


Surf Coast Carers Network

Carers Resource Guide



Welcome to our resource guide. We hope you find it helpful and informative. Please contact your local Neighbourhood House for further information, connection to activities or to have a chat. If you wish to meet in person or for further assistance.

Please join our network

 [Surf Coast Carers Network, Victoria](#)



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24-hour phone services

Lifeline:
Ph:13 11 14

Kids Helpline
Ph:1800551800

First Nations:
Ph:139276

Mensline
Ph:1300 78 99 78

Q life
Ph:1800 184 527

Dementia Support Line
Ph: 1800 699 799

Family Drug Support Australia
Ph: 1300 368 168



**YOU ARE NOT
ALONE**



Important Information

CARERS RECOGNITION ACT

Provides a summary of the Carers Recognition Act, 2012, and explains your rights as a carer

betterhealth.vic.gov.au/health/servicesandsupport/carers-rights-and-recognition

CARERS CAN ASK

Outlines all possible questions to ask specialists at appointments

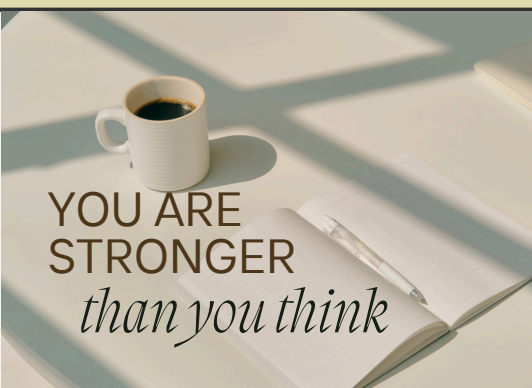
svhm.org.au/our-services/departments-and-services/n/nexus/carers-can-ask

OMBUDDSMAN

Entity to make complaint about an action or decision by a Victorian public organisation.

Ph: 1800 806 314

ombudsman.vic.gov.au



ADVANCE CARE PLAN

Full explanation on Advance Care Plans and the different types

health.vic.gov.au/end-of-life-care/advance-care-planning

EMERGENCY CARE PLAN

All information and details about the person you care for, in case of emergency

carergateway.gov.au/document/256

CARER CARD APPLICATION VICTORIA

Discounts and benefits to carers from V/line and participating businesses.

carercard.vic.gov.au/apply-card

COMPANION CARD APPLICATION

For people with significant/permanent disability who need high levels of support to participate in activities. Carer free entry.

companioncard.vic.gov.au



SERVICES AUSTRALIA

Link to carer services

servicesaustralia.gov.au/caring-for-someone

JUSTICE OF PEACE LOCATIONS

justice.vic.gov.au/justice-system/legal-assistance/find-a-justice-of-the-peace-jp

POWER OF ATTORNEY

Office of the public advocate

publicadvocate.vic.gov.au





Carer Support Services

PLEASE NOTE...

Services listed are not crisis services and are contactable during business hours.

All services provide ongoing support, advice and advocacy. Many have their own lived experience of caring for a loved one and can therefore provide a truly unique and supported service.

See index page for 24 hour crisis services



MENTAL HEALTH AND WELLBEING CONNECT CENTRES

Financial support | Resources | Lived experience peer support | Assistance service navigation.

Ph: 1300 000 717

wellways.org/our-services/mental-health-wellbeing-connect

CARER GATEWAY

Practical support | Emergency Respite | Tailored Support Packages | Financial Support | Counselling | Online Skills Courses | Peer Support Groups.

Ph: 1800 422 737

carergateway.gov.au

VMCH CARER SUPPORT

Carer wellbeing activities | Short term case management | Education | Referrals | Respite | Personal and home care.

Ph: 1300 698 624

vmch.com.au/support-for-carers

GEN U CARER SUPPORT

Referral services | Respite care | Carer support services | Events.

Ph: 1300 558 368

genu.org.au/services/senior-services/support-for-carers

CARERS AUSTRALIA

Government/ Federal advocacy | Reports | Forums | Resources | Information navigating government services.

carersaustralia.com.au/about-us/our-mission

CARERS VICTORIA

Peak body Victoria | Advocacy | Resources | Online webinars | Information | Training | Support Services | Activities.

carersvictoria.org.au



Taking care of yourself is part of taking care of others.

