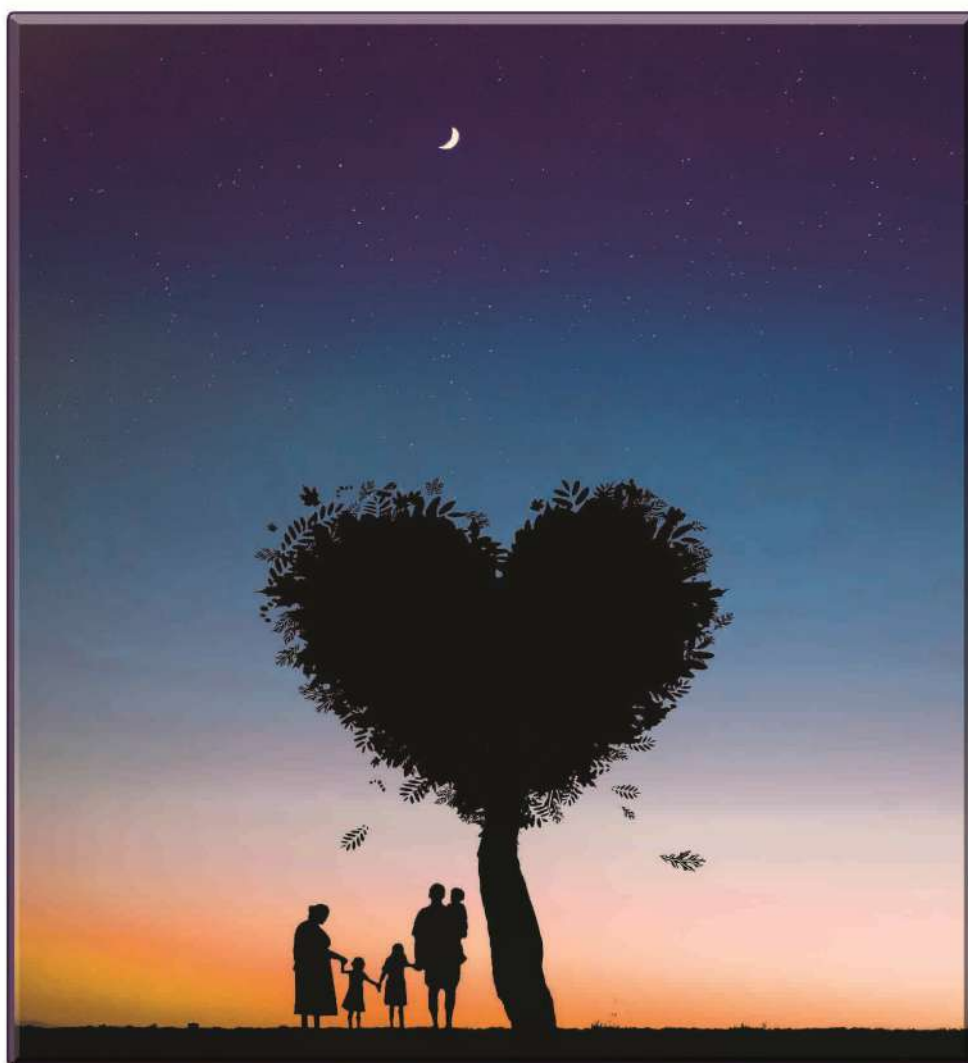


Grandparent Carers' Resources Logan



About this Resource Booklet

This resource booklet was developed as a result of the work of The Salvation Army Communities for Children Committee, Logan. This Committee recognised that there are many Grandparents caring for children in a range of circumstances and for some, things had changed considerably since they cared for their own children. Many Grandparents were indicating that they were not aware of what services may be available to support them. They were also seeking to connect up with other people in similar circumstances.

The contents of this booklet are a result of a working group within Communities for Children Logan and research about services, groups and links that may be suitable for Grandparent Carers. Thank you to the services who have contributed information to this resource booklet. If anyone who is reading this booklet is aware of other services suitable for Grandparent Carers that may exist but are not included, or if any errors or omissions are found, please send the information to admin.cfclogan@aue.salvationarmy.org and it will be included in future editions.

We encourage you to please share this booklet widely.



