

| Applying for a Victorian Carer Card |
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| Victorian Carer Card |
| OFFICIAL |

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# About the Victorian Carer Card

Carers make an invaluable contribution to our community and the people they care for.

Unpaid primary carers come from all ages and circumstances.

The Victorian Carer Card recognises the incredible unpaid work that carers do in our community.

The Victorian Carer Card gives eligible unpaid primary carers access to a wide range of discounts at thousands of businesses. Eligible carers also include:

* state-registered foster carers
* kinship carers (formal or informal)
* respite carers or permanent carers.

A Victorian Carer Card is valid for 5 years.

## Discounts and benefits

Victorian Carer Card holders can get discounts at thousands of participating businesses, including:

* 5% discount on Everyday WISH gift cards - valid at Big W, Woolworths and EG Ampol fuel outlets.
* Up to 5% discount on a range of e-gift cards (including JB Hi-Fi, Myer, Priceline and The Card Network).
* 5% discount on IGA gift cards.
* 5% discount on Metcash Shop Local gift cards – valid at IGA, Mitre 10, Home Hardware, Total Tools and Thrifty Link.
* Save 4c per litre on petrol at participating United petrol stations with the free United Fuel app.

You can also get discounts on Victorian public transport, including:

* concession fares
* free weekend travel across 2 consecutive zones in Victoria
* 2 or 4 free off-peak travel vouchers each year (depending on where you live) when you register with Transport Victoria
* free travel within Victoria during National Carers Week (held in October).

**Note**: The discounts and participating businesses may change at any time and without notice. To find participating businesses and check current discounts:

* See the [Victorian Carer Card website’s Discounts and benefits page](https://www.carercard.vic.gov.au/directory_search_results).[[1]](#footnote-1)
* Check the [Victorian Carer Card and Seniors Card discount directory](https://www.seniorsonline.vic.gov.au/discount-directory).[[2]](#footnote-2)
* Look out for the Victorian Carer Card ‘We Care’ Welcome Here sticker in store.
* Read the quarterly Victorian Carer Card e-newsletter (cardholders are automatically subscribed if they include their email address in their application).

# Who is eligible

To be eligible for a Victorian Carer Card you need to **live in Victoria** **and** be:

* An unpaid **primary** carer of:
  + a person with disability
  + someone with a severe or chronic medical condition
  + someone with mental illness
  + an aged person with care needs
  + a person with a terminal illness, or
* someone caring for a child who cannot live with their parents:
  + a state-registered foster carer
  + a kinship carer (formal or informal)
  + respite or permanent carer.

If primary care is **shared** by 2 carers, both carers may be eligible for a Victorian Carer Card. For example:

* 2 carers sharing primary care of a person with care support needs. This includes young carers caring for another family member.
* 2 foster, kinship or permanent carers sharing primary care of a child who cannot live with their parents.

**Note**: **Paid carers are not eligible** for a Victorian Carer Card. Paid carers include:

* aged care workers
* disability support workers
* home care workers
* personal care workers.

1: Joint carers eligibility example

| Patricia, Stephanie and Michael |
| --- |
| Patricia has 2 children: Michael is 11 years old, and Stephanie is 14 years old.  Michael has diabetes and autism. He needs full-time care.  As his mother, Patricia cares for Michael most of the time. When Patricia is at work or out shopping, Stephanie cares for her brother. Each weekday, Stephanie cares for Michael until Patricia gets home at 6:30 pm. Stephanie:   * gets Michael from school * makes his afternoon snacks * engages him in activities.   Patricia and Stephanie provide joint primary care for Michael.  Both are eligible for a Victorian Carer Card. |

# Ways to confirm you are a primary carer

There are a number of ways to confirm you are an eligible primary carer.

Provide your **Centrelink Customer Reference Number (CRN)** to confirm you get a Centrelink carer allowance or carer payment.

Provide your **Department of Families, Fairness and Housing (DFFH) Vendor Number** (this is in the remittance advice DFFH sends you) to confirm you are a:

* statutory registered foster carer
* kinship carer (formal only)
* respite carer
* permanent carer.

Include a copy of a **court order** confirming you have primary residential care as a kinship carer of a child or young person with care support needs.

Include a **statutory declaration[[3]](#footnote-3)** to confirm you are a primary carer for:

* + a person with disability
  + a person with a severe or chronic medical condition
  + a person with mental illness
  + a person with a terminal illness
  + an aged person with care needs.

Provide a **letter from your foster care or kinship care agency**, on agency letterhead, confirming you are a registered foster or kinship carer of a child unable to reside with their parents.

A **signed declaration from an authorised professional** (see Section 4 of the Victorian Carer Card application form) verifying your status as a primary carer. A list of authorised professionals is in **Attachment 2: Authorised professionals that can confirm eligibility**.