JENNIFER WILLIAMSON





Young Carer Support Services

CARER GATEWAY

Practical support | Emergency Respite
| Tailored Support Packages | Financial Support | Counselling | Online Skills Courses | Peer Support Groups.

Ph: 1800 422 737
carergateway.gov.au

CARERS VICTORIA YOUNG CARERS

Peak body Victoria | Advocacy | Resources | Online webinars | Support Services | Activities.

carersvictoria.org.au/how-can-we-help-you/support-services/young-carers

LITTLE DREAMERS

Direct support | Free programs | Education | Employment | Mental and Physical health | Social wellbeing.

Ph: 1800 717 515
littledreamers.org.au

SATELLITE FOUNDATION

Service for children | Parent has a mental health challenge.
Connected programs | Support | Resources.

Ph: 1800 973 444
satellitefoundation.org.au



YOUNG CARERS NETWORK

Bursary Fund | Share and connect | Information | Pathways for support.

youngcarersnetwork.com.au/bursary/faqs

BATFORCE

Geelong | Extensive lists of local supports | Services | Resources | Education.

Ph: 03 5221 4339
Main Page
batforce.org.au

BATFORCE PRIMARY

Specific Primary local service directory:

trello.com/b/hcOaJt74/launch-pad-primary-parent-carer-resource

BATFORCE YOUTH

Specific Youth local services directory:

trello.com/b/RgsW5IFF/small-and-snotty-to-tall-and-spotty





Your Self Care Toolbox

MAINTAINING YOUR HEALTH AND WELLBEING

Provides the energy and capacity to navigate your caring role and other parts of your life such as family and work. Good health and wellbeing mean that you can provide the best care to your loved one and yourself.

UNRECOGNISED GRIEF BROCHURE

Outlines types of losses and grief carers may experience | the caring journey | Caring for yourself | Future care | Helpful tips.

carersvictoria.org.au/media/3315/2084-carers-victoria-carers-unrecognised-grief-guide_fa.pdf



WHAT ARE SELF CARE STRATEGIES

It's important to take some time for yourself. Here are some self-care strategies for carers.

- Ask for help when you need it
- Take time for yourself
- Exercise, eat healthily and sleep well
- Relax regularly
- Keep up social contacts
- Attend a carer's group for support
- Access all available services and funding
- Plan for the future



SELF-CARE FOR CARERS WITH ABI-RELEVANT INFORMATION TO ALL CARERS

Brilliant | Extensive information | Balance | Connection | Understanding unique challenges

synapse.org.au/fact-sheet/self-care-for-carers-and-family-members

BETTER HEALTH VIC

Strategies | Physical | Emotional | Mental health | Wellbeing.

betterhealth.vic.gov.au/health/servicesandsupport/looking-after-yourself-as-a-carer

GLIMMERS

Looking on the bright side

[image-10-820x1024.png \(820x1024\) \(mfht.org\)](#)

[glimmer3.jpg \(720x741\) \(googleusercontent.com\)](#)

INFORMATION SHEET FOR FAMILIES WHO CARE FOR A CHILD

Information | Strategies

carersaustralia.com.au/wp-content/uploads/2020/08/Self-Care.pdf





Family and Relationship Services

FAMILY RELATIONSHIPS ONLINE

Counselling | Family Mediation |
Information in other languages |
Legal advice.

Ph: 1800 050 321
familyrelationships.gov.au

To Change Language

[familyrelationships.gov.au/
documents](http://familyrelationships.gov.au/documents)

ORANGE DOOR

Family Services | Accessible, Safe
and welcoming Space | Family
Violence Assistance |
Crisis Support | Case
Management |
Linkage to services.

