

Introduction

This report presents the findings of the Carers WA Service Provider Survey 2026, 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.

53%
Metro

47%
Regional

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

71% agreed they can easily access Carers WA from their location.



104
Participants

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

48% Aged Care

42% Disability

38% Not for Profit

35% Aboriginal & Torres Strait Islander

The 5 services service providers were most aware of:

- 74% Carer Gateway Planning
- 59% Counselling
- 41% Young Carers
- 39% In-Person Peer Support
- 39% Carer Retreats

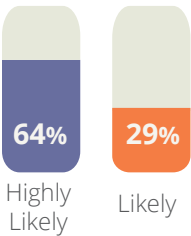
The least aware were:

- 13% First Nations Wellbeing & Engagement
- 15% Carer Friendly Employers
- 20% Be Job Ready

The 3 teams service providers engaged with most:

- 69% Carer Gateway 
- 22% Community Engagement
- 15% Social Support

Would you recommend Carers WA?



83%
said staff were friendly and responsive



Most service providers engage with us on a monthly basis 32%.

67%

said there have not been any service gaps when engaging with Carers WA.



62% agreed the service was easy to use.

Our top strengths are:

- 1 75% The range of services available to carers.
- 2 66% The information provided is appropriate and useful.
- 3 41% Staff.
- 4 41% Carer events and activities.

Young Carer Impact

A strong theme across responses was the significant impact of Carers WA's support for young carers. Respondents described the young carer program as "fantastic" and highlighted its role in driving "progress in youth development." Feedback also emphasised ongoing advocacy, noting Carers WA's commitment to fighting for young carers' rights, including access to appropriate mental health services, education support, and financial assistance. Importantly, the long-term impact of this support was clearly demonstrated through lived experience, with one respondent reflecting, *"I had a personal experience with the counselling team when I was in my teen years - this time with Carers WA made a profound impact on my life and success in university."* Together, these insights reinforce the critical role Carers WA plays in supporting young carers not only in the moment, but in shaping positive life trajectories over time.

Regional

A consistent strength highlighted across responses is the trusted, relationship-driven impact of Carers WA's local staff and community engagement. Regional coordinators were frequently praised by name, with respondents describing their advocacy as "second to none" and recognising Carers WA as a "reliable partner in the community." Impact is built on strong, local relationships, particularly in regional areas, where presence improves awareness, access to services, and trust. These connections also play an important role in helping carers feel recognised and understood in their role.

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