Communities
for Children Facilitating Partner

Funded by the Australian Government Department of Social Services

Support Lines, Groups and Services

Centrelink and Centrelink Grandparent Advisers

Centrelink – Support for Grandparents – Family Tax Part B, Additional Child Care Subsidy, <https://www.humanservices.gov.au/individuals/enablers/support-grandparent-carers/34851>
Call our Grandparent Adviser Line on Free call™ **1800 245 965**. This is free if you call from your home phone.

Parentline

1300 30 1300 Parentline is a phone service which is open 7 days per week from 8am to 10pm. Their qualified and professional counsellors are available to:

- ♦ Discuss any issues that impact on your parenting and relationship with your child
- ♦ Offer a supportive conversation that's confidential and safe
- ♦ Listen and work with you to provide support and guidance
- ♦ Promote and contribute to the resilience and wellbeing of your family
- ♦ Assist you with developing strategies for positive parenting and personal coping
- ♦ Link your family with local community resources and services

Kinship Carers Australia

Providing support and information to Australian Kinship carers. A significant group of Australian Kinship carers that is Grandparents, Uncles, Aunties, other relatives and friends known to the child, raising children other than your own <https://www.facebook.com/kinshipcarersaustralia/> #ImAmOneOfMany

Foster Carer Advocacy and Support Team

Foster Care Queensland (FCQ) provides advocacy and support to Foster and Kinship Carers. The Foster care Advocacy and Support Team (FAST) is a team of trained specialist local Foster and Kinship Carers who have volunteered to provide advice, support and advocate on behalf of other Foster and Kinship Carers.

FAST representatives are attached to one of seven Regions across Queensland. They have the capacity to provide advice, support and advocacy to all carers in their Region and can also provide face to face support to carers within proximity or tele-link into meetings where needed. The FAST representative provides a local avenue for Foster and Kinship Carers to receive advice, support and/or advocacy on individual matters.

Website: <http://www.fcq.com.au/fast>



Breakthrough for Families

Breakthrough for Families provides support to family members who have loved ones affected by alcohol and other drug use. Breakthrough's goal is to provide better care for families by equipping them with resources and specialised support for families affected. Services include: Alcohol and other drugs free information sessions; Intensive support to families; and links to other programs.

Information and intake line **1300727957**

Website: <https://www.liveslivedwell.org.au/breakthrough-for-families/>

Logan Seniors Network

The Logan Seniors Network meets bimonthly to discuss upcoming and available programs, services and activities available for seniors in the Logan community. Representatives from various senior groups and aged care service providers attend. The network meets on Tuesday mornings bimonthly at Logan Central Community Centre, 9-11 Jacaranda Avenue, Logan Central. Contact Logan Area Committee on the Ageing on **3290 0088** for further information and enquiries.

Raising Children Website

Grandparents and kinship carers can access service contacts and reliable, up-to-date information on a comprehensive range of topics related to raising babies, children and teenagers, and looking after themselves. Topics include behaviour, communication, health and nutrition, sleep and safety. Their website also has a number of videos from other grandparent carers addressing their day to day life as carers.

Website: <https://raisingchildren.net.au/grown-ups/grandparents/grandparent-kinship-carers/being-a-grandparent-carer>

MyTime

MyTime supports parents and carers of children aged 0-18 years with a chronic medical condition, disability or developmental delay. Groups meet weekly or fortnightly during school term for a coffee and a chat, to listen to a guest speaker or to enjoy the occasional 'pamper' session. Children up to school age can attend and a Play Helper assists with their care. Grandparent carers are welcome to attend.

Groups in the Logan area are located at Beenleigh Special School and Burrows State School Marsden. The child does not have to attend these schools for the carer to access the program.

Website: www.mytime.net.au



Legal Aid Queensland

Legal Aid Queensland gives legal help to financially disadvantaged Queenslanders about criminal, family and civil law matters.

Website: www.legalaid.qld.gov.au

Seniors One Stop Information Line

Seniors enquiry line is a statewide information and referral service for Queensland seniors, their families, friends, grandparents and carers. You can access information on a wide range of topics including: Legal information, financial information, social and leisure activities, health, technology, transport, scams, home help, concessions.

Contact number: **1300 135 500**

Website: www.seniorsenquiryline.com.au

Seniors Info Chat

We will ring you monthly to keep you up to date on various topics like government announcements, community announcements, newly reported scams, useful resources and publications or events happening in your area.

