

PARTNERING WITH CARERS

Staff information

SA Health is committed to improving the way we engage and partner with Carers and their family members and friends. SA Health aims to build on Carer recognition and empowerment and will continue to collaborate with Carers SA to ensure better Carer engagement in health care decisions.








Carers SA is a statewide organisation and is the local Carer Gateway provider in South Australia on behalf of the Australian Government. Carers SA provides free support to Carers.

Who is a Carer?

A Carer is a family member or friend who provides personal care and assistance to someone who has a disability, a mental illness, dementia, a long term health condition, a terminal illness, an alcohol or drug related problem or is frail due to age.

Carers play an important role in healthcare

Carers are partners in care. A Carer is someone who helps a family member or friend whilst in a health care setting with:

-  Communication (assist patients to communicate with healthcare staff)
-  Advocacy
-  Attending appointments
-  Providing assistance in an emergency
-  Advocating for their safety
-  Encouraging the safe use of medication
-  Feeding meals

Employees with caring responsibilities

SA Health recognises that employees may have caring responsibilities and acknowledges Carers in the workplace. The [SA Health Flexible Working Policy](#) and [Guideline](#) applies to all employees, and provides flexibility to actively support employees to balance their work, family and other personal obligations and interests.

Support available for Carers

Carers SA

www.carerssa.com.au

Referral to Carers SA

www.carerssa.com.au/send-secure-message

Carer Gateway

www.carergateway.gov.au

Mental Health Carers

www.sahealth.sa.gov.au/MentalHealthCarers

SA Health recognises Carers as partners in care.

Carers can represent both Carers and patients in the health care system, bringing a unique set of experiences, insight and knowledge.

Our key priorities

	STAFF EDUCATION AND TRAINING
	EARLY IDENTIFICATION AND RECOGNITION
	CARERS ARE ENGAGED AS PARTNERS IN CARE
	CARERS PROVIDE COMMENTS AND FEEDBACK
	CARER FRIENDLY WORKPLACE
	CELEBRATE CARERS DURING NATIONAL CARERS WEEK

Our principles:

SA Health listens to Carers to understand what is important to them. Our commitment to Carers is:

- maintaining Carers as partners in care
- recognising the different roles of Carers
- treating Carers with respect, dignity and compassion
- supporting Carers both in their caring role and in maintaining their own health and wellbeing
- providing Carers with the right information about the care provided for the person they care for at the right time
- providing guidance and direction to help Carers navigate the health system and transition of care decision making
- ensuring services are flexible to the individual circumstances and needs of Carers and the people they care for
- acknowledging Carers' unique long term perspective
- supporting Carers as informed advocates for a better health system.

SA Health Carer information

Carers – Partnering with you SA Health website:
www.sahealth.sa.gov.au/carers

- Carer engagement
- Carer feedback

Carers Recognition Act 2005

www.legislation.sa.gov.au/LZ/C/A/CARERS%20RECOGNITION%20ACT%202005.aspx

Carer Rights – SA Carers Charter

www.sa.gov.au/topics/care-and-support/carers/carers-rights-and-legislation

For more information

Clinical Governance Unit

Provider Commissioning and Performance

Telephone: 08 8226 2567

www.sahealth.sa.gov.au/carers

www.sahealth.sa.gov.au/safetyandquality

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