



**Carers WA**

# **Services & Information Booklet**





## Acknowledgement of Country



Carers WA acknowledges and honours the Whadjuk Noongar people as the Traditional Owners of the Noongar lands on which the Carers WA office sits. Carers WA pays respect to the Elders, past, present and emerging and to the living cultural, spiritual, family and social relationships that the Traditional Owners have to this land.

## Diversity and Inclusion

Carers WA is committed to understanding, embracing and celebrating the rich and multi-dimensional experiences that shape our lives and aims to ensure that everyone who engages with the organisation feels welcome and included. Carers WA welcomes all people irrespective of ethnicity, lifestyle choice, faith, sexual orientation and gender identity.



*Information correct at time of printing. © Carers Association of Western Australia 2022*



## About us

Carers WA is a not-for-profit, community based organisation and registered charity dedicated to improving the lives of family and friend carers living in Western Australia.

A carer is someone who provides unpaid care and support to a family member or friend with disability, a mental health challenge, long-term health condition, alcohol or substance dependency or frailty due to age.

Carers WA supports the empowerment and wellbeing of carers through a range of innovative programs, services and advocacy. Carers WA is the lead service delivery partner for Carer Gateway in WA.

## Contents

Social Support	2
Carers in Employment	3
Carer Representation	4
Prepare to Care Hospital Program	5
Carer Retreats	6
Carer Wellness at Home	9
Young Carers	8
Community Capacity Development	9
Carer Gateway	10
Accessing Carers WA Services	12
Carers Recognition Act	13

## Social Support

Taking a regular break and having a supportive social network improves wellbeing, is an opportunity to rest and recharge, and helps carers to be in the best position to sustain their caring role.

Linking Together Social Support groups allow members to catch up and meet other carers in their local community. Coordinated by experienced volunteers, groups run monthly throughout the metro area and some regional areas.

Attendance is free and eligible to all carers, however carers are required to be registered with Carers WA.



**'When you know other people are having similar experiences you feel less alone and know others genuinely understand what you are experiencing. I find it a great source of information and support.'**

# Carers in Employment

## Be Job Ready

Be Job Ready assists carers to build practical employment skills to return to employment or enter the workforce. The program is delivered as a course in a group setting over 10 sessions and covers key job related areas such as:

- Identifying transferrable skills.
- Developing a resume and cover letter.
- Interview tips and techniques.
- Job searching and technology skills.

## Carer Friendly Employers

This program works with employers to provide carer resources and a framework for workplace provisions to support employees who are carers. Organisations that meet the carer-friendly national standards can be formally acknowledged through an accreditation program. Some benefits of creating carer friendly workplaces include:

- Attraction and retention of staff.
- Improved staff morale and engagement.
- Reduced employee stress and absenteeism.

**Visit the Carers WA website to download:  
*Guide to creating a carer friendly workplace.***

# Carer Representation

The Carer Representation program enables carers to use their lived experience to provide a voice for all carers and improve services.

## What is the role of a Carer Representative?

To engage with the government and participate in health, mental health, alcohol and other drug service policy, planning and evaluation. Carer Representatives are provided with ongoing training and support by a dedicated team at Carers WA.

## Is it a paid role?

Payment is facilitated for attendance at committee meetings, preparation time, and reimbursement of travel costs.

## Eligibility

Carers interested in participating must:

- Have a passion for ensuring the carer perspective is heard and have a desire to make a difference.
- Be willing to dedicate a few hours per month to prepare for and attend meetings.

## Prepare to Care Hospital Program

When a patient is discharged from hospital, their family members or friends may play a big role in their life and ongoing care.

The Prepare to Care Hospital Program provides resources and information to carers who will be providing ongoing care to patients both during a hospital admission and following discharge from hospital.

The 'Prepare to Care' booklet is a free resource for carers and available in most hospitals or via download from the Carers WA website. It is an A to Z directory of supports and services including spaces to write down relevant information provided by healthcare professionals.

**Visit the Carers WA website to download:  
'Prepare to Care' booklet  
Or ask hospital staff for a free copy.**

# Carer Retreats

Carers WA offers two retreats to eligible carers as a space to unwind, relax and recharge.



## Anne Bluntish Retreat

Situated in South Perth overlooking the foreshore, the two bedroom, 8th floor apartment can accommodate up to three people and is in walking distance to cafes, restaurants, Perth Zoo and the Mends Street ferry.



## Pembroke Court

Based in Warnbro, the five bedroom, three bathroom, multilevel house offers space and comfort. With coastal views and direct access to the beach, this house is a great place to relax and spend quality time together.

## Eligibility

- Carers must be over the age of 18.
- Anne Bluntish Retreat can be booked by self referral.
- To access Pembroke Court, carers must complete a Carer Gateway planning session to determine eligibility.

Any stay will be for a **maximum of three nights** and is subject to eligibility and availability. Costs may apply.



# Carer Wellness at Home

A Carer Wellness at Home Officer can provide one-on-one support within a carer's home to assist with:

- Help completing forms (Examples: ACROD, My Aged Care, Taxi Voucher Scheme).
- Navigating information online.
- Information and referrals to relevant services.
- Emotional support.
- The opportunity to access wellness, education and therapeutic workshops.



