



## **Charter of family members, carers, and/or other personal support persons rights.**

**At Chorus we understand people don't exist in a vacuum, but rather they live in communities amongst networks of family, friends and carers.**

Chorus is committed to the inclusion of family members, carers and other support persons into the services provided to customers. In accordance with the Carers Recognition Act (2010) and the Western Australian Carers Charter Chorus will:

- acknowledge the valuable social and economic contribution that families, carers and other support persons make to society;
- include family members, carers and/or other support persons in the assessment, planning, delivery and review of services that impact on them and the person they care for;
- provide support and information to family members, carers and/or other support persons which is timely, responsive and accessible and appropriate;
- recognise family members, carers and/or other support persons as individuals with their own needs within and beyond the caring role;
- recognises and respects the relationship between family members, carers and/or other support persons and the persons for whom they care; and
- treat family members, carers and/or other support persons with dignity and respect.

### **Family and Carer Rights**

At Chorus all families, carers and other support persons have the right to:

- be treated with respect and dignity;
- participate in the assessment, planning, delivery and review of services that impact on them and their role as a carer;
- expect that their views, opinions and needs will be considered along with the views, needs and best interests of the person they care for; and
- provide feedback or make a complaint about any aspect of services being received and can expect that it be due attention and consideration.

For further information please ask a member of staff or refer to:

- [Carers WA Website](#) or call 1300 227 377.

**chorus**

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