

Care Support Help Desk

Fact Sheet

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Introduction

This Fact Sheet provides details on the Department of Families, Fairness and Housing (DFFH) Care Support Help Desk which provides support to statutory Foster and Kinship Carers in Victoria.

About the Care Support Help Desk

The 2022-23 Victorian State Budget provided \$5.8 million for a Care Support Help Desk to support Foster and Kinship Carers.

The DFFH Care Support Help Desk staff provide tailored support to Foster and Kinship Carers where there is child protection involvement, and they are caring for children and young people entering care. The team also help existing Foster and Kinship Carers where there is child protection involvement, to track vital documents for children in care.

Who can use the Care Support Help Desk?

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

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What does the Care Support Help Desk do?

The Care Support Help Desk provides the below support to children and young people who are entering into Foster, Kinship or Residential care by:

- 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 and 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
- require assistance or support.

If you are linked to an agency, please contact them in the first instance as they are there to support you in your caring role.

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 contact the Care Support Help Desk outside these hours, you can leave a message and they will get back to you on the next business day.

If you have an urgent child protection matter outside business hours, the contact point is the After-Hours Child Protection Service on 131 278.

Contact details for the Care Support Helpdesk

Dedicated teams are located in divisions across the state.

North Division
Phone: 1800 319 507
Email: NorthCareSupportHelpdesk@dffh.vic.gov.au

East Division
Phone: 1800 931 757
Email: EastCareSupportHelpdesk@dffh.vic.gov.au

South Division
Phone: 1800 319 503
Email: SouthCareSupportHelpdesk@dffh.vic.gov.au

West Division
Phone: 1800 319 510
Email: 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) <<https://services.dffh.vic.gov.au/foster-care>> and [Kinship care website](https://services.dffh.vic.gov.au/kinship-care) <<https://services.dffh.vic.gov.au/kinship-care>>.

Where can I find more information?

For more information on Foster Care, please visit the DFFH [Foster care website](https://services.dffh.vic.gov.au/foster-care)
<<https://services.dffh.vic.gov.au/foster-care>>.

For more information on Kinship Care, please visit the DFFH [Kinship care website](https://services.dffh.vic.gov.au/kinship-care)
<<https://services.dffh.vic.gov.au/kinship-care>>.

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Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.

© State of Victoria, Australia, Department of Families, Fairness and Housing, October 2022.

ISBN 978-1-76130-036-3 (pdf/online/MS word)

Available at the Department of Families, Fairness and Housing [Foster care website](https://services.dffh.vic.gov.au/foster-care)
<<https://services.dffh.vic.gov.au/foster-care>>.