

The background of the entire page is a vibrant blue sky with soft, wispy white clouds. Two large, white dandelion seed heads are the central focus, each on a tall, green stem. The dandelion on the left is slightly larger and more fully developed. The one on the right is slightly smaller and appears to be in the process of dispersing its seeds. A few individual dandelion seeds are seen floating in the air to the right of the second dandelion.

Find a Grandparent
where generations meet

Guidelines for Surrogate Grandparents

Guidelines for Surrogate Grandparents sign up V13 - 12/2015

Find a Grandparent Pty Ltd

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Contact us

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Welcome to Find a Grandparent

The primary aim of *Find a Grandparent* is to connect you as a surrogate grandparent with young families. As part of this, you will also get in contact with the children of the family. *Find a Grandparent* has developed these guidelines for surrogate grandparents to assist you in dealing with families.

I hope you find this document helpful. We welcome any feedback you might want to provide, so that we can improve these guidelines or the service of *Find a Grandparent*.

Now I wish you good luck and hope that you will soon find a suitable addition to your life using the *Find a Grandparent* site.

Cate

General Information

You have signed up on *Find a Grandparent* because you want to be a surrogate grandparent. You are only a few steps away from finishing setting up your account. Before we activate your account you need to provide some additional documents. We kindly ask you to read the information contained in this document and to provide the outstanding documents, so that your account can be promptly activated and you can set out on the journey of finding a new extended family.

Surrogate Grandparents are expected to have an awareness of these Guidelines and be prepared to work within them. By now you should also have read our Terms and Conditions. If you haven't read them please take the time to do so now.

Completing the Sign-Up Process

Before you can start contacting family members we need a few more documents to complete the sign-up process:

- A copy/scan of a current National Police Check (NPC) or acceptable equivalent.
- A copy/scan of a photo ID document (such as drivers licence or passport).
- A signed copy/scan of the *Declaration for Surrogate Grandparents* that can be found on page 11 of this document.

Once you have these three documents ready, you will need to send them in by post or email to *Find a Grandparent*. We will then immediately activate your account or we will contact you, should we have any questions in relation to the documentation that you have provided.

More information regarding completing the sign-up process as well as a checklist that you should use to finish the sign-up process can be found on page 7.

The National Police Check and You

To enhance the security of the interaction between surrogate grandparents and families we are requesting a current NPC or acceptable equivalent from you. Where *Find a Grandparent* has identified that an applicant has previously committed any sexual offence or other offence against a person under 18 years they can not, under any circumstances, become a member of *Find a Grandparent*. Remember that this process is to provide safety to the families using our service.

Site Monitoring

Find a Grandparent does not monitor our members' entries on the site on a regular basis. However, we will address concerns brought to our attention by members of the site, visitors of the site or otherwise.

Suggestions and Complaints

Should you have any suggestions or complaints, please don't hesitate to contact us. We always welcome your feedback and we will try to resolve any issues that you might have in relation to our service as soon as possible.

You can contact us either via the contact form on the *Find a Grandparent* site, or by sending us an email to: feedback@findagrandparent.org.au.

Completing the Sign-Up Process - the details

There are just a few more steps that you need to perform before we can activate your account and your profile will be visible on the *Find a Grandparent* website. You can use the following list as a checklist and tick the items as you have fulfilled them.

- Obtain a National Police Check or acceptable equivalent (see page 8). Be sure to keep the original of the check with you, so that you can show it to the families you are meeting later on.
- Print and fill in the *Declaration for Surrogate Grandparents* and sign it (see page 11). Don't forget to include the email address you used when you created your account on the form. You can also download the form using the following link:
<http://www.findagrandparent.org.au/uploads/documents/grandparentsdeclaration.pdf>
- Get your photo Identification (such as a drivers licence or a passport) ready.
- Send copies or scans of all three of the above documents to *Find a Grandparent* for verification and subsequent account activation.

You have two options to send the documents to *Find a Grandparent*. Choose the one that is most convenient for you:

1. Email a scan of your documents to:

info@findagrandparent.org.au

2. Mail copies of your documents to:

Find a Grandparent Pty Ltd
2/90 Denning Street
South Coogee NSW 2034

Once we have received your documents, we will review them and complete the sign-up process by enabling your account or getting back to you with additional questions. You will

then receive a welcome email from *Find a Grandparent* once we have enabled your account.

Please read the following subsections containing more information regarding finalising your sign-up process.