Ph: 1800 312 820

[vic.gov.au/about-
the-orange-door](http://vic.gov.au/about-the-orange-door)



MELI FAMILY SERVICES

Therapeutic | Family | Financial
counselling

Ph; 03 5278 8122

[meli.org.au/support-and-
counselling](http://meli.org.au/support-and-counselling)

Family Support after Separation

[meli.org.au/support-families-
parents-carers/support-after-
separation](http://meli.org.au/support-families-parents-carers/support-after-separation)

FAMILY RELATIONSHIP SUPPORT

Counselling | Family Mediation |
Information in other languages |
Legal Advice.

Ph: 1300 003 224

[each.com.au/service/family-
relationship-support-for-carers](http://each.com.au/service/family-relationship-support-for-carers)





Caring for children with a disability

NDIS- NATIONAL DISABILITY INSURANCE SCHEME

Explanation | Eligibility | Application Process | Creating/Changing a plan.

Ph: 1800 800 110
ndis.gov.au

ASSOCIATION FOR CHILDREN WITH A DISABILITY

Advocacy | Early Years | NDIS | School | Teen Years | Information | Practical support for families.

Ph: 1800 654 013
acd.org.au

HACC-PYP (HOME AND COMMUNITY CARE PROGRAM FOR YOUNGER PEOPLE UNDER 65)

Direct Support | No referral | Link to Service Providers | Link Assessment Providers | Allied Health.

Ph: 1300 475 170
health.vic.gov.au/home-and-community-care/hacc-program-for-younger-people

GATEWAYS

Geelong | Free service | Linkage to Local Services | Information and Support to Parents and carers | Parent Support Groups.

gateways.com.au/services/coordination-support/parent-support

CARERS AUSTRALIA

Early Childhood Intervention | Diagnosis | Next steps

carersaustralia.com.au/information-for-carers/early-childhood-intervention

Applying for NDIS | Plan Management | Plan Review

carersaustralia.com.au/information-for-carers/ndis/ndis-and-carers/



MELI FAMILY SERVICES- EARLY CHILDHOOD APPROACH

Geelong | Supports Children and Families Younger than 6 | Developmental delay or concern | Provides Practical Support | Referrals and Information.

meli.org.au/early-childhood/early-childhood-approach-ndia

BATFORCE

Extensive lists of local supports | Services | Resources | Education

Ph: 03 5221 4339
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BATFORCE YOUTH

Specific Youth Local Services Directory
trello.com/b/RgsW5IFF/small-and-snotty-to-tall-and-spotty





Caring for loved ones under 65

NDIS- NATIONAL DISABILITY INSURANCE SCHEME

Information | Eligibility | Application process | Creating and changing a plan.

Ph: 1800 800 110
ndis.gov.au

DISABILITY GATEWAY

National service | Statewide Information/links to statewide services | Finance | Housing | Transport | Health | Rights | NDIS.

Ph:1800 643 787
disabilitygateway.gov.au

CORAS - COLAC OTWAY REGION ADVOCACY SERVICE

Assist accessing Government Services | Tenancy and Accommodation | Referral Service | Making Complaints | NDIS.

Ph: 03 52321009
Coras.com.au

HACC-PYP (HOME AND COMMUNITY CARE-PROGRAM FOR YOUNGER PEOPLE-UNDER 65)

Direct Support | No referral | Home and community care program | Link to Service Providers | Link to Assessment Providers | Allied Health.

Ph: 1300 475 170
health.vic.gov.au/home-and-community-care/hacc-program-for-younger-people



DISABILITY AUSTRALIA HUB

Organisational links National Disability Bodies | Links to State Bodies for numerous Disabilities | Disability Supports | Search Carer Support.

disabilityaustraliahub.com.au/organisations

List of definitions and links-
disabilityaustraliahub.com.au/disability-a-z

CARERS KIT

Simple Instructions for using Aide Equipment | Brochures on how to perform basic tasks safely | Please seek guidance from a professional.

lmpcc.org.au/wp-content/uploads/2015/07/Carers-Kit_Web.pdf

CARERS AUSTRALIA

Clear explanations and resources | Applying for NDIS Plan Management | Reviewing your plan | Support Services

carersaustralia.com.au/information-for-carers/ndis/ndis-and-carers





Caring for loved ones over 65

MY AGED CARE

Assistance and extra care | Register online or call | Home Care packages | Assessment | Explanations and Guidelines | Assistance with the application process.

