

## Your Rights as a Carer

This document summarises what you can expect from Holyoake when you are a carer for a consumer who has a mental illness and is accessing our services.

Under the Mental Health Act 2014 and the Carer's Recognition Act 2004, **a carer is a person who provides ongoing care or assistance to an individual who has a mental illness**. It does not include someone who is paid or is doing voluntary work with an organisation to provide care and assistance for someone. It is recognised that very often a carer is a family member who may or may not consider themselves a carer even when they provided ongoing care and assistance nor may the person they care for call that individual a carer.

### What you can expect from us

You have a right to:

- Have your role as a carer respected by Holyoake.
- Have your privacy and confidentiality respected.
- Without Holyoake breaching the privacy and confidentiality of the consumer and with the consumer's consent:
  - Be actively involved in discussions regarding the consumer's treatment and care
  - Actively participate in the development, planning, delivery and evaluation of services
  - Decide the extent to which you would like to be informed and involved in the consumer's service except the right to engage with or exit the consumer from Holyoake on their behalf
  - Have access to information about their mental health.
- Provide feedback and make complaints if you are dissatisfied with the services provided to the consumer.
- Receive information from Holyoake to assist with securing additional support in your role as carer.
- Be provided with a copy of the National Standards for Mental Health Services and the Carers Recognition Act 2014.

### What we expect from you

- To treat Holyoake staff with care, consideration and dignity.
- Participate in your role as carer in the service which includes asking questions to fully understand the service and providing relevant information to Holyoake to assist with providing services to the consumer.
- Consider the opinions of Holyoake staff who provide assessment, recovery planning and treatment.
- Be respectful of the confidentiality and privacy of information about other people.
- Respect the dignity of the consumer to whom you care for.

### Do you have any questions?

If you need to access this information in an alternative format or have any questions, please contact your nearest Holyoake office and talk to the member of staff who is providing services to the person you care for. Victoria Park: 9416 4444, Midland: 9274 7055, Northam: 9621 1055, Narrogin: 9881 1999, Merredin: 9081 3396.