Do you have questions or need help? Contact us at: feedback@findagrandparent.org.au

National Police Check

To protect families and provide them with peace of mind *Find a Grandparent* requires all prospective Surrogate Grandparents to obtain a National Police Check or acceptable equivalent before their profile will be activated and shown on the website.

Obtaining a National Police Check is a standard procedure for persons wanting to perform volunteer work with children. We at *Find a Grandparent* feel that being a Surrogate Grandparent is a similar role and are therefore requesting the National Police Check.

Do you already have a National Police Check?

If you already have a National Police Check please contact us via our [contact form](#) on the website to see if it is acceptable. The main criteria for the National Police Check is that it is for volunteer work with children.

We accept National Police Checks that match the above criteria and are not older than 12 months.

Does Find a Grandparent accept other types of checks as a replacement for the National Police Check?

Yes, we do. See the list below for what other documents we accept.

- **NSW Working with Children Check** - www.kids.nsw.gov.au/Working-with-children/New-Working-with-Children-Check/New-Working-with-Children-Check - as issued by the *Office of the Children's Guardian*.
- **QLD Blue Card** - www.ccypcg.qld.gov.au/bluecard/index.html - as issued by the *commission for children and young people and child guardian*.
- **VIC Working with Children Check** - www.justice.vic.gov.au/workingwithchildren/home/ - as issued by the *Department of Justice* of the Victorian Government.

- **VIC Victorian Institute of Teaching (VIT) card** - www.vit.vic.edu.au - as issued by the *Victorian Institute of Teaching*. A satisfactory National Criminal History Record Check (NCHRC) not older than 1 year must be noted on that card.
- **WA Working with Children Check** - www.checkwwc.wa.gov.au - as issued by the *Working with Children Screening Unit, Department for Child Protection and Family Support*.

If you have another type of check and want to see if we accept it please contact us via our [contact form](#) on the website.

How and where can you get your National Police Check?

Please have a look at the links on the next page for more information about obtaining a National Police Check. Note that this is not an exhaustive list and there may be more providers where a National Police Check can be obtained from.

You can contact us via our [contact form](#) on the website should you have questions regarding obtaining the National Police Check.

Australia-wide

The following links can be used to obtain a National Police Check in any Australian state:

- **National Crime Check** - www.nationalcrimecheck.com.au - is a commercial provider for National Police Checks. The cost for a volunteer check is currently A\$29 and this is the cheapest option that we have found.

You can go to <https://www.nationalcrimecheck.com.au/police-checks-individuals> to obtain more information and to start the application process. At step 1 of the process choose *Volunteering* as the *Check Type*. We do not require a finger print check.

This is a web based service, however you will need to send some printed documentation to National Crime Check before you will obtain your National Police Check.

- The **Australian Federal Police (AFP)** - www.afp.gov.au - is a further option to obtain the National Police Check from. It currently costs A\$42. Go to <http://www.afp.gov.au/what-we-do/police-checks/national-police-checks.aspx> to get to the page with the relevant information.

If you use this option please make sure to use *Code Number 37 at 1. Purpose of NPC* on the application form. We do not require a finger print check.

Individual states

The following government website provides information about how to obtain a national police check through your local police service:

- **CRIMTRAC** - www.crimtrac.gov.au - is a government organisation dealing with national information-sharing service for Australia's police, law enforcement and national security agencies. The relevant information regarding how to obtain a National Police Check through your local police service can be found at http://www.crimtrac.gov.au/national_police_checking_service/Fewerthan500checks.html.

Remember that you must request a National Police Check for volunteer work with children. We do not require a finger print check.

Declaration Form for Surrogate Grandparents

Full name: _____

Email: _____ @ _____

Please answer the following questions:

I have read and understood <i>Find a Grandparent's Guidelines for Surrogate Grandparents</i> .	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Has someone expressed concerns about your behaviour towards a child?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Have you ever been convicted of a criminal offence or been the subject of an investigation relating to the Abuse of a Child or inappropriate sexual behaviour?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
I commit to immediately cancel my membership with <i>Find a Grandparent</i> should I become convicted of a criminal offence relating to the Abuse of a Child or inappropriate sexual behaviour.	Yes <input type="checkbox"/>	No <input type="checkbox"/>

I confirm that the information provided on this declaration is true and correct.

Signature

Date

Finding a Family to Adopt

You might decide that you want to help us finding families from your area who are interested in having a surrogate grandparent, especially if there are no family members from your area at present.

