### Strategic Plan 2016-2018



### **Table of Contents**

Introduct	ion	3
Strategic Direction		4
Nga Pou		7
	The Four Pou	8
	The 'Whole of Life' Approach	10
	Accountability for Performance	12
Directory		17
-		

# **Meet Sam** Sam's love of swimming led him to compete for NZ at the 2015 Special Olympics and later go on to win the 2016 Disabled Sportsperson of the Year within his community. Sam's autism spectrum disorder did not hold him back from swimming 40.5kms from Turangi to

Lake Taupo in over 14 gruelling hours. Strong-willed and ambitious, he is a great example of what can happen when we support people to unleash their potential.

### Introduction

E te iwi me nga mata waka o te moana nui a kiwa tena koutou. Tena te tuku atu i nga mihi k a koutou e noho mai nei i o tatou papakainga, i runga i nga panekenekehanga o nga matua tupuna. Me hoki k o tataou mate i poua nei nga parekawakawa i tena marae i tena marae. Haere nga mate, haere, haere atu ra. Ki a tatou te hunga ora, ko te mea nui ki a tu ora tangata tatou. Tena koutou, tena koutou tena koutou katoa.

The theme for this plan is *Tuhono*. Tuhono means *to connect*; to be *connected*. Tuhono as a kaupapa (theme) is threaded throughout our objectives, and the way we want to work. Some examples of the way Tuhono guides us:

#### **Connected strategy:**

*Tuhono rautaki* - staying connected at a strategy level to the policy environment informs how we enact our mission now and ultimately influences how we express our vision for future action. We also want our strategic direction to motivate and influence our teams to think beyond their current paradigm.

#### **Connected workforce:**

*Tuhono kaimahi* - being an effective team in the 'cloud age' automatically means adapting in how we connect, share knowledge and give support to each other. We can also innovate to improve how we can keep our teams safe. We are reinforcing the value of internal connections through best practice peer mentoring systems.

#### **Connected communities:**

*Tuhono kainga* – by living and working within the communities we serve we strengthen our affiliation and trusting relationships with people and their families. We create support networks for staff across agencies with a common purpose to ours.

#### **Connected outcomes:**

*Tuhono putanga* - In our relationships with the people and the communities we serve we must engage to build trust. Tuhono guides us in our decisions about the tools and systems we develop, so they enable and strengthen our internal and external connections. Tuhono is also the bridge between where we are now and where we want to be in the future and extends to the co-design of support arrangements that can be flexible and adaptable for the future.

## Strategic Direction

#### Vision

An Aotearoa New Zealand where people of all abilities and diversity flourish and achieve their full potential.

### Mission

To work in partnership with disabled people, their families and our communities to initiate, promote and implement actions that enable people to live the life they choose.



### Pono

We believe all successful partnerships are built on trust. Honesty and integrity must be at the heart of everything we do as we journey alongside people with disabilities and their families and whanau. We are committed to doing the right thing – listening to what people say, walking the talk, and doing what we say we will. We will always say what we mean, tell it how it is, and report things honestly and fairly.

### Tika

We will work as a confident guide and take positive action that brings certainty to the lives of people and their families and whanau. We are focused on doing things right first time and will persevere to see things through. We will speak out for the interests of people with disabilities and support them to have their voices heard. We will share our knowledge, wisdom, and skill to foster greater understanding and awareness of disabled people's needs within their local communities and across our nation. We are committed to results to bring about change.

### Rangatiratanga

Our sole purpose is to serve and support people with disabilities. They participate, share their opinions and ideas, and provide input into what we do and how we do it. We will work alongside them to ensure that they have full access to their local communities and the same opportunities as everyone else. We honour the rights of disabled people to make their own choices and participate as citizens of Aotearoa New Zealand.

### **Meet Barry**

Barry was born with no arms and legs and an unstoppable spirit. Throughout his younger life, he developed a strong desire to make our communities more accessible for people like him. Today, Barry is the co-founder and CEO of Renaissance Group which supports people with disabilities to find independence within their homes and out in their communities. He is also the founder of a company which builds all-terrain 4x4 wheelchairs that offers more mobility options.

