



An important message for service providers

Did you know there are more than 2.6 million carers in Australia looking after a person with disability, medical condition, mental illness, or who are frail aged?

Do you provide services that go to support the valuable work that carers do?

This fact sheet highlights important obligations of service providers under the *Carer Recognition Act 2010* (the Act).

Carer Recognition Act

The Act came into effect on 18 November 2010, and is the legislation that underpins the National Carer Recognition Framework. The Act aims to raise awareness of the role carers play in providing daily care and support to people with disability, medical conditions, mental illness or who are frail aged. It aims to promote much-needed cultural and attitudinal change throughout public service agencies, their associated providers, and ultimately the community as a whole.

The Act provides:

- a broad and encompassing definition of carer;
- a statement setting out 10 principles that articulate how carers should be treated and considered; and
- obligations and responsibilities in supporting carers.

Obligations for service providers

If your business receives funding from the Australian Government to provide services that aim to assist carers and the people they care for, or you provide subcontracted services to these businesses, you should know about two very important obligations you have under the Act:

1. You need to understand the Statement for Australia's Carers contained in the Act (printed overleaf). This requires you to raise awareness among your employees and contractors of the purpose of the Act, and to ensure they have an understanding of the principles described in the Statement and their respective obligations.
2. You need to ensure that the needs of carers are taken into account in your workplace and in the services you deliver.

While the obligations listed in the Act are not legally enforceable, the Australian Government is committed to ensuring providers comply with them.

To assist you to meet your responsibilities in this regard, a set of guidelines is available on the website. Go to dss.gov.au then search for "carer recognition".





The Statement for Australia's Carers

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.