



Strategic Plan

2018 - 2023

WHATEVER IT TAKES CHARITABLE TRUST INC.

Developed:
June - Dec 2018

To be Reviewed each February prior to annual budget setting

Full Review June – Dec 2022

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A. Vision

WIT will transform the world of mental health service delivery by best practice. It will achieve this vision by:

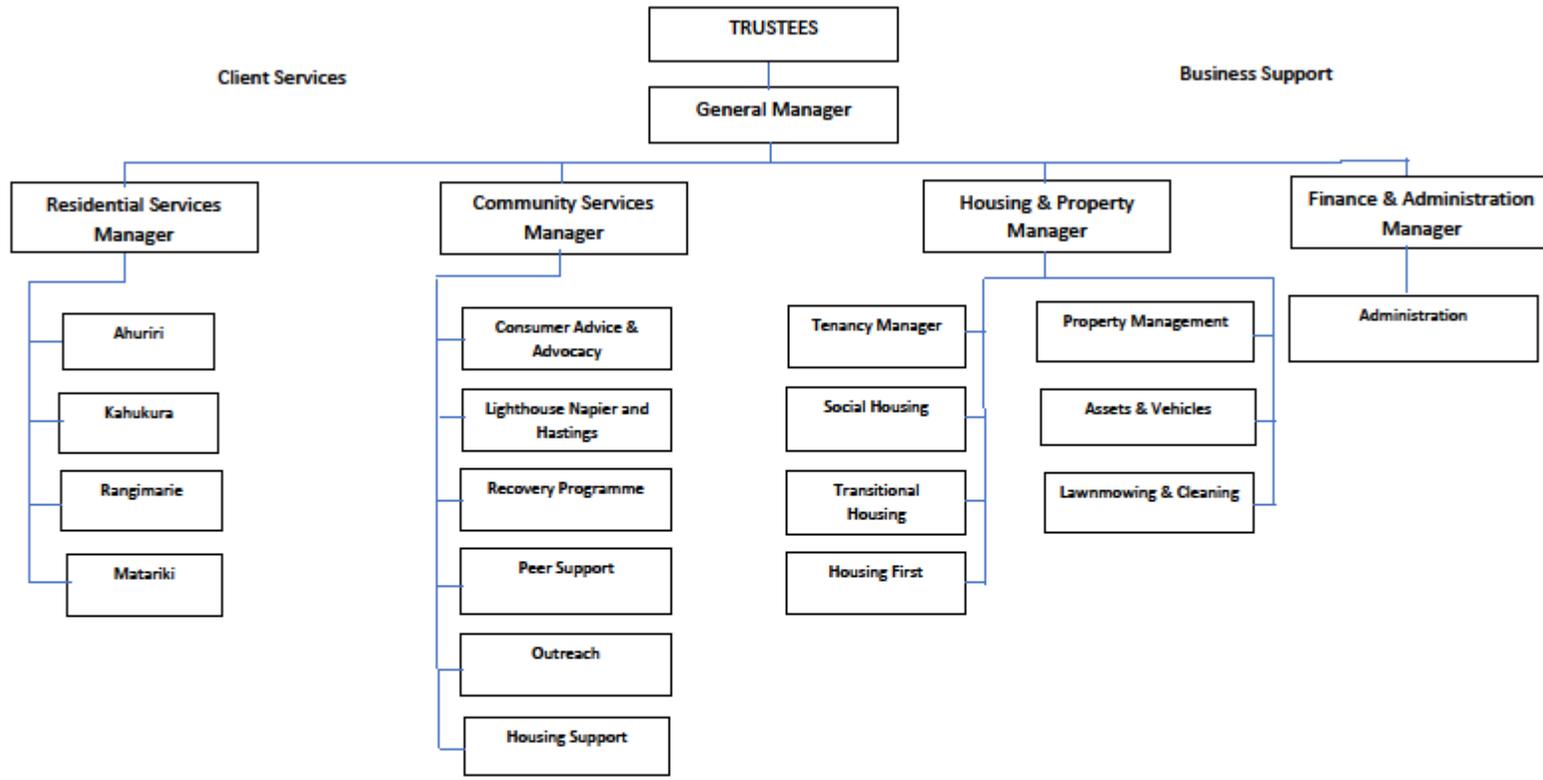
- Developing an evaluated model that has the customer's own story at heart
- Ensure the model is accessible to other organisations
- Advocating for consumers as valued members of society
- Offering an innovative range of services that is driven by the evaluated model
- Ensuring the organisation is an organic entity

B. Mission

"To do Whatever It Takes to support people to become as independent as possible and take a valued role in the Community."

