

CHARTER OF CARER AND FAMILY RIGHTS



St Bart's acknowledges the important role of Carers and Family in the care/support of those experiencing homelessness, disability, physical or mental health challenges and other complex issues.

The St Bart's Charter of Family and Carer Rights outlines the organisation's responsibility to engage and communicate with carers and family of the people who access its services.

St Bart's will:

1. Organise the rights of carers and family to be treated fairly and with dignity and respect, regardless of their age, gender, ethnic origin, sexual preference, economic status or religious beliefs or non-beliefs.
2. Recognise the importance of carers and family involvement in a consumer's care/support.
3. Provide opportunities for carers and family to be involved in the assessment, planning, review and discharge of support where individual consent is given.
4. Communicate with carers and family at regular intervals throughout the period of care/support and report on progress and concerns where consent is given.
5. Acknowledge the needs of the carers and family and provide information on, or referral to, appropriate support.
6. Keep carers and family updated with any relevant information about organisational or service change.
7. Create opportunities for formal and informal consultation with carers and family.
8. Deal with complaints from carers and family in a timely manner in accordance with St Bart's policy and procedure.
9. Ensure carers and family are included in any decision-making by the service/consumer, which has a direct impact on them.
10. Encourage consumers to identify their carer and family and provide consent (where appropriate) for St Bart's to engage with them.

St Bart's Charter of Carer and Family Rights December 2019

References: National Standards for Mental Health Services,
Disability Discrimination Act 2008, Department of Health WA

For more information please contact your coordinator.