### Nga Pou

*Pou* are metaphoric posts or poles; they are tangible, solid and strong, reaching upwards, supporting the structure between them. We refer to our strategic objectives as our *Pou* because they guide and support our activities over this period.



# The four Pou we are committed to are:



### 1 People

Our people feel connected to the vision and mission; live by the values and are instrumental in the growth of the organisation.



### **2** Service Excellence

The individuals, whanau and organisations that are connected to our organisation feel valued, and receive an experience that ensures they trust and have confidence in our ability to deliver quality services.

*Tuhono* lies at the heart of bringing these success statements to life. Making connections is vital to serving our community purposefully. We must be connected through people, through place, and through the tools we use. It's also crucial that we remain strategically connected to the policy environment and that we understand how that interacts with our dynamic, fast-growing, super-diverse city.



### **3** Community Impact

Our brand is recognised by our ability to influence and drive appropriate change for our diverse community.



#### **4** Sustainability

Our service performance is marketable to other funders and our financial and quality systems work to maximise efficiencies.



Each year, we revisit the people we support and ask them what their goals are so we can work together to achieve them. When asked this question, without blinking an eye, Jade said she wants to be famous. So far, Jade has produced her own cookbook, interviewed some notable New Zealand personalities and performed in her local theatre and dance group. There is no slowing down this young and vibrant super star.



# The 'whole of life' approach



Two common threads running through the Pou are *investment* and *outcomes*. In the NZ Disability Strategy 2016 – 2026 universal design concepts and the twin track approach both resonate strongly with our Vision. The Plan promotes the development of unique supports appropriate for individuals as well as better mainstream services that work for everyone. The way supports and services are described is also being reframed. A new language with 'personal budgets', 'support arrangements' and 'universal services' has entered our social service lexicon. Investment aligns with the 'whole of life' approach which means we don't approach every relationship in the same way. We start strong to build connections that will sustain through time.

We want to be recognised as a great place to work and an employer of choice. We want our workforce fit for purpose and motivated towards outcomes. Among the 16 key skills considered essential in the 21st century is cultural intelligence or 'CQ'. We will need to have the skills to engage across a super diverse community and the experience to adapt methods and information in different contexts. We also want to keep things simple for people and offer less bureaucracy and enhanced connectivity. This also means getting out of an office and being in the community, increasing our touch points with both clients and stakeholders.

Safety and safeguarding are paramount for our people and for the people we serve. Through bold and determined leadership and sustained effort we will progress towards our vision.

### "

### Ko te pae tata, whakamaua kia tina. Ko te pae tawhiti, whaia, kia tata.

Manage today and shape tomorrow.

Sir Mason Durie

# Accountability for Performance

The Annual Plans will document the activities and measures to achieve our Pou. Monthly and quarterly reports will be reviewed. Reports will be received according to the Reporting Guidelines for the year. Review and planning will occur as per the Planning Cycle.

 Taikura Trust / Strategic Plan Tuhono 2016 - 2018
 13

### **Meet Mark**

Mark is somewhat of a Newmarket icon. For the past 25 years, he has sold over 50,000 chocolate bars on the bustling footpaths of Newmarket and raised over \$40,000 for children in need. In 2014, he received the Queen's Service Medal for services to the community. Highly sociable, he goes to a local Christian community group for people with disabilities and sings worship to his heart's content. He also regularly visits Communicare, a friendship centre.

BLACKCAP



### Directory

#### Trustees

Pare Rauwhero Miria Andrews Tracy Walters Hamish Crooks Tunumafono Ava Fa'amoe John Puhara

### **Board Secretary**

Gail Hohaia

### ...taikuratrust

Level 1, Building 1 570 Mount Wellington Highway PO Box 132 324 Sylvia Park Mount Wellington Auckland **Solicitors** Simpson Grierson Ltd

Bankers ASB Bank Ltd

Auditors BDO