Ph: 1800 200 422
myagedcare.gov.au



OPAN-OLDER PERSON ADVOCACY NETWORKS

Aged Care Advocacy | Assistance with rights | Help with decision making | Information for Home & Residential care.

Ph: 1800 700 600
opan.org.au

You have to take care of yourself before you can take care of others.

— DR. PHIL

Simple Reminders
SIMPLEREMINDERS.COM

CARERS KIT

Simple instructions for using Aide Equipment | Brochures on how to perform basic tasks safely | Please seek guidance from a professional.

lmpccc.org.au/wp-content/uploads/2015/07/Carers-Kit_Web.pdf

CARERS AUSTRALIA

Information | Explanations and access to My Aged Care | CHSP funding | Home care packages | Aged care homes.

carersaustralia.com.au/carers-of-older-people/my-aged-care





Caring for loved ones with Dementia

DEMENTIA SUPPORT AUSTRALIA

24/7 Helpline | Individualised support | Specialist Dementia Care Programs | No age limit | Carer Support Program

Ph: 1800 699 799

dementia.com.au



DEMENTIA AUSTRALIA

Confidential advice | Assessment Intervention education | Specialised support | Personalised strategies | Library | Extensive Resources.

Ph: 1800 699 799

dementia.org.au

CARERS AUSTRALIA

Links to Resources | Caring roles | Dementia Behaviour Management Service Hotline.

carersaustralia.com.au/carers-of-older-people/caring-for-someone-with-dementia

CARERS KIT

Simple instructions for using Aide Equipment | Brochures on how to perform basic tasks safely | Please seek guidance from a professional.

lmpcc.org.au/wp-content/uploads/2015/07/Carers-Kit_Web.pdf





Palliative Care Caring and Services

BARWON SOUTHWEST REGION PALLIATIVE CARE CONSORTIUM

Alliance of Health Service |
Southwest Victoria | Explanations |
Individually Tailored Palliative Care
| In home | Hospital | Aged Care
Facilities | After Hours Triage.

Ph: 03 4215 5700
bswrpc.org.au



PALLIATIVE CARE VICTORIA

Respectful Decisions |
Resources Advance Care
Planning |
Multilingual Resources |
LGBTQIA Resources.

Ph: 03 9662 9644
pallcarevic.asn.au

CARERS AUSTRALIA

Extensive Online Resources and
Information | Caring to the end |
Relevant Topics | Useful links

carersaustralia.com.au/information
-for-carers

CARERS KIT

Simple Instructions for using
Aide Equipment | Brochures on
how to perform basic tasks
safely | Please seek guidance
from a professional.

lmpcc.org.au/wp-
content/uploads/2015/07/Carers
-Kit_Web.pdf

Take care of yourself
first or you will have nothing
left to give others.
Self-care is not selfishness.
You cannot serve it from
an empty vessel.

— Unknown —
SELF-GROWTH NOTES BLOGSPOT.COM
POSITIVEQUOTES





Mental Health and Addiction Caring Services

TANDEM CARERS

Peak Statewide Advocacy | Peer Supports for Carers where a loved one has a Mental Health Challenge | Connection to services | Referral Pathways | Carer Support Fund.

Ph: 1800 314 325
tandemcarers.org.au

HEADSPACE GEELONG

Support Ages 12-25 | Physical Health (inc. sexual health) | Mental Health | Alcohol and other Drugs | Work and Study Support.

Ph: 03 5222 6690
headspace.org.au/headspace-centres/geelong

FAMILY DRUG SUPPORT AUSTRALIA

Online Facilitated Meetings | Free Stepping Stones Program | Helpful Resources and Education | Coping and Conflict | Dealing with Anger | Boundaries.

