

## September 2019

### IN THIS ISSUE

- Time for Grandparents Message Service
- Grandparents Day
- Term 4 Activity Renewal Reminder
- School Holiday Activities
- FairPlay Vouchers Round 1
- Praise and Encouragement
- Message Stick
- Buying Tickets for Events
- Useful Contacts and Support Groups

#### Contact Details

Time for Grandparents Program

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## Time for Grandparents Message Service

If you have called Time for Grandparents recently you may have reached our new answering service during times when our staff are busy on other calls. If you do reach our answering service, please be sure to leave a message, including your full name and phone number, and one of our friendly Time for Grandparents staff will call you back as soon as possible.

## Grandparents Day!

The last Sunday in October is Grandparents Day. By passing on their heritage, skills and experience to third generations, grandparents provide a foundation of identity and connection that helps younger generations build enduring relationships with family and community.

Thank you to all of the grandparents for your love and support of your grandchildren. Do something special with your family to celebrate!



**Disclaimer:** The materials and information included in this edition of Grandmatters 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 Seniors Enquiry Line or the Time for Grandparents Program in any way unless specified.

## Term 4 Renewal Reminder

**Are we funding term-based activities for your grandchildren?** If so, please remember you need to contact **Time for Grandparents** on **1300 135 500** prior to the commencement of each term to discuss continuing your grandchild's choice of activity and the availability of funding. We need the following information from you in order to process the payment as quickly as possible:

- 1) Name of the activity provider or club
- 2) Contact person's name and phone number / email
- 3) Sign-on date, or activity start and finish date
- 4) Cost of the activity.

## School Holiday Activities

The **Time for Grandparents** Program may be able to help with ideas to keep your grandchildren engaged over the school holidays. Ideas include:

- Your local library - free daily activities are provided for children of all ages
- PCYC - Police Citizens Youth Club Qld have vacation care programs in Queensland
- YMCA camping provide vacation care camps at various locations in Queensland
- Scripture Union Camps Qld  
<http://sucamps.org.au/> run close to 100 camps across Queensland for primary and high school students.
- School Holiday Directory has a list of activities including camps, art, craft, outdoor activities and vacation care.  
<http://www.schoolholidaydirectory.com.au/categories>

Please give us a call on **1300 135 500** if you would like further assistance in finding an activity for your grandchild over the school holidays.

## FairPlay Vouchers Round 1

FairPlay vouchers replace the Get Started Vouchers program. FairPlay is a program funded by the Queensland Government that assists young people to participate in sport and recreation activities. Families with eligible children can apply for vouchers valued at up to \$150 per child for use at a sport or recreation club registered with FairPlay.

**The next round of voucher applications opened on the 31 July 2019.**

**If your child received a Get Started voucher in January 2019, you cannot apply for a FairPlay voucher until January 2020.**

**Round 1 closes on the 9 October 2019, unless all vouchers have already been issued.**

**Round 1 vouchers expire on 13 November 2019 and must have been presented to an activity provider.**

### How to apply for a FairPlay Voucher

You need to apply for a FairPlay Voucher online, so if you do not have access to a computer please contact Time for Grandparents as we may be able to assist. We will need to organise a permission form to apply on your behalf, so please call early so we can organise this.

**Who is eligible?** Children aged 5-17 years (inclusive) who are Queensland residents and hold, or whose parent/carer/guardian holds a Centrelink Health Care Card or Pensioner Concession Card with the children listed as dependants.

### Need more information?

**Phone:** Smart Service Qld on **137 468**

**Email:** [fairplayvouchers@npsr.qld.gov.au](mailto:fairplayvouchers@npsr.qld.gov.au)

**Web:**

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

## Praise and encouragement

Suitable for 1 -15 years

**No matter how old your children are, your praise and encouragement will help them feel good about themselves. This boosts their self-esteem and confidence.**

### Praise

#### How praise works

Praise is when you tell your child what you like about his or her behaviour. Praise nurtures your child's self-esteem, confidence and sense of self.

By using praise, you're showing your child how to think and talk positively about himself. You're helping your child learn how to recognise when he does well and to pat himself on the back.

#### What to use praise for

You can praise children of different ages for different things. You might praise a younger child for leaving the park when asked, or for trying to tie her own shoelaces. You can praise teenagers for coming home at an agreed time, or for starting homework without being reminded.

#### Descriptive praise

Descriptive praise is when you tell your child exactly what it is that you like. For example, 'I like the way you've found a spot for everything in your room'. This helps your child understand what you mean. It's also more genuine than non-specific praise like 'You're a good boy'.

You can't give too much praise. But praise can lose its impact if it isn't specific or if you use it when your child hasn't done anything. This might teach your child that she doesn't have to do anything to be praised.

