



---

# Learn About Family Carers in Your Workforce

SAMPLE SURVEY / FOCUS GROUP QUESTIONS

**Definition:** A carer is anyone has caring responsibilities for a friend or family member who is frail, unwell, recovering from an injury, or has a chronic condition or disability.

The purpose of these questions, which can be incorporated into an employee survey and/or used in a focus group, are to discover how many workers in your organisation have caring responsibilities, what workplace support they currently receive, and what more your organisation can do to support them.

We recommend that your survey and/or workshop questions follow these themes:

## Understand the scope

To be able to provide the right support and better understand how caring may be impacting workers who have these responsibilities, you need to understand how many staff are carers, how much time is spent on caring, and how this may be affecting their work.

### *Sample questions*

**1a Do you currently have caring responsibilities outside of your work responsibilities?**

- Yes  No (*jump to end of survey*)  
 Prefer not to disclose (*jump to end of survey*)

**1b If yes, have you discussed your caring responsibilities with your manager?**

- Yes  No,  
 Prefer not to disclose

**1c On average, how many hours per week do you spend in fulfilling your caring duties?**

- Less than 5 hours  5 - 10 hours per week  
 11-15 hours per week  15-20 hours per week  
 20+ hours per week  Prefer not to disclose

**1d What (if any) impact does your caring responsibilities have on your role at work?**

*Free text answer*

### Understand existing workplace support

Discovering what support systems are already in place and how these are working will help you understand what more your organisation can do to support staff who are carers.

*Sample questions*

**2a Do you currently receive assistance from your manager to support your caring role?**

- |  |   |
|--|---|
| <input type="checkbox"/> Yes, the right level of support | <input type="checkbox"/> Yes, but would like additional support |
| <input type="checkbox"/> No                              | <input type="checkbox"/> Prefer not to disclose                 |

**2b If yes, what support are you receiving (select all that apply)**

- |   |  |
|---|--|
| <input type="checkbox"/> Flexible hours               | <input type="checkbox"/> Remote working                  |
| <input type="checkbox"/> Additional leave             | <input type="checkbox"/> Access to useful information    |
| <input type="checkbox"/> Reduced hours                | <input type="checkbox"/> Additional financial support    |
| <input type="checkbox"/> Additional financial support | <input type="checkbox"/> Subsidised counselling/coaching |

Other [free text]

**2c** If no or yes (but would like additional support), what would be helpful?  
(select all that apply).

- |   |  |
|---|--|
| <input type="checkbox"/> Flexible hours               | <input type="checkbox"/> Remote working                  |
| <input type="checkbox"/> Additional leave             | <input type="checkbox"/> Access to useful information    |
| <input type="checkbox"/> Reduced hours                | <input type="checkbox"/> Additional financial support    |
| <input type="checkbox"/> Additional financial support | <input type="checkbox"/> Subsidised counselling/coaching |

Other [free text]

## What more can be done?

Hear directly from caring employees about how they can be better supported, beyond the standard approaches. To better serve your people, it is essential that you take onboard their ideas and suggestions.

### *Sample question*

Beyond the approaches listed in Question 2, what more could we do to support you in your caring role?

Free text answer