

Centacare NENW also provides free counselling and education programs to carers.

Feedback

We value and encourage your feedback. If you have any suggestions regarding the continuous improvement of our services you can:

- Phone us on 02 6762 9200
- Write to:
The CEO
Centacare NENW
PO Box 923
ARMIDALE NSW 2350
- Email us at
armidale@centacarenenw.com.au
- Complete the stakeholder survey
<https://www.surveymonkey.com/s/QG7MYYG>

All Centacare NENW staff are mandatory reporters. This means we are required by law to make a report to Family and Community Services (FaCS) or police if we have concerns about the safety or welfare of a person. Equally under Duty of care any thoughts/feelings of self harm or harm towards others will be disclosed to the police.

Our Locations

Armidale - Head Office

150 Rusden Street, Armidale NSW 2350
Ph: (02) 6738 7200 Fax: (02) 6771 5747
E: armidale@centacarenenw.com.au

Tamworth

201 Marius Street, Tamworth NSW 2340
Ph: (02) 6762 9200 Fax: (02) 6762 6165
E: tamworth@centacarenenw.com.au

Narrabri

1/116 Barwan Street, Narrabri NSW 2390
Ph: (02) 6792 9300 Fax: (02) 6792 3531
E: narrabri@centacarenenw.com.au

Moree

48 Auburn Street, Moree NSW 2400
Ph: (02) 6750 8500 Fax: (02) 6751 1725
E: moree@centacarenenw.com.au

Walgett

84 Wee Waa Street, Walgett NSW 2832
Ph: (02) 6817 9001
E: walgett@centacarenenw.com.au

Inverell

21 Oliver Street, Inverell NSW 2360
Ph: (02) 6721 6400 Fax: (02) 6722 1634
E: inverell@centacarenenw.com.au

Glen Innes

200A Bourke Street, Glen Innes NSW 2370
Ph: (02) 6739 7700
E: armidale@centacarenenw.com.au

Gunnedah

31 Henry St, Gunnedah NSW 2380
Ph: 0429 056 247

Centacare NENW acknowledges the traditional custodians of this land and pays respect to the elders past and present.

Reviewed: 20th February 2017 CB BRO-007



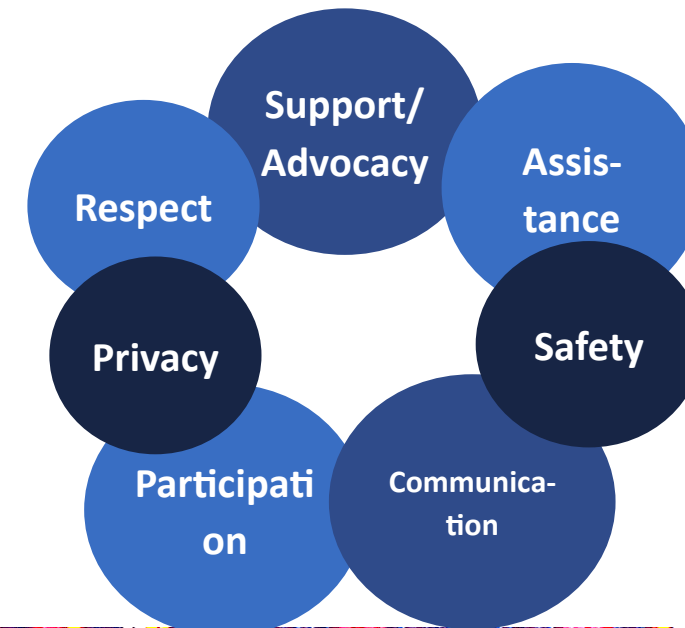
Centacare Quality Management System

Printed documents can no longer be controlled by the Quality Management System.



Carers

Rights and Responsibilities



Who is a Carer?

Carers are people who provide personal care, support and assistance to another individual in need of support due to disability, medical condition including terminal or chronic illness, mental illness or is frail and aged.

Carers include family members, friends, relatives or neighbours.

Carers also include those situations where a person is being cared for in a foster, kinship or permanent care arrangement.

Common Rights:

- To feel physically and emotional safe.
- To be treated with respect and dignity.
- To have confidentiality and privacy adhered to.
- To not be discriminated against.
- To provide feedback.
- To request a transfer to another worker.
- To request an interpreter service or Aboriginal or CALD liaison officer support.
- To have a support person.
- To be informed of any fees.

Common Responsibilities:

- To be aware of the rights and responsibilities of others.
- To communicate openly and honestly with each other.
- To discuss changes in condition and treatment plans.
- To discuss and clarify early warning signs and side effects of treatment.

Carer Rights:

As a carer you have the right to:

- Be recognised and respected as an individual, including your cultural identity and language preferences.
- Be recognised, respected and supported as partners in providing care to consumers.
- Be involved in providing essential information to the clinician in the assessment phase, care/ treatment planning and care of the consumer.
- Receive assistance with your own needs which result from caring for a person with a mental health issue or mental illness.
- Be provided with timely and easily understood education and information about the relevant mental illness, medications, early warning signs and treatment options.
- Place limits on your availability to consumers.

Carer Responsibilities:

- Respect the human rights and dignity of the consumer.
- Consider the opinions of professional and other staff and recognise their skills in providing care and treatment for the consumer.
- Support and encourage, as far as possible, the independence of the consumer.

There may be times/occasions where the consumer is unable to give consent or may refuse consent because of their personal choice or illness. In such cases it may be appropriate for service providers and carers to initiate contact and involve those who may be able to assist. In this case the carer/family has the right to:

- Share information/concerns relating to the consumer.
- Receive information which is required for the ongoing care of the consumer.

