



DEPARTMENT FOR COMMUNITIES

→ GRANDFAMILIES

A RESOURCE GUIDE FOR WESTERN AUSTRALIAN
GRANDPARENTS RAISING GRANDCHILDREN

Third Edition 2009



Government of Western Australia
Department for Communities

GRANDFATHER

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FOREWORD - MINISTER'S MESSAGE



Grandparents taking on the responsibility of bringing up children because of family crisis or dysfunction provide a valuable community service. They give the children a great sense of family continuity, more frequent and consistent contact with the parents, and closer sibling ties. They also enable children to retain direct links with their family history and culture and reinforce their sense of identity and self-esteem.

I am pleased to present the third edition of *Grandfamilies: a resource guide for Western Australian grandparents raising grandchildren* to support grandparents bringing up children.

This edition includes revised contact numbers and new information to help Grandcarers meet their grandchildren's needs as well as looking after their own lifestyle needs and wellbeing. Two new sections cover youth gambling and what to do when parents demand access or turn up to remove children from a grandparent's care.

Feedback on earlier editions showed Grandcarers found the publication a very valuable resource. Increasing Grandcarers' access to information and practical support helps give them the knowledge and confidence to provide adequately for the children in their care and enhance their own quality of life.

As with previous editions, *Grandfamilies: a resource guide for Western Australian grandparents raising grandchildren* is an easy-to-read, practical guide that includes phone numbers and websites of relevant government and non-government agencies and support groups. The publication is also available online at www.communities.wa.gov.au/seniors.

I trust Grandcarers raising their grandchildren and service providers and community groups supporting and assisting grandfamilies will find this resource useful.

A handwritten signature in black ink that reads "Robyn McSweeney". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Robyn McSweeney, MLC
MINISTER FOR CHILD PROTECTION; COMMUNITY SERVICES;
SENIORS AND VOLUNTEERING; WOMEN'S INTERESTS

July 2009

HOW TO USE THIS BOOKLET

The Department for Communities has produced this booklet to help Grandcarers improve the quality of their own life and that of their grandchildren.

The booklet begins with what you might want to know when you start caring full-time for your grandchildren. The following chapters cover information about particular issues that will support you in bringing up your grandchildren.

The chapters are arranged to provide information on different issues Grandcarers may want to know more about as the need arises. These include coping strategies; parenting tips; accommodation; financial assistance; legal and custody issues; child development; health and safety; psychological and physical wellbeing; child care and education; child safety; alcohol and drugs and youth gambling.

It is suggested you read the booklet so you know what's in it and then keep it handy so you can refer to it when you need to.

For instance, many Grandcarers are already on limited incomes when the children come to live with them. The section on 'Financial Assistance' may help. You may have trouble understanding your grandchildren's behaviour. The section on 'Parenting' under the heading 'Understanding Behaviour' will help you understand what is happening to them and how to help them.

Each chapter describes the services of government and non-government agencies that may be able to help. The booklet also provides the contact phone numbers and web address of each agency if you want more information about the services they provide.

This is the third edition of this booklet. It will be updated periodically. If you become aware of information that could be included in future editions please contact the Department for Communities on 6217 8700 or email info@communities.wa.gov.au.



SECTION 1 – COPING STRATEGIES

What to do first

If your grandchildren's arrival into your home was a surprise, you may be unprepared for their immediate needs such as food, clothing and bedding. Agencies that may be able to help include the Department for Child Protection, Grandcare, St Vincent De Paul, Anglicare WA, the Salvation Army or your local church.

When Joseph and Helen suddenly found themselves taking care of their grandchildren, their most pressing concern was how to put a hearty meal on the table. They had been used to smaller meals for many years and suddenly there were more, and hungrier, mouths to feed. They contacted Grandcare at Wanslea Family Services who put them in touch with Foodbank, a service that provides high-quality, low-cost food to families in need.

Grandcarers often need extra support and encouragement from other family members, especially when they are still new to being the primary carers of their grandchildren. Grandcarers may also benefit from connecting to local social support agencies and organisations, such as:

- Parenting WA
- grandparent support groups
- child care centres
- community centres.

Libraries, community centres or the Internet are good sources of free information about how to cope with the demands of parenting today.

The Department for Communities also produces some helpful information. Refer to the Business and Government White Pages telephone book for your nearest office. Information is also available on the website <www.communities.wa.gov.au/DFC> under the link 'Resources'. The information is organised under topics such as Child Care, Helpline and Parenting.



USEFUL CONTACTS

Parenting WA (PWA)

PWA is a range of statewide and locally-based services for Grandcarers, parents, carers and those who support them. Services include the Parenting WA Line and the Parenting WA Library. There are Parenting Co-ordinators in various locations around WA. Contact the Parenting WA Line for more information.

Parenting WA Line

To support you in your Grandcarer role, Parenting WA operates the Parenting WA Line, a 24-hour-a-day, seven-day-a-week telephone service. Anyone can call the Parenting WA Line for information and advice about parenting, child care services and caring for children up to 18 years of age.

Phone: 6279 1200
Freecall: 1800 654 432 (country callers only)

Parenting WA Library

Parenting WA provides a free parenting library to families throughout Western Australia. The Parenting WA Library has a range of helpful books, videos and DVDs on subjects of interest to Grandcarers, parents and kinship carers of children up to 18 years of age.

Phone: 6279 1223
Freecall: 1800 686 155 (country callers only)

Emergency relief agencies

You may need a referral letter to get emergency relief from organisations or agencies such as Grandcare or Centrelink. Contact the provider to check what you need.

Grandcare (Wanslea Family Services Inc)

Grandcare is a program designed to support Grandcarers. The service includes an 1800 telephone line offering practical assistance, informal counselling and information for Grandcarers about child management, education and financial support. It also includes links to other community resources, support networks, personal development training and a variety of ongoing grandparenting skills.

Phone: 9361 8277
Freecall: 1800 008 323 10:00am to 3:00pm Monday to Friday.
www.wanslea.asn.au

Anglicare WA East Perth

Provides psychological and financial counselling.

Phone: 9325 7033 for the office closest to you, including country areas.
www.anglicarewa.com.au

Daisy House Girrawheen (Anglicare WA)

For emergency relief (food and overdue bills) phone for an appointment on Wednesday or Friday between 9:30am and 11:30am.

Phone: 9247 9705

Centrelink

Centrelink's Grandparent Advisor will provide a direct service to Grandcarers as required. This includes:

- assessing circumstances
- providing appropriate information about Centrelink payments and services
- providing information about other services and support available
- arranging appointments at the most appropriate/convenient Centrelink Customer Service Centre to discuss eligibility for payments and/or services
- arranging referral to appropriate external agencies/organisations as required
- liaising with other Centrelink staff to provide assistance with claims for payments and/or services as required.

To make enquiries about assistance through Centrelink, phone 13 61 50. If your grandchildren have recently entered your care, you can contact Centrelink WA's Grandparent Advisor.

Grandparent Advisor

Freecall: 1800 245 965

www.centrelink.gov.au

Credit Care

Provides financial counselling emergency relief (food and overdue bills)

Phone: 9220 1288

Department for Child Protection (DCP)

The DCP provides assistance with child protection, crisis accommodation, family/domestic violence, family support services, financial crisis assistance, women's refuge information and youth support.

Hours 8:00am to 5:00pm, Monday to Friday.

www.childprotection.wa.gov.au

District Offices

| | |
|------------|-----------|
| Armadale | 9497 6555 |
| Cannington | 9351 0888 |
| Fremantle | 9431 8800 |
| Joondalup | 9301 3600 |
| Midland | 9274 9411 |
| Mirrabooka | 9344 9666 |
| Perth | 9214 2444 |
| Rockingham | 9527 0100 |

24-hour Crisis Care Hotline

Phone: 9223 1111

Freecall: 1800 199 008 (country callers only)

24-hour Family Helpline

Phone: 9223 1100
Freecall: 1800 643 000
(country callers only)
TTY: (08) 9325 1232

Men's Domestic Violence Helpline

24-hours-a-day, seven-days-a-week
counselling and referral service

Phone: 9223 1199
Freecall: 1800 000 599 (country
callers only)

Women's Domestic Violence Helpline (DCP)

24-hours-a-day, seven-days-a-week
counselling and referral service

Phone: 9223 1188
Freecall: 1800 007 339 (country
callers only)

USEFUL CONTACTS

Carers WA

A Carer is someone providing voluntary care and support for a family member, friend or neighbour who has a disability, is frail, aged or who has a mental or chronic illness.

Phone: 1300 227 377

24-hour Carer Counselling Line:
1800 007 332

www.carerswa.asn.au

Family Assistance Office

For enquiries regarding Child Care Benefits, Parenting Payments, Health Care Cards, Double Orphan Pension.

Phone: 13 61 50 between 8:00am and 8:00pm (local time) Monday to Friday.

www.familyassist.gov.au

WA No Interest Loans Scheme (WANILS)

Provides no-interest loans to eligible families or individuals on low incomes to purchase essential household items such as fridges, washing machines and hot water systems.

Phone: 1300 365 301 or 9354 7611 during business hours Monday to Friday.

www.wanils.asn.au

Charity Link

Looking for some support during Christmas and winter? Charity Link can put you in touch with an organisation in your area that can help.

Phone: 9489 4011 during business hours Monday to Friday
www.charitylink.org.au

Low-cost food outlets

Foodbank WA

(Metropolitan area)

Open Monday to Friday between 10:00am and 3:00pm.

Contact Wanslea/Grandcare to register for referral.

Freecall: 1800 008 323

Victory Life Community Services

(Referral needed from Centrelink)
For emergency relief (food)

Wednesday to Friday 10:00am to 4:00pm

5 Neil Street
Osborne Park
Phone: 9201 1266

Foodbank WA (Geraldton)

You need a referral from either the Department for Child Protection, Lighthouse Christian Fellowship, Geraldton Resource Centre or St Vincent De Paul. Indigenous community members need a referral from Geraldton Yamatji Community Patrol.

11 Box Street, Geraldton

Phone: 9964 8011

Monday, Tuesday, Thursday 9:00am to 1:00pm; Wednesday and Friday 9:00am to 3:00pm

Low-Cost Food Centre – Portcare (Referral required from Centrelink)

Cnr Wray Avenue & Hampton Road
Fremantle

Phone: 9433 1391

Tuesday to Friday 10:00am to 4:00pm; Saturday 10:00am to 2:30pm

Second Harvest Australia (SHA) (No referral needed)

Low-cost fresh food, vegetables, cleaning and personal hygiene products are available from the SHA outlets below:

Carlisle Food Centre

43-45 Star Street,
Carlisle

Wednesday and Thursday
9:30am to 2:30pm

Foothills Food Centre

Uniting Church, Hale Road
(Opposite Red Rooster)
Forrestfield

Thursday and Saturday 9:00am to 12:00pm

Phone: 9453 6320

Southcare Food Centre (Mankara)
Cnr Manning Road & Bickley Crescent
Manning
Phone: 9450 6233
Monday to Friday
8:30am to 2:00pm

Rockingham Food Centre
4/29 Hurrell Way
Rockingham
Phone: 9592 6060
Wednesday to Friday
8:30am to 12:45pm

Furniture & clothing

[Para Quad Association – furniture](#)
Garage sale held every three months.
10 Selby Street
Shenton Park
Phone: 9381 0111 during business
hours Monday to Friday for details
of next sale

[St Vinnie's Furniture & Clothing
Depot](#)
59 Edward Street
Osborne Park
Phone: 9444 5622 during business
hours Monday to Friday

General counselling and support services

[St Vincent De Paul Society Welfare
Office](#)
Phone for the following regional
offices between 9:00am and 1:00pm
Monday to Friday

Fremantle region
(Applecross to Fremantle)
Phone: 1300 794 054

Joondalup/Wanneroo region
(Girrawheen to Merriwa)
Phone: 1300 794 054

Osborne Park region
(Mirrabooka, North Coastal Area)
Phone: 1300 794 054

Perth region
(East Perth, Maylands, Mt Lawley,
Leederville)
Phone: 1300 794 054

Queens Park region
(Victoria Park to Armadale)
Phone: 1300 794 054

Rockingham region
6/7 Cessnock Way
Phone: 9528 1071

Swan region
(Bayswater/Midland/Hills)
Phone: 1300 794 054

Look in the phone book for
St Vincent De Paul Society
retail centres.

CentreCare

Centrecare's individual and family support services provide counselling and support to families.

Phone: 9325 6644 Tuesday, Wednesday and Thursday 9:00am to 8:15pm; Monday and Friday 9:00am to 5:00pm

www.centrecare.com.au

Multicultural Services Centre WA

Offers support services for culturally and linguistically diverse communities.

Phone: 9328 2699 during business hours Monday to Friday

www.mscwa.com.au

Relationships Australia WA

Provides counselling, family dispute resolution services and family skills/parenting courses.

Phone: 1300 364 277 (easy call line for nearest office)

www.relationships.com.au

Salvation Army Family Support Centre

Offers a number of services including emergency support.

Phone: 9260 9599 Monday to Friday 9:00am to 12:00pm and 1:00pm to 3:00pm

www.salvationarmy.org.au/wa

UnitingCare West

Offers a range of services to support families in crisis.

Emergency Services: 1300 663 298

Medicare Australia

The cost of psychological counselling for children can be claimed from Medicare. However, you must have a referral from your doctor or allied health practitioner. Phone Medicare on 13 20 11 for more information.

www.medicareaustralia.gov.au

Grandcarers Support Groups

There is a big difference between visiting your grandchildren for Sunday lunch and bringing them up full-time. You are going to have your hands full and you won't be the only ones. The children and young people will also have some adjusting to do as they get used to your way of doing things, your routines and your rules.

There are many stresses that Grandcarers and grandchildren face while adapting to the change in circumstances. Often, the children arrive on their grandparents' doorstep with more than their fair share of emotional 'baggage'. It is normal, during this transitional time, for children, parents and Grandcarers to all experience feelings of:

- confusion
- insecurity
- anger
- sadness or grief
- guilt
- relief

Grandcarers often find that their lives change when they take on this unplanned role. Bringing up a second family may be stressful and tiring so don't try to do it alone. Reach out and ask for assistance. Talk to other grandparents, join a support group or even work with a therapist. You are filling a vitally important role in your grandchildren's lives but you need to care for yourself as well.

So make the most of every opportunity you get to recharge your batteries and stay connected. It is very important for your own health and wellbeing that you stay in touch with other family members and friends and keep up sporting and other recreational activities and hobbies.

The following are support groups for Grandcarers who are caring for, or who have been denied contact with, their grandchildren. They share information and provide support and social contact with others in similar situations.

Grandcare (Wanslea)

A program designed to support Grandcarers. Contact Grandcare for information about Grandcare support groups in your area.

Freecall: 1800 008 323 between 10:00am and 3:00pm Monday to Friday

www.wanslea.asn.au

Second Time Around (Anglicare WA)

Provides support and assistance to grandfamilies including:

- Grandparents Group Course (6 weeks)
- grandfamily camps
- financial assistance related to the child's needs
- financial assistance grants for regional grandfamilies (up to \$150) for essential expenses such as school uniforms.

Phone: 9263 2074

Grandpower for Grandkids WA Inc

Phone: 9409 7409

Parents Again (Community Vision)

Phone: 9400 3000

www.communityvision.asn.au

Grandparents Rearing Grandchildren (WA), Butler

Phone: 9562 5962

Kwinana Smith Family Grandfamilies Group

Phone: 9419 6030

Kookaburra Club for Aboriginal Grandparents

Phone: 9342 9054

Grandparents Parenting Again Support Group – Geraldton

Geraldton Family Relationship Centre
Provides an informal network of friendship, support, family relationship education and skills training.

Phone: 9921 2611

Bridgetown-Greenbushes Grandfamilies Support Group

Regular meetings and information sessions.

Phone: 9761 2139

Kwinana Early Years Services (KEYS) – Kwinana

Provides services for children between 0-8 years old and their families including: nutritional advice, life skills, counselling, parenting, linking to other services, and an early education officer who will make home visits.

Phone: 9439 1838

USEFUL CONTACTS

Parenting Grandchildren Info

Curtin University of Technology has developed this website to provide information for Grandcarers in Western Australia.

www.parentinggrandchildren.info

Grandparents Raising Grandchildren

A New South Wales website providing information and advice for Grandcarers.

Phone: (02) 9286 3860

Freecall: 1800 449 102

www.raisinggrandchildren.com.au

Raising Children Network

Provides information to parents to give them the power to make informed choices about how they raise their children.

www.raisingchildren.net.au

Meerilinga

Provides a range of services and resources for families.

Phone: 9489 4022

www.meerilinga.org.au

Council on the Ageing (WA) Inc

Referral Service

Phone: 9321 2133

www.cotawa.asn.au

Seniors Portal

An online resource for people over 50.

www.seniors.gov.au

Long-term planning

Long-term planning is vital for children's stability and emotional wellbeing. If you continue to provide full-time care for your grandchild there are a number of important issues to consider and perhaps discuss with other family members, appropriate support groups or service providers.

- Will your health allow you to cope with the rigours and demands of caring for a grandchild?
- Could you look at sharing responsibilities with other members of the family? Perhaps another son or daughter who has children may be willing to raise this child with his or her own children.
- Would your grandchild benefit from counselling or professional assistance?
- How do you balance your concerns for your grandchild with the possible damage legal proceedings may have on your family relationships?
- Could discussion or mediation be a better way to address your concerns or situation rather than through the legal system?
- Children have a right to love their parents and grandparents and should not feel they need to choose between them. What steps do you need to take to avoid criticising their parents and adding to the child's distress?
- What type of education is desirable and do you need to enrol the child early?
- Can your house accommodate a larger family?
- Who will care for the grandchild if you are no longer able to do so?
- Have you made provision in your Will for the grandchild's future care?
- What are the legal issues involved in raising your grandchild?
- It is advisable to keep records:
 - Write down the names and phone numbers of lawyers, social workers, information for school, for doctors, and for the local Department for Child Protection office.
 - Keep notes of relevant incidents or assistance you have sought for your grandchild in case you need evidence in future to prove your claims in mediation or in court. Your notes might include dates your grandchild attended counselling; dates of school support sessions; or incidents where a parent fails to take the child for a prearranged visit.
 - Keep copies of all your correspondence.

Grandcarers' respite

The Carers Recognition Act 2004 defines a carer as a person who (without payment) provides ongoing care or assistance to another person who has a disability, a chronic illness or a mental illness or who is frail. This does not include grandparents who are caring for their grandchildren on a full or part-time basis unless the child has a disability or mental illness.

If you are a carer within the definition of carers as described above you may be entitled to respite. You can get information on eligibility by telephoning the ARAFMI Mental Health Carers and Friends Association, Carers WA or the Commonwealth Carer Respite Centre.

The aim of the Act is to recognise the role of carers in the community and provide a mechanism for carers to be involved in the decision-making processes that affect them. The Act requires that public health and disability service providers involve carers in decision-making processes that affect the carer.

