



Carer supports and benefits region guide

Southern Metro

Information current only at 1/6/2025



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 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

www.carersvictoria.org.au/benefits



Local Carer Support Services | Southern Metro

Organisation	LGA's Serviced	Type of Service/carer	Contact Details
Carer Gateway			
Alfred Health	Port Phillip, Stonnington, Glen Eira, Bayside, Kingston, Greater Dandenong, Casey, Frankston, Cardinia Shire, Mornington Peninsula Shire	Services include: • In-person and online peer support groups • Tailored support packages -practical supports like planned respite and transport services • In-person and phone counselling • In-person and online self-guided coaching • Online skills courses • Emergency respite	Ph: 1800 422 737 Web: www.carergateway.gov.au
Victorian Support for Carers Program (funded until 2026)			
Alfred Health	Port Phillip, Stonnington, Glen Eira, Bayside, Kingston, Greater Dandenong, Casey, Frankston, Cardinia, Mornington Peninsula	• 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 51 21 21 Web: www.alfredhealthcarers.org.au

Organisation	LGAs Serviced	Type of Service/carers	Contact Details
Australian Multicultural Community Services	Casey, Dandenong, Monash, Whitehorse, Whittlesea, Frankston, Knox	• One-off or short-term support for carers, including goods and equipment, that can add to other services or fill service gaps • Respite • Opportunities for social connection, and social and/or physical activities • Workshops, Digital technology training and support, Employment Support Services, Education awareness workshops, Financial Counselling or Counselling	Ph: (03) 9689 9170 Ph: 0403 158 359 Web: Carer Support Services
Australian Greek Welfare Society (PRONIA)	Monash, Hobson's Bay, Knox, Whitehorse, Port Phillip, Glen Eira, Mornington Peninsula	• Digital Literacy in Brunswick, Reservoir and Clayton • Social support groups in Clayton and Brunswick • Group excursions • Service Navigation support • Free legal advice and a pro bono legal clinic • Events: Dementia event, Volunteer	Ph: (03) 9388 9998 Web: PRONIA - For a stronger community

Organisation	LGAs Serviced	Type of Service/carers	Contact Details
Bayside City Council	Bayside	• Respite • Domestic assistance • Meals and shopping • Personal care • Home maintenance and Minor Home modification • Social support • Bayside Carers Corner • Transport	Ph: (03) 9599 4632 Web: Support for carers in Bayside Bayside City Council
Better Health Network	Bayside, Cardinia, Casey, Frankston, Glen Eira, Greater Dandenong, Kingston, Monash, Stonnington	• Education, peer support • information on how to access respite services, resources, and support • Connecting carers with the right support services • Carers' social groups • Culture-specific groups for carers • Yoga, walking groups, and other health and wellbeing activities • Carer outings	Ph: (03) 8587 0251 Web: Carer Respite and Support Services in Melbourne

Organisation	LGAs Serviced	Type of Service/carer	Contact Details
Brotherhood of St Laurence	Frankston, Mornington Peninsula, Kingston, Bayside, Casey, Cardinia	• Social connection hub in Carrum Downs • Centre based respite in Frankston • Cottage overnight respite in Frankston • Practical Support for Carers	Ph: 03 9782 9322 E: supportforcarers@bsl.org.au Web: Social Connections and Respite - Aged Care
Calvary Care	Statewide	• In-home respite • Day respite centre and social centres • Overnight respite cottages • Short-term Residential aged care	Ph: (03) 9595 3190 Web: Calvary health Care Bethlehem
Connecting2Australia	Mornington Peninsula, Frankston	• Respite and Carer break house in Taralgon	Ph: 1300 111 212 Web: Support for Carers in Melbourne C2A Services & Resources
ermha365	Casey, Cardinia, Dandenong,	• Relaxation, activities, strengthening and building relationships, developing new skills, study, peer support and group activities.	Ph: 1300 376 421 Web: ermha365
Mecwacare	Stonnington	• Respite: in-home, residential, community	Ph: (03) 8573 4812 Web: www.mecwacare.org.au