Head Office
Ph: 02 4782 9222
fds.org.au

MENTAL HEALTH AND WELLBEING LOCAL

Geelong | No appointment needed | Specialist supports and services | Collaboration of services - Barwon Health, Ermha, Wathaurong and Wellways

Ph: 1800 573 151

ermha.org/wellbeinglocal



**YOU ARE NOT ALONE
THERE IS HOPE**

ERMHA

Geelong | Programs/Support for Complex Mental Health needs | Carer Support | NDIS Support/Assistance.

ermha.org/carer-support

EMERGING MINDS

Education | Online resources | Families | Mental Health.

emergingminds.com.au





Multicultural Caring and Services

MULTICULTURAL DISABILITY HUB

Peak Body for Migrant and
Refugees | Advocacy |
Training/Education.

Ph: 03 9354 9555
eccv.org.au



Remember to take
care of yourself.
You can't pour
from an empty cup.

MULTICULTURAL DEMENTIA SUPPORT

Personalised Assessment |
Care Planning |
Meaningful Activities |
Peer Support |
Wellbeing Checks |
Education | Skill Development.

PH: 96899170
[amcservices.org.au/dementia-
support-centre](http://amcservices.org.au/dementia-support-centre)

ETHNIC COMMUNITIES COUNCIL OF VICTORIA

Extensive list of services | links to
peak bodies | Links to services
covering all disabilities.

Ph: 03 9354 9555

[eccv.org.au/multicultural-disability-
hub/disability-directory](http://eccv.org.au/multicultural-disability-hub/disability-directory)

CULTURA

Geelong | Community Services |
Homework club | Driver education
training | Legal Assistance program
| Health and wellbeing program |
Youth services.

Ph: 03 42100000

cultura.org.au/community-services





Local Area Health Services Surf Coast Shire

SURFCOAST SHIRE

For all queries regarding Local
services and supports
Location: 1 Merrijig Drive, Torquay

Ph: 03 5261 0600

info@surfcoast.vic.gov.au

HESSE RURAL HEALTH

Including Winchelsea, Moriac,
Modewarre, Bamba,

Ph: 03 5267 1200
Community Services Coordinator **03
5267 1200.**

hesseruralhealth.com.au

GREAT OCEAN ROAD HEALTH SERVICE

Including Deans Marsh, Lorne,
Aireys Inlet

Ph: 1800200422
Social work
PH: 03 52894300

greatoceanroadhealth.com.au



BARWON HEALTH COMMUNITY HEALTH SERVICE

Including Jan Juc, Bellbrae,
Anglesea, Armstrong Creek

Ph: 03 4215 7800
Information and access line
Ph: 1300 715 673

[barwonhealth.org.au/patients-
visitors/our-sites/community-
health](http://barwonhealth.org.au/patients-
visitors/our-sites/community-
health)

COLAC AREA HEALTH SERVICE

Including certain services to
Deans Marsh,
Bamba

Social or Welfare Worker
Ph: 03 5232 5100

cah.vic.gov.au/services





Digital Media Connections

SURF COAST CARERS NETWORK, VICTORIA

facebook.com/groups/surfcoastcarersnetwork

AUTISM SUPPORT FOR FAMILIES IN GEELONG AND SURFCOAST

facebook.com/groups/132716300111968

GATEWAYS STRENGTHENING PARENT SUPPORT PROGRAM

facebook.com/groups/464335785046704

BARWON HEALTH CARER SUPPORT SERVICE (CARER GATEWAY)

facebook.com/groups/barwonhealthcarersupport

Almost everything will work again if you unplug it for a few minutes, including you

GEELONG CARERS CONNECT PARENTS/CARERS ONLY

facebook.com/groups/797618757439214

OUR BRIGHT STARS: GEELONG & SURROUNDING AREAS

facebook.com/groups/180075958813988

YOUNG CARERS VICTORIA

facebook.com/YoungCarersVictoria

YOUNG CARERS NETWORK

facebook.com/YoungCarersNetwork



GATHER MY CREW

gathermycrew.org.au



Black Dog Institute

BETTER MENTAL HEALTH

blackdoginstitute.org.au/resources-support/digital-tools-apps/mycompass



carersaustralia.com.au/news-media/secret-life-of-carers-podcast

