

Interim Report: Feedback Survey

The Sustainable Health Review Interim Report feedback survey consisted of 14 questions. The responses to the open feedback questions are detailed below. Responses to questions 9-12 have been published in a summarised report on the SHR website.

Your Personal Details	
1. Title	Mr <input type="checkbox"/> Miss <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Dr <input type="checkbox"/> Other <input type="checkbox"/>
2. First Name(s)	
3. Surname	
4. Contact Details	
5. Organisation	Carers WA
6. Location	<input checked="" type="checkbox"/> Metropolitan <input type="checkbox"/> Regional WA <input type="checkbox"/> Outside WA
7. Are you providing a response on behalf of your group/organisation or as an individual? (Required)	<input checked="" type="checkbox"/> Group/organisation <input type="checkbox"/> Individual <input type="checkbox"/> Other, please specify: _____
Q8. Do you consent to your feedback being published, in summaries or in the Final Report? (Required)	
<input checked="" type="checkbox"/> I consent to my feedback being published <input type="checkbox"/> I consent to my feedback being published anonymously <input type="checkbox"/> I do not consent to my feedback being published	

The next two questions will allow you to provide more detailed feedback on how to maximise improvements in each of the Directions or suggest other areas or actions for the Sustainable Health Review Panel to consider to develop a more sustainable health system.

13. In regards to the 12 Directions, please provide detailed comments on how to maximise improvements in each of the Directions. Where possible, please indicate which Direction your comments relate to.

Carers are integral to person-centred care – Direction 2

Direction 2 mentions a focus on person-centred services but does not mention carers. It is important to include carers in descriptions of person centred services. The Carers Recognition Act 2004 requires health and disability service providers to identify family members and friends who are in an ongoing, unpaid caring role. In addition, service providers are required to have policies and processes which involve, include and engage carers.

Carers are the people who provide support to consumers in accessing health services. They provide support in emotional and cognitive tasks, personal and health care, mobility, household tasks and transport and reading and writing tasks. Any renewed focus on person-centred care needs to acknowledge and recognise the pivotal role played by carers.

Meaningful carer involvement in reforms - Direction 12

Direction 12 recommends further work exploring best-practice approaches to consumer involvement in reforms. The Carers Recognition Act 2004 includes the Western Australian Carers Charter and mandates for carers to “be included in the assessment, planning, delivery and review of services that impact on them and their role”. Any best practice approaches investigated should specify carer/family as well as consumer involvement in reforms.

14. Is there anything else that the Panel has missed so far that is important in developing a more sustainable health system for Western Australia?

I would like to draw your attention to the original submission made to the review by Carers WA. This submission made the following recommendations:

- Early and consistent identification of carers;
- Enhanced support for carer wellbeing; and
- Enhanced training for carers, particularly in advanced care planning

These suggestions are not reflected in the interim report.