



Australian Government
Department of Human Services



Australian Government Payments & Services

Grandparent Advisers





- Role of Grandparent Advisers
- How to access information about services and payments via Human Services website
- Payments to help families



Australian Government
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Grandparent Advisers can help you by:

- Understanding your family circumstances, providing information and access to our payments and Services
- Arranging appointments for you with our specialist staff, such as social workers
- Arranging referrals to other federal, state and community services



Grandparent Advisers

There are six Grandparent Advisers in the Department of Human Services

- New South Wales
- Victoria/ Tasmania
- Queensland
- South Australia
- Western Australia

You can speak to a Grandparent Adviser directly by calling
Freecall™ 1800 245 965.



Specialist Officers

DHS : Centrelink has a number of specialist officers who can provide additional support .

- Social Workers
- Financial Information Service Officers
- Indigenous Service Officers
- Multicultural Service Officers
- Community Engagement Officers
- Prison Liaison Officers
- Grandparent Adviser

Payments to help families

If you have responsibility of the primary care of a child you may be eligible for payments and additional assistance:



- Family Tax Benefit
- Foster Care Health Care Card
- Child Care Benefit / Child Care Rebate
- Grandparent Child Care Benefit
- Double Orphan Payment
- Carer Allowance
- Concession and Health Care Cards

Family Tax Benefit

- Family Tax Benefit is a payment for people who have primary care of a child for more than a short period
- Family Tax Benefit should be claimed as soon as possible to test your eligibility and ensure if you are eligible that you get paid from the earliest possible date
- Keeping good records can help you with your claims for Family Tax Benefit if there is a disagreement about who has been the primary carer of the child

Child Care Benefit: CCB

- Child Care Benefit provides a reduction to the weekly costs of child care
- Types of services that may be approved include:
 - family day care
 - in-home care
 - long day care
 - outside school hours care (before school care and/or after school care)
 - occasional care
 - vacation care

Child Care Rebate CCR

- There is no separate claim for Child Care Rebate
- Customers must claim CCB and should be encouraged to claim CCB as reduced fees.
 - This includes customers who do not receive CCB because their income is too high and who claim CCB at zero rate, and foster carers who receive fee assistance from a State authority
- The Child Care Rebate (CCR), assists families with the costs of approved child care. It is paid in addition to Child Care Benefit (CCB)
- Child Care Rebate – provides 50% of your out of pocket expenses to be paid.
 - The maximum amount of **Child Care Rebate** you may receive per child, per financial year, is \$7500 per child

Child Dental Benefits Schedule

Children aged between 2 and 17 years for at least one day in the calendar year and are eligible for Medicare and in receipt of certain government payments including :

- Family Tax Benefit Part A
- Youth Allowance
- ABSTUDY Allowance
- Disability Support Pension
- Parenting Payment
- Special Benefit
- Carer Payment
- Double Orphan Pension

In 2014, benefits for basic dental services are capped at \$1,000 per child over 2 consecutive calendar years

Department Of Human Services Centrepay Service

- A direct deduction bill payment option available to Centrelink Customers
- Voluntary and free service
- For regular household expenses such as rent, electricity gas and water
- Makes automatic, regular deductions from your Centrelink entitlements
- Requires the organisation or landlord you want to pay to be registered with Centrelink

Lets take a look at humanservices.gov.au

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Department of Human Services

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[Support for non-parent carers](#)

We provide payments and services to non-parent carers, such as grandparents, who provide full-time care for a child. There is support available for non-parent carers who look after a child with a severe disability or chronic medical illness.

<http://www.humanservices.gov.au/customer/subjects/support-for-non-parent-carers>

[Grandparent advisers](#)

Grandparent advisers are available in selected states to support grandparents with full-time caring responsibility for their grandchildren.

<http://www.humanservices.gov.au/customer/services/centrelink/grandparent-advisers>

[Registered Carer Application](#) [pdf; 276k]

Registered Carers can include nannies, grandparents, relatives or friends.

Organisations cannot become Registered Carers, however, an individual who provides



For more information

- Call the Family Assistance Office on **13 6150**
- Call Grandparent Adviser on **1800 245 965** (Freecall TM service)
- Visit Human Services website at:
www.humanservices.gov.au

