



# Carer supports & services guide

## A guide to using this resource

Carers are often unaware of services and supports to assist them in their caring role.

There are a range of supports available to carers. Types of support include financial support, activities that provide you with a break or meeting with other carers for information and support. This guide will assist you to discover what is available where you live. We recognise carers will need different supports at different times. Choose what best suits your needs.

## Australian Government Supports

### Carer Gateway

The Carer Gateway provides emotional and practical support for carers. They can support you with counselling, coaching, financial support and more. To access this free service you must register initially, which can take time. Following the registration process, you will be offered support that best suits your needs.

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| <b>Carer Gateway</b> | 1800 422 737 <a href="http://www.carergateway.gov.au">www.carergateway.gov.au</a> |
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### Services Australia

There are two types of payments that can financially support a carer. The Carer Payment and the Carer Allowance. You can apply through My Gov direct to Centrelink online, by visiting a Services Australia office or calling.

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| <b>Services Australia</b> | 132 307 <a href="http://www.servicesaustralia.gov.au/caring-for-someone">www.servicesaustralia.gov.au/caring-for-someone</a> |
| <b>Carer Payment</b>      | <a href="http://www.servicesaustralia.gov.au/carerpayers">www.servicesaustralia.gov.au/carerpayers</a>                       |
| <b>Carer Allowance</b>    | <a href="http://www.servicesaustralia.gov.au/careralowance">www.servicesaustralia.gov.au/careralowance</a>                   |

# Victorian Supports

## Carers Victoria

Carers Victoria is the peak body for unpaid carers. Our mission is to advocate on behalf of all carers. Our services include: carers advisory line, carer education, events and carer support group directory. Our advisory line can assist you during business hours.

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| <b>Carers Victoria</b> | 1800 514 845 <a href="http://www.carersvictoria.org.au">www.carersvictoria.org.au</a> |
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## The Victorian Government

The Victorian Government assists carers in a number of ways. It provides the following:

- The Victorian Carer Card
- The Victorian Companion Card
- Programs in your local area that provide an activity or support for you (Support for Carers program). Support is delivered by different agencies depending on your Local Government Area. Each provider offers something different.

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| <b>Carer Card</b>                 | 1300151882 <a href="http://www.carercard.vic.gov.au">www.carercard.vic.gov.au</a>  |
| <b>Companion Card</b>             | 1800 650 611 <a href="http://www.companioncard.vic.gov.au">www.companioncard.vic.gov.au</a>  |
| <b>Support for Carers Program</b> | <a href="http://www.betterhealth.vic.gov.au/health/servicesandsupport/carers-services-home-help-and-support#victorian-support-for-carers-program">www.betterhealth.vic.gov.au/health/servicesandsupport/carers-services-home-help-and-support#victorian-support-for-carers-program</a> |

# Your Local Supports - Monash

## Carer Support Groups in your area

| Group   | Description   | Contact   |
|---|---|---|
| <b>Wheeler's Hill Carers Cuppa</b>                | Fortnightly coffee group to connect with other carers at the MCG cafe                         | <a href="https://www.differentjourneysautism.com/carers-events/">https://www.differentjourneysautism.com/carers-events/</a> |
| <b>Pronia Greek Carers Dementia Support Group</b> | A monthly group for carers supporting a person with Dementia to share information and support | <a href="http://www.pronia.com.au">www.pronia.com.au</a><br>(03) 93889998   |
| <b>MyTime Wheelers Hill</b>                       | Support group for parents supporting children with additional needs                           | <a href="http://www.mytime.net.au/groups/wheelershill/">www.mytime.net.au/groups/wheelershill/</a>                          |

| Group   | Description  | Contact   |
|---|--|---|
| <b>Monash Walk Pathway for carers</b>               | Monthly walking group for carers to share support.                             | <a href="http://www.monash.vic.gov.au">www.monash.vic.gov.au</a><br><a href="mailto:barb.wallace@monash.vic.gov.au">barb.wallace@monash.vic.gov.au</a><br>(03) 95183637 |
| <b>Notting Hill Carers Support Group</b>            | Monthly support group connecting carers for information and support            | <a href="http://www.nottinghillnh.org.au">www.nottinghillnh.org.au</a>  |
| <b>Caladenia Young Onset Dementia Support Group</b> | Support group for carers supporting a person with early onset Dementia.        | <a href="http://www.caladenia.com.au">www.caladenia.com.au</a>  |
| <b>PlayConnect</b>                                  | Our group supports families who care for a child with a disability from 0 to 8 | <a href="http://www.playconnectplus.com.au">www.playconnectplus.com.au</a>  |

## Your local Support for Carers program providers

| Organisation  | Description  | Contact   |
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| <b>Australian Multi cultural Community Services</b> | One-off or short-term support for carers, including goods and equipment. Respite. Opportunities for social connection, activities and workshops. Financial Counselling and general Counselling | (03)96899170 <a href="http://www.amcservices.org.au">www.amcservices.org.au</a>         |
| <b>Australian Greek Welfare Society (Pronia)</b>    | Digital literacy, social support groups and outings. Service navigation. Legal advice.   | (03) 93889998 <a href="http://www.pronia.com.au">www.pronia.com.au</a>                  |
| <b>Better Health Network</b>                        | Connecting carers with the right support. Respite, support groups and outings  | (03) 85870251 <a href="http://www.bhn.org.au">www.bhn.org.au</a>                        |
| <b>Extended Families Australia</b>                  | Tailored support funding. Respite and social events  | 0452236850 <a href="http://www.extendedfamilies.org.au">www.extendedfamilies.org.au</a> |
| <b>Uniting (Victoria and Tasmania)</b>              | Carer Gateway Provider. Tailored support, respite, counselling, coaching and service navigation  | (03) 90517000 <a href="http://www.unitingvictas.org.au">www.unitingvictas.org.au</a>    |

| Organisation  | Description   | Contact  |
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| <b>Southern Metro Mental Health and Wellbeing Connect</b> | Peer support, drop-in centre, phone support, carer support groups and counselling | (03) 90661500 <a href="http://www.bhn.org.au">www.bhn.org.au</a> |

