



Carer Information Pack

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Ebb & Flow Recovery Contact Information

Ebb & Flow Recovery operate in standard **business hours 9am – 5pm**.
Appointments and support outside of these hours can be made ahead of time with agreement from both parties.

Ways to contact:

Ways to contact

In Person	By appointment only
Phone	04 6886 2282
Text	04 6886 2282
Email	Info@ebbandflowrecovery.com.au



Carer Recognition Act

Statement for Australia's Carers

The Statement contains ten key principles that set out how carers should be treated and considered, policy, programme and service delivery settings.

1. All carers should have the same rights, choices and opportunities as other Australians, regardless of age, race, sex, disability, sexuality, religious or political beliefs, Aboriginal or Torres Strait Islander heritage, cultural or linguistic differences, socioeconomic status or locality.
2. Children and young people who are carers should have the same rights as all children and young people and should be supported to reach their full potential.
3. The valuable social and economic contribution that carers make to society should be recognised and supported.
4. Carers should be supported to enjoy optimum health and social wellbeing and to participate in family, social and community life.
5. Carers should be acknowledged as individuals with their own needs within and beyond the caring role.
6. The relationship between carers and the persons for whom they care should be recognised and respected.
7. Carers should be considered as partners with other care providers in the provision of care, acknowledging the unique knowledge and experience of carers.
8. Carers should be treated with dignity and respect.
9. Carers should be supported to achieve greater economic wellbeing and sustainability and, where appropriate, should have opportunities to participate in employment and education.
10. Support for carers should be timely, responsive, appropriate and accessible.

Ebb & Flow Acknowledgement of the Statement

Ebb & Flow Recovery acknowledges the ten key principles of the *Statement for Australia's Carers*. Participants of the service have a right to choice and control over who they involve with their recovery journey, including where possible how much involvement Carers and Significant Others have in this process. As a carer



we acknowledge your unique experiences and insights into the participant's lives and will endeavour to utilise this as a strength for reaching participant goals. If you have any concerns regarding the participant's wellbeing, or feedback to make regards the service provision your insight is more than welcome. In most cases the wishes of the participant will determine the level of involvement and information that we are able to share with you as the carer.



Support for Carers

Carer Gateway is an Australian Government initiative providing a mix of free online, telephone and in-person supports, services and advice, for family carers in Australia. These services have been specifically designed and tested by carers to help reduce stress and build resilience in the caring role.

In addition to a number of resources available through the national Carer Gateway website, dedicated in-person supports and services are being delivered throughout the states and territories through a network of Carer Gateway Service Providers. For Western Australia, Carers WA is leading the delivery of these in-person services, in partnership with our delivery partner, HelpingMinds.

<https://www.Carergateway.gov.au> or 1800 422 737 Mon-Fri, 8am-5pm

Services available to local WA carers through Carers WA and its partners:

Carer support planning

Capturing a holistic picture of a carer's individual circumstances and developing a tailored and personalised action plan of supports and services to alleviate areas of strain.

In-person peer support

A free, facilitated, four-part training peer support program.

In-person and phone counselling

Available through Carers WA and HelpingMind's teams of qualified and accredited counsellors.

Facilitated Coaching

This service offers carers an opportunity to receive coaching to assist with identifying and reaching personal goals, whether they are related to the caring role or not.

Carer directed support

Financial support to provide carers greater control of the services they engage and how and when they are utilised.

Respite care

Available in the form of emergency respite support and planned respite.



The NDIS Code of Conduct

- act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions
- respect the privacy of people with disability
- provide supports and services in a safe and competent manner with care and skill
- act with integrity, honesty, and transparency
- promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability
- take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse of people with disability
- take all reasonable steps to prevent and respond to sexual misconduct.



Confidentiality and Privacy

Ebb & Flow Recovery will only provide information to other service providers involved in supporting the participant, with the consent of the individual (unless there are legal reasons where this is unable to be maintained); and where possible sharing of information will occur with the individual present.

Ebb & Flow Recovery will not use or disclose personal or sensitive information for any other purpose unless the individual has consented or one of the following applies:

- it is otherwise required or authorised by law;
- it will prevent or lessen a serious threat to somebody's life, health or safety or to public health or safety;
- it is reasonably necessary for us to take appropriate action in relation to suspected unlawful activity or misconduct of a serious nature that relates to our functions or activities;
- it is reasonably necessary to assist in locating a missing person;
- it is reasonably necessary to establish, exercise or defend a claim at law;
- it is reasonably necessary for a confidential dispute resolution process;
- it is necessary for the management or monitoring of the service;
- it is reasonably necessary for the enforcement of a law.



Feedback, Complaints and Resolutions

Ebb & Flow Recovery has a strong belief in listening to participants, carers, support persons and other stakeholders to inform and adapt our service to meet participant needs and deliver a quality recovery orientated service.

We welcome all feedback whether it is what we're doing well or what we need to do better. If you are receiving a service and your expectations and needs are not being met we would love to hear from you.

You can get in touch directly with staff via phone on 04 6886 2282, or

email feedback@ebbandflowrecovery.com.au, or

you can lodge a feedback form (anonymously if you wish) from the website <https://ebbandflowrecovery.com.au/feedback-and-complaints>

While you're encouraged to bring this feedback to our attention if you aren't able to do so directly, you believe there has been serious misconduct or your concern has not been dealt with adequately by staff you can get in touch with the NDIS Commission on 1800 035 544, or go to <https://www.ndiscommission.gov.au/>



Useful Contacts

Name	Type	Details
Albany Community Mental Health	Clinical Mental Healthcare team	Phone: 98 922 440
APM – Advanced Personnel Management	Partners in the community, Local Area Coordination (planning)	Phone: 1300 276 522
Carer Gateway	Support for Carers	Phone: 1800 422 737 https://carergateway.gov.au
Lifeline	Suicide Support phone line	Phone: 13 11 14
NDIS/NDIA	General enquiries and information, Access requests.	Phone: 1800 800 110 https://ndis.gov.au
NDIS Commission	Promote safety and quality. Dispute and complaint resolution.	Phone: 1800 035 544 https://ndiscommission.gov.au
Qlife	Peer support and referral for LGBTI+ people	Phone: 1800 184 527 https://qlife.org.au
Rurallink	Mental Health emergency phone line	Phone: 1800 552 002
Space for your contacts		