



Carer Hub Factsheet



An Australian Government Initiative



Carer-Inclusive
Workplace
Initiative

What is a carer hub?

When people become a carer for the first time, it may be unexpected or sudden and navigating through the situation they find themselves in can be overwhelming.

Employers can help by proactively pulling relevant information into one clear access point – **a carer hub** – for employees to source information as and when they need and to help them understand what support is available.



Why create a carer hub?

Becoming a carer can place many new obligations on an individual they might not have had before. For instance, they may need to focus on managing some personal matters during the working day, when they didn't previously.

Assisting individuals to access the support they need quickly and efficiently, could help their mental health and wellbeing, whilst also ensuring they maintain efficiency in the workplace.

How to create a carer hub?

The information should be collated in a location that is easily accessible to employees during and outside normal working hours.

Preferably, the content should be accessed in a way the individual can maintain their privacy should they wish. A suggested location is on a company intranet.

Wherever possible content should be collaboratively created and designed to work for everyone. The Australian Government has a useful [manual on design accessibility and inclusion principles](#).

Example content for a carer hub

See a list below of some suggested inclusions in your carer hub. The content should be reviewed and maintained on a regular basis to ensure its currency and accuracy.

Carer policy and/or Statement of intent

'Carer Champion' contact details

Leave policy and procedure (including the right to carer's leave)

HR contact details

Feedback option for employees to submit questions

Flexible working policy and request procedure

FAQs for carers

Links to local Carers Australia member organisations (e.g. Carers NSW)

Employee Assistance Program details

Links to carer support e.g. Carer Gateway

Example case studies of carers supported by the organisation

Confidential advice lines (internal and external)

Contact details for mental health support e.g. Beyond Blue

Links to the relevant State or Territory Carers (Recognition) Acts

About us

The Carer-Inclusive Workplace Initiative is a collaboration between the Australian Government and Carers Australia.

The aim of the project is to recognise the valuable contributions of carers and create a more inclusive, supportive workplace for Australians who provide unpaid care in the community.

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