



CARERS + EMPLOYERS TERMS AND CONDITIONS

August 2020

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PURPOSE, SCOPE AND APPLICATION

These Terms and Conditions shall become binding with effect from the date on which an Application Form is signed, submitted and receipted by a Carers + Employers representative at Carers NSW. These shall replace and supersede all previous agreements (oral or written) entered into between the parties and shall remain binding throughout the duration of the Accreditation.

Upon signature of the Application Form, the applicant shall be deemed to understand and shall be obliged to adhere to these Terms and Conditions.

ACCREDITATION SERVICES

Carers + Employers program representatives shall endeavour to consistently apply the Accreditation requirements in line with the standards of the Carers + Employers Accreditation framework.

Network only members

Network only members are entitled to attend network events and access member only resources but will not receive consultation, training or advice from Carers + Employers representatives. Additional consultation, advice and training will attract fees. For more information please refer to the Carers + Employers fee schedule.

Network and Accreditation members

Members who undertake accreditation are automatically enlisted into the Carers + Employers Network. This membership type entitles organisations to annualised consultation and training hours. Included in this membership type are price reductions for additional training or consultation when allocated hours have been utilised. Please refer to the Carers + Employers fee schedule for more information.

Training and consultation

Annual training and consultation is inclusive for all members undertaking accreditation. In acknowledgement that additional support may be required in the first year of accreditation, members will be provided a total of 4 hours of training and/or consultation. After the first year of membership, annualised training and/or consultation hours reduces to 2 hours. Please note that accreditation remains subject to ongoing obligations under the standards and criteria of the Carers + Employers accreditation program.

Quality Control

To ensure the integrity of the Carers + Employers accreditation program, members will be subject to auditing. Members will be notified 30 days prior and must ensure they have compiled the necessary evidence requirements and allocated suitably qualified staff to meet with the Carers + Employers representative conducting the audit.

Membership Options and Inclusions

Organisations are encouraged to become members with a view to work towards being an accredited carer friendly employer. There are two membership options available: network only membership, or network AND accreditation program membership.

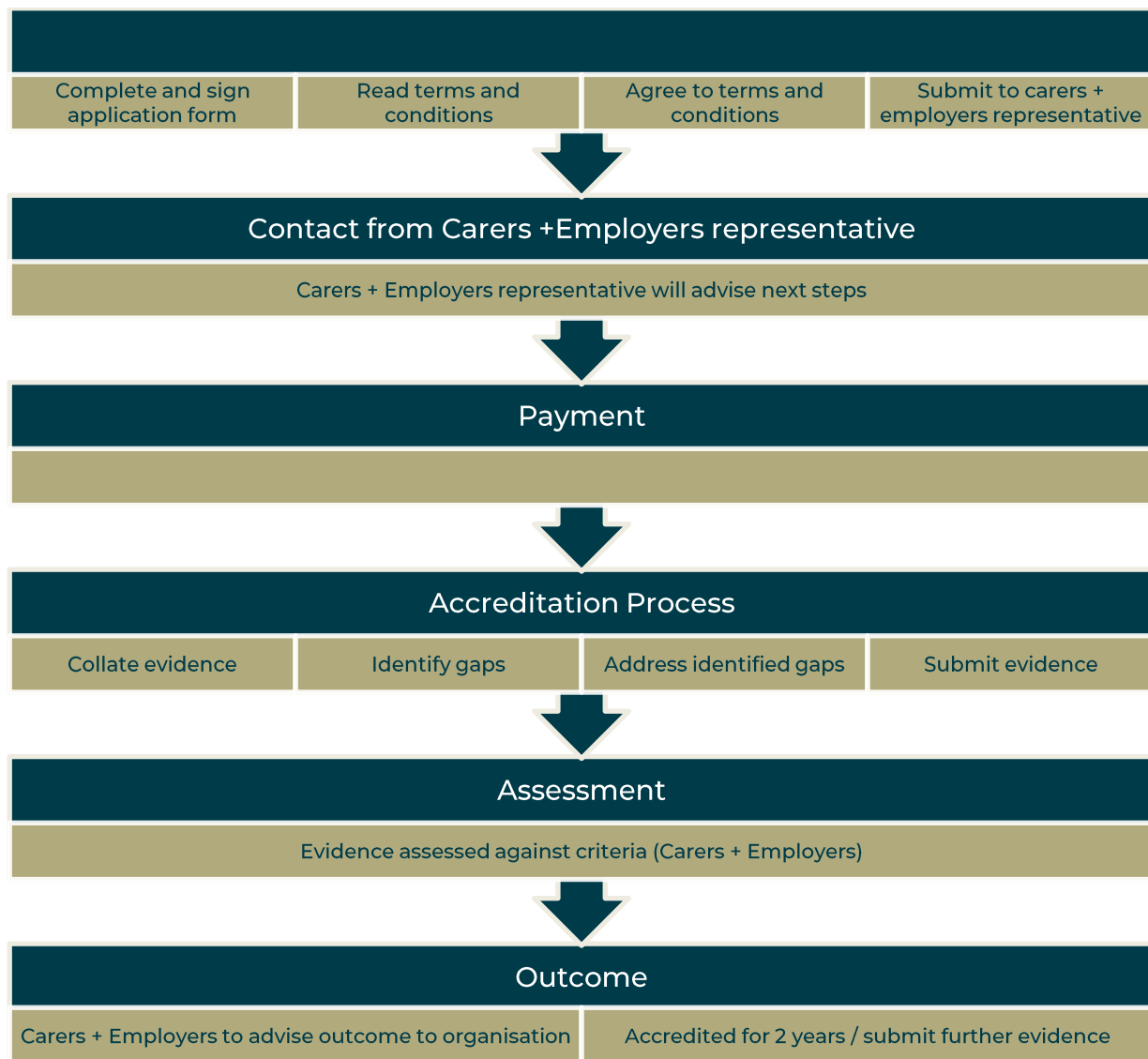
Network member only	<p>Access to members' only resources, including best practice toolkits</p> <p><i>*Note it is anticipated that network only members work towards meeting at minimum, the criteria for level one Activate.</i></p>
Network member and Carers + Employers Accreditation	<ul style="list-style-type: none"> • Access to members' only resources, including best practice toolkits • Annual consulting or training hours provided by Carers Association • Ongoing telephone and email support • Listing on the Carers + Employers program website • Unrestricted access to the Accredited Carer Employer logo at the attained level for 2 years. • Certificate of Accreditation for display within the workplace
Recognition of Practice	<p>Recognition of practice (RP) acknowledges employers who may already have established carer friendly workplace practices. This can be used to gain credit towards completion of the full accreditation program.</p>

