



Carer supports and benefits region guide

Gippsland

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 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 | Gippsland

Organisation	LGA's Serviced	Type of Service	Contact Details
Carer Gateway			
Uniting Vic Tas	All Gippsland	<ul style="list-style-type: none"> 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 Short-term planned and EMERGENCY respite Education Assistance to navigate services 	Ph: 1800 422 737 Web: https://www.carergateway.gov.au
Victorian Support for Carers Program			
Latrobe Community Health Service	Baw Baw, Bass Coast/ South Gippsland, Wellington, East Gippsland, Latrobe City	<ul style="list-style-type: none"> Short-term Respite at home, or a residential aged care facility Help at home, such as meal preparation or cleaning Leisure activities for carer and the person they care for Young carer support Events celebrating the carer role and activities with other carers 	Ph: 1800 242 696 Web: Latrobe Community Health Service
Connecting2Australia	Baw Baw, Bass Coast, Latrobe, South Gippsland	Respite and Carer break house in Traralgon	Ph: 1300 111 212 Web: Support for Carers

Organisation	LGAs Serviced	Type of Service	Contact Details
Uniting	All Gippsland	<ul style="list-style-type: none"> • Short-term Respite at home, or a residential aged care facility • Help at home, such as meal preparation or cleaning • Leisure activities for carer and the person they care for • Young carer support • Events celebrating the carer role and activities with other carers 	Ph: (03) 9051 7000 Web: Carer Support Services Uniting Vic.Tas
Motor Neurone Disease Association of Victoria	Statewide	<ul style="list-style-type: none"> • Guidance, respite, peer support, activities, counselling, resources 	Ph: (03) 9830 2122 or 1800 777 175 Web: MND Victoria
Little Dreamers Australia	Statewide For young carers under 25 years of age	<ul style="list-style-type: none"> • Holiday programs • Personal development programs • Coaching and counselling • Tutoring and vocational Skill development • Peer support • Teacher resources 	Ph: 1800 717 515 Web: Little Dreamers Australia
Peter MacCallum Cancer Centre	Statewide Melbourne	<ul style="list-style-type: none"> • Respite activities in metropolitan areas • One on one conversations to understand their needs (in person and via telehealth) • Carer wellbeing plans • Assistance to access services and support at Peter Mac and the community. • Referrals to appropriate internal and external services. • Assistance to navigate hospital systems. • Carer Psychology service 	Ph: (03) 8559 6461 Tuesday and Wednesday Web: Peter MacCallum Cancer Centre

Organisation	LGAs Serviced	Type of Service	Contact Details
Other services			
Gippsland Mental Health and Wellbeing Connect	All Gippsland	<p>Support to carers of people with mental health and/or substance use challenges.</p> <p>Peer support, drop-in centre, phone service, Carer Support Groups, brokerage supports, therapeutic supports</p>	<p>Ph: 1300 000 717 E: gippslandconnect@wellways.org</p> <p>Web: Mental Health and Wellbeing Connect Centres</p> <p>8-12 Seymour Street, Traralgon 347 Main St, Bairnsdale</p>
Carers Victoria	Statewide	<p>For Organisations:</p> <ul style="list-style-type: none"> • Advice • Sector Connect Newsletter • Professional education and training • Carer Support Group Facilitator Training & Community of Practice • Resources <p>For Carers:</p> <ul style="list-style-type: none"> • Advice • The Voice Newsletter • Carer Education • Resources 	<p>Organisations:</p> <p>Ph: 1800 514 845 E: sectorengagement@carersvictoria.org.au</p> <p>Web: I am an Organisation Carers Victoria</p> <p>Carers:</p> <p>Ph: 1800 514 845 Web: Calendar For Carers Carers Victoria</p>



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: 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 to older people receiving government-funded aged care.	Ph: 1800 700 600 Web: www.opan.org.au