## Eligibility

For carers to access the Carer Wellness at Home Program, the person they care for must be:

- Over 65 years of age and receiving Commonwealth Home Support Program (CHSP).
- Located in Perth metro or Wheatbelt region.

## Young Carers

The Young Carer program supports and advocates for the estimated 40,000 young carers living in WA who take on additional caring responsibilities within their family.

A young carer is a person aged 8-25 years who helps support a member of their household who has a mental health challenge, disability, long term medical condition, alcohol or substance dependency or someone who is frail due to age.

The Young Carer program provides relevant youth-focused services and supports to young carers. Services that are available to young carers as part of the program include:

- Peer support groups
- Career and employment support
- Individual support for young carers and families
- Young carer support planning through Carer Gateway
- Counselling
- Young carer activities and events
- Informative presentations and professional development workshops for education facilities and service providers

## Community Capacity Development

The Community Capacity Development team work with the WA community to design programs and projects that support people with disability and their carers.

The team work to educate and build the capacity of individuals, families, organisations and government to better understand disability, reduce barriers and encourage access and inclusion for people living with disability in the community.



### Priscilla, Community Engagement Van

The Carers WA Community Engagement van, affectionately known as Priscilla, is available for bookings at community events covering most of WA. Our staff can facilitate a two-hour pop-up or an all-day pit-stop providing the community an opportunity to learn more about current projects and programs at Carers WA.



**Book Priscilla via our website**

## Carer Gateway

Carer Gateway is an Australian government initiative providing a mix of online, telephone and in-person supports, services and advice for family carers.

These services have been designed to reduce stress, prioritise wellbeing and build resilience to better manage the caring role and prevent burnout.

To receive supports, carers must complete a planning session to develop a personalised and tailored action plan to determine which supports are best matched to the carer's individual circumstances.

### **Carer Gateway services that may be available for WA carers:**

#### **IN-PERSON PEER SUPPORT**

A peer support training program, run by a qualified Carers WA program facilitator, offering carers an opportunity to connect and develop self-care skills in a safe and supportive environment.

#### **FACILITATED CARER COACHING**

Carers work one-on-one with a carer coach to identify and reach personal goals whether they relate to the caring role or not.

### **COUNSELLING**

For carers who are feeling sad, anxious, stressed or overwhelmed as a result of their caring role. Available in-person, online or over the phone through qualified and accredited counsellors.

### **TAILORED SUPPORT PACKAGES**

Packages combine a range of practical supports to assist with the caring role or help access education or employment.

Examples of supports may include; domestic help, transport to medical appointments, planned respite or a training course.

### **EMERGENCY RESPITE**

Available for carers who are experiencing an urgent, unplanned and imminent event that temporarily restricts their ability to continue caring when no other formal or informal supports are available.

## Accessing Carers WA Services

Visit our website for further information on Carers WA and Carer Gateway services and to learn about upcoming carer events and activities.



Visit us at: [www.carerswa.asn.au](http://www.carerswa.asn.au)



**For more information or to book a planning session:**



**Call: 1800 422 737**  
**Monday to Friday 8.00am – 5.00pm**



**Or request a call back through the online form at:**



[www.carerswa.asn.au/request-callback/](http://www.carerswa.asn.au/request-callback/)



**For service providers, complete the online referral form:**



[www.carerswa.asn.au/referral-form/](http://www.carerswa.asn.au/referral-form/)



# Carers Recognition Act

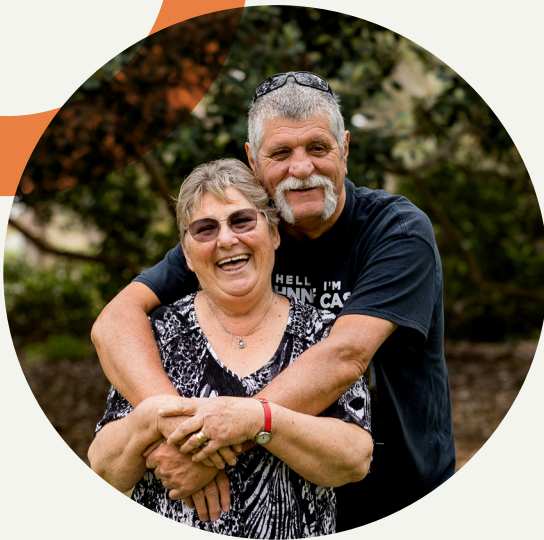
The Carers Recognition Act is a piece of legislation that has been developed to give carers greater recognition and consideration. The act aims to inform how healthcare professionals and service providers should engage with carers by including the following when delivering services to people with care needs:

- Acknowledge the carer.
- Treat carers with respect and dignity.
- Involve the carer in the development of services which have an impact on them.
- Take the carer's expertise and knowledge into account.
- Respect that carers have a right to make a complaint about a service that impacts them.

**For more information on the Carers Recognition Act visit:**



[www.wa.gov.au/government/publications/  
carers-recognition-act-fact-sheets](http://www.wa.gov.au/government/publications/carers-recognition-act-fact-sheets)



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### Search "Carers WA"

