



We have a vested interest in all Carers in the Northern Region

Future Direction and Priorities for Action

Introduction

Northern Carers Network approaches 'Carer Support' in a positive manner and is active in developing programs which meet the identified needs of individual carers and groups within the community. Northern Carers Network works closely with all Government agencies (Commonwealth, State and Local) and Community Services.

Northern Carers Network develops programs and supports activities to insure the best possible outcomes for carers in our community. Planning for the future will assist NCN to continue and extend the current programs and develop new initiatives as needs are identified within the community

Strategic Planning Day took place in January 2009 at the Northern Carers Network Inc. The aim of the day was to provide direction for the future and prioritise goals we wish to achieve over the next five years. Planning enabled us to look closely at current activities and discuss future service options to strengthen existing carer support.

Priorities were developed, based on these discussions to provide the best possible outcomes for individuals and families within the Northern Metro Region of Adelaide. In addition to this the plan also includes action that will strengthen our organisations position to better meet the needs of Carers, Staff, Volunteers and other providers in the region.

Future Direction and Priorities for Action

Chief Executive Officer

The Northern Carers Network future direction embodies a working partnership with the Board, Carers, Staff, Volunteers and other services providers. I wish to thank all involved for your extremely valuable contribution.

Collectively we have identified a vision and direction of where we wish to head in the next five years and have developed priorities for action to achieve this vision. They are as follows;

Priorities for Action

Priority (1) Awareness Raising & Promotions

Goal: We will develop active communication and promotional strategies to maximise accessibility to 'Carer Support'.

Action

- **Promotions**- raise community awareness of the caring role in our community through various forms of media e.g. radio, newspaper, retail complex promotions and community fairs.
- **Communication** – actively communicate with health services, GP's, and service providers to increase linkages to carer support.
- **Information** -improve access for Carers by providing information through retirement villages, schools, libraries, recreation and sporting centres.
- **Transport**- increase accessibility to Carer Support through provision of transport.

Priority (2) Manage Change and Growth

Goal: We will modify and expand the program in accordance with the needs of carers in our community.

Action

- **Participation** - increase carer involvement in service planning and delivery
- **Feedback** - identify Carer needs by actively seeking feedback from all associated with NCN.
- **Coordination of Services** - monitor and adjust current support provisions to correspond with emerging needs.

Priority (3) Effective and Efficient Management

Goal: We will ensure that a high standard of governance and management practices are implemented to meet legislative requirements.

Action:

- **Board structure** - expand board membership and ensure that there is an appropriate mix of skills and experience to meet requirements of the NCN.
- **Risk management** – manage risks associated with all activities of; Board, Staff, Volunteers, Carers, Care recipients.
- **Program and Reporting Standards** - improve upon the collection of data and analyse emerging trends.
- **Future Planning**- explore suitable location of office for ease of access to increase participation and to accommodate expansion when the need arises.

Priority (4) Strengthen Organisations Position

Goal: We will Maximize funding opportunities and build upon existing human resources & human resource systems

Action:

Funding

- Identify recurrent funding opportunities across all levels of government to ensure sustainability.
- Implement a funding strategy that determines the need for consolidation and expansion.
- Seek additional funding for mental health carer support, expansion of Aboriginal and Culturally Diverse programs, Carers of younger disabled and Young Carers and Siblings.

Human resources

- Optimise existing skills of staff and volunteers.
- Encourage professional development and personal growth through training opportunities.
- Improve appraisal and recruitment systems
- Develop skills audit and retention strategies

In achieving this vision Carers value:

Being listened to
Privacy and confidentiality
Honesty and integrity
Mutual support and respect
Friendship
Empowerment

To be included in the direction of NCN

Future Direction and Priorities for Action

Our Vision

Northern Carers Network Inc is a 'One Stop Shop' providing excellence in carer support and respite, 'supporting every generation'.

In providing excellence in carer support and respite we build the foundation to enhance the lives of carers by improving their health and well being.

Our Mission

The Northern Carers Network Inc walks along side cares in a spirit of partnership to provide a supportive and accessible service that respects both cultural and social differences.

Our Values

Demonstrate a strong commitment to providing quality, competent and respectful service delivery tailored to meet individual needs.

Provide a friendly helpful atmosphere to individuals receiving carer support.

Deliver services in a timely, courteous and equitable manner.

Equity

We are committed to providing equity across the Northern Region by making our program accessible to all carers respective of the community in which they live.

Diversity

We respond to our diverse community by respecting and responding to their differing needs and values.

Flexibility

Create relationships and partnerships with agencies that encourage the delivery of innovative services that meet individual needs.

Support development and implementation of funding submissions for innovative and flexible programs.

Team Work and Cooperation

Promote open communication and positive discussion between management and staff.

Integrity

Create an environment where complaints and suggestions are welcomed and seen as opportunities to improve.

Act with honesty and in accordance with our values.

Accountability

We demonstrate sound cooperate governance through effective and efficient use of resources.