Annual Report 2025/2026

Carers WA



Acknowledgement of Country

Carers WA acknowledges the Wadjuk Noongar Nation's lands, water, customs, and culture of which the Carers WA Head Office is located. Carers WA recognises our services reach beyond the Perth (Boorloo) region, and so we also acknowledge the cultural diversity of First Nations Peoples across our state and throughout Australia.

Diversity and Inclusion

Carers WA is committed to understanding, embracing and celebrating the rich and multi-dimensional experiences that shape our lives and aims to ensure that everyone who engages with the organisation feels welcome and included. Carers WA welcomes all people irrespective of ethnicity, lifestyle choice, faith, sexual orientation, ability and gender identity.

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Board of Management

Carers WA wishes to acknowledge our Board of Management for their contribution during 2025/2026.

Linda Wayman
CHAIR
Gabor Hernadi
VICE CHAIR
Denise Quathamer
TREASURER
Renay Eade
Gavin Bagley
Michael Schoch
Alison Neal
Peter Le
Yvonne Parnell
Jamie-Lee Read

List of Key Funders

Department of Health, Disability and Ageing
Department of Communities
Department of Health WA
Lotterywest
WA Mental Health Commission
Stan Perron Charitable Foundation

Vision, Mission, and Values

Vision

Every carer is recognised, valued and supported.

Mission

Carers WA drives carer recognition and wellbeing through advocacy, partnerships and innovative practice.

Values

Compassionate: We see the whole person and take the time to respond with understanding and respect to what matters most to them.

Inclusive: We welcome the diversity of all carers. They remain fundamental to all we do, think and say. We show up with courage to support diverse carer needs.

Innovative: We strive for best practice and better carer outcomes, continually improving what and how we do things.





About Us

Carers WA is the peak body and leading provider of support services for unpaid family carers in Western Australia. For more than three decades, we have worked alongside carers of all ages, backgrounds and circumstances, recognising the vital contribution they make to the wellbeing of individuals, families and communities across the state.

We support people who provide unpaid care to a family member or friend with disability, mental health challenges, chronic illness, alcohol or other substance dependency, and age-related frailty. Through information, counselling, advocacy, education, respite coordination, peer support and tailored wellbeing programs, we empower carers to sustain their caring roles while maintaining their own health, resilience and quality of life.

As Western Australia's dedicated carer organisation, our expertise is centred on the caring experience itself. This places us in a unique position to support carers across diverse cohorts, life stages and communities, including young carers, ageing carers, First Nations carers, culturally and linguistically diverse carers, LGBTQIA+ carers, and those living in regional and remote areas. By combining statewide reach, specialist knowledge and strong partnerships across the health, disability, aged care and community sectors, we deliver services that are responsive, inclusive and tailored to the individual needs of carers.

As the trusted voice of carers in Western Australia, we also work collaboratively with government, community organisations and service providers to advocate for policies and systems that recognise, value and support carers. Through this work, we are committed to ensuring carers are not only supported in their caring roles today, but are recognised as essential partners in the wellbeing of our communities now and into the future.

Chair and CEO's Report



Looking back on the 2025/2026 financial year, Carers WA has achieved significant milestones while continuing to strengthen its support for carers across Western Australia.

In 2026, Carers WA introduced and began implementing its 2026-2028 Strategic Plan. The plan focuses on protecting and evolving our core, building engagement, research and momentum, and driving impact and recognition. It also introduced new vision, mission, and value statements to guide our work for the next three years. Its objectives, Increased Carer Recognition and Wellbeing, Quality Evidence and Data-Driven Programs and Services, and Sustainable and Resilient Organisation, will support our continued focus on delivering improved, sustainable services for carers across the state.

It is with a great sense of pride that we mark Carers WA's 30th anniversary in 2026. The organisation has grown and changed considerably over the past three decades, shaped by the hard work and dedication of staff past and present. Since 1996, we have achieved a number of important milestones, including Western Australia becoming the first state to introduce a Carers Recognition Act in 2004. This landmark legislation was the first of its kind to recognise the role of unpaid carers and establish principles for how carers should be respected and included in services that affect them. In 2012, our first Regional Coordinator was appointed in Albany, marking the beginning of our service expansion into the Great Southern. In 2020, we introduced Carer Gateway and continued to broaden our services and reach. As we move into 2026, we now have more than 100 staff, and Regional Coordinators located across Western Australia, including in the Kimberley, Great Southern, Wheatbelt and South West. Our programs and services have continued to grow, and we look forward to building on this progress for many years to come.

