

Carers have the right to;

- be treated with dignity and respect
- respect for their privacy and confidentiality
- receive education, training and support to facilitate their carer role
- be provided with a safe, friendly and supportive environment
- receive services that comply with appropriate standards of professionalism, competency and accountability
- access mechanisms for complaint and redress if they are dissatisfied with the treatment or support provided to themselves or their loved one with mental health challenges
- be recognised, respected and supported as partners in providing care to their loved one with mental health challenges if they request and consent to their involvement
- expect services to be compliant with the Western Australian Carers Recognition Act 2004

Carers have the responsibility to;

- respect the humanity and dignity of their loved one with mental health challenges
- respect the humanity and dignity of our staff, property and other visitors to our services (see Choose Respect Code of Behaviour)
- be respectful of the privacy and confidentiality of information about other people
- cooperate, as far as possible, with reasonable programs of assessment, individualised care planning, support, care, treatment, recovery and rehabilitation
- let us know of any changes that affects their ability to access our services
- follow all safety procedures as requested

If your loved one requires support Pathways SouthWest also provides the following programs for people with mental health challenges;

- Recovery Program,
- Social Program,
- Psychoeducational programs, and;
- Limited housing support.

REFERRALS

A referral is **NOT** required to access our Family and Carer Program. Simply call 9791 1257 to make an appointment.

COST

There is no cost to the carer to access the Pathways SouthWest Carer Program.

Family & Carer Program

Sharing the caring
journey



pathwaysouthwest.org.au

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Pathways SouthWest is an independent community based mental health service located in the SouthWest of Western Australia.

We provide support, education and advocacy to people with lived or living experience of mental health challenges, their families and carers in our region.

We support our local communities to embrace the concept of mental health wellbeing via community consultation, education and advocacy.

Pathways SouthWest demonstrates cultural safety, financial responsibility and good governance in all its operations.

Pathways SouthWest operates service delivery that complies with the requirements of the National Standards for Mental Health Services and we are accredited by HDDA.



WHO IS A MENTAL HEALTH CARER

A mental health carer is a person who is unpaid, not employed by an agency, and provides ongoing support or assistance to a person with mental health challenges. The carer may live with the person they care for however some carers provide support and assistance to loved ones in another region, state or country.

You could be caring for a loved one with depression, anxiety, bipolar disorder, schizophrenia, or personality disorders with or without drug/alcohol involvement.

SERVICES

The Pathways SouthWest Family and Carer Program provides the following services.

Family and Carer Program one to one Support Program which includes;

- advocacy support
- a safe space to talk to someone who understands
- assistance to problem solve

Family and Carer Group Support Program which includes an Aboriginal specific group;

- non-judgmental space to be with people in a similar situation
- a place to problem solve together
- a safe place to socialise
- groups available in Bunbury, Busselton and Collie

Family and Carer Group Psychoeducation Program

- education programs designed and lead by carers
- all programs provide accurate and relevant information
- provided in a safe space, no judgements
- programs available face to face and /or online
- education sessions can include information, problem-solving, skills development and self-care

PATHWAYS SOUTHWEST IS NOT A CRISIS SERVICE

If there is an immediate risk to yourself or others please call 000.

If you are feeling suicidal, or want to support someone who is, talk to a crisis counsellor now;

Lifeline 13 11 14

Beyond Blue 1300 224 636

Suicide Call Back 1300 659 467

For non emergency police 13 14 44.

RIGHTS & RESPONSIBILITIES OF CARERS

We believe that carers' needs, strengths and recovery preferences are the centre of everything that we do.

We are committed to providing supports and services for carers to address their own difficulties that may be generated through the process of supporting, caring for or acting as an advocate for their loved one with mental health challenges.