to fix a situation or solve a problem for them. Avoid jumping in with advice, such as: 'Well, just do this or that.' Instead, help them move towards finding a resolution themselves by asking:

'What do you think is best thing to do now?'

Later, ask them how the situation played out. In this way, they will learn about how to process situations for themselves.

There is always more than one way to work through things. Having these sorts of conversations helps your teenager explore how they manage their relationships and gives them clues about how to communicate well with others.

Sources:

<https://parents.au.reachout.com/>

<https://raisingchildren.net.au/teens/communicating-relationships>

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](#).
- **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 CAN NOT BE PROVIDED TO GRANDPARENTS

Time for Grandparents cannot provide reimbursements to grandparents as Our Service Agreement and the associated Brokerage Guidelines from the Queensland Government stipulates that **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.



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 and 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.

GRAND IDEAS

Do you have any tips or tricks that make your caring role for your Grandchildren that little bit easier?



- Maybe you know about cheap kids' activities.
- Maybe you have a great tip about how to help your Grandchildren with their homework.
- Maybe you have affordable recipes or lunchbox ideas to share.
- Maybe you have some great ideas to keep the kids entertained on the weekend.
- Maybe you have found a way to have a little bit of 'me time' amongst the busyness.

We would love for all of our wonderful Grandparents to be able to share their wealth of knowledge, experience and tips or tricks with each other!

If you would like to contribute your Grand Ideas in the next newsletter, please email them to us at grandparentsinfo@ucommunity.org.au or call us on 1300 135 500.

TIPS FOR CHILDCARE OR SCHOOL DROP OFF

Let's face it, childcare or school goodbyes can be tough, both on our kids and us. Your child may cling to you at the gate, tugging at your legs and emotional heartstrings as you try to leave.

If this has been your experience, it is common. Some level of separation anxiety is developmentally normal in young children. It can happen when they start care or school for the first time, change centre or school, or move up a level. They could also have a more shy or nervous temperament and need extra support to separate from you.

The Triple P Positive Parenting Program has some practical ideas that carers can try to help children cope and settle well, keeping in mind that you know best what might make goodbyes easier.

Strategies include having a special 'goodbye ritual' before leaving, comforting and communicating to ease fears, as well as practical ways to maintain a positive attitude, like games and role play.

For more information and practical tips, visit the Triple P Positive Parenting Program website: <https://www.triplep-parenting.net.au/qld-en/articles-and-news/post/no-more-tears-parenting-tips-for-easier-drop-offs/?cidsid=m1vf3fif890n9ghtarcmdjp62e>

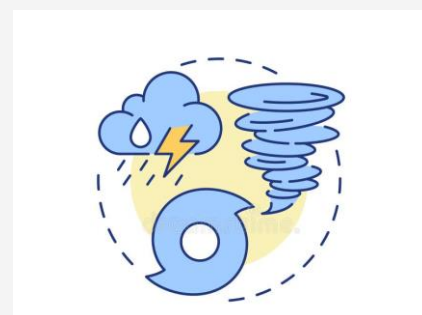
QLD BATTERED BY EXTREME WEATHER

The Time for Grandparents Program wishes to acknowledge the recent heavy rainfall and flooding affecting communities in North and Far North Queensland.

How to access support

Community Recovery Lifeline Hotline is available for all North Queensland community members, for specialised disaster counselling and emotional support 7 days a week/24 hours a day on 1800 116 671.

Personal Hardship Assistance Scheme, which has been activated by the Government with a range of financial supports. To check your eligibility and apply, visit the Queensland Disaster Recovery Support website: <https://www.qld.gov.au/community/disasters-emergencies/disasters/money-finance/eligibility-apply/nq-monsoon-trough-january-2025> or call 1800 173 349.



FREE HOME INTERNET FOR SCHOOL STUDENTS AND THEIR FAMILIES

If there is a school age student at your home and you don't have an nbn connection, you could qualify for free home internet until 30 June 2028.

How to qualify?

To qualify families and carers must:

- Have a school age student at home (full or part time), enrolled in an Australian school (up to year 12 including Prep in Queensland).
- Not have an active NBN network internet service at your current residential address now or in the past 14 days (having a mobile internet service does not affect eligibility).
- Live in a premise that can access the NBN network through a standard connection.

To apply, follow the four steps below:

Contact the National Referral Centre on 1800 954 610 Monday - Friday, 10am - 6pm (AEDT) or visit the website anglicarevic.org.au/student-internet

They'll ask you some questions to see if this offer is right for you. If you qualify, you'll get a voucher.

Use the voucher to connect through your chosen participating internet provider.



HELP WITH THE COST OF SCHOOL TRANSPORT

The Department of Transport and Main Roads provides assistance under the School Transport Assistance Scheme (STAS) in situations where access to education is impeded by distance, income or isolation.

General eligibility

All types of STAS assistance require that a student:

- have parents/guardians who reside in Queensland
- attend an approved school
- are 18 or younger

Type of assistance available include:

- Bus and ferry assistance
- Rail transport assistance
- Conveyance allowance
- Drought assistance
- Assistance for isolated students

More information about eligibility and how to apply is available at the Qld Government School Transport Assistance Scheme website:

<https://www.qld.gov.au/transport/public/school/school-transport-assistance/school-transport-assistance-schemes#conveyance>

Ph: 13 QGOV (13 74 68).



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](#). 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!



MESSAGE STICK – First Nations News



Hello you Mob, hope you are keeping well and deadly!