We recognise cultural differences and we will attempt to build an individually tailored package based on mutual trust and respect, knowing that the need for our service might come and go.

C. Organisational structure



D. WIT's Kaupapa is to:

- Embrace and honour experience of mental illness in its workforce wherever possible
- Acknowledge the presence of spiritual/wairua forces and honour individual ways of accessing that presence
- Hold a good heart embracing love/aroha and compassion as the cornerstone of service delivery
- Not discriminate for or against people's beliefs.
- Promote expert skills amongst staff to advocate for customers' lives.
- Strive at all time for transparency and accountability in service delivery.
- Retain a non-clinical position.
- Transform mental health service delivery through positive outcomes.
- Ensure business structures support, not override, service delivery.

E. Values

Integrity	Respect	Creativity and Learning	Honesty
Partnership	Making a Difference	Tiriti o Waitangi	Teamwork

F. What we will do during 2018 – 2023

WIT Strategic Plan

<p>Our Staff Goal: To maintain and build staff capacity and value them as a team</p>	<p>Infrastructure & Facilities Goal: To grow and maintain facilities and infrastructure that assists staff and ensures support for people with mental health needs</p>	<p>Services & Service Quality Goal: To maintain a clear service delivery with services that meet community and peoples' mental health and addictions support needs</p>	<p>Stakeholders Goal: To maintain clear understanding of government and community aspirations and for them to understand how WIT aligns to those</p>	<p>Community Profile & Branding Goal: To promote WIT's work and ensure sustainable support</p>
<ul style="list-style-type: none"> • Succession Planning • Management Structure with clear lines of authority and ability to act that allows GM to achieve results through Management Team • Effective HR strategies & resources to plan & enable staff growth and well-being • Clarity around H&S information including about actions to maintain & improve a safe working environment • Processes ensure staff maintain knowledge of policies, expected outcomes & are receiving constructive feedback that guides & encourages • Building capability & a qualified staff; • Strengthen Tikanga understanding among staff 	<ul style="list-style-type: none"> • Social Housing partnership agreement with HUD • Long Term Property Plan defined and reflected in Annual Planning • Clear maintenance programme in place • Kahukura site development – extend range of options e.g. Elder Care, Respite Care • Build partnerships with Property owners/WIT Client Support Services • Maintain a role in Transitional Housing, with readiness to re-shape services/facilities as this demand falls • IT Strategy – utilisation of IT that enables staff efficiency and information availability • Community Garden 	<ul style="list-style-type: none"> • A clearly described WIT Service model that is understood by staff & stakeholders • Define 'measurable' service outcomes that illustrate client development e.g. Life Skills • Health & Safety Annual Objectives for staff & clients are set annually and information reported to Board to assure • Risks are clearly identified and a reporting framework to assure management of those risks • Include addiction services as a part or as partner to WIT • Define and maintain a Self-Review plan that regularly evaluates service delivery AND ensures service quality • Strengthen Tikanga in how we do things 	<ul style="list-style-type: none"> • Service agreement with HUD • Contract with DHB ensures funding to maintain & enhance services with annual CPI Adjustment • Board understands contract expectations & is informed by management to assure these are met • Local Bodies are informed and supporting WIT's work in community • Determine MHUD funding models suitable to WIT 	<ul style="list-style-type: none"> • Maintain profile through sponsorship and brand promotion • Effective Governance where Board have clear sense of their purpose & actively seek to know about outcomes of WIT work in context of Legal, Contractual & Risk responsibilities • Review Policy Docs to ensure relevance & commitments are achievable e.g. Asset Mgmt; H&S; QMS & Risk • Review Reporting framework for succinct relevant reports for effective Governance