

Senate Standing Committee on Community Affairs

**BUDGET ESTIMATES - 2 JUNE 2011
ANSWER TO QUESTION ON NOTICE**

Human Services Portfolio

Topic: Grandparent Advisors - Accessibility

Question reference number: HSW 22

Senator: Xenophon

Type of question: Written

Date set by the committee for the return of answer: 22 July 2011

Number of pages: 1

Question:

What measures will be put in place to ensure that grandparents in areas where a dedicated adviser is not available have access to this service?

Answer:

The Freecall number 1800 245 965 is currently available nationally for contacting Grandparent Advisors.

Alternatively, grandparents can access support and assistance by calling the Family Assistance Office on 13 61 50, through the Family Assistance website or by visiting the Family Assistance Office located in Medicare Offices and Centrelink Customer Service Centres.