

Strategic Imperatives 2019/20



Our Vision

An Australia that values and supports all carers.

Our Mission

To improve the quality of life for caring families.

Values

- Integrity
- Adaptability
- Empowerment
- Diversity
- Respect

We are dedicated to making life better.

With one in every eight Australians caring for a family member or friend, Carers Queensland is committed to providing specialised carer, aged, and disability support services.

For 30 years, Carers Queensland has been working to advocate for equal rights, opportunities, and enhanced outcomes for families.

We work within and value our local community, responding to unmet need with care and respect, assisting those who are disconnected through high-quality personalised support.

Our objective is to ensure you achieve your goals, enhance your relationships, and can move forward with a life based on your own decisions and choices.

Strategic Imperatives for 2019/20

The following Strategic Imperatives will facilitate growth and manage change, while continuing to deliver high quality outcomes to the community.

Service Provision

Provide services to carers and people with disability that are based on the principles of choice and control.

- Ensure the voice of carers and people with disability actively inform our service quality and delivery
- Assist carers and people with disability to navigate services systems and implement services and supports that meet their needs
- Develop an evidence base of program performance through sound evaluation processes
- Ensure our service delivery reflects our values

Financial Resources

Ensure our organisation remains financially viable.

- Grow the business by actively seeking opportunities to expand our current programs
- Source new programs that support unmet needs and are consistent with our Vision, Mission and Values
- Continue to review our operations and implement efficiencies that decrease costs
- Maintain federal and state funding for the provision of services to carers and people with disability
- Ensure programs and services are cost effective, viable and sustainable
- Utilise effective ICT hardware and software systems to support business practices

Advocacy and Representation

Undertake advocacy and representation so that caring families and people with disability feel understood, connected and supported.

- Ensure a voice on Ministerial and influential advisory groups
- Ensure the voices of carers and people with disability enhance our representational work
- Raise the profile of carers and people with disability, using a strength based approach

Governance

Provide strong leadership in an environment that fosters quality improvement practices.

- Maintain a skills based Board who can respond with agility to a changing environment
- Demonstrate strong risk management processes
- Promote and sustain an organisational culture that values our people and reinforces our mission and brand
- Maintain QIC, Aged Care and Rainbow Tick accreditation
- Ensure a workforce that is culturally responsive

Partnerships

Work with key organisations, government, the community and the business sector, to achieve better outcomes for carers and people with disability.

- Promote and influence equity and accessibility of carers and people with disability
- Create shared-value partnerships that result in a positive, measurable impact on carers, their families and people with disability
- Enhance brand and profile through increased engagement and connections
- Work collaboratively with state and territory carer organisations