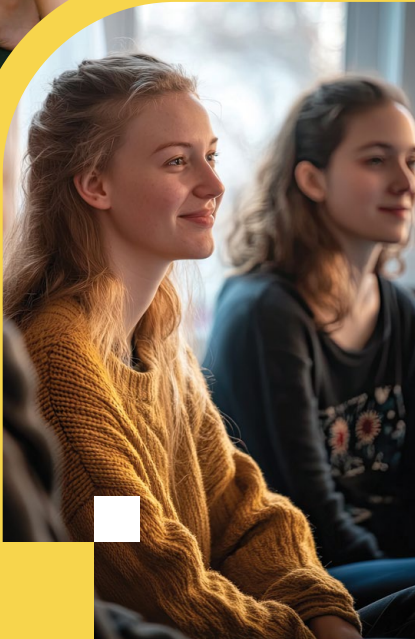




WHITEHORSE
CITY COUNCIL



Carer Services and Supports

A directory for carers in the City of Whitehorse



The information in this booklet is correct at the time of printing (April 2026).

For up-to-date information, please refer to each organisation's website.

Contents

| | |
|--|----|
| Introduction | 4 |
| Services and Supports for all Carers | |
| Carer Support Services..... | 6 |
| Carer Financial Supports..... | 10 |
| Carer Support Groups in Whitehorse..... | 16 |
| Carer-Specific Services | |
| Young Carers..... | 40 |
| Carers of Someone with a Disability..... | 44 |
| Carers of Someone with a Mental Illness and/or Alcohol or Drug Dependency..... | 52 |
| Carers of Someone who is Older..... | 60 |
| Carers of Someone at End of Life..... | 66 |
| Community Services | |
| Emergency Services..... | 68 |
| Family Violence..... | 68 |
| Housing and Homelessness Services..... | 69 |
| Mental Health..... | 70 |
| Health..... | 71 |
| Legal Services..... | 71 |

Introduction

We recognise and want to support you as a carer in our community. We know that caring for someone can be both rewarding and challenging.

This booklet offers information about services that can work with you to support your health and wellbeing as well as support you in your role as a carer.

Who are carers?

A carer is someone who provides unpaid care and support to a family member, neighbour or friend who is:

- living with a disability
- frail aged
- living with mental illness and/or alcohol or drug dependency
- living with an ongoing medical condition

This booklet offers information about:

- carer support services
- carer financial supports
- local carer support groups
- carer-specific services

All information in this booklet is also available online at

 whitehorse.vic.gov.au/carers-information-hub




Services and Supports for all Carers


Carer Support Services



Australian Multicultural Community Services (AMCS)

AMCS can support short-term and ongoing goals to improve carer health and wellbeing. It provides carer support through respite, goods and equipment, opportunities for social connection, physical activities and other tailored support to ensure carers receive a much-needed break from their caring role. It also provides workshops, digital technology training, employment support services, education workshops, elder abuse support, counselling and financial counselling.


 **9689 9170**

 **amcservices.org.au**

Pronia

Pronia can support carers to access carer support services, information and community services in Greek and provides social activities for carers throughout the year.

 **9388 9998**

 **pronia.com.au**

Carer Gateway – Uniting Vic Tas

Carer Gateway is a national program funded by the Australian Government offering free, short-term services to support individuals in their caregiving roles and enhance their wellbeing. It assists those who provide unpaid care for people with disabilities, chronic health conditions, mental health issues or age-related conditions such as dementia or mobility challenges. In the Eastern region, the Carer Gateway service is delivered by Uniting Vic Tas.

You can access the following services:

- carer support planning
- peer/carer support groups
- young carer support
- respite
- carer coaching
- carer counselling
- tailored support packages
- online skills courses

Carer Gateway does not have citizenship, residence or visa requirements, and is not affected by other government supports.



1800 422 737



[carergateway.gov.au](https://www.carergateway.gov.au)




Carer Support Services



Carers Victoria


Carers Victoria is the statewide voice for family carers. It represents, advocates for and provides support to carers in Victoria. It provides education and workshops, resources, information, carer peer support activities, a newsletter and phone advisory service.

 **1800 514 845**

 **carersvictoria.org.au**

Link Community and Transport

Link Community and Transport offers free respite activities and outings for carers.

 **9462 8700**

 **lct.org.au**



Support for Carers – Villa Maria Catholic Homes

Caring for others can be rewarding but also challenging, affecting your physical and emotional wellbeing. VMCH's Support for Carers program is designed to give you a break and time for yourself.

Since every carer's needs are unique, case managers work closely with you to understand your challenges and find the right support services and regularly check-in with you to ensure your support evolves as your needs change.

Carer support services include:

- personal care
- home care services such as meal preparation and gardening
- flexible respite at home or in the community
- support during unexpected situations
- goods and equipment
- education and information
- social groups and events
- wellbeing activities
- referrals to long-term support services



1300 698 624



vmch.com.au/support-for-carers/carers

Carer Financial Supports



Carer Allowance

Carer Allowance is a supplementary payment if you care for someone who needs daily support. If the person you care for has a terminal medical condition or needs ongoing daily assistance for at least 12 months, this payment could be for you.



132 717



servicesaustralia.gov.au/carers-allowance

Carer Payment

Carer Payment is available if you give constant care to someone with disability, a medical condition, or an adult who is frail aged. Constant care means you provide care for a large amount of time daily. This roughly equates to a normal working day. If this care stops you from working full time, this payment could be for you.



132 717



servicesaustralia.gov.au/carers-payment

For further information on Services Australia benefits that carers may be eligible for, see this website.



132 717



servicesaustralia.gov.au

Carer Pathway to Financial Counselling – National Debt Helpline


The Carer Pathway is exclusively for carers, giving you easy access to financial counselling through the National Debt Helpline. To receive support, register your details at the Carer Pathway link below.