For further information about the Carers Recognition Act 2004 contact:

Department for Communities

Phone: 6217 8518

Email:
carersac@communities.wa.gov.au

Carers WA

Phone: 1300 227 377

Carers Counselling Line:
1800 007 332
(24 hours a day, seven days a week)
www.carerswa.asn.au

Office of Health Review

To make complaints about health and disability service providers.

Phone: 9323 0600

Freecall: 1800 813 583
www.healthreview.wa.gov.au

ARAFMI Mental Health Carers and Friends Association

Professional family support counsellors are available FREE, for one-to-one counselling either by telephone or in person. Appointments to speak with a counsellor may be made by telephone at any of their permanent offices, located in Perth, Mandurah Rockingham/Kwinana, Broome and Carnarvon.

Family Support in Rural Regions

ARAFMI is currently providing services in the north-west, central-west and the south-west.

For more information, please visit the Rural Carers section of their website www.arafmi.asn.au or contact ARAFMI on 9427 7100 for local and rural area numbers.

Freecall: 1800 811 747

Hours: 9:00am to 5:00pm

Commonwealth Carer Respite Centre

For grandparents who are the primary carers of a child with a long-term disability or mental health problem.

Freecall: 1800 059 059

Child Australia

Uses the experience gained from working with special needs children in the community to provide resources and training to help caregivers, parents, families and students to understand the needs of children with a wide range of additional needs.

Phone: 9249 4333

www.childaustralia.org.au

Playgroup WA (Inc)

Playgroups are a group of parents, grandparents or Grandcarers with children aged from newborns up to five-year-olds. The groups meet regularly to play and learn together.

They are low-cost and lots of fun.

Grandparents Playgroup is a place where grandparents support each other at informal meetings and enjoy special time with their grandchildren. They meet on Mondays between 9:30am and 11:30am.

Phone Playgroup WA for the contact number of the playgroup in your area. Playgroups include Aboriginal and ethnic playgroups for people wanting to maintain their language and culture.

Phone: 9228 8088 or 1300 733 544
Monday to Friday from 9:00am to 4:30pm.

www.playgroupaustralia.com.au/wa

GreenPC (Infoxchange Australia)

GreenPC refurbishes used computers received from government and business organisations and makes them available to those who might not usually be able to afford a new computer system. You must have a current Health Care Card, Age Pension Card, Disability Card or some other form of documentation relating to low-income to be eligible to purchase a Green PC.

Phone: 1300 306 645

www.greenpc.com.au

Department of Education and Training

A number of community-based agencies are funded to provide free computer literacy training. To find your nearest provider go to www.det.wa.edu.au/firstclick

Phone: 9264 4182

Learning Centre Link

Community Neighbourhood, Learning or Family Centres are friendly informal places where community members meet for a variety of activities at a minimal cost.

- They each reflect the needs of their own community – courses for adults and children include art, cooking, computing, crafts etc. Other activities include workshops, discussions, displays and social events.
- Most centres provide a crèche and many have playgroups, after school care and/or youth groups.

Phone: 9228 9000 for the location of your nearest centre.

Freecall: 1800 818 991

www.learningcentrelink.asn.au

YMCA – Big Brothers Big Sisters Program

The Big Brothers Big Sisters Program is based on the development of a long-term supportive one-to-one friendship between an adult volunteer and a young person aged 7-17 years. The program aims to promote the positive development of young people and to prevent the problems experienced by young people from escalating. Once accepted, the young person is placed on a waiting list until a match with a suitable volunteer can be found.

Phone: 9227 0479

www.perth.ymca.org.au

The Department of Sport and Recreation

Provides information and will make bookings for the following camps: Bickley Outdoor Recreation Camp, Point Walter Recreation and Convention Centre, Ern Halliday Recreation Camp and Woodman Point Recreation Camp.

Phone: 9492 9999

www.dsr.wa.gov.au

Other camping opportunities

Edmund Rice Camps for Kids WA Inc
Provides holidays and recreational opportunities for children from low-income families or situations that warrant special attention. Camps are run by young adult leaders.

Phone: 9365 2811

<www.perthcatholic.org.au/organisations/html/erckwa.html>

The Cool Camp

Phone: 9531 7948 or 9531 1177

www.fairbridge.asn.au

Kids Camps (for students with an intellectual disability)

Phone: 9420 7247

www.kidscamps.org.au

Society of St Vincent de Paul Camps

Phone: 9475 5400

www.svdpwa.org.au

Young Australia League (YMCA)

Camp Simon

Phone: 9496 1232

www.yal.org.au

USEFUL CONTACTS

Foster Care Association of
Western Australia (Inc.)

Phone: 9388 1911

Freecall: 1800 641 911
(country callers only)

www.fcawa.com.au



SECTION 2 - PARENTING

Bringing up children was challenging enough the first time when you only had one generation gap to cross. Now, you are facing your grandchildren across two generation gaps. From where you stand, their language, their clothes, their music and their views on life probably seem a lot different from what you remember when you were parenting the first time round.

Many Grandcarers are concerned that they lack the knowledge and ability to do it properly. Some Grandcarers may not have parented for so long they feel out of touch with current parenting customs. New technologies, ideas and practices influence the way we raise and care for our children.

Due to changes in lifestyles, parenting styles, children's and family expectations, many Grandcarers find they benefit from information and courses on parenting. This helps them maintain close nurturing relationships with their grandchildren.

To help cope with the added responsibilities of caring for children, you also need to plan for your own wellbeing.

This can include:

- balancing time for yourself with family time
- setting limits with your grandchildren, like regular bedtime
- building relationships with people who share your interests and experiences
- participating in hobbies and activities
- allowing yourself 'time out'
- talking to other parents, no matter what their age, especially those who have children the same age as those you are bringing up
- joining a support group such as Grandcare. Together you can help each other make a positive difference in the lives of your grandchildren.

Communication tips

Positive communication helps develop strong and happy families. Positive communication is about using caring words, listening with all your attention and using a calm tone of voice.

It is also about taking the time to make sure you understand them and they understand you.

One of the best ways to give a child confidence and help them feel good about themselves is to use loving, encouraging and positive words.

Take time to praise your grandchildren. Let them know you love them for who they are, not only for what they achieve or for how they behave.

Make your communication more effective by using words that tell a child what to do, rather than words that say what not to do. Be clear about the message you want to give. A calm and gentle tone helps diffuse an angry situation making it more likely you can work things out together. Practise talking and listening skills with your grandchildren. If they have been in an abusive household they will not trust you if you yell or smack them.

Establish routines for bedtime, meals and chores. Let them know what your expectations are and remind them of your rules. Establish consequences as a form of discipline, for example 'If you don't eat your dinner you don't get a snack before bed' or 'If you don't do your homework there is no TV for two nights'. Make sure they are consequences you will follow through on, not threats that have no meaning.

Understanding behaviour

Many grandchildren arrive with emotional, psychological, or behavioural difficulties and/or with physical problems caused by parental abuse or prenatal drug exposure. Your grandchildren may come to you suffering from grief and rejection. They may feel insecure and have trouble forming a special bond with you as a parental figure.

You can help your grandchildren develop a healthy attachment to you by responding with sensitivity and warmth to their emotional and physical needs. This will help your grandchildren to adjust to their new situation and help reduce their stress during this time.

Your grandchildren can benefit from your time and attention as well as your sensitivity to their situation. Spending time with them and engaging in enjoyable activities can help children to heal. Children need acknowledgement and reassurance that their thoughts and feelings are normal and that most other children in their situation would think and feel the same way. Encourage your grandchildren to express their feelings in whatever way they can, provided they do not hurt themselves or others in the process.

Children often act out the things they can't put into words.

Behavioural difficulties are mostly symptoms of underlying emotional issues. Here are some common behavioural concerns and parenting issues that trouble Grandcarers:

- Excessive clinging. Most children have clingy moments, but for these children clinging is almost a way of life. Try to understand that your grandchild doesn't want to drive you crazy, they are now just trying to feel safe after the insecurity they have experienced.
- Sleeping difficulties. Sleeping difficulties are common with children whose lives have been disrupted. It may help to make bedtime a gradual transition, instead of a quick change from being wide-awake to attempting sleep. As you tuck your grandchildren in talk about how the day went and any plans you may have for tomorrow. Remind them that you will be there if they get scared at night and when they wake up in the morning.
- Eating difficulties. Food can be the focus of several kinds of problems for your grandchildren. They may not have had enough to eat before they came to you. They may eat too fast or too much, as if each meal might be their last for some time. They may even start hoarding food. On the other hand, some children may get

depressed and stop eating or may refuse to eat, using mealtime as a way to get your attention.

- Babyish behaviour. When children feel threatened, they may revert to babyish behaviour: thumb sucking; baby talk; using a bottle; bed wetting; clinging; wanting to be carried; or waking up in the middle of the night. Understand that these are normal reactions. Most children will regress briefly. It is a necessary part of working through the big changes going on in their lives.

Many books are available to help children deal with their emotions on a level they understand. A visit to your local library or Parenting WA library (phone: 6279 1223) to request suitable books for your grandchildren is highly recommended.

Vanessa became the primary carer of her two grandchildren after her daughter committed suicide. The children's father is drug dependent and has a history of violence. Vanessa is concerned about how her grandchildren are coping with their traumatic experiences. She is particularly worried about the behaviour of the older child who has become abusive and aggressive. Vanessa sought help from her family doctor who arranged counselling for the older child and provided information on support groups she could contact.

Growing up can be a confusing and challenging experience at the best of times. It is much more difficult for children who need to move from their natural parents' care into another family situation.

In their publication *Grandparents as Parents: a survival guide for raising a second family*, Sylvie de Toledo and Deborah Edler Brown discuss many of the issues surrounding behavioural problems. They point out that not only are you raising a child you never planned for; you may be raising a child whose life experience has created multiple behavioural problems. Many children moving from their natural parents to grandparents may be anxious and insecure and may be having a tough time trusting anyone or anything.

Some children may be physically and verbally aggressive with you, other adults and other children. They may have grown up in a situation where the only attention they could get was negative and now it's an ingrained behaviour. On the other hand, they may use negative attention as a way of controlling very difficult situations.

Your grandchildren might be very well behaved. However, that doesn't necessarily mean they have adjusted to their new situation. Sometimes an excessively obedient, apparently mature child may be using those behaviours to cope with their fears,

or as a means of survival they learned to keep demanding and difficult parents off their back. The tricky thing in looking for behavioural problems is that there is no 'typical' reaction that stands out clearly. Children who have had the same kind of neglectful upbringing or traumatic loss could react very differently as they develop their own unique ways of coping.

To understand your grandchild's behaviour it helps to understand what he or she is going through. The types of emotional problems a child experiences, and the severity of those problems, will depend on the individual child, their age and their life experiences. However, most children will experience a similar set of intense, overlapping feelings.

Some of the emotions your grandchildren may be trying to deal with include:

- Grief and abandonment. Children need to feel secure and although you cannot guarantee they will always be safe, you can reassure them that you are there to take care of them and help them feel safe.
- Guilt. A child's world is small. They see things from their own viewpoint and because they aren't aware of the many external factors that led to their current situation, they often take on a sense of responsibility for things far beyond their control. It is essential that you help your grandchildren understand they are not to blame for their parents' absence or the current situation.
- Anger. Anger that is extreme or disrupts your daily life is a sign the child is not coping. This is the time to seek professional counselling for the child and for yourself, so you can learn to help him or her.
- Fear, anxiety and insecurity. You can't undo years of insecurity overnight. It takes time, so you may have to reassure your grandchildren repeatedly as they slowly adjust to their new situation. Extreme fears, however, may indicate a need for counselling.
- Embarrassment. Some children may be sensitive about the fact that they live with their grandparents. Try not to feel hurt by their embarrassment. They are going through an adjustment stage, just as you are.
- Hope and fantasy. Even when bad things have happened to them in their families, it is quite likely that your grandchildren may never give up hope that their parents will some day come

back and take care of them. All you can do is let them know you understand their feelings and that you will continue to be there for them when they need you.

- Relief. Your grandchildren may feel relieved that they have escaped abuse, and then feel confused and guilty about experiencing these feelings.

It is also very important to listen to your grandchild. Be prepared to hear things you don't agree with or things that surprise or distress you. Seek advice from a professional about how to handle situations if you are not sure how to react to what you hear. Children need to be heard, understood and believed. Sometimes they need adults to reassure them, gently correct their misperceptions, or simply understand and validate their feelings and thoughts.

If you are worried about your grandchild's behaviour, you can contact Parenting WA.

Phone: 6279 1200 24 hours a day, seven days a week.

Freecall: 1800 654 432 (country callers only)

Safety in the home

Remember when your children were young? As they became mobile and more inquisitive, you gradually re-located all the hazards and the breakables out of their reach or locked them safely away. Since your children left home, you may have become a bit more relaxed about where you leave the scissors or the medicines. Now you have children in the house it is time to start thinking about safety again because all those hazards could pose a real threat to their health and safety.

To protect your grandchildren from potential dangers and accidents develop some age appropriate safety habits such as:

- using child car restraints or safety belts in the car: they are compulsory because they save lives
- never leaving young children alone in cars (this is also a legal requirement)
- keeping small objects out of reach
- never letting children play with plastic bags (tie them in a knot before putting them out of reach)
- keeping cleaning supplies and medicines locked up and away in childproof cabinets
- leaving poisons and chemicals in their original containers and never pouring them into containers that young children may think are food or drink containers
- turning the cold-water tap on first and then turning on the hot-water tap
- never nursing or holding a child while consuming hot drinks or food
- never leaving small children alone near water: that includes swimming pools and bathtubs or even a container of water. It only takes a few centimetres of water to drown a child.

You can help your grandchildren take an active role in their own safety by:

- making sure they know their full name, address and phone number and how to use a telephone: write important numbers down and stick them near the phone or on the fridge where the children can find them quickly
- teaching them never to give information about themselves, including their home phone number, to anyone except an authorised person such as a police officer, doctor or teacher
- teaching them never to accept anything from a stranger and never to enter a stranger's car
- making sure they know and understand road safety rules and always supervising a young child near roadways
- teaching them about electrical, fire and water safety
- teaching them to tell you what they are doing and where they are going and to get your permission first
- encouraging them to tell you if something strange or uncomfortable has happened to them.



Culture and tradition

Many overseas born Grandcarers have strong traditional cultural ties to their heritage. However, two generations later these ties may not be as strong in their grandchildren because they have been raised in an Australian household with different cultural values. The grandchildren may not know about long-standing family cultures and traditions and may speak only English. It is important for Grandcarers to be sensitive to peer pressure and to their grandchildren's need to look, dress and act like others their age.

There are a range of family support and parenting programs available. Parenting WA will be able to assist in locating a program close to you.

Libraries, community centres or the Internet are also good sources of free information about how to cope with the demands of parenting today.

USEFUL CONTACTS

Parenting WA (PWA)

PWA consists of a range of statewide and locally based services for Grandcarers, parents, carers and those who support them. Services include the Parenting WA Line and the Parenting WA Library. There are also Parenting Co-ordinators in various locations around WA. Please contact the Parenting WA Line for more information.

www.communities.wa.gov.au

Parenting WA Line

To support you in your Grandcarer role, Parenting WA operates the Parenting WA Line, a 24-hours-a-day, seven-days-a-week telephone service. Anyone can call the Parenting WA Line for information and advice about parenting, child care services and caring for children up to 18 years of age.

Phone: 6279 1200

Freecall: 1800 654 432 (country callers only)

Parenting WA Library

Parenting WA provides a free parenting library for families throughout Western Australia. The Parenting WA Library has a range of helpful books, videos and DVDs on subjects of interest to Grandcarers, parents and kinship carers of children up to 18 years of age.

Phone: 6279 1223

Freecall: 1800 686 155 (country callers only)

Department for Child Protection (DCP)

If you have concerns about a child's safety and wellbeing you can contact the Department for Child Protection (DCP) or the Western Australia Police on 13 14 44.

Phone: 9222 2555

Freecall: 1800 622 258 (country callers only)

www.community.wa.gov.au/DCP/

Family Helpline

(Counselling line for family relationship issues)

Phone: 9223 1100 (24 hours a day, seven days a week)

Freecall: 1800 643 000

Best Start for Aboriginal Families

The service recognises Aboriginal child-rearing practices and builds on the cultural strengths within families. Best Start aims to improve the health and social wellbeing of young children and families through interactive activities and to prepare children for school and provide opportunities for Grandcarers, parents, extended family members and carers to support their parenting. For more information about Best Start contact the Parenting WA Line.

Phone: 6279 1200

Freecall: 1800 654 432
(country callers only)

OTHER USEFUL CONTACTS

Community Link & Network (CLAN WA)

Family support/home visiting service/parenting issues.

| | |
|------------------------|-----------|
| Central Office | 9228 9006 |
| Armadale | 9498 2829 |
| Victoria Park/Carlisle | 9472 9144 |
| Mandurah | 9581 5595 |
| Mirrabooka | 9440 3595 |
| Rockingham/Warnbro | 9593 5244 |
| Midland | 9250 6335 |

Kwinana Early Years Services (KEYS)

Early intervention program for families with children 0-8.

(Will work with adolescents if needed)

Phone: 9439 1838

St John of God Hospital – Parenting Education Program – Grandparents Update

Parenting Education offers a full range of services including grandparent classes and parenting alone sessions.

Phone: 9382 6708

Meerilinga Young Children's Services Inc

Meerilinga provides a range of support, information, advice and resources to parents, including some parent workshops, Parent Link home visiting program, family centres, and day and out-of-school care.

Phone: 9489 4022

www.meerilinga.org.au

Ngala Family Resource Centre

Ngala is staffed by experienced child-health nurses and can provide early parenting assistance on simple queries such as feeding to a range of more complex parenting issues. Grandcarers who are caring for newborn children may find the Ngala Helpline useful.

Phone: 9368 9368

Freecall: 1800 111 546 (country callers only)

Operating hours: 8:00am to 8:00pm seven days a week

www.ngala.com.au

Wanslea Family Services

Wanslea is a leading provider of services to children and families in Western Australia. These are developed through strong links between families, their children and Wanslea.

| | |
|-------------|-----------|
| Scarborough | 9245 2441 |
|-------------|-----------|

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|--------------------|-----------|
| East Victoria Park | 9361 8277 |
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|----------|-----------|
| Mandurah | 9581 5843 |
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| Albany | 9842 3119 |
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| Kalgoorlie | 9091 3220 |
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www.wanslea.asn.au

Young Media Australia (YMA)

YMA is an advocacy organisation representing the interests of children and young people in relation to print, television and computers. It is a useful resource for Grandcarers as they can get information and advice about the media's impact on children.

Freecall: 1800 700 357

www.youngmedia.org.au

Department of Commerce, Consumer Protection

For information on product safety and safety for children in the home, call the consumer protection advice line on 1300 304 054 and request a copy of publications on safety, or go to www.commerce.wa.gov.au and click on Consumer Protection/Publications/Publications List/Product Safety.

Kidsafe (Child Accident Prevention Foundation of Australia)

Kidsafe is Australia's leading non-government, not-for-profit organisation dedicated to preventing unintentional childhood injuries and reducing the resulting deaths and disabilities associated with childhood accidents in children under the age of 15. Contact Kidsafe WA for a copy of safety fact sheets covering everything from backyard safety to poisons and home safety checklists.