ACCREDITATION ISSUANCE

Organisations undertaking accreditation must progress through the levels beginning at 1 through to level 3. There is no expectation to become accredited at every level, organisations can remain at the same level indefinitely, provided they maintain the accreditation standards and have paid any fees due.

Upon issuance of certification, accreditation will be valid for a period of 2 years at the attained level.

Quality Assurance / Assessment Process



ACCREDITATION RENEWAL

There is an expectation that organisations who have met all criteria for the attained level of accreditation will continue to maintain the standards as outlined in the accreditation framework. Where organisations reapply for accreditation at the attained level, a renewal fee applies and is outlined in the fee schedule.

Organisations who do not wish to continue their accreditation after the 24 month accreditation period can opt out provided the request is submitted in writing. Please send a written request via email info@carersandemployers.org.au.

ASSESSMENT

A Carers + Employers representative will notify applicants of their assessment outcome within 30 business days of assessment submission.

Resubmissions

If an organisation is unable to demonstrate that they meet the evidence requirements in their original application, they are permitted to resubmit new evidence a total of two times at no additional charge.

Any evidence that is resubmitted will be deemed an attempt. It is important when resubmitting to collate evidence where there is more than one criteria that requires amendments.

To cover associated costs related to administering and processing assessment applications, any additional attempts above the two attempts permitted will be charged at 70% of the full accreditation fee for the attained level.

Appeals

If after receiving a determination or decision related to assessment of accreditation, the organisation undertaking accreditation believes they have grounds to appeal a decision by virtue of a breach or error in procedural fairness, they are to submit their appeal in writing to:

Appeals at Carers + Employers

C/O Carers NSW

L10, 213 Miller Street

North Sydney NSW 2060

CERTIFICATION

Upon meeting the accreditation criteria, a Carers + Employers representative will send a certificate for the level of attainment achieved. This can be displayed for the duration of the accreditation period provided all program requirements have been met.

Logo Usage Guidelines

Carers NSW grants organisations who have met all accreditation requirements a non-exclusive and non-transferrable license to promote their Carers + Employers accreditation at the level of attainment.

Please refer to the logo usage guidelines below.



The Carers + Employers Branding Style Guide:

Primary Corporate Brand

Corporate Brand Levels



← This applies to all branding, as a rule, always allow the 'C' in the brandmark to be your clearspace area.

Corporate Colours



Reversed Corporate Brand



Monotone Corporate Brand



Reversed Corporate Logo can be used on any dark coloured surface where the logo is clearly visible.

Brandmark



The supporting graphic to Corporate Branding.
To be used secondary graphic e.g. watermark.

Incorrect Usage

To maintain consistency it is essential that the corporate brand is never altered in any case.

- ✗ Do not stretch, compress or distort the branding.
- ✗ Do not alter the placement of brandmark and organisation name.
- ✗ Do not skew the angle of the branding.
- ✗ Do not reproduce the branding in any other typeface/font.
- ✗ Do not separate elements i.e. brandmark from organisation name.
- ✗ Do not alter the colours of the branding.