This financial year also saw Carers WA expand its reach in both Broome and Albany. Establishing a local presence in Broome strengthens our understanding of, and connection with, carers in the region, enabling services to better respond to local needs. In September, we introduced our first Young Carer Regional Coordinator in Albany, with support from the Stan Perron Charitable Foundation. This role is a positive step toward greater recognition of young carers, an often invisible group who provide invaluable support to their families.

Systemic advocacy continued to be a focus with 14 submissions, 153 consultations and over 257 hours working on key issues raised by carers. We advocated for the establishment of a WA Carer Card program, which generated strong support across the community. With over 5,100 petition signatures and 1,200 emails to local members of parliament, we will continue to advocate for a WA Carer Card.

As we look ahead, there is a strong sense of anticipation for the opportunities, growth and impact still to come. None of this would be possible without the strategic direction of our Board and the dedication and hard work of our staff, who continue to deliver essential services that support those who give so much to others. I give thanks to the Board, staff, volunteers, and to all carers in the WA community.



Linda Wayman
Carers WA Board Chair



Richard Newman
Carers WA CEO

Starlene's Story



Meet Starlene, an inspiring woman from Perth who cares for her 99 year old mother in a full-time capacity, although this isn't where her caring role began.

Starlene's son was born with a terminal respiratory illness, eventually succumbing to the illness at only ten years of age. In a tragic sequence of events, her husband then unfortunately passed away soon after having fought cancer.

In those early relentless years, Starlene found solace in her friends and family, especially her mother who stood beside her. Now, as her mother navigates the challenges of age and dementia, Starlene reciprocates the care and love she once received.

> "It's not so much about sacrifice or self-sacrifice, you've got to really just say, this person is a part of me. That they're human, they've got feelings, they've got fears. Just because they're getting older or they're sick doesn't mean that any of their humanity isn't there."

Starlene's caring journey has not been easy; it has required a delicate balance of patience, compassion, and determination. Yet, she approaches each day with humour and joy, and practices Tai Chi and Qi Gong, both activities grounding her and her mother.

> "It's crucial to nurture oneself amidst the demands of caregiving, to maintain the strength needed to provide compassionate care."

Central to Starlene's journey has been the invaluable support of Carers WA who she calls a "beacon of light" in moments of darkness.

Carers WA has provided Starlene with counselling which enabled her to regain equilibrium and provide better care for her loved one.

> "It felt safe. I can say what I feel. It may not even be true, but it's just what I'm feeling and someone's going to hear me and not judge me."

The unwavering support from Carers WA has been a pivotal influence on Starlene's caring experience over the years.

Highlights

Carers WA Strategic Plan 2026-2028

The launch of the Carers WA Strategic Plan 2026-2028 establishes a clear roadmap for the next three years, building on the organisation's strong foundation as the peak body for carers in Western Australia. Developed in consultation with carers and key stakeholders, the plan focuses on increasing carer recognition and wellbeing, strengthening evidence-based services, and ensuring a sustainable and resilient organisation to meet the evolving needs of carers across the state.



30th Anniversary

In 2026, Carers WA proudly celebrates its 30th anniversary, marking three decades of supporting carers across Western Australia.

This milestone anniversary provides an important opportunity to reflect on our journey, acknowledge the impact of our work, and reaffirm our commitment to supporting carers now and into the future.



Watch our
30th anniversary video

To mark our 30th anniversary, we interviewed three carers who generously shared their caring experiences and reflected on the impact that connecting with Carers WA has had on their lives. These stories celebrate the strength of carers and the difference that support, connection and understanding can make throughout the caring journey.



Meet Aditi

A devoted carer and mum whose caring role supports her son every day.

Watch Aditi's Journey



Meet AJ

Cares for her mum and helps represent the perspectives of young carers through her role on the Carers WA Youth Advisory Group.

Watch AJ's Journey



Meet Tim

Cares for his wife and contributes his lived experience as a Carers WA Carer Representative.

