

# KINSHIP CARE

## FAQ

### **Q: What is kinship care?**

A: For children who can't live with their own immediate family, the preferred option is sometimes to live with someone they know, such as an extended family member. This is known as kinship care. This type of care can be court appointed due to a child protection intervention (statutory) or volunteer/private (non-statutory).

### **Q: How do I get referred to a Kinship Care agency?**

A: Kinship Care agencies such as Anchor are referred by the Department of Health & Human Services (DHHS). Referrals are based on your location, and therefore which agencies service that area. Whilst DHHS refer you to an agency in your area, you have the option to nominate a preferred agency.

### **Q: What support services are their available for kinship carers in Victoria?**

A: There are a number of useful services for kinship carers. Kinship Carers Victoria, which is funded by DHHS, has a number of support options. This includes podcasts, discussion papers, newsletters, Q&A's, and useful links. Their website is [here](#). Anchor can also assist in providing information and referrals for additional services such as Centrelink and DHHS.

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### **Q: Where can I find support services as a permanent carer?**

A: the DHHS website provide a number of local permanent care organisations who offer a range of services. The contact list can be found here.

### **Q: What financial support is available for kinship carers?**

A: For statutory kinship carers, the Victorian Government offer financial support in the form of a care allowance (department approved allowance for providing care) and client support funding (for specific items that are required for a child or young person with extraordinary needs). To find out more about financial support please visit the [DHHS website](#).

If you a non-statutory kinship carer, Anchor can offer FREE information and advice on how you may be able to access an allowance as a carer.

### **Q: I need to contact DHHS but can't get through, can you help?**

A: Whilst Anchor cannot streamline calls to DHHS, there is a dedicated number for caregivers which is **1300 552 319**.

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**Q: I need to speak to a Centrelink advisor about my non parental support needs. What should I do?**

A: As a kinship carer information and support service provider, Anchor can offer guidance around what you may need to contact Centrelink for.

Payments and other Centrelink queries can be directed to the Centrelink advisor line on **1800 245 965**. We recommend leaving a voicemail if there is no answer as they will respond in a timely manner.

**Q: Are there any training opportunities for kinship carers?**

A: Yes! Carer Kafe provides a number of training and learning opportunities for Victorian statutory kinship carers. You can find a number of different resources and training programs available. Anchor also offer our kinship carers the opportunity to connect and share with other kinship carers through our Carer Portal. If you would like to join, please contact us at [kinship.info@anchor.org.au](mailto:kinship.info@anchor.org.au).



# Anchor

Our community.  
Your **Anchor** point.

## CHILD AND FAMILY SERVICES

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Anchor acknowledges the Traditional Owners of the land and pays respect to their Elders, past and present.