



# Where carers can reach out for support

**Do you provide** unpaid support to a family member, friend, or partner with disability, mental illness, chronic health issue or age-related condition?

**Are you** looking for some support to manage your caring role and improve your wellbeing ?

**If you answered yes to any of these questions then Carer Gateway can help you.**

[carergateway.gov.au](https://carergateway.gov.au)

**1800 422 737**

**Monday-Friday 8am-5pm**

  
Merri Health

 Carer  
Gateway

An Australian Government Initiative

**Uniting**

## What is Carer Gateway?

Carer Gateway is the Australian Government's national carer hub providing free, **short-term** supports and services for unpaid carers.

Uniting is one of the providers that delivers the Carer Gateway Program in Victoria. Uniting's delivery of this program is in partnership with the lead provider – Merri Health. Uniting supports carers in:

- The Eastern Metropolitan Region of Melbourne
- Gippsland
- Goulburn North East
- Albury (NSW)

## Who can use Carer Gateway?

To access Carer Gateway, carers must be:

- A family, friend or partner carer
- In a caring role that is ongoing, or likely to be, for six months.

Carers can be providing full-time, part-time or even occasional care to others, such as helping with grocery shopping, transport, washing, cooking etc.

Carers can be any age – we have tailored support for young carers as well.

What is **not** required:

- No citizenship, residence, or visa requirements
- Not means-tested
- Not affected by other government supports

## How will Carer Gateway help me?

Carer Gateway helps unpaid carers get the support they need before reaching crisis point.

We will address the problems by checking the best ways to support you. Each case is assessed carefully to provide the best quality care for you.

## Carer Gateway offers the following short-term supports:

- Free counselling with a professional counsellor if you feel stressed, overwhelmed or simply to ask for practical support.
- Carer coaching sessions help you reflect on how you're going, how you'd like things to be and how to take steps towards making things happen. (one-to-one sessions with a trained coach or self-guided sessions online)
- Online skills courses to help you learn new skills in caring for someone as well as yourself.
- Peer support groups can give you an opportunity to connect with other carers, share experiences and knowledge.
- Respite allows you to take a break. Planned respite care can be accessed through the tailored support packages.
- Tailored support packages can be one-off practical support for items and services or funding supports for up to 12 months.

**We cannot guarantee funding approval for the Tailored Support Packages. Funding is allocated depending on the individual assessment.**

**Please note that due to unprecedented demand, there may be a wait-time to access Carer Gateway services.**

## How do I contact Carer Gateway?

Please call **1800 422 737** or visit [CarerGateway.gov.au](https://www.CarerGateway.gov.au) to get support that is right for you.

If you need an interpreter, please call **131 450** or you can go to [CarerGateway.gov.au/languages](https://www.CarerGateway.gov.au/languages) where you will find translated information on Carer Gateway in up to 30 languages.