 **9663 2000**

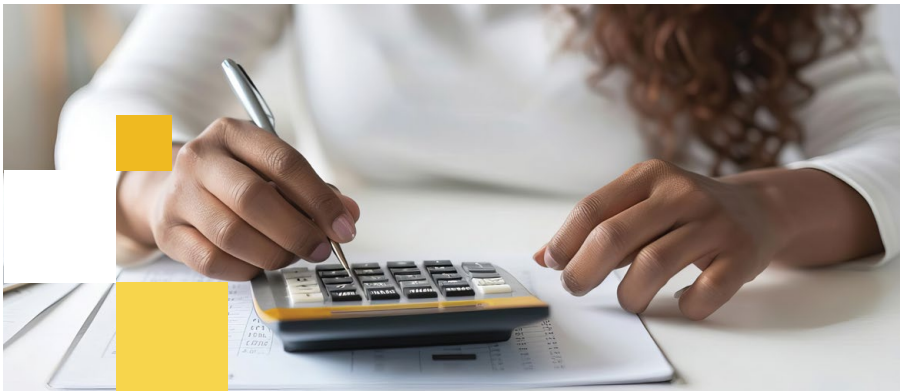
 **consumeraction.org.au/carer-pathway**

Companion Card

The Companion Card is designed for individuals with severe and permanent disabilities who require ongoing, extensive support to engage in community events and activities. This card grants the carer free admission to participating venues and events.

 **1800 650 611**

 **companioncard.vic.gov.au**



Carer Financial Supports



Financial Information Service Officers

Services Australia's Financial Information Service (FIS) officers can explain how:

- financial products work
- a change to your personal circumstances may affect your financial situation in the short and long term
- to find resources to help you with your financial matters

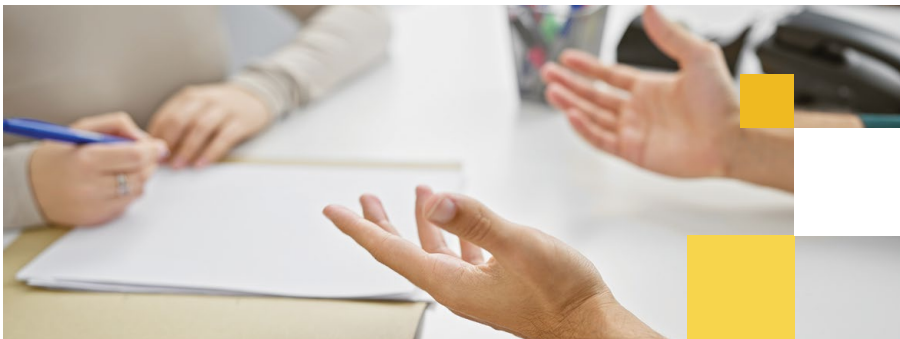
This information can help you take control of your finances and make informed financial decisions.

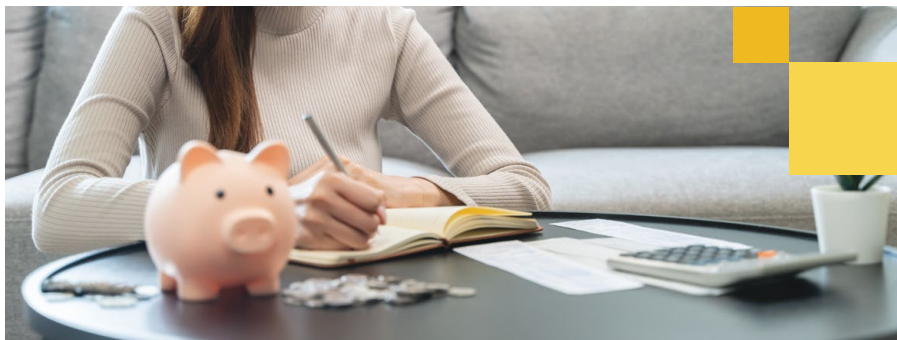
If you get a payment from Services Australia, call on the same number you call regarding your payment. If you do not get a payment from Services Australia, call the Older Australians line 132 300. When asked why you're calling, say 'Financial information service'.

Depending on your circumstances, the FIS officer may book a face-to-face interview for you, either online through video chat or in-person at a local service centre.



servicesaustralia.gov.au





healthAbility's Carer Support Fund


The Victorian Support for Carers program is an initiative to financially support unpaid carers of healthAbility clients, as well as unpaid carers who are receiving services from healthAbility. It recognises the vital role of carers and aims to support their wellbeing.

Eligible expenses include:

- wellbeing activities (e.g. massage therapy, counselling)
- goods and equipment (e.g. goods and services that help manage carer stress and anxiety, transport or fuel vouchers)
- respite support (e.g. overnight respite care)

Eligibility

Unpaid carers who care for individuals with disabilities, chronic conditions, or age-related needs may be eligible. You must be an unpaid carer of a healthAbility client or an unpaid carer who is receiving services from healthAbility. The funding limit is \$500 per financial year, subject to eligibility and available funds.

 **9430 9100**

 **healthability.org.au/carer-support-fund**

 **carers@healthability.org.au**

Carer Financial Supports




Myki Carer Card

The Victorian Carer Card ('We Care' card) provides eligibility for a carer-coded myki, offering a 50% discount on travel and free weekend travel across 2 consecutive zones. Cardholders in Victoria also receive 2 or 4 free off-peak travel vouchers annually, depending on location, and must register to obtain them.

How to obtain a carer myki

You can get your first carer-coded myki for free through the Victorian 'We Care' Carer Card program. Additional carer-coded mykis can be purchased at ticket offices, staffed metropolitan or V/Line stations and PTV hubs. Always carry your Victorian Carer Card when travelling.

 **1800 800 007**

 **ptv.vic.gov.au**







Victorian Carer Card – ‘We Care’

This card acknowledges the vital role carers play in the lives of those they support and in their communities. It offers discounts and benefits as a recognition of their contribution.

To be eligible for a Carer Card you must be a resident of Victoria and either:

- the primary carer of a person with a disability, severe medical condition or mental illness, or someone who is frail aged or in need of palliative care
- a foster, kinship or respite carer

 **1800 901 958**

 **carercard.vic.gov.au**

For a comprehensive list of benefits for carers please see **Carers Victoria**.

 **carersvictoria.org.au/benefits**

Carer Support Groups in Whitehorse



Carer support groups provide emotional, social and practical support by enabling members to share experiences and knowledge and to participate in social and wellbeing activities.

