

Everyone's experience as a carer is different. CarerLinks North supports all carers to get the flexible, individualised assistance they need.



## 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 disability
- > Living with mental illness

We work with carers to talk about their needs and what matters to them. Together with carers we set goals and plan for the future. This can help with short-term and ongoing care and support to strengthen the wellbeing of the carer and the person in their care.

## How can we help?

### Counselling

Our counsellors provide a safe and supportive space for carers to share their thoughts and feelings when they need support the most.

### Dementia advice

Our dementia carer consultants provide support, advice and education to build carer skills and confidence. We can help with information about dementia, strategies to help with behavior changes, planning for the future, and links to other dementia services.

### Health coaching

We help carers to feel good and keep them feeling supported. Health coaching is a one-on-one service where the carer's needs are most important. We work together to help build confidence and skills to improve and maintain positive health and decision making.



### Peer support

Peer support offers carers the opportunity to meet other carers, share their experiences and learn from each other. We provide a range of formal and informal activities for carers to connect and build support networks. It can take place in person, over the telephone or the internet; between two people, a small group or within a large group.

### Education and training

Carers are provided with the opportunity to gain skills and knowledge to help them in their caring role.

### Support for Aboriginal and 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. Our service is person and family centred that means we work with you based on what you tell us you need.

Part of your Merril Health network  
**CarerLinks North**



Merril Health  
**CarerLinks North**  
Services

Our website has the latest information about our services, our events calendar and news. Visit [merrilhealth.org.au](http://merrilhealth.org.au)

### More information

**Quick contacts**

Carer support	03 9495 2500
Complex care: cardiac and respiratory services	03 9350 4000
Dental services	03 9387 6711
MerrilKids early childhood support	03 9484 5314
NDIS made easy	1300 637 744
Victims Assistance Program	1300 362 739
Aged care*	1800 200 422

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

**Contact**

Merril Health  
Registered Office:  
11 Glenlyon Road Brunswick VIC 3056  
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This service is part of the Commonwealth Respite and CareLink Centres nationally and is funded by the Australian Government.

**Logos:** Victoria State Government, Quality Improvement Council (QIC), Rainbow Tick, Aboriginal and Torres Strait Islander flags.





**Merri Health**

Healthcare that moves with you

**Merri Health creates healthy, connected communities through local health services for people at every age and stage of life.**

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.



### **NDIS made easy**

Merri Health provides many services under the National Disability Insurance Scheme (NDIS) as it rolls out across Victoria. This includes:

#### **MerriKids**

MerriKids support children with a developmental delay and/or disabilities, and their families. Providing early childhood intervention, our team works in partnership with you to develop strategies to support the health and wellbeing of your child.

#### **Support coordination**

A skilled and experienced worker will help you identify, coordinate and meet your needs. We will work in partnership with you to help you access the supports and services you want and need to live a fulfilling and happy life.

This could involve staying connected with your community, finding the right services for you and identifying your needs to ensure your personal goals are met. We will support you when you make decisions about your health to ensure the best outcomes for your personal situation.

#### **Puberty and human relations**

This program delivers educational groups for young people with intellectual or learning disabilities. The program has been designed to provide information to young people in a fun and interactive group environment, which supports a positive transition into puberty.

#### **Mental health**

We can support people with mental health issues or a psychosocial disability with day to day life, including planning and decision making, learning to live independently, reaching your goals, building social connections and getting involved in community activities. We can provide this support at one of our sites, in your home or at other day services or community services. We will design your services to meet your needs.

#### **Would you like to know more?**

Call or email our team to talk about your needs.

1300 MERRI H – 1300 63774 4  
NDIS@merrihhealth.org.au

Healthcare  
that moves  
with you



#### **Young carers**

We provide support to school aged carers who are looking after someone with a disability, mental illness, drug or alcohol dependency, or is frail aged. The person they support may be a parent, sibling, other relative or a friend.

We support young carers to manage their caring responsibilities and assist them with their daily tasks, helping them to stay in school and stay connected with other young carers and the community.

We provide educational and emotional support, and fun after-school and school holiday events and activities.

Respite is also available to young carers so they can take a break from their role as a carer to focus on their wellbeing and education.

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

#### **What is respite?**

Respite is a short period of rest or break.

We help link carers to respite and other supports. Respite allows the carer to take a break to focus on their own wellbeing. Respite care may be for a few hours or days or for longer periods, depending on your needs, your eligibility and what services are available.

#### **Emergency respite**

Sometimes difficult and unavoidable situations happen. When there are no other options for support and carers need an extra pair of hands to help, emergency respite is available. If you need emergency respite care, call 1800 052 222 during business hours or 1800 059 059 outside business hours.

#### **Costs**

There is a small fee for some of our services. Some of our services are free. To find out whether there is a fee for a service, visit our website [merrihhealth.org.au](http://merrihhealth.org.au) and click on 'Your Rights, Privacy and Feedback'.