

## Strategic Plan 2021 - 2024

### Values



**Inclusivity**



**Empathy**



**Integrity**



**Professional Excellence**



**Collaboration**

# 1

## ENGAGE

To continue to engage Carers to understand their needs allowing the organisation to refine services and systems which improve the experience of Carers when engaging with Carers SA.

- 1.1 IMPROVE CARER EXPERIENCE**
- 1.2 GAIN A DEEPER UNDERSTANDING OF CARERS AND THE PERSON CARED FOR**

# 2

## IMPACT

Focussing on external impacts guaranteeing a strong focus on Carer voices being heard by decision makers across the country and enabling community to be more aware of the role Carers play in everyday life.

- 2.1 ADVOCATE STRONGLY ON BEHALF OF CARERS**
- 2.2 INCREASE BRAND AWARENESS**
- 2.3 BE A STRATEGIC PARTNER**

# 3

## SUSTAIN

To secure the future of the Carers SA by retaining current contracts and reducing the dependence on individual funding sources through diversification.

- 3.1 DIVERSIFICATION**
- 3.2 RETAIN CARER GATEWAY CONTRACT**

# 4

## ENHANCE

Improvement in the delivery of supports to carers will come from investing in our people and systems and from understanding Carers better than anyone.

- 4.1 STRENGTHEN OPERATIONAL LEADERSHIP**
- 4.2 REFINE SYSTEMS**
- 4.3 DEVELOP ANALYTICAL CAPABILITY**