

## How long do applications take to process?

Once we receive your application, we start to process it. It usually takes around 4 to 6 weeks to process an online application. Application forms submitted by mail could take up to 8 to 10 weeks to process.

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.

Once approved, we will send your Victorian Carer Card by mail.

## Privacy notice

The Department of Families, Fairness and Housing (DFFH) endorses fair information handling practices and uses of information in line with the *Privacy and Data Protection Act 2014 (Vic)*.

DFFH collects and uses your personal information for the purpose of administering the Victorian Carer Card. This includes mailing your Victorian Carer Card, publications, surveys, government information and special offers from participating businesses to you. Without the information requested, DFFH cannot assess your eligibility for or send you a Victorian Carer Card.

Your personal information may be shared with agencies contracted to manufacture the card or help with mailing information. Your personal information may also be shared with other government departments and organisations so you can get a Victorian Carer Card or other Victorian government benefits.

Your personal information will be securely stored. It will be kept only for the period required by the *Public Records Act 1973 (Vic)*.

For more information on how DFFH manages privacy and how you can access personal information held about you, visit [www.carercard.vic.gov.au/privacy-statement](http://www.carercard.vic.gov.au/privacy-statement) or call 1800 901 958.

## Contact us

### Victorian Carer Card

**Website:** [www.carercard.vic.gov.au](http://www.carercard.vic.gov.au)

**Phone:** 1800 901 958 (9am to 2pm, Monday to Friday excluding public holidays)

**Mail:** GPO Box 441, Melbourne Victoria 3001

### Translation and interpreting services

**Phone:** 131 450

### National Relay Service

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 [www.accesshub.gov.au/about-the-nrs/nrs-call-numbers-and-links](http://www.accesshub.gov.au/about-the-nrs/nrs-call-numbers-and-links), and providing our phone number 1800 901 958.

Available at the Victorian Carer Card website's [How to apply page](http://www.carercard.vic.gov.au/how-to-apply) [www.carercard.vic.gov.au/apply](http://www.carercard.vic.gov.au/apply)

To receive this publication in an accessible format, phone 1800 901 958.

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## Application form



## What is the Victorian Carer Card?

The Victorian Carer Card recognises the important contribution carers make to our community and the people they care for.

The Victorian Carer Card gives eligible unpaid primary carers access to a wide range of offers from thousands of businesses. Cardholders can get discounts on public transport, groceries, dining, travel, tourist attractions, education, health, wellness and leisure.

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.

## Who is an unpaid primary carer?

Unpaid primary carers come from all ages and backgrounds. It includes foster, kinship (formal and informal), respite and permanent carers.

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

Paid carers (like aged carer workers, disability support workers, home care workers and personal care workers) are not eligible for a Victorian Carer Card.

## Confirm your primary carer status

When you apply for a Victorian Carer Card, you need to include documents that confirm you are a primary carer.

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

- Centrelink Customer Reference Number (CRN) – for carers who get a Commonwealth carer payment or carer allowance.
- Department of Families, Fairness and Housing (DFFH) Vendor Number – also known as a foster care or kinship care registration number.
- Statutory declaration confirming you are a primary carer.
- Signed letter from a foster care or kinship care agency confirming you are a primary carer.
- 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.
- A declaration from an authorised professional (section 4 of this form) confirming you are a primary carer.

### Authorised professionals

All authorised professionals must know you are a primary carer. Authorised professionals include:

- 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.

Young carers (25 years and under) can also have the following authorised professionals confirm their carer status.

They must have known you for more than 3 months:

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

## 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).

For more information on discounts and benefits, visit [www.carercard.vic.gov.au](http://www.carercard.vic.gov.au)

# Application for a Victorian Carer Card

## Section 1: Your details

Please complete **all** questions unless they are marked 'optional' or we will not be able to process your application

Given name: \_\_\_\_\_ Surname: \_\_\_\_\_

Gender Please tick

Female  Male  Non-binary  Different term  Prefer not to answer

Date of birth: / /

Residential address: \_\_\_\_\_

Street: \_\_\_\_\_

Suburb: \_\_\_\_\_ State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Email address: \_\_\_\_\_ Phone: \_\_\_\_\_

Postal address: (if different from residential address) \_\_\_\_\_

Street: \_\_\_\_\_

Suburb: \_\_\_\_\_ State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Are you applying to renew your Victorian Carer Card? Please tick

Yes. My card number is: \_\_\_\_\_

No. I don't have a Victorian Carer Card.

