



Carer supports and benefits region guide

Hume

Information current only at 1/9/2025



Carers Victoria acknowledges the Traditional Owners of the land on which we work, the Wurundjeri peoples of the Kulin Nation, and pay our respect to Elders past and present. We acknowledge the continuing connection to land and waters. Sovereignty was never ceded.





A carer is a family member or friend who provides support to someone with a disability, mental health condition including substance overuse, chronic illness including palliative care and aged - related needs.

A carer could be a child, adult child, parent, sibling, grandparent, friend or neighbour.

Purpose

This guide is for people working directly in carer support services or indirectly with carers, i.e. through their work with clients in the health, disability, aged, mental health or education sectors. It is intended this resource will help workers connect carers effectively to services and benefits that support them in their caring role.

This guide is not designed to be given to carers directly.

How to Use this Guide

A bit of context...carers are time poor and spend many hours trying to find services they need for themselves, and the person they support. Sometimes carers receive referrals for services for which they are ineligible or have long waiting lists. This can lead to disappointment and frustration.

Before encouraging a carer to contact a support or when making a referral on their behalf, we encourage you to be familiar with the following:

- the current supports provided by the organisation
- the eligibility requirements
- registration processes and requirements, e.g. evidence about the person they support
- waiting time for the service.

Feedback

If you find information is incorrect or have a question, please contact us via sectorengagement@carersvictoria.org.au



Carer Supports Services

Carer Gateway	1800 422 737 www.carergateway.gov.au
Carers Victoria	1800 514 845 www.carersvictoria.org.au
Services Australia	132 307 www.servicesaustralia.gov.au/caring-for-someone
Support for Carers Program	Carer services and support Better Health Channel
Disability Gateway	1800 643 787 www.disabilitygateway.gov.au
Little Dreamers	1800 717 515 www.littledreamers.org.au
Tandem	1800 314 325 www.tandemcarers.org.au
Amaze	1300 308 699 Amaze - parent or carer
Rainbow Door	1800 729 367 www.rainbowdoor.org.au
Peter MacCallum Cancer Centre	(03) 8559 6461 Peter Mac carer support



Benefits

Carer Payment	Carer Payment - Services Australia
Carer Allowance	Who can get Carer Allowance - Carer Allowance - Services Australia
Carer Card	1800 901 958 (during business hours) www.carercard.vic.gov.au
Companion Card	1800 650 611 www.companioncard.vic.gov.au
Benefits for concession card holders	• Energy Concessions • Municipal rates concession • Recreation benefits and Concessions • Water and sewerage concession • Housing support • Care Registration Concessions Victorian government concessions and benefits
Mental Health Carer Support Fund	Tandem Information Line 1800 650 611 Carer Support Fund (CSF)
Other Benefits	• Child Disability Assistance Payment • Disability Parking Permit • Better Life Mobile phone plan • Qantas Carer Concession Card www.carersvictoria.org.au/benefits

Local Carer Support Services | Hume

Organisation	LGAs Serviced	Type of Service/carer	Contact Details
Carer Gateway			
Uniting Vic Tas	Towong	- Up to 12-week Individual support packages (respite, vouchers, cleaning) - Needs assessment and planning - In-person or phone-based counselling - Peer support groups - Coaching - Information regarding local services - Referrals to other service types - Direct respite - Education - Assistance to navigate Services	Ph: 03 9000 4600 Web: www.carergateway.gov.au
	Alpine		12 Rowan Street, Wangaratta
	Indigo		593 Olive Street, Albury (appointments required)
	Wodonga		
	Wangaratta		
	Albury		
Family Care	Mitchell	As Above	Shepparton Ph: 03 5823 7000
	Murrindindi		Seymour Ph: 03 5735 4600
	Moira		Web: Carer Support Services - FamilyCare
	Shepparton		
Victorian Support for Carers Program			
Gateway Health	Alpine, Benalla, Indigo, Mansfield, Towong, Wangaratta, Wodonga	Carer Support Groups, activities and events, information and referrals to health, aged, disability and other community services, Short-term tailored supports	Ph: 1800 657 573 Web: Support for Carers - Gateway Health

