



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 merrhealth.org.au

Quick contacts

All services
1300 637 744 (MERRI H)

Carer Gateway
1800 422 737

Victims Assistance Program
1300 362 739

Aged care*
1800 200 422

Feedback
03 9389 2234

We have many sites across Victoria. Visit our website merrhealth.org.au for all site details.

*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

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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.



MerriHealth Carer Services



Merri Health
Healthcare that moves with you

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 & 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

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.

Carer Gateway

Carer Gateway is an Australian Government initiative that delivers improved and expanded services to carers across Australia.

In Victoria, these services are provided by a group of seven health and social support providers, led by Merri Health.

All carers can access Carer Gateway services.

Find out more at
www.carergateway.gov.au

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 school aged carers 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

Carer services are usually free.