

Carers Hub

Carers make a significant contribution, enabling the lives of the friends, family, whānau and aiga members they care for to participate in their communities. One in eight people in every workplace is a carer and there are almost half a million carers in Aotearoa. This page provides information and resources that the CareWise programme provides for MSD employees who are carers.

On this Page:

[Who are carers?](#)

[MSD is proud to be a CareWise employer](#)

[I'm caring for someone, what types of support are available?](#)

[CareWise support through Carers NZ](#)

[My employee is a carer, how can I support them?](#)

[External supports](#)

[Wanting to find out how to support our carers in other ways?](#)

[Events and stories](#)

Who are carers?

Individual, family, whānau and aiga carers provide care and support for someone close to them who needs additional assistance with their everyday living because of a disability, including a health condition, illness or injury.

MSD is proud to be a CareWise employer

MSD is one of the first Public Service employers to commit to carer friendliness in its culture and practices through its participation in CareWise. We've joined other employers committing to CareWise and working with Carers NZ to understand, inform, and support staff with caring responsibilities.

CareWise is a programme encouraging employers to understand the needs of the carers they employ and how to assist at difficult times through flexible work and leave policies. CareWise is also an action in the [Mahi Aroha Carers' Strategy Action Plan for 2019-2023](#), funded to help organisations and the carers they employ manage the realities that can affect workplace participation, absenteeism, and productivity. CareWise is centred around ensuring carers are recognised and supported at work, so they can better manage the pressures of employment and caring. The programme ensures carers receive supporting advice and information in the workplace, and are aware of Carers NZ's 0800 helpline, email hotline, and print and web-based resources.

I'm caring for someone, what types of support are available?

On this page you'll find information about CareWise support through Carers NZ, internal supports available at MSD and some of the organisations providing support in our communities.

You can talk to your manager at any time about your needs. Together you can explore the options available.

The [Guide for Carers](#) is a Government resource with information about help available for carers from government agencies and in the community. See below for the link to each section.

Financial	This section gives you information about different types of financial help that may be available to you.
Support	This section provides a list of organisations available to support carers of the person you care for.
Equipment	This section provides a range of help for equipment, housing and vehicle modifications available to carers or the person you support.
Directory	This section covers contact information from organisations in this guide, ways of getting in touch for people who are deaf, hearing or speech impaired and for people who speak another language .

CareWise support through Carers NZ

There are lots of ways you can connect with CareWise support. You can also send your contact details to centre@carers.net.nz or call the helpline to join Carers NZ – there's no cost and you'll receive email newsletter updates and the latest news about available help for carers.

Phone	Contact Carers NZ's helpline during business hours for one to one advice and support: 0800 777 797.
Email	Send your questions to the Carers NZ email hotline: centre@carers.net.nz
Website	Visit the Carers NZ's website, www.carers.net.nz , which offers information for carers, as well as a free downloadable information pack.
Facebook	Join Carers NZ's lively Facebook community for carers: www.facebook.com/carersnz
Family Care magazine	You can find the latest issues of Family Care magazine at www.issue.com/familycareworld . Every issue includes a CareWise news section for working age carers and employers. Note: The link above doesn't work in Internet Explorer so try accessing the link using Chrome or Edge for a better experience.

My employee is a carer, how can I support them?

The best place to start is by having a conversation with your employee about their needs to best manage work alongside their caring commitments, so you can figure out solutions together. On this page you'll find information about CareWise support through Carers NZ, internal supports available at MSD and some of the organisations providing support in our communities.

Policies

Flexible Working Policy	Find out about MSD's Flexible Working Policy and the process for requesting changes to your work hours and/or location.
Reasonable Accommodation in Employment Policy	Find out about MSD's Reasonable Accommodation in Employment Policy and the process for requesting workplace adjustments to accommodate your needs.

Employee Support

Wellbeing@MSD Resources	Find out about all of the wellbeing offerings available at MSD.
Peer Supporters network	Talk to a trained colleague about any challenges you're facing at work or at home.
Employee Assistance Programme (EAP)	EAP provide confidential coaching and counselling services for anything that's impacting on your wellbeing, whether it's work-related or personal. This includes: MyCoach for Money - confidential support from a qualified financial advisor around your financial well-being Career Counselling - which can cover career uncertainty and self development They also have a diverse range of counsellors to respond to any specific needs or preferences you may have, but not limited to:

[Māori and Pasifika Counsellors](#)

[LGBTQIA+ EAP List](#)

If you have a preferred criteria when choosing a counsellor, contact Benestar and have a chat to them about this.

External supports

Useful information and resources in the community:

- [CarersNZ](#)
- [NZ Carers Alliance](#)
- [Age Concern NZ](#)
- [Alzheimers NZ](#)
- [Blind Low Vision NZ](#)
- [Cancer Society](#)
- [Grandparents Raising Grandchildren](#)
- [Yellow Brick Road](#) (mental health support for families)
- [Parent to Parent](#)

Wanting to find out how to support our carers in other ways?

Carers NZ is a charity listed on the [Payroll Giving platform](#). Find out more about [Payroll Giving](#) here at MSD.

Events and stories

We'd like to get in touch with you or anyone you know who may be a carer for a loved one or have carer responsibilities.

Our plan is to organise some webinars over the next few months where we can share what resources are available. We'd also like to create a support group where carers who are employed at MSD are able to come together in a safe space to confide and communicate with people who share similar experiences.

Contact ~~Out of scope~~ [@msd.govt.nz](#) or ~~Out of scope~~ for more information.

We'll refresh this page regularly with updates and information for our carers at MSD. We'll also keep you posted about news and developments in our staff communications.

Content owner: [People Culture and Inclusion](#) Last updated: 28 March 2022