Organisation	LGAs Serviced	Type of Service/carer	Contact Details
Goulburn Valley Family Care	Greater Shepparton, Mitchell, Moira, Murrindindi, Strathbogie	Information, referral, flexible respite options, peer support groups	Ph: (03) 5823 7081 Web: Goulburn Valley Family Care
Upper Murray Family Care	Wodonga, Wangaratta, Benalla, Alpine, Indigo, Towong, Mansfield	- Help with short-term needs such as respite, other services, goods & equipment funding - Information and referral to other services - Carer Support Groups & activities - Facilitate workshops for learning, respite & carer wellbeing	Ph: (02) 6055 8000 E: Supportoptions@umfc.com.au Web: www.umfc.com.au 36-38 Mackay Street, Wangaratta 76 Nordsvan Drive, Wodonga
Rosehaven Hospice	Mansfield, (referrals from the wider Northeast catchment area)	Residential Respite	Ph: (03) 5775 3161 Web: Rosehaven Hospice
Uniting Vic Tas	Wangaratta, Wodonga	- Flexible, short-term respite - Practical Supports - Support Groups - Counselling - Information and referrals	Ph: 1300 583 145. Web: Carer Support Services Uniting Vic.Tas
VMCH	Statewide except for Wellington and East Gippsland	- As above - Advocacy	Ph: 1300 698 624 Web: VMCH Carer Services

Other services

Hume Region Alliance	All CHSP providers in Hume	Information, advice, advocacy and support to Commonwealth Home Support Program, HACC -PYP	Ph: 0437 770 728 Paul Bennett E: Paul.Bennett@gatewayhealth.org.au
Hume Mental Health and Wellbeing Connect	All LGA's in Hume	- Supports to carers of people with mental health and/or substance use challenges. - Drop in, peer group support, 1:1, phone support & outreach	Ph: 1800 572 129 Web: Mental Health and Wellbeing Connect Centres 155 High St, Wodonga (Satellite site open Tuesdays appointment only, Thursday 11am-2pm drop in) 57 Rowan St, Wangaratta 32 Packham St, Shepparton
Carers Victoria	Statewide	For Organisations: - Advice Sector Connect Newsletter - Professional education and training - Carer Support Group Facilitator Training & Community of Practice Resources For Carers: - Advice The Voice Newsletter - Carer Education Resources	Organisations: Ph: 1800 514 845 E: sectorengagement@carersvictoria.org.au Web: I am an Organisation Carers Victoria Carers: Ph: 1800 514 845 Web: Calendar For Carers Carers Victoria



Statewide Aged Care Sector Services

Organisation	LGA's Serviced	Type of Service/carer	Contact Details
Dementia Australia	National	Carers of people with Dementia	Ph: 1 800 100 500 Web: Dementia Family Friends and carers
Senior Rights Victoria	Statewide	Free helpline, legal, advocacy and referral service	Ph: (03) 9655 2129 Web: www.seniorsrights.org.au
Seniors Online	Statewide	Older Carers Information to senior Victorians to participate in community life, maximise their health and wellbeing, and age well	Ph: (03) 9655 2129 Web: www.seniorsonline.vic.gov.au
Beyond Blue	National	Support for carers experiencing mental distress Resources for carers supporting someone with mental illness	Ph: 1300 22 4636 Web: Beyond Blue - Support Someone
Fight Parkinson's	Statewide	Support and resources for carers supporting someone with Parkinson's	Ph: 1800 644 189 Web: Caring for Someone:
Carer Help	Statewide	Caring for End-of-Life	Web: www.carerhelp.com.au
Val's LGBTI Ageing & Aged Care	Statewide	LGBTQIA+ Carers and Carers of LGBTQIA+	Ph: 03 9479 8740 Web: Val's LGBTI Ageing & Aged Care
COTA Australia	National	COTA Australia makes policy recommendations and submissions that represent ageing Australians at the federal level.	Ph: 1300 268 228 Web: www.cota.org.au
OPAN	National	Free, independent and confidential support for older people receiving government-funded aged care.	Ph: 1800 700 600 Web: www.opan.org.au