



**CARERS + EMPLOYERS
INFORMATION PACK**

Carers + Employers

Congratulations on taking the first step to becoming a carer friendly workplace. This information pack summarises the main components of the Carers + Employers program. If you require more detailed information please refer to the Terms and Conditions.

Introduction

There are three levels within the Carers + Employers accreditation program. All organisations are required to start at Level 1. Once Level 1 has been completed progression to level 2 and 3 can be pursued. Alternatively, organisations can remain at the same level without progressing.

To complete all requirements of accreditation, it is recommended to review the accreditation framework and work through the criteria in a systemic fashion. This can help reduce errors and costs associated with resubmissions.

Support

Full Accreditation

For organisations undertaking the full accreditation process, a Carers + Employers representative will be available to provide advice and guidance on meeting the accreditation criteria. A total of 4 hours of consultation, advice and training is included in the first year and two hours for subsequent years. If the organisation exceeds these hours consulting and training fees will apply. For more information please refer to the fee schedule which can be found in the terms and conditions.

Recognition of Practice

Organisations pursuing recognition of practice will be provided with the criteria and are to submit evidence that they meet these through an assessment process. Free phone support is available for general questions however if consultation is required this attracts an hourly fee. For more information please refer to the fee schedule within the terms and conditions.

Tips

Becoming accredited as a carer friendly workplace means taking meaningful steps to improve support for employees with caring responsibilities. For some organisations this may be new and uncharted territory. As such, the accreditation framework provides clear and strategic actions that organisations can undertake as a guide towards becoming carer friendly.

Framework

To demonstrate capacity for each level, it is useful to become familiar with the organisation attributes for each focus area. This can be used to direct the development of activities, policies or procedures whilst reflecting the context and operational requirements of your organisation.

These attributes establish the minimum standards that organisations are expected to achieve as an accredited organisation. Each attribute has a set of criteria which provides specific and tangible actions organisations can take to meet the evidence requirements.

Level 1 Activate

Level 1 Activate focuses on familiarising organisations with the minimum standards workplaces can adopt to become a carer friendly workplace.

Focus Area	Organisation Attributes
Carer recognition	1.1 The organisation clearly and accurately uses the term 'carer' in accordance with the <i>Carer Recognition Act 2010</i> (Cwth) and/or relevant state/territory carer legislation.
	1.2 The organisation recognises the importance of supporting carers to combine paid work and unpaid caring responsibilities.
Policies and Procedures	1.3 The organisation is committed to developing and communicating carer friendly policies and procedures.
	1.4 The organisation demonstrates knowledge of and compliance with the employment rights of carers in the workplace.
Capacity Building	1.5 The organisation demonstrates a commitment towards developing its workforce capability to support carers in the workplace.
Communication and Awareness	1.6 The organisation uses workplace communications to raise awareness and contribute to creating a culture of support for carers.
Practical Workplace Support	1.7 The organisation identifies and promotes practices that provide working carers with practical support within the workplace.

Level 2 Commit

Level 2 Commit builds on Level 1 Activate by promoting the formalisation of carer friendly policies and practices.

Focus Area	Organisation Attributes
Carer recognition	2.1 The organisation has systems in place to identify carers, or has established processes encouraging carers to self-identify.
	2.2 Carers are recognised in their own right across organisational policies, procedures and other employee related areas.
Policies and Procedures	2.3 The organisation has established policies and formal procedures regarding carers' right to request flexible working arrangements.
	2.4 The organisation has implemented policies and procedures to assess and monitor the carer population within the organisation.
	2.5 The organisation's carer related policies and procedures extend beyond the minimum rights for carers under the <i>Fair Work Act (2009)</i> to incorporate standards of conduct regarding management of carers' requests which supports their needs within the workplace.
Capacity Building	2.6 The organisation actively engages in activities or tasks that aim to inform employees about carers in the workplace.
	2.7 The organisation utilises education to build the capacity of employees to support carers in the workplace.
Communication and Awareness	2.8 The organisation embeds a culture of support and recognition of working carers through regular communication.
	2.9 The organisation embeds a culture of support for working carers by incorporating information on workplace practices that support carers into existing and new programs and initiatives.
	2.10 The organisation has developed or purchased tools to assess and monitor the carer population within the organisation.
	2.11 The organisation has a communication strategy that specifically addresses how the organisation communicates about carers and contributes to a positive carer culture.
Practical Workplace Support	2.12. The organisation has dedicated workplace supports that focus on improving carers' health and wellbeing
	2.13 Practical workplace support measures support carers to balance work and care.
	2.14 The organisation promotes peer support opportunities within and outside the organisation

Level 3 Excel

Level 3 Excel focuses on showcasing excellence and best practice of carer friendly workplace practices. At this level, carers are included and positioned as key stakeholders within the business.

Focus Area	Organisation Attributes
Carer recognition	3.1 The organisation champions carers within the workplace
	3.2 The organisation includes carers in the ongoing evaluation and improvement of systems for carer recognition
Policies and Procedures	3.3 The organisation includes carers as a specific cohort within their Diversity and Inclusion, and, Industrial Relations strategies
	3.4 The organisation includes carers in the development and/or improvement of carer supportive policies and workplace practice
	3.5 The organisation has developed and implemented a carer strategy
	3.6 The organisation documents and evaluates carer supportive policies and practices
	3.7 The organisation implements a quality improvement process for carer programs and initiatives that is done in consultation with carers
Capacity Building	3.8 The organisation develops and implements a long-term learning and development plan or schedule to improve employee awareness and support for carers.
	3.9 The organisation embeds a quality improvement framework around capacity building initiatives and activities in collaboration with carers.
	3.10 The organisation offers education and training opportunities which are designed to improve employment outcomes for carers.
	3.11 The organisation engages with qualified practitioners to support carers to improve their long term wellbeing
Communication and Awareness	3.12 The organisation promotes themselves as a carer friendly workplace
	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.
	3.14 The organisation is an active Carers + Employers member
Practical Workplace Support	3.15 The organisation has established and widely promotes a carers' network for employees

Focus Area	Organisation Attributes
	3.16 The organisation includes carers in the development and promotion of innovative strategies to identify and implement key practical supports for working carers.
	3.17 The organisation includes carers to develop mechanisms for monitoring and evaluating the effectiveness of practical support provisions for carers.
	3.18 The organisation reviews and continues to develop policies that encourage practical workplace support for carers

This accreditation program is designed to be prescriptive yet flexible enough for organisations to incorporate within the context of their business. Organisations are invited to apply creativity into how they interpret the criteria into practice, however, if you require any assistance please contact us on (02) 9280 4744 or email info@carersandemployers.org.au.

Useful links

www.carersact.org.au Carers ACT

www.carersnsw.org.au Carers NSW

www.carersnt.asn.au Carers NT

www.carersqld.com.au Carers QLD

www.carers-sa.asn.au Carers SA

www.carersvictoria.org.au Carers VIC

www.carerswa.asn.au Carers WA

www.carergateway.gov.au Carer Gateway

www.fairwork.gov.au Fairwork Ombudsman

www.humanrights.gov.au Human Rights Commission