

Families and Carers

Record of Policy Development

Version	Date approved	Date of last review	Date for next review
1.0	May 2026	April 2026	July 2029

Responsibilities and Delegations:

This policy applies to:	Directors, staff, volunteers, contractors, students' and others acting for and on the behalf of CCWA and clients.
Policy Approval	Policy Committee

Policy Context

Organisational Policies	• Person Centered Supports • Individual Needs
-------------------------	--

Policy

CCWA acknowledges the Carers Recognition Act (2004) definition of a carer as “A person who provides care or assistance to another person who is frail, has a disability, a chronic illness or a mental illness, without payment apart from a pension, benefit or allowance.”

We recognise that involvement of family and other carers are vital roles of families, friends, advocates and carers in assisting to safeguard and uphold the rights of our clients. We actively create opportunities to include them in collectively support.

Working with a client may require working with their families, friends, advocates and carers (supporters) who often play an important part in the development and delivery of assistance and support. Therefore, the service may need to involve them at various points in achieving goals and outcomes.

When working with families, friends, advocates and carers of clients under the age of 18 CCWA will:

- Acknowledge and respect their knowledge about the child or youth
- Work alongside them to identify their strengths and priorities
- Recognise that plans are flexible and individualised to the preferences of the client and families, advocates and carers
- Assist the family in participating and contributing to the client's development

When working with families, friends, advocates and carers CCWA will consider the rights and safeguarding needs of the client to:

- Decide if it is appropriate to include supporters. It may not be helpful, or appropriate, to involve others, particularly for example where family violence or estrangement has occurred. If a client can express their preference, involving others must be the client's choice
- Where the client has informal supporters involved in the design and delivery of CCWA funded supports, strategies are to be developed and implemented to ensure adequate safeguards are used to ensure National Disability Standards are met, and informal supports do not present an unacceptable risk to the client's wellbeing, rights and choices
- CCWA will work with the client to identify who is beneficial or necessary to involve. CCWA will not assume who constitutes a supporter
- To meet individual privacy and confidentiality concerns, CCWA will work with the client to define what information can be conveyed to supporters and under what circumstances

When working with families CCWA recognises there are many types of family structures, including blended, nuclear and extended families, and many people do not define their family along traditional lines and include friends and community members as part of their family. CCWA will encourage involvement of families, friends, advocates and carers through:

- Engaging them at the beginning of a relationship with a new client
- Aiming to increase their participation for example when recording case notes
- Showing respect and the values of the organisation
- Listening to people
- Active consultation through planning and review stages
- In the event of conflict, identify the issue and work in collaboration with the key stakeholders to seek resolution
- Recording interactions and engagement within our Client Record System
- CCWA welcomes supporters as current and prospective staff. In accordance with NDIS rules, family and carers cannot be paid to provide direct support to a client unless in exceptional circumstances and with the written and express permission of relevant funding and regulatory bodies.
- CCWA will provide our clients supporters the opportunities to participate in a range of consultation processes.