



Presbyterian Support
Northern

Annual Plan

1 July 2022 – 30 June 2023



In 2020, Presbyterian Support Northern (PSN) ‘refreshed’ its existing strategy. The focus is on being as effective as possible in what we currently do. PSN has also undertaken a comprehensive strategy review, which it is aiming to complete by mid-2023.

THE PRIORITIES

The priorities of the existing strategy are being delivered in two phases between 2021 - 2023.

PHASE ONE

Understand and optimise what we do now

- Integrate our Social Services
- Collaborate and build relationships with external stakeholders, particular focus with Māori and Iwi organisations
- Optimise our current Information Systems and processes
- Nurture our staff and grow a positive and engaging culture.

PHASE TWO

Trial innovations for the future

- Innovate and look for opportunities to grow, focusing on Dementia Care and Social Enterprise Activities.



Over the past two years, we have made great progress in achieving these strategic priorities through our Annual Plans.

Our Annual Plan for the period 1 July 2022 – 30 June 2023 sets out the strategic priorities that we have yet to deliver. Many of these are well underway.

PHASE ONE	
Understand and optimise what we do	Remaining deliverables 1 July 2022 – 30 June 2023
Efficient operating model workstream	<ul style="list-style-type: none"> Centralised Intake Model rolled out for Social Services Professional Practice Framework for the Social Services developed
Culture workstream	<ul style="list-style-type: none"> Employee engagement baseline survey undertaken Communications and Engagement Plan (internal and external) implemented (3-year Plan approved by Board; Year 2 implementation underway) Leadership Development Plan implemented Tangata whenua strategy developed
Leadership bench strength workstream	<ul style="list-style-type: none"> Recruitment for vacant CEO and LT posts
Infrastructure workstream	<ul style="list-style-type: none"> Client Management System for Social Services project implemented Human Resources Information System project implemented Risk and compliance frameworks developed

PHASE TWO	
Innovations for the future	Remaining deliverables 2022-2023
Revenue and investment workstream	<ul style="list-style-type: none"> Enliven Plus dementia service trial implemented FY23 Fundraising plans implemented Social Enterprise activities implemented (Shine FV Education & Lifeline Connect)



Our Values: At the heart of our work, we act with:

