



Carer supports and benefits region guide **Grampians**

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	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 | Grampians

Organisation	LGAs Serviced	Type of Service/carer	Contact Details
Carer Gateway			
Grampians Health	Horsham, Yarriambiack, Hindmarsh, West Wimmera, Northern Grampians, Pyrenees, Ararat, Ballarat,	<ul style="list-style-type: none"> All carers as per Federal definition * 	Ph: 1800 422 737 Web: www.carergateway.gov.au
Victorian Support for Carers Program			
Grampians Community Health	Northern Grampians, Pyrenees, Ararat, Yarriambiack, Hindmarsh, Horsham, West Wimmera, Gannawarra,	<ul style="list-style-type: none"> Up to 12-week Individual support packages (respite, vouchers) Carer Support Group 	Ph: 03 53526200 Web: Carer Support – Grampians Community Health
Grampians Health Ballarat	Ballarat, Moorabool, Golden Plains, Hepburn	<ul style="list-style-type: none"> Up to 12-week Individual support packages (respite, vouchers) Carer Support Group 	Ph: 03 53337104 Web: Carer Support Service
Centre for Participation	Horsham, Yarriambiack, West Wimmera, Hindmarsh	<ul style="list-style-type: none"> Short-term practical supports (e.g. grocery & fuel vouchers) Monthly morning tea sessions on Aged Care Carer Support Group 	Ph: 03 5382 5607 Web: Support for Carers

Organisation	LGAs Serviced	Type of Service/carer	Contact Details
Community Options	Ballarat, Hindmarsh, Horsham, West Wimmera, Yarriambiack	<ul style="list-style-type: none"> Up to 12-week Individual support packages (respite, vouchers) 	Ph: 03 5381 9336 Web: Wimmera Community Options
Gen U	Horsham, Yarriambiack, Hindmarsh, West Wimmera,	<ul style="list-style-type: none"> Up to 12-week Individual support packages (respite, vouchers) Events, e.g. Yoga, morning teas 	Ph: 1300 558 368 Web: genU Support for Carers
Uniting VicTas	Horsham, Yarriambiack, Hindmarsh, West Wimmera, Northern Grampians, Pyrenees, Ararat, Ballarat,	<ul style="list-style-type: none"> Brokerage (e.g. equipment, vouchers, short-term service in the home) Family and Carer Support Group 	Ph: 03 5362 4000 E: wimmeramentalhealth@vt.uniting.org Web: Carer Support Services Uniting Vic.Tas
Grampians Health	Hindmarsh, Horsham, West Wimmera, Yarriambiack	<ul style="list-style-type: none"> Respite 	Ph: 03 5381 9111 Web: Carer Support Service
Other carer services			
Grampians Mental Health and Wellbeing Connect	Northern Grampians, Pyrenees, Ararat, Horsham, Yarriambiack, Hindmarsh, West Wimmera	<ul style="list-style-type: none"> Supports to carers of people with mental health and/or substance use challenges. 	Ph: 1800 962 008 Web: Grampians Mental Health and Wellbeing Connect
Horsham Neighbourhood House	Horsham and surrounds	<ul style="list-style-type: none"> Carer Support Group 	Ph: 03 5382 5352 E hello@horshamnh.com.au Web: Horsham Neighbourhood House
Carer Help	Statewide	<ul style="list-style-type: none"> Resources to support End-of-Life Carers 	Web: Support worker resources - CarerHelp Knowledge

Organisation	LGA's Serviced	Type of Service/carers	Contact Details
Carers Victoria	Statewide	<ul style="list-style-type: none"> • Advice • The Voice Newsletter • Carer Education • Resources 	Ph: 1800 514 845 Web: Home page - Carers Victoria

For Organisations

Grampians Sector Development	Horsham, Yarriambiack, Hindmarsh, West Wimmera, Northern Grampians, Pyrenees, Ararat, Ballarat,	<ul style="list-style-type: none"> • Support to CHSP service providers: • One-on-one support in implementing and understanding the Aged Care Reforms and how this impacts Carers within your Community and Service Delivery. • Information on local support for Carers within the region 	E: Sectordevelopment@bchc.org.au Web: www.csdgrampians.org.au
Carers Victoria	Statewide	<ul style="list-style-type: none"> • Advice • Sector Connect Newsletter • Professional education and training • Carer Support Group Facilitator Training & Community of Practice • Resources 	Ph: 1800 514 845 E: sectorengagement@carersvictoria.org.au Web: I am an Organisation Carers Victoria



Statewide Aged Care Sector Services

Organisation	LGA's 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