Phone: 9340 8509

Freecall: 1800 802 244
(country callers only)

www.kidsafewa.com.au

Uniting Care West – Talking Realities

Talking Realities is a peer education program for teen parents to talk with young people about the challenges of parenting.

Phone: 1300 663 298

www.unitingcarewest.org.au

Raising Children Network

The Australian parenting website

www.raisingchildren.net.au

Seniors Telephone Information Service

Contact for updates on new programs and services for Grandcarers

Operates between 9:00am and 3:00pm weekdays

Phone: 6217 8855

Freecall: 1800 671 233
(country callers only)

www.communities.wa.gov.au



SECTION 3 - ACCOMMODATION/HOUSING

Department of Housing

By the time most people become grandparents they have started thinking about reducing their living space. They might have already moved out of the big family house into something smaller. At the very least the children's old bedrooms have been put to new uses. So, when grandchildren move in accommodating them can be a major issue. They need bedrooms and they need space in the house and so do you.

If you live in Department of Housing (formerly Homeswest) accommodation and your circumstances are going to change because of your new role as a primary carer of grandchildren, you may need to contact the department's accommodation manager in your area and request a transfer into a larger family home. If you are eligible, you will be put on a waiting list.

Grandcarers currently living in Department of Housing accommodation with full-time care of their grandchildren have grounds to apply for priority transfer to alternative accommodation. Requests are dealt with according to the urgency of individual circumstances.

Susan was working full-time when it became necessary for her to take on primary responsibility for her grandchildren. It meant significantly reducing her working hours to look after the children. She also needed to move from her current apartment into a home large enough to accommodate her second family. These lifestyle changes presented her with ongoing financial problems. Fortunately, she may be eligible for assistance from the Department of Housing.

New clients are allocated a house according to their needs. You will need to phone your local Department of Housing office to find out if you are eligible. To include grandchildren on your application you need to show that you are the primary carer.

One of the ways you can verify you are a primary carer is by providing the Department of Housing with a copy of your Centrelink Family Payment statement showing that you receive support for each grandchild in your care.

Bond assistance

You may also be eligible for bond assistance through the Department of Housing's Bond Assistance Program. Your eligibility is tested on your income, assets and Australian residency.

Phone: 9476 2444

www.housing.wa.gov.au/404_446.asp#bond

Rent assistance

Your eligibility for Rent Assistance is assessed when you claim a pension, allowance or benefit. You need to prove that you must pay rent. If you do not have a formal lease or tenancy agreement, you must provide a completed Rent Certificate to receive Rent Assistance.

Contact Centrelink on 13 10 21 for information about how to get a Rent Certificate. A Rent Certificate verifies the amount of rent you pay.

Private rental

If you are living in private rental accommodation, you may need to renegotiate your tenancy agreement if it stipulates the number of people who can live in the accommodation, or the age of the tenants.

Retirement villages

In most retirement villages, family and friends are welcome to stay with you in your villa, usually for a pre-determined time. However, you will need to contact the management of the village if your grandchildren come to stay for long periods.

USEFUL CONTACTS

Department of Housing

Phone: 9222 4666 (for your local office number)

Freecall: 1800 093 325 (country callers only)

Department of Housing tenants only - after hours urgent housing maintenance and other emergencies

Phone: 1800 193 320

www.housing.wa.gov.au

Bond Assistance (Department of Housing)

Contact your local Department of Housing Office.

www.housing.wa.gov.au/404_446.asp#bond

Centrelink

Rent Assistance

Phone: 13 10 21

Centrelink Grandparent Advisor

Freecall 1800 245 965

Department of Commerce

Tenants' Rights

Phone: 1300 304 054

www.commerce.wa.gov.au

Tenants Advice Service (Inc)

Advice Line: 9221 0088 weekdays
8:30am to 3:30pm

Administration Line: 9221 9499

Freecall: 1800 621 888

(country callers only
weekdays 1:00pm to 3:00pm)

www.taswa.org

Retirement Village Association of WA

Phone: 9322 9909

www.retirementvillagesaust.com.au

Multicultural Services Centre of WA Inc

Accommodation Service

Phone: 9328 1544 or 9328 2699

Seniors Telephone Information Service

Contact for updates on new
programs and services for
Grandcarers

Operates between 9:00am and
3:00pm weekdays

Phone: 6217 8855

Freecall: 1800 671 233
(country callers only)

www.communities.wa.gov.au



SECTION 4 – FINANCIAL ASSISTANCE AND CONCESSIONS

Your grandchildren's financial support is the responsibility of their parents. However, the reality is that sometimes this responsibility falls to you and other family members. In this situation, you may be eligible for financial assistance to help with caring for and educating your grandchildren.

Australian Government benefits

The following information outlines the different types of financial support you may be able to access. The information provided is a general guide only and you are advised to check your entitlements with the relevant agencies.

If you are a grandparent or carer who has taken on responsibility for caring for children and are unsure of what you may be entitled to, the information below may assist you. This information will also be of interest to people who are raising or caring for a child in a foster care or extended family care arrangement. In all cases, eligibility for assistance is assessed by the Family Assistance Office, Centrelink, phone: 13 61 50. Alternatively, you may wish to contact Centrelink's Grandparent Adviser on Freecall: 1800 245 965.

Your care may be a formal or informal arrangement. Formal arrangements include those where a state or territory child protection authority is managing the care of the child or a family law parenting order is in place. Informal arrangements are those where family members have come to a private agreement about who cares for the child. Grandcarers and other carers may be able to get Family Tax Benefit and Child Care Benefit. Grandcarers and relatives will not generally be eligible for assistance if the parent(s) of the child also live in the same household.

Family Tax Benefit Part A

Helps with the cost of raising children. Payment is assessed on the family's combined income and is paid per child.

Family Tax Benefit Part B

Extra assistance for families, including single-parent families, with one main income. Payment is based on the age of the youngest child and is subject to an income test.

You can choose to receive Family Tax Benefit in fortnightly instalments or as a lump sum after the end of the financial year. Fortnightly instalments and lump sums are paid by the Family Assistance Office,

or you can claim your Family Tax Benefit as a lump sum through the tax system.

If you choose to receive your payments fortnightly, you will have to provide the Family Assistance Office with an estimate of your annual family income for the financial year ahead. The estimate you provide will be used to work out your fortnightly payments.

Any state or territory government foster care allowances are not considered taxable income for Family Tax Benefit purposes.

It is important that you lodge your tax return, or tell the Family Assistance Office if you are not required to lodge, to receive your full entitlement including your supplement payments.

Child Care Benefit

Helps with the cost of child care. It is available for children using approved or registered child care. Child Care Benefit for approved care can be claimed as either reduced child care fees or as a lump sum payment. Child Care Benefit for registered care is payable only for work, study or training-related care, and can be claimed by lodging child care receipts with the Family Assistance Office. Child Care Benefit is only available through the Family Assistance Office.

If you are a Grandcarer you may be entitled to extra assistance with the costs of approved child care.

- The work, study, training test is waived for eligible Grandcarers so they can access up to 50 hours of Child Care Benefit for each child, each week.
- Eligible Grandcarers receiving an income support payment, such as a pension from Centrelink, will receive the Grandparent Child Care Benefit. This covers the full cost of approved child care for up to 50 hours for each child, each week. This can only be claimed as reduced fees. Phone 13 61 50 for more information.

Extra assistance may be available in exceptional cases where a family is experiencing short-term financial hardship and requires child care. Your child care provider and the Family Assistance Office can advise you about the extra assistance you may be able to receive.

Child Care Tax Rebate

May be paid if you receive Child Care Benefit for approved care. For more information see the fact sheet Things you need to know about childcare or visit www.familyassist.gov.au

One-off payments

In some cases you may also be eligible for payments of Baby Bonus or Maternity Immunisation Allowance. Claims for Baby Bonus must be lodged within 26 weeks of the child's birth. In the case of an adopted child, contact 13 61 50 for more information. Maternity Immunisation Allowance is a non-income-tested payment to encourage parents or carers to immunise their children. It is generally paid in two separate instalments.

Eligibility requirements

To get Family Assistance you need to meet the eligibility requirements, which include income tests, Australian residency status and having care of a dependent child. Contact the Family Assistance Office about your own personal situation.

How do I claim?

To claim any Family Assistance you need to complete the appropriate claim form. You can get these claim forms by visiting any Family Assistance Office, by calling 13 61 50 or online at <www.familyassist.gov.au>. Complete the claim forms and return them to the Family Assistance Office. If you already get Family Tax Benefit for the child, you can claim Child Care Benefit over the phone. You won't need to complete an additional claim form.

What happens after I have lodged a claim?

Once you've lodged a claim for Family Tax Benefit or Child Care Benefit, a customer service adviser will assess your claim. They will take into consideration your income, your caring role and the age of the child.

What if I share the care of a child?

If you care for a child 35 per cent of the time or more, you may be entitled to receive a percentage of the Family Tax Benefit for that child.

If you care for a child between 14 per cent and less than 35 per cent of the time you will not be entitled to Family Tax Benefit payment, but may be eligible for Rent Assistance, a Health Care Card, Remote Area Allowance, Child Care Benefit and/or the lower threshold of the Medicare Safety Net.

If the care of the child is in dispute, for example the previous carer (maybe a parent) states they are still caring for the child, evidence from both parties will need to be provided. Talk with a Family Assistance Office Customer Service Adviser about what kind of evidence you will need. Centrelink also has social workers available to help you with these matters.

Other assistance from Centrelink

As a grandparent or relative caring for a child, you may also be eligible for other payments from Centrelink.

Carer Allowance

You may be eligible for Carer Allowance if you are caring for a child with a disability.

Carer Payment

Carer Payment is an income support payment you may receive if you are caring for a disabled child with extremely high care needs. For more information on support for carers, call 13 27 17.

Parenting Payment

Parenting Payment is an income support payment you may receive if you are caring for a dependent child aged under 16.

Double Orphan Pension

Double Orphan Pension may be paid if you care for an orphaned child or children.

Bereavement payments

Bereavement payments are available in some circumstances where someone has died. You may also find it helpful to talk to a Centrelink Social Worker on 13 17 94.

For more information on Parenting Payment, Double Orphan Pension, Bereavement Payments and Centrelink Social Workers call 13 61 50.

Youth Allowance

Youth Allowance is paid to young people who are looking for work. In some circumstances it may be payable to the grandchild you are caring for.

For more information about Youth Allowance call 13 24 90.

Age Pension

If you give up or reduce your working hours to care for your grandchildren, you may be eligible to claim the Age Pension. Eligibility is based on age, income and assets. The Age Pension may also be available if you require a safety net income for your retirement. If you defer claiming Age Pension, you may be able to register for the Pension Bonus Scheme, which will provide you with a one-off lump-sum payment when you do eventually claim Age Pension.

Financial Information Service Officers (FISO)

FISOs can provide you with more advice and assistance if you are facing financial difficulties. For more information about the Age Pension and Centrelink's Financial Information Service call 13 23 00.

Pensioner Concession Card and Health Care Card

If you are already receiving a payment from Centrelink, such as Age Pension, you will already have a Pensioner Concession Card. If you are eligible for Family Tax Benefit for children in your care, they can be added to this card and receive the same benefits, for example prescription medicines at the concessional rate.

If you don't receive a payment from Centrelink but are eligible for the maximum rate of Family Tax Benefit Part A, you will automatically be issued with a Health Care Card for you and the children in your care. If you are not automatically entitled to a Health Care Card you may be entitled to a Low Income Health Care Card.

If you have care of your child for 14 per cent to less than 35 per cent of the time, you will not be entitled to receive Family Tax Benefit payments but you may be entitled to receive a Low Income Health Care Card.

Another option is to claim a separate Foster Child Health Care Card for your grandchild. This card is available to grandparents who are caring for a child through either an informal or formal foster care arrangement. This card can be claimed by you, but is issued in the name of your grandchild. You do not have to meet

an income or assets test to get this card. The Foster Child Health Care Card can be claimed through the Family Assistance Office.

Note: if you need your concession card urgently, ask for an interim card that you can use until the actual card arrives.

For a claim form or more information visit <www.familyassist.gov.au> or call 13 61 50 or visit a Family Assistance Office. Family Assistance Offices are located in Medicare offices, Centrelink Customer Service Centres and Australian Taxation Offices.

Welfare to Work

Grandcarers who have a family court order are exempt from Welfare to Work participation requirements.

What are your responsibilities?

It is your responsibility to decide if you wish to apply for a payment and to make the application having regard to your particular circumstances. This information is accurate at the time of publication, but may of course change. You should not rely on any information in this publication without checking with Centrelink as to whether it is up to date.

Entitlements for Grandcarers has been sourced from Centrelink's publication Are you a Grandparent

or Relative Caring for Children?
Available for downloading on
Centrelink's website.

Phone: 13 61 50

www.centrelink.gov.au

Family Assistance Office

Phone: 13 61 50

www.familyassist.gov.au

Disclaimer

The information contained in this publication is intended only as a guide to payments available. Please contact Centrelink for more information.

Medicare card

Regardless of the circumstances under which the child is in your care, arrangements can often be made to have the child copied on to your Medicare card or a Medicare card issued for the child with you as the registered cardholder. For further information please contact Medicare on 13 20 11 or go online to www.medicareaustralia.gov.au/public/claims/how/carers.jsp

The Medicare Teen Dental Plan

The Medicare Teen Dental Plan may be available for your grandchild. For further information contact Medicare Australia on 1300 133 700.

Access to Medicare benefits

As a grandparent or relative carer you can claim Medicare benefits for medical expenses you incurred on behalf of the child you are caring for. You do not need to have the child registered on your Medicare card and you do not need to have the Medicare card that the child is registered on. A receipt in your name will enable you to claim the Medicare benefit.

Child Support

You may apply for a child support assessment for a child in your care if you are an 'eligible carer'. Generally, you will be an eligible carer if you care for a child for at least 35 per cent of the time. Child support agreements help ensure that parents provide financial support for their children. For more information call the Child Support Agency on 13 12 72 or visit www.csa.gov.au.

State government subsidies and concessions

Grandcarers may be eligible for financial assistance from the Family Crisis Program operated by the Department for Child Protection (DCP). You would need to demonstrate you need assistance because of an unforeseen crisis and have an income assessment. Continuous applications to DCP for financial assistance may require the department to assess the family's circumstances fully. If you receive income support from Centrelink, you should ensure you are receiving all relevant entitlements.

Other state or territory help for Grandcarers or carers

Some state or territory government agencies may provide payments to Grandcarers or other carers. This can occur where the child is placed in care because of state or territory intervention of some kind. Grandfamilies have to be assessed to be eligible for an allowance. It is not an automatic entitlement.

Western Australia

The Department for Child Protection will pay a subsidy for a child living with his or her grandparents where the child is in the care of the Chief Executive Officer (CEO) and the grandparent has been assessed and registered as a relative foster carer.

There are several ways a child may be in the CEO's care:

- by the Department for Child Protection taking a child into provisional protection and care once an assessment has been made that the child may be in need of protection
- through a Children's Court Protection Order either time limited or until the child turns 18 years of age
- through a Negotiated Placement Agreement where the child is not in need of protection, only in need of care for a limited period of time for family support reasons, eg parent's illness. This period is no more than 3 months with a possible extension of a further 3 months with the CEO's approval.

Where the Department for Child Protection places a child who is in the CEO's care with a grandparent, the grandparent must be assessed and registered as a Relative Foster Carer. Assessment involves a criminal records check, a Working with Children Check and competencies assessment.

Grandparents who are registered foster carers receive the foster care subsidy, training and other supports provided by the department. The department also visits the child regularly and monitors the placement to ensure the child's ongoing safety and wellbeing.

Grandcarers cannot receive a subsidy when:

- families themselves choose to arrange for a child to be looked after by grandparents and the child is not in the care of the CEO of the Department for Child Protection
- the child is in the care of a grandparent as a result of a Family Court decision under a Guardianship Order, or as a result of an application for a Residence Order.

Grandcarers or relatives who are caring for their grandchildren in a full-time capacity may wish to contact the local Department for Child Protection District Office for more information.

Department for Child Protection (DCP)

District Offices

| | |
|------------|-----------|
| Armadale | 9497 6555 |
| Cannington | 9351 0888 |
| Fremantle | 9431 8800 |
| Joondalup | 9301 3600 |
| Midland | 9274 9411 |
| Mirrabooka | 9344 9666 |
| Perth | 9214 2444 |
| Rockingham | 9527 0100 |

Seniors Card

The Seniors Card gives you:

- cheaper travel in WA
- reduced energy rebates
- reduced annual local council and water rates
- hundreds of discounts throughout WA.

To qualify for a Seniors Card you must be:

- 60 years of age or more
- a permanent resident of Western Australia
- not in the full-time work force (i.e. work 20 hours or less per week).

For further enquiries contact the Seniors Card Hotline

Monday to Friday 9:00am to 3:00pm

Phone: 6217 8855 or 1800 671 233 (country only)

www.seniorscard.wa.gov.au

Guide to State Government Concessions for Western Australians

The guide lists State Government agencies that provide concessions.

The guide is available online at www.communities.wa.gov.au

A copy of the guide is also available from the Seniors Card Centre

Albert Facey House
Wellington Street, Perth
Phone: 6217 8855

USEFUL CONTACTS

Family Assistance Office

The Family Assistance Office provides a range of Australian Government payments and services to support families with their work and family responsibilities.

Phone: 13 61 50

TTY: 1800 810 586 (freecall)

Call 13 12 02 for information in languages other than English.

www.familyassist.gov.au

Centrelink

Centrelink has produced some very useful fact sheets. You can download the fact sheets from the Centrelink website. If you don't have Internet access, phone Centrelink and ask them to send you relevant fact sheets. To make an appointment to see someone in your local Centrelink Customer Service Centre phone: 13 10 21.

Enquiries in languages other than English

Phone: 13 12 02

www.centrelink.gov.au

Centrelink Grandparent Advisor

Freecall: 1800 245 965

Medicare Australia

Medicare Australia delivers health payments, services and information about Medicare, the Pharmaceutical Benefit Scheme, the Australian Organ Donor Register and the Australian Childhood Immunisation Register.

Phone: 13 20 11

State Headquarters

Phone: 9214 8333

www.medicareaustralia.gov.au

Child Support Agency (CSA)

CSA ensures the children of separated parents receive financial support from both parents.

Phone: 13 12 72

www.csa.gov.au

WA No Interest Loans Scheme (WANILS)

WANILS provides no-interest loans to eligible families or individuals on low incomes to purchase essential household items, such as fridges, washing machines and hot water systems.

Phone: 1300 365 301

www.wanils.asn.au/about/who.asp

**Financial Counsellors Resource
Project**

For information regarding your
closest financial counselling service

Phone: 9221 9411

www.fcrp.org.au

**Multicultural Services Centre
of WA Inc**

Financial Service

Phone: 9328 2699

**Australian Asian Association
of WA (Inc)**

Financial Service

Phone: 9328 6202

Seniors Card Centre

Monday to Friday 9:00am-3:00pm

Phone: 6217 8855

1800 671 233 (country callers only)

www.seniorcard.wa.gov.au/



SECTION 5 - LEGAL AND CUSTODY ISSUES

Sometimes Grandcarers are not sure about the legal aspects of their role. It is important to understand the nature of the relationships recognised in a court of law.