Watch Tim's Journey

WA Carer Card Advocacy Campaign

In 2025–26, Carers WA ran a targeted advocacy campaign for the establishment of a WA Carer Card Program, generating strong support across the community, government and stakeholder sectors. The campaign secured more than 5,100 petition signatures; 1,200+ emails to local Members of Parliament; 47 letters of support from organisations across health, disability, aged care, business and community services; formal endorsement from the WA Greens Party and WA Liberal Party; and recognition in independent research by the Bankwest Curtin Economics Centre.

The campaign highlighted the contribution of more than 320,000 unpaid carers in Western Australia, whose care is valued at approximately $6.6 billion annually, while reinforcing the need for greater recognition and support for carers. The proposed WA Carer Card model would provide a formal mechanism for recognising carers, improving carer identification, and facilitating access to targeted concessions and benefits.



"You are one, know one or will be one."

Singapore Showcase Event

Carers WA had the pleasure of hosting nine delegates from Singapore-based organisations SG Enable, CaringSG, and SkillsFuture Singapore.

This showcase event provided us with the opportunity to share our programs, achievements, challenges, and learnings with the group and to learn more about their services.





Tailored Carer Weekend Retreats

Carers WA delivered three tailored weekend retreats at The Vines, Swan Valley, for carers supporting people with Dementia and Neurological Conditions, Mental Health challenges, and Alcohol and Other Drug (AOD) and Mental Health issues.
The retreats combined respite, wellness activities, peer connection and educational workshops to support carers' wellbeing.

> "A wonderful experience, never been away by myself. 100% met my expectations."
>
> "It was lovely to have the time to be both yourself again and to meet others in the same, or similar situations. The sharing of common knowledge was great."
>
> "Thank you for taking care of me this weekend. I have connected with so many amazing carers, mothers and grandmothers. These new connections will likely be lifelong friendships."

Empowering Young Carers Through Individualised Support

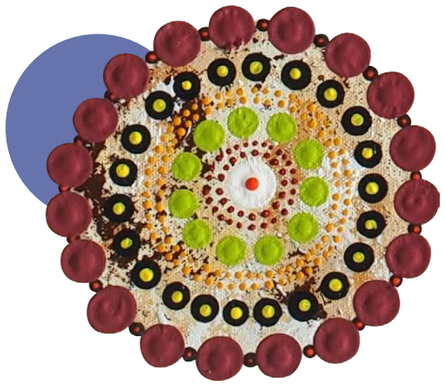
The Young Carer Team provided tailored support, advocacy and practical assistance to help young carers improve their wellbeing, stay engaged in education and achieve their goals.

One young carer facing homelessness and family challenges received technology support to pursue their passion for music, leading to improved school engagement and participation in their school's music program.

Young carers highlighted the impact of being recognised and supported, with one sharing that Carers WA acknowledged those who had "always gone unrecognised and stayed behind the scenes up until now", while another described the service as "undoubtedly among the most benevolent" they had encountered.

Prepare to Care Resources Expanded

The Prepare to Care book was refreshed with a streamlined design and expanded to include dedicated information for carers on paediatric and mental health care. New paediatric and mental health brochures were also introduced, complementing the range of condition-specific resources distributed across the 21 hospitals participating in the program.





Carer Representation Parliamentary Friends Event Canberra

Carers WA was proud to attend the Parliamentary Friends event in Canberra, "Carers in the Workplace: A Productivity Solution" in May. Carers from across Australia were present, including Carers WA Carer Representative Faith. Also in attendance from Carers WA were Richard Newman (CEO), Linda Wayman (Board Chair), and Michael Schoch (Board Member and Carers Australia Representative).

