

Grand Matters June 2020

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Time for Grandparents Support during COVID-19

To help minimise the transmission of COVID-19 in the community, all sport and active recreation facilities throughout Queensland have been directed to temporarily close, as you may be aware. Schools have also been closed to children of non-essential workers, with the majority of children in Queensland learning from home.

Due to these significant changes, Time for Grandparents has not been able to assist grandparents with funding for term based activities or school camps. Our monthly grandfamily camps have also temporarily ceased until further notice.

We would like to assure grandparents that Time for Grandparents is still available to support you during this time, and should you need to ask us any questions we encourage you to contact us on 1300 135 500 at any time, Monday – Friday, 9am – 5pm.

Your Newsletter

We would like to ensure that Grand Matters is discussing topics that are important to you. If there are specific topics or themes that you would like included in your newsletter, please contact Time for Grandparents on 1300 135 500, and we will endeavour to address them in future issues.

Disclaimer: The materials and information included in this edition of Grand Matters newsletter are provided as a service to you and do not necessarily reflect endorsement by the Time for Grandparents Program. The Time for Grandparents Program is not responsible for the accuracy of information provided from outside sources. Groups and workshops detailed in this flyer are for your information and are not coordinated by or connected to the Time for Grandparents Program in any way unless specified.

FairPlay Voucher Changes during COVID-19

Parents, carers or guardians can apply for a voucher valued up to \$150 for their child, which can be used towards sport and active recreation membership, registration or participation fees with registered activity providers.

Who is eligible? Children aged 5-17 years (inclusive) who are Queensland residents and hold, or whose parent/carer/guardian holds, a Centrelink HealthCare Card or Pensioner Concession Card with the children listed as dependants. There is a limit of 1 voucher per child per calendar year.

At the time of publication, applications for Round 3 will open July 2020.

Changes to redeeming FairPlay Vouchers

If you have a Round 2 voucher, keep it until sport and recreation activities are able to restart. You will be able to present vouchers once activities restart.

The expiration date on all Round 2 vouchers has been extended, and vouchers must now be presented to Activity Providers by 11 November 2020.

All registered activity providers have been asked, where possible, to retain the funds and credit participants once activities do resume, whenever that may be. If your child would like to participate elsewhere, talk to your club and ask if they may be able to transfer the remainder of the voucher amount directly to the new organisation.

Need more information?

Phone: Smart Service Qld on 137 468

Email: fairplayvouchers@npsr.qld.gov.au

Web:

<https://www.qld.gov.au/recreation/sports/funding/fairplay/apply>

<https://www.hpw.qld.gov.au/news-publications/news/covid-19-sport-and-recreation-funding-programs>



Be Connected

Be Connected is an Australian government initiative aiming to empower older Australians to use the internet and everyday technology to thrive in our digital world. Through the online resources, you can learn the basics of using digital devices and engaging with the internet, including:

- being safer while online
- talking to or seeing family and friends who live far away
- finding new friends who share interests and hobbies and connecting with old friends
- keeping up to date with what's happening in communities and around the world
- shopping and selling online - safely and securely.

Learn online skills with Be Connected [here](#).

Useful Contacts

Time for Grandparents - 1300 135 500

ARAFMI - 1300 554 660

Beyond Blue - 1300 224 636

Bravehearts - 1800 272 831

Centrelink Grandparent Advisor - 1800 245 965

Centrelink Social Workers - 132 850

Community Recovery Scheme - 1800 173 349

Coronavirus National Helpline – 1800 020 080

DV & Sexual Assault National Helpline – 1800 737 732

DVConnect Womensline – 1800 811 811

Elder Abuse Prevention Unit - 1300 651 192

Family Relationship Advice Line - 1800 050 321

Financial First Aid - 1800 007 007

Headspace - 1800 650 890

Kids Helpline - 1800 551 800

Legal Aid Advice Line - 1300 651 188

Lifeline Crisis Line - 13 11 14

MensLine Australia – 1800 737 732

My Aged Care – 1800 200 422

NILS – No Interest Loan Scheme – 136 457

Parentline - 1300 301 300

Relationships Australia - 1300 364 277

Salvation Army – 137 258

Seniors Enquiry Line – 1300 135 500

St Vincent de Paul - 1800 846 643

Suicide Call Back Service - 1300 659 467



Hello You Mob

Well everyone, what a ride we all had over the past three months when the planet was gripped by a world health pandemic!

During this period, the Time for Grandparents Program staff have been calling Grandparent carers to offer support.