- **Emotional support:** emotional support can be offered through discussions with others who understand the pressures of caregiving.
- **Practical support:** members exchange practical information about local services and medical treatments, and helpful tips for caregiving. Some groups will also invite external community service providers to provide information to the group.
- **Social connection:** groups can be a place to make new friends, reduce feelings of isolation and expand social circles.

For a full list of carer support groups in Victoria, please see the Carers Victoria website.



carersvictoria.org.au





Carer Support Groups in Whitehorse



Al-Anon Family Support Groups

Al-Anon is a support group for individuals concerned about someone with a drinking problem. It helps members cope with the challenges of living with or supporting someone with alcohol issues, offering a chance to learn from others' experiences.

Box Hill Support Group


When: Mondays at 10.30am


Where: St Francis Xavier Church, Friars Room,
1087 Whitehorse Road, Box Hill

Mitcham Support Group

When: Tuesdays at 7.30pm

Where: Uniting Church, 559 Whitehorse Road
(corner Doncaster East Road; Brown Room off the foyer)

 **1300 252 666**

 **al-anon.org.au**






Box Hill Prostate Cancer Support Group

This is a peer group offering support and information for men affected by prostate cancer and their families. It provides opportunities to meet men who are going through the same experience and talk about this so that group members feel less isolated and alone. The group is affiliated with the Prostate Cancer Foundation of Australia.

When: Third Tuesday of the month from 9.30am to 11.30am

Where: Box Hill RSL, 26-28 Nelson Road, Box Hill

 **0494 191 819**

 **info@prostateboxhill.org**

 **prostateboxhill.org**

Carer Support Groups in Whitehorse




Calvary Care Bereavement Support Group

This 7-week online program is for people who have cared for someone who has died in the past 12 months. Sessions are run at a set time, on a regular day each week. To express interest and find out the details of the next group, contact Calvary Care.

The discussions involve:

- listening and sharing personal experiences
- normalising the grief journey
- reducing feelings of isolation
- discovering personal strengths
- building resilience
- creating social networks
- connecting to other useful resources

 **9834 9000**

 **calvarycare.org.au**

 **BET-BereavementSupport@calvarycare.org.au**





Carer Gateway – Uniting Vic Tas

Uniting Carer Gateway offers free carer peer support groups in your area to connect you with other carers who understand what you are going through. They are safe and supportive spaces where you can share experiences, find encouragement and feel less alone.

Peer support can be achieved through a variety of different groups. It may be in-person at a location close to your home or online via Zoom or video conferencing.



1800 329 133




unitingvictas.org.au

Carer Support Groups in Whitehorse



Carer Gateway – Online Community Forum


Caring for a loved one can bring joy but some days it can be lonely or a little bit confusing. The Carer Forum provides a safe, anonymous space to connect with other carers and support each other.


 forum.carergateway.gov.au/s/

Carers of Someone in Residential Aged Care

Swinburne Wellbeing Clinic for Older Adults facilitates an online support group for carers of residential aged care residents. The group program provides participants with the opportunity to meet others in a similar situation, to exchange ideas, to learn about dementia, depression and anxiety, and to share ways of living with the experience of being a carer. The group program is online and consists of 6 x 90-minute weekly meetings.

To find out when the next series is running, contact the Swinburne Wellbeing Clinic.

 **9214 3371**


 swinburne.edu.au/research/centres-groups-clinics/wellbeing-clinic/


 wellbeingclinic_agedcare@swin.edu.au

Carer's Network

This network meets monthly and is run by Alkira and a group of passionate carers of people with a disability. Enjoyable and relaxing social events and information sessions are provided for carers, with a focus on creating opportunities to connect and provide support to each other. Please contact Alkira for further information.

Where: Boulevard Food Store, 369 Mont Albert Road, Mont Albert

 **9890 1365**

 **alkira.org.au/carers-network**



Carer Support Groups in Whitehorse



Chinese Cancer and Chronic Illness Society of Victoria

The Chinese Cancer and Chronic Illness Society of Victoria facilitates cancer, dementia and Parkinson's support groups.

For further information please contact the Chinese Cancer and Chronic Illness Society of Victoria.

Cancer Support Group

These groups are for people living with cancer including survivors and carers.

When: Fortnightly on Tuesdays

Where: Chinese Cancer and Chronic Illness Society of Victoria,
784 Station Street, Box Hill North

Languages: Cantonese and Mandarin

When: First Saturday of the month

Where: Chinese Cancer and Chronic Illness Society of Victoria,
784 Station Street, Box Hill North

Language: Mandarin



Dementia Support Group

These groups are for people with mild to moderate dementia facilitated by a social worker. Carers are welcome to join. Through various activities, members can keep their mind active and communicate with each other in a relaxing, secure environment.

When: First and third Thursday of the month from 10am to 12 noon

Where: Chinese Cancer and Chronic Illness Society of Victoria,
784 Station Street, Box Hill North

Language: Cantonese

When: First and third Friday of the month from 10am to 12 noon

Where: Chinese Cancer and Chronic Illness Society of Victoria,
784 Station Street, Box Hill North

Language: Mandarin


Parkinson's Support Group

This group is for people with Parkinson's disease and carers. Small group activities and programs take place.

When: Every fourth Friday of the month

Where: Chinese Cancer and Chronic Illness Society of Victoria,
784 Station Street, Box Hill North

Languages: Cantonese and Mandarin

 **9898 9575**

 **cccis.org.au**

 **groups@cccis.org.au**

Carer Support Groups in Whitehorse



The Compassionate Friends of Victoria (TCFV)

Support groups for individuals (18+ years) bereaved of a child, grandchild or sibling

Meetings are predominantly attended by bereaved parents; however, siblings and grandparents are very welcome too. You need to be a member of TCFV to attend any group – the first year of membership is complimentary. TCFV runs various support groups, art-based groups, social groups, men's groups, sibling and suicide bereaved specific groups either online or in-person. Please see website or call TCFV for further information.


 **9888 4944**

 **[compassionatefriendsvictoria.org.au](https://www.compassionatefriendsvictoria.org.au)**



Dementia Australia – Memory Lane Café

People with dementia and their carers meet with others who can provide friendship and support while enjoying some entertainment and light refreshments. You will also have the opportunity to chat with trained staff and volunteers from Dementia Australia. To find out when the next café is meeting, contact Dementia Australia.


