



*"TO BE A GOD-INSPIRED ORGANISATION,  
UNLEASHING THE POTENTIAL OF ALL  
PEOPLE(S)"*

## **TE AROHA NOA STRATEGIC PLAN**

*"KIA WHAI TIKANGA O TE ATUA, E NGĀ HUA PAI  
KI NGĀ TĀNGATA"*

**2023-2025**



**te aroha noa**  
COMMUNITY SERVICES



## Whakawhānaungatanga - Relationships, Connection

Adopt a purposeful relational approach to gaining additional financial & social support from philanthropic, corporate, community and aligned statutory services. With a focus on building a strong financial & public profile.

*This priority centres on the importance of building meaningful relationships, inviting the community and wider sector organisations to be part of a shared vision and collaborative partnership in innovative community development practice.*

### **Outcomes:**

- To have relevant relationships with corporate sponsors (4 engaged within this timeframe).
- External community stakeholders work alongside us in partnership (4 engaged within this timeframe).
- To have a communications and relationships manager
- Te Aroha Noa have a strong bi-cultural awareness and presence internal & externally
- Te Aroha Noa staff/kaimahi are seen as important relationship managers
- The Trust Board is comprised of representation of the Highbury community (3 engaged within this timeframe).

### **How will we get there?**

- Marketing & proposal packs for TANCS initiatives/services are available and updated to keep current
- Seizing opportunities to celebrate wider community initiatives
- Staff have the context of our organisations strategy and are intentional in their practice and direction of TANCS
- The Trust Board consider its members and structures to represent community voice

## Ako - Learning

To ensure that learning and recording of stories & date, trends and professional development are a shared experience that supports ongoing transformation within the community & Te Aroha Noa.



*This priority acknowledges that new knowledge grows out of sharing learning experiences. Active reciprocity is key, seeing that families are competent and able to contribute to their community as well as receive support and resources.*



### **Outcomes:**

- Te Aroha Noa are leaders in service delivery, connected to community and research
- Te Aroha Noa organisational profile will be recognised in the wider community and across Aotearoa
- Te Aroha Noa is sustainable, prominent and current with their social media presence