A challenge Grandfamilies faced

One of the biggest difficulties for Grandparent Carers during the COVID-19 pandemic was the home schooling for their grandchildren. Many Grandparent carers said it was a nightmare trying to home school where grandparents may not have the educational understanding nor have the devices for their children's online school learning.

Many Grandparents elected to self-quarantine as older people and elders are at 'high risk' of the pandemic. Grandparents were reluctant to go the school to deliver and pickup schoolwork for those families without electronic devices.

Disconnected from mob and loved ones

Grandparents reported they were not coping with being disconnected from their families and friends during this time.

Self quarantine and social distancing was another strange concept particularly where connectedness is the heart of our culture and everything we do.

How strange was it when family could not visit or you were not able to hug your other grandchildren – a very strange (and heart breaking) time indeed.

Message Stick

Aboriginal & Torres Strait Islander

NEWS

Looking forward

Our next Message Stick (Sept 2020) will highlight some of the positive changes or rare moments that COVID-19 bought about change, and some of the changes will stay on well after COVID-19 leaves our shores.

I would love to hear some of your stories on how you survived a worldwide health pandemic in 2020 – something we will never forget.

Please take care of yourselves because we know you put yourself last and grandchildren first.

If you are feeling like talking to someone outside your family, please give Time for Grandparents a call on 1300 135 500 and ask for Dulcie, the Murri worker, who could organise one of our Indigenous counsellors to talk with.

'Til next time you mob, take care.

Mental Health Support Services during COVID-19

Discussions and concerns around the coronavirus outbreak and practicing self-isolation can be stressful and impact our mental health and wellbeing. It's natural to feel a range of emotions, such as stress, worry, anxiety, boredom, or low mood. It is important to seek support if you are feeling overwhelmed. Speaking with friends or family to let them know how you feel can help. There are also many digital mental health services listed below that you can access online or over the phone, or you can connect with a health professional such as your GP, a psychologist, or other mental health professional.



Head to Health – Australian Government Department of Health

The [Head to Health website](#) covers where to get the facts about the COVID-19 outbreak, tips for maintaining good mental health, information on how to access mental health services, information for parents, and how to keep older Australians safe and connected by helping them get established online.

Telehealth Mental Health Services

Medicare has introduced [temporary telehealth mental health services](#) for the period 13 March 2020 to 30 September 2020 inclusive. This means people eligible for a range of existing Medicare mental health services can now receive those services via videoconferencing or telephone. Eligible patients should ask their service providers about their telehealth options.

Lifeline

Lifeline is there to offer support to you and listen.

Phone: 13 11 14 – available 24 hours a day, 7 days a week

Lifeline Text: 0477 13 11 14 – available 6pm – midnight (AEST), 7 nights a week

[Lifeline Crisis Support Chat](#) – available 7pm – midnight (AEST), 7 nights a week.

Beyond Blue

Beyond Blue offers free counselling by mental health professionals for all people in Australia 24/7, both online and over the phone. It will also provide free and easily accessible information and advice around coping with COVID-19, isolation and connection, workplace and financial hardship, and how best to support the mental health of loved ones.

Phone: 1300 22 4636

Webchat: <https://online.beyondblue.org.au/#/chat/start>

Email: <https://online.beyondblue.org.au/email/#/send>

Website: www.beyondblue.org.au/the-facts/looking-after-your-mental-health-during-the-coronavirus-outbreak

Kids Helpline

Kids Helpline is open 24/7 to answer your call, email or WebChat. Kids Helpline counsellors can provide emotional support for young people aged 5–25, anytime and for any reason.

Phone: 1800 55 1800

Email: <https://kidshelpline.com.au/get-help/email-counselling/>

Webchat: <https://kidshelpline.com.au/get-help/webchat-counselling>

Mental Health Support Services during COVID-19 continued

Headspace

Headspace is a confidential, free and secure space where young people aged 12-25 or their family can chat, email or speak on the phone with a qualified youth mental health professional.

Phone: 1800 650 890

Webchat: <https://headspace.org.au/log-in/?redirect=%2Fmy-account%2F>

Email: <https://headspace.org.au/log-in/?redirect=%2Fmy-account%2F>

Suicide Callback Service

Phone and online counselling is seen by many to be a helpful alternative to traditional face-to-face counselling because of its less confronting approach. Their professionally trained counsellors have specialist skills in working with suicide-related issues and they can help you to work through the pain and distress you may be feeling. In an emergency read their advice for what you can do if you are with the person at risk, or if the person at risk has called you. **If someone's life is in danger or there is an immediate risk of harm, call emergency services on 000.**

Phone: 1300 659 467

Online and Video Chat: <https://www.suicidecallbackservice.org.au/phone-and-online-counselling/suicide-call-back-service-online-counselling/>

MensLine Australia

MensLine Australia is a telephone and online counselling service for men with emotional health and relationship concerns.

