

Senate Community Affairs Legislation Committee

SUPPLEMENTARY BUDGET ESTIMATES - 20 OCTOBER 2011 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Grandparent Advisors

Question reference number: HS 25

Senator: Carol Brown

Type of question: Hansard pages 118-119

Date set by the committee for the return of answer: 9 December 2011

Number of pages: 1

Question:

a) **Senator CAROL BROWN:** Can you remind me what date the Grandparent Advisers program came online?

Mr Tidswell: We have had grandparent advisers in for some time, but I would have to go back to see when the new measure was announced in the budget. I will have to take that on notice because I do not think I have it here.

.....

b) **Senator CAROL BROWN:** You obviously have the data as to where the grandparents are who are raising grandchildren. You must have some other data that made you choose the initial four or six sites or whatever it is. I want to know: when is Tasmania going to get one? I have heard very good reports about the grandparents advisers and I have heard that it is an extremely good service. We know of 14,000 grandparents who are raising grandchildren across Australia and, in many cases, under very difficult circumstances. It is a good service and I would like to see more of them.

Mr Tidswell: We might take that on notice and come back with some advice on how we provide services there.

Answer:

a) In addition to an existing Grandparent Advisor who has been operating in Perth since 2005, four new Grandparent Advisors commenced from September 2010 in Penrith, Caringbah, Oakleigh and Caboolture.

In September 2010, a part-time Grandparent Advisor was also established in Adelaide. This takes the total number of Grandparent Advisors to six nationally.

b) At this stage, the Department of Human Services has no plans for additional Grandparent Advisor placements, but the situation will be monitored for future needs. The Grandparents' Advisor telephone line can be accessed by anyone in Australia and calls are routed to the nearest Grandparent Advisor. The Grandparent Advisor situated in Melbourne fields phone calls for Tasmanian customers.