

## WHO ARE CARERS?

Do you look after someone or help out a family member, friend, or neighbour who:

- Has a mental illness
- Has a disability
- Has a chronic illness like diabetes or ongoing problems with their heart or lungs; or
- Is elderly and living in the community. You might also be looking after more than one person in your community
- And you aren't employed to look after them?

**Then you can receive support and services to assist you in your caring role.**

It is important to take a break from your caring role otherwise you may become sick or unwell.

We understand that everyone's situation is different. We are flexible and will work with you to meet your needs.

Our team is respectful of Aboriginal and Torres Strait Islander people's history and beliefs.



## SERVICES AVAILABLE

**COACHING** – explore areas in your life you would like to change. A coach will work with you to help create meaningful change and support you in meeting your goals.

**COUNSELLING** – providing a safe and supportive space for carers to share their thoughts and feelings when you need it most. This can be in person or over the phone.

**RESPITE CARE** – take a break to focus on your own wellbeing. This can be planned for a few hours, days, or longer depending on your needs, eligibility, and what services are available. Emergency respite can also be provided if you are suddenly unable to.

**PEER SUPPORT** – face-to-face groups where you will meet other carers. An opportunity to connect and share experiences and learn from each other.

**ONLINE SKILLS COURSES** – learn new skills in caring for someone and your own wellbeing, this could include dealing with stress and legal issues.

**REFERAL PATHWAYS** – we may be able to offer referrals to other relevant supports.

**Cost:** most services are free.

**Location:** various sites and locations, depending on the type of services and your place of residence.

**Would you like to know more?**

Call or email the ACES team to talk about your carer needs.

Phone - 9383 4244

Email - [admin@acesinc.org.au](mailto:admin@acesinc.org.au)



**ABORIGINAL COMMUNITY  
ELDERS SERVICES (ACES)  
SUPPORTING ABORIGINAL  
AND TORRES STRAIT  
ISLANDER CARERS  
THROUGH CARER  
GATEWAY**

ACES in partnership with Merri Health will create culturally safe and supportive opportunities for Aboriginal and Torres Strait Islander carers to access tailored services.



ACES is a not-for-profit Aboriginal community-controlled organisation that has been operating from East Brunswick since 1991.

ACES is a residential aged care facility with both Nursing Home and the Hostel services. ACES also has two outreach services- Koori Community aged Care Program (KCACP) and Planned Activity Group (PAG).

ACES respects Elders and their families and we will work with you in a culturally sensitive and respectful way and will assist you to the best of our abilities within our funding regulations.



**Merri Health**

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

Merri Health is one of Victoria's largest not-for-profit community health organisations, and has been supporting carers for over 20 years.

They work in partnership with carers and offer a range of supports, services, and activities to strengthen their wellbeing and the wellbeing of the person they are caring for.

## THE ACES/MERRI HEALTH PARTNERSHIP – WHAT TO EXPECT

### Initial conversation

- ACES will explain what the Carer Gateway is and how you could benefit from the services provided to carers

### Referral pathway

- With your consent, ACES will conduct a referral form with you, then ACES will send this information over to Merri Health

### Internal process

- Merri Health will create a Care Plan, and with ACES, we will discuss what services are available for your needs with you. This will also include a Pre Home-Visit Risk Assessment from ACES and Merri Health to identify and reduce potential hazards

### Service process

- ACES will introduce you to the service/s, and from here, you can begin receiving them

### Care Plan review

- Within 3-6 months ACES will complete a review of your Care Plan with you to see if further services are required or to close your Care Plan



An Australian Government Initiative

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

You don't need to be a new carer to use Carer Gateway services - all carers can use the services at any time in their caring role.

Using Carer Gateway services will not affect the services you may already receive through My Aged Care or the National Disability Insurance Scheme (NDIS) or any other carer services or payments you may be receiving.

Artwork by Emma Bamblett  
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