Our Performance

Carer Gateway

2,767
Tailored Support Packages
↑20%

7,036
Carer Support Plans

4,312
New Carers

102
Emergency Respite Packages

Our Retreats

244
Respite days & nights Pembroke Court
↑10%

251
Respite days & nights Anne Bluntish
↑99%

Tailored Respite Retreats

61 carers attended
10-12 October 2025
Dementia & Neurological Conditions Carers

58 carers attended
31 October - 2 November 2025
Mental Health Carers

81 carers attended
20-22 February 2026
AOD & Mental Health Carers

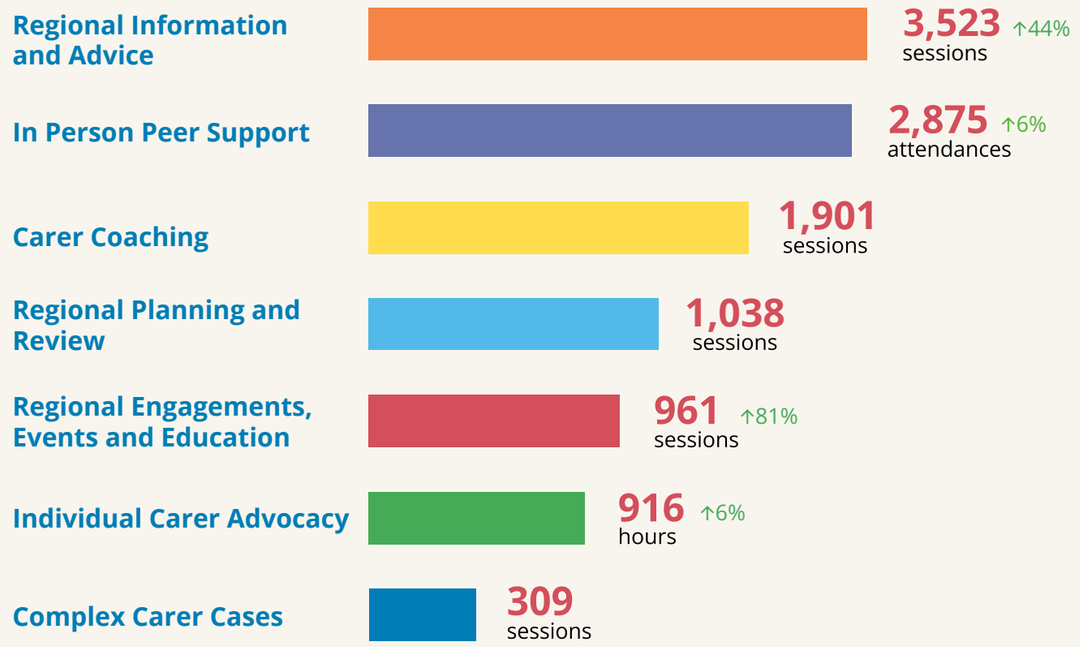
Advocacy and Systemic Policy

14
↑8%
Submissions and survey responses, totalling more than **206 hours**

153
↑6%
Consultations, totalling more than **264 hours**

257+
Hours working on key issues raised by carers

Carer and Peer Capacity



Carer Representation

103 ↑5%
Number of Carer Representatives

120 ↑21%
Number of committees with a Carer Representative

31
Carer Representative workshops and network meetings

4,911 ↑0.4% Counselling Sessions

Caring for someone can be rewarding, but it can also take a toll on carer wellbeing. The Carers WA Counselling Team helps carers build resilience and manage stress relating to the caring role.

> "I was extremely satisfied with the service. I was fortunate to receive counselling and am extremely grateful to my counsellor for helping me achieve so much inner peace. I started off with so much anxiety and by using their advice I'm in a much calmer state. They taught me coping skills, gave me ideas on how to allow myself to rest and not blame myself for things I had no control over. I had so many 'aha' moments during our conversations and this had brought me so much inner peace."

Carer Wellness and Employment

Carer Wellness at Home Program

- Referrals received: 153
- Carers who attended aged care reform presentations: 621

Prepare to Care Hospital Program

- Resource packs provided: 12,760 ↑25%
- Hospital staff contacts / engagements: 3,125
- Carers provided with the Prepare to Care booklet: 4,835

Carers in Employment Program

- Expression of interest: 134 ↑20%
- Carers supported across employment programs: 72 ↑4%

Carer Friendly Employers

- Workplaces that received accreditation: 13 ↑44%
- Information packs sent to employers: 237 ↑76%
- Employees informed of carer support information: 77,658

Linking Together Social Support

- Social support and wellness events delivered: 422 ↑9%
- Attendees across social support and wellness events: 3,792 ↑21%

Young Carers

5,658
Direct support sessions with young carers

198
Individual events and activities

312
Sessions to support young carers with education or employment

10,565
Total people engaged (includes new young carers & event attendance)

Marketing and Communications

215,138
E-newsletters distributed

67 ↑8%
Presentations/education sessions

213,006 ↑47%
Website sessions

51 ↑55%
Webinars, expos and events

11,999,677
Facebook views

11,122 ↑12%
Facebook 'followers'

352,530
Instagram views

2,020 ↑18%
Instagram 'followers'

First Nations Wellbeing & Engagement Program

The First Nations Wellbeing & Engagement Program strengthened support for Aboriginal and Torres Strait Islander carers through culturally secure, trauma-informed, and community-led approaches. Working in partnership with Aboriginal organisations, health providers, and government agencies, the program improved access to wellbeing, aged care, disability, and mental health supports.

