



Strategic Plan

2026 - 2029

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Stronger futures for Carers

Purpose

We enable current and future Carers in South Australia to live well while caring by delivering and connecting them to the support they need, championing Carers' rights and ensuring Carers are heard.

Mission

- Provide practical supports and services that help Carers navigate caring, through funded programs.
- Lead and amplify Carers' voices as South Australia's peak Carer organisation, influencing policy, systems and community attitudes.
- Partner with communities, organisations and government to broaden reach, reduce barriers and strengthen carer-inclusive practice.

Vision

Carers in South Australia experience better wellbeing outcomes, their rights are respected and access to support is easier, through the leadership of Carers SA as the state's peak Carer organisation, combining advocacy with practical support.



Our Values



Inclusivity



Empathy



Integrity



Professional
Excellence



Collaboration

Who we are

Carers SA is South Australia's peak Carer advocacy organisation and the largest provider of Carer support services in the state.

We are the lead Carer Gateway provider in South Australia, funded by the Australian Government and we also deliver state-funded Carer supports across metropolitan and rural and remote communities.

Through this combined advocacy and service role, we connect Carers to practical support, ensure Carers are heard, and partner with communities, organisations and government to improve outcomes for Carers.

We know Carers best and increasingly work in partnership with organisations that know their communities best, especially for priority groups such as First Nations Carers, Culturally and Linguistically Diverse Carers, Young Carers and Carers in rural and remote areas. We equip these partners with the knowledge and tools they need to identify and support Carers, helping to broaden reach and reduce barriers to support.

Strategic Context

2026 - 2029

Over the next three years we will work in a context of growing demand and complexity in caring roles, ongoing reform and pressure on funding and service models and the need to strengthen our own leadership and culture, systems and practices and data so we can keep delivering for Carers.

Our Strategic Plan is designed to align with and contribute to the *National Carer Strategy 2024–2034* and the *National Carer Strategy Action Plan 2024–2027*, which set a national agenda to ensure Carers are recognised, valued, supported and empowered, and that policies, programs and services are Carer-centred, evidence-informed, accessible and inclusive. Within this context, our strategic plan focuses on clarity, impact, partnerships and sustainability.

Our Strategic Pillars

1. Engage



Carers are heard, connected, and can access the right supports at the right time, shaping what we do and how we deliver services.

1.1. Enhance engagement with Carers across metropolitan, regional and priority communities, including under-represented groups, both directly and through trusted partner organisations who know those communities well.

1.2. Enhance our community engagement and outreach to build recognition of Carers and to develop awareness among Carers and across referring organisations, leading to increased referral pathways and improved access to the support Carers need.

1.3. Strengthen how we collect, use and share insights from Carers, research and data to continuously improve service delivery and targeted supports for Carers.

2. Advocacy and Impact



Carers' collective voices influence policy, service systems and broader community attitudes and understanding of Carers and improve the supports Carers receive.

2.1. Concentrate our systemic advocacy strategies and actions for Carers, at state and federal levels, on priority areas that are most likely to have positive impact and drive change.

2.2. Build on our profile and reputation as South Australia's peak Carer advocacy organisation so that we are widely recognised and respected for our visible work with and for Carers and our partner organisations grounded in lived experience and service delivery insights

2.3. Develop and sustain strategic partnerships that ensure advocacy is guided by the insights and experiences of Carers, strengthens the capability of Carers and partner organisations and supports organisations to identify, engage with and advocate on Carer issues.

3. Sustain



A financially sustainable organisation that reliably delivers high-quality services, meets contract obligations and maintains strong partnerships, sound governance and effective risk management.

3.1. Maintain financial sustainability and compliance, meet audits and acquittal requirements and ensure prudent use of reserves and retained earnings.

3.2. Maximise the stability and impact of our funding and contracts through strong, mutually beneficial partnerships, particularly with organisations that are best placed to reach priority carer groups, so resources are directed to core priorities for Carers.

3.3. Strengthen our governance, risk and compliance frameworks, to support sound decision-making.

3.4. Identify and assess emerging opportunities to strengthen our funding base over time, where they align with our purpose and do not compromise delivery of core funded obligations.

4. Enhance



Our people, culture, systems, quality and data enable consistent, high-quality service delivery and outcomes for Carers.

4.1. Recruit, develop and retain people whose capabilities, skills and values align with our purpose and strategic priorities.

4.2. Implement an innovative leadership, people and culture program that builds a positive, high-performing, values-driven culture and workforce.

4.3. Implement a strategic reporting and outcomes framework, supported by fit-for-purpose systems and technology, so we can monitor service quality, contract performance and Carer outcomes.