



Carers Queensland is the peak body advocating for people who take on caring roles for family, friends and community members, often without recognition, pay, and often not seeing themselves as 'carers', but never without impact.

We exist to listen to, recognise, support, and amplify the voices of carers.

We strive for systemic change, equitable and inclusive supports, and stronger recognition of carers' roles in our society.

Our Purpose

Carers Queensland advocates for unpaid carers and delivers services to enhance their lives.

Our Vision

A community where unpaid carers are recognised and valued, with access to support and services that empower them to thrive.

Our Values

Integrity

We do what is right. We act with honour. We build trust.

Respect

We are honest, fair and authentic.

Empathy

We see you. We hear you. We care.

Inclusion

We foster a culture of belonging, where everyone feels welcome.

Resilience

We adapt and grow stronger through change.

Our strategic intent – over the next three years, Carers Queensland will bring our vision to life through the following priorities:



Creating sustainable impact

To be a sustainable peak body, future focussed on creating an impact for carers.

- Look to maximum total revenue for individual programs with no single program contributing more than 40% of total revenue.
- Our programs will be diverse and aligned to carer strategies, underpinned by responsible investment, government partnerships, and growth of our RTO.



Strengthening our advocacy

To be recognised by stakeholders as the peak body for unpaid carers in Queensland.

- Through meaningful engagement with at least 150,000 carers, compelling value propositions, and effective use of data and insight, we will demonstrate measurable impact on carers' lives and the people for whom they care.
- We will continue to strengthen our role as a trusted and influential voice by advocating for positive policy change, developing research and public policy expertise, building strong networks, and engaging with stakeholders and our community to raise awareness of carer issues.



Nurturing our people

To be recognised as an employer of choice in the for-purpose sector.

- We will continue to build a thriving workplace culture that attracts and retains passionate people who share our purpose.
- Our people will be engaged, included, and well supported, with the right skills, development opportunities and agility to meet future needs.



Empowering our future

To be an organisation that is agile and fit for purpose.

- Our systems and processes will be rigorous, transparent, and supported by digital platforms with robust data management and cyber security.
- We will deliver models of care that reflect best practice, strengthen collaboration and partnerships, and enhance the carer experience through integrated customer systems.



Leading with purpose

Our Board is effective stewards of the organisation in achieving best outcomes for carers.

- The Board will maintain a clear focus on strategic priorities and long-term outcomes, supported by strong governance and leadership. This includes embedding a robust Board succession strategy, aligning committee structures with strategic priorities, and strengthening accountability for performance and impact.
- Proactively manage risks and opportunities that impact long-term objectives, while establishing a representative Advisory Committee to guide strategy and foster innovation.