



INFORMATION FOR CARERS

BEING A CARER

Do you provide unpaid care, support and assistance to a person with a disability, mental health challenge, chronic condition, alcohol / drug issue or someone who is elderly?

If so, you are considered a carer under the WA Carer Recognition Act. You are recognised as a carer regardless of whether you live with the person you care for or not.

If you are a carer for a Housing Choices Western Australia (Housing Choices WA) tenant, you have the right to be informed and/or involved in the decisions we make that affect the person you care for.

To share tenancy information with you, we need the written consent of the tenant you care for. We will ask them to sign a Release of Information form so we can talk to you about tenancy matters relating to them.



KNOWING YOUR RIGHTS

As a carer, it is important that you understand your rights. There is state and federal legislation that recognises the role of carers in the community.

The Commonwealth Carer Recognition Act 2010 is federal legislation. This Act contains a Statement for Australian Carers outlining how carers should be valued and respected.

The WA Carers Recognition Act 2004 is Western Australian legislation and includes a Carers Charter. This Charter describes how carers should be involved in decisions that affect them.

THE 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.

BE INVOLVED

As a carer of a Housing Choices WA tenant, you have the right to be involved in Housing Choices WA tenant advisory and engagement work regarding the planning, delivery and review of services that affect you and the tenant you care for. You can do this by notifying us that you are a carer and want to be involved.



FEEDBACK, COMPLAINTS AND APPEALS

We welcome feedback on your experiences with us so we can continually improve our services. Feedback and complaints can be lodged online, by email or by contacting your local Housing Choices WA office.

If you are unhappy with a decision we have made, you can appeal against that decision using our two tier appeal process. If you appeal a decision, it will be reviewed and you will be advised of the outcome within 28 days.

Nuisance or anti-social behaviour complaints about Housing Choices WA tenants will be dealt with by a Tenancy Officer who will follow legal processes under the WA Residential Tenancies Act. For more information on appealing a decision or making a neighbour complaint, please contact your local Housing Choices WA office.

USEFUL CONTACTS

Carer Gateway

Explore this online directory of services available to carers.

W: www.carergateway.gov.au

Carers WA

Register to become a member of the peak body for Carers in WA and access support.

W: www.carerswa.asn.au

P: 1300 CARERS (1300 227 377)

Centrelink

You may be eligible to receive financial help.

W: humanservices.gov.au/individuals/carers

Health and Disability Service Complaints Office

T: (08) 6551 7600

E: mail@hadsco.wa.gov.au

Carer Recognition Acts

Carers WA provides links to full legislation and helpful summaries.

W: www.carerswa.asn.au

Perth Metro Office
Level 7, 25 Rowe Avenue
Rivervale WA 6103
PO Box 105
Burswood WA 6100
P (08) 9430 0900
F (08) 9430 5583

ABN 67 128 888 157

Peel Office
4 Stevenson Street
PO Box 1200
Mandurah WA 6210

P (08) 9534 0400
F (08) 9583 5173

accesshousing.org.au

South West Office
1st Floor, 25 Victoria Street
PO Box 1539
Bunbury WA 6230

P (08) 9722 7200
F (08) 9721 7222

info@accesshousing.org.au