

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 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**