





Carers WA has been long established as the recognised peak body providing a voice for the 320,000 carers living in Western Australia. Following the highly successful achievements of the previous 2018 - 2019 strategy the organisation is now established as the main provider of carer services funded by the state and federal governments. The new federal support system, branded as the Integrated Carer Support Service (ICSS), appointed Carers WA as the Regional Delivery Partner (RDP) for the whole of Western Australia. This success places Carers WA in the unique position of being the sole provider of government funded carer dedicated services. This will ensure that carers in WA will receive the maximum government funded support available through co-ordination of both state and federal programs.

## STRATEGIC GOAL 1 Support carers

### KEY STRATEGIC ACTIONS:

- Commence delivery, in April 2020, of high quality services as the selected Regional Delivery Partner (RDP) for Western Australia for the Integrated Carer Support Service (ICSS).
- Enable carers to navigate the changed landscape of carer supports through promotion, awareness raising and education activities.
- Evolve services to meet the changing needs of carers incorporating best practice principles and national standards within health, mental health, disability and aged care.
- Develop services to enhance accessibility for key target groups including carers living in regional areas, young carers, Aboriginal, LGBTI+ and CALD carers.
- Identify opportunities for new corporate sponsors and develop partnerships.
- Develop partnerships with other health and disability service providers to leverage expertise and resources for the benefit of carers.

## STRATEGIC GOAL 2 Lead in carer sector development

### KEY STRATEGIC ACTIONS:

- To provide information and educate professionals within the health, mental health, disability and community sectors to promote a better understanding of carers and their role.
- To encourage service providers and the wider community to co-ordinate, develop and deliver services and supports to carers.
- To provide expertise, research and evidence to ensure government policy development and subsequent program design recognises and supports carers.



## STRATEGIC GOAL 3 Increase community engagement

### KEY STRATEGIC ACTIONS:

- To raise awareness and build community understanding of carers through systemic advocacy processes, campaigns, events and other activities.
- To expand engagement with the community through social media, digital and other contemporary pathways.
- To target educational and awareness raising activity to sections of the community outside social and health care (e.g. industry, commercial enterprise and education).
- To engage with, and develop partnerships with, other peak bodies and advocacy organisations to enhance understanding of carer issues and appropriate supports.

## STRATEGIC GOAL 4 Influence government

### KEY STRATEGIC ACTIONS:

- To be the lead public voice for carers on matters of public policy through direct engagement with politicians, funders and other key stakeholders.
- Provide submissions to government agencies and related bodies to develop legislation, strategies and policies which are supportive of carers.

## STRATEGIC GOAL 5 Develop the organisation

### KEY STRATEGIC ACTIONS:

- Develop systems, processes and policies to meet the service delivery specifications outlined in the RDP operational guidelines and associated documentation.
- Ensure appropriate qualified staffing and associated infrastructure (buildings, telephony, IT etc.) is in place to deliver both the new federal ICSS and existing state funded services.
- To integrate federal and state carer programs to maximise carer support coverage, efficiency and effectiveness.