Corporate Fonts

abcdefghijklmnop
qrstuvwxyz

Montserrat Regular

abcdefghijklmnop
qrstuvwxyz

Montserrat Bold

Minimum Size Usage

To ensure the corporate branding is clear and legible, the minimum size requirements based on the width are:



For more information please contact the Carers + Employers team on the details below.

www.carersandemployers.org.au | www.carersnsw.org.au

P (02) 9280 4744 | E info@carersandemployers.org.au

POST ACCREDITATION

Organisations are encouraged to apply for higher certification, to strengthen, innovate and extend their carer friendly practices.

Organisations that wish to extend their accreditation at the attained level, beyond the 2 year period, for an additional 2 years and retain use of the logo, will need to pay an additional fee and submit documentation as evidence of on-going compliance. A new certificate valid for a further 2 years will then be provided, along with on-going access to member resources.

Organisations that do not pay additional fees must cease using the logo and displaying the certificate of accreditation. Carers + Employers resources will no longer be accessible.

FEES

Membership Fee Agreement

To sustain the ongoing costs associated with the administration and management of the program, membership **fees apply**. All members will be advised in advance of any changes. For more information please refer to the Carers + Employers fee schedule.

Fee schedule

The fee schedule aims to reflect the resourcing and workload required to support organisations through accreditation and is based on size and scale.

Organisation	Type	Cost * **	Duration
Large employer: 200 + employees and/or annual turnover \$100 + million	Level 1 Activate	\$2000	2 years
	Level 2 Commit	\$2500	2 years
	Level 3 Excel	\$3500	2 years
	Post 2 year fee at current level	\$600	2 years
Small-Medium employer: 1-200 employees and/or turnovers less than \$100 million	Level 1 Activate	\$400	2 years
	Level 2 Commit	\$600	2 years
	Level 3 Excel	\$1000	2 years
	Post 2 year fee at current level	\$200	2 years
Membership only cost \$100			1 year

Training and consultation		
First year at attained level	4 hours	Annual hours to be used on either training and/or consultation
Subsequent years (2yrs +)	2 hours	
Costs once additional once hours are used		
Training		10% Discount (\$500+ GST/ session current Carers NSW corporate rate)
Consultation		\$150 p/hour *

*(excludes GST) **(recognition of practice charged at 85%, excluding GST)

Travel

The Carers + Employers program is a project of Carers NSW which is based at L10, 213 Miller Street, North Sydney NSW 2060. Where organisations undertaking accreditation have one or more sites outside of metropolitan Sydney, Carers + Employers representative travel and related expenses to visit these sites are at the cost of the organisation, and will be agreed prior to engagement.

Payments

Upon registration a tax invoice will be issued. Information regarding payments will be available on the tax invoice. All fees are due for payment within 14 days. For any finance related enquiries please email finance@carersnsw.org.au.

SERVICE AGREEMENT

Code of Conduct

Carers + Employers representatives are bound by Carers NSW Code of Conduct policy. This policy extends to professional and ethical conduct when administering the Carers + Employers accreditation program.

Ethics and integrity

Carers + Employers representatives are obliged to commit to ethical standards of behaviour expected of staff and volunteers which promote sound professional behaviour. This extends to the assessment, administration and maintenance of the Carers + employers program. As such, Carers + Employers representatives will ensure that all conduct in relation to the Carers + Employers accreditation program is transparent, honest and upholds the integrity of the framework.

PRIVACY AND CONFIDENTIALITY

Accreditation Publication

In order to provide transparency for consumers and stakeholders, organisations who are currently accredited will be publicly listed on the Carers + Employers website (www.carersandemployers.org.au). This is only applicable for organisations who have fulfilled the accreditation requirements at the attained level. Organisations who have had their accreditation suspended, withdrawn or expired will be removed from public listing.

Confidentiality

Carers NSW is required to collect a range of information in order to manage and administer the Carers + Employers network and accreditation program and will ensure the highest quality standard of confidentiality and privacy protection is maintained. Carers NSW acknowledges its responsibilities under the Privacy Act 1988 including the Privacy Legislation Amendment Act regarding the way information is treated.

INTELLECTUAL PROPERTY

All intellectual property in the accreditation program materials and logo belongs to Carers NSW and may only be used as agreed to in the Carers + Employers accreditation program. Use for any other purpose requires the prior written consent of Carers NSW.

FEEDBACK

Carers + Employers seeks open and honest feedback from stakeholders on their experiences with the program. Feedback is encouraged and embraced as an essential component to quality and continuous improvement. Feedback can be sent via the following channels.

Email: info@carersandemployers.org.au | Phone: (02) 9280 4744

Feedback at Carers + Employers
C/O Carers NSW
L10, 213 Miller Street
North Sydney NSW 2060