#### Using praise to change behaviour

Children are more likely to repeat behaviour that earns praise. This means you can use praise to help change difficult behaviour and replace it with desirable behaviour.

The first step is to watch for times when your child behaves the way you want. When you see this or another behaviour you like, immediately get your child's attention. Then tell your child exactly what you liked.

At first, you can praise every time you see the behaviour. When your child starts doing the behaviour more often, you can praise it less.

If you're using praise to change behaviour, you can praise effort as well as achievement – for example, 'It's great how you used words to ask for that toy'.

### Encouragement

Encouragement is **praise for effort** – for example, 'You worked hard on that maths homework'.

Praising effort can encourage your child to try hard in the future – it's very motivating. But you can also use encouragement before and during an activity to help your child do the activity or behaviour. For example, 'Show me how well you can put your toys away' or 'I know you're nervous about the test, but you've studied hard. No matter how it turns out, you've done your best'.

Some children, especially those who are less confident, need more encouragement than others. When praise is encouraging and focused on effort, children are more likely to see trying hard as a good thing in itself. They're also more likely to keep trying and to be optimistic when they face challenges.

#### Tips for using praise and encouragement

**When you feel good about your grandchild, say so.** See if you can give your child some words of encouragement every day. The small things you say can build up over time to have a big effect on your child.

**Try to praise more than you criticise.** As a guide, try to praise your child six times for every one time you say something negative.

**Look for little changes and successes.** Try to praise any effort or improvement.

**Accept that everyone's different.** Praise your child for her unique strengths and encourage her to develop and feel excited about her particular interests. This will help her develop a sense of pride and confidence.

**Praise effort as well as achievement.** Recognise how hard your child is trying – for example, 'You worked really hard on that essay'

Source: <https://raisingchildren.net.au/toddlers/connecting-communicating/connecting/praise>

## Message Stick

### Aboriginal & Torres Strait Islander NEWS



Hello You Mob,

Welcome to the September edition of Message Stick 2019. It's FINALS for the footy codes.

I hope your footy teams and other sporting teams made the finals. So I might mention here about getting your grandchildren active by participating in sporting or recreational activities local to your area. Please call our office on **1300 135 500** to let us know of the activity your grandchild would like to play as our program may be able to pay the fees for the activity and our staff will get the ball rolling.

#### ***Indigenous Kin Carers Forum, Cairns 6th September 2019***

In the last edition of Message Stick, I mentioned recently that Cairns region will be hosting an Indigenous Kin Carers Forum. The Family Law Forum is to inform Kincarers/Grandparent Carers of their rights as a Kincarers of children to support them in their caring roles. I hope to inform you all of the outcomes of the forum in the December edition of Message Stick. The upcoming Indigenous Kin Carers forum will be aimed for Aboriginal and Torres Strait Islander Grandparents/Kin Carers who are raising their grandchildren.

#### ***Torres Strait Islands Family /Domestic Violence Conference 29-30 October 2019***

I will be traveling with a team to Thursday Island to attend the Family & Domestic Violence Conference. The conference organiser has also organised training in elder abuse awareness and how and where to get help that will be delivered by the Qld Elder Abuse Helpline staff.

Whilst on Thursday Island, there is an opportunity to identify Grandparent Carers living in the Torres Strait so the Time for Grandparents Program (Qld) can support them. Another part of the trip is to scope Thursday Island of what services are available as a larger project may take place on Thursday Islander around elder abuse of older people, seniors and elders.

I will report the outcomes of the conference in the December edition of Message Stick.

#### ***Women's Legal Service Qld - Rural, Regional and Remote Priority Advice Line***

Call **1800 457 117** 9.30am-1.30pm, every Tuesday

Free legal advice by telephone for women from rural, regional and remote areas of Queensland on family violence, child protection, child support and complex family law matters. Rural regional and remote callers to this line do not have to compete with metropolitan callers and can receive on-the-spot legal advice over the phone. Please note this service only operates on Tuesdays. Women are also welcome to contact the Helpline by calling **1800 957 957** between 9am-3pm, Monday to Friday.

## Buying Tickets for Events

If you are looking at buying a ticket for an event such as a play, concert, sporting match etc. be wary of scammers and unofficial ticket sellers.

If you purchase a ticket online or from an unofficial service you cannot guarantee that it is real or that you are the only person the ticket was sold too. People have reported arriving at an event to be told that someone else has already used 'their' ticket.

Many venues will only allow the original ticket purchaser to enter an event, for example they may check the identification or credit card that was used in the original transaction in order to stop ticket reselling.

Also, it is illegal to resell or buy a ticket, for some major Queensland venues, at a price greater than 10% above the original ticket. The Stadiums Queensland website contains a list of venues where these rules apply.

