



Presbyterian Support  
Northern

A Better Life For  
Everyone

Being

WOW

STRATEGIC  
PLAN

★ July 2013 to June 2018 ★

We are a values-based organisation that keeps current the whakapapa of responding to the needs of our community. Using our strengths, we are part of local communities, delivering responsive and effective support services. We aspire to transform – creating sustainable positive change for the vulnerable and those at risk.

This five-year strategic plan outlines our aspirational goals. We shall continue to recruit and support exceptional people, deliver effective services, and collaborate with others to make a difference. Our focus is on being WOW – where exceptional becomes the norm – the fabric of who we are and what we do. The better we are, the more we can contribute to a better life for everyone.

### STRATEGIC PLAN: FIVE YEAR GOALS

This strategic plan provides a direction for the future and a guide for how to get there. It establishes ambitious five-year strategic goals and key initiatives to achieve those goals.

#### WOW STAFF

Engaged staff with the capacity and capability to provide effective services which are innovative, responsive and client-centred.

#### TRANSFORMATIVE SERVICES

High quality services that improve client outcomes and support individuals, families and communities, allowing them to thrive.

#### COLLABORATIVE RELATIONSHIPS

A values-based approach to relationships, partnerships and networks that extend our positive impact on individuals and communities.

#### A WOW ORGANISATION

A highly capable organisation with a reputation for making a positive impact locally by being resourceful, energetic and responsive.

### STRATEGIC PLAN: FIVE YEAR STRATEGIES

#### WOW STAFF

<b>Goal</b>	Engaged staff with the capacity and capability to provide effective services which are innovative, responsive and client-centred.
<b>Strategies</b>	<ul style="list-style-type: none"> <li>1.1 Strengthening selection mechanisms to match service needs</li> <li>1.2 Supporting individualised training and development</li> <li>1.3 Working well together across our services and learning from each other</li> </ul>

#### TRANSFORMATIVE SERVICES

<b>Goal</b>	High quality services that improve client outcomes and support individuals, families and communities, allowing them to thrive.
<b>Strategies</b>	<ul style="list-style-type: none"> <li>2.1 Applying outcomes measurement (RBA), research and evaluation to enhance services</li> <li>2.2 Enhancing capacity and expertise in the management of dementia</li> <li>2.3 Enhancing capacity and expertise to empower families to thrive</li> <li>2.4 Expanding services in response to needs throughout PSN's region, including developing services to support youth</li> <li>2.5 Extending staff and organisational capability to provide services for Maori and Pacific Peoples</li> </ul>

#### COLLABORATIVE SERVICES

<b>Goal</b>	A values-based approach to relationships, partnerships and networks that extend our positive impact on individuals and communities.
<b>Strategies</b>	<ul style="list-style-type: none"> <li>3.1 Purposefully connecting and contributing in our local communities</li> <li>3.2 Extending relationships with other organisations to make a greater difference</li> <li>3.3 Supporting community transformation initiatives</li> </ul>

#### A WOW ORGANISATION

<b>Goal</b>	A highly capable organisation with a reputation for making a positive impact locally by being resourceful, energetic and responsive.
<b>Strategies</b>	<ul style="list-style-type: none"> <li>4.1 Continually improving by applying feedback from staff and key stakeholders</li> <li>4.2 Embracing change by being innovative, responsive, well-prepared and holding to our ethos and values</li> <li>4.3 Building capacity by effectively supporting growth</li> <li>4.4 Proactively increasing our profile and demonstrating outcomes</li> <li>4.5 Governance and management working together to achieve our goals</li> </ul>



## OUR VISION & MISSION

### Vision

A BETTER LIFE FOR EVERYONE

### Mission

TO MAKE A DIFFERENCE FOR PEOPLE AND COMMUNITIES, PARTICULARLY THOSE MOST VULNERABLE BY:

- Making a positive impact on society by being a resourceful, energetic and responsive organisation
- Providing high quality services that achieve results
- Working effectively with other service providers, community organisations and government agencies
- Actively supporting the community initiatives of Presbyterian Parishes, Presbyterian Schools, Te Aka Puaho, the Pacific Island Synod, and others

## OUR ETHOS

*Established in 1884 with the appointment of Scotsman Duncan Macpherson as the first Presbyterian City Missioner, Presbyterian Support Northern has a solid heritage of practical service to people and our communities.*

Driven by the Christian mission to love others and respond to human need, our Christian founders had a vision of individual lives and society transformed. Today, we are a client-centred, innovative, responsive, professional social service organisation that works alongside people, inspiring hope and assisting those whom we support through our services to reach their goals. In doing so, we aspire to work with people and communities in a transformative way, making a positive impact on individuals and society.

We value each other, act with compassion and respect, and promote consultation and open communication. We are also pragmatic, purposeful and solution-focused to make positive and lasting changes.

## OUR VALUES



### CHRISTIANITY IN ACTION

With compassion, understanding, respect and integrity, we strive to support people in a way that is demonstrated in the life and teachings of Jesus Christ.



### EFFECTIVE SERVICES

Our qualified, skilled and supported staff provide strength based effective support by walking alongside our clients and helping them achieve positive outcomes.



### TANGATA WHENUA

We recognise Tangata Whenua, as identified in the Treaty of Waitangi, and are committed to providing quality services for Maori, supporting Maori staff, and providing opportunities for all staff to achieve cultural competency.



### SOCIAL JUSTICE

We promote social justice and instil hope for a better future through informed advocacy and education.



### WORKING TOGETHER

We make a difference by working well together and with others in our community, acknowledging cultural diversity, whilst using our resources wisely and sustainably.

## Contact us

Presbyterian Support Northern  
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Or visit one of our websites  
[www.psn.org.nz](http://www.psn.org.nz)  
[www.northern.familyworks.org.nz](http://www.northern.familyworks.org.nz)  
[www.northern.enliven.org.nz](http://www.northern.enliven.org.nz)



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