



# The Care Support Help Desk

The Help Desk is available for new and existing Foster and Kinship Carers where there is child protection involvement.

## What does the Care Support Help Desk do?

The Help Desk provides support for:

- applying for vital documents for children in care, including Medicare details and birth certificates
- establishing a link with their a My Health Record, where appropriate
- recording and updating immunisations, including COVID 19 vaccinations
- preparing letters to Centrelink to enable carers to access financial supports
- preparing letters to access Additional Child Care Subsidy if the child is accessing childcare, including before /after school care
- assisting with queries about care allowance payment
- recording school and childcare enrolments.

For existing carers, the Care Support Help Desk phone line and email is available to contact if you need help with obtaining vital documents or require assistance or support.

## Operating hours

The Care Support Help Desk team are available via phone and email during business hours, 9.00 am to 5.00 pm. If you have an urgent child protection matter outside business hours, the contact is the **After-Hours Child Protection Service on 131 278**.

## Contact details for the Care Support Helpdesk

Dedicated teams are located are in divisions across the state.

### North Division

Phone: 1800 319 507

Email: [NorthCareSupportHelpdesk@dffh.vic.gov.au](mailto:NorthCareSupportHelpdesk@dffh.vic.gov.au)

### South Division

Phone: 1800 319 503

Email: [SouthCareSupportHelpdesk@dffh.vic.gov.au](mailto:SouthCareSupportHelpdesk@dffh.vic.gov.au)

### East Division

Phone: 1800 931 757

Email: [EastCareSupportHelpdesk@dffh.vic.gov.au](mailto:EastCareSupportHelpdesk@dffh.vic.gov.au)

### West Division

Phone: 1800 319 510

Email: [WestCareSupportHelpdesk@dffh.vic.gov.au](mailto:WestCareSupportHelpdesk@dffh.vic.gov.au)

### HOW DO I KNOW WHICH DIVISION I AM IN?

The DFFH Divisions are outlined on the DFFH Division Local Area LGA Map on the Department Foster care website <https://services.dffh.vic.gov.au/foster-care> and Kinship care website <https://services.dffh.vic.gov.au/kinship-care>