



# Carer supports and benefits region guide

## Hume

*Information current only at 1/4/2026*



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](mailto:sectorengagement@carersvictoria.org.au)



## Carer Supports Services

<b>Carer Gateway</b>	1800 422 737 <a href="http://www.carergateway.gov.au">www.carergateway.gov.au</a>
<b>Carers Victoria</b>	1800 514 845 <a href="http://www.carersvictoria.org.au">www.carersvictoria.org.au</a>
<b>Services Australia</b>	132 307 <a href="http://www.servicesaustralia.gov.au/caring-for-someone">www.servicesaustralia.gov.au/caring-for-someone</a>
<b>Support for Carers Program</b>	<a href="#">Carer services and support   Better Health Channel</a>
<b>Disability Gateway</b>	1800 643 787 <a href="http://www.disabilitygateway.gov.au">www.disabilitygateway.gov.au</a>
<b>Little Dreamers</b>	1800 717 515 <a href="http://www.littledreamers.org.au">www.littledreamers.org.au</a>
<b>Tandem</b>	1800 314 325 <a href="http://www.tandemcarers.org.au">www.tandemcarers.org.au</a>
<b>Amaze</b>	1300 308 699 <a href="#">Amaze - parent or carer</a>
<b>Rainbow Door</b>	1800 729 367 <a href="http://www.rainbowdoor.org.au">www.rainbowdoor.org.au</a>
<b>Peter MacCallum Cancer Centre</b>	(03) 8559 6461 <a href="#">Peter Mac carer support</a>



## Benefits

<b>Carer Payment</b>	<a href="#">Carer Payment - Services Australia</a>
<b>Carer Allowance</b>	<a href="#">Who can get Carer Allowance - Carer Allowance - Services Australia</a>
<b>Carer Card</b>	1800 901 958 (during business hours) <a href="http://www.carercard.vic.gov.au">www.carercard.vic.gov.au</a>
<b>Companion Card</b>	1800 650 611 <a href="http://www.companioncard.vic.gov.au">www.companioncard.vic.gov.au</a>
<b>Benefits for concession card holders</b>	<ul style="list-style-type: none"> <li>• Energy Concessions</li> <li>• Municipal rates concession</li> <li>• Recreation benefits and Concessions</li> <li>• Water and sewerage concession</li> <li>• Housing support</li> <li>• Care Registration Concessions</li> </ul> <a href="#">Victorian government concessions and benefits</a>
<b>Mental Health Carer Support Fund</b>	<b>Tandem Information Line</b> 1800 650 611 <a href="#">Carer Support Fund (CSF)</a>
<b>Other Benefits</b>	<ul style="list-style-type: none"> <li>• Child Disability Assistance Payment</li> <li>• Disability Parking Permit</li> <li>• Better Life Mobile phone plan</li> <li>• Qantas Carer Concession Card</li> </ul> <a href="http://www.carersvictoria.org.au/benefits">www.carersvictoria.org.au/benefits</a>



## Local Carer Support Services | Hume

Organisation	LGAs Serviced	Type of Service/carer	Contact Details
<b>Carer Gateway</b>			
<b>Uniting Vic Tas</b>	Towong	<ul style="list-style-type: none"> <li>• Up to 12-week Individual support packages (respite, vouchers, cleaning)</li> <li>• Needs assessment and planning</li> <li>• In-person or phone-based counselling</li> <li>• Peer support groups</li> <li>• Coaching</li> <li>• Information regarding local services</li> <li>• Referrals to other service types</li> <li>• Direct respite</li> <li>• Education</li> <li>• Assistance to navigate Services</li> </ul>	Ph: 03 9000 4600 Web: <a href="http://www.carergateway.gov.au">www.carergateway.gov.au</a>  12 Rowan Street, Wangaratta  593 Olive Street, Albury (appointments required)
	Alpine		
	Indigo		
	Wodonga		
	Wangaratta		
	Albury		
<b>Family Care</b>	<ul style="list-style-type: none"> <li>• Shepparton</li> <li>• Strathbogie</li> <li>• Moira</li> <li>• Mitchell</li> <li>• Murrindindi</li> <li>• Benalla</li> <li>• Mansfield</li> </ul>	<ul style="list-style-type: none"> <li>• As Above</li> </ul>	Shepparton Ph: 03 5823 7000  Seymour Ph: 03 5735 4600  Web: <a href="#">Carer Support Services - FamilyCare</a>