 **1800 100 500**

 **vic.memorylanecafe@dementia.org.au**


Dementia Australia – Memory Lane Café – LGBTIQA+

Meet with others who can provide friendship and support while enjoying some entertainment and light refreshments. You will also have the opportunity to chat with trained staff and volunteers from Dementia Australia.

Suitable for LGBTIQA+ people or allies who are living with dementia and their family and friends. Bookings are essential. To find out when the next café is meeting contact Dementia Australia.

 **1800 100 500**

 **vic.memorylanecafe@dementia.org.au**


 **Victorian Pride Centre, 79/81 Fitzroy Street, St Kilda**

Carer Support Groups in Whitehorse



Evening Carer Support Group

This online group is held once a month in the evening for carers supporting someone with dementia. Contact Caladenia Dementia Care to join and receive the log-in details.

 **9727 2222**

 **caladenia@caladenia.com.au**

Family Drug Support

Non-religious, open meetings for family members and friends impacted by the use of drugs and/or alcohol by others. Open to anyone and providing opportunities to talk and listen to others in a non-judgemental, safe environment.

Ringwood Group


When: Thursdays fortnightly from 6pm to 8pm

Where: Eastern Volunteers – Suite 1a, 36 New Street, Ringwood

Online Group

When: Wednesdays weekly from 7pm to 9pm

Where: Online

 **1300 368 186**

 **fds.org.au**

Fight Parkinson's – Peer and Carer Support Groups

Living with or caring for someone with Parkinson's can be challenging, but you don't have to feel alone. Peer support offers people the opportunity to learn more about living with Parkinson's and to enjoy the company of others who share similar experiences, situations and challenges.

Parkinson's peer support offers information, social connection, hope and support through group meetings, over the phone, online communities and educational seminars. To find your local group contact Fight Parkinson's.



8809 0400



fightparkinsons.org.au



info@fightparkinsons.org.au

LGBTIQ+ Carer Support Group

The online LGBTIQ+ carer support meetings are for carers supporting someone with dementia. Join online and meet others for a chat and a chance share your experiences. Please contact Caladenia Dementia Care to join and receive the log-in details.



9727 2222



caladenia@caladenia.com.au

Carer Support Groups in Whitehorse



Mental Health Carers Support Group

Join this monthly peer-led support group for carers of a loved one with mental illness. Have a coffee and chat, share information, meet service providers and make new friends. For further details and to express interest, register online or call Villa Maria Catholic Homes (VMCH).

Outer East Group

When: First Monday of the month, 7.30pm to 9.30pm

Inner East Group

When: First Tuesday of the month, 10.30am to 12.30pm



1300 698 624



agedcare.vmch.com.au/carers-events



hello@vmch.com.au

Multiple Sclerosis Carer Support Group

The MS Plus Outer Eastern Dinner Group meets once a month to share valuable information, experience and support for people living with MS or other neurological conditions and their carers, family and friends.

When: Second Tuesday of the month at 6.30pm



1800 042 138




connect@msplus.org.au

Multiple Sclerosis Carer Support Group

The MS Plus Carers Group meets once a month to share valuable information, experience and support for people caring for a person with multiple sclerosis or other neurological condition. Please contact MS Plus for further information.

When: Wednesdays fortnightly from 1pm to 3pm

 **1800 042 138**

 **connect@msplus.org.au**



Carer Support Groups in Whitehorse



MyTime

For parents and carers of children with a disability, chronic health condition or developmental delay

MyTime is a supportive space for parents and carers of children under 18 who require a higher level of care due to disability, chronic medical conditions or other additional needs such as developmental delay. It provides an opportunity to unwind, share ideas and connect with others who understand. MyTime members come from diverse backgrounds, with children who have various abilities and needs. For further information contact Down Syndrome Victoria.


Forest Hill Group


When: Weekly on Monday from 10.30am to 1pm

Language: Chinese

Blackburn Group

When: Fortnightly on Friday from 10am to 12.30pm

 **9486 9600**

 **mytime.net.au**

 **mytime@parentingrc.org.au**

Partners Support Group

This is a monthly peer support group for people who care for a partner with a mental health condition. The group offers time out for carers to relax in a safe and friendly environment, information sharing and social connection along with occasional day trips/lunch outings. For further information and to express interest, register online or call Villa Maria Catholic Homes (VMCH).

When: First Saturday of the month from 1pm to 3pm

Where: The Bendigo Bank Room (at the back of Café Oliru),
60 Railway Avenue, East Ringwood



1300 698 624



vmch.com.au/support-for-carers/events/



hello@vmch.com.au





Carer Support Groups in Whitehorse



Self Help Addiction Resource Centre (SHARC) Family Support Groups

SHARC provides support for family and friends affected by someone's drinking, drug use or gambling. Groups meet regularly, face-to-face or online (monthly or fortnightly) and have an educational component. Contact SHARC for your closest group location and meeting time.

 1300 660 068

 sharc.org.au

 supportgroups@sharc.org.au



Umbrella Dementia Cafés

Umbrella Dementia Cafés are a network of informal and multigenerational community peer support groups, called 'cafés', designed for families and people living with early to mid-onset dementia to improve social health and wellbeing.

Through the cafés, people living with dementia are empowered to regain their autonomy, boost their self-esteem and improve their wellbeing, while providing support to those in a caring role. Attendance costs \$20 and can be funded through Home Care Packages dependent on service provider terms and conditions. Register your interest to attend online or by email.

Blackburn Café

When: Fortnightly on Tuesday morning

Where: One Community Church, 184 Surrey Road, Blackburn

Burwood Café

When: Every second and fourth Wednesday of the month for afternoon tea

Where: The Hollow, Level 1 Burwood Brickworks,
70 Middleborough Road, Burwood East

Box Hill South Café

When: Fortnightly on Tuesday morning

Where: Box Hill South Neighbourhood House,
47 Kitchener Street, Box Hill South



umbrelladementiacafes.com.au



enquiries@UmbrellaDementiaCafes.com.au

Carer Support Groups in Whitehorse





Welcome Café – Younger Onset Dementia

healthAbility's Welcome Café is a supportive space for people with younger onset dementia and their families, partners and friends. It offers an opportunity to connect and share experiences in a relaxed setting. Light morning tea and hot drinks are provided. Bookings are required and cost is \$10 per person.

