

Level 3 Excel

Organisation Attributes		Criteria
Carer Recognition	3.1 The organisation champions carers within the workplace.	3.1.1 Identify and appoint carer champions amongst employees within the workplace.
		3.1.2 Identify and promote carer champions within leadership and senior management levels.
		3.1.3 Leadership and senior management are engaged and acknowledge the need for carer recognition and support across the organisation.
		3.1.4 Demonstrate formal endorsement for carer recognition by leadership and senior management.
3.2 The organisation includes carers in the ongoing evaluation and improvement of systems for carer recognition.	3.2.1 Demonstrate that carers are or have been included in the review and evaluation of carer recognition strategies or initiatives.	
	3.2.2 Demonstrate that carers have been consulted and endorse systems and processes for carer recognition.	
3.3 The organisation has policies and procedures which recognise carers as a specific cohort within their organisation, including them in relevant employee wide policies. Additionally, carer specific policies and support extend beyond the minimum required by the National Employment Standards.	3.3.1 Demonstrate that carers have been documented as a specific cohort (within Diversity and Inclusion) and where appropriate in the area of employee relations. Demonstrate that carer specific policies and supports are best practice.	
3.4 The organisation includes carers in the development and/or improvement of carer supportive policies and workplace practice.	3.4.1 Demonstrate that carers have been consulted in the development and/or improvement of carer supportive policies and workplace practice.	
3.5 The organisation has developed and implemented a carer strategy.	3.5.1 Demonstrate that a carer strategy has been developed and implemented.	
	3.5.2 Show evidence that the carer strategy has been informed by evidence based practice for existing and future work conditions where carers may be affected.	
Policies and Procedures		

Organisation Attributes		Criteria
Capacity Building		3.5.3 Demonstrate that during induction and recruitment that there are policies and procedures that are inclusive of carers and identifies that the workplace is carer friendly.
	3.6 The organisation documents and evaluates carer supportive policies and practices.	3.6.1 Show that evaluation of carer supportive policies and practices are formalised and documented.
		3.6.2 Demonstrate that policies and procedures have scheduled review and evaluation mechanisms in place to ensure ongoing effectiveness.
	3.7 The organisation implements a quality improvement process for carer programs and initiatives that is done in consultation with carers.	3.7.1 Demonstrate that carer programs and initiatives are done in consultation with carers and have embedded quality improvement processes.
	3.8 The organisation develops and implements a long-term learning and development plan or schedule to improve employee awareness and support for carers.	3.8.1 Show that the organisation has scheduled and /or have started delivering carer education sessions as part of a long term capacity building initiative.
		3.8.2 Demonstrate that employees across all organisational levels are provided opportunities to become educated about carers.
		3.8.3 Demonstrate that long term skill development and capacity building training for leadership and management to support employees who are carers has been scheduled and/or delivered.
	3.9 The organisation embeds a quality improvement framework around capacity building initiatives and activities in collaboration with carers.	3.9.1 Demonstrate that capacity building initiatives or activities are informed by carers needs as identified in workplace surveys and analysis.
		3.9.2 Demonstrate that carers are included in the development and implementation of capacity building initiatives or activities regarding carers.
		3.9.3 Show that carers are or have been included in the quality improvement process.

	Organisation Attributes	Criteria
Communication and awareness	3.10 The organisation offers education and training opportunities which are designed to improve employment outcomes for carers.	3.10.1 Develops and implements training and other capacity building activities that aim to improve employment outcomes for carers (i.e. in-house skills training to increase access to opportunities; training to assist carers returning to the workforce).
	3.11 The organisation engages with qualified practitioners to support carers to improve their long term wellbeing.	3.11.1 Demonstrate that qualified practitioners have been engaged to help improve carers' long term health and wellbeing (i.e. financial literacy, health, mental health or carer services and support).
	3.12 The organisation promotes themselves as a carer friendly workplace.	3.12.1 Demonstrate that the organisation promotes themselves as carer friendly.
	3.13 The organisation includes carers in the development of communication strategies to encourage and support carers to self-identify and continues to create a culture of support for carers.	3.13.1 Engages carers in the development, documentation and evaluation of communication strategies which support carer self-identification and development of a culture of support for carers.
	3.14 The organisation is an active Carers + Employers member.	3.14.1 Demonstrate engagement in the Carers + Employers network through sharing insights, innovative services or workplace practices, communicating with members or attending events.
Practical workplace support	3.15 The organisation has established and widely promotes a carers' network for employees.	3.15.1 Established a carers' network for employees which has been promoted organisation wide as a workplace support for carers.
	3.16 The organisation includes carers in the development and promotion of innovative strategies to identify and implement key practical supports for working carers.	3.16.1 Engages carers in the development of innovative strategies to identify and develop new practical supports for carers.
	3.17 The organisation includes carers to develop mechanisms for monitoring and evaluating the effectiveness of practical support provisions for carers.	3.17.1 Engages carers in the development of mechanisms for monitoring and evaluating the effectiveness of practical support provisions for carers.
		3.17.2 Actively encourages internal and external peer support initiatives.
3.18 The organisation reviews and continues to develop policies that encourage practical workplace support for carers.	3.18.1 Demonstrate that the organisation is committed to ongoing improvement of practical workplace support.	