Contact Seniors Enquiry Line on **1300 135 500**

Website: www.seniorsenquiryline.com.au

Time for Grandparents Program

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

This program 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, who are not receiving the fostering allowance, and not an approved relative/ kinship carer with the Department of Child Safety are eligible for the program. All enquires are welcome and confidential. If grandparents are unsure about their eligibility, they are encouraged to contact Seniors Enquiry Line.

Contact Seniors Enquiry Line on **1300 135 500** from Monday to Friday 9am to 5pm for all bookings and enquiries.



Grandparent Carers Support Groups

Connect with others who understand the impact that caring has on Grandparents' lives. We understand that caring for someone can be challenging and that you might need support or someone to talk to, or even just a friendly face. Our carer support groups are a peer network that connects you to find social support, share information, and even get some time for yourself. Although it might feel like it right now, you are not alone. Join us for morning tea and let us know what we can do to assist you in your role as a Grandparent carer.

Connecting with us is easy, call on 1800 242 636, email: info@carersqld.com.au

Website: <https://carersqld.com.au>

Grandparents Information and Support Groups

This is a website that has information to support grandparents who are raising their grandchildren. It has an information resource directory where you can search for services in your area. Check out the Useful Links page to find information on other services.

Also check out the activities that may be able to be funded for Grandparents who are eligible through the Program page and other pages in that section.

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

There is also a page with specific information about Grandparent Support Groups.

<https://www.grandparentsqld.com.au/program/grandparent-support-groups>

One Place Directory

For Queensland parents, families and professionals looking to find support, One Place lists everything you need. Search over 48,000 family community services from parenting groups to domestic and family violence support services throughout Queensland. The website is constantly being updated.

Website: <https://www.oneplace.org.au>

Brisbane Kids

Brisbane Kids is the biggest kids' website in Brisbane both in online audience and in terms of community engagement. We produce a seasonal [Brisbane family magazine](#) that is distributed to local schools and kindergartens. Operating for over seven years, we are all about helping families create memories in Brisbane.

Website: <https://www.brisbanekids.com.au/about-us/>



Elder Abuse Prevention Unit

Our helpline is a first port of call for support, referrals and information about elder abuse. We provide on the phone assistance, to anyone who experiences, witnesses or suspects the abuse of an older person by someone they know and trust, often family members. All calls to our helpline are confidential and you are welcome to remain anonymous; we do not record calls or keep notes. We are not a crisis line and do not undertake investigations, mandatory reporting or casework. Elder abuse is a complex issue and our role is to talk with you about it and help you find the right path or solutions which will be the safest for you and your family.

Helpline: 1300 651 192

Website: www.eapu.com.au

Council Services

The following Council services and programs are available for seniors in Logan:

- ♦ **Logan Loves Seniors:** An annual event held during Seniors Week (from 17 to 25 August 2019) with entertainment, expo, award ceremony and more.
- ♦ **Seniors Pets for Senior People program:** This program is to help rehouse Logan's older lost and abandoned animals with Logan's senior residents free of charge.
- ♦ **Pensioner remissions and concessions for rates:** Check whether you're eligible for a remission on your rates, and apply for a rate remission.
- ♦ **Personal safety sessions:** Free personal safety sessions for seniors in Logan. Contact Council's City Safe Officer on 3412 3412.
- ♦ **Live Well Logan:** Low-cost physical activities for seniors.
- ♦ **Logan City Council Libraries:** Council's libraries offer a wide range of programs and activities for seniors including a free [Home Library Service](#) to Logan residents who are unable to visit the library independently.
- ♦ **Council Cabs** – further details on the web link below.
- ♦ **Council's Community Centres** offer a range of activities for all ages as well as providing a comfortable drop in space to meet over a cup of coffee. Download the **Community Centre Connect booklet** to find activities in your area.

Website: <https://www.logan.qld.gov.au/community-support/community-development/seniors>



Live Well Logan

Live Well Logan offers a variety of free and low cost physical activities designed to suit everyone; regardless of your age, gender, mobility or work schedule e.g. gardening workshops to aqua aerobics to circus skills, bush walking or even Hot Hula. Joining these activities is a great way to get active and meet new friends in your local community. The booklet listing the activities is available from Council in paper version or by accessing the web link below.

