



# **Grandparents Raising Grandchildren Resource Guide**

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**Shoalhaven**  
City Council

For further information:

Community Development Officer

Ageing and Disability

Shoalhaven City Council

Phone: 4429 3411

For more detailed contacts please use the electronic community directory

<http://shoalhaven.nsw.gov.au/MyCommunity/Communitydirectory.aspx>

Translating and interpreting services can be arranged to assist with information in this brochure by calling the telephone interpreter service (TIS) on 13 14 50

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# Information

## **Grandparents Raising Grandchildren NSW**

[www.raisinggrandchildren.com.au](http://www.raisinggrandchildren.com.au)

Grandparents Raising Grandchildren NSW (GRG NSW) is a resource for grandparents, relatives and kinship carers providing timely and useful information on services, networks, tips, stories and support available to carers.

## **Barnardo's Illawarra Family Referral Service**

**1800 663 863**

The Family Referral Service provides a one-stop shop for assessment and referral to services in the local area for families, carers of children and to youth under 18 years of age. People can self-refer or a referral can be made on behalf of someone else as long as they have given permission to be referred.

## **Best for Kids**

[www.bestforkids.org.au](http://www.bestforkids.org.au)

This site provides information and resources on family law in Australia for children, parents and anyone else who wants or needs to know about it, including grandparents.

## **Connection Carers NSW 24 Hour Support Line**

**1300 794 653**

Connecting Carers NSW (CCNSW) provides support to foster, kinship and relative carers across New South Wales. We offer carers 24 hour telephone support, ongoing education, peer support and advocacy to assist carers in their vital role caring for children and young people in out of home care.

## **Council on the Ageing (NSW) Inc**

**(02) 9286 3860**

COTA NSW is a peak body providing leadership in advocacy, social policy and community information and education for older people, their families and carers in New South Wales and Australia. Services include: Advocacy and Policy Development, Grandparents Raising Grandchildren, Healthy Ageing Talks, Peer Education Sessions on Energy Efficiency, Medicines and You and Beyond Maturity Blues.

## **Cullunghutti Aboriginal Child and Family Centre**

**(02) 4428 6900**

The integrated Aboriginal Child and Family Centre provide a variety of services to meet the needs of children aged 0-8 and their families, including: Early Learning and Child Care, Supported Playgroup, Parent and Family Support, Children's Health Clinics, Children's Behavioural Programs, Early Start Diagnosis Support, Adult and Child Counselling.

## **The Disability Trust**

### **Shoalhaven Information & Advocacy**

**(02) 4428 9002**

This service provides information and individual advocacy services to people with a disability, their carers, family, friends and service providers.

## **Family Relationships Online**

[www.familyrelationships.gov.au](http://www.familyrelationships.gov.au)

An Australian Government initiative that allows families to manage relationship issues. Offers advice and services for grandparents.

## **IDEAS**

[www.ideas.org.au](http://www.ideas.org.au)

**1800 029 904**

**SMS (text) on 0458 296 602**

IDEAS provides a high quality accessible web portal for people with disability and people with age related disability, their families, carers and other supporters to access and search for information that promotes their independence.

## **Karitane Parent Line**

**1300 227 464**

Karitane offer a range of services to support families with young children. These include residential and day services and resources to support parent and carers in the community.

## **Mirabel Foundation**

**(03) 9527 9422**

[www.mirabelfoundation.org.au](http://www.mirabelfoundation.org.au)

Mirabel assists children who have been orphaned or abandoned due to parental illicit drug use and are now in the care of extended family (kinship). Mirabel provides advocacy, referral, research, practical and emotional assistance to the children and their kinship carers.

## **Raising Children Network**

[www.raisingchildren.net.au](http://www.raisingchildren.net.au)

Raising Children Network provides the complete Australian resource guide for parenting newborns to teens.

## **The Aged Care Rights Service (TARS)**

**1800 424 079**

[www.tars.com.au](http://www.tars.com.au)

The Aged-Care Rights Service Inc (TARS) is a community legal centre that provides legal advice and information to older people in NSW. All calls to TARS are confidential.

# **Counselling**

## **Anglicare Shoalhaven Community Care**

**(02) 4424 7100**

Provide counselling services to grandparents around all issues including loss and grief, family relationships and transitions, grandparents as carers.

**CatholicCare****(02) 4421 8248**

Offer counselling services, marriage and relationship education, family and relationship education, disability and aged care services, carer counsellor, foster care and children's contact service.

