



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.

Carer Gateway	1800 422 737 www.carergateway.gov.au
Emergency Care Plan	www.carergateway.gov.au/resource/emergency-care-plan

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.

Services Australia	132 307 www.servicesaustralia.gov.au/caring-for-someone
Carer Payment	www.servicesaustralia.gov.au/carerpayout
Carer Allowance	www.servicesaustralia.gov.au/careralowance

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.

Carers Victoria	1800 514 845 www.carersvictoria.org.au
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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.

Carer Card	1300151882 www.carercard.vic.gov.au
Companion Card	1800 650 611 www.companioncard.vic.gov.au
Support for Carers Program	www.betterhealth.vic.gov.au/health/servicesandsupport/carers-services-home-help-and-support#victorian-support-for-carers-program

Your Local Supports -

Knox City Council

Organisation	Description	Contact
Knox Disability Inclusion Team	Support for carers in the City of Knox	www.knox.vic.gov.au/our-services/children-family-and-community-services/support-for-carers Email: disabilityinclusion@knox.vic.gov.au 92988131
Knox e-newsletter	Knox e-newsletter provides information and support for carers in the City of Knox	www.confirmsubscription.com/h/y/F3348260381D871B

Your local Support for Carers Program Providers

Organisation	Description	Contact
Australian Multi cultural Community Services	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 www.amcservices.org.au
Australian Greek Welfare Society (Pronia)	Digital literacy, social support groups and outings. Service navigation. Legal advice.	(03) 93889998 www.pronia.com.au
MiCare	CALD carers support groups and outings	0499802220 www.micare.com.au
Extended Families Australia	Tailored support funding. Respite and social events	0452236850 www.extendedfamilies.org.au
Uniting (Victoria and Tasmania)	Carer Gateway Provider. Tailored support, respite, counselling, coaching and service navigation	(03)90517000 www.unitingvictas.org.au
Southern Metro Mental Health and Wellbeing Connect	Peer support, drop-in centre, phone support, carer support groups and counselling	(03) 90661500 www.bhn.org.au

Carer Support Groups in your area

Group	Description	Contact
Knox Carers Exercise Group	A weekly exercise program for carers in the city of Knox	www.carersvictoria.org.au/carers-support-group-directory/knox-carers-exercise-group
Pathways for Carers	A monthly walking group for carers to share information and support	Email: disabilityinclusion@knox.vic.gov.au

Group	Description	Contact
MyTime Ferntree Gully	Support group for parents and carers supporting children with additional needs	www.mytime.net.au/groups/ferntree-gully/
Ferntree Gully Family Support Group (MIF)	Support for family and friends of people with a mental illness	www.carersvictoria.org.au/carer-support-group-directory/ferntree-gully-family-support-group-mif-1
Wantirna Carers Support Group	A support group for family and friends supporting a person who has had a stroke	1800787653 www.enableme.org.au
BPD Carer support group	Support group for family and friends supporting a person with Borderline Personality Disorder	David Neef 0408981206 dneff@each.com.au

Additional Carer Support Services

Little Dreamers	Supporting young people aged 4 to 25 who provide care for a family member affected by disability, chronic illness, addiction or frail age. 1800 717 515 www.littledreamers.org.au/
Tandem	Tandem is the trusted voice of carers and supporters in Mental Health. 1800 314 325 www.tandemcarers.org.au/
Beyond Blue	Support for carers experiencing mental distress. Resources for carers supporting someone with mental illness www.beyondblue.org.au/get-support/support-someone
Ethnic Communities Council of Victoria	The Ethnic Communities' Council of Victoria (ECCV) is the peak body for migrant and refugee communities in Victoria. 03 9354 9555 www.eccv.org.au
Peter MacCallum Cancer Centre Carer Support Program	The Carer Support Program helps carers navigate the health services and carer supports and provides psychological support to carers with high needs. 03 8559 6461 www.petermac.org/patients-and-carers/support-and-wellbeing/support-services/carer-and-family/carer-support-program

Roses in the Ocean	<p>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.</p> <p>https://rosesintheocean.com.au/</p>
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LGBTIQA+ Carers

Rainbow Door	<p>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.</p> <p>1800 729 367 www.rainbowdoor.org.au</p>
Carer Gateway LGBTI Carers	<p>www.carergateway.gov.au/your-life-carer/your-life-around-caring/experiences-backgrounds/support-lgbti-carers</p>

Disability

Disability Gateway	<p>The Disability Gateway helps people with disability, their families and carers find the information, services and support they need in Australia.</p> <p>1800 555 677</p> <p>www.disabilitygateway.gov.au</p>
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Autism

Amaze	<p>Amaze provides support and information to autistic people, families, professionals, and the wider community.</p> <p>1300 308 699</p> <p>www.amaze.org.au</p>
Different Journeys	<p>www.differentjourneysautism.com</p>

Aged Care Sector Services

Dementia Australia	Carers of people with Dementia www.dementia.org.au/get-support
Senior Rights Victoria	Free helpline, legal, advocacy and referral service https://seniorsrights.org.au
Seniors Online	Older Carers Information to senior Victorians to participate in community life, maximise their health and wellbeing, and age well www.seniorsonline.vic.gov.au
Fight Parkinson's	Support and resources for carers supporting someone with Parkinson's 1800 644 189 www.fightparkinsons.org.au/i-am/caring-for-someone
Carer Help	Caring for End-of-Life Carers www.carerhelp.com.au
Palliative Care Victoria - Dignified and Respectful Decision	The Dignified and Respectful Decisions project aims to provide information and resources for families supporting older Australians in aged care across Victoria. www.pallcarevic.asn.au/dard/about-the-program

Financial supports

Financial counselling Victoria	132300 www.servicesaustralia.gov.au/financial-information-service
National Debt Helpline	1800007007 www.ndh.org.au
Mortgage Stress Victoria	1800572292 www.mortgagestress.org.au