



Providing Health and Wellbeing Solutions

Carers Charter

Amity Health values and recognises the important role of carers as key partners in the delivery of high quality care.

As per the *Carers Recognition Act 2004*, a carer is defined as a person who provides ongoing care, support and assistance to a person with a disability, a chronic illness (which includes mental illness) or who is frail, without receiving a salary or wage for the care they provide.

Amity Health is committed to supporting carers through inclusion and responsiveness as per the Carers Recognition Act. Amity Health supports the four principles 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 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 we have not met our obligations (as outlined in this Charter) should raise their concerns directly with our Executive team in the first instance.

For further information please visit www.amityhealth.com.au/contact-us

Should carers require further support, Amity health recommends contacting Carers WA at www.carerswa.asn.au

In addition to the Western Australian Government's Carers Recognition Act 2004, the Commonwealth Government Carer Recognition Act 2010 can be viewed or downloaded [here](#).