

Strategic Plan 2021 – 2025

Strategic Priorities



St John of God Hauora Trust

The key initiatives for FY24 - from **1 July 2023 to 30 June 2024**.

1. The People we Support

We are known for high-quality, excellent services that are person-centred and enhance taha tinana (physical health), taha wairua (spiritual health), taha whānau (family), and taha hinengaro (mental health), by promoting tino rangatiratanga (self-determination).



OBJECTIVES

- Strong and consistent brand promise met every time
- Client-centred approach to all we do
- Clients are empowered and active participants in their own goals and aspirations
- Deep understanding of client wellbeing, as well as physical, cultural, and spiritual needs
- Improved Health equity for Māori and Pasifika clients

MEASURES OF SUCCESS

- **Client satisfaction**
- Qualitative reports on client care and support
- Zero complaints related to client care and support
- Little Owls enrolment against attendance

#	INITIATIVE	RATIONALE	SPONSOR
PS1	Develop cultural capability and responsivity to meet the cultural needs of clients	It is imperative that CYCS services meets the cultural needs of clients.	CYCS/ECE
PS2	Enhance hauora and improve health equity for Māori and Pasifika residents	Enhance systems and approaches for ensuring clients wellbeing (physical, cultural, and spiritual) needs are met including ensuring access to cultural activities that support on hauora for Māori and Pasifika clients.	HAS
PS3	Strengthen whānau engagement in learning	Enhance learning outcomes for students by engaging whānau in education.	ECE
PS4	Develop 'Client Voice' framework	Inform the decisions made both within services and in practice to ensure they meet the needs, goals and aspirations of clients.	CYCS/ECE
PS5	Implement Assistive Technology	Leverage technology and innovation to support independence and wellbeing for residents and utilise continuous improvement opportunities for practice.	HAS
PS6	Collaborate across clinical, allied, and activity services to better meet the needs of residents	Optimise efficiencies across services to continuously improve on the delivery of the Model of Care to residents.	HAS
PS7	Growth in philanthropic support and contracts that sustain and expand service delivery	Increase engagement with volunteers, donors, grant makers and service delivery funders to support service sustainability and growth.	SJGHT
PS8	Embed Pastoral Practice Model	Enhance the Pastoral support our clients and residents experience and continue to integrate our Mission and Vision throughout the organisation.	SJGHT
PS9	Enhance Consumer Participation and Engagement	Enhance Consumer Participation and Engagement Framework and Policy to improve client satisfaction and service delivery outcomes.	SJGHT

OUR MISSION:

To continue the healing Mission of Jesus.



Manaakitanga
Hospitality



Aroha
Compassion



Whakaute
Respect



Tika
Justice



Hiranga
Excellence

OUR VALUES:

OUR VISION:

We are recognised for care that provides healing, hope and a greater sense of dignity, especially to those most in need.