Victorian Carer Card

we care

The Victorian Carer Card recognises the significant contribution carers make to the lives of people they care for and the communities in which they live. Carers can use the card independently of the person in their care.

What is the Carer Card and the Carer Card Program?

More than 140,000 primary carers in Victoria play a critical role supporting others in the community, including people with a disability or mental illness, children in out-of-home care, and an increasing number of frail aged.

The purpose of the Carer Card Program is to recognise the incredible unpaid work that carers do in our community.

Carer Card holders can now benefit from the same discounts available to Seniors Card holders. There are more than 4,000 participating businesses whose discounts are now available. These include discounts on a range of goods and services like eating out, shopping, getting help with your finances, or even leisure and recreation activities like seeing a movie at a Village cinema.

There are also new carer transport concessions now available for Carer Card holders.

The Carer Card will provide carers with:

- A wide range of discounts and benefits on offer from businesses, local government and community organisations.
- **Carers who travel on a full fare Carers Card are entitled to travel on a Concessions card/fare**. This will give half price public transport on weekdays and travel free during carers week, in addition to the free travel in two consecutive zones on weekends that carers are currently entitled to. Passengers who currently travel on Full Fare Carers Card can collect a Concession Carers card at any staffed ticketing window.

Who is eligible to receive a Carer Card?

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.

You can confirm your eligibility by:

- providing your Centrelink Customer Reference Number (CRN) or your Department of Families, Fairness and Housing Vendor Number if you receive a carer payment or allowance

- having a medical professional verify your eligibility.
- Professional carers that receive a wage for providing care are not eligible.
- Eligible carers are welcome to apply online or you can download the Carer Card Application Form (PDF 159.4 KB).

To find out if you are eligible or to be sent an application form, contact the Carer Card team by email on carercard@dffh.vic.gov.au or call **1800 901 958**.

How do I apply for a Carer Card?

It's easy and free to apply for the card, applications can be made online or sent in by downloading the Carer Card application form (pdf, 160kb) or you can call the Carer Card team on 1800 901 958 and they will send you one.

Applications may take four to six weeks to process.

Carer cards are valid for either one or five years, depending on the situation.

Manage your Carer Card details online

Update or renew your carer card details at Manage your account. This is also where to go if you have lost your card.

https://www.carercard.vic.gov.au/manage-your-account

Discounts for Carer Card holders

Carer Card holders can now enjoy most of the discounts available to Seniors Card holders in more than 4,000 participating businesses across Victoria.

The government has merged the Carer Card and Seniors Card discount directories so that Carer Card holders can access an even wider range of discounts, including:

- public transport
- eating out
- shopping
- getting help with your finances
- leisure and recreation activities like seeing a movie at a Village cinema.

Discount directory

https://www.seniorsonline.vic.gov.au/discount-directory

Concession fares and free travel

Victorians holding a Victorian Carer Card and Carers myki can obtain:

- a 50 per cent discount on trains, trams and buses, including V/Line trains and coaches
- free weekend travel in any two consecutive zones and on regional town buses and,
- free travel during Carers Week.

Carers can attend a staffed station to obtain a Victorian Carer myki card to access these travel benefits in myki areas.

For regional town buses that do not have myki, Carers can show their Victorian Carer Card for free weekend travel within the town.

The Victorian Carer Card ('We Care' card) entitles you to free weekend travel in any two consecutive zones.

Cardholders who live in Victoria also have access to two or four free off-peak travel vouchers per year (depending on where you live). You need to register to receive these.

Off-peak travel vouchers can be redeemed for travel on:

- metropolitan services at any time
- regional services at any time, if the journey does not enter or leave Melbourne
- regional services that enter or leave Melbourne on weekends or public holidays
- regional services that enter or leave Melbourne between 9am–4pm on weekdays
- regional services that enter or leave Melbourne after 6pm on weekdays

Public Transport Victoria

Visit https://www.ptv.vic.gov.au/tickets/myki/concessions-and-free-travel/carer-card/

Useful resources and information

Carer Card Program Victoria – Call 1800 901 958 or visit the website at https://www.carercard.vic.gov.au/carers

Victorian Seniors Card and Carer Card Discount Directory – Visit https://www.seniorsonline.vic.gov.au/discount-directory or visit https://kinshipcarersvictoria.org/

Public Transport Victoria – Visit https://www.ptv.vic.gov.au/tickets/myki/concessions-and-free-travel/carer-card/

Kinship Carers
VICTORIA

t: 0499 969 234
e: admin@kinshipcarersvictoria.org
w: https://kinshipcarersvictoria.org/

VICTORIA
State
Government

Families,
Fairness
and Housing