



Navigating the Maze of Services

The What

Carers WA is seeking the establishment of a service navigation program for carers in Western Australia which will help carers to build capacity to navigate services and systems, through one-to-one, group and self-guided options.

The Why

- At present, there is no collaborative system wide service that meets the service navigation needs of carers across all the many services and systems that they must navigate for those they care for.
- This service navigation program is an initiative to help mitigate the economic impacts on carers of the time and effort required to navigate the maze of services for themselves and their loved ones.
- This initiative will also assist in reducing levels of stress, burnout and frustration felt by carers when navigating the endless circuit of services, resulting in an increase in carer wellbeing and assist the person being cared for to connect to the right services at the right time.

Outcomes and Benefits:

For carers:

- Carers can easily navigate systems and services needed to support them and those they care for.
- Carers are supported during times of transition in systems, services and in their caring roles.
- Carers have access to services which support them and those they care for on an individual level.
- Carers experience less burnout and higher wellbeing, resulting in longevity in their caring role and resulting in benefits to the WA health system through keeping people in their homes for longer.
- Carers have more time to participate in social and economic activities.

For Government:

- Reduced demand on the WA health system due to increased longevity of the carer role.
- Carers have more time to participate in social and economic activities, resulting in reduced carer burnout and increased work participation.

The Who

Who is the service navigation program for?

The WA service navigation program would be for carers, this being:

- A carer of a person with disability, chronic illness, mental illness, alcohol or other drug dependency, or who is frail.

However, this program would also be of benefit to people who receive care and the household they reside in, due to decreased caring responsibilities on the family and carer and subsequent appropriate levels of support for the person being cared for.

The How

- Carers WA will work collaboratively with carers, government agencies and other stakeholders to co-design and develop a service navigation program.
- A service navigation program will provide individualized online and face to face service navigation/guidance support for carers.
- A key component of the service navigation program will be educational and self-advocacy skill building workshops for carers, as well as the development of resources and online modules to build service self-navigation skills in carers, wherever in WA they are based.

Timeframe

The suggested timeframe for rollout of the Service Navigation Program is from the 1st of January, 2026; with the period 1st July 2025-31st December 2025 to be spent making preparations, upgrading resources, etc. for the rollout.