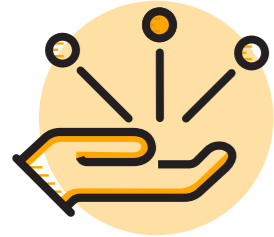


# Our Strategic Plan 2017–2022



## Responsive Approach

Families and whanau in Otago are safe, strong, and connected

- ✓ Our responsive services provide for safer environments for vulnerable children, youth, adults, family and whanau
- ✓ Our specialised programmes strengthen skills and community connectedness
- ✓ We increase community inclusion and resilience through a strengths-based, solution-focused approach
- ✓ We advocate for positive social change in Otago



## Empowered Workforce

We are a learning organisation that supports and develops our people

- ✓ Our Tangata Whenua Framework is developed, embedded, and practiced
- ✓ We invest in the safety and well-being of our people for a positive, One Team culture
- ✓ Our employee and volunteer development programmes support a culture of continuous improvement and innovation
- ✓ Our staffing capacity and capabilities are aligned to service provision



## Quality Services

We have a trusted reputation of service excellence

- ✓ Our high-quality care and support focuses on the individual and their natural supports
- ✓ Our services are innovative in responding to community needs
- ✓ We take an evidence-based approach to service development and improvement



## Sustainable & Independent

We are flexible, responsive, and financially robust

- ✓ Our funding streams are diversified and sustainable
- ✓ Our financial decisions support business growth, in mission-aligned enterprises
- ✓ Our information systems are responsive
- ✓ We have collaborative internal, local, and national partnerships for positive social change
- ✓ Our governance provides visionary leadership, informed by sound relationships with management and staff
- ✓ Our infrastructure strategy is responsive to organisational service needs



### Vision – Moemoea:

Presbyterian Support Otago works for a fair, just and caring community.

### Values – Whai Tikanga:

In fulfilling our mission, we will endeavour to act with Faith, Compassion, Respect, Integrity, Courage, and Independence.

### Mission – Whakatakanga:

Motivated by our Christian heritage, and in partnership with others, we work across the generations for positive change, strong families and healthy communities.