FAQ for Grandparent and Kinship Carers

Am I considered a Carer if I'm a grandparent?

You may be a Grandparent Carer if you look after a grandchild who:

- Has experienced trauma or traumatic experiences
- Lives with a chronic medical condition
- Lives with a mental illness
- Lives with a disability
- Lives with a drug or alcohol related issued
- Lives with an illness that is terminal.

Grandparent Carers are often caring for a grandchild under 18 years of age who is not living with their parents and needs support.

Can I still get support from Carers SA as a kinship Carer?

Yes. Kinship Carers are people other than a parent who provide primary or significant care for a child or young person This includes aunts, uncles, older siblings, grandparents, other relatives and in some cases close family friends or community members who have taken on a caring role.

You do not need to be biologically related to the child or young person nor need legal guardianship or a formal care order to receive support from Carers SA.

Do I need legal custody or guardianship to receive support from Carers SA?

No. Many grandparents care for children through informal family arrangements. Legal orders or guardianship are not required to receive support from Carers SA.

The child/young person I care for doesn't have a diagnosis. Can I still access support from Carers SA without a formal diagnosis?

Yes. Carers SA does not require proof of diagnosis.

How long do I need to be a Carer in order for me to access support from Carers SA?

The caring role generally needs to be ongoing, or expected to continue, for six months or more. The exception being where the child or young person has palliative care needs.

What support might be available through Carers SA

Carers SA services focus on the needs and wellbeing of you as the Carer. Depending on your circumstances, you may be able to access:

- Counselling
- Coaching
- Peer Support Groups
- A Tailored Support Package
- Short breaks
- Help navigating other services and supports

Support is provided based on individual circumstances and service availability.

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Carers SA

What happens when I contact Carers SA?

A Carers SA staff member will listen to your situation and discuss how you can best be supported in your caring role. To access Carers SA services, all Carers are required to register with Carers SA which involves an approximate 30-40 minute conversation (usually by phone).

Decisions about support are based on your individual circumstances at the time you get in touch.

If your caring situation has changed or you would like a review, you are welcome to contact Carers SA.

Will I receive support immediately from Carers SA

Carers SA provides support based on each person's individual Carer needs.

Carers in urgent or higher-risk situations will be prioritised.

What can't Carers SA help with?

Carers SA is unable to assist with:

- resolving custody or guardianship disputes
- providing income support or allowances
- providing child protection services
- guarantee respite or long-term care arrangements
- duplication of services delivered by health, education or Services Australia.

Where appropriate, Carers SA may provide information or referrals to other services.

Carers SA

Contact Carers SA

Free support is just a phone call away.

Phone: 1800 422 737 (via the Carer Gateway)

Carers SA website: www.carerssa.com.au

Carer Gateway website: carergateway.gov.au

Carers SA is committed to the safety, participation and empowerment of children and young people.