During the sign-up process there was the option to choose that you want us to send flyers to libraries close to your home to let interested families know that there is a potential surrogate grandparent living nearby that is looking for a family. Please let us know if you know of a particular venue that you want us to send flyers to.

We are also happy to send you some flyers that you can distribute in early childhood centres and community centres close to you.

Another option to attract interest is to ask a local newspaper if they are interested in featuring your search for a family in a story. We will assist you if you decide to pursue this option. Typically we write an article about you and *Find a Grandparent*, and provide this to your local newspaper. Should the editor be interested, then he/she normally follows up with an interview.

We are always keen to help our surrogate grandparents to find a family as quickly as possible so if you are interested in any of our above suggestions or if you have any other suggestions, please let us know by email to feedback@findagrandparent.org.au.

Getting to Know a Family

We recommend that you to get to know a family well before committing to a relationship. There is no obligation for either side to continue seeing each other. If you think that there is no real connection and you would like to stop the contact, then politely tell the family. Please be mindful when doing that and don't hurt their feelings. Equally, please respect the wish of the family should they wish to stop meeting with you.

Some Things to Keep in Mind

The following are some general recommendations that you might want to keep in mind especially for your first meetings with the potential family:

- Be conscious/careful when dealing with persons you haven't met before.
- Do not give out personal information too lightly.
- We suggest that the first meeting should take place without children at a public place (e.g. a cafe or park).
- We suggest that the second meeting should be with the children but also at a public place.
- We suggest that the first meeting in the family's home takes place only once you have met the whole family and you decide that this is the right family for you.

For your benefit, and as a reminder, *Find a Grandparent* will send these recommendations to you every time when an initial contact is established between a family and you.

Sample Questions for a Meeting

The following are some questions you might want to ask when meeting a family:

- Why are you looking for a surrogate grandparent?
- What did you like about my profile?
- Can you describe your everyday life?
- Can you describe the character of your child/children?
- What are your thoughts about how to raise children - how do you do it?
- How much time do you want me to spend with your family?
- What expectations do you have in a surrogate grandparent?

Dealing with Children

While being a Surrogate Grandparent will bring joy to your life, it also entails certain responsibilities. *Find a Grandparent* is committed to providing a safe and secure service for all its members and particularly to children. Below we list types of unacceptable behaviour. Surrogate Grandparents are expected to be aware of these and to refrain from such behaviour.

Abuse - This is unacceptable for *Find a Grandparent* and can consist of one or more of, but is not restricted to the following:

Physical Abuse - any non-accidental physical injury resulting from practices such as:

- Hitting, punching, kicking (marks from belt buckles, fingers).
- Shaking (particularly babies).
- Burning (irons, cigarettes), biting, pulling out hair.
- Alcohol or other drug administration.

Sexual Abuse - Any sexual act or threat to perform such upon another person. It occurs when a person uses their power and authority to take advantage of another's trust to involve them in sexual activity. It does not necessarily involve genital contact but is any act which erodes the sexual boundary between two persons. It may appear consensual but the validity of consent is negated by the power differential.

Emotional Abuse - The chronic attitude of behaviour of one person which is directed at another person, or the creation of an emotional environment which erodes a child's development, self esteem and social confidence over time. Behaviours may include: Devaluing, ignoring, rejecting, corrupting, isolating, terrorising or chronic and extreme domestic violence in the child's presence.

Neglect - Characterised by the failure to provide for the child's basic needs. Any serious omission or commission which jeopardises or impairs a person's development.

Some actions may not be regarded as Abuse, but are **Improper Behaviour** and therefore also unacceptable for *Find a Grandparent*. This includes:

- Inappropriate conversation of sexual nature and coarse language.
- Suggestive gestures or remarks and jokes of sexual nature.
- Inappropriate touching.
- Inappropriate literature (e.g. PG, M, MA, R or X rated material used with young children).
- Recording or filming without prior consent.
- Acts of violence committed by an adult in the course of an activity.
- The distribution of alcohol, tobacco products and recreational drugs to children.

The ego of individuals is recognised as one of the determinants in deciding what acceptable and unacceptable behaviour is.

A Surrogate Grandparent will respect a Child's feelings and privacy when engaging in physical contact of any kind.

Your Membership

Grandparent memberships must be renewed every 6 months. *Find a Grandparent* will send out a reminder email before your membership expires. This ensures that only grandparents with an active interest in finding a family are shown in the profiles section. You don't need to provide a new National Police Check or Declaration for Surrogate Grandparents when renewing your membership.