The program supported new carer registrations, facilitated specialist education sessions, launched new peer support groups, continued the successful delivery of established Gwabba Koort Yarning Circles, and received mental health referrals through hospital partnerships, demonstrating strong community engagement and positive outcomes for First Nations carers.

First Nations In-Person Peer Support

Four First Nations In-Person Peer Support groups were established in collaboration with Aboriginal Corporations and health services, providing culturally safe spaces for carers to connect, share experiences, and participate in yarning circles and information sessions. Activities incorporated holistic wellbeing and cultural healing practices, including art, weaving, knitting, and community-led discussions.

Community Events

The team participated in key community events such as NAIDOC Week, Sorry Day, Reconciliation activities, and the WA ACCHS Conference, strengthening relationships and promoting support services.

Reconciliation

Carers WA was proud to receive Reconciliation Australia endorsement of its Innovate Reconciliation Action Plan (RAP), marking an important step in our ongoing reconciliation journey and commitment to meaningful action.



Jasmine's Story



Jasmine's journey as a carer began eight years ago with the birth of her daughter with disability. As a mother of four, her life is a whirlwind of constant appointments, structured activities, and navigating the complexities of her child's needs. Her role is about dedication and creating a stable, nurturing environment for her children, particularly during times of meltdowns and emotional distress.

The biggest challenge Jasmine faces is understanding and addressing the unique challenges her daughter faces, while also ensuring a supportive atmosphere for her other children. This has been both rewarding and overwhelming at times, but it's through this journey that Jasmine realised she needed some extra help.

She first came across Carers WA through a previous Support Coordinator and this connection has been a game-changer, offering her essential support and relieving much of the worry associated with her caring role. With Carers WA's help, Jasmine has learned to integrate self-care into her life.

> "I've realised that it's OK to allocate self-care into your daily routines. Carers WA have really taken away the worry factor and helped with self-care and home items."

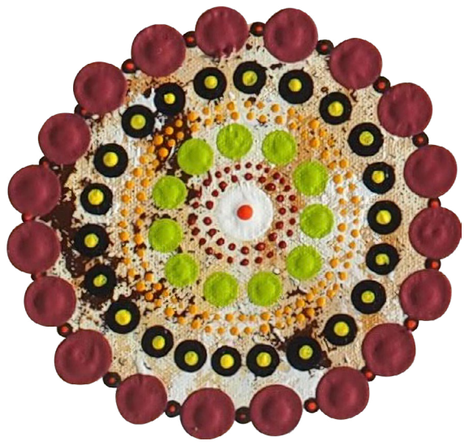
Laying this kind of foundation has allowed her to be present and effective in her role as a carer. By grounding herself through self-care practices, Jasmine ensures she can deliver her best self to her family and her responsibilities.

Jasmine wants to share her story to remind others of the importance of your own wellbeing when caring for others.

> "Self-care is the most important thing for me. This grounds me to deliver a better me to my family and work space."

Prioritising her own well-being has been an important lesson that is not just beneficial but necessary for maintaining her mental health. The pressures of caring can take a toll and Jasmine's advice for other carers out there is straightforward.

> "Prioritise self-care and find grounding practices. Whether it's getting back to country or going bush. Put your feet in the ocean. It all helps for grounding. I wish I had done this sooner. It would have supported my mental health."



Partnerships & Sponsorships

Cancer Council Crawford Lodge

Carers WA proudly adopted Room 401 at Crawford Lodge, as part of Cancer Council's Western Australia Adopt a Room program. This initiative offers regional West Australians and their carers a much-needed home away from home while accessing cancer treatment in Perth.

With over 5,000 check-ins recorded each year, the Crawford and Milroy Lodges provide critical accommodation, comfort, and support services close to treatment centres. We're honoured to support Cancer Council WA in ensuring no regional cancer patient, supported by their carer, faces cancer alone.



Supporting Culturally & Linguistically Diverse Carers – Chung Wah Community Care

In partnership with Carers WA, Chung Wah Community Care (CWCC) delivered culturally responsive and linguistically inclusive support for carers from culturally and linguistically diverse (CaLD) backgrounds, particularly those speaking Mandarin, Cantonese, Vietnamese and English.