When: Third Tuesday of each month from 10am to 12 noon

Where: Melbourne Baseball Club, Surrey Park, Surrey Drive, Box Hill

 **9430 9100**

 **healthability.org.au**

 **thewelcomecafe@healthability.org.au**





Carer Support Groups in Whitehorse




Younger Onset Dementia (YOD) Carer Support Group

Caladenia Dementia Care provides this opportunity to meet other people who are living with similar experiences of supporting someone with younger onset dementia.

Some of the carer meetings feature a guest speaker or educational video; others are reserved for participants to have their say during discussions. These informal gatherings provide the chance to ask questions, tell stories and to get advice from others.

Sometimes it is just nice to know you are not alone and that others share the same frustrations, concerns and problems as yourself.

When: Monthly online

 **9727 2222**

 **caladenia@caladenia.com.au**

If you would like your carer support group to be listed in this booklet, pending eligibility, please contact:

 **connectandsupport@whitehorse.vic.gov.au**



Carer-Specific Services

Young Carers



Carer Gateway – Young Carer Program

You can access Carer Gateway as a young carer if you are under 25 years old and provide unpaid care to a person with a disability, chronic medical condition, mental health diagnoses or ageing-related conditions such as dementia or mobility issues. All caring situations are different. Some young carers look after another person 24 hours a day, while other carers help with specific tasks such as housework, transport or shopping. In the Eastern region, this Carer Gateway service is provided by Uniting Vic Tas.

It provides:

- carer support planning
- carer coaching
- peer/carer support groups
- online skills courses
- support with education or employment pathways
- carer counselling
- tailored support packages
- respite – this allows you to take a break from your caring role
- school holiday programs and fun social events with other young carers



1800 422 737



unitingvictas.org.au

Little Dreamers

Supporting young people aged 4 to 25 who provide care for a family member affected by disability, chronic or mental illness, addiction or frail age. Little Dreamers offers dream experiences, school holiday programs, personal development programs, coaching, counselling, tutoring, peer support programs and job readiness support.



1800 717 515



littledreamers.org.au

Satellite Foundation

This is a not-for-profit organisation that supports children and young people aged 8 to 25 who have family living with mental health challenges. It offers opportunities for peer support, camps, creative workshops and social activities.



1800 973 444



satellitefoundation.org.au



Young Carers




Villa Maria Catholic Homes (VMCH) – Young Carer Support Program

Young carers have a lot of responsibilities, between juggling school or university, hanging out with friends, maintaining a social life and caring for a loved one. So, acting your age can be a slight challenge. Living life to its fullest means looking after yourself and your wellbeing. Through the Young Carers program, VMCH can provide you with assistance so you can have some valuable time out.

The program includes:


- helping to shower or dress the person you care for
- helping you to prepare meals or cleaning your house
- taking you to appointments or to the shops
- looking after your loved one in your home or a respite home
- social events, so you can have some fun

 **1300 698 624**

 **vmch.com.au**

Young Carers Network

This is a nationally coordinated resource to raise young carer awareness, provide information and direct young carers to appropriate pathways and support.

 **youngcarersnetwork.com.au**

Young Carers Scholarship Program

Carers Victoria's Young Carer Scholarship program gives young carers attending secondary school the opportunity to be acknowledged for their contributions to their family and the community. It offers opportunities to participate in school or community-based activities that enhance their skills, educational achievement and abilities, or that help them to participate more fully in their community.

Scholarships of up to \$500 are awarded to successful applicants.



1800 514 845



carersvictoria.org.au



grants@carersvictoria.org.au



Carers of Someone with a Disability




Association for Children with a Disability (ACD)

ACD is a Victorian advocacy service that supports children with disabilities and their families. A not-for-profit organisation led by families, it has been advocating for children with disabilities for more than 40 years.

ACD empowers families by providing:

- resources
- workshops
- peer support
- ACD Support Line

Its services are free and available to families with children from birth to 18 years.

 **9880 7000**

 **acd.org.au**



BrainLink

BrainLink provides comprehensive information and support services for:

- participation in the NDIS
- people living with brain injury
- carers, friends and family of a person living with a brain injury

BrainLink's Carer Support program offers carer education, social activities and respite. Registered carers can access free group activities in metropolitan Melbourne and regional Hume and Gippsland, including coffee shop catch-ups, online workshops, walks, movie days, half and full-day activities, educational workshops, retreats and special events such as theatre nights and an annual Christmas party.

For further information, eligibility criteria and to register for support, see options on the BrainLink website or call directly.



1800 677 579



brainlink.org.au

Disability Gateway

The Disability Gateway helps people with disability, their families and carers find the information, services and support they need.



1800 643 787



disabilitygateway.gov.au

Carers of Someone with a Disability




Family Relationship Support for Carers

Family Relationship Support for Carers (FRSC) is a statewide service in Victoria that provides specialised support to families caring for someone with a disability.

This service is available to anyone directly involved in the care, including parents, siblings, grandparents and foster parents, regardless of age.

Services include:

- individual, couples and family counselling
- mediation
- information and guidance on services available to you
- access information on wills and estate planning
- connection with local community supports
- connection with other carers and families in supportive group sessions

 **1300 003 224**

 **each.com.au**



Early Childhood Early Intervention – Link Health and Community

Link Health and Community is the NDIS Early Childhood Partner for the Eastern Region, delivering the early childhood approach to children younger than 9 and their families. The aim of the early childhood approach is to ensure that parents or primary caregivers are able to provide young children who have developmental delay or disabilities with experiences and opportunities that help children gain and use the functional skills they need to participate meaningfully in their environment.



1800 546 532



linkhc.org.au



ecei.link.lchs@ndis.gov.au



607 Canterbury Road, Vermont

Extended Families – Rebalance

The Extended Families' Carer's Rebalance Wellbeing and Respite program helps carers of young people with disabilities in Victoria by funding support for their health, wellbeing, respite, work or education needs. Carers can apply for funding by completing an online Rebalance Request Form. If approved, they can access the necessary services at no cost. The program offers a maximum of \$1,000 per carer, although not all carers will receive the maximum available.



