

PARTNERING WITH CARERS

staff information

SA Health is committed to improving the way we engage and partner with Carers, their family members and friends.

Who is a Carer?

A Carer is someone who helps a family member or a friend with daily living activities such as emotional support, grocery shopping, preparing meals, administering medicine, personal care and paying bills.



The above icons were developed in consultation with CALHN Consumers and Carers, and are provided courtesy of Carers SA.

For more information refer to the [‘Are you a carer?’](#) brochure available on the Carers SA website.

The [SA Health Partnering with Carers Policy](#) sets out mandatory requirements to enable and support Carers within the healthcare system, to assist Carers to feel empowered and recognised for their individual needs and requirements of their role as a Carer.

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

Carers play an important role in health care.

Our principles:

At SA Health we support Carers within the public healthcare system to feel empowered and recognise their individual needs by:

- embracing Carers as partners in health 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 at the right time, about the care provided for the person they are caring for
- providing guidance and direction to help Carers navigate the health system and to make informed decisions about the care that is required
- ensuring services are flexible to individual circumstances and needs of Carers and the people they care for
- acknowledging Carers' unique perspectives
- supporting Carers as informed advocates for a better health system.

Employees with caring responsibilities

We also recognise that our employees may have caring responsibilities and we acknowledge Carers in our workplaces across SA Health.

The [SA Health Flexible Working Policy and Guideline](#) applies to all SA Health employees, and provides flexibility to actively support employees to balance their work, family and other personal obligations and interests.

Information and support for Carers

SA Health website

www.sahealth.sa.gov.au/carers

Carers SA

www.carerssa.com.au

Carer Gateway

www.carergateway.gov.au

Mental Health Carers

www.sahealth.sa.gov.au/MentalHealthCarers

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

Safety and Quality Unit

Clinical Systems Support and Improvement

Health.DHWClinicalGovernanceEnquiries@sa.gov.au

www.sahealth.sa.gov.au/carers

www.sahealth.sa.gov.au/safetyandquality