

# Navigating the Maze of Services

ASK: Establishment of a service navigation program for carers in Western Australia.

## The Problem



Carers often struggle to navigate the complex maze of services for those they care for, and some will give up trying to access services due to the effort and exhaustion this process causes.



Carers experience negative economic impacts from the time required to navigate multiple complex systems and this keeps them from the workforce or limits their ability to work.



The caring role has substantial negative impacts on carer employment and income opportunities, including on superannuation, lost wages, carer recognition, and time to participate in work or study.

## The Solution

Carers WA calls for the State Government to invest in a service navigation program for carers, which will deliver:

- Face-to-face, in-person and online service navigation/guidance support for carers.
- Educational workshops on service navigation for carers.
- Self-advocacy skill building workshops for carers.
- System navigation resource development and online training modules.



**Carers Count**  
WA 2025 Election

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## All carers should:



Be able to easily navigate systems and services needed to support them and those they care for.



Be supported during times of transition in systems, services and in their caring roles.



Have access to services which support them and those they care for on an individual level.

**46%**

of carers report that navigating systems is getting worse.

**45%**

of carers report spending significant time navigating government systems and the health care sector.

**34%**

of WA carers are in paid employment, with the rest unable to work due to caring responsibilities and the challenges of navigating support systems.

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### Voices of WA Carers

*Timely access to services, more efficient and streamlined processes, information in one spot (the amount of times I've had conflicting info or been provided with info on services from other people that is not obvious on any website anywhere), better access to respite care. All of this assists the carer to continue with working as well'*  
– feedback from a carer.

*Note: Quote not attributed to the carer pictured.*

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## What is Working Elsewhere

- The Care Finder Program: supports vulnerable older people to interact with My Aged Care, however, eligibility is limited only to those requiring intensive support and who do not have a carer or other representative to assist them to find and connect to services.
- Carers WA has limited individual support services available for carers. However, these services are significantly oversubscribed, with only two FTE in these roles, one of whom can only provide services to mental health carers or carers experiencing mental health issues themselves.

## Alignment to Legislative and Policy Frameworks

- Carers Recognition Act 2004 (WA) – The WA Carers Charter states that carers must be recognised, treated with respect and dignity, and that the views and needs of carers must be taken into account.
- Review of the Carers Recognition Act 2004: Report to Parliament – Supports Findings 2 & 3 of the Review, in which it is stated that further action is required to achieve greater and wider community awareness, recognition and understanding of carers.
- WA Carers Strategy – Recognises the significant impact of the caring role on carers, and the need to support carers to balance their caring responsibilities, personal wellbeing and life outside of caring.