Transcript of excerpts from *Support Network for Aboriginal Parents* video

Excerpt 1

**Paul Brandy:** Hello, I’m Paul Brandy from the Department of Social Security. I’m here about Family Allowance.

**Father:** Would you like to come in?

**Paul Brandy:** I’m here to tell you about the benefits, the Family Allowance Supplement, and the Family Allowance and entitlements that you’re entitled to for your kids, to make sure that your kids are getting the proper money they should be.

**Father:** Paul, if I start the job now, would I be able to claim for the Family Allowance?

**Paul Brandy:** Yeah, you still get your Family Allowance, but also you get Family Allowance Supplement, which entitles the kids to put more money for entitlement of the child. Under the Low Income Earners Scheme, this Family Allowance Supplement is then comes in for families like yourself to make sure the kids get the benefits they need.

There’s 14 SNAP officers all over Australia, and they’re placed in certain areas all over Australia. And we come out and we tell you all about this, and help you understand what these forms are for, and how to fill them out. Have you seen all these forms?

**Father:** No.

Excerpt 2

**Paul Brandy:** And everyone is entitled to this Child Disability Allowance – everyone that is looking after a kid with a disability.

**Mother:** You know, I can’t fill these forms out because I don’t understand some of the questions they ask.

**Paul Brandy:** They’re a scary-looking thing when you look at them. But what we do is we just go through, and we read all this stuff, and say ‘do you understand this section?’ and you know, just to make sure that it’s clear in your mind that you know that you’re getting the right entitlements and you know the next time you see one of these forms you say ‘I know what it’s for’ and bang you fill it in or you can help other people.

Excerpt 3

**Father:** Well, thanks a lot for talking to us about this, and if we do have any more problems, we’ll come over and see you.

**Paul Brandy:** Yeah, you come over and see me or you know, contact the Department of Social Security and they’ll certainly help you.

So, that’s what the Support Network for Aboriginal Parents is all about. So, if you see one of us – and there’s 14 centres that we’ve mentioned – come up and have a chat to us. We’re here to make sure your kids get what they’re entitled to.