

Support for grandparents and non-parent carers of children



centrelink

Grandparent Advisers

Grandparent Advisers provide support to grandparents and non-parent carers of 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 Benefit, Grandparent Child Care Benefit and Child Care Rebate—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 a Grandparent Adviser 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, and
- Multicultural Service Officers.

Next steps

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

For more information about assistance available for grandparents, visit humanservices.gov.au/nonparentcarers

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Department of Human Services

humanservices.gov.au