0414 923 913 / 9285 4837




extendedfamilies.org.au

Carers of Someone with a Disability



Local Area Coordinator – Latrobe Community Health Service

For most people aged 9 years and older, a local area coordinator will be their main point of contact for the NDIS. Local area coordinators help people with disability to connect with supports, activities in their community and other government services to meet their needs. They also help participants to understand the NDIS, assist with accessing the NDIS and work with NDIS participants to develop and use their NDIS plan. They can also provide support to apply for a plan reassessment.

 **1800 242 696**

 **lchs.com.au**

 **inner.east.melblac@ndis.gov.au**

 **Level 2, 26-28 Prospect Street, Box Hill**





National Disability Insurance Scheme (NDIS)

The NDIS provides funding to eligible people with disability to gain more time with family and friends, greater independence, access to new skills, jobs or volunteering in their community, and an improved quality of life. The NDIS also connects anyone with disability to services in their community. The NDIS works with suitably experienced and qualified partner organisations to deliver local area coordination and the early childhood approach to Australians with disability, including children with developmental delay. They are the face of the NDIS in the community.

If you are between the ages of 9 and 64 years of age, call the local area coordination partner in your local government area. They will be your main contact point for the NDIS. If you have a child younger than 6 with developmental delay or younger than 9 with disability, call the early childhood partner in your local government area.

-  **1800 800 110**
-  **[ndis.gov.au](https://www.ndis.gov.au)**
-  **enquiries@ndis.gov.au**
-  **3-13 Harrow Street, Box Hill**

Carers of Someone with a Disability



National Disability Advocacy Program (NDAP)

The National Disability Advocacy Program (NDAP) provides support in situations where people with disability feel unable to act, speak or write about a difficult situation on their own, or do not have the support required to resolve an issue. An advocate can provide information, help an individual explore their options and work through issues, and make informed decisions.

Through NDAP, an advocate can assist individuals to:

- understand and exercise their rights
- self-advocate, wherever possible
- identify and address situations of violence, abuse, neglect or exploitation
- make a complaint
- understand and/or access the NDIS, Centrelink and other government services
- find and use community services, including legal services
- request extra support (such as reasonable adjustments) at school or work

Advocacy is also provided for individuals affected by reviewable decisions of the National Disability Insurance Agency. NDAP is delivered by a range of organisations – see website below for a full listing.



dss.gov.au/disability-advocacy



Carers of Someone with a Mental Illness and/or Alcohol or Drug Dependency



Eating Disorders Victoria

Eating Disorders Victoria (EDV) supports people caring for someone with an eating disorder at any stage of their journey. Its support is peer based, meaning lived experience is at the heart of its team.

Carers play a crucial role in eating disorder recovery, so EDV strives to make sure they are equipped to support this process and to be supported themselves.

Services include:

- online one-to-one carer coaching (peer-led) for carers of newly diagnosed adolescents focused on early intervention
- online, 6-week, skills-based group program for carers supporting adolescents
- online 4-week course for carers whose care recipient has been unwell for some time (generally partners or other carers of young adults)
- the Collaborative Care Skills Workshop (CCSW), an evidence-based program to help carers better cope with the challenge of helping their loved one recover and to help them break free from the traps that prevent recovery
- single sessions for carers to troubleshoot

All courses and workshops are free, online, and all are led by a carer with lived experience of caring for someone with an eating disorder.

Other services include:

- 5 free sessions with a qualified nurse to assist with medical concerns and navigating treatment
- 5 free sessions with a telehealth counsellor just to talk or to learn coping strategies around the personal impact on carers caring for those with an eating disorder



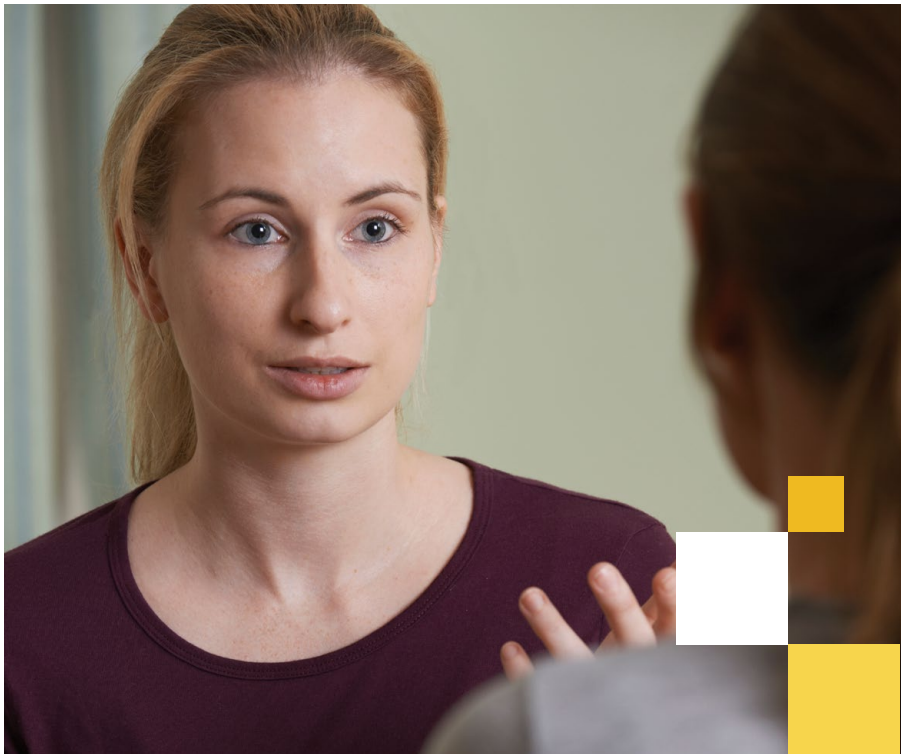
1300 550 236



eatingdisorders.org.au



carerprogram@eatingdisorders.org.au



Carers of Someone with a Mental Illness and/or Alcohol or Drug Dependency




Inner East and Eastern Alcohol and Drug Services (ECADS)

ECADS intake service offers support to individuals impacted by alcohol and drug use including family members, carers, partners or significant others.

