

# We care



### What is the Carer Card Program?

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

The card provides carers with:

- a wide range of discounts and benefits from businesses, local government and community organisations
- free travel on public transport on a Sunday plus two return off-peak travel vouchers each year.

### Who are carers?

Carers are responsible for the primary care of a person with a disability, severe medical condition or mental illness, or someone who is frail aged or in need of palliative care. The Program also recognises foster, kinship and respite carers.

### Why should businesses become part of the Carer Card Program?

There are over 140,000 primary carers in Victoria who contribute more than \$7.8 billion to the Victorian economy each year in unpaid work.

Supporting the carers of Victoria is crucial. They are also a very large and diverse group of customers, who are consumers of goods and services for both their own needs and the person who receives their care.

The Carer Card brand is an integrated offering of government and corporate benefits, and gives businesses the opportunity to have a positive impact on the community in which they operate.

Association with the Program also demonstrates to any employees who are carers that the caring work they do is valued and recognised.

Every participating business will be provided with a free listing on the Carer Card Website, and will be included in the next edition of the printed directory.

There is no fee to join the Program for carers or businesses.

The administration of the Program is fully funded by the Victorian Government.

### How does the Program ensure only eligible carers receive a card?

Applicants must meet the Program's eligibility criteria and agree to the terms and conditions for appropriate use of the card.

All applications are subject to verification prior to approval.

Carers must present their card in order to take advantage of a discount or offer.

### Is any business eligible to register?

All businesses wanting to participate in the Carer Card Program should submit a Business Registration Form.

The Carer Card Program retains absolute discretion to refuse any business registration. Businesses that will not be accepted by the Program include those that in the opinion of the Department of Human Services:

- are characterised by volatility of operators or financial instability
- have an unfavourable record in relation to vulnerable customers
- propose an offer that creates difficulties when determining the actual benefit or discount
- provide goods or services inconsistent with Carer Card Program principles.

Businesses participating in the Program must:

- be of good standing and can not contravene any Acts administered by Consumer Affairs Victoria, other State or Commonwealth Departments, or any other consumer interest group or statutory authority
- operate on the basis of clearly advertised or displayed pricing levels
- not contravene any legislative provision or professional ethical standards.

### What kind of offer is appropriate?

Businesses must agree to offer a discount or benefit on goods and services exclusively for carers. All offers must be easy to use and understand, but also offer genuine value to carers.

### How can businesses apply?

Businesses will need to complete a business registration form and return it to the Department of Human Services via post, fax or email.

**Carer Card Program**  
**Reply Paid 4057**  
**Melbourne VIC 3001**

**Fax:** 03 9096 7702

**Email:** [carercard@dhs.vic.gov.au](mailto:carercard@dhs.vic.gov.au)

### Can I withdraw from the Program?

In the case that a business wishes to discontinue or withdraw an offer, they must notify the Carer Card Program in writing.

# Carer Card **Business/Council Application Form**

## 1. BUSINESS DETAILS

Entity name (as registered with the ABN): \_\_\_\_\_ ABN: \_\_\_\_\_

Trading name: \_\_\_\_\_ ACN: \_\_\_\_\_

Business Description: \_\_\_\_\_

Message to Carers: **For example, We would like to invite carers to enjoy 10% off all purchases.**

Business Postal Address: \_\_\_\_\_

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

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

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

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

## 2. BUSINESS CONTACT DETAILS **If more than one outlet, please email details to [carercard@dhs.vic.gov.au](mailto:carercard@dhs.vic.gov.au)**

Title: \_\_\_\_\_ First Name: \_\_\_\_\_ Surname: \_\_\_\_\_

Position: \_\_\_\_\_ Business Phone: \_\_\_\_\_

Email: \_\_\_\_\_ Business Fax: \_\_\_\_\_

## 3. DISCOUNT OR OFFER PLEASE INDICATE DISCOUNT AS IT WILL APPEAR IN THE CARER CARD DIRECTORY. **please tick**

10%  15%  25%  30%  50%  Other

Alternatively I would like to discuss my offer directly with the Carer Card Program. Please call me.

Name: \_\_\_\_\_ Position: \_\_\_\_\_

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

### RETURN THIS FORM IN THE REPLY PAID ENVELOPE

CARER CARD  
DEPARTMENT OF HUMAN SERVICES  
CONCESSIONS UNIT  
REPLY PAID 4057  
MELBOURNE, 3001

**OR FAX TO**  
(03) 9096 7702

**OR EMAIL TO**  
[carercard@dhs.vic.gov.au](mailto:carercard@dhs.vic.gov.au)



VICTORIAN GOVERNMENT  
**CARER CARD PROGRAM**