## Victorian Support for Carers Program

<b>Gateway Health</b>	Alpine, Benalla, Indigo, Mansfield, Towong, Wangaratta, Wodonga	Carer Support Groups, activities and events, information and referrals to health, aged, disability and other community services, Short-term tailored supports	Ph: 1800 657 573 Web: <a href="#">Support for Carers - Gateway Health</a>
<b>Goulburn Valley Family Care</b>	Greater Shepparton, Mitchell, Moira, Murrindindi, Strathbogie	<ul style="list-style-type: none"> <li>Information, referral, flexible respite options, peer support groups</li> </ul>	Ph: (03) 5823 7081 Web: <a href="#">Goulburn Valley Family Care</a>
<b>Upper Murray Family Care</b>	Wodonga, Wangaratta, Benalla, Alpine, Indigo, Towong, Mansfield, Strathbogie	<ul style="list-style-type: none"> <li>Help with short-term needs such as respite, other services, goods &amp; equipment funding</li> <li>Information and referral to other services</li> <li>Carer Support Groups &amp; activities</li> <li>Facilitate workshops for learning, respite &amp; carer wellbeing</li> </ul>	Ph: (02) 6055 8000 E: <a href="mailto:Supportoptions@umfc.com.au">Supportoptions@umfc.com.au</a> Web: <a href="http://www.umfc.com.au">www.umfc.com.au</a> 36-38 Mackay Street, Wangaratta 76 Nordsvan Drive, Wodonga
<b>Rosehaven Hospice</b>	Mansfield, (referrals from the wider Northeast catchment area)	<ul style="list-style-type: none"> <li>Residential Respite</li> </ul>	Ph: (03) 5775 3161 Web: <a href="#">Rosehaven Hospice</a>
<b>Uniting Vic Tas</b>	Wangaratta, Wodonga	<ul style="list-style-type: none"> <li>Flexible, short-term respite</li> <li>Practical Supports</li> <li>Support Groups</li> <li>Counselling</li> <li>Information and referrals</li> </ul>	Ph: 1300 583 145. Web: <a href="#">Carer Support Services   Uniting Vic.Tas</a>
<b>VMCH</b>	Statewide except for Wellington and East Gippsland	<ul style="list-style-type: none"> <li>As above</li> <li>Advocacy</li> </ul>	Ph: 1300 698 624 Web: <a href="#">VMCH Carer Services</a>

### Other services

**Hume Region Alliance**

All CHSP providers in Hume

- Information, advice, advocacy and support to Commonwealth Home Support Program, HACC -PYP

Ph: 0437 770 728 Paul Bennett

 E: [Paul.Bennett@gatewayhealth.org.au](mailto:Paul.Bennett@gatewayhealth.org.au)
**Hume Mental Health and Wellbeing Connect**

All LGA's in Hume

- Supports to carers of people with mental health and/or substance use challenges.
- Drop in, peer group support, 1:1, phone support & outreach

Ph: 1800 572 129

 Web: [Mental Health and Wellbeing Connect Centres](#)

155 High St, Wodonga (Satellite site open Tuesdays appointment only, Thursday 11am-2pm drop in)

57 Rowan St, Wangaratta

32 Packham St, Shepparton

**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](mailto: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/carer	Contact Details
Dementia Australia	National	Carers of people with Dementia	Ph: 1 800 100 500 Web: <a href="#">Dementia Family Friends and carers</a>
Senior Rights Victoria	Statewide	Free helpline, legal, advocacy and referral service	Ph: (03) 9655 2129 Web: <a href="http://www.seniorsrights.org.au">www.seniorsrights.org.au</a>
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: <a href="http://www.seniorsonline.vic.gov.au">www.seniorsonline.vic.gov.au</a>
Beyond Blue	National	Support for carers experiencing mental distress Resources for carers supporting someone with mental illness	Ph: <a href="tel:1300224636">1300 22 4636</a> Web: <a href="#">Beyond Blue - Support Someone</a>
Fight Parkinson's	Statewide	Support and resources for carers supporting someone with Parkinson's	Ph: 1800 644 189 Web: <a href="#">Caring for Someone:</a>
Carer Help	Statewide	Caring for End-of-Life	Web: <a href="http://www.carerhelp.com.au">www.carerhelp.com.au</a>
Val's LGBTI Ageing & Aged Care	Statewide	LGBTQIA+ Carers and Carers of LGBTQIA+	Ph: 03 9479 8740 Web: <a href="#">Val's LGBTI Ageing &amp; Aged Care</a>
COTA Australia	National	COTA Australia makes policy recommendations and submissions that represent ageing Australians at the federal level.	Ph: 1300 268 228 Web: <a href="http://www.cota.org.au">www.cota.org.au</a>
OPAN	National	Free, independent and confidential support for older people receiving government-funded aged care.	Ph: 1800 700 600 Web: <a href="http://www.opan.org.au">www.opan.org.au</a>