Services include:

- information and referral – discuss your concerns and receive the appropriate support
- assessments and individual treatment plans – receive a personalised support plan tailored to your needs
- groups – access peer groups and family support groups
- counselling – talk through your feelings and work on solutions with a trained professional. Counselling is also available for families and carers
- care and recovery coordination – additional support with someone to guide you through your journey
- help with withdrawal – medical help to support you when you want to stop using alcohol or drugs

 **1800 778 278**

 **ecads.org.au**



Carers of Someone with a Mental Illness and/or Alcohol or Drug Dependency




North East Metro Mental Health and Wellbeing Connect Centre


North East Metro Connect is a warm and welcoming space for families, carers, supporters and kin of people challenged by mental health and/or alcohol and other drug use.

A variety of services is offered for families and carers in Victoria, including:

- individual and group-based peer support
- family counselling
- information, resources and practical support
- education sessions and group programs

All services are free and no referral is needed. Services are available to individuals of all ages. Please note that North East Metro Connect is not a crisis service.

 **8850 4150**

 **accesshc.org.au/northeast-wellbeing-connect**

 **3/50 Upper Heidelberg Road, Ivanhoe**



Tandem Carers

Tandem is the trusted voice of family, carers and supporters in mental health. Tandem strives to improve outcomes for those who support individuals with mental health challenges. Tandem offers phone support, information and referrals to anyone assisting someone with mental health issues in Victoria. This includes guidance on accessing mental health services, the NDIS, and understanding your rights as a family member, carer or supporter.

If you are a Tandem member, you also have access to individual advocacy, support and referral through an adviser.

This membership support may include:

- assisting family and friends to understand their rights and responsibilities under relevant legislation and service policies and procedures
- empowering members to advocate effectively on their own behalf
- providing family and friends with appropriate referrals



1800 314 325



tandemcarers.org.au



Carers of Someone with a Mental Illness and/or Alcohol or Drug Dependency



Tandem Carer Support Fund (CSF)

Tandem administers the CSF on behalf of the Victorian Government to meet the needs of mental health carers by providing funding to assist in their support role and improve their wellbeing. Family members or friends who are providing unpaid support to a person who is receiving services from an Area Mental Health Service (AMHS) are eligible to apply. Applications are made by the AMHS where the person you support is receiving a service or through your local Mental Health and Wellbeing Connect centre. A maximum of \$1,000 per year can be granted.

 **03 8803 5504**


 **CSF@tandemcarers.org.au**

Wellways

Family support services are available for individuals impacted by their role in caring for someone with a mental health condition.

These services include:

- individual support
- respite
- carer activities
- youth programs
- peer learning programs

 **1300 111 400**

 **wellways.org**



Carers of Someone who is Older



Connect and Support Service

Whitehorse City Council's Connect and Support team can assist older people and their carers to understand available services and connect to the support they need.

Services include support to:

- understand and navigate the aged care system, including the assessment process and connecting to local service providers
- link into other community services
- connect to carer support services
- connect you or the person you care for to social, recreation, health and wellbeing activities and programs



9262 6333



whitehorse.vic.gov.au



connectandsupport@whitehorse.vic.gov.au



Dementia Australia

Dementia Australia is the national peak body for people impacted by dementia in Australia.

Services provided include:

- National Dementia Helpline, which is available 24/7 and provides information, advice and support (1800 100 500)
- At Home with Dementia program, which provides access to occupational therapy to assess your home environment
- Post Diagnostic Support – a 6-week program where a skilled Dementia Australia staff member will work with you and/or family/carers to understand your specific situation and provide information and support
- Connecting Peers program, which provides one-to-one peer support, connecting people living with dementia and carers with peer leaders
- Memory Lane Cafés – café style peer and carer support program
- Dementia Australia Library – the largest publicly accessible dementia library in the world
- counselling
- education workshops



1800 100 500



dementia.org.au

Carers of Someone who is Older



Dementia Support Australia (DSA)

Individually tailored support services help you to understand the reasons for changes in behaviour and address the needs of people living with dementia and their care networks. Some programs have eligibility requirements; contact DSA for further information.

Services include:

- 24/7 Helpline (1800 699 799)
- resources and education
- Dementia Behaviours Management Advisory Service – receive short-term case management and tailored recommendations, as well as practical advice for when behaviour impacts the care of someone you know
- Severe Behaviour Response Teams – when a person you know experiences severe behaviours or psychological symptoms of dementia, our 24/7 mobile dementia specialists are ready to help
- Specialist Dementia Care Program (SDCP) – sometimes, the impact of behaviours can need more support than what can be provided in a mainstream care home. The SDCP environment might be an appropriate alternative
- Staying at Home, which is a free wellbeing and respite program. It is designed as an overnight retreat for carers and people with dementia to help stay at home and support your own wellbeing



1800 699 799



dementia.com.au

Multicultural Dementia Care and Support Centres

The Multicultural Dementia Care and Support program offers free support for caregivers and individuals with dementia. The program focuses on enhancing wellbeing, reducing stress and building confidence through small group sessions, skill development and information sharing. For individuals with dementia, the program provides enjoyable activities in a friendly environment, improving quality of life and offering education and skills to help carers support their loved ones in remaining at home longer.

Services are provided across metropolitan Melbourne and Greater Geelong, with transportation support available upon request.



9689 9170



amcservices.org.au



sah@amcservices.org.au

My Aged Care

If the person you are caring for is eligible to receive government-funded aged care services, there are several respite care options available to support those receiving aged care services and their carers.

More information, including eligibility for respite care, can be found on the My Aged Care website.



1800 200 422



myagedcare.gov.au

Carers of Someone who is Older



Services Australia

Aged Care Specialist Officers

An Aged Care Specialist Officer (ACSO) can help you in more detail with your aged care matters.

ACSOs can assist by:

- providing in-depth information on the different types of aged care services
- checking if you are eligible for government-funded services and making a referral for an aged care assessment
- helping you appoint a representative for My Aged Care
- providing financial information about aged care services
- connecting you to local support services

To arrange an appointment with an ACSO contact Services Australia. Appointments are available in-person at some service centres or via video chat.



