



Strategic Plan

Our communities have many expectations of us. We must set goals that deliver value for our people and be clear about what we can deliver, what we can influence and what is outside our control.

- **Our People's needs** – Pasefika people look to us to advocate for the range of health and social services they need. These needs are diverse and exist across all Pasefika ethnic groups residing in the Hutt Valley. Our people expect us to have their interests at heart and to have an influence over the range of services offered to meet their needs. This expectation is more than simply being a service provider alongside other service providers. It is about having a population interest. Health needs assessment is an ideal area where we could work more closely with the Hutt Valley DHB, Te Awakairangi PHO and with other providers. We currently complete our own analysis and could benefit from the wider information and analysis. Our partners would also gain from our more detailed analysis of Pasefika health need.
- **Impact** – We need to boost our ability to show the impact of our services to our community and to funders. We expect our service impacts to be recognised and acknowledged by other providers and by funders.
- **Influence** – We want to be involved in decisions about the range and mix of services available to Pasefika people so that best gains are made. We will build stronger relationships and partnerships to develop our role and influence. We want to be considered as the first port of call for discussion on improving the health and well-being of Pasefika in the Hutt Valley.
- **Providing quality service** – Our prime focus must be to provide quality services. We need to ensure that we have the quality systems, processes, staffing and facilities/technology required to achieve this and that we measure and evaluate our performance.
- **Mix of Services, Service journey** – Our people receive services from a range of providers. While we may go with them to support them, we don't usually know the journey our people are taking through health and social services (what has happened before they come to us and what happens after they are referred on). Our people expect us to know them well and this includes knowing what other services they receive and how the services fit and work together. We need to know more about their journey so we can assist with improvements to achieve the best outcomes and benefits.



- **Information** – The above drives an expectation that we have the information about a mix of services and service journey. We sometimes get fuller information on a person’s journey through health and social services but this is not part of normal business. We want coordinated health information needs to be expected, recognised, valued and required as part of our role in the wider service provision and as lead providers in the Pasefika community.
- **Evaluation** – We know that satisfaction is high for the services we provide. We gather feedback on each service and we survey our people from time to time (e.g. 2016 survey with 80% response rate). We need to further develop our evaluation/research approach and build credibility through partnerships with external expertise in this area.

Our aspirations for a strong connection with our community are that:

- We know our community leaders and they provide us with input;
- We gather feedback from our consumers;
- We evaluate our services in a culturally appropriate way;
- We regularly engage with our communities to communicate what we do;
- Communities know our Board Members and invite them in to promote and share information on what we offer;
- We are seen as a ‘one stop shop’ for Pasefika in the Hutt Valley;
- Our leadership is a strong voice for Pasefika people;
- Our community tells our funders about the importance of our leadership role (for them);
- Our funders see our leadership and want to invest in us (on an ongoing basis); and

The Ministry of Social Development sees us as their partner for Pasefika in the Hutt Valley.