**Cullunghutti Aboriginal Child and Family Centre****(02) 4428 6900**

The integrated Aboriginal Child and Family Centre provides a variety of services to meet the needs of children aged 0-8 and their families, including: Early Learning and Child Care, Supported Playgroup, Parent and Family Support, Children's Health Clinics, Children's Behavioural Programs, Early Start Diagnosis Support, Adult and Child Counselling.

**Headspace****(02) 4421 5388**

Youth Health Centre for 12 - 25 year olds. A place young people can access at no cost, to discuss difficulties in their lives and receive professional help. We employ youth workers, doctors and psychologists.

**Illawarra Shoalhaven Local Health District****Carer Program****1300 792 755**

The counselling service is self-referral Monday to Friday 8.30 – 4pm and Saturday and Sunday 7.30 – 3pm.



# Disability

## **The Disability Trust**

**Shoalhaven Information & Advocacy** (02) 4428 9002

This service provides information and individual advocacy services to people with a disability, their carers, family, friends and service providers.

**Interchange Shoalhaven Inc** (02) 4423 0255

Interchange Shoalhaven exists to work with children and adults with disabilities including mental health, their families and carers, to provide a range of high quality care and social support services that will foster their access to and participation in the community in a flexible, responsive and accountable manner.

**Mission Australia** (02) 4448 2000

EarlyLinks is specifically aimed at parents or carers with children aged 0-8 years who have recently been diagnosed with a disability, disorder or developmental delay. This program provides time limited intervention and support to families in the diagnosis period, until ongoing support is provided by specialist and mainstream children's services

## **Noah's Shoalhaven**

### **Shoalhaven Managing Children Program (02) 4423 5022**

The Managing Children Program (SMCP) is a teaching and support program for families experiencing difficulties managing the behaviour of their children between the ages of 2½ – 7 years. The program includes personalised individual sessions and parenting support.

## **The Disability Trust Recreation Shoalhaven**

**(02) 4428 9003**

This service provides social and recreational activities for people with a disability including; Out of School Ours Care, After School Care in Nowra, Gym Programs at Ulladulla and Vincentia, Vacation Care for 2 weeks every school holidays and other recreational sporting activities. Call to find out eligibility and ages from each program.

## **Sanctuary Point Connect**

**(02) 4443 0520**

Sanctuary Point Connect is part of the Schools as Community Centres (SaCC) project based in the grounds of Sanctuary Point Public School. Connect provides the Bay and Basin community with supported playgroups, parent and carer education groups, disability support groups, early literacy projects and information in partnership with other services and agencies for families and their children aged 0-8 years with a focus on 0-5 years. Parents, Grandparents, Foster and Kin Carers are all welcome to access Connect's services.

# Financial Advice

## **Centrelink Grandparents Advisers**

**1800 245 965**

The Australian Government provides grandparent advisers to offer assistance to those with full time caring responsibility for their grandchildren. Grandparent advisers can help you by providing information and access to our payments and services, arranging appointments for you with specialist staff, such as social workers and arranging referrals to other federal, state and community service providers who may also be able to help you.

## **Family Assistance: Grandparent Childcare Benefit**

[www.familyassist.gov.au](http://www.familyassist.gov.au)

**13 61 50**

Eligible grandparents can receive up to 50 hours of free child care per week, per child, through the Grandparents Child Care Benefit (GCCB). Child care is available for children up to the age of five at approved Child Care Centers. Before school care, after school care and vacation care are available and can also be covered by your Child Care Benefit. Call or visit your local Family Assistance office located in Centrelink to find out if you are eligible.

# Legal

## **Shoalcoast Community Legal Centre** **1800 229 529**

Shoalcoast provides free legal advice and assistance for residents of the Shoalhaven and South Coast, especially for those on low incomes or otherwise disadvantaged in their ability to manage their legal matter on their own or access the legal system. We provide legal advice to grandparents and other extended family caring for children, with a particular focus on advice and assistance for kinship carers in the Aboriginal community. The centre also provides legal education for community workers and groups.

## **Material Assistance**

### **Anglicare Shoalhaven Community Care** **(02) 4424 7100**

No Interest Loan Scheme (NILS): Assists with loans to purchase white goods and some medical equipment.

### **St Vincent De Paul Society Berry** **(02) 4421 0390**

Assist and visit aged, lonely.

### **St Vincent De Paul Society Nowra** **(02) 4421 0390**

Family Assistance: provide food vouchers, clothing vouchers, help with energy bills and telephone bills.

**St Vincent De Paul Society Ulladulla (02) 4455 5666**

Can assist people in emergency and crisis situations. Able to assist with food, clothing bedding, etc. Limited help with medical prescriptions and transport aid. Help is available with electricity, telephone and water vouchers (if available) and are a referral to other support organisation.

