

Support for grandparents and non-parent carers of children

Grandparent Advisers provide extra support for non-parent carers, including grandparents, foster carers and kinship carers who have taken on parental responsibilities for children.

They can help you by:

- providing tailored information about payments and support services based on your family circumstances
- arranging appointments for grandparent carers and non-parent carers with specialist staff, including social workers
- arranging referrals to federal, state and community service providers, and
- helping with any other Medicare, Centrelink or Child Support enquiries.

Payments and services

If you're a grandparent or non-parent carer of children and live in the same house as a parent, you may not be eligible for payments. If you're in this situation, you can contact us to discuss your circumstances.

If you're a grandparent or non-parent carer of children, you may be eligible for:

- Family Tax Benefit – to help with the cost of raising children
- Child Care Subsidy and Additional Child Care Subsidy (Grandparent) – to help with the cost of child care
- Medicare payments – to help with health care costs
- Double Orphan Pension – to help with the costs of caring for children who are orphans or who can't be cared for by their parents

- concession and health care cards, including Foster Child Health Care Card – to help with accessing cheaper health care services and medicines, and
- child support – you may be able to receive child support from one or both parents.

You may be eligible for other payments and services. Contact us to discuss your circumstances.

We have specialist staff available to provide additional support to your family, including:

- social workers
- Financial Information Service Officers
- Indigenous Specialist Officers
- Multicultural Service Officers
- Community Engagement Officers.

Next steps

For more information about assistance available for grandparents, and non-parent carers, go to servicesaustralia.gov.au/grandparentcarers or servicesaustralia.gov.au/nonparentcarers

To speak to a Grandparent Adviser, call **Freecall™ 1800 245 965**.

