

Carer recognition policy

National Standards for Disability Services 1,3,4,6

Created August 2015	F:\Lady Lawley Cottage\Policies and Procedures\Carer recognition\LLC Carer Recognition Policy LL-POL-29-01.docx	Senior Manager Teri O'Toole
-------------------------------	---	-----------------------------

1. Purpose

The purpose of this policy is to recognise and acknowledge the rights of carers as defined within the *Carers Recognition Act of 2004* (the Act). Carers are defined as being a parent, family member or support person who provides unpaid ongoing care support to a person with a disability or illness. This policy is in line with the National Disability Service Standards.

2. Scope

All Lady Lawley Cottage (LLC) staff, students, volunteers, committee members, contractors and others who act on behalf of Lady Lawley Cottage will apply the principles of this policy. The principles will be applied across all parts of the organisation and when delivering services in the community, client homes and on the LLC premises.

3. Application

LLC is committed to the continuation of services that value the significance of the carer's role to assist children and young people to reach their full potential.

LLC will deliver services that:

- reflect the standards set down in the Act
- treat carers with dignity and respect at all times
- recognise the role of carers by including them in the assessment, planning, support, delivery and review of services impacting their role as a carer
- provide carers with access to the complaints and feedback management processes
- work with the carer to identify any issues, agree corrective actions and track progress to resolution
- engage carers about the development and review of policies impacting the carer and the child/young person they support
- include carers as representative members on the Lady Lawley Cottage Advisory Committee
- provide carers with relevant information about their rights and services
- acknowledge the carers role in relevant Lady Lawley Cottage policies, protocols and publications
- encourages and supports staff to uphold the principles in this policy by relevant staff inductions and training.

4. References

- [Carers Recognition Act 2004](#)
- [Red Cross Client Services Charter](#)
- [National Disability Service Standards](#)
- [Red Cross Ways of Working](#)

Lady Lawley Cottage as a key program of Red Cross, is there for people in need, regardless of nationality, race, religious beliefs, class or political opinions. The organisation is impartial, neutral and independent.