**St Vincent De Paul Society Sanctuary Point (02) 4443 9466**

Material Assistance (food clothing).

**Salvation Army – Shoalhaven Community Welfare**

**Centre Nowra (02) 4423 2102**

Provides individual or family crisis assistance with food, accommodation, transport, furniture, clothing, water, telephone and specialty assistance. Financial Counselling to support those experiencing hardship due to high debt levels by negotiation with creditors on client's behalf. Budget, counselling and personal financial plan produced with strategies for life after debt.

**Salvation Army Mission Ulladulla (02) 4454 1538**

Run a Red Shield Family Store and Opportunity shop. The shop provides assistance to people in need. Assistance can include but is not limited to provision of food and budget counselling. The Mission hosts a drug and alcohol counsellor and Legal Aid.

## **Australian Relief and Mercy Services Ltd - ARMS Ltd**

**Shoalhaven**

**0429 460 730**

Australian Relief and Mercy Services Limited (ARMS) caters for all people on low income. Provides free meal on Friday night. Provides very low cost groceries and free fruit and vegetables and bread.

# **OOSH**

## **Out of school hours care (OOSH)**

**Bay and Basin Out of School Hours Care Inc**

**(02) 4441 7557**

After school hours care from 2.45pm to 6.00pm Monday to Friday.  
Vacation care from 8.00am to 6.00pm during the School Holidays.

**Bomaderry Out of School Hours Care**

**(02) 4423 7223**

Out of school hours care (OOSH). Look after school children before and after school and on vacation care for school holidays. Offer craft activities, homework study and excursion and afternoon activity programmes.

## **Cambewarra Out of School Hours Service – COOSH**

**0419 487 660**

The Centre is a community based, non-profit organisation sponsored by the school Parents and Citizens. The Out of School Hours Centre caters for school children 5 to 12 years providing a range of activities. Before School Care 7.00am to 9.00am each school day. After School Care 3.00pm to 6.00pm each school day. Vacation Care 7.00am to 6.00pm, during school holidays and pupil free days.

## **Kids Korner Callala Bay Before and After School Care**

**(02) 4446 4218**

Community based before and after school care for 5 to 12 year olds.

## **Kids Korner Combined Occasional Care Centre Inc Nowra**

**(02) 4421 0700**

Occasional Care - 0-5 years. After School Care 5 - 12 years. Vacation Care 5 - 15 years. Before School Care for 5 - 12 years.

## **Kids World Before and After School Care Bomaderry**

**(02) 4422 6844**

Operating hours: Before: 7am to 9am. After: 2.30pm to 6pm. Vacation Care: 7am to 6pm.

## **The Disability Trust - Out of School Hours (OOSH) and Vacation Care**

**(02) 4428 9003**

Targeting working families with children with a disability. After School Care 2.45pm to 5.45pm for 12 to 18 years. Vacation Care 9am to 5pm for 12 to 18 years.

# Playgroup

*Playgroups can be hosted by local churches, family support services and other organisations that work with families with children under 5 years of age.*

**Anglicare Shoalhaven Community Care Supported  
Playgroups SPLASH (02) 4424 7100**  
Bomaderry, Sanctuary Point and Sussex Inlet playgroups are available for grandparents raising their grandchildren.

**Playgroup NSW**  
[www.playgroupaustralia.com.au/nsw/go/find-a-playgroup](http://www.playgroupaustralia.com.au/nsw/go/find-a-playgroup)

**Playgroup Association 1300 171 882**  
Playgroup is an informal session where mums, dads, grandparents, caregivers, children and babies meet up in a relaxed and friendly environment. The adults stay to interact with other adults and to play with their children.



## **Sanctuary Point Connect**

**(02) 4443 0520**

Sanctuary Point Connect is a Schools as Community Centres (SaCC) project based in the grounds of Sanctuary Point Public School. Connect provides the Bay and Basin community with supported playgroups, parent and carer education groups, disability support groups, early literacy projects and information, in partnership with other services and agencies for families and their children aged 0-8 years with a focus on 0-5 years. Parents, Grandparents, Foster and Kin Carers are all welcome to access Connect's services.

## **Waminda South Coast Women's Health and Welfare**

### **Aboriginal Corporation**

**(02) 4421 7400**

Waminda is a women's health & welfare service that provides support to Aboriginal families. Services and programs offered include family support, domestic violence & sexual assault support, mental health & justice health. Waminda also holds clinics attended by GP, nurses & midwives as well as supported playgroups, wellbeing & pamper day programs that women with aboriginal families can attend.