> "I feel good when I can share my experiences with other families in my own language. Sometimes it is difficult to share with friends who don't have similar experiences."
> — Participant, In-Person Peer Support (IPPS) group

> "I never thought I could also receive support. I have always been the one providing care to my family."
> — CaLD carer, after initial intake session

33 **Culturally tailored peer support sessions in carers' preferred languages**

11 **Carer Cuppa sessions**

Culturally safe gatherings providing opportunities for social connection, wellbeing activities such as Tai Chi, and practical education.

Multilingual communications delivered by Chung Wah included 18 social media posts, four YouTube episodes, three Carer Gateway information sessions, website promotion and newsletter features in Chinese, English and Vietnamese.

Supporting LGBTQIA+ Carers and Community

Carers WA once again participated in PrideFEST WA, Western Australia's largest celebration of LGBTQIA+ communities, to demonstrate our commitment to inclusion and ensure LGBTQIA+ carers, as well as carers supporting LGBTQIA+ family members and loved ones, could access information about available services and supports.





UWA Research Reinforces the Impact of Young Carer Supports

Carers WA continued its partnership with The University of Western Australia (UWA), which independently evaluated the Young Carer Peer Support Group (PSG) Toolkit. The evaluation found the toolkit helps schools identify and support young carers, reducing isolation, strengthening peer connections and increasing school belonging. The research also highlighted the value of Carers WA's ongoing school-based support and leadership in identifying and supporting Young Carers.

View evaluation report here

Championing Young Carer Recognition Across the Youth Sector

In 2025, young carer Maddison Thomas was recognised with both the Carers WA Milestone Award and the WA Young Person of the Year Award at the Youth Affairs Council of Western Australia (YACWA) WA Youth Awards. As sponsor of the Milestone Award category for a second year, Carers WA strengthened partnerships across the youth sector while raising awareness of the experiences and contributions of young carers.

Maddison's achievements not only celebrated her individual leadership and resilience but also helped shine a spotlight on young carers more broadly, reinforcing Carers WA's commitment to advocacy, visibility, and inclusion for young carers across Western Australia.



ConnectUp

ConnectUp is a Medical Research Future Funded (MRFF) Citizen Science informed online platform to increase social connection, physical health, and mental wellbeing in people with disability and their carers. The research project is designed to create a more connected and inclusive world for people with disability and carers.

Carers WA is a partner in this project, including leading the co-design phase of the project with people with disability and carers. The platform was formally launched for public use on Sunday 7th June.

Carers WA staff member Stuart Jenkinson was a finalist for the "Excellence in Innovation" category of the Disability Support Awards for his role in leading and facilitating the co-design phase of the ConnectUp research project.



Other Partnerships & Sponsorships

Perth Royal Show Sensory Space

MNDWA Ball

WA Palliative Care Awards

Lorna Mitchell Spring Festival Kalgoorlie

RippleAbility Carer Project Documentary

Chung Wah Carer Wellness Event

Novel Care Services Caring for the Carer

Uniquely You Ball Kalgoorlie

WA Partners of Veterans Respite Weekend

Regional Engagement

Young Carer Regional Coordinator – Great Southern

In September, Carers WA introduced its first Young Carer Regional Coordinator in Albany, providing dedicated support to young carers across the Great Southern region through the Connected Futures project, funded by the Stan Perron Charitable Foundation.

The Young Carer Regional Coordinator works closely with young carers, schools, community organisations, and families to ensure young people with caring responsibilities feel seen, supported, and empowered.

To mark the launch of the program and raise awareness of young carers and the support available, Carers WA hosted a Connected Futures community event in Albany. The afternoon brought together young carers, families, and community members for family games, face painting, food vans, and a live performance by local Albany band Tiger Coast.





Strengthening Regional Connections and Support - Broome

In October, Carers WA expanded its regional footprint with the introduction of a Regional Coordinator in Broome, further strengthening its presence across Western Australia.

These trusted local connections play a vital role in ensuring carers feel recognised, understood, and connected to the assistance they need, while helping Carers WA better respond to the unique needs of carers across the regions.