<https://www.stadiums.qld.gov.au/>

To protect yourself:

- Only purchase tickets from authorised sellers
- Check the artist or event's official verified page for the details of the authorised ticket sellers
- Always check terms and conditions before buying tickets to any event including the returns and refund policy, and the delivery details
- Ensure you know the full cost including any currency conversion, taxes, postage, delivery fees and packaging

The Office of Fair Trading Queensland also advises that you may have a right to refund for cancelled events or events that are significantly different to what was advertised. More information regarding these rights can be found on their website:

<https://www.qld.gov.au/law/your-rights/consumer-rights-complaints-and-scams/buying-products-and-services/ticketed-events>.

### What to do if there is an issue

If you have a problem with a ticket purchased from an authorised Australian seller, try to resolve it by discussing it with the business first. If you are unable to resolve it with the business you are able to lodge a complaint with the Office of Fair Trading. <https://www.qld.gov.au/law/your-rights/consumer-rights-complaints-and-scams/make-a-consumer-complaint>

### Further Information

For more information or further tips please see the Australian Consumer Law website <https://consumerlaw.gov.au/tickets/> or call Seniors Enquiry Line on 1300 135 500.



## Grandparent Useful Contacts

Time for Grandparents - 1300 135 500  
Centrelink Grandparent Advisor - 1800 245 965  
Centrelink Social Workers - 132 850  
Kids Helpline - 1800 551 800  
Bravehearts - 1800 272 831  
Lifeline Crisis Line - 13 11 14  
Parentline - 1300 301 300

Beyond Blue - 1300 224 636  
ARAFMI - 1800 351 881  
Relationships Australia - 1300 364 277  
Legal Aid Advice Line - 1300 651 188  
Financial First Aid - 1800 007 007  
Family Relationships Advice Line - 1800 050 321  
Elder Abuse Prevention Unit - 1300 651 192

## Grandparent Support Groups in QLD

In an effort to keep information current, if you find any of these details to be incorrect or if you know of any additional support groups that are not listed, please phone us on 1300 135 500 or email us at [grandparentsinfo@uccommunity.org.au](mailto:grandparentsinfo@uccommunity.org.au)

### CENTRAL QLD & WIDE BAY

#### Hervey Bay - Wide Bay Support 4 Grandparents & Carers

Phone: Karen Rogers 0457 857 457  
Email: [kazzarogers\\_6439@msn.com](mailto:kazzarogers_6439@msn.com)  
Fortnightly meetings at Hervey Bay RSL for support, care and advice whilst children are being supervised.

#### Bundaberg - Grandparents as Carers Support & Playgroup

Phone: 0468 855 449  
Weekly meetings for you to socialise with other grandparents and for your grandchildren to enjoy spending time with other children.

#### Mackay - Kin Carers Group

Phone: Sharon 0400 683 517 or Chris 0497 698 732

### SUNSHINE COAST

#### Sunshine Coast - Grandparents as Parents Program

Phone: 1300 621 499  
Case Management, counselling and peer support available in the Sunshine Coast region.

#### Buderim - Grandparents Raising Children Playgroup

Phone: Michelle Poole (07) 5453 4938  
Email: [mpoole@playgroupqld.com.au](mailto:mpoole@playgroupqld.com.au)  
Weekly playgroup for any grandparent providing care for their grandchildren under school age to obtain support and interaction from like-minded people.

#### Gympie - Grandparents and Grandchildren Society

Phone: (07) 5482 9012  
Regular meetings for grandparent carers.

#### Noosaville State School - Grandparents as Parents Support Group

Phone: Michelle Gameiro (07) 5440 3222  
Monthly meetings for grandparents raising grandchildren who attend schools in the local vicinity.

### BRISBANE & WEST MORETON

#### Ascot - Grandparent Playgroup

Phone: 1800 171 882  
Weekly meetings for you to socialise with other grandparents and for your grandchildren to enjoy spending time with other children. More details are available via the Playgroup Qld website: <https://www.playgroupqld.com.au/>.

#### Deception Bay - Grandparents Support Group

Phone: (07) 3204 2022  
Fortnightly meetings for support, care and advice whilst children are being supervised.

#### Lawnton - Grandparent Playgroup

Phone: 07 3889 0063 Encircle, Neighbourhood Centre  
Meets 9:30am to 11:30am each Tuesday.  
Information, support and a grandchildren's playgroup. Gold coin donation. Playgroup does not run during school holidays.

### GOLD COAST

#### Nerang - Carers Qld Grandparent Support Group

Phone: Max (07) 5617 1600  
Meetings from 10am to 12pm on the 3rd Tuesday of each month.