## Additional Carer Support Services

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| <b>Little Dreamers</b>                                     | Supporting young people aged 4 to 25 who provide care for a family member affected by disability, chronic illness, addiction or frail age.<br><br>1800 717 515 <a href="http://www.littledreamers.org.au/">www.littledreamers.org.au/</a>   |
| <b>Tandem</b>  | Tandem is the trusted voice of carers and supporters in Mental Health.<br><br>1800 314 325 <a href="http://www.tandemcarers.org.au/">www.tandemcarers.org.au/</a>   |
| <b>Beyond Blue</b>   | Support for carers experiencing mental distress<br><br>Resources for carers supporting someone with mental illness<br><br><a href="http://www.beyondblue.org.au/get-support/support-someone">www.beyondblue.org.au/get-support/support-someone</a>  |
| <b>Ethnic Communities Council of Victoria</b>              | The Ethnic Communities' Council of Victoria (ECCV) is the peak body for migrant and refugee communities in Victoria.<br><br>03 9354 9555 <a href="http://www.eccv.org.au">www.eccv.org.au</a>   |
| <b>Peter MacCallum Cancer Centre Carer Support Program</b> | The Carer Support Program helps carers to navigate the health service and carer supports and provides psychological support to carers with high needs.<br><br>03 8559 6461 <a href="http://www.petermac.org/patients-and-carers/support-and-wellbeing/support-services/carer-and-family/carer-support-program">www.petermac.org/patients-and-carers/support-and-wellbeing/support-services/carer-and-family/carer-support-program</a> |
| <b>Roses in the Ocean</b>                                  | Roses in the Ocean is the national lived experience of suicide organisation. It provides Connection Groups that provide an opportunity for people supporting loved ones in crisis to connect with each other, to share experiences and understanding, led by facilitators with lived experience as suicide carers.<br><br><a href="https://rosesintheocean.com.au/">https://rosesintheocean.com.au/</a>                               |

## LGBTIQA+ Carers

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| <b>Rainbow Door</b>               | Rainbow Door is a free specialist LGBTIQA+ (Lesbian, Gay, Bisexual, Transgender and Gender Diverse, Intersex, Queer, Asexual, BrotherBoys, SisterGirls) helpline providing information, support, and referral to all LGBTIQA+ Victorians, their friends and family.<br><br>1800 729 367 <a href="http://www.rainbowdoor.org.au">www.rainbowdoor.org.au</a> |
| <b>Carer Gateway LGBTI Carers</b> | <a href="http://www.carergateway.gov.au/your-life-carer/your-life-around-caring/experiences-backgrounds/support-lgbti-carers">www.carergateway.gov.au/your-life-carer/your-life-around-caring/experiences-backgrounds/support-lgbti-carers</a>   |

## Disability

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| <b>Disability Gateway</b> | The Disability Gateway helps people with disability, their families and carers find the information, services and support they need in Australia.<br><br>1800 555 677 <a href="http://www.disabilitygateway.gov.au">www.disabilitygateway.gov.au</a> |
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## Autism

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| <b>Amaze</b>              | Amaze provides support and information to autistic people, families, professionals, and the wider community.<br><br>1300 308 699 <a href="http://www.amaze.org.au">www.amaze.org.au</a> |
| <b>Different Journeys</b> | <a href="http://www.differentjourneysautism.com">www.differentjourneysautism.com</a>  |

## Aged Care Sector Services

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| <b>Dementia Australia</b>     | Carers of people with Dementia<br><br><a href="http://www.dementia.org.au/get-support">www.dementia.org.au/get-support</a>   |
| <b>Senior Rights Victoria</b> | Free helpline, legal, advocacy and referral service<br><br><a href="https://seniorsrights.org.au">https://seniorsrights.org.au</a>   |
| <b>Seniors Online</b>         | Information to senior Victorians to participate in community life, maximise their health and wellbeing, and age well<br><br><a href="http://www.seniorsonline.vic.gov.au">www.seniorsonline.vic.gov.au</a>                 |
| <b>Fight Parkinson's</b>      | Support and resources for carers supporting someone with Parkinson's<br><br>1800 644 189<br><br><a href="http://www.fightparkinsons.org.au/i-am/caring-for-someone">www.fightparkinsons.org.au/i-am/caring-for-someone</a> |

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| <b>Carer Help</b>   | Caring for End-of-Life Carers<br><a href="http://www.carerhelp.com.au">www.carerhelp.com.au</a>  |
| <b>Palliative Care Victoria - Dignified and Respectful Decision</b> | The Dignified and Respectful Decisions project aims to provide information and resources for families supporting older Australians in aged care across Victoria.<br><a href="http://www.pallcarevic.asn.au/dard/about-the-program">www.pallcarevic.asn.au/dard/about-the-program</a> |

## Financial supports

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| <b>Financial counselling Victoria</b> | <b>132300</b> <a href="http://www.servicesaustralia.gov.au/financial-information-service">www.servicesaustralia.gov.au/financial-information-service</a> |
| <b>National Debt Helpline</b>         | <b>1800007007</b> <a href="http://www.ndh.org.au">www.ndh.org.au</a>   |
| <b>Mortgage Stress Victoria</b>       | <b>1800572292</b> <a href="http://www.mortgagestress.org.au">www.mortgagestress.org.au</a>   |