Harvey Sound Healing Event

"I am so grateful to Carers WA for allowing me to attend the Sound Healing. I found over the next few days that I was re-energised and relaxed. It was an amazing experience, and I am glad that all of those who attended the session also appreciated the experience."

Carer Testimonial Great Southern

"I am 76 years old and have been caring for my husband throughout our entire marriage. Like many carers, I always put my husband's needs before my own. Making sure he was looked after was my priority, even when it meant going without myself. Money has been very tight, and I often focused so much on providing the meals he wanted that I wasn't eating properly. At one point, I was living mostly on grapes, crackers and blueberries because I wanted to make sure there was enough food and money for him.

After registering with Carer Gateway I was linked with a number of supports that have made a real difference to my life. One of the best things was being referred to the Carers WA counselling team. It gave me someone to talk to who understood the pressures of caring. The counselling helped me work through a lot of stress and reminded me that my own wellbeing matters too.

Carers WA also connected me to the local Foodbank. Having access to that support has taken a great deal of pressure off financially. I am now eating proper meals and looking after my own health much better. I have more energy and feel stronger, which helps me cope with the day-to-day demands of caring.

Another area where I received support was with My Aged Care. I was finding the paperwork and service arrangements very confusing and difficult to manage. With help from Carers WA, I was able to navigate the system and organise the services available in my husband's My Aged Care Support plan. As a result, we now have increased support in place. Looking back, the biggest change has been in my stress levels.

I feel less overwhelmed and more confident about asking for help when I need it. I have learned that if I don't take care of myself, I can't continue to care for my husband the way I want to.

The support I received helped me understand the importance of looking after my own wellbeing as well as his. These services have made a genuine difference to our lives and have helped me continue in my caring role with more confidence, better health, and less financial pressure."

Carer Testimonial Wheatbelt

"For a long time, I was caring for my teenage daughter and trying to manage her mental health needs on my own. While I was focused on supporting her, I didn't always recognise the impact that caring was having on me. Connecting with Carers WA helped me feel seen and acknowledged as a carer, and it gave me the opportunity to step back and look at the challenges I had been dealing with over the years.

After taking part in a Carer Star planning session, I was provided with information about services and supports available in my local area. Knowing what help was out there made a real difference and helped ease some of the stress and isolation I had been feeling.

I also joined a monthly Carers WA Social Support group, which has been incredibly valuable. It gave me a chance to talk openly with other carers who understood what I was going through. Sharing experiences, listening to others, and building those connections helped me feel less alone and reminded me that there are people who genuinely understand the ups and downs of caring.

The carer coaching I received was also very helpful. It gave me practical tools to manage stress and look after my own wellbeing while continuing to care for my daughter. Through this support, I became more confident in handling challenging situations and felt better equipped to respond to her needs.

Overall, the support I received from Carers WA has helped me feel more connected, supported and confident in my caring role. I am now better able to balance my own wellbeing with my daughter's needs, and I feel more capable of continuing in my caring role without becoming overwhelmed."

Carers Week

Carers Week 2025 featured nearly 100 events across Western Australia celebrating the invaluable contribution of carers. Highlights included our first-ever Men's Golf Day, a Scitech Family Evening, sector breakfast at Fraser's Kings Park with keynote speaker Casey Beros, and the third annual Cups for Carers initiative across regional WA. Other activities included an Albany movie screening, a Donnybrook Mindfulness Morning Tea, an Art Gallery of WA tour, hospital pop-ups, webinars, giveaways, and an invitation for Carer Representatives to attend Government House in Canberra, creating meaningful opportunities for celebration and recognition of carers across the state.



99 Events

~3,460 carers reached by Carers Week events

1,950 Resource Bags

48 Grant Funded Activities

4 Cups for Carers Number of regions

204 Number of Coffees



Men's Golf Day

Supported by the Health and Disability Services Complaints Office (HaDSCO), this unique event brought male carers together at Wembley Golf Course for an enjoyable day of conversation and fun.

Feedback highlighted the impact of the event, with participants sharing:

> "Got out and experienced something that I wouldn't have done otherwise."
>
> "The inclusiveness and bonding that occurred, as well as meeting the staff and the other participants."
>
> "The fellowship with other carers."
>
> "The camaraderie."





Scitech Event

Supported by Lotterywest, carers and their families enjoyed a special after-hours evening at Scitech. The exclusive event provided a calm, crowd-free environment where attendees could explore interactive exhibits, participate in hands-on activities and enjoy engaging science shows.