# **Respite**

## **Care South Aunties and Uncles Program**

**1300 554 260**

Care South's Aunties and Uncles program aims to support disadvantaged children 3 to 12 years old by linking them with carefully selected and screened volunteer carers from the community. The aim is to provide opportunity & mentoring for the child whom once approved will have contact with their linked family a minimum of twice a month with one of these contacts becoming a sleepover once a solid relationship has been formed.

## **Illawarra Commonwealth Respite and Carelink Centre**

**1800 052 222**

Centre supports primary carers to access respite and other services in the region, including residential respite. Assists with support for primary carers in short term and emergency situations.

## **The Disability Trust Respite and In Home Care Services**

**(02) 4428 9006**

Specialist service providing; In Home Respite, Out of Home Respite, Community Access, Personal Care and Domestic Assistance for people of all ages who have a disability.

# **Shoalhaven Support Services**

## **Anglicare Shoalhaven Community Care      (02) 4424 7100**

Nowra Family Relationship Centre: Provides family dispute resolution (mediation) services assisting grandparents wishing to negotiate arrangements to see grandchildren.

Post Separation Cooperative Parenting Program: Provide services to grandparents including Aboriginal Building Connections and Our Children workshops.

## **Family Support Service**

**Nowra (02) 4421 5499**

**Milton Ulladulla (02) 4455 5428**

Support for families with dependent children (0-12 yrs). The aim of Family Support is to encourage families in personal growth, seeking to build on strengths & competencies. Trained family workers conduct home or centre based appointments. Some of the programs offered include parenting programs, supported playgroups, Music for Fun, school holiday programs, and Hippy (Home Interaction Program for Parents and Youngsters). Nowra Family Support Service offers non-custodial grandparents the opportunity to attend four social/educational activities per year.

## **Mission Australia**

**(02) 4448 2000**

Grandparents Raising Grandchildren Support Group is a program for Grandparents who have custody or fulltime care of their grandchildren that provides advocacy, weekly support group and coffee mornings, information on financial help that is available for Grandparents caring for their Grandchildren, educational and parenting workshops, large range of social and school holiday activities, mentoring and homework club for grandchildren and information and links to other services.

## **Illawarra Shoalhaven Local Health District Carer**

### **Program**

**(02) 4424 6357**

The Local Health District Carer Program targets all unpaid carers including Grandparents. A main component of the program is free counselling for carers and free workshops for carers. Workshops include topics on emotions, stress and stress management, communication, services available and planning for the future.

## **The Compassionate Friends NSW – Nowra Support Group**

**1800 671 621**

TCF NSW is part of a world-wide self-help organisation offering friendship and understanding to families following the death of a son, daughter, brother, sister or grandchild. TCF NSW offers support in the grief and trauma which follows death of a child at any age and from any cause. Services include: a support and information centre; local support group meetings; seminars and grief support information; quarterly magazine Focus and a library of grief related books.

## **Waminda South Coast Women's Health and Welfare Aboriginal Corporation**

**(02) 4421 7400**

Waminda is a women's health & welfare service that provides support to Aboriginal families. Services and programs offered include family support, domestic violence & sexual assault support, mental health & justice health. Waminda also holds clinics attended by GP, nurses & midwives as well as supported playgroups, wellbeing & pamper day programs that women with aboriginal families can attend.

**Sanctuary Point Connect****(02) 4443 0520**

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## **Youth**

**Shoalhaven City Council****(02) 4429 3418****[www.shoalhaven.nsw.gov.au](http://www.shoalhaven.nsw.gov.au)**

Youth Resource Card available at Shoalhaven City Council Customer Service Counter and website and at the Youth Centres.

**Crossroads Youth Health****(02) 4423 1784**

Health service for young people aged 12 - 25 years, including: counselling, doctor, health education, antenatal group, etc. Alcohol and other drug counselling.

**Headspace****(02) 4421 5388**

Youth Health Centre for 12 - 25 year olds. A place young people can access at no cost, to discuss difficulties in their lives and receive professional help. We employ youth workers, doctors and psychologists.

**Nowra Youth Centre****(02) 4422 1988**

Three facilities (Bomaderry Community Room, East Nowra Hub and Nowra Youth Centre) provide Drop In, education courses, computer facilities, service referral, holiday programmes.

**Sanctuary Point Youth and Community Centre****(02) 4443 9244**

Various training courses for youth, Bay and Basin Community Radio, school holiday activities, information and referral services for young people aged 12 - 17 years.

**Southern Shoalhaven Youth Services****(02) 4454 1761**

Ulladulla Youth Centre referral, assessment, advice and support and case management for young people aged between 12 and 24. Drop in, games, programmes and activities offered as well as outreach service.



