

## Senate Community Affairs Legislation Committee

### ADDITIONAL BUDGET ESTIMATES - 16 FEBRUARY 2012 ANSWER TO QUESTION ON NOTICE

#### Human Services Portfolio

**Topic:** Grandparent Carers

**Question reference number:** HS 19

**Senator:** Fierravanti-Wells

**Type of question:** Hansard pages 113-114

**Date set by the committee for the return of answer:** 29 March 2012

**Number of pages:** 2

#### **Question:**

a) **Senator FIERRAVANTI-WELLS:** My questions are on the grandparent carer program, the peer support program and digital set-top boxes. How many grandparent carers have contacted the customer service centres in person? Do you have some statistics around that? I am happy for some of this material to be taken on notice.

**Ms Campbell:** I think we will have to with some of those figures.

**Senator FIERRAVANTI-WELLS:** That is fine.

**Ms Campbell:** Because often customers will not identify themselves as a grandparent carer, so we would have to see what we could do on some of those inquiries.

**Senator FIERRAVANTI-WELLS:** Could you look at those inquiries, whether they are in person or by telephone?

**Ms Campbell:** Yes.

b) **Senator FIERRAVANTI-WELLS:** What has been the take-up of the peer support program identified in the 2011-12 budget?

**Ms Campbell:** If you give us that one on notice, maybe we will be able to see whether it is ours or FaHCSIA's.

c) **Senator FIERRAVANTI-WELLS:** In relation to statistics in terms of full-time grandparent carers or part time, I will leave that to you.

**Mr Tidswell:** Yes, we will take that on notice.

d) **Senator FIERRAVANTI-WELLS:** How many grandparent carers to date have participated in the peer support program?

**Ms Campbell:** I do not think we are quite sure about what the peer support—

**Senator FIERRAVANTI-WELLS:** Why don't I put it on there and then if you could kindly refer it to the appropriate area?

**Ms Campbell:** Yes, we will do that.

e) **Senator FIERRAVANTI-WELLS:** Thank you. How much of the \$1.2 million committed to the grandparent carer program has been allocated for the peer support program? Again, that is probably related to that.

**Ms Campbell:** We will take that on notice.

**Answer:**

a) Grandparent Carers may be able to get a range of payments and benefits if they meet eligibility requirements. The department does not collect demographic information of customers attending Service Centres in person, but does collect information on the number of calls that are made to the Grandparents Call Centre queue, as well as contacts made to the department's Grandparent Advisors.

Between 1 July 2011 and 31 January 2012:

- 4,342 calls were made to the department's Grandparent Call Centre queue; and
- 1,980 contacts were made to the department's Grandparent Advisors.

b), d) and e)

The Peer Support Program is administered by the Department of Families, Housing, Community Services and Indigenous Affairs and questions on that Program should be directed to that department.

c) The department does not collect information about full-time or part-time Grandparent Carers.