> "A really lovely event that was suitable for all ages. It was great to have access to Scitech in the evening on a weekend so we didn't have the stress of traffic and crowds."
>
> "Scitech was fabulous and quiet, which suited my family well."

Systemic Policy & Advocacy



Submissions - Contributing to Policy and Legislative Reform

These included submissions in response to the NDIS Supports Rules; NSQHS Standards (third edition); WA Mental Health and Alcohol and Other Drugs Strategy: Strategic Directions; Submission by Carers WA on behalf of the National Carer Network to the Inquiry into the Thriving Kids Initiative; 2026-27 WA Pre-budget Submission; Federal Disability Discrimination Act Review; Inquiry into the operation and adequacy of the National Employment Standards; NDIS Rules: New Framework Planning; Inquiry into the Guardianship and Administration System in WA; feedback provided into the Carers Australia & National Carer Network's submission to the Inquiry on the NDIS Amendment Bill 2026.

NDIS Rules: New Framework Planning

The submission on the proposed NDIS New Framework Planning Rules calls for stronger recognition and inclusion of carers throughout the planning process. Drawing on feedback from WA carers, it highlights concerns that the proposed changes overlook carers' vital role and may increase their administrative burden and stress.

The submission recommends clearer and more accessible information, ongoing consultation with carers, greater transparency around assessments and planning, and consideration of carers' own support needs, wellbeing and capacity to continue providing care.

Policy Working Group

The Policy Working Group was established in 2025 and comprises eight members who are carers. The group meets quarterly with the Carers WA Systemic Policy and Advocacy team to discuss systemic issues affecting carers and identify opportunities for improvements to policies, procedures and systems that impact the caring community.



People & Culture

A large percentage of Carers WA staff are carers themselves. We understand the realities of the caring role and are proud to have achieved the highest level of accreditation, Level 3 EXCEL, as an Accredited Carer Employer.

Carer Network

The Carer Network is for Carers WA staff who identify as family carers. Meeting monthly, the network provides a supportive space for peer connection, the sharing of ideas and experiences, and self-care. Members also have access to resources, contribute to policies and procedures, and help strengthen Carers WA's commitment to being a carer-friendly workplace.

Continuous Improvement in Policy and Practice

We continued to strengthen our governance and workplace practices through the development and review of key policies and procedures. New policies and procedures introduced during the year included the Drug and Alcohol Policy and Procedure, Duress Alarm Procedure, Lone Worker Procedure, and Rental Vehicle Booking Procedure. We also reviewed and updated several existing documents, including the Work Health and Safety Policy, Working from Home Policy and Procedure, and the Carers WA Code of Conduct.

Duress Alarm Procedure

This Procedure reinforces our commitment to employee safety by outlining the use, activation, response, testing and training requirements for duress alarms used during outreach, remote work and in-house client consultations.

A Paws-itive Impact: Giving New Purpose to Essential Equipment

In continuation of our efforts to reduce our environmental impact and support worthwhile initiatives, Carers WA is proud to have donated a retired Automated External Defibrillator (AED) to Perth Vet Emergency Yokine. After a helpful tip from our new friends at North Perth Veterinary Centre, we learnt that AEDs can be used on animals to provide lifesaving support in emergencies.



Training & Development

Staff completed training including:
Neurodiversity in the Workplace, Aboriginal Cultural Competence, Pathological Demand Avoidance, Defensible Documentation, Handling Suicide and Difficult Calls, Risk Management for Home Visits, Managing Psychosocial Hazards at Work, Code Switching, Professional Boundaries, and Core Outcomes Star Training.

Volunteering

Carers WA thanks our volunteers

Aloma Knuckey
Lee Bullard
Angela Hobson
Lynette Watt
Audra Smith
Lynette Jacobs
Brenda Cleveland
Lynn Stanley-Smith
Carol Lee Dutton
Mary Dunlop
Claudia Mueller
Monika Steiner
Don Boyd
Paul Hopkin
Elizabeth Marzi

Paula Smith
Glenys Hopkin
Raewyn Watene
Ingrid Stokes
Rikki McLeod
Noor (Ishar Multicultural Services)
Silvia Davidson
John Gardyne
Stephen Sewell
Joy McComb
Talia Crowhurst
Julia O'Brien
Veronica Hansen







Carers WA

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