

# Support for grandparents and non-parent carers of children



**centrelink**

## Grandparent Advisers

Grandparent Advisers provide extra support for non-parent carers, including grandparents, foster carers and kinship carers who have ongoing care 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 a service officer or 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

For more information about assistance available for grandparents, and non-parent carers, go to [humanservices.gov.au/grandparentcarers](http://humanservices.gov.au/grandparentcarers) or [humanservices.gov.au/nonparentcarers](http://humanservices.gov.au/nonparentcarers)

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

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**Australian Government**  
**Department of Human Services**

[humanservices.gov.au](http://humanservices.gov.au)