Primary care of grandchildren

Children may come into the primary care of their grandparents in two ways. The first is through an informal, private arrangement made within the family; the second is through a formal arrangement with the child welfare authority or court system.

Informal arrangements

Grandparents often assume informal full-time care of grandchildren in response to an emergency. These Grandcarers take on the responsibility of parenting their grandchildren and may be eligible for financial assistance (see Financial Assistance section). Informal arrangements may be formalised by applying to the Family Court for a parenting order.

You may like to consider some of the following scenarios and try to resolve them before a crisis arises:

- Are you happy with an informal arrangement?
- Have you considered what may happen if you and the child's parents disagree on what is best for the child?

- How would you respond if the parent suddenly decided to remove the child?

Formal arrangements

Child protection law

If a child is found to be in need of care and protection under the Children and Community Services Act 2004 the Children's Court will be able to make a Protection Order (Enduring Parental Responsibility) upon application of the Department for Child Protection. This order will give parental responsibility to a person other than a parent or the Chief Executive Officer (CEO) of the department.

Children and Community Services Act 2004

This Act is child focused, as reflected by the overarching principle that the best interests of the child must be paramount. The Act includes a list of factors that must be taken into account when determining the best interests of the child.

The objectives of the Children and Community Services Act 2004 are:

- promoting the wellbeing of children, other individuals, families and communities
- acknowledging the primary role of parents, families and communities in safeguarding

and promoting the wellbeing of children

- providing the protection and care of children in circumstances where parents have not given, or are unlikely or unable to give that protection and care.

The Act provides for children to be taken into the CEO's care in situations where the parents are not able to protect the child. It enables the child to be formally placed in the care of another person. This sometimes involves an order of the Children's Court. The Act requires that the person with whom the child is placed is assessed and approved as a carer as defined in the Act. Sometimes grandparents are assessed as carers for their grandchildren.

The order can only be made if the child is already in the department's care or has been found by the court to be in need of protection. It is envisaged that some orders will be made in favour of grandparents. The department would have no ongoing life-planning role regarding the child but may be required by the court to make subsidy payments to the grandparent. The Children's Court will also be able to make conditions regarding the child's contact with a parent.

The department may place the child with grandparents. In these circumstances, as carers, the grandparents receive non-taxable, non-means-tested payments from the State Government to assist with the cost of raising the grandchildren.

For further information about the Children and Community Services Act 2004 you may wish to contact the Advocate for Children in Care.

Phone: 9222 2518

Freecall: 1800 460 696

Mobile: 0429 086 508

Email: Judith.garsed@dcp.wa.gov.au
www.community.wa.gov.au/DCP/ContactUs/Advocate_for_Children_in_Care.htm

Family law

In Western Australia, the Family Court (and the Magistrates Court in rural and regional areas) deals with family law matters. The courts make decisions about family law applications and can help you to access counselling, conciliation and mediation services as well. They also have a range of brochures and booklets about family law and how to manage some of the many difficulties that arise when families break up.

In family law proceedings, parties are encouraged to reach their own agreement both before and during court proceedings. The Family Court offers counselling and mediation services and can also provide you with referrals to outside agencies that can help you reach an agreement. Unless an exception applies, you must have a certificate signed by a family dispute resolution practitioner before you may make an application in the Family Court.

For more details, see the court's website at <www.familycourt.wa.gov.au>. If agreement cannot be reached, the court is required to make a decision and must make the decision that it considers to be in the best interests of your grandchildren.

If you have reached agreement about your grandchildren with their parents, you may file an Application for Consent Orders in the Family Court. Orders will be granted if the court decides it is in the best interests of your grandchildren. You do not need a certificate from a family dispute resolution practitioner to file an Application for Consent Orders.

Grandparents who are considering applying to a court for parenting orders are required to have considered family dispute resolution options unless an exception applies such as in the case of consent orders where you have reached an

agreement with the parents. You can get the necessary application forms and other documents from the Registry of the Family Court of Western Australia:

Phone: 9224 8222

www.familycourt.wa.gov.au

Legal advice

As with all legal matters you are advised to take independent professional legal advice before filing your application.

You may be able to apply for legal aid for advice and representation in your case. To be eligible for legal aid representation you must meet a means test, a merit test, and have a case that falls within legal aid guidelines. Legal Aid WA has a coordinator and duty lawyers at the Family Court premises. You can obtain a referral to the service from Family Court staff.

The Family Court and Legal Aid WA also have a range of information brochures and self-help kits that can be ordered by telephone or accessed via the Internet. Alternatively, you can visit one of the many Community Legal Centres across Western Australia if you cannot access Legal Aid.

Community Legal Centres Association

Family law is a specialised area. If you need help when making a family law application, the Western Australian Law Society can provide details of the legal firms in Western Australia who will take instructions in family law matters and details of accredited family law specialists. The Western Australian Law Society can be contacted on 9322 7877.

Community Legal Centres (CLC) provide free and/or low-cost services to people who are on low incomes, or those who have difficulty accessing legal services. CLCs provide a safety net for those who cannot afford the services of a private lawyer, or who are ineligible for legal aid. The Community Legal Centres Association can provide referral to appropriate community legal centres or other sources of assistance.

Phone: 9221 9322

www.communitylaw.net

Some Community Legal Centres conduct programs such as family law information sessions. Contact the centres for information about available programs, dates and times of sessions.

| | |
|-------------------|-----------|
| Albany | 9842 8566 |
| Bunbury | 9791 3206 |
| Central Wheatbelt | 9622 5200 |
| Goldfields | 9021 1888 |
| Gosnells | 9398 1455 |
| Kimberley | 9169 3100 |
| Northern Suburbs | 9440 1663 |
| Peel | 9581 4511 |
| Pilbara | 9140 1613 |

If you are not eligible for legal aid, you may consider engaging the services of a private solicitor at your own cost.

USEFUL CONTACTS

Low-cost or no-cost legal advice and services may be available from the following:

Legal Aid Western Australia

Legal Aid provides free telephone advice and information to callers outside Perth for the cost of a local call. Alternatively, you can visit one of the many Community Legal Centres across Western Australia. Legal Aid Western Australia also has a range of information brochures and self-help kits that can be ordered or accessed via the Internet.

Phone: 1300 650 579

TTY: 1800 241 216 (freecall)

www.legalaid.wa.gov.au

Legal Aid WA Information Line

Solicitors are available for a small fee to provide more detailed advice on some legal issues. Appointments can be made at your closest Legal Aid Office. The appointment can be either in person or by telephone.

Information line

adviser: 1300 650 579

Law Society of Western Australia

Phone: 9322 7877

www.lawsocietywa.asn.au

Citizens Advice Bureau (CAB)

For legal advice and mediation service phone:

| | |
|------------|-----------|
| Perth | 9221 5711 |
| Armadale | 9497 5311 |
| Fremantle | 9335 4522 |
| Joondalup | 9301 2833 |
| Kwinana | 9439 1251 |
| Midland | 9274 3000 |
| Rockingham | 9527 6671 |
| Mandurah | 9535 3101 |
| Albany | 9841 4711 |
| Busselton | 9751 1199 |

Women's Law Centre of WA (WLCWA)

WLCWA provides free legal services to women including community legal education, legal advice, information and referral, minor assistance (help with documents) and limited representation and casework.

Hours: 9:00am to 5:00pm Monday to Friday.

Phone: 9272 8800

TTY: 9272 9500

Freecall: 1800 625 122

Fremantle Community Legal Centre (FCLC)

Fremantle-based service, available to low-income earners in and around the Fremantle, Cockburn and Melville areas. Solicitors provide referrals, legal advice and limited representation on a number of matters.

Evening Duty Lawyer Service (family and general law)

Mondays and Wednesdays 6:00pm to 8:00pm

Phone: 9432 9790

Youth Legal Service (YLS)

YLS provides FREE service and assistance to young people under the age of 25 and on a low income.

Phone: 9202 1688

Freecall: 1800 199 006 (country callers only)

www.youthlegalserviceinc.com.au

Southern Communities Advocacy, Legal and Education Service (SCALES)

Offers initial legal advice and referral to people living or working in the Rockingham, Kwinana, Mandurah and Pinjarra areas. The service is available by appointment only.

Phone: 9550 0400

Sussex Street Community Law Service

Sussex Street Community Law Service Inc is a 'non-profit' non-government, community-based organisation that provides access to accountable, non-judgemental and effective legal services to low-income people in the community.

Phone: 6253 9500

Aboriginal Legal Service of Western Australia (Inc)

Phone: 9265 6666

Freecall: 1800 019 900

www.als.org.au

Geraldton Community Legal Centre

Phone: 9964 3533

Family Court

You can access downloads for kits, forms and brochures regarding family law at the website or you can phone 9224 8222 and ask for them to be sent to you.

<www.familycourt.wa.gov.au/F/forms.aspx>

Court Duty Lawyer – Court Services

Available at the court, will represent or seek adjournment to allow further legal advice to be obtained. Fee waived for unemployed people

USEFUL CONTACTS

Australian Asian Association of WA (Inc)

Legal Service

Phone: 9328 6202

Multicultural Services Centre of WA

Legal Section

Phone: 9328 1544

Relationships Australia - Family Mediation

Phone: 9489 6363 or 1300 364 277

www.relationships.com.au

Family Law Online

For general information and support about family law

www.familylaw.gov.au

Family Relationship Advice Line

Monday to Friday 8:00am to 8:00pm
Saturday 10:00am to 4:00pm except
national public holidays

Freecall: 1800 050 321

www.familyrelationships.gov.au

Seniors Telephone Information Service

Contact for updates on new programs and services for Grandcarers

Operates between 9:00am and 3:00pm weekdays

Phone: 6217 8855

Freecall: 1800 671 233
(country callers only)

www.communities.wa.gov.au

When parents demand access or turn up to remove children from a grandparent's care

If a child is in the care of the CEO of the Department for Child Protection or they have a Family Court Order they have a caseworker. If a parent or anyone tries to intervene with the conditions of this Order the grandparent should contact the caseworker, the district office involved, Crisis Care or the police.

If Grandcarers do not have a Family Court Order stipulating living arrangements for the child in their care and there are no Children's Court Orders in place the parent remains the legal guardian. If the living arrangements are informal the parent can legally remove the child from the grandparent. If there are no Orders but you are concerned for the wellbeing of the child you can contact Crisis Care or the police to seek assistance or express concerns for the child.

24-hour Crisis Care Hotline

Phone: 9223 1111

1800 199 008 (freecall)

Western Australia Police

Dial 000 or 112 from mobile phones for life-threatening emergencies.

To contact your nearest police station dial 13 14 44.

Keeping notes

When you are involved in any kind of legal matter, it is a good idea to keep notes about things that might prove to be important. If you rely on memory you might forget key details that are required later on, or at the very least put yourself through some anxious moments as you try to recall them accurately during proceedings. Get into the habit of noting down any incidents that may have bearing on your legal matters. Keep a written record of the assistance you have sought for your grandchildren in case evidence is needed in the future to prove your claims in mediation or the court.

For example, write down:

- names and phone numbers of lawyers, information provided to or from school, doctors, or other people who assist you with advice or support (for example child health nurses, social workers)
- dates your grandchildren attended counselling

- dates of school support sessions
- if a parent fails to take the child for a pre-arranged visit.

As well as keeping notes you should also keep copies of all your correspondence. Also, based on what you know about your family, try to compile a family medical history. It may be important later on.

Access to birth certificates

Access to birth certificates is private and confidential and only the child (over 16 years of age) and the parents can access details of the birth certificate.

To obtain a copy of a birth certificate Grandcarers need written consent of the child (over 16 years old) or the parents. Identification of the person trying to obtain the certificate must also be provided.

For a change of name, both parents' consent is required or a family court order is necessary. If there is only one parent on the birth certificate then that parent's consent is required.

For more information contact:

Registry of Births, Deaths and Marriages

Phone: 1300 305 021

www.dotag.wa.gov.au

Children's passports

Before a passport is issued to a child, the written consent of all persons with parental responsibility for the child is needed. The Australian Passports Act 2005, also permits a passport to be issued to a child if an Australian court order allows the child to travel internationally, as well as in certain other circumstances where full consent has not been obtained.

Where individuals with parental responsibility are in separate locations, the non-lodging person may provide consent through their closest passport office or Australian diplomatic or consular post.

Where a father is not named on the child's birth certificate but has formally acknowledged paternity by signing a document to this effect, he has parental responsibility for the purposes of the Australian Passports Act 2005 and is required to provide consent before a passport is issued.

As well as the natural parents, a person may have parental responsibility through Australian court orders covering residence, contact, access rights, guardianship, custody or other specific issues relating to the child. In Western Australia, institutions such as the Department for Child Protection may also have parental responsibility under an Australian court order.

What happens if you cannot get consent?

If the consent of anyone with parental responsibility for the child cannot be obtained after all avenues have been exhausted, and there is no court order permitting the child to travel internationally, a written request for 'special circumstances' may be made. An Approved Senior Officer will consider the statement in support of the request to determine if a passport may be issued without the other person's consent.

Further information is available from the Department of Foreign Affairs and Trade.

Phone: 13 12 32

www.passports.gov.au/Web/Newppt/ApplyingU18.aspx

Making a Will

A Will is a legal document that names the people you want to receive the property and possessions you own at the date of your death. These people are known as your beneficiaries. It is essential to make a Will if you are concerned about who will receive your assets and belongings after you die. You may wish to consult a legal practitioner, or alternatively the Public Trustee.

New enquiries and appointments

Freecall: 1300 746 212

www.publictrustee.wa.gov.au

Elder abuse

What is elder abuse? Elder abuse is any act causing harm to an older person occurring in a relationship of trust such as from a family member, friend or carer. Types of abuse include:

- financial/material
- emotional or psychological
- physical
- sexual
- social/spiritual
- neglect.

If you believe you are experiencing elder abuse you can contact any of the following services for an appointment.

Advocare

Supports older people who are being abused or at risk of being abused by someone with whom they are in a relationship of trust, such as family and friends.

Phone: 1800 655 566 (freecall)

www.advocare.org.au

Older People's Rights Service

Provides legal advice, information and legal advocacy; short-term counselling; and referral to older people who are experiencing elder abuse, or are at risk of being abused.

Phone: 9440 1663

9:00am to 5:00pm Monday to Friday

Office of the Public Advocate – Telephone Advisory Service (TAS)

The Public Advocate assists in protecting the rights of people who are not able to make reasoned decisions because of dementia, intellectual disability, and mental illness or acquired brain injury. TAS is part of a wider service providing investigation of allegations of abuse.

Phone: 1 300 858 455 (Freecall)

www.publicadvocate.wa.gov.au



SECTION 6 - CHILD DEVELOPMENT, HEALTH AND SAFETY

Child development

The fact that your grandchildren cannot be cared for by their biological parents means they may have been exposed to emotional or physical traumas, or prenatal conditions that could make their development and behavioural patterns different from other children their age. If you have any concerns talk to your family doctor about your grandchild's development.

Children with special needs include those with physical or mental disabilities, emotional or behavioural problems and those considered at-risk for developing learning difficulties. If you are concerned about your grandchild's development or are raising a child who has a disability, there are programs that can help you.

Judy's daughter was in long-term psychiatric care when she had her baby, so Judy and her husband raised the child from birth. After a while, Judy began to notice that her granddaughter seemed to behave a little differently from other children of similar age. She spoke to her family doctor who referred the child to the State Child Development Centre. Since receiving help for her

condition the young girl's intellectual and social capabilities have both improved. Judy found her family doctor to be a great source of support.

For more information about child development, health and medical needs for children phone the State Child Development Centre, Rheola Street West Perth on 9481 2203.

Healthy Kids Check

The Healthy Kids Check has been introduced for all four-year-old children who are permanently resident in Australia or who are covered by a Reciprocal Health Care Agreement with another country.

The aim of the Healthy Kids Check is to ensure every four-year-old child in Australia has a basic health check to see if they are healthy, fit and ready to learn when they start school. The Healthy Kids Check promotes early detection of lifestyle risk factors, delayed development and illness, and introduces guidance for healthy lifestyles and early intervention strategies. The Healthy Kids Check takes place at or around the same time as the four-year-old immunisation. Phone Medicare Australia on 13 20 11 for more information.

Healthy eating habits

Eating a balanced diet has a direct and long-lasting effect on your health. If you practice healthy eating habits, the chances are your grandchildren will too. Children learn good eating habits by example much more effectively than by being told to 'eat their greens'.

Tips for healthy eating:

- establish consistent meal routines
- keep healthy snacks handy
- limit junk food and sweets
- don't force children to eat everything on their plate
- avoid foods high in fat and cholesterol
- read food labels carefully.

Foodcent\$ Healthy Eating on a Budget

Contact the Department of Health for a free copy of the following Foodcent\$ booklets:

- Kilo-Cents Counter
- 10-Plan Shopping Guide
- Feed a Family of Four for Around \$5 per Person per Day
- Feed Two People for Around \$6 per Person per Day
- Recipe Ideas for Two.

Phone: 1300 135 030

Dental needs

Your grandchild's dental health is very important. Healthy teeth help children stay healthy by allowing them to chew foods properly. Talk to your dentist to establish a plan for keeping your grandchild's teeth healthy and strong.

Free basic dental care is provided to all school children from pre-primary to year 11 (year 12 in remote localities). For information on subsidised dental services in your area contact:

Dental Health Services

Phone: 9313 0555

After hours emergency service
9325 3452

www.dental.wa.gov.au

Oral Health Centre

If you are receiving Centrelink benefits and are over the age of 18 you may be eligible for free services from the Oral Health Centre at Sir Charles Gairdner Hospital. Third and 4th year undergraduate students, who are closely supervised by experienced instructors, undertake this service.

Phone: 9346 4400

The Medicare Teen Dental Plan

The Medicare Teen Dental Plan may be available for your grandchild. For further information contact Medicare Australia on 13 21 50.

Immunisation

Immunisation is an important and effective public health measure for controlling communicable diseases. Modern vaccines provide high levels of protection against a number of potentially serious and sometimes life-threatening diseases. Although there is no vaccine entirely free of side effects, in every instance the benefits of disease prevention far outweigh the risks of vaccination. Immunisation protects both the individual and the community as a whole.

The Central Immunisation Clinic works toward reducing the incidence of vaccine preventable diseases. The clinic advises the public on immunisation requirements.

- The clinic provides a free vaccination service for vaccines on the routine childhood schedule.
- Appointments are necessary. Phone 9321 1312.
- Bring your grandchild's Vaccination Record Books/Cards with you.

- The time taken for each attendance may vary up to approximately one hour. Some questions are required before the vaccines are given, and there is a period of observation afterwards.
- Records of your grandchild's immunisation details are kept on the Australian Childhood Immunisation Register.
- Travel vaccinations are NOT provided.

