

Service Provider Survey Report 2025



Introduction

This report presents the findings of the Carers WA Service Provider Survey 2025, conducted to understand the efficacy of our services, service provider expectations, perception of Carers WA as an organisation, and identify areas for improvement. The objective of the survey was to gather feedback from service providers about their experiences with Carers WA, their views of the impact we have on carers, and any challenges, barriers or service gaps they have encountered. The feedback forms a valuable part of our ongoing commitment to improving the support we provide carers.

46%

Metro

54%

Regional

The balanced distribution of survey responses provides a comprehensive view of service provider experiences, ensuring both metro and regional perspectives are adequately represented.

The even distribution of respondents allows for diverse insights across different healthcare domains.

49%

Aged Care

47%

Disability

38%

Mental Health

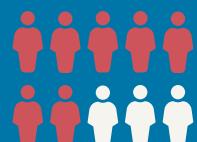
35%

Hospital

The 5 services service providers were most aware of:

- 74% Carer Gateway Planning
- 67% Counselling
- 49% Social Support
- 49% In-Person Peer Support
- 44% Carer Retreats

68% agreed they can easily access Carers WA from their location.



114

Participants

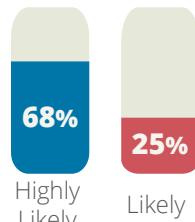
80% said they have not experienced any barriers accessing services

The 3 teams service providers engaged with most:



- 67% Carer Gateway
- 28% Community Engagement
- 17% Carer Representation

Would you recommend Carers WA?



86%

said staff were friendly and responsive

Our top 3 strengths are:

- 1 75% Information provided is appropriate and useful
- 2 55% The range of services available to carers
- 3 48% Staff

Advocacy and Awareness

Many respondents highlighted that Carers WA's biggest impact on carers is advocating on their behalf and their efforts in raising awareness of carers in the community. The survey respondents credited Carers WA with effectively lobbying both federal and state governments on carer-related issues. Furthermore, they have increased public understanding of what being a carer entails, leading to more individuals identifying as carers and consequently, increasing their likelihood of receiving support. By advocating for carers' rights and raising their profile within the community, Carers WA exerts a profound positive influence on carers' lives.

Regional

The regional coordinators for Carers WA are now well-established and highly valued by stakeholders. According to the survey, their presence in the area offers a trusted and known point of contact, providing central referral and support. A respondent indicated that the absence of a regional coordinator often results in longer wait times for support, highlighting their importance in the support system.

"Respite is a real issue here in Jurien Bay and Carers WA have been a valuable support for those caring for family with dementia and connecting them with supports." - Service provider.

Learn More

If you would like to learn more about Carers WA and Carer Gateway services, please contact the Community Engagement team engage@carerswa.asn.au