## Evidence foster and kinship carers can use

State-registered foster, kinship, respite and permanent carers get carer payments from DFFH. DFFH gives these carers a vendor number. This number can be found in the remittance advice DFFH sends you.

If you are one of these carers, you can use your DFFH vendor number to confirm you are an unpaid primary carer.

If primary care is shared between 2 foster or kinship parents:

* 1 carer can apply using the DFFH vendor number
* the other carer can apply using a letter from their registered foster care or kinship care agency confirming they are a foster or kinship carer. The letter must be on the agency’s letterhead.

Or both carers can apply using a statutory declaration to confirm they are primary carers.

2: Confirming carer status example

| Ravi and Sula |
| --- |
| Ravi and Sula are registered kinship carers. They care for their 4-year-old nephew, Arjun, who cannot live with his parents.  Arjun was placed in their care by the state.  Ravi and Sula provide joint primary care for Arjun. Sula cares for Arjun at home and takes him to kinder and childcare. Ravi picks him up from kinder and childcare and takes him to afternoon activities.  Ravi and Sula decide to apply for a Victoria Carer Card. They check the eligibility rules. Both Ravi and Sula are eligible for a Victorian Carer Card.  Sula gets a DFFH carer payment. She uses her DFFH vendor number to confirm she is an unpaid primary carer.  Ravi gets a letter from the kinship care agency he and Sula are registered with to confirm he is an eligible primary carer. |

## Evidence young carers can use

Young carers aged 25 years and under may be primary carers for:

* a family member
* a friend
* a partner.

They may be the sole primary carer or share the primary care role with someone else.

Sometimes it can be hard for young carers to confirm they are a primary carer, in particular when they:

* are under 18 years old
* share the primary care role.

Young carers can confirm their primary carer status in different ways.

Young carers can complete a **statutory declaration** to confirm their status as a primary carer.

Young carers have more options for authorised professionals than the general list of authorised professionals.

**Authorised school staff** who have known you for more than 3 months count as authorised professionals. School staff includes:

* a teacher
* an assistant principal or principal
* health and wellbeing staff (such as school nurse).

Youth counsellors or youth workers who have known you for more than 3 months also count as authorised professionals.

Any authorised professional can complete Section 4 of the application form to confirm you are a primary carer. A list of authorised professionals is in **Attachment 2: Authorised professionals that can confirm eligibility**.

3: Confirming a young person’s carer status example

| Stephanie and Patricia |
| --- |
| Stephanie is 14 years old. She shares primary care of her 8-year-old brother, Michael, with her mother, Patricia.  Stephanie and Patricia decide to apply for a Victorian Carer Card. They check and confirm they are both eligible for a Victorian Carer Card.  Patricia applies online using her Centrelink CRN to confirm her carer status.  Stephanie prints out the hardcopy application form. She asks her class teacher to sign it as an authorised professional. Her teacher has known Stephanie for 10 months.  Her teacher completes the relevant section of the application form, confirming Stephanie is a primary carer for her brother. |

# How to apply

## Step 1: Check you are eligible for a Victorian Carer Card

Read **Who is eligible** to see if you are eligible.

## Step 2: Get the information or documents you need to confirm you are eligible

Gather the information or documents you need to confirm you are eligible as a primary carer. For more information, see **Ways to confirm you are a primary carer**.

Documents you may use to confirm you are an eligible primary carer are listed in **Attachment 1: Documents you can use to eligibility**.

Any authorised professional can complete the relevant section of the application form to confirm your status as a primary carer. A list of authorised professionals is in **Attachment 2: Authorised professionals that can confirm eligibility**.

## Step 3: Complete the application form

Decide how you want to apply and complete the application form:

* **apply online** to have your application processed faster
* **apply** **by mail** using a hardcopy application form.

**Note**: Applications are not accepted by email.

### Applying online

Complete the [Victorian Carer Card online application form](https://dhhs-cardoperations.my.site.com/CarerApplication/s/).[[4]](#footnote-4)

If you do not have a Centrelink CRN or a DFFH vendor number, you will need to confirm you are a carer a different way.

To confirm your carer status, you may decide to use any of the documents listed in **Attachment 1: Documents you can use to eligibility**. If so, you will need to upload the completed form or document as part of your application.

Your supporting documents can be:

* PDFs
* PNGs
* JPGs.

Each file must not be more than 1 MB.

**Note:** If you want an **authorised professional** to confirm your status as a primary carer, you will need to complete a hardcopy application form. The authorised person completes and signs Section 4 of the application form. You can then upload this form as part of your online application.

A list of authorised professionals is in **Attachment 2: Authorised professionals that can confirm eligibility**.

Applying by mail

**Note:** Applying by mail can take up to 4 weeks longer to process than online applications.

You can download and complete a hardcopy version of the Victorian Carer Card application form. This form is available on the [Victorian Carer Card website’s Apply for a Carer Card page](https://www.carercard.vic.gov.au/apply-card).[[5]](#footnote-5)

If you have trouble downloading the form, you can request a copy from the Victorian Carer Card team:

* [email the Victorian Carer Card team](mailto:CarerCard@dffh.vic.gov.au)[[6]](#footnote-6)
* call 1800 901 958 (between 9am and 2pm), Monday to Friday (excluding public holidays).

