



Carer supports and benefits region guide

Barwon Southwest

Information current only at 1/06/2025



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 Support 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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 | Barwon Southwest

Organisation	LGAs Serviced	Type of Service	Contact Details
Carer Gateway			
Barwon Health	All LGAs in Barwon Southwest Region City of Greater Geelong, Borough of Queenscliffe, Surf Coast Shire, Colac Otway Shire, Warrnambool City Council, Moyne Shire, Glenelg Shire, Southern Grampians, Corangamite Shire	<ul style="list-style-type: none"> Up to 12-week Individual support packages (respite, vouchers) Needs assessment and planning In-person or phone-based counselling Peer support groups Coaching Information regarding local services Referrals to other service types Education Assistance to navigate Services 	Ph: 1800 422 737 Web: www.carergateway.gov.au
Victorian Support for Carers Program			
Barwon Health	City of Greater Geelong, Borough of Queenscliffe, Surf Coast Shire, Colac Otway Shire	<ul style="list-style-type: none"> Up to 12-week Individual support packages (respite, vouchers) Needs assessment and planning In-person or phone-based counselling Peer support groups Coaching Information regarding local services Referrals to other service types Education Assistance to navigate Services 	Ph: (03) 4215 7600 E: carersupportreferrals@barwonhealth.org.au Web: Carer Support Barwon Health

Organisation	LGAs Serviced	Type of Service	Contact Details
Warrnambool City Council	Warrnambool, Southern Grampians, Glenelg, Moyne, Corangamite	<ul style="list-style-type: none"> Individual support packages (respite, vouchers) Peer support groups, Information and referrals to local services & other service types Education Assistance to navigate Services 	Ph: (03) 5559 4801 E: hacc_coordination@warrnambool.vic.gov.au Web: Warrnambool City Council Contacts: Narelle Wickham on 5559 4916 / Mary McLeod on 5559 4963
Mpower Incorporated	Warrnambool, Moyne, Corangamite, Glenelg,	Short-term, flexible respite, one-off or short-term support, including goods and equipment, opportunities to connect with other carers	Ph: (03) 5561 8111 Ph: 0408 830 577 Web: Mpower Support for Carers
Anam Cara House Colac	Colac Otway, Western part of Surf Coast, Eastern part of Corangamite	Respite Care	Ph: (03) 5233 8203 Web: www.anamcarahousecolac.org.au
Anam Cara House Geelong	City of Greater Geelong, Golden Plains, Surf Coast, Colac Otway, Borough of Queenscliffe	Respite Care	Ph: (03) 5222 5831 Web: www.achg.org.au
ERMHA365	Greater Geelong, Borough of Queenscliffe	Respite Events Practical supports	Ph: 1300 376 421 E: carersupport@ermha.org Web: www.ermha.org
Gateways Support Services	Warrnambool City Council, City of Greater Geelong, Moyne, Glenelg, Southern Grampians, Borough of Queenscliffe, Surf Coast Shire	Carer Support Groups	Ph: (03) 5221 2984 Web: www.gateways.com.au
GenU	City of Greater Geelong, Borough of Queenscliffe, Surf Coast Shire, Colac Otway Shire, Corangamite	Respite Events Practical support Carer Support Groups	Ph: 1300 558 368 Web: Gen U Support for Carers

Organisation	LGAs Serviced	Type of Service	Contact Details
Other Services			
Barwon Southwest Mental Health and Wellbeing Connect	City of Greater Geelong, Borough of Queenscliffe, Surf Coast Shire, Colac Otway Shire, City of Warrnambool, Moyne Shire, Glenelg Shire, Southern Grampians, Corangamite Shire	Support to carers of people with mental health and/or substance use challenges.	Ph: 1300 000 717 E: barwonsouthwestconnect@wellways.org Web: Mental Health and Wellbeing Connect - Wellways Geelong: Suite 5/23-31 Gheringhap Street, Geelong Warrnambool: 2/223 Koroit Street, Warrnambool
Warrnambool & District Community Hospice	Warrnambool, Moyne or Camperdown	Hospice in the Home Service providing practical assistance, as well as emotional support complementing in-home medical services to assist family and friends to provide caring, compassionate end-of-life care.	Ph: (03) 5563 3220 E: info@wdchospice.org.au Web: www.warrnamboolhospice.org.au
Warrnambool City Council	Warrnambool	CHSP Flexible Respite Care MAC referrals required. Includes: In-Home: Respite Care, Companionship, Welfare checks etc. Out-Home: Escort to appointments, luncheons, drive, social connections Centre Based - for care recipients to attend a centre based activity Cottage Respite Care - Cottage respite is available overnight or over a weekend.	Ph: (03) 5559 4801 Web: www.warrnambool.vic.gov.au/home-and-community-services Contacts: Narelle Wickham on 5559 4916 / Mary McLeod on 5559 4963



Statewide Aged Care Sector Services

Organisation	LGAs 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: Fight Parkinson's - 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