The clinic is located at 16 Rheola Street, West Perth WA 6005, and can be contacted on 9321 1312. To obtain a copy of your grandchild's immunisation record phone:

Australian Childhood Immunisation Register

Freecall: 1800 653 809.

Sexual health

Sex is a private matter and you may feel awkward discussing this aspect of life with your grandchildren. However, it is important to discuss sexual issues frankly and clearly with your grandchildren. Young people today want information. If they can't get it from you, they'll get it somewhere else – and you will have no control over the accuracy or reliability of that kind of 'information'. You have the opportunity to make sure the information they get is accurate and appropriate for their level of development.

Make sure your knowledge about sexually transmitted diseases, AIDS, birth control and pregnancy is current, as trends in social and medical issues change regularly.

Inform your grandchildren so they can make appropriate decisions as they mature. For information about sexual health, contact your family general practitioner, the Health Department on 9222 4222 or Family Planning Western Australia on 9227 6177.

And last but not least... head lice

Head lice are a far too common problem that won't go away unless everyone caring for children is vigilant in identifying and eliminating these irritating parasites. Many head lice infections cause no symptoms, and probably less than half cause any itch at all. So you have to LOOK to find out if your grandchild has head lice. Do not rely on itching and scratching. Eggs are not difficult to see, use a strong light and look on the hair shafts. Newly laid eggs are usually within 1.5cm of the scalp while older eggs are higher up the hair shafts. Get into the habit of checking your grandchild's hair regularly.

Symptoms may be absent, or may include:

- a tickling feeling in the hair
- itchy scalp from lice bites
- sores from scratching which can sometimes become infected
- fine black powder (lice faeces) or pale grey lice skins on the pillow.

However, while it is important to look for these signs, 'dry' head checks are not always reliable, as head lice can move at up to 30cm per minute and will rapidly move away from searching hands.

If you find head lice:

- check the rest of the household for head lice, and only treat if they are detected
- treat everyone found to be infested on the same day
- after the first treatment, the affected person can return to school or work.

How do you treat head lice?

The Department of Health's preferred treatment for head lice is the 10-Day Hair Conditioner Treatment. The department recommends using hair conditioner to slow the head lice so that they can be more easily trapped in the nit comb. Saturate the DRY hair with inexpensive hair conditioner and comb it through with a good long-tooth metal nit comb. Wipe the

combings on a tissue and examine for lice. If you find lice, continue to do the combing with hair conditioner daily (or at least every second day) over the following 10 days, to break the reproductive cycle of the nits and lice.

Further information on head lice and treatment is available on the Department of Health's website.

[www.public.health.wa.gov.au/cproot/473/2/head lice fact sheet.pdf](http://www.public.health.wa.gov.au/cproot/473/2/head%20lice%20fact%20sheet.pdf)

USEFUL CONTACTS

Medicare

Medicare covers most of the costs for essential medical and hospital care. For information on the location of the nearest Medicare office refer to the telephone book or the website. You can check your child's immunisation record on the webpage.

Phone: 13 20 11

www.medicareaustralia.gov.au

healthdirect Australia

A service where people can speak directly to a registered nurse and receive information and advice. Advice is provided on which health service can help, on the level of urgency, and what people should do until they receive face-to-face medical attention.

Phone: 1800 022 222 (24-hour health advice line)

TTY: 1800 022 226

State Child Development Centre

Phone: 9481 2203

www.pmh.health.wa.gov.au/services/scdc/contacts.htm

Central Immunisation Clinic

Provides child immunisations for children from the age of 8 weeks to 19 years of age.

Hours: 8:30am to 5:00pm

Monday to Friday

Phone: 9321 1312

Australian Childhood Immunisation Register

Freecall: 1800 653 809

Community Health Services – Metropolitan

| | |
|------------|-----------|
| Armadale | 9391 2220 |
| Belmont | 9277 1300 |
| Bentley | 9365 3537 |
| Fremantle | 9339 1362 |
| Hilton | 9337 7665 |
| Joondalup | 9300 2202 |
| Kalamunda | 9454 9060 |
| Koondoola | 9342 3674 |
| Kwinana | 9419 2266 |
| Lockridge | 9279 0127 |
| Maddington | 9459 2935 |

| | |
|-------------|-----------|
| Mandurah | 9531 8088 |
| Manning | 9450 1447 |
| Mirrabooka | 9344 5541 |
| Queens Park | 9458 2204 |

Community Health Services – Country

| | |
|----------------|-----------|
| Goldfields | 9080 5710 |
| Great Southern | 9892 2662 |
| Kimberley | 9194 1600 |
| Midwest | 9956 2209 |
| Pilbara | 9158 1794 |
| South-West | 9781 2350 |
| Wheatbelt | 9622 4320 |

Department of Health

The Department of Health is responsible for providing many health services, including public hospitals, mental health and child health services. Many of these are provided free of charge.

Phone: 9222 4222 for general enquiries

www.health.wa.gov.au

HealthInfo Line

Information about available health services or general health information and pamphlets.

Phone: 1300 135 030

Family Planning Western Australia

Phone: 9227 6177

www.fpwa.org.au

Sexual Health Helpline

Phone: 9227 6178

Freecall: 1800 198 205
(country callers only)

Derbarl Yerrigan Health Service

| | |
|------------|-----------|
| East Perth | 9421 3888 |
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| | |
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| Mirrabooka | 9344 0444 |
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| Maddington | 9452 5333 |
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| Elizabeth Hansen Autumn Centre | 9370 1044 |
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| Mirrambeena (Medina) | 9439 1179 |
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Women's and Children's Health Service

King Edward Memorial Hospital for Women

Phone: 9340 2222

www.kemh.health.wa.gov.au

Princess Margaret Hospital for Children

Phone: 9340 8222

www.pmh.health.wa.gov.au

Disability Services Commission

Phone: 9426 9200

Freecall: 1800 998 214

www.disability.wa.gov.au

Ethnic Disability Advocacy Centre

Phone: 9388 7455

Freecall: 1800 659 921

www.edac.org.au

Hospitals – Public & Private

Refer Business Listings under
'Hospitals' in the Telephone Book.

Poisons Information

24-hour advice on all exposures
to poisons, medicines, plants,
bites/stings.

Phone: 13 11 26

Princess Margaret Hospital for Children

Phone: 9340 8222

www.pmh.health.wa.gov.au

St John Ambulance

Phone: 000 for emergency only

From mobiles phone 112



SECTION 7 – PSYCHOLOGICAL WELLBEING

Mental health relates to a person's thought processes, emotions and behaviours, their capacity to interact with others, and their ability to cope effectively with day-to-day life. Mental health problems such as schizophrenia, depression and anxiety disorders can occur when these processes and abilities are impaired.

Depression

Everyone feels sad occasionally particularly if they have suffered a loss or had a painful experience. These feelings will usually pass or lessen over time. However, when feelings of sadness persist for more than two weeks and are coupled with other behavioural changes that affect a person's ability to cope with everyday activities, it is time to get some help.

Symptoms of depression may include:

- general lack of energy and motivation for everyday tasks
- visible sadness and/or irritability
- feelings of hopelessness and low self-esteem
- difficulties concentrating or making decisions
- changes in eating and sleeping patterns
- problems at school

- loss of interest and pleasure in previously enjoyed activities
- social withdrawal.

A young child may pretend to be sick, not want to go to school, be very clingy or worry that the grandparent may die. A teenager may have relationship problems with family members and friends, their school grades may slip and some may experiment with drugs and/or other risky behaviours to escape their feelings. Unexplained changes in behaviour, particularly withdrawal from normally pleasurable activities should not be ignored. Depression should be taken seriously and managed appropriately.

Sometimes it is hard to know whether a child is just going through a phase or if it is something more serious. If you are worried about the behaviour of a child or young person in your care, talk to someone you trust like your family doctor, school counsellor or community health nurse.

How you can help:

- learn about depression so you can recognise symptoms and know about the treatments available and where to get help

- help your grandchild keep appointments and encourage them to take any prescribed medication
- seek support from caring friends, family and community organisations so you don't become isolated
- most importantly look after your own health and welfare.

Youth suicide

Suicidal behaviour is a result of many interacting factors rather than any one single cause. It is generally related to feelings of severe depression, to a sense of failure, hopelessness and helplessness.

Few people who are suicidal are intent on dying; rather, they want to escape an unbearable situation or problem. Most young people considering suicide give signs that they are not coping.

These signs may include:

- sudden changes in their usual pattern of relating to others such as withdrawing from family or friends and/or losing interest in usual activities
- marked personal changes such as a decline in school or other work, changes that suggest depression or other mental health problems such as alterations to sleep patterns and appetite
- impulsive and/or risk taking behaviour such as running away from home, increased use of alcohol and other drugs
- making final arrangements that may include giving away possessions, making a Will, organising their own funeral, saying goodbye or deciding on a plan to suicide
- self-harm and suicide attempts: having made a previous suicide attempt is one of the most important indicators of risk
- verbal expressions – direct or indirect such as 'I wish I were dead', or 'You won't have to bother with me any more'
- sudden happiness or calmness after a period of depression.

All expressions of suicide must be taken seriously. When you are supporting a young person at risk of suicide, it is important to demonstrate that you understand by listening without judging or giving advice.

When helping a young person in distress:

- reinforce the person – make the young person feel valued and worthwhile
- reinforce the problem – recognise that the young person's concerns are real to them and try not to deny the issue or its importance to the person

- refuse to accept suicide as the solution to the problem – presenting alternatives and discussing different perspectives with the young person in such a way as to avoid lecturing or preaching.

Please refer to the useful contacts in this guide. Help the person make this contact and check that appointments are kept or help them get to appointments. If the person refuses or is incapable of seeking help, immediately consult with a professional for advice on how to handle the situation. Ideally, this should be done with the parent's involvement. In an emergency, direct action without the consent of the parent/s may be necessary.

When you are supporting someone at risk of suicide, be sure to also look after yourself and get support for yourself. Talk things over with someone you trust.

USEFUL CONTACTS

Office of Mental Health

Provides contact details for local providers and information about interstate referrals.

Phone: 9222 4099

www.mental.health.wa.gov.au

EMERGENCIES – ALL HOURS

St John Ambulance

Phone: 000 for emergency only

From mobiles phone 112

Mental Health Emergency Response Line

Metro: 1300 555 788 (Freecall)

Peel Region: 1800 676 822 (Freecall)

Rural Freecall: 1800 676 822

Crisis Care

Phone 9223 1111

Freecall: 1800 199 008

The Samaritans

Phone: 9381 5555

Freecall: 1800 198 313

Lifeline WA

24-hours-a-day, seven-days-a-week counselling line

Phone: 13 11 14

www.lifeline.org.au

Kids Help Line

Freecall: 1800 551 800

www.kidshelp.com.au

REFERRAL, INFORMATION AND COUNSELLING SERVICES AND REFERRAL

Department of Health

The Department of Health is responsible for providing many health services, including public hospitals, mental health and child health services. Many of these are provided free of charge.

Phone: 9222 4222 – general enquiries

Freecall: 1800 022 222 – healthdirect Australia

Phone: 1300 135 030 – HealthInfo
www.health.wa.gov.au

Derbarl Yerrigan Health Service

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|------------|-----------|
| East Perth | 9421 3888 |
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| Mirrabooka | 9344 0444 |
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| Maddington | 9452 5333 |
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| Elizabeth Hansen Autumn Centre | 9370 1044 |
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| Mirramabeena (Medina) | 9439 1179 |
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Women's Health Care House – Mental Health Community Outreach Project

The Mental Health Outreach Program is a community-based support service at the Women's Health Care House for women who have a mental illness and are caring for children.

Phone: 9227 8122

INFORMATION AND SUPPORT

Department for Communities

To find out more about youth suicide you can contact the Department for Communities and ask for a copy of a booklet entitled Understanding Youth Suicide: Information Kit or you can access the department's website and go to 'Publications' for a copy of the booklet.

Phone: 6217 8400 during business hours Monday to Friday

Freecall: 1800 281 116

www.communities.wa.gov.au

ARAFMI Mental Health Carers and Friends Association

Phone: 9427 7100

Freecall: 1800 811 747

Available 9:00am to 4:30pm Monday to Friday

www.arafmi.asn.au

ISHAR Multicultural Centre for Women's Health

ISHAR provides a safe and culturally appropriate environment for women to access information about health issues and services.

Hours 9:00am to 4:00pm Monday to Friday

Phone: 9345 5335

www.ishar.org.au

SANE

The SANE helpline provides information about symptoms of mental illnesses, treatments, medications, where to go for support and help for Grandcarers. Easy to read pamphlets and other information are also sent out on request.

Phone: 1800 187 263

Information and advice 9:00am to 5:00pm Monday to Friday Eastern Standard Time

Request free Infopack 24-hours.

www.sane.org

beyondblue

beyondblue is an organisation established as part of the national depression initiative to reduce depression. beyondblue is not able to provide clinical advice or services.

Phone: (03) 9810 6100 or 1300 224 636

www.beyondblue.org.au

Children of Parents with a Mental Illness (COPMI)

Information booklets have been developed for expectant parents, families and children. These are available via mental health services and the COPMI website.

The website includes details of local support groups and programs for young people, and links to more 'young person friendly' sites.

Phone: 9222 4099

www.copmi.net.au

itsallright

Having a mental illness or having a family member or friend with mental illness isn't easy. The itsallright website provides you with information that will help and support you.

www.itsallright.org/about/index.html

COUNSELLING

Murdoch Psychology Clinic

The clinic provides a low fee service by postgraduate clinical psychology trainees with intensive supervision by experienced clinical psychologists from the School of Psychology at Murdoch University. Fees are usually \$30 per session and \$15 if on benefits. Under some conditions the fee can be waived. A referral from a medical practitioner is not required.

Phone: 9360 2570

Ministerial Council for Suicide Prevention

Provides links to other suicide prevention websites and counselling services.

www.mcsp.org.au

YouthLink (Northbridge)

Provides free and confidential counselling to at-risk young people 13-24 years old.

Duty Officer: 1300 362 569 Monday to Friday 12:30pm to 4:30pm

Phone: 9227 4300

www.youthlink.perthwa.net

Youth Reach South (Gosnells)

Provides free and confidential counselling to at-risk young people 13-24 years old.

Duty Officer: 1300 362 569 Monday to Friday 12:30pm to 4:30pm

Phone: 9394 0799

Freecall: 1800 228 139
(country callers only)

Youth Focus

Provides preventative, early intervention counselling and support services for young people between 12-18 years of age and their families. This free service deals with issues of depression, suicide and self harm and provides youth and family counselling, peer support programs, therapeutic camps and mentoring.

Phone: 9361 4222

www.youthfocus.com.au

SECTION 8 – CHILD CARE AND EDUCATION

You can't be in two places at once, so there will be times when you need outside care for your grandchildren. Fortunately, there are many child care options available to you. Talking to other parents, Grandcarers and neighbours is an excellent way to learn about these options.

You may also wish to contact your local primary school, council, church or health clinic. Some child care programs are offered before and after school on the school site. Most of these programs are for working parents and caregivers.

Child Care Benefit assists eligible carers with the cost of child care. Grandcarers who receive an income support payment and who are the primary carers of their grandchildren may be eligible for the Grandparent Child Care Benefit that covers the full cost of approved child care up to 50 hours per child, per week. Grandcarers who wish to access child care services should clearly indicate their status as primary carer.

For more information contact the Family Assistance Office on telephone 13 61 50 or visit your local Family Assistance Office located in Centrelink Customer Service Centres and Medicare offices.

Approved child care is care provided by a service that has been approved to pass Child Care Benefit on to families as a reduction in their child care fees. Approved child care services include most long day care, family day care, before and after-school care, vacation care and some in-home and occasional care services. To find out more about which child care services are approved, call the Child Care Access Hotline on 1800 670 305.

Registered care is care provided by nannies, grandparents, relatives or friends and some private pre-schools, kindergartens, occasional care centres and outside school hours' care centres that are registered with the Family Assistance Office. These services may attract a lower level of subsidy.

USEFUL CONTACTS

Department for Communities

For general advice and information about child care in your area, what to look for when choosing care, ideas to help settle your child into a service, as well as information about other resources and support organisations contact your local Department for Communities' Children's Services Officers. Children's Services Officers can be contacted through the Parenting WA Line.

Parenting WA Line

To support you in your Grandcarer role, Parenting WA operates the Parenting WA Line, a 24-hour-a-day, seven-day-a-week telephone service. Anyone can call the Parenting WA Line for information and advice about parenting, child care services and caring for children up to 18 years of age.

Phone: 6279 1200

Freecall: 1800 654 432 (country callers only)

Local Government Recreation and Leisure Centres - WALGA

Check for your council online in the directory listing of all council websites and look for events and recreational activities available in your area.

www.walga.asn.au

Child Care Access Hotline

Call the hotline to find out which child care services in your area are Australian Government approved.

Freecall: 1800 670 305

TTY service: 1800 639 327

CareforKids.com.au

A comprehensive online resource to find, compare and contact a child care service in your area.

www.careforkids.com.au

Family Day Care WA

Family Day Care Schemes of WA is a flexible, quality home-based child care choice for families. For assistance in finding a carer of your choice, contact the Family Day Care Scheme coordination unit.

www.familydaycarewa.com.au

Meerilinga Young Children's Services Inc

Meerilinga provides support, information, advice and resources to parents. These resources include parent workshops, the Parent Link home visiting program in the Fremantle and Midland regions, family centres in Woodvale and Beechboro, and day and out-of-school hours' care.

Phone: 9489 4022

www.meerilinga.org.au

Community Vision Incorporated (CVI)

CVI, is a non-religious, not-for-profit, community-based organisation in the City of Joondalup. Community Vision provides a range of services including family day care scheme services; kinship; child and youth respite; post school options / alternatives to employment; intensive family support; vacation services for young people with a disability and Parents AGAIN!

Phone: 9301 8222

www.communityvision.asn.au

Centrelink Grandparent Advisor

Freecall: 1800 245 965

Education

School is very different now from the way you experienced it, and probably quite different from what you remember when your children were educated.

Now there are two 'pre-compulsory' years of schooling available in Western Australia's government schools before year one. The first year of this pre-compulsory period is known as kindergarten and the second year as pre-primary. To register your grandchild in both kindergarten and pre-primary, phone the local primary school listed in the telephone book under 'Schools' to find out how to enrol. Children must be four years old by the end of June to enrol.

The Department of Education and Training can provide information on policies on school uniforms, community facilities and the curriculum. This information is easily available through the website <www.det.wa.edu.au> or contact your local District Education Office.

There are also plenty of useful publications about TAFE courses, training and information for job seekers on <www.det.wa.edu.au/training/resources> or contact the Career Development Centre on 9224 6500 or 1800 999 167.

If you can keep your grandchildren in the school they are currently attending it will be less stressful for both you and the children. If you need to change schools ensure that school records and any special programs they are involved with are transferred too.

