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STRATEGIC PLAN 2018-2019

VISION

An Australia that values and supports carers.

MISSION

We work to:

- Improve the health, wellbeing, resilience and financial security of carers
- Ensure that caring is a shared responsibility of family, community and government

CARERS

Carers SA defines a carer as a person providing unpaid care for a parent, partner, child, relative or friend who has a disability, is frail, aged, is dependent on alcohol or other drugs, or has a chronic physical condition or mental illness.

VALUES

Our values represent how the organisation and its people will engage with carers, each other and the broader community.

1. Inclusivity

All carers are treated with respect, dignity and as a person in their own right. Carers SA people are respectful of diversity whether that be as an individual or caused by geography.

2. Empathy

Carers SA people are open, approachable and are always willing to provide assistance to carers, the community and each other.

3. Integrity

Carers SA people always act with honesty, accountability and transparency when engaging with carers, the community and each other.

4. Professional Excellence

Carers SA people strive to provide services of a high quality to carers and other customers. They are progressive in their thoughts and actions and aim to be leaders in the sector.

5. Collaboration

Carers SA people work with carers as partners, focussing on individual strengths with the aim to enhance positive outcomes. All external partnership opportunities are investigated and pursued to best serve the communities we work in and with.

HOW DECISIONS ARE MADE - STRATEGIC ANCHORS

Decisions made by Carers SA's Board, Executive Management Group and its Operational Team will be anchored by the following:

- Is this decision based on knowledge of what carers want and value?
- Is it the right priority at the right time?
- Will this provide internal and external positive return, be that return financial or non-financial?

THEMES

The following themes will underpin Carers SA's work in the community; accountability, celebrating success, innovation, reflective practice and a focus on people.



STRATEGY 1

QUALITY SERVICES

Pillars

- Provide services to an increased number of carers
- Actively seek opportunities for collaboration
- Design and develop new business and service opportunities
- Seek to commercialise current business

STRATEGY 2

REPRESENTING CARERS AND RAISING AWARENESS

Pillars

- Government advocacy
- Thought leadership

STRATEGY 3

BUILDING A STRONGER FOUNDATION

Pillars

- Reframe service delivery
- Efficiency in service design and delivery
- Invest in people
- Strengthen governance
- Financial sustainability / business growth

Office Locations

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