Phone: 1300 78 99 78

Online and Video Chat: <https://mensline.org.au/phone-and-online-counselling/mensline-australia-online-counselling/>

COVID-19 Scams

Scammers are using the spread of COVID-19 to take advantage of people across Australia. Scamwatch has received over 2,700 coronavirus-related scam reports with over \$1,114,000 in reported losses since the outbreak of COVID-19. Common scams include phishing for personal information, online shopping, and superannuation scams.

Phishing relates to scammers pretending to be government agencies providing information on COVID-19 through text messages and emails 'phishing' for your information. These contain malicious links and attachments designed to steal your personal and financial information. Scammers may also pretend to be from real and well known businesses such as banks, travel agents, insurance providers and telco companies, and use various excuses around COVID-19 to ask for your personal and financial information, lure you into opening malicious links or attachments, gain remote access to your computer or seek payment for a fake service or something you did not purchase.

Scamwatch urges everyone to be cautious and remain alert to coronavirus-related scams. Scammers are hoping that you have let your guard down. Do not provide your personal, banking or superannuation details to strangers who have approached you. Scammers may pretend to have a connection with you. So it's important to stop and check, even when you are approached by what you think is a trusted organisation. If you have any doubts at all, don't proceed.

If you have been scammed or have seen a scam, you can [make a report](#) on the Scamwatch website, and find more information about [where to get help](#). Visit the [Scamwatch news](#) webpage for general warnings and media releases on COVID-19 scams.



For more information visit the [Scamwatch website](#) or call Seniors Enquiry Line on 1300 135 500.

Activities to do at home with children during COVID-19

Your family might have to do some things differently during physical distancing, but there are still many things you can do together. The [Raising Children Network](#) website has information about how to make the most of family time during physical distancing, as well as an extensive range of fun, low cost play ideas for children [here](#). The [Startingblocks.gov.au](#) website also has examples of activities to support younger children's learning and development. If you do not have access to the internet, please contact Time for Grandparents on 1300 135 500 for printed copies of these activity ideas.

Online activities and resources are another way to keep children entertained and educated at home.

Council Libraries

Council library members can access a wide range of digital content from online library catalogues. Follow the links on the [e-books and downloads](#) page of your local council library website to access digital formats including eBooks, eAudiobooks, eMagazines, eNewspapers, and on demand streaming or downloads.

Queensland Museum Network at Home

The Queensland Museum Network is calling all #CouchCurators to join them on a journey to explore, discover and connect with them online. Their collection is still accessible and at your fingertips, along with learning resources, engaging video content, online tours and more on the [Queensland Museum Network website](#).

SEA LIFE Melbourne

Learn all about marine life and some of the beautiful underwater creatures at SEA LIFE Melbourne with their [live streams](#).

Taronga Zoo

Taronga Zoo is bringing the zoo directly into your living room! Tune in daily to see your favourite animals, meet their keepers and learn what goes on behind the scenes at [Taronga TV](#).

Sydney Opera House

Enjoy the Sydney Opera House from home with weekly live recordings, never before seen footage, podcasts, articles, videos and more on their new [digital program](#).

Melbourne Symphony Orchestra

The MSO is livestreaming some their performances on YouTube. Head to their [YouTube channel](#) to enjoy the music.

Zoos Victoria

Zoos Victoria has set up live stream cameras from Melbourne Zoo and Werribee Open Range Zoo, so that you can enjoy the zoo from anywhere. View the Animal House stream's on the [Zoos Victoria website](#).

National Gallery of Victoria

The NGV has a number of virtual tours available online so that you can view the artworks they currently have on display. Find the virtual tours on the [NGV website](#).

Melbourne Museum at Home

Take a virtual tour of Melbourne Museum, become a little scientist from the comfort of your own home, or delve deeper into Victoria's immigration history with [Museum Victoria's Museum at Home](#).

The Louvre

With a range of [online tours](#), you can visit the museum's exhibition rooms and galleries without leaving the comfort of your own home.

Yosemite National Park

Go on a [virtual tour](#) of California's Yosemite National Park, one of America's most popular natural environments.

