

How can a carer engage with St Bart's?

We're listening



We love to receive feedback including suggestions, compliments and complaints.

You can complete a feedback form by visiting our website, or on paper at any of our service areas. Alternatively, you can request to speak with the Service Area Manager or contact us at our Lime Street office.

St Bart's undertakes an annual survey with carers and representatives as identified by our consumers. This survey enables carers to tell us about their experience with St Bart's.

If you have any questions about the services or support offered at our services, you can contact the Service Manager for that area who will be happy to provide you with information or further resources.



Advocacy & Support Services

- **Carers WA**
1300 227 377
182 Lord St, Perth
- **Uniting WA**
1300 663 298
hello@unitingwa.org.au
- **Aged Care Quality Commission**
1800 555 727
- **Aged Care Quality & Safety Commission**
1800 951 822
www.myagedcare.gov.au/contact-us
- **Mental Health Advocacy Service** - a free and confidential service promoting the rights of persons receiving mental health services
1800 999 057
- **Health & Disability Services Complaints Office** - a free and impartial resolution service for anyone to raise a concern about health or disability services in Western Australia
1800 813 583
www.hadsco.wa.gov.au
- **Disability Advocacy Finder**
www.askizy.org.au/disability-advocacy-finder

St Bart's
T: (08) 9323 5100
E: reception@stbarts.org.au
W: stbarts.org.au



St Bart's Carer Information

For carers of people in St Bart's
Aged Care, Mental Health and
Accommodation Services

Are you a carer?

At St Bart's, a carer is someone who has been nominated by one of our consumers. This person can be their Next of Kin, a relative, friend, or a representative.

Charter of Carer and Family Rights

St Bart's acknowledges the important role carers and family play in the care and support they give to those who are experiencing homelessness, disability, physical or mental health challenges, or other complex issues.

Our charter of carer and family rights can be found on the St Bart's website.

Consent and Privacy

At St Bart's we inform our consumers that:

- their personal information will be kept confidential and only released to those whom they have consented to
- we will only share information without consent if there is a risk of harm to themselves or others.

What does this mean for the carer?

St Bart's will ask consumers who are accessing our services to provide consent about who we can communicate with and give information to about them.

Our services

St Bart's has a suite of brochures that detail the services we provide. These can be obtained at each of our service areas.

Our website also contains important details about the services we provide, as well as links to additional resources.