Once you have completed the form and included any documents, mail your application to:

* Victorian Carer Card  
  GPO Box 441  
  Melbourne VIC 3001.

**Note**: Do not send the original versions of your supporting evidence. We will not be able to send them back to you.

## What happens next?

Once we receive your application, we start to process it.

It usually takes around 4 to 6 weeks to process an online application. It can take around 8 to 10 weeks to process a mail application.

We may use information you provided to check you are eligible and you have included all the information we need.

If your application is incomplete or incorrect, it will take longer to process.

We may need to contact you to get more information. We may send you an email asking you to fix an error or give us missing information.

If you are eligible, we will send you a Victorian Carer Card by mail.

# Get help or more information

More information on the Victorian Carer Card program is available on the [Victorian Carer Card website](https://www.carercard.vic.gov.au/).

If you have any questions about the Victorian Carer Card or you need a hardcopy application form mailed to you:

* [email the Victorian Carer Card team](mailto:CarerCard@dffh.vic.gov.au)[[7]](#footnote-7)
* call 1800 901 958 (between 9am and 2pm), Monday to Friday (excluding public holidays).

# Attachment 1: Documents you can use to confirm eligibility

If you do not have a Centrelink CRN or a DFFH vendor number, you will need to confirm you are a primary carer in a different way.

There are different types of documents you can use in your Victorian Carer Card application to confirm you are an eligible primary carer.

* Professional declaration (Section 4 of the application form) confirming you are a primary carer, signed by an authorised professional. A list of authorised professionals is in **Attachment 2: Authorised professionals that can confirm eligibility**.
* Statutory declaration confirming you are a primary carer of a person with care support needs.
* Letter from a foster or kinship agency confirming you are a registered foster or kinship carer for a child who cannot live with their parents. The letter must be on the agency’s letterhead.
* A copy of the court order giving you primary care of a child (informal kinship care).

# Attachment 2: Authorised professionals that can confirm eligibility

Authorised professionals can confirm your status as a primary carer. They complete and sign the Section 4 of the Victorian Carer Card application form.

Once complete, you can upload your hardcopy to the online application form or mail your fully completed application form.

General authorised professionals

These authorised professionals can verify primary carer status on the application form:

* registered medical practitioners, nurses, occupational therapists and physiotherapists
* Australian Psychological Society-registered psychologists
* social workers eligible for registration with Australian Association of Social Workers
* Aboriginal health workers
* mental health carer consultants.

Authorised professionals for young carers

Young carers can also have other authorised professionals confirm their carer status.

These authorised professionals must have known the young carer for **more than 3 months**:

* school teachers
* school nurses
* other school health and wellbeing staff (such as school counsellors)
* school assistant principals and principals
* registered youth workers and registered youth counsellors.

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| If you are d/Deaf, hard of hearing, or have a speech/communication difficulty, please contact us through the National Relay Service (NRS) by using your preferred [NRS call channel](https://www.accesshub.gov.au/about-the-nrs/nrs-call-numbers-and-links) and providing our phone number 1800 901 958.  To receive this document in another format, email [carercard@dffh.vic.gov.au](mailto:carercard@dffh.vic.gov.au).  Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.  © State of Victoria, Australia, Department of Families, Fairness and Housing, September 2025.  Except where otherwise indicated, the images in this document show models and illustrative settings only, and do not necessarily depict actual services, facilities or recipients of services. This document may contain images of deceased Aboriginal and Torres Strait Islander peoples.  In this document, ‘Aboriginal’ refers to both Aboriginal and Torres Strait Islander people. ‘Indigenous’ or ‘Koori/Koorie’ is retained when part of the title of a report, program or quotation.  Available at the Victorian Carer Card website’s How to apply page <https://www.carercard.vic.gov.au/applying>  (2505355) |

1. <https://www.carercard.vic.gov.au/directory\_search\_results> [↑](#footnote-ref-1)
2. <https://www.seniorsonline.vic.gov.au/discount-directory> [↑](#footnote-ref-2)
3. For more information, see the [Department of Justice’s Statutory declarations page](https://www.justice.vic.gov.au/statdecs) (https://www.justice.vic.gov.au/statdecs). [↑](#footnote-ref-3)
4. <https://dhhs-cardoperations.my.site.com/CarerApplication/s> [↑](#footnote-ref-4)
5. <https://www.carercard.vic.gov.au/apply-card> [↑](#footnote-ref-5)
6. <CarerCard@dffh.vic.gov.au> [↑](#footnote-ref-6)
7. <CarerCard@dffh.vic.gov.au> [↑](#footnote-ref-7)