Website: <https://www.logan.qld.gov.au/community-support/health/live-well-logan>

Logan City Council Libraries

Council's libraries offer a wide range of programs and activities for seniors including a free [Home Library Service](#) to Logan residents who are unable to visit the library independently. A booklet *What's On at your local Logan City Council Libraries* is available from Council Libraries or can be accessed via the web link below.

Website: <https://loganlibraries.org/whats-on>

First 5 Forever

First 5 Forever is a program delivered in all nine libraries in Logan and aims to provide children aged 0-5 years with a strong emergent literacy foundation. This program supports parents and primary caregivers as their child's first and most important educator, connecting you to a range of resources and ideas to try.

Website: www.first5forever.org.au

Active Activities

This is a website that has a whole range of activities some of which would be suitable for Grandparents and/or the children they care for.

Website: <https://www.activeactivities.com.au>

Doorways Casework

This is a service delivered by The Salvation Army. Doorways Case Workers are there to walk alongside you and support you to gain the skills to tackle the complex needs in your life. Through creating an individual case plan, Case Workers help you to find a path to overcoming difficulties and set realistic steps in place to help you reach your goals.

Phone: 0401 628 137



Youth and Family Service (YFS)

YFS services are free, so when you ring or visit you'll speak with YFS Connect, who will help you find a service that best meets what you're looking for. Services that may be relevant to Grandparent Carers include our Financial Counselling service which assists people who find themselves having difficulty paying off regular bills or are having trouble paying off debt. Our Problem Gambling Financial Counselling service works with people who are in financial difficulty because of gambling problems.

Phone: 3826 1500 **Address:** 376 Kingston Rd, Slacks Creek

Website: <http://www.yfs.org.au/services/>

Moneycare

The Salvation Army's Moneycare is a free and confidential financial counselling service for people facing financial difficulties or wanting to avoid financial difficulties in the future. Staff are able to help with a range of issues including credit, budgeting, debt and repossession.

Phone 0438 927 563 for an appointment.

Website: <https://www.salvationarmy.org.au/locations/queensland/qld/moneycare-logan-slacks-creek/>

Uniting Care – Financial Counselling

Financial difficulties can affect anyone at any time. Uniting Care can provide you with free financial counselling and education that works. Our aim is to help you learn to become more financially resilient by educating you about your rights and responsibilities in relation to credit and debt issues. We can also connect you with other financial resources and services. Our Financial Counsellors can help you to navigate your situation and make the best decisions for you and your family.

National Debt Helpline 1800 007 007

Website <https://www.unitingcareqld.com.au/services-and-support/counselling-and-wellbeing/financial-counselling>

Lifeline Australia

Lifeline Australia provides people experiencing a personal crisis with access to 24 hour crisis support and suicide prevention services. We're committed to empowering Australians to be suicide-safe through connection, compassion and hope. Phone: 13 11 14

Website: <https://www.lifeline.org.au/>



Emergency Relief

Emergency Relief is a general term used to refer to services provided by a variety of community organisations and neighborhood centres. Its purpose is to address immediate basic needs in times of crisis when people are experiencing financial distress or hardship. Assistance may take the form of food hampers, gift vouchers (for groceries, fuel or pharmaceuticals), clothing, household goods, or to support payments for accommodation or utilities. An internet search will help you find the different services available in your local area.

Family and Child Connect Logan

Family and Child Connect can help with a range of family and parenting challenges. We'll talk with you about your situation and work out the type of support you might find helpful.

We can connect you to local services that can help with:

- ◆ managing your child's behavior (e.g. skipping school, running away from home, homework, tantrums)
- ◆ building better family relationships
- ◆ stopping any violence at home
- ◆ budgeting and managing money
- ◆ alcohol, drug or gambling problems
- ◆ Housing, health care or access to other community or government services.

You can use this service as often as you need. There is no limit and no cost.

Every family is different so when you speak with us you will get advice and support specific to your situation.

Family and Child Connect 07 3441 3030 or 13 32 64 - Online

<https://qld-families-referrals.infoxchangeapps.net.au/>

Website: Direct Link Referral: FaCCLogan@benevolent.org.au

Family and Child Connect Browns Plains and Beaudesert

Our service helps disadvantaged families to safely care for their children at home, deliver innovative services, and improve family resilience. The focus of our work is strengthening family life through linking families with local community resources and creating supportive networks that enable them to realise positive family life

experiences. **Telephone:** 13 32 64

Address: Level 1, Cnr Eastern Road and Commerce Drive (above Coffee Club), Browns Plains.

