

Carers Recognition Act 2004

Who is a carer?

The Western Australian *Carers Recognition Act 2004* defines a carer. In summary, a carer is a person who provides ongoing care, support and assistance to a person with disability, a chronic illness (which includes mental illness) or who is frail, without receiving a salary or wage for the care they provide.

What is the Carers Recognition Act?

The Act is a Western Australian law which recognises the role of carers in the community and provides a way of involving them in delivering services that affect carers and their caring role.

What does it mean for carers?

The Act includes the Western Australian Carers Charter that outlines how carers are to be treated and involved in delivering some services which impact on them as a carer.

Western Australian Carers Charter

1. Carers must be treated with respect and dignity.
2. The role of carers must be recognised by including carers 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.

A carer who believes a relevant service provider has not met their obligations in the Carers Charter should firstly raise their concerns with the service provider involved.

However, if the matter is not resolved carers may wish to contact the Health and Disability Service Complaints Office (HaDSCO). HaDSCO is an independent statutory authority that provides an impartial resolution service for complaints about Western Australian health or disability services.

<https://www.dlqc.wa.gov.au/Publications/Pages/Carers-Recognition-Act-2004.aspx#sthash.sXsEmwhB.dpuf>