## Section 2: Cultural information Please tick (This section is optional)

Do you identify as a First Nations person from Australia?

Aboriginal  Torres Strait Islander  Both Aboriginal and Torres Strait Islander

Do you speak a language other than English at home?  Yes  No

If yes, please specify language spoken at home: \_\_\_\_\_

## Section 3: Eligibility

To get a Victorian Carer Card you must live in Victoria and be an eligible carer. Please tick the box to select which category of carer you are (A, B or C). Only tick one box. Remember to include your supporting documentation.

A.  I get a Centrelink carer payment or carer allowance.  
– Your CRN (Centrelink Reference Number): \_\_\_\_\_

B.  I am a DFFH foster, kinship (formal or informal), respite or permanent carer.  
Confirm your carer status by including one of the following:  
– Your Department of Families, Fairness and Housing Vendor Number: \_\_\_\_\_  
(6-digit number on remittance advice DFFH sent you)  
– Authorised professional declaration (see Section 4 of this form)  
– Letter from your foster or kinship agency confirming your carer status  
– Statutory declaration (for more information, visit [www.justice.vic.gov.au/statdecs](http://www.justice.vic.gov.au/statdecs))  
– For informal kinship carers, a copy of the court order giving you care of a child.

C.  I am an unpaid primary carer, as confirmed by:  
– Authorised professional declaration (see Section 4 of this form). A list of authorised professionals (not related to you) including for young carers, can be found under 'Confirm your primary carer status'  
– Statutory declaration (for more information, visit [www.justice.vic.gov.au/statdecs](http://www.justice.vic.gov.au/statdecs))

## Section 4: Authorised professional declaration for category B and C carers only

For information on signing a Victorian Carer Card application, visit [www.carercard.vic.gov.au/authorised-professionals](http://www.carercard.vic.gov.au/authorised-professionals)

Name: \_\_\_\_\_ Daytime phone number: \_\_\_\_\_

Address: \_\_\_\_\_

Medicare provider number: (if applicable) \_\_\_\_\_

Job title: \_\_\_\_\_

Name of employer: \_\_\_\_\_

Declaration: I certify that (name of the applicant) \_\_\_\_\_  
is a carer as stated in Section 3 B or C

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Section 5: Additional information (This section is optional)

The Department of Families, Fairness and Housing collects this information to make sure the program meets the needs of carers and is valued by both carers and participating businesses.

Age of the person you care for: \_\_\_\_\_ How long have you been a primary carer?: \_\_\_\_\_ years

The person you care for: Please tick

Has a disability  Has a mental illness  Older person with care needs  Has a terminal illness  
 Has a chronic health condition  Other

## Section 6: Cardholder agreement

Please read the privacy notice and the following important information.

If applying with a Centrelink CRN, I authorise:

- The Department of Families, Fairness and Housing (DFFH) to use Centrelink Confirmation eServices to get my Centrelink customer details and concession card status from Services Australia to check if I am eligible for a Victorian Carer Card.

I understand that:

- If I have applied using a Centrelink Customer Reference Number:
  - Services Australia will share personal information with DFFH, including my name, payment status and concession card type, to confirm if I am eligible for a Victorian Carer Card.
  - This consent, once signed, remains valid while I am a customer of DFFH unless I withdraw it by contacting DFFH or Services Australia.
  - I can get documentation relevant to my carer status from Services Australia and give it to DFFH to check if I am eligible for a Victorian Carer Card.
  - If I withdraw my consent or do not show supporting documentation of my details and carer status, I may not be eligible for a Victorian Carer Card from DFFH.
- The information provided in this application is true and complete to the best of my knowledge.
- This application forms a legal document and penalties exist for providing false or misleading information.
- I will inform the Victorian Carer Card program if I stop being an unpaid primary carer.
- The participating businesses and discounts offered for Victorian Carer Card holders may change or end at any time without notice.

Applicant's signature: \_\_\_\_\_ Date: \_\_\_\_\_