Website: <http://family.mercycs.org.au/family-and-child-connect-browns-plains-and-beaudesert>



The National Disability Insurance Scheme (NDIS) Early Childhood Early Intervention program is a national program supporting children aged 0-6 who have a developmental delay or disability. Grandparents can contact The Benevolent Society if they are caring for a grandchild who either has a diagnosed disability or suspected developmental delay. We will work with your family to develop a plan and provide information about support services to achieve your grandchild's goal.

Website: <https://www.benevolent.org.au/funding-options/ndis-early-childhood-early-intervention-ecei>

Kidsafe hires and sells baby capsules, toddler seats, booster seats, prams and safety products in many locations around Queensland. When you hire or buy a child car seat from Kidsafe Qld we check it suits the child, check it fits in your car, install it for you and instruct you on how to use it. All hired restraints are fitted free of charge with any required accessories provided. Appointments are necessary.

Website: <https://www.kidsafeqld.com.au/how-we-can-help>



Community and Neighbourhood Centres

There are a number of Community and Neighbourhood Centres in Logan which offer a variety of programs and services, many of which are suitable for Grandparent Carers. Centres that deliver programs under the Communities for Children initiative are included below.

A list of additional centres can be accessed via this web link:

<https://www.logan.qld.gov.au/community-support/community-development/community-centres>

KENG (Kingston East Neighbourhood Group)

KENG runs a range of family and community support programs including play groups, older person's programs, a men's group and occasional childcare.

The Older Person's Action Program includes:

- ◆ Adult and Senior's Computer Club
- ◆ Craft Group and Card Making Group
- ◆ Intergenerational Yoga
- ◆ Adult and Senior Cooking Club

Address: 177 Meakin Road, Kingston

Telephone: 07 3808 1684 **Email:** admin@keng.org.au

Website: <http://www.keng.org.au/>

The Family Place

The Family Place is a friendly community space offering free activities and support to Logan families. The service offers a range of different programs, including play-groups, family events, drop in health clinics, family fitness programs and support for fathers including a Dad's Playgroup.

The Family Place provides a friendly, welcoming environment where the whole community is welcome to take part in activities and where all cultures are valued and respected. No appointments necessary, just turn up! For further information regarding these programs and services, please contact The Family Place or obtain a brochure through the Facebook link below.

Address: 35A North Road, Woodridge

Telephone: 07 3208 1263

Email: thefamilyplace@candk.asn.au

FB: www.facebook.com/thefamilyplacelogan



Eagleby Family Centre

Eagleby Family Centre is a community hub offering parenting support and youth services including programs that are suitable for Grandparents.

The centre is open Monday to Friday from 9am until 5pm. A youth drop-in service is available on Wednesdays from 3pm until 4:30pm.

Address: 94- 12 Fryar Road, Eagleby

Telephone: 07 3151 6132 **FB:** <https://www.facebook.com/BFCnEFC/>

Website: <https://www.wmq.org.au/locations/Eagleby-Family-Centre>

Play Groups

Playgroups run in a variety of locations including the Communities for Children Hubs listed in the Community and Neighbourhood Centres section above. Information about playgroups can also be accessed through the Playgroup Queensland.

Website: <https://www.playgroupqld.com.au/>

Mums n' Bubs Logan

Grandparents are welcome to join this on-line forum which is for mothers, grandparents and regular carers of children from newborn to pre-prep. You can also attend Playgroup gatherings that are held twice a week at different locations around Logan at a very low cost.

FB: <http://www.facebook.com/groups/140405902638033>

Newsletters

Communities for Children Newsletter

Information about a range of services that might be suitable for Grandparent Carers and a variety of interesting topics is available through the Communities for Children Logan's newsletter which can be accessed through their website:

<http://www.communitiesforchildrenfplogan.com/>

Grand Matters Newsletter

Seniors enquiry Line produces a regular newsletter that includes interesting articles and events. If you wish to subscribe to the newsletter please send an email to sel@uccommunity.org.au or contact 1300 135 500.



This image shows a single page from a spiral-bound notebook. The page is white and features horizontal ruling lines. At the top center, the word "Notes" is written in a large, teal-colored font. The notebook's binding, consisting of a purple metal spiral, is visible along the left edge and the bottom edge. In the bottom right corner, the text "Page 13" is printed in a small, black font.