In this first edition of Message Stick for 2025, I would like to recap the valuable support that's available for you when things get tough, you have no one to talk to or feeling alone. The Time for Grandparents program staff are available if you need to talk to someone outside your family or friends. The staff can lend a friendly ear and whilst they can't offer counselling, they could help you identify counselling services that you could connect with as well as referrals for more pressing matters. We make no judgement and information is confidential.

If your difficulty occurs outside our normal working hours (Mon-Fri 9am to 5pm), please call our partners at Lifeline 13YARN who are a national crisis line 24/7 for Aboriginal & Torres Strait Islander peoples. 13YARN phone operators are Aboriginal & Torres Strait Islander crisis support counsellors who are there to take your call. Visit their website at: www.13yarn.org.au



"13YARN service have qualified First Nations 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

Rehabilitation, not trauma, needed for children | SNAICC | 3 February 2025

SNAICC, is the Secretariat of National Aboriginal and Islander Child Care (national organisation advocating for the rights of Aboriginal and Torres Strait Islander children and families).

Children in custody must receive "rehabilitative, not re-traumatising," treatment in custody, an inquiry into youth justice has heard.



The Senate Inquiry is looking at Australia's youth justice and incarceration system, with a number of advocacy groups appearing to push for national standards and a reduction in the punitive approaches by different jurisdictions across the country.

SNAICC chief executive Catherine Liddle said the country seemed to be calling for a "greater level of accountability" from children than was being asked of adults.

MESSAGE STICK – First Nations News

Asked about how some jurisdictions, like Queensland, had signed the Closing the Gap agreement - including committing to reducing the number of Indigenous children in custody - only to introduce laws which have been acknowledged to do the opposite.

The way the child protection system works, she said, "you cannot get support until you are in trouble...which is ridiculous".



Save the Children Australia's chief executive Mat Tinkler and Shine for Kids' chief executive Julie Hourigan, appeared in front of the committee, arguing standards across the country need to be established, with the need to protect the rights of children being paramount.

"The fact that State and Territory governments persistently and systematically breach human rights in youth justice shows it is well past time for the Federal Government to step up," he said.

"We acknowledge the very real concerns around community safety, everyone has a right to feel safe in their homes and in their communities, however all the available evidence suggests the current approach to the youth justice system is not working."

The committee is due to report to Parliament by 1 July 2025. You can follow this story by visiting SNAICC website at: : <https://www.snaicc.org.au/about-snaicc-who-we-are/> (*National Indigenous Times*, 3/2/2025).

Ochre Ribbon marks 10 years of campaign to end family and domestic violence –

Story by Giovanni Torre, National Indigenous Times, February 3, 2025

Aboriginal Family Legal Services (AFLS) is commemorating the 10th anniversary of the **Ochre Ribbon Campaign**, a national initiative dedicated to raising awareness of family and domestic violence in Aboriginal and Torres Strait Islander communities.

The peak body noted on 3 February that family and domestic violence continues to have a devastating impact on First Nations families, with Aboriginal and Torres Strait Islander women 35 times more likely to be victims of domestic violence and seven times more likely to be victims of domestic homicide than other Australian women. Between 1989 and 2023, 476 Aboriginal and Torres Strait Islander women were victims of homicide, highlighting a rate up to seven times the national average. 97% of these victims were killed by someone they knew, most by an intimate partner.



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AFLS said these figures underscore "the urgent need for a proactive, culturally informed approach to address the overrepresentation of Aboriginal women as victims of violence and homicide".

AFLS chief executive Corina Martin said the prevalence of family and domestic violence in Aboriginal communities is "devastating, and addressing this requires a serious commitment to investing in community-led organisations".



Aboriginal Family Legal Services said these figures underscore "the urgent need for a proactive, culturally informed approach to address the overrepresentation of Aboriginal women as victims of violence and homicide"

The Ochre Ribbon Campaign, launched in 2015, serves as both a call to action and "a symbol of resilience, urging individuals, communities, and institutions to address family violence with urgency, compassion, and cultural sensitivity".

Wilman/Goreng Noongar community leader Angela Ryder said "Violence is not part of our culture".

"It will take the combined efforts of communities and organisations to reduce violence in Aboriginal communities," she said.

Kurin Minang human rights expert and law academic Associate Professor Hannah McGlade echoed the call for greater awareness and understanding, highlighting the need to address overlooked elements of abuse and violence while supporting survivors through education and collaboration.

Ms Martin said that under the symbol of the Ochre Ribbon, "we can educate, collaborate, and work towards a safer community"

National Indigenous Times (NIT)

NIT mission is to amplify Indigenous voices and cover critical issues is more accessible than ever with our free app, now available on the App Store and Google Play.



As a 100% Indigenous-owned media organisation, NIT is dedicated to sharing stories that often go unreported in mainstream media - keeping you informed on the latest in politics, lifestyle, sport and more!

MESSAGE STICK – First Nations News

Download the app today to remain a part of the important dialogue shaping Indigenous communities across Australia.

[Download for iOS on the App Store](#)

[Download for Android on the Google Play Store](#)

SPORTS

Ready for the Footy!

For those footy fans gearing up for a new season, remember to stay cool, calm and collected. Whether it be Rugby League, Aussie Rules, Union or Soccer, or it be on a national, state, club or community level, sports bring people together. As adults, we need to set good examples for our grandchildren to enjoy the game and respect the code.



We have heard in the past about bad behaviour and racial comments that get people banned from attending further club games. Let's set good examples and continue to love the game!



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@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

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

Brisbane and West Moreton

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. 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.