

Creating a safe space

Many carers fear judgement or differential treatment should they disclose that they are a carer. By creating a psychological safe space, underpinned by robust policies, employees will be able to be open about their situation and needs, so they can be the best version of themselves at work.

Prioritise listening

Listening is the bedrock of creating cultures where everyone feels understood and valued. Seek out feedback to gain insight into what is helpful in carers' lives, to highlight gaps in policy and support and to enable the organisation to be responsive to the needs of carers.

Empower carers

Enable people to disclose their carer status on their HR personnel record to overcome some of the challenges of self-identification.

Give carers autonomy to structure their day and working pattern in the way that suits them. The most powerful thing you can say to a carer is 'tell us what you need'. Very often, small adjustments can make a big difference.

Share stories

Harness the power of storytelling to help people recognise themselves as carers and reduce stigma. Communicate stories on the ground through talks, news stories and blogs.

Give the tools to talk

Encourage regular conversations with managers around work-life balance, which helps identify employees who have caring responsibilities and may benefit from support and it

sends a signal that they can bring their whole selves to work. Provide resources to line managers to aid communication and ensure consistency. A carer's passport, which records caring responsibilities, can facilitate dialogue around what adjustments may be needed and keeping a record reduces the need to repeat the conversation if there's a change of manager or role.

Grow a network

A carers' network can foster a sense of belonging and can be an invaluable source of support. Use real life stories and personal journeys to illustrate the benefits of the network and encourage employees to join.

Be prepared to evolve

Creating a supportive culture for carers can never be seen as a job done. It is a process of reviewing what works and what doesn't, allowing people to contribute and being responsive and willing to adapt.

If you'd like to benefit from our expert tools and guidance to help you create a highly productive workplace that also supports the needs of carers, email our team about becoming a Working Families member: employers@workingfamilies.org.uk.

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