

Strategic Plan 2023 - 2026

We Offer Hope of a Better Life for Everyone

Presbyterian Support Northern is one of Aotearoa New Zealand's leading providers of social and health & disability services. As a values-based organisation, we strive to improve lives through delivering quality services as guided by our three-year strategic plan.

Te Ao Māori

In honouring Te Tiriti of Waitangi it is important that we improve things for Māori. We know that when we improve things for Māori we improve things for everyone.

EXAMPLES OF DELIVERABLES:

embedding Te Tiriti, implementing a Māori action plan, staff cultural training.

Empowered & Capable People

Our staff are a vital ingredient to our success. It is important that the systems and supports we have in place enable our people to do their best work.

EXAMPLES OF DELIVERABLES:

implementing new Client Management, Health and Safety and HR systems; stage 2 of leadership development programme; improved well-being, improved career planning; improved management of critical Health and Safety risks.

Stewardship

We make wise decisions around the use of our resources to enable both service continuity and innovation so that we can bring help and hope to the communities, whānau and people we serve.

EXAMPLES OF DELIVERABLES:

improved budget processes; increase fundraising results; improved financial sustainability; develop environmental sustainability plan.

Whānau Centred

We have deep compassion for our communities and our services focus on client needs. We want to ensure that we hear and support the people and communities we serve.

EXAMPLES OF DELIVERABLES:

Central client intake project completed; new telephony system; expansion of Individualised Funding services; enhanced dementia services to meet need.

Connected to Community

It is important that we are part of our communities and that we connect, listen, partner and collaborate.

EXAMPLES OF DELIVERABLES:

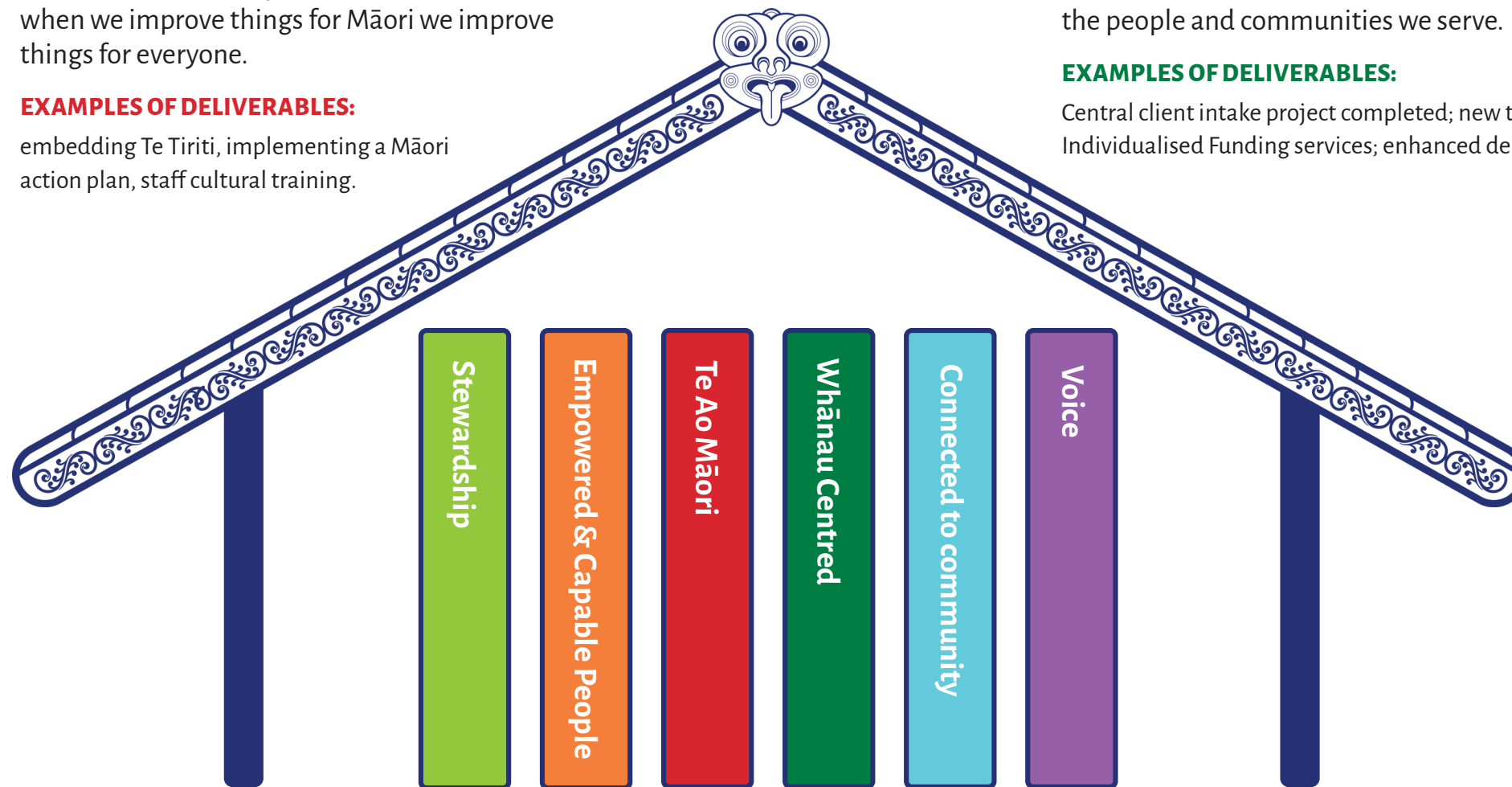
increased connection with Presbyterian church and donors; partnership projects with schools; community evidence-based service delivery strategy; launch of new websites and increase brand awareness.

Voice

We work to give voice to those who do not have one, and we actively advocate for our clients and communities, constantly pushing for equity.

EXAMPLES OF DELIVERABLES:

healthy ageing strategy, advocacy and stakeholder engagement strategy, Enabling Good Lives strategy; brand review; advocacy research project and enhanced engagement with communities; new feedback gathering process.



Six pou – these are the strategic focus areas of our work.