

Cystic Fibrosis WA

OFFICE PROCEDURES & POLICY MANUAL

CARERS RECOGNITION POLICY

Introduction

Under Part 2 s. 6 and 7 of the Carers Recognition Act 2004 (herein referred to as “the Act”), any person or body providing a service under contract with a health or disability service is required to comply with the Western Australia Carers Charter.

CFWA is defined as a health service provider under the Health Services Act 2016 section 6.

There are four elements of the Western Australian Carers Charter:

1. Carers must be treated with respect and dignity.
2. The role of carers must be recognised by including in the assessment, planning, delivery and review of services that impact on them and the role of carers.
3. The views and needs of carers must be taken into account along with the views, needs and best interests of people receiving care when decisions are made that impact on carers and the role of carers.
4. Complaints made by carers in relation to services that impact on them and the role of carers must be given due attention and consideration.

Meaning of Carer

The Act defines a *carer* as an individual who provides personal care, support and assistance to another individual who needs it because that other individual:

- (a) has a disability, or
- (b) has a medical condition (including a terminal or chronic illness), or
- (c) has a mental illness, or
- (d) is frail and aged.

An individual is not a *carer* merely because he or she (a) is the spouse, de facto partner, parent, child or other relative of an individual, or is the guardian of an individual; or (b) lives with an individual who requires care.

Role of CFWA

CFWA do not require specific evidence of the caring role in relation to that of the person with CF. CFWA provides support and information to all people in the extended support network of the person with CF including:

- Parents of both children and adults
- Grandparents
- Extended family
- Siblings (both children and adults)
- Spouses
- Friends

CFWA recognise that carers and the extended support network should:

- Be considered and or involved where possible in the planning and delivery of services
- Be considered and or involved where appropriate in the organisations strategic planning process
- Be considered and or involved where appropriate in policy and program development
- Provided with support and education as requested if applicable

Cystic Fibrosis WA

OFFICE PROCEDURES & POLICY MANUAL

- Provided with regular and ongoing information and education via publications and social media
- Carers Charter and policy be visible on website and other publications where applicable
- Be treated with respect and dignity
- Complaint procedures are visible and accessible on the website and other publications as relevant Carers are informed of complaint procedures if dissatisfied with services.

CFWA should further ensure:

- CFWA staff have ongoing training on the Carer's Recognition Act 2004 and the Carer's Charter
- New staff and volunteers receive orientation training on the carers recognition policy
- The role of carers is acknowledged in all relevant organisational policies and protocols; including the organisation mission statement
- CFWA staff takes action to reflect the principles of the Carers Charter in developing, implementing, providing or evaluating care supports
- CFWA prepares a bi-annual report on its compliance with The Act as part of its compliance requirements for the Health Department of WA. This report should also be included in the organisation annual report for the reporting period.

Author: Kathryn Pekin, Services Manager
Authorised: Nigel Barker, CEO
Created: September 2014
Reviewed: August 2018
Reference: Health Services Act 2016 No. 011 of 2016