1800 227 475



servicesaustralia.gov.au



2-6 Bond Street, Ringwood



University of Tasmania – Wicking Dementia Research and Education Centre

The Wicking Dementia Research and Education Centre (WDREC) is at the forefront of translational research and support for issues confronting people with dementia and their carers. WDREC provides educational programs to build knowledge and understanding of dementia within the community. It offers free online courses in prevention and understanding of dementia, traumatic brain injury as well as other levels of education.



mooc.utas.edu.au



Carers of Someone at End of Life




Advance Care Plan

Advance care planning involves considering your future medical treatment and healthcare needs, ensuring that your family, friends, carers and doctors understand your preferences for care.

This is important regardless of whether you receive aged care services. You can appoint someone you trust with enduring power of attorney or guardianship to make decisions on your behalf if you are unable to.


These legal arrangements must be made while you are still capable of understanding them, with requirements varying by state.

 **1300 208 582**

 **advancecareplanning.org.au**

CarerHelp

CarerHelp pathways provide guidance and information to help individuals understand, prepare for, and care for someone at the end of life.


 **carerhelp.com.au**

Eastern Palliative Care (EPC)

EPC is a not-for-profit, free, home-based palliative care service that offers a full range of support programs. Its aim is to improve the quality of life of individuals, carers and families of those suffering life-limiting or terminal illnesses in the last years of life.

Services include:

- nursing and medical services
- family and carer support
- allied health therapies
- palliative care trained volunteers

 **1300 130 813**

 **epcvic.org.au**



Community Services

Emergency Services



Triple zero (000)

If you or someone else is in a serious, unexpected, or dangerous situation that is a threat to life, health and/or property, call triple zero (000).

Deaf and hard of hearing people can use the Expression Australia Auslan Emergency Interpreting app on your mobile device.

 000

Family Violence



If you or someone you know is experiencing family violence and is in immediate danger, call triple zero (000).

For non-urgent help please contact:

Seniors Rights Victoria (SRV)

SRV provides free information, advice, referrals, legal help, and support to older people experiencing or at risk of elder abuse.

 1300 368 821  seniorsrights.org.au

Safe Steps

Safe Steps provides statewide 24/7, inclusive and confidential family and domestic violence crisis support.

 1800 015 188  safesteps.org.au

Orange Door



Provides support for individuals and families affected by family violence, parenting challenges, or concerns about the safety and wellbeing of children and young people.

 **1800 354 322**  **orangedoor.vic.gov.au**

 **IEMA@orangedoor.vic.gov.au**

Rights Of Seniors in the East (ROSE) provided by Eastern Community Legal Centre

ROSE provides legal, financial and social work support, with case management, for vulnerable older people including those at risk of or experiencing elder abuse.

 **1300 325 200 or 0429 697 960**  **eclc.org.au**


 **ROSE@eclc.org.au**

Housing and Homelessness Services




Community Housing Limited

Dedicated to delivering safe, secure and affordable community housing solutions to meet the needs of individuals, families and communities.

 **9856 0098 or 1300 245 468**

**Victorian Statewide Homelessness Line (after hours):
(Mon-Fri 5-9pm, weekends and public holidays 24/7)**

 **1800 825 955**





If you or someone else is in immediate danger, call triple zero (000).



Lifeline

Lifeline supports people experiencing emotional distress with access to 24/7 crisis support and suicide prevention services by phone, online chat or text.

 **13 11 14**  **lifeline.org.au**

Suicide Call Back Service

Free 24/7 telephone counselling for people at risk of suicide, concerned about someone, bereaved by suicide or experiencing mental health issues.

 **1300 659 467**  **suicidecallbackservice.org.au**

MensLine Australia

MensLine Australia offers free, professional 24/7 telephone and online counselling support for men.

 **1300 789 978**  **mensline.org.au**

QLife

QLife is a free and anonymous phone and webchat peer-support and referral service run by LGBTIQ+SB people for LGBTIQ+SB people and those that support them.

 **1800 184 527**  **www.qlife.org.au**

Open Arms

Open Arms provide counselling and support for veterans and their families.

 **1800 011 046**  **openarms.gov.au**

13YARN

13YARN is a national crisis line offering a confidential yarning opportunity with an Aboriginal and Torres Strait Islander Crisis Supporter, available 24/7.

 **13 92 76**  **13yarn.org.au**


Health



If you or someone else is in immediate danger, call triple zero (000).



Nurse on Call

Speak with a registered nurse for 24/7 health advice, whether you're unwell, unsure about seeking medical help, far from care, or need local health information.

 **1300 606 024**

Forest Hill Priority Primary Care Clinic


Priority Primary Care Centres provide free, urgent care for non-emergency conditions.

 **1800 650 890**  **490-524 Springvale Road, Forest Hill**

Victoria Poisons Information Centre

If someone has collapsed, stopped breathing, or is having a seizure or anaphylactic reaction, call triple zero (000).

Provides advice to the Victorian public on poisoning, overdose, medication errors, bites and stings and what to do.

 **131 126**

Legal Services



Eastern Community Legal Centre (ECLC)

ECLC is a multidisciplinary legal services that provides free legal advice and assistance for a range of matters.

 **1300 325 200**  **eclc.org.au**  **eclc@eclc.org.au**

Victorian Legal Aid

Victoria Legal Aid helps eligible Victorians access legal information, advice, representation and education.

 **1300 792 387**  **legalaid.vic.gov.au**

Acknowledgement of Country

Whitehorse City Council acknowledges the Wurundjeri Woi-wurrung people of the Kulin Nation as the Traditional Owners of the land. We pay our respects to their Elders past, present and emerging.

Contacting Council

- Postal address:** Whitehorse City Council
Locked Bag 2
Nunawading Delivery Centre 3131
- Telephone:** 9262 6333 (including language support)
- NRS:** 133 677 then quote 9262 6333
(Service for deaf or hearing impaired people)
- Service centre:** Whitehorse Civic Centre
379-399 Whitehorse Road,
Nunawading 3131
- Website:** whitehorse.vic.gov.au/contact-us
- Email:** customer.service@whitehorse.vic.gov.au
- Social media:** Connect with Whitehorse City Council



**This publication was produced by Positive Ageing's
Connect and Support Team.**

100% recycled, Australian made, FSC certified, carbon neutral.

Printed April 2026.



**WHITEHORSE
CITY COUNCIL**

**POSITIVE
AGEING**