

PSN STRATEGIC PLAN



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Kaitiakitanga achieving Mauri Ora

TĀNGATA TIRITI



Presbyterian
Support
Northern



LIFELINE

January 2018- June 2020



- ➡ **Vision:** People living their best lives
- ➡ **Mission:** Our home and community support services are innovative and responsive



- ➡ **Vision:** Children and young people are safe, strong and connected in their families and communities
- ➡ **Mission:** Ensuring children and young people are safe, nurtured and flourishing



- ➡ **Vision:** Safer homes in New Zealand everyday
- ➡ **Mission:** To stop domestic abuse



- ➡ **Vision:** People have someone who will listen, to turn to when in distress
- ➡ **Mission:** Reducing distress and saving lives



**Presbyterian
Support**
Northern

- ➡ **Vision:** A better life for everyone
- ➡ **Mission:** Enabling positive change



“I liked the fact that everyone was working together.”



“I started to make my own decisions and become stronger.”

Strategies and Tactics

PEOPLE DEVELOPERS

STRATEGIES

- ✓ Develop strong leaders
- ✓ Invest in our people's professional capabilities
- ✓ Grow talent bench strength
- ✓ Increase employees engagement
- ✓ Build a diverse workforce

TACTICS

- ✓ Leadership development
- ✓ Talent management strategy
- ✓ L & D strategy implementation
- ✓ Volunteer management
- ✓ Engagement action planning

STRONG & CREDIBLE ORGANISATION

STRATEGIES

- ✓ Increase IT enablement
- ✓ Secure organisational sustainability
- ✓ Identify alternative revenue streams
- ✓ Enhance Support Office efficiency & effectiveness

TACTICS

- ✓ IS strategy
- ✓ Lifeline sustainable plan
- ✓ FWN Deep Dive
- ✓ Business development plan
- ✓ Support Office value drive

LEADING EDGE SERVICES

STRATEGIES

- ✓ Create integrated services for clients
- ✓ Increase our cultural competence
- ✓ Showcase our outcomes
- ✓ Develop exemplar services
- ✓ Hone our service offerings

TACTICS

- ✓ Client service co-creation /R&D
- ✓ Tangata whenua strategy
- ✓ Service-specific strategies
- ✓ Services-to-business strategy
- ✓ Outcome evaluation strategy

STRONG RELATIONSHIPS & COLLABORATION

STRATEGIES

- ✓ Partner for impact
- ✓ Strengthen internal partnerships
- ✓ Co-invest where/if it makes sense
- ✓ Build key stakeholder relationships

TACTICS

- ✓ 'One organisation' plan - thinking, acting, doing
- ✓ Business development plan (collaboration partnerships)
- ✓ Key stakeholder plan

CAPACITY BUILDING THROUGH SOCIAL INVESTING

STRATEGIES

- ✓ Facilitate capacity building – of communities, the sector and/or the system
- ✓ Develop the 'PSN voice' in conjunction with PSNZ, where appropriate

TACTICS

- ✓ Agreed capacity building strategies e.g. Moerewa extension, Shine-STAR
- ✓ Marketing & Fundraising strategies

The values at the heart of our work:



We partner with others to bring about change

PSN makes a difference by working well with others to make more possible. We value meaningful relationships with others in establishing, trialling and/or providing services and community development that bring about positive change.



We provide trusted services that achieve agreed outcomes

Engaging with, and walking alongside our clients underpin the provision of PSN services. We have high professional standards, staff use evidence informed practice, and we undertake regular evaluation.



We respect the Treaty of Waitangi

PSN acknowledges Tāngata Whenua as identified in the Treaty of Waitangi. All staff are committed to providing quality services for Māori, are given opportunities to achieve cultural competence and Māori staff are supported to retain their cultural identity.



We act with compassion and respect

PSN staff care for one another and for those in need throughout our communities. All staff recognise the strengths of others, are compassionate, genuine, honest and honour commitments.



We give hope by advocating for a better life

Everyone in Aotearoa having the opportunity to fulfill their potential is fundamental to PSN. We advocate for those in need striving to ensure that they have access to effective support, irrespective of their culture and/or beliefs. All staff treat others fairly.



PSN Christian Heritage

Presbyterian Support Northern was founded in 1884 by Duncan MacPherson, the first Presbyterian missionary of Auckland. At that time, PSN worked with the Presbyterian parishes to provide basic social welfare for their local communities. PSN continues to deliver services based on values sourced in our Christian tradition to love our neighbours, respond to human need, advocate for social justice and work for positive social change, creating better more inclusive communities for all. Today, PSN's staff reflects the diverse population of our service area and our services continue to inspire hope and support thousands of New Zealanders every day across the spectrum of age, ethnicity and religious beliefs.



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