Checklist of things to do:

- notify the grandchild's school of the change in their residence and primary caregiver
- obtain a student SmartRider card either through participating schools, nominated retail sales outlets (newsagents) or the Transperth Information Centres
- claim for any Centrelink allowances for which you may be eligible
- think about what needs to be done in case the grandchild needs medical or dental care
- let the school know that you are the custodial grandparents
- make an appointment with the school counsellor to talk to them about the trauma the grandchild may be going through and the effect it may have on their behaviour, learning and development
- try to attend all parent teacher meetings
- keep the lines of communication open between you, your grandchildren and the school.

Contact your local school first for information on school charges, enrolments, school development days, student performance, student behaviour, government school policy, parent support groups, dress codes, languages other than English, access to early childhood programs, courses of study and special programs.

In the case of financial hardship, District Education Offices can be contacted for information and/or help either through the waiving of fees depending on individual circumstances, or through providing contact details of organisations that offer financial or practical help.

Phone: refer to 'Schools – Government' or 'Schools – non-Government' in the business listing of the telephone book for your local school. For country schools refer to relevant country telephone book white pages.

Don and Gloria were finding it difficult to finance their grandchildren's education when they took on the role of caring for them. Gloria kept in touch with the children's school and was informed about The Smith Family, an organisation that can help with educational expenses.

USEFUL CONTACTS

Department of Education and Training

For general enquiries about curriculum policy and support, student services and community support.

Phone: 9264 4111

www.det.wa.edu.au

Your local education district office can provide further information on special programs and services such as the primary behaviour centre, primary extension and challenge (PEAC), home education, district resource centres, school charges, enrolments, school development days, and parent support groups.

Metropolitan District Offices

| | |
|----------------|-----------|
| Canning | 9311 0500 |
| Fremantle/Peel | 9336 9563 |
| West Coast | 9406 7300 |
| Swan | 9442 6666 |

Country District Offices

| | |
|------------------|-----------|
| Albany | 9841 0333 |
| Bunbury | 9791 0300 |
| Esperance | 9071 9100 |
| Goldfields | 9093 5600 |
| Kimberley | 9193 6488 |
| Mid West | 9956 1600 |
| Midlands | 9622 0200 |
| Narrogin | 9881 0000 |
| Pilbara | 9185 0111 |
| Warren-Blackwood | 9771 7100 |

Early Childhood Education

Freecall: 1800 224 888

www.det.wa.edu.au/education/ece

Secondary Assistance Scheme

An allowance to assist eligible families with secondary schooling cost at government schools. Grandcarers must hold a Pensioner Concession Card or Veterans Affairs Pensioner Concession Card. Application forms are available at all secondary schools.

Phone: 9264 4516

www.det.wa.edu.au

Catholic Education Office of WA

Holders of a Low Income Health Care Card receive fee discounts at Catholic schools.

Phone: 6380 5200

www.ceo.wa.edu.au

School Volunteer Program

If your grandchild is having trouble with schoolwork, you may wish to contact the principal or social worker at a participating school and ask if your child can be enrolled in the program. This can be at both primary and secondary level. The School Volunteer Program assists children by using one-on-one mentors in the classroom to help them achieve their full potential.

Phone: 9444 8646

www.svp.org.au

Youth Mentoring Network

The network is an initiative of the National Youth Mentoring Partnership that consists of four not-for-profit organisations (The Smith Family, Dusseldorp Skills Forum, Big Brothers Big Sisters Australia and Job Futures) and the Department of Families, Housing, Community Services and Indigenous Affairs. The Youth Mentoring Network aims to work with interested youth mentoring organisations and practitioners to foster the growth and development of high-quality mentoring programs for young people in Australia by providing a national base of collaboration, support, guidance and expertise.

Phone: (02) 9085 7287

www.youthmentoring.org.au

Employment Directions Network

Assists young people to make the transition from education to employment including Apprenticeship/Traineeship options. Phone 13 64 64.

The Smith Family

You may wish to contact the Smith Family to enquire if your grandchild is eligible for a Learning for Life Scholarship. The scholarships provide financial assistance and role model guidance to encourage disadvantaged children to stay on at school and reach their full potential.

| | |
|--------------|-----------|
| Perth | 9202 1646 |
| Kwinana | 9419 6030 |
| Maddington | 9459 6302 |
| Midland | 9250 8865 |
| Port Hedland | 9172 5853 |

www.thesmithfamily.com.au



SECTION 9 – OTHER IMPORTANT ISSUES

Alcohol and drugs

Many Grandcarers have become parents again because of the way their son or daughter's drug and alcohol use may have affected their capacity to look after their own children.

Carol's only child is an amphetamine user who was unable to cope with the birth of her son or to care for him adequately. Carol took on the primary care of her grandson and was keen to keep her daughter involved in his upbringing. A single parent herself with no family support, Carol found it increasingly difficult to balance the full-time care and protection of her grandson with her own needs and those of her daughter. She contacted the Parent Drug Information Service for help and support.

Parent Drug Information Service (PDIS)

PDIS provides confidential information and counselling for drug-related problems. Parent support is also offered as a service. Grandcarers can talk to another parent who has experienced drug-related problems. Parent to Parent Support is available by contacting the numbers shown below and asking to speak to a parent volunteer.

Phone: 9442 5050 (24 hours a day, seven days a week)

Optional parent support from 8:00am to 10:00pm

Freecall: 1800 653 203
(country callers only)

www.dao.health.wa.gov.au

Caring for your grandchildren can place you under physical, mental and emotional stress. It is important for you to get support for yourself and your family.

- Be informed about drugs and alcohol and how they affect families. Know that there are home supports or residential services available to support parents who have problem alcohol and drug use.
- Telephone any of the support services listed at the end of this chapter. Get information for yourself about the help that is available to you and your family.
- Talk your concerns over with other family members. You may want to involve other family members in decision-making.
- If you feel safe enough to raise your concerns about your grandchildren with your son/daughter or other family member do so calmly and firmly. Let them know specifically what you are concerned about and why.

- If you have concerns about the welfare of your grandchildren, you can talk to a duty officer at the Department for Child Protection and ask what type of action is likely to occur if you make a complaint or what support you can expect.

You can help your grandchildren make responsible choices.

- Be a positive role model.
- Try to keep a positive relationship with your own child and not argue or fight in front of the grandchildren.
- Talk with your grandchildren without lecturing.

Many agencies are family friendly and provide very good family counselling for parents, Grandcarers and young people. Some of these are listed below.

USEFUL CONTACTS

Alcohol and Drug Information Service (ADIS)

Provides 24-hour, free and confidential information and counselling to anyone concerned about alcohol and drug-related problems.

Phone: 9442 5000

Freecall: 1800 198 024
(country callers only)

Holyoake – The Australian Institute for Alcohol and Addictions

Holyoake provides individuals and families with a comprehensive range of services that promote effective responses to the problems associated with the use of alcohol and other drugs.

| | |
|---------|-----------|
| Perth | 9416 4444 |
| Midland | 9274 7055 |
| Northam | 9621 1055 |

www.holyoake.org.au

Palmerston Association

For families and individuals affected by alcohol and other drug problems.

| | |
|-------------|-----------|
| Albany | 9842 8008 |
| Denmark | 9848 2813 |
| Fremantle | 9430 5966 |
| Katanning | 9842 8008 |
| Mandurah | 9581 4010 |
| Northbridge | 9328 7355 |
| Rockingham | 9529 2500 |

www.palmerston.org.au

North Metro Community Drugs Service Grandparent Support Group – Warwick/Joondalup/North Perth

The aim of the group is to allow Grandcarers to receive support, information and learn new strategies to help guide their grandchild and manage any situations that may arise due to drug and alcohol use within the family.

Phone: 9246 6767

ASWA Drug and Alcohol Counselling Service Bunbury

Counselling and drug education service for 12-25 year olds and their families.

Phone: 9791 3213

Cyrenian House

Provides counselling and other support for families and individuals experiencing alcohol and other drug problems.

Phone: 9328 9200

www.cyrenianhouse.com

Alcoholics Anonymous

Central Service Office

Phone: (24-hour help line)

Metro: 9325 3209

Country: 9325 3566 and ask for the location of the nearest centre.

www.aawa.cjb.net

Al Anon and Al Ateen (under Alcoholics Anonymous)

Central Service Office

Phone: (24-hour help line)

Metro: 9325 3209

Country: 9325 3566 and ask for the contact closest to you.

www.aawa.cjb.net

Hospitals - Public and Private

Refer Business Listings under 'Hospitals' in the White Pages of the Business and Government Telephone Book.

Multicultural Women's Advocacy Service

Phone: 9344 9328 or 9227 8122

www.whs.org.au/services/whch/mwas

Women's Health Services

Phone: 9227 8122 for the number of the service in your area.

Freecall 1800 998 399 (country callers only)

www.whs.org.au/directory

Youth gambling

Gambling has become a widely accepted activity in many cultures. It is not unusual for parents to buy lottery tickets for their children or to take them to play bingo. Retrospective studies found that adult problem gamblers reported an earlier onset of gambling, often beginning between the ages of 10-19.

Problematic gambling among adolescents has been linked with increased delinquency and criminal behaviour, as well as the disruption of family and peer relationships. Problem gambling can also negatively affect overall school performance and work activities. While youths may present with different initial symptoms than adults, they nevertheless share similar characteristics. For example, adolescent problem gamblers report a preoccupation with gambling, sacrificing school, work, parental and peer relationships in order to continue gambling.

The issue of problem gambling emerged as a concern for Grandcarers in a national survey of grandparents conducted by Grandparents Australia in 2004. At that time, some grandparents reported it as a factor contributing to family breakdown. The effects of problem gambling on the wellbeing of grandchildren are thought to be devastating.

If I think my grandchild may have a gambling problem what should I do?

Remember that the first thing you can do as a Grandcarer is to talk to your grandchild. Communicating with your grandchild or teen begins with listening. As a preventive measure you can talk to them about gambling to make sure they understand the risks that can occur when gambling. Encouraging conversation about gambling does not mean you agree with the behaviour. In reality, it can help your child make informed decisions about their own behaviour.

Be aware that children are more likely to gamble if they observe their family members gambling or they hear their family members talking excitedly about gambling. Discussing with your grandchild that gambling is a form of entertainment and not a good way to make money can help them understand that in addition to being fun, there are risks to gambling. Limiting or eliminating gambling activities in the home (e.g. playing poker for money) and replacing these with non-gambling family activities can help create a fun and healthy family environment. If you think your grandchild is gambling or gambling too much you have many options including seeking professional help.

Here are some general steps to follow:

- get informed about gambling and its risks
- be aware of your own gambling behaviour and beliefs
- encourage discussions and questions about gambling
- listen to what your grandchild has to say
- set limits of time, money and frequency of gambling if problems are not severe
- seek professional assistance if you think the problem is severe.

It is important to remember that most people gamble without developing a gambling problem. These people may occasionally buy a lottery ticket or place a bet on a sport game. After they have placed their bet or bought their ticket, they engage in other non-gambling activities. For others, gambling becomes a serious activity and can eventually turn into a problem. Gambling problems can affect schoolwork, mood, and family/peer relationships and may even lead to illegal activities. Not everyone will experience the same degree of gambling problems as they can range from mild to severe.

The above information on youth gambling was sourced from McGill International Centre for Youth Gambling Problems and High Risk Behaviours:
www.youthgambling.com

USEFUL CONTACTS

Gamblers Anonymous

Phone: 9487 0688

Gambling Help WA

Phone: 9325 5133 (metro)

Phone: 9721 5277 (south-west)

Problem Gambling Helpline

A free and confidential problem-gambling service available 24 hours a day, seven days a week. It can provide you with crisis support, counselling and referral to local services including country areas.

Freecall: 1800 622 112

Coping with parent visits

If a parent is unreliable when it comes to keeping promises to visit their children, or shows no interest in the child when they do visit, or they turn up under the influence of drugs or alcohol, it is important to establish clear rules for the parents when they visit. You can make it clear that they:

- arrange for the visit with you, not the children
- arrive on time or phone to explain their delay
- arrive sober otherwise, they will not be allowed in the house
- are to spend time with the children.

Tips for dealing with the visits

- Do not tell the children about the planned visit until a sober parent arrives.
 - Have some planned activities ready for the visit (for example books to read, games and toys to play with).
 - Do not leave the children alone with the parents unless it is safe to do so.
 - If the visit goes well, encourage the parent to visit again and thank them for spending time with the children.
 - Record in your journal the date, time, place, and content of the visit.
 - Consider using a location away from your home if the parent's visits produce conflict or stress.
- Always let the children know their parents are doing the best they can to be loving parents, but have an illness to conquer.
 - Remember that the parents are hurting in many ways, no matter what façade they may present.
 - Ask a friend to be there if the visits are difficult for you. You need support too.

It is also important for Grandcarers to be aware of the possible assistance available to them. Children sometimes benefit from counselling when the feelings, thoughts and behaviours that appear to be troubling them are not settling down over time. Children who have been through traumatic experiences will commonly need some way to overcome the impact of those experiences.

Tips for dealing with alcohol and substance-abuse parents

- Treat them with as much respect as you can.
 - Do not lay guilt trips on them – it won't stop their substance abuse.
 - Love them, despite their substance abuse.
 - Be firm with them about sticking with their treatment while communicating to them that you care about their recovery.
 - Do all you can to communicate openly with the parents, no matter how often your efforts to do so are rebuffed.
- Counselling for the child could be very important at this time and counsellors can also provide useful advice about how Grandcarers can support the healing process at home. Remember too that looking after the needs of a distressed child can cause you some heartache. You need to think about constructive and healthy ways of looking after yourself. This might also include counselling.

USEFUL CONTACTS

Department for Child Protection

The department can provide information and advice and can help to protect children's interests and wellbeing. It can also provide information about the services available to address the effects of abuse.

District offices

| | |
|------------|-----------|
| Armadale | 9497 6555 |
| Cannington | 9351 0888 |
| Fremantle | 9431 8800 |
| Joondalup | 9301 3600 |
| Midland | 9274 9411 |
| Mirrabooka | 9344 9666 |
| Perth | 9214 2444 |
| Rockingham | 9527 0100 |

24-hour Crisis Care hotline

Phone: 9223 1111

Freecall: 1800 199 008

Centrecare

Counselling services

Phone: 9325 6644 or 9221 3631

www.centrecare.com.au

Centrelink

Centrelink specialist services are available for Grandcarers raising grandchildren. Social workers provide free personal counselling and support to assist people who are facing significant difficulties

such as personal or family problems, bereavement, parenting/grandparenting issues, social isolation and other personal issues. For more information contact Centrelink's Grandparent Advisor.

Freecall: 1800 245 965

Family Assistance Office

Instead of going to different agencies to get family assistance, families are able to get all their payments from just one place. Family Assistance Offices are set up in Medicare Australia offices, Centrelink Customer Service Centres and Australian Taxation Office shopfronts.

Phone: 13 61 50 between 8:00am and 8:00pm Monday to Friday

www.familyassist.gov.au

Men's Domestic Violence Helpline

24-hours-a-day, seven-days-a-week counselling and referral service

Phone: 9223 1199

Freecall: 1800 000 599 (country callers only)

Women's Domestic Violence Helpline

24-hours-a-day, seven-days-a-week counselling and referral service

Phone: 9223 1188

Freecall: 1800 007 339 (country callers only)

Family Helpline

24-hour confidential counselling and information for families with relationship difficulties.

Phone: 9223 1100

Freecall: 1800 643 000
(country callers only)

Kids Help Line

This is a free 24-hour telephone counselling service for young people aged 5 to 18 years. Counselling is provided anonymously and confidentially. Counselling is also available via the Internet by e-mailing:
counsellor@kidshelp.com.au.

When young people call Kids Help Line they can choose the gender of the counsellor and ask for the same counsellor each time. Further information is available on the website.

Phone: 1800 551 800 – Counselling Line

www.kidshelp.com.au

Kwinana Early Years Services (KEYS)

Early intervention program for families with children 0-8.

Will also work with adolescents if needed.

Phone: 9439 1838

Multicultural Services Centre of WA Inc

Phone: 9328 2699 or 9328 1544

Ngala Family Resource Centre

Phone: 9368 9368

Freecall: 1800 111 546 (country callers only)

www.ngala.com.au

Women's Health Services

Women's Health Services provides counselling, education and information services to women experiencing problems with either their own or somebody else's alcohol, drug or other substance use. The Pregnancy Early Parenting and Illicit Substance Use Program provides counselling, outreach, welfare and advocacy for women who are illicit substance users and are pregnant and/or have young children.

Phone: 9227 9032

www.whs.org.au

Relationships Australia - Family Mediation

Counselling and referral services assisting couples and families in distress.

Phone: 9489 6363 or 1300 364 277

www.relationships.com.au

Salvation Army

Salvo Care Line (24-hour crisis counselling service)

Phone: 9442 5777

SECTION 10 – CHILD SAFETY

Child protection

Every child has the right to feel safe and secure. Protecting children from harm is every person's responsibility. Families have the most important role in ensuring the safety and wellbeing of their children. Raising and caring for children is not always easy and sometimes families need extra support to help them through the difficult times.

Grandparents can help by being there to listen and to offer a hand or advice, if they are asked. As Grandcarers, you can support your children and grandchildren by letting them know they can always come to you for help when things aren't going well and offering to give your children 'time out' by looking after the grandchildren on occasions.

However, there are times when the people who look after them may harm children and they are not safe at home any more. This harm may be caused by physical, sexual, emotional or psychological abuse or neglect.

If you are worried that a child is being hurt or is likely to be hurt, talk to someone you trust. Talking to your doctor, child health nurse or local Department for Child Protection officer can be an important step in keeping a child safe from further harm and in getting help for the child, family and the person hurting the child.

It can be difficult weighing up whether or not to discuss your concerns about the safety and wellbeing of your grandchildren or other children, especially if you are worried about the consequences of making such a report. If you are unsure about what to do or what will happen if you do make a report, you may wish to contact your local office of the Department for Child Protection to get advice and discuss your concerns. The name of any person advising the department about suspected child abuse or neglect remains confidential.

There is also state legislation to protect people who make reports in good faith because they are concerned about the safety and wellbeing of children or young people.

If the Department for Child Protection believes a child or young person is at risk or has been harmed, the department will investigate the circumstances and what needs to happen to make sure the child is safe. This might involve giving the family practical help such as counselling or organising child care. It may involve developing a safety plan with the family to protect the child or placing the child with extended family until they can be reunited with their parents. As a last resort when parents or

caregivers can't protect the child, the department may apply to the Children's Court to become the child's legal guardian and be responsible for deciding where and with whom he or she will live.

If you think a child is at immediate risk, contact your local police or telephone Crisis Care on 9223 1111 (Freecall 1800 199 008).

USEFUL CONTACTS

Western Australia Police

Dial 000 or 112 from mobile phones for life threatening emergencies .

To contact your nearest police station dial 13 14 44 .

Department for Child Protection (DCP)

If you have concerns about services for children or any other matter affecting a child or young person, you can contact the Department for Child Protection. The department can provide information and advice and can help to protect children's interests and wellbeing. The department can also provide information about the services available to address the effects of abuse. Hours are 8:00am to 5:00pm, Monday to Friday.

District Offices

| | |
|------------|-----------|
| Armadale | 9497 6555 |
| Cannington | 9351 0888 |
| Fremantle | 9431 8800 |
| Joondalup | 9301 3600 |
| Midland | 9274 9411 |
| Mirrabooka | 9344 9666 |
| Perth | 9214 2444 |
| Rockingham | 9527 0100 |

Family Helpline

Phone: 9223 1100

Freecall: 1800 643 000

Child Sexual Abuse Unit, Princess Margaret Hospital

This is a specialist medical unit for children who have been subjected to sexual abuse. Appointments can be made Monday to Friday 9:00am to 5:00pm.

Phone: 9340 8646

24-hour Crisis Care hotline

Crisis Care is a free telephone information and counselling service for people in crisis. Phone Crisis Care if you are concerned about the wellbeing of a child, or if you need counselling, information or other support.

Phone: 9223 1111

Freecall: 1800 199 008

Sexual Assault Resource Centre (SARC)

This service specialises in counselling and medical services for men, women and children over 13 years of age who have suffered recent sexual assault or childhood sexual abuse.

Phone: 9340 1828

Freecall: 1800 199 888

Counselling Line: 9340 1828

Multicultural Services Centre of WA Inc

Referral service

Phone: 9328 1544

Information technology

We live in the 'information age' and information technology (IT) is becoming increasingly important in many aspects of life. Children are quick to learn about and adopt information technology (that's why they can program the video/DVD recorder while you're still looking for the power switch).

Mobile phones

Mobile phones can provide peace of mind for both Grandcarers and grandchildren. Getting from school to sports training or other after-school activity may not always go smoothly so a mobile phone is a handy way for your grandchildren to let you know where they are or if the plans have changed. Similarly, if you are running late a quick phone

call can let the child know how long you'll be and will avoid any anxious moments.

If you decide you want to buy a mobile phone for your grandchild you will have to do some research to find the one that is suitable for both you and your grandchild. Talk to your friends and find out about their phones and what it costs them. Understand the financial implications of any phone you buy. If you get one for yourself, learn to send text messages – it's easy to do, is usually a cheaper alternative to making a voice call and very handy for quick messages. Make your grandchild aware that downloading anything at all is very costly.

Prepaid SIM cards are a great way to keep track of the cost of phone calls. It is similar to prepaid phone cards in the way calls are charged. You purchase a set amount of credit and each time you make a call the charges for the call counts against your credit. You need to reload or recharge your SIM card with additional credit as the balance drops.

Computers

Children and computers are a natural fit. Talk to your grandchild's school to find out how important it is for them to have access to a computer. If you decide you want to purchase one and you don't know much about computers, do

some background reading so you have an understanding of the basic components and how they work. Find out about the range of applications computers can use (for example word-processing, spreadsheets, personal information management and graphics). It would also pay to find out a little about multimedia and the Internet. Talk to your grandchildren about these too. Not only will you probably learn a great deal, they will enjoy the opportunity to teach you something from their world.

Internet access

In the interests of research for older students, it may be useful to have access to the Internet. Find out if Internet access is available through your grandchild's school or local library. If you decide to connect to the Internet, become familiar with the jargon.

The Department of Commerce and the Telecommunications Industry Ombudsman have a number of fact sheets that cover Internet shopping, buying a computer and choosing an Internet service provider. You can phone them and ask them to send you information about information technology or, if you already have an Internet connection and just want some more information, you can go online and download the fact sheets.

Children online

Children need parents and family members to help them become cybersmart.

Help your grandchildren make smart choices about who and what they find online.

Spend time online with your grandchildren

The Internet can be a fun family activity. Check out good sites with your grandchildren. Compile a 'favourites' list, which you can visit again and again.

Help your grandchildren use the Internet as an effective research tool
Learn about handy homework tips and good searching ideas.

Teach your grandchildren that information on the Internet is not always reliable

If it sounds too good to be true it probably is.

Teach your grandchildren 'netiquette'
Encourage them to treat others online in the same way they should in real life.

NSW Department of Community Services cyber safety website
www.schools.nsw.edu.au/news/technology/index.php

What are the potential dangers of chat rooms?

Chatting on the net is very popular among young people, particularly young teenagers. It can be a great way to meet and talk with people across borders, time zones and backgrounds.

However, many real world risks also exist online, especially in chat rooms. Most people online are friendly and polite, but some can be unfriendly and rude.

While there are many benefits in children using chat rooms there are a number of issues that can cause concern. Children can often waste time 'chatting', letting other responsibilities such as homework or tasks around the house, go by the wayside.

There is however, a greater potential danger that can occur with children using chat rooms and instant messaging programs. Participants in chat rooms will sometimes attempt to entice children into talking about sex in one form or another and paedophiles have been found in chat rooms in jurisdictions all over the world.

There have been cases where children have met up with these people and consequently been seriously abused or worse. Paedophiles will try to make as many online relationships as possible in order to find a child who will be willing to meet them.

They rely on creating a sense of trust by listening to problems and pretending to be interested in what the children are doing. Paedophiles are very good at piecing together snippets of information that might reveal the identity of the child such as what school they go to, what sport they play and when they play it.

Make sure your children know what information they can give out and where they can go on the net. Limit time in chat rooms, particularly for younger children. Encourage the use of chat rooms that are moderated (that is where an adult screens messages before they are made public). Set rules.

Be involved

Put the Internet computer in a public area of the home. Areas like the living room are ideal, rather than a child's bedroom.

Talk to your grandchildren about their experiences online – the good and the bad. Get to know which chat rooms they are visiting and with whom they are chatting. Let them

know it is okay to tell you if they come across something that worries them, it doesn't mean they are going to get into trouble.

Explain that they should not respond if someone says something inappropriate, and they should immediately leave the chat room if anyone says something that makes them feel uncomfortable or scared. Remember – the best protection is parental supervision and guidance.

If your grandchild wants to meet someone they have met online, check the person out to see that they are who they say they are. Talk to them and their parents by telephone first. Arrange for the meeting to take place in a public place during the day, and accompany your grandchild.

Log-on to the following websites with your child to learn more about safe Internet practices.

Netty's World

www.nettysworld.com.au

Hector's World

www.hector.co.nz

Cybersmart kids online

Internet safety website for families
www.cybersmartkids.com.au

Young Media Australia (YMA)

YMA is an advocacy organisation representing the interests of children and young people in relation to print, television and computers. It is a useful resource for Grandcarers as they can get information and advice about the media's impact on children.

Freecall: 1800 700 357

www.youngmedia.org.au

Filters

Different filters work in different ways, and some are better than others are at blocking particular types of content. Filter software is a useful tool for managing children's access to the net when used alongside active supervision by Grandcarers and setting household net-use rules. A filter can only be partly effective and is not a substitute for supervision.

The National Filter Scheme offers families a filtered service or a free filter for their home computer either for download from a dedicated website or delivered to them on CD-ROM. All Internet Service Providers (ISPs) are also required to offer filters to new and existing customers at no additional cost.

The filters will allow Grandcarers to set access limits based on their own family values to protect children from offensive content on the Internet and emerging new mobile content services.

To make it easy for Grandcarers to install and operate these systems, filter providers offer phone support. Grandcarers seeking more generic advice about Internet safety issues can get free advice from NetAlert on 1800 880 176. You can download a filter from the NetAlert webpage by following the links at www.netalert.gov.au

Spam

Spam is an email from an individual or organisation you don't know or have not previously dealt with. Spam can be very annoying and may contain offensive or disturbing material.

To reduce the problems caused by spam:

- safeguard your email address
- never respond to unsolicited email
- use a filter
- check your ISP's web site for information about managing spam.

If you receive spam that links to content you believe may be offensive or illegal, you can complain to the Australian Communications and Media Authority (ACMA) about that content. Go to the ACMA complaint link at www.acma.gov.au.

USEFUL CONTACTS

Department of Commerce

Phone: 1300 304 054

www.commerce.wa.gov.au

NetAlert Limited

NetAlert, the Australian Internet safety advisory body, provides independent advice and education on managing access to online content.

Internet safety help line:

Freecall: 1800 880 176.

www.netalert.gov.au

Telecommunications Industry Ombudsman

Freecall: 1800 062 058

www.tio.com.au

Australian Communications and Media Authority (ACMA)

To report illegal or offensive Internet content go to the ACMA complaint link at www.acma.gov.au

Phone: 1300 850 115

Infoxchange Australia – GreenPC

GreenPC refurbishes used computers received from government and business organisations and makes them available to those who might not usually be able to afford a new computer system. To be eligible to purchase a Green PC, customers must be holders of a current Health Care Card, Age Pension Card,

Disability Card or some other form of documentation relating to low income.

Phone: 1300 306 645

www.greenpc.com.au

Department of Education and Training

A number of community-based agencies are funded to provide free computer literacy training. To find your nearest provider go to <www.det.wa.gov.au/firstclick>

Phone: 9264 4182

Department of Community Services (NSW)

This web page is a technology guide for parents and Grandcarers. There is everything from filing documents to cyber safety.

www.schools.nsw.edu.au/news/technology/index.php



INDEX OF CONTACT NUMBERS & WEBSITES

A

Aboriginal Legal Service of Western Australia (Inc)

Phone: 9265 6666

Freecall: 1800 019 900

www.als.org.au

Advocare

Freecall: 1800 655 566

www.advocare.org.au

Advocate for Children in Care

Phone: 9222 2518

Freecall: 1800 460 696

Mobile: 0429 086 508

Email: Judith.garsed@dcp.wa.gov.au

www.community.wa.gov.au/DCP/ContactUs/Advocate_for_Children_in_Care.htm

Al Anon and Al Ateen (Alcoholics Anonymous)

Central Service Office

24-hour help line

Phone: 9325 3566
(country callers ask for the contact closest to you)

www.aawa.cjb.net

Albany Community Legal Centre

Phone: 9842 8566

Alcohol and Drug Information Service

Phone: 9442 5000

Freecall: 1800 198 024 (country callers only)

www.dao.health.wa.gov.au

Anglicare WA

To find your closest outlet including country areas

Phone: 9325 7033

www.anglicarewa.com.au

Anglicare WA – Daisy House Girrawheen

For emergency relief

Phone for appointment on Wednesday or Friday

Between 9:30am and 11:30am

Phone: 9247 1960

ARAFMI Mental Health Carers and Friends Association

Available 9:00am to 4:30pm Monday to Friday

Phone: 9427 7100

Freecall: 1800 811 747

www.arafmi.asn.au

ASWA Drug and Alcohol Counselling Service Bunbury

Counselling and Drug Education Service for 12-25 year olds and their families.

Phone: 9791 3213

Australian Asian Association
of WA (Inc)

Financial Service

Phone: 9328 6202

Australian Childhood Immunisation
Register

Freecall: 1800 653 809

TTY: 1800 552 152

Australian Communications and
Media Authority (ACMA)

To report illegal or offensive Internet
content go to the ACMA complaints
link.

Phone: 1300 850 115

www.acma.gov.au

B

beyondblue: the national depression
initiative

Phone: 1300 224 636

www.beyondblue.org

Big Brothers Big Sisters Program
(YMCA)

Phone: 9227 0479

www.perth.ymca.org.au

Bond Assistance

Ask at any Department of Housing
office

[www.housing.wa.gov.au/404_446.
asp#bond](http://www.housing.wa.gov.au/404_446.asp#bond)

Bridgetown-Greenbushes
Grandfamilies Support Group

Phone: 9761 2139

C

CAMPS

Camps organised by the Department
of Sport and Recreation

Phone: 9492 9999

www.dsr.wa.gov.au

Edmund Rice Camps for Kids WA Inc

Phone: 9365 2811

[www.perthcatholic.org.au/
organisations/html/erckwa.html](http://www.perthcatholic.org.au/organisations/html/erckwa.html)

Kids Camps (Intellectually Disabled)

Phone: 9420 7247

www.kidscamps.org.au

Society of St Vincent de Paul Camps

Phone: 9475 5400

www.svdpwa.org.au

The Cool Camp

Phone: 9531 7948 or 9531 1177

Mobile: 0408 375 051

www.fairbridge.asn.au

Young Australia League (YMCA)

Camp Simons

Phone: 9496 1232

www.yal.org.au

Career Development Centre

Phone: 9224 6500

Freecall: 1800 999 167

www.det.wa.edu/training

CareforKids.com.au

www.careforkids.com.au

Carers WA

Phone: 1300 227 377

24-hour Carer Counselling Line
1800 007 332

www.carerswa.asn.au

Carers Secretariat

Phone: 6217 8518

Email:

carersac@communities.wa.gov.au

Catholic Education Office of WA

Phone: 6380 5200

www.ceo.wa.edu.au

Central Immunisation Clinic

Phone: 9321 1312

Centrecare

Counselling services

Phone: 9325 6644

www.centrecare.com.au

Centrelink

Phone: 13 10 21

Enquiries in languages other
than English

Phone: 13 12 02

www.centrelink.gov.au

Charity Link

Phone: 9489 4011

www.charitylink.org.au

Child Australia.

Phone: 9249 4333

www.childaustralia.org.au

Child Care Access Hotline

Freecall: 1800 670 305

TTY Service: 1800 639 327

Child Care Assistance - Centrelink

Phone: 13 61 50

Child Sexual Abuse Service – Princess Margaret Hospital for Children

Appointments can be made Monday
to Friday 9:00am to 5:00pm

Phone: 9340 8646 or 9340 8222

Child Support Agency

Phone: 13 12 72

www.csa.gov.au

Children of Parents with a Mental Illness (COPMI)

Phone: 9222 4099

www.copmi.net.au

Citizens Advice Bureau

| | |
|------------|-----------|
| Perth | 9221 5711 |
| Armadale | 9497 5311 |
| Fremantle | 9335 4522 |
| Joondalup | 9301 2833 |
| Kwinana | 9439 1251 |
| Midland | 9274 3000 |
| Rockingham | 9527 6671 |
| Mandurah | 9535 3101 |
| Albany | 9841 4711 |
| Busselton | 9751 1199 |

Commonwealth Carer Respite Centres

Freecall: 1800 059 059

Community Health Services – Metropolitan

| | |
|-------------|-----------|
| Armadale | 9391 2220 |
| Belmont | 9277 1300 |
| Bentley | 9365 3537 |
| Fremantle | 9339 1362 |
| Hilton | 9337 7665 |
| Joondalup | 9300 2202 |
| Kalamunda | 9454 9060 |
| Koondoola | 9342 3674 |
| Kwinana | 9419 2266 |
| Lockridge | 9279 0127 |
| Maddington | 9459 2935 |
| Mandurah | 9531 8088 |
| Manning | 9450 1447 |
| Mirrabooka | 9344 5541 |
| Queens Park | 9458 2204 |

Community Health Services – Country

| | |
|----------------|-----------|
| Goldfields | 9080 5710 |
| Great Southern | 9892 2662 |
| Kimberley | 9194 1600 |
| Midwest | 9956 2209 |
| Pilbara | 9158 1794 |
| South-West | 9781 2350 |
| Wheatbelt | 9622 4320 |

Community Legal Advocacy Centre, Fremantle

Phone: 9432 9790

Community Legal Centres Association

Phone: 9221 9322

www.communitylaw.net

| | |
|-------------------|-----------|
| Albany | 9842 8566 |
| Bunbury | 9791 3206 |
| Central Wheatbelt | 9622 5200 |
| Goldfields | 9021 1888 |
| Gosnells | 9398 1455 |
| Kimberley | 9169 3100 |
| Northern Suburbs | 9440 1663 |
| Peel | 9581 4511 |
| Pilbara | 9140 1613 |

Community Link & Network (CLAN WA)

| | |
|------------------------|-----------|
| Central Office | 9228 9006 |
| Armadale | 9498 2829 |
| Victoria Park/Carlisle | 9472 9144 |
| Mandurah | 9581 5595 |
| Mirrabooka | 9440 3595 |
| Rockingham/Warnbro | 9593 5244 |
| Midland | 9250 6335 |

www.clanwa.com.au

CommunityVision Incorporated (CVI)

Phone: 9301 8222

www.communityvision.asn.au

Council on the Ageing (WA) Inc

Referral Service

Phone: 9321 2133

www.cotawa.asn.au

Credit Care

Phone: 9220 1288

Crisis Care

Phone: 9223 1111

Freecall: 1800 199 008

TTY: (08) 9325 1232

Cyrenian House

Phone: 9328 9200

www.cyrenianhouse.com

D

Department for Child Protection

District Offices

| | |
|------------|-----------|
| Armadale | 9497 6555 |
| Cannington | 9351 0888 |
| Fremantle | 9431 8800 |
| Joondalup | 9301 3600 |
| Midland | 9274 9411 |
| Mirrabooka | 9344 9666 |
| Perth | 9214 2444 |
| Rockingham | 9527 0100 |

Country Offices

Listings for country offices can be found at <www.community.wa.gov.au/DFC/ContactUs/DCD_Country_Offices.htm> or refer to your local phone book under Department for Child Protection

Department of Commerce

Phone: 1300 304 054

National Relay Service: 13 36 77 (for the hearing impaired)

www.commerce.wa.gov.au

Department for Communities

Refer to the Business and Government White Pages telephone book for your local Department for Communities office

For a copy of the Understanding Youth Suicide: Information Kit
Phone: 6217 8400 during business hours Monday to Friday
Freecall: 1800 281 116
www.communities.wa.gov.au

Department of Education and Training

Phone: 9264 4111
www.det.wa.edu.au/

First Click

Phone: 9264 4182
www.det.wa.edu.au/firstclick

Department of Foreign Affairs and Trade.

Phone: 13 12 32
www.passports.gov.au/Web/Newppt/ApplyingU18.aspx

Department of Health

Phone: 9222 4222 – general enquiries
Freecall: 1800 022 222 – healthdirect Australia
Phone: 1300 135 030 – HealthInfo
www.health.wa.gov.au

Head Lice

www.public.health.wa.gov.au/cproot/473/2/headlicefactsheet.pdf

Department of Housing

Phone: 9222 4666
Freecall: 1800 093 325
www.housing.wa.gov.au

Department of Housing Suburban Offices

| | |
|------------|-----------|
| Armadale | 9497 1600 |
| Bentley | 9350 3700 |
| Cannington | 9356 0444 |
| Fremantle | 9430 0300 |
| Kwinana | 9439 0300 |
| Mandurah | 9535 5788 |
| Midland | 9250 9191 |
| Mirrabooka | 9344 0555 |

Department of Housing Regional Offices

| | |
|-------------|-----------|
| Albany | 9842 0444 |
| Katanning | 9891 1800 |
| Broome | 9158 3600 |
| Derby | 9191 1411 |
| Kununurra | 9168 1588 |
| Bunbury | 9792 2111 |
| Busselton | 9752 4388 |
| Manjimup | 9771 1200 |
| Geraldton | 9923 4444 |
| Carnarvon | 9941 1129 |
| Meekatharra | 9981 1115 |
| Merredin | 9041 1744 |

| | |
|---------------|-----------|
| Kalgoorlie | 9093 5200 |
| Esperance | 9071 2046 |
| Northam | 9622 1500 |
| Narrogin | 9881 1299 |
| South Hedland | 9160 2800 |
| Karratha | 9144 1707 |

Department of Sport and Recreation

Phone: 9492 9700

www.dsr.wa.gov.au

Dental Health Services

Phone: 9313 0555

After hours emergency service:
9325 3452

www.dental.wa.gov.au

Derbarl Yerrigan Health Service

| | |
|------------|-----------|
| East Perth | 9421 3888 |
|------------|-----------|

Elizabeth Hansen
Autumn Centre

| | |
|-----------|-----------|
| Bayswater | 9370 1044 |
|-----------|-----------|

| | |
|------------|-----------|
| Mirrabooka | 9344 0444 |
|------------|-----------|

| | |
|----------------------|-----------|
| Mirrambeena (Medina) | 9439 1179 |
|----------------------|-----------|

| | |
|------------|-----------|
| Maddington | 9452 5333 |
|------------|-----------|

Disability Services Commission

Phone: 9426 9200

Freecall: 1800 998 214

www.disability.wa.gov.au

E

Early Childhood Education

Freecall: 1800 224 888

www.det.wa.edu.au/education/ece

Education District Offices – Country

| | |
|------------------|-----------|
| Albany | 9841 0333 |
| Bunbury | 9791 0300 |
| Esperance | 9071 9100 |
| Goldfields | 9093 5600 |
| Kimberley | 9193 6488 |
| Mid West | 9956 1600 |
| Midlands | 9622 0200 |
| Narrogin | 9881 0000 |
| Pilbara | 9185 0111 |
| Warren-Blackwood | 9771 7100 |

Education District Offices – Metropolitan

| | |
|----------------|-----------|
| Canning | 9311 0500 |
| Fremantle/Peel | 9336 9563 |
| West Coast | 9406 7300 |
| Swan | 9442 6666 |

Employment Directions Network

Phone: 13 64 64

www.employmentdirections.net.au

Ethnic Disability Advocacy Centre

Phone: 9388 7455

Freecall: 1800 659 921

www.edac.org.au

F

Family Assistance Office

Phone: 13 61 50 between 8:00am and 8:00pm, Monday to Friday

TTY: 1800 810 586 (freecall)

www.familyassist.gov.au

Family Court of Western Australia

Phone: 9224 8222

www.familycourt.wa.gov.au

Family Day Care WA

www.familydaycarewa.com.au

Phone: contact your local council

Family Helpline

Phone: 9223 1100

Freecall: 1800 643 000 (country callers only)

TTY: (08) 9325 1232

Family Planning Western Australia

Phone: 9227 6177

www.fpwa.org.au

Family Relationships Advice Line

Monday to Friday 8:00am to 8:00pm, Saturday 10:00am to 4:00pm except national public holidays

Freecall: 1800 050 321

www.familyrelationships.gov.au

Financial Counsellors Resource Project

Phone: 9221 9411

www.fcrp.org.au

Foodbank WA (metropolitan area)

Freecall: 1800 008 323

www.foodbankwa.org.au

Foodcent\$ Healthy Eating on a Budget

Phone: 1300 135 030

Foster Care Association of Western Australia (Inc.)

Phone: 9388 1911

Freecall: 1800 641 911 (country callers only)

www.fcawa.com.au

G

Gamblers Anonymous

Phone: 9487 0688

www.gamblersanonymous.org.au

Gambling Help WA

Phone: 9325 5133 (metro)

Phone: 9721 5277 (south-west)

Grandparents Parenting Again Support Group – Geraldton

Phone: 9921 2611

Geraldton Community Legal Centre

Phone: 9964 3533

Grandcare

Wanslea Family Services Inc

Freecall: 1800 008 323, 10:00am to 3:00pm Monday to Friday

www.wanslea.asn.au

Grandparent Advisor (Centrelink)

Freecall: 1800 245 965

Grandparents Playgroup

Phone: 9228 8088 or 1300 733 544

Grandparents Rearing Grandchildren (WA)

Phone: 9562 5962

Grandpower for Grandkids WA Inc

Phone: 9409 7409

GreenPC (Infoxchange Australia)

Phone: 1300 306 645

www.greenpc.com.au

H

Head Lice

[www.public.health.wa.gov.au/cproot/473/2/head lice fact sheet.pdf](http://www.public.health.wa.gov.au/cproot/473/2/head%20lice%20fact%20sheet.pdf)

healthdirect Australia

24 hours a day, seven days a week

Freecall: 1800 022 222

TTY: 1800 022 226

HealthInfo Line

Phone: 1300 135 030

Holyoake – The Australian Institute for Alcohol & Drug Addiction Resolutions

| | |
|-------|-----------|
| Perth | 9416 4444 |
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|---------|-----------|
| Midland | 9274 7055 |
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|---------|-----------|
| Northam | 9621 1055 |
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www.holyoake.org.au

Hospitals - Public and Private

Phone: Refer Business Listings under 'Hospitals' in the Telephone Book

I

Infoxchange Australia - GreenPC

Phone: 1300 306 645

www.greenpc.com.au

Internet safety websites

Cybersmart kids online

www.cybersmartkids.com.au

Hector's World

www.hector.co.nz

Netty's World

www.nettysworld.com.au

ISHAR Multicultural Centre for Women's Health

Phone: 9345 5335

www.ishar.org.au

itsallright

www.itsallright.org/about/index.html

K

Kwinana Early Years Services (KEYS)

Phone: 9439 1838

keyswa.org

Kids Help Line

Freecall: 1800 551 800

www.kidshelp.com.au

Kidsafe (Child Accident Prevention Foundation of Australia)

Phone: 9340 8509

Freecall: 1800 802 244 (country callers only)

www.kidsafewa.com.au

King Edward Memorial Hospital for Women

Phone: 9340 2222

www.kemh.health.wa.gov.au

Kookaburra Club for Aboriginal Grandparents

Advisory service

Phone: 9342 9054

Kwinana Smith Family Grandfamilies Group

Phone: 9419 6030

L

Law Society of Western Australia

Phone: 9322 7877

www.lawsocietywa.asn.au

Learning Centre Link

Phone: 9228 9000 (for your nearest centre)

Freecall: 1800 818 991

www.learningcentrelink.asn.au

Legal Aid Western Australia Information Line

Phone: 1300 650 579

TTY: 1800 241 216 (freecall)

www.legalaid.wa.gov.au

Lifeline WA

24 hours a day, seven days a week crisis counselling line

Phone: 13 11 14

www.lifeline.org.au

Local Government Recreation and Leisure Centres

For a list of local government contact details contact WALGA

www.walga.asn.au

Low-Cost Food Outlets

Foodbank (metropolitan area)

Open Monday to Friday 10:00am to 3:00pm.

Contact Wanslea/Grandcare to register for referral

Freecall: 1800 008 323

M

McGill International Centre for Youth Gambling Problems and High Risk Behaviours

www.youthgambling.com

Medicare Australia

Phone: 13 20 11

www.medicareaustralia.gov.au

Medicare Teen Dental Plan

Phone: 13 21 50

Meerilinga

Phone: 9489 4022

www.meerilinga.org.au

Men's Domestic Violence Helpline

24-hours-a-day, seven-days-a-week counselling and referral service

Phone: 9223 1199

Freecall: 1800 000 599
(country callers only)

Mental Health Emergency Response Line

Freecall: 1300 555 788

Rural callers

Freecall: 1800 676 822

Ministerial Council for Suicide Prevention

www.mcsp.org.au

Multicultural Services Centre WA Inc

Accommodation Service

Legal Section

Financial Service

Phone: 9328 1544 or 9328 2699

www.mscwa.com.au

Multicultural Women's Advocacy Service

Phone: 9344 9328 or 9227 8122

www.whs.org.au/services/whch/mwas

Murdoch Psychology Clinic

Phone: 9360 2570

N

Ngala Family Resource Centre

Phone: 9368 9368

Freecall: 1800 111 546 (country callers only)

Operating hours: 8:00am to 8:00pm
seven days a week

www.ngala.com.au

NetAlert Ltd

Internet safety helpline

Freecall: 1800 880 176

www.netalert.gov.au

North Metro Community Drugs Service

Grandparent Support Group –
Warwick/Joondalup/North Perth

Phone: 9246 6767

Northern Suburbs Community Legal
Centre, Mirrabooka

Phone: 9440 1663

NSW Department of Community
Services cyber safety website

[www.schools.nsw.edu.au/news/
technology/index.php](http://www.schools.nsw.edu.au/news/technology/index.php)

O

Office of Mental Health

Phone: 9222 4099

www.mental.health.wa.gov.au

Office of the Public Advocate –
Telephone Advisory Service (TAS)

Phone: 1300 858 455

www.publicadvocate.wa.gov.au

Older People's Rights Service

Phone: 9440 1663

9:00am to 5:00pm Monday to Friday

Oral Health Centre

Sir Charles Gairdner Hospital

Phone: 9346 4400

www.ohcwa.uwa.edu.au

P

Palmerston Association

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|--------|-----------|
| Albany | 9842 8008 |
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| Denmark | 9848 2813 |
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| Fremantle | 9430 5966 |
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| Katanning | 9842 8008 |
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| Mandurah | 9581 4010 |
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| Northbridge | 9328 7355 |
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| Rockingham | 9529 2500 |
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www.palmerston.org.au

Para Quad Industries – furniture

Phone: 9381 0111

www.paraquadwa.asn.au

Parent Drug Information Service

Confidential 24-hour statewide
service

Phone: 9442 5050

Freecall: 1800 653 203 (country
callers only)

www.dao.health.wa.gov.au

Parenting Education Program

Grandparents Update

Phone: 9382 6708

Parenting Grandchildren.info

www.parentinggrandchildren.info

Parenting WA Library

6279 1223

Freecall: 1800 686 155 (country
callers only)

Parenting WA Line

Phone: 6279 1200

Freecall: 1800 654 432 (country callers only)

Parents Again – Community Vision

Phone: 9400 3000

Playgroup WA (Inc)

Phone: 9228 8088 or 1300 733 544

www.playgroupaustralia.com.au/wa

Poisons Information Centre

Phone: 13 11 26

Princess Margaret Hospital for Children

Phone: 9340 8222

www.pmh.health.wa.gov.au

Problem Gambling Helpline

Freecall: 1800 622 112

Public Trustee.

New enquiries and appointments

Freecall: 1300 746 212

www.publictrustee.wa.gov.au

R

Raising Children Network

www.raisingchildren.net.au

Registry of Births, Deaths and Marriages

Phone: 1300 305 021

www.dotag.wa.gov.au

Relationships Australia – Family Mediation

www.relationships.com.au

Phone: 9489 6363 or 1300 364 277

www.relationships.com.au

Rent Assistance (Centrelink)

Phone: 13 10 21

Retirement Village Association of WA

Phone: 9322 9909

www.retirementvillagesaust.com.au

S

Salvation Army Family Support Centre

Phone: 9260 9599

9:00am to 12:00pm and 1:00pm to 3:00pm Monday to Friday

www.salvationarmy.org.au/wa

Salvo Care Line

(24-hour crisis counselling service)

Phone: 9442 5777

Samaritans

Phone: 9381 5555 – Careline

Phone: 9388 2500 – Youthline

Albany: 9842 2776

TTY: 9382 8822

Freecall: 1800 198 313

SANE helpline

Phone: 1800 187 263

Information and advice 9:00am to 5:00pm Monday to Friday Eastern Standard Time

Request free Infopack 24-hours

www.sane.org

SCALES (Southern Communities Advocacy Legal and Education Services, Rockingham)

Phone: 9550 0400

School Volunteer Program

Phone: 9444 8646

www.svp.org.au

Secondary Assistance Scheme

Phone: 9264 4516

www.det.wa.edu.au

Seniors Card Centre

Phone: 6217 8855

1800 671 233 (country callers only)

www.seniorcard.wa.gov.au

Seniors Portal

(online resource for people over 50)

www.seniors.gov.au

Seniors Telephone Information Service

Operates between 9:00am and 3:00pm weekdays

Phone: 6217 8855

Freecall: 1800 671 233 (country callers only)

www.communities.wa.gov.au

Sexual Assault Resource Centre (SARC)

Phone: 9340 1828

Freecall: 1800 199 888

Counselling line: 9340 1828

Sexual Health Helpline

Phone: 9227 6178

Freecall: 1800 198 205 (country callers only)

Smith Family

| | |
|-------|-----------|
| Perth | 9202 1646 |
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| Kwinana | 9419 6030 |
|---------|-----------|

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| Maddington | 9459 6302 |
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|---------|-----------|
| Midland | 9250 8865 |
|---------|-----------|

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|--------------|-----------|
| Port Hedland | 9172 5853 |
|--------------|-----------|

www.thesmithfamily.com.au

State Child Development Centre

Phone: 9481 2203

www.pmh.health.wa.gov.au/services/scdc/contacts.htm

St John Ambulance

Phone: 000 for emergency only

From mobiles phone 112

St John of God Parenting Education Program

Grandparents Update

Phone: 9382 6708

St Vincent De Paul Society
Emergency Relief Services

Fremantle region

1300 794 054

(Applecross to Fremantle)

Joondalup/Wanneroo region

1300 794 054

(Girrawheen to Merriwa)

Osborne Park region

1300 794 054

(Mirrabooka, North Coastal Area)

Perth region

1300 794 054

(East Perth, Maylands, Mt Lawley,
Leederville)

Queens Park region

1300 794 054

(Victoria Park to Armadale)

Rockingham region

9528 1071

Swan region

1300 794 054

(Bayswater/Midland/Hills)

Sussex Street Community Law
Service, East Victoria Park

Phone: 6253 9500

T

Telecommunications Industry
Ombudsman

Freecall: 1800 062 058

www.tio.com.au

Tenants Advice Service

Advice line: 9221 0088 weekdays
8:30am to 3:30pm

Freecall: 1800 621 888 (country
callers only) weekdays 1:00pm to
3:00pm

www.taswa.org

Tenants' Rights (Department of
Commerce)

Phone: 1300 304 054

www.commerce.wa.gov.au

U

Uniting Care West – Talking Realities

Phone: 1300 663 298

www.unitingcarewest.org.au

V

Victory Life Community Services
(referral needed)

Phone: 9201 1266

www.victorylifecentre.com.au

W

WANILS (WA No Interest Loans
Network Inc)

Phone: 1300 365 301

www.wanils.asn.au

Wanslea Family Services

| | |
|--------------------|-----------|
| Scarborough | 9245 2441 |
| East Victoria Park | 9361 8277 |
| Mandurah | 9581 5843 |
| Albany | 9842 3119 |
| Kalgoorlie | 9091 3220 |

www.wanslea.asn.au

Western Australia Police

Dial 000 or 112 from mobiles phones for life threatening emergencies.

For police attendance:

Phone: 13 14 44

Women's and Children's Health Service

King Edward Memorial Hospital for Women

Phone: 9340 2222

www.kemh.health.wa.gov.au

Princess Margaret Hospital for Children

Phone: 9340 8222

www.pmh.health.wa.gov.au

Women's Domestic Violence Helpline

24-hours-a-day, seven-days-a-week counselling and referral service

Phone: 9223 1188

Freecall: 1800 007 339
(country callers only)

Women's Health Care House

Mental Health Community Outreach Project

Phone: 9227 8122

Women's Health Services

Phone: 9227 9032

www.whs.org.au

Women's Information Service

Phone: 6217 8230

Freecall: 1800 199 174
(country callers only)

Women's Law Centre of WA

Phone: 9272 8800

Freecall: 1800 625 122

TTY: 9272 9500

Y

YMCA – Big Brothers Big Sisters Program

Phone: 9227 0479

www.perth.ymca.org.au

Young Australia League (YAL)

Camp Simon

Phone: 9496 1232

www.yal.org.au

Young Media Australia (YMA)

Freecall: 1800 700 357

www.youngmedia.org.au

Youth Focus

Phone: 9361 4222

www.youthfocus.com.au

Youth Legal Service

Phone: 9202 1688

Freecall: 1800 199 006 (country callers only)

www.youthlegalserviceinc.com.au

YouthLink (Northbridge)

Duty Officer: 1300 362 569 (Monday to Friday 12:30pm to 4:30pm)

Phone: 9227 4300

www.youthlink.perthwa.net

Youth Mentoring Network

Phone: (02) 9085 7287

www.youthmentoring.org.au

Youth Reach South (Gosnells)

Duty Officer: 1300 362 569 (Monday to Friday 12:30pm to 4:30pm)

Phone: 9394 0799

Freecall: 1800 288 139 (country callers only)

Acknowledgements

This guide is an initiative of the Department for Communities in collaboration with the Department for Child Protection. The department would like to acknowledge Wanslea Family Services Grandcare coordinator, Kerry Blom, and the Grandcarers who participated in this project for their valuable contribution to Grandfamilies: a resource guide for Western Australian grandparents raising grandchildren.

The department acknowledges the following organisations for their contribution to the guide:

- Australian Communications and Media Authority
- Centrelink
- Department for Child Protection
- Department of Health
- Department of Housing
- Grandcare

Contact details are provided throughout the guide and in the index.

The department also acknowledges that some information in this booklet has been sourced from:

- Sylvie de Toledo and Deborah Edler Brown, Grandparents as Parents: A Survival Guide for Raising a Second Family. New York: Guilford Press, 1995.

- Australian Communications and Media Authority's Cybersmart kids' website: <www.cybersmartkids.com.au>
- McGill International Centre for Youth Gambling Problems and High Risk Behaviours <www.youthgambling.com>

Contact the Seniors Telephone Information Service for updates on new programs and services for Grandcarers.

The service operates between 9:00am and 3:00pm weekdays

Phone: 6217 8855

Freecall: 1800 671 233
(country callers only)

www.communities.wa.gov.au

Department for Communities

Level 7 Dumas House

2 Havelock Street

West Perth WA 6005

Tel: (08) 6217 8700

Fax: (08) 9324 2408

email: info@communities.wa.gov.au

Website:

www.communities.wa.gov.au

Translating & Interpreting Service (TIS National): 13 14 50

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ISBN: 978-1-921481-11-6

May 2009

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EMERGENCY NUMBERS

Department for Child Protection

9222 2555

Crisis Care Hotline

1800 199 008 or 9223 1111

Western Australia Police

Emergency 000 or 112 from mobile phone

Phone: 13 14 44

Ambulance

Emergency 000 or 112 from mobile phone

Fire & Emergency Services Authority
of WA

Emergency 000 or 112 from mobile phone

Princess Margaret Hospital

9340 8222

Poisons Information Centre

13 11 26

Suicide Emergency Service Samaritans

9381 5555

Youthline

9388 2500

Mental Health Emergency
Response Line

1300 555 788 (Metro area)

1800 676 822 (Rural area)

PERSONAL NUMBERS

(e.g. local hospital, doctor etc)

[illegible]



Government of **Western Australia**
Department for **Communities**

For more information about our services,
please contact:

Department for Communities
Level 7, Dumas House
2 Havelock Street
West Perth WA 6005
Ph (08) 6217 8700
Fax (08) 9324 2408
www.communities.wa.gov.au

ISBN: 978-1-921481-11-6
DfC: 09.04.20.SEN