



Carer supports and benefits region guide

Eastern Metro

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	Victorian Companion Card Information Line 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 https://www.carersvictoria.org.au/benefits



Local Carer Support Services | Eastern Metro

Organisation	LGAs Serviced	Type of Service/carer	Contact Details
Carer Gateway			
Uniting Vic Tas	Boroondara, Knox, Manningham, Maroondah, Melbourne, Monash, Whitehorse, Yarra Ranges	• 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	Carer Gateway Ph: 1800 422 737 Web: https://www.carergateway.gov.au

Organisation	LGA's Serviced	Type of Service/carer	Contact Details
Victorian Support for Carers Program			
Australian Multicultural Community Services	Monash, Whitehorse, Knox	- Providing one-off or short-term support for carers, including goods and equipment, that can add to other services or fill service gaps - Responding to individual needs of carers through flexible tailored support approaches, including support to address immediate or urgent needs - Supporting the carer separately or both the carer and the person they care for at the same time and at the same place, for example sharing in an activity in the local community - Workshops, digital technology training and support, employment support services, educational workshops, elder abuse, financial counselling or general counselling	Ph: (03) 9689 9170 Ph: 0448 128 490 Web: AMCS Carer Support Services
Australian Greek Welfare Society (PRONIA)	Monash, Knox, Manningham, Yarra Ranges	- Carers excursions every few months visiting different locations in Melbourne - Free support to access external or internal services through casework team - Free legal advice and a pro bono legal clinic - Annual events: dementia, volunteers	Ph: (03) 9388 9998 Web: PRONIA
healthAbility	Whitehorse, Nillumbik	- Carer Support Groups - Carer Support Payment	Ph: (03) 9430 9100 healthAbility Carer Support

Organisation	LGA's Serviced	Type of Service/carer	Contact Details
Better Health Network	Monash	• Education, peer support • information on how to access respite services, resources, and support • Connecting carers with the right support services • Carers' social groups and outings • Culture-specific groups for carers • Yoga, walking groups, and other health and wellbeing activities	Ph: (03) 8587 0251 Web: Better Health Network Carer Respite and Support Services
Calvary Care	Statewide	• In-home respite • Day respite centre and social centres • Overnight respite cottages • Short-term Residential aged care	Ph: 1800 52 72 72 Web: Calvary health Care Bethlehem
Uniting (Victoria and Tasmania)	Manningham, Monash, Whitehorse,	• One-off or short-term support including: • Funding for specialised equipment • Assistance with domestic tasks in the home • Accessing transport • Help to identify and fill service gaps. • Individual, group or family counselling • Peer support groups • Information and advice • Links to other supports which may provide you with the skills and techniques to help manage life's challenges, such as financial counselling. • Flexible, short-term respite (e.g. for a few hours each week) or for a longer time, including overnight (e.g. a weekend) • Group activities and workshops to connect to others also in a caring role.	Ph: 1300 583 145 Web: Uniting Carer Support Services
Gateway Community Services	Inner Melbourne	• Short-term individual support packages (respite, vouchers, cleaning)	Ph: (03) 9399 3511 Web: Gateway Community Services

Organisation	LGA's Serviced	Type of Service/carer	Contact Details
MiCare	Boroondara, Manningham, Monash, Maroondah, Knox, Whitehorse and Yarra Ranges	- CALD carers group activities including outings and workshops - Group Information sessions	Ph: 0499 802 220 or 1800 642 273 Web: www.micare.com.au
Extended Families Australia	Boroondara, Knox, Manningham, Maroondah, Melbourne, Monash, Whitehorse, Yarra Ranges	- Individualised Carer Support: Tailored supports. Contact Ahysa Ahmad at 0410 923 913 or ask for "Rebalance / Support for Carers" - Volunteer Match & Family Social Events (Southeast): Connecting families and individuals with disabilities to volunteers and social activities. Contact: Samantha Jane Potter at 0406 229 071, - Respite: Contact Cheryl Chen at 0406 227 515 or ask for "LinC / Support Worker Service."	Ph: (03) 9355 8848 Web: Extended Families Australia
Motor Neurone Disease Association of Victoria	Statewide	Guidance, respite, peer support, activities, counselling, resources	Ph: (03) 9830 2122 or 1800 777 175 Web: MND Victoria
Peter MacCallum Cancer Centre	Statewide Melbourne	- Respite activities in Metropolitan areas - One on one conversations with carers to understand their needs (in person and via telehealth). - Carer wellbeing plans - Tailored information and assistance to carers to access services and support at Peter Mac and in the community. - Referrals to appropriate internal and external services, or alternatively, empowers carers to self-refer. - Assistance to navigate the hospital system. - Carer Psychology service	Ph: (03) 8559 6461 Tuesday and Wednesday Web: Peter Mac carer support

Organisation	LGA's Serviced	Type of Service/carer	Contact Details
Baptcare	Monash	* Waiting on confirmation	Ph: (03) 9576 6603 or 13 22 78 Web: Baptcare
VACCHO	Statewide Victorian Aboriginal Community Controlled Health Organisation	* Waiting on confirmation	Ph: (03) 9411 9411 Web: VACCHO - Victorian Aboriginal Community Controlled Health Organisation Inc
Interchange Network	All Melbourne Metropolitan	* Waiting on confirmation	Ph: 1300 300 436 Web: Interchange Network
Jewish Care (Victoria)	Statewide phone support	* Waiting on confirmation	Ph: (03) 8517 5999 Web: Jewish Care

Other Services

Northeast Metro Mental Health and Wellbeing Connect	Main Centre: Ivanhoe Secondary Centres: Ashburton, Belgrave, Lilydale	Supports to carers of people with mental health and/or substance use challenges. Services offered include peer support, drop-in centre, phone service, Carer Support Group, brokerage supports, therapeutic supports	Ph: (03) 8850 4150 E: northeastmetroconnect@accesshc.org.au Web: North East Metro Connect
Southeast Metro Mental Health and Wellbeing Connect	Main Centre: Dandenong Secondary Centres: South Melbourne, Pakenham, Bentleigh, Hastings, Capel Sound	As above	Ph: (03) 9066 1500 E: connectcentre@bhn.org.au Web: South East Metro Family and Carer Led Centre Melbourne
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	LGAs Serviced	Type of Service/carers	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