

Interchange Policy & Procedure Manual

Policy 2.14 Families and Carers

DATE OF BOARD ENDORSEMENT	JANUARY 2008
LAST REVIEW DATE	OCTOBER 2015
NEXT REVIEW DATE	OCTOBER 2016
CURRENT VERSION	V1.3

Reference Documents

- Carers Recognition Act (DSC)
 - National Standards for Disability Services (Standard 6)
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Policy Statement

Interchange acknowledges the Carers Recognition Act definition of a carer as *“A person who provides care or assistance to another person who is frail, has a disability, a chronic illness or a mental illness, without payment apart from a pension, benefit or allowance.”*

We recognise that involvement of families and other carers contributes to our capacity to provide a quality service to our customers, and that providing these services to the customer, contributes in turn, to a better quality of life for the customer and the family.

We recognise and support the vital role of families, friends, advocates and carers in assisting to safeguard and uphold the rights of our customers.

We will actively create opportunities to include families and carers in relation to their own family member and in our broader organisational operations.

Procedures

- Individual Service Plans will include information about how the family (or other carers) may participate in service planning and service delivery to the customer should they wish to.
- The New Customer Service Pack will contain information for carers about ‘Carers WA’ and carer respite services in the Perth metropolitan area, and will describe the ways that carers can be involved in Interchange in relation to their own family member and the organisation more broadly.
- Families and carers will be actively encouraged to be involved in the development of Individual Service Plans.
- Families and carers will be consulted in Interchange’s Strategic Planning and other major organisational initiatives, such as reviews and the development of new services.
- Families and carers will be consulted annually for feedback on how well Interchange has met the needs of their family member who is the customer.
- Interchange will contribute to local community promotions during ‘Carers Week’.

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Equity and Access Considerations

Interchange is committed to ensuring fair and equal access to physical environments, information, communication and services. For the communication and implementation of this policy, this may include:

- Considering the suitability of physical environments
- The use of augmentative and alternative communication methods to supplement or replace speech or writing for those with impairments in the production or comprehension of spoken or written language. These methods include the display of text, large print, tactile communication, easy English, accessible multimedia and accessible information and communications technology.

Cultural Diversity

Employees are to ensure that services are provided with sensitivity to and an awareness of the cultural beliefs and practices of clients from culturally and linguistically diverse backgrounds. This includes an awareness of the needs of Aboriginal and Torres Strait Islander people, their families and communities.

Communication about this policy should be done in a way that suits each individual with regard to their cultural background e.g. if required, the use of an interpreter or easy English documents.

Interchange will develop connections with culturally appropriate organisations and groups to influence the meaningful participation of people with disability.

Where relevant, when attempting to strengthen relationships with people from Aboriginal and Torres Strait Islander backgrounds, Interchange will firstly utilise the advice and influence of key community members and organisations.