



Everyone's experience as a carer is different. We support all carers to get the flexible, individualised help they need.



More information

Our website has the latest information about our services, our events calendar and news. Visit merrihealth.org.au

Quick contacts

All services
1300 637 744 (MERRI H)

Carer Gateway
1800 422 737

My Aged Care*
1800 200 422

Feedback
03 9389 2234

We have many sites across Victoria. Visit merrihealth.org.au for site details and contact numbers.

* My Aged Care is the first point of contact for aged care services.

Contact

Merri Health
Registered Office:

Wurundjeri Woi Wurrung
11 Glenlyon Road Brunswick VIC 3056

Published March 2024. Carer services are funded by the Australian and Victorian Governments. Carer Gateway is an Australian Government initiative – Merri Health is the lead for Carer Gateway services in Victoria.



An Australian Government Initiative
A network led by Merri Health supporting carers across Victoria



MerriHealth Carer Services



Who are carers?

Anyone can become a carer at any time.

Carers can be parents, partners, spouses, young people and children, other family members, friends or neighbours. A carer provides support to someone who needs help managing at home or in the community because they are:

- > Frail aged
- > Living with dementia
- > Living with a medical condition
- > Living with disability
- > Living with mental illness

We work in partnership with you by learning about your needs and what matters most to you. Together we set goals and plan for the future. We work towards finding the best supports for short-term and ongoing care, and strengthen your wellbeing and the wellbeing of the person you're caring for.



Photo: young carers



Photo: carer and Dad

Merri Health is an inclusive service provider. We are committed to providing safe and high quality services that respect the needs, wants and aspirations of all people.



Merri Health

Healthcare that moves with you

We know that at different times, your health needs change. That's why we support you throughout life, with services spanning from children's health to aged care.

- ◀  Aged Care
- ◀  Carer Support
- ◀  Child and Family
- ◀  Chronic Conditions
- ◀  Dental
- ◀  Disability
- ◀  Health and Wellness
- ◀  Mental Health
- ◀  Young Adults



Carer Gateway

An Australian Government Initiative



Merri Health

Carer Gateway

Do you care for a family member or friend with disability, mental illness, health or age issues?

Does it impact your wellbeing, ability to work, study or socialise?

Contact Carer Gateway for free support groups, respite, counselling, tailored support packages, coaching, information and more.

Phone **1800 422 737** Monday to Friday or visit www.carergateway.gov.au

Merri Health leads the delivery of Carer Gateway in Victoria.

Healthcare that moves with you



Photo: carers during peer support

How can we help?

Assessment and planning

Our Assessment and Planning Officers provide short-term support for carers to navigate, coordinate and access the right services. Support is tailored to your needs: we can help you connect with services that support your wellbeing, while you support the wellbeing of others.

Counselling

Our carer counsellors provide a safe and supportive space for carers to share their thoughts and feelings when they need support the most. You can choose to meet with a carer counsellor in person, or speak with them over-the-phone.

One-on-one carer coaching

Meet with a trained carer coach to explore areas of your life you would like to change. A coach can work with you to create meaningful change and support you while you take steps towards meeting your goals.

You can meet with a coach in person, online or over-the-phone.

Peer support

This is an opportunity for you to meet others who also care for a family member or friend. By sharing stories, knowledge and experience, you can learn from and support each other.

We help carers get in touch with groups that enable them to meet other like-minded people, in their local community, in a safe and supportive environment.

Support for Aboriginal and/or Torres Strait Islander families

We are respectful of Aboriginal and Torres Strait Islander people's history and beliefs. We provide culturally appropriate and inclusive support and work in partnership with you to get you the supports you need. We work with you based on what you tell us you need.

Young carers

We provide support to carers up to 25 years who are looking after someone with a disability, mental illness, or is frail aged. The person you support may be a parent, sibling, other relative or a friend.

We support you to manage your responsibilities as a carer, support you to thrive in school and connect you with other young carers in the community.

Activities and workshops

Receive practical information and advice to support you and the person you care for, and connect and share your experience with other carers.

Respite and other support is available to help you to be involved.

Respite and emergency respite

Respite is a short period of rest or break. It allows carers to focus on their own wellbeing. Respite can be for a few hours, days or for longer periods, depending on the carer's needs, eligibility and what services are available.

Respite may be planned or an urgent need. Your local Carer Gateway service provider can organise emergency respite care for the person you support, or for you, when an unexpected situation occurs.

Costs

Our services are either free or require a small fee to provide ongoing support for you. To find out whether there is a fee, visit our website www.merrihealth.org.au and search for 'fees' or call 1300 637 744.