



Where carers can find support

Do you look after a family member or friend with a disability, medical condition, mental illness or who is frail due to age?

Do your caring responsibilities affect your wellbeing or ability to work, study or socialise?

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

carergateway.gov.au
1800 422 737

 **Carer
Gateway**
An Australian Government Initiative

 **Merri Health**

Uniting

Carer Gateway is here to support you.

Carer Gateway is a free service dedicated to supporting unpaid carers, funded by the Australian Government.

Carer Gateway provides a range of tailored support for up to 12 months, to give carers the help they need and improve their wellbeing, skills and knowledge.

Uniting delivers Carer Gateway services in partnership with Merri Health. Uniting supports carers in:

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

Who can access Carer Gateway?

Carer Gateway support is provided to people who:

- Provide care and support to a family member, or friend with a disability, medical condition, mental illness or are frail due to age.
- Are likely to engage in a caring role for six months or longer (palliative care or recently bereaved carers being exceptions).

Carers can be providing full-time, part-time or even occasional care to others.

Free services available:

- **Carer support planning** is a tailored assessment of your needs. This planning is completed before any services can be put in place.
- **Counselling** with a professional counsellor who you can talk with about your worries and offer support. This service is offered in-person or via telehealth.
- **Carer coaching** with a trained coach to help you identify your needs in your caring role and create a plan to achieve your goals and improve your wellbeing. This service is offered in-person or over the phone.
- **Planned or emergency respite*** allows you to plan for a break or get assistance in an unplanned event. This can be in-home or in residential care.
- **Online skills courses** to help you learn new skills as a carer and improve your wellbeing, health and safety.
- **Peer support groups** are an opportunity to connect with other carers, share experiences and knowledge. The groups can be in-person or online.
- **Young carer support** offers tailored support for those carers aged 25 and under.
- **Tailored support packages*** can be one-off practical support for services or equipment for up to 12 months.

Please note that funding approval for the tailored support packages and planned respite service cannot be guaranteed. Allocation of funds and availability are subject to individual assessment.

How do I contact Carer Gateway?

Please call **1800 422 737 (Monday- Friday, 8am-5pm)** or visit [CarerGateway.gov.au](https://www.CarerGateway.gov.au) to get support that is right for you.

Please note that due to high demand, there may be a wait for certain services. Please call us for details, thank you for your understanding.

If you need an interpreter, please call **131 450** or visit [CarerGateway.gov.au/languages](https://www.CarerGateway.gov.au/languages).



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