Organisation	LGAs Serviced	Type of Service/carer	Contact Details
MiCare	Bayside, Glen Eira, Port Philip, Stonnington, Greater Dandenong, Kingston, Casey, Frankston, Cardinia and Mornington Peninsula	- CALD carers group activities including outings and workshops in Monash (Mandarin/Cantonese), Wantirna (multicultural/NDIS), Bentleigh (Mandarin/Cantonese) and Carrum Downs (Dutch). - Information sessions to groups in Kilsyth, Monash Bentleigh and Clarinda	Ph: 0499 802 220 Web: www.micare.com.au
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
Sandybeach Centre	Bayside, Mornington Peninsula	- Regular lunches, massages & walks throughout the year. - Offers respite day care for care recipient.	Ph: (03) 9598 2155 Web: www.sandybeach.org.au
Uniting (Victoria and Tasmania)	Bayside, Cardinia, Casey, Greater Dandenong, Frankston, Glen Eira, Kingston, Manningham, Monash, Mornington Peninsula, Port Phillip, Stonnington, Whitehorse,	One-off or short-term support including: - Short term respite in home or residential - 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, activities and workshops - Information, advice and Referrals	Ph: (03) 9051 7000 Web: www.unitingvictas.org.au

Organisation	LGAs Serviced	Type of Service/carer	Contact Details
Extended Families Australia	Bayside, Cardinia, Casey, Greater Dandenong, Frankston, Glen Eira, Kingston, Manningham, Monash, Mornington Peninsula, Port Phillip, Stonnington, Whitehorse,	• MyTime peer support Group- Springvale (Vietnamese Families): Contact Nghi Trinh at 0416 173 484. If calling main office, please inquire about "MyTime Playgroups in the South." • Rebalance - Individualised Carer Support: Tailored funding to support the health and wellbeing of carers. Contact Ahysa Ahmad at 0410 923 913 or ask for "Rebalance / Support for Carers" when reaching out. • Volunteer Match & Family Social Events (Southeast): Connecting families and individuals with disabilities to volunteers and social activities in the Southeast LGAs. Contact: Samantha Jane Potter at 0406 229 071, or inquire about "Volunteer Match," "HACC," or "Social Groups in the South." • Support Workers / Respite: Contact Cheryl Chen at 0406 227 515 or ask for "LinC / Support Worker Service."	Ph: 0452 236 850 Web: www.extendedfamilies.org.au

Organisation	LGAs Serviced	Type of Service/carers	Contact Details
Peter MacCallum Cancer Centre	Statewide Melbourne	Respite activities in Metropolitan Melbourne: • One on one conversations with carers to understand their needs (in person and via telehealth). • Carer wellbeing plans. • Tailored information and assists carers to access services and supports at Peter Mac and in the community. • Referrals to appropriate internal and external services, or alternatively, empowers carers to self-refer. • Assists the carer in navigating the hospital system. • Carer Psychology service	Ph: (03) 8559 6461 Tuesday and Wednesday Web: Peter MacCallum Cancer Centre
VACCHO	Victorian Aboriginal Community Controlled Health Organisation Statewide	* 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: (03) 9663 4886 Web: Interchange Network
Jewish Care (Victoria)	St Kilda, Caulfield, Brighton, Hawthorn and surrounding LGAs. Statewide phone support	* Waiting on confirmation	Ph: (03) 8532 9801 Web: www.jewishcare.org.au

Organisation	LGAs Serviced	Type of Service/carer	Contact Details
Other services			
Southeast Metro Mental Health and Wellbeing Connect	Main Centre: Dandenong Secondary Centres: South Melbourne, Pakenham, Bentleigh, Hastings, Capel Sound	• 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) 9066 1500 Web: South East Metro Family and Carer Led Centre Melbourne E: connectcentre@bhn.org.au
Glen Eira Council	Glen Eira	• Peer Support Groups • Wellness Activities • Carer Newsletter - Sign-up to receive our Carer's Community newsletter	Ph: (03) 9524 3333 Web: What's on for carers Glen Eira City Council E: carersupport@gleneira.vic.gov.au
Carers Victoria	Statewide	• Carer training and events • Advice • Sector Connect Newsletter • Staff Education • Resources	Ph: 1800 514 845 Web: www.carersvictoria.org.au E: sectorengagement@carersvictoria.org.au
Little Dreamers Australia	Statewide	• Young Carers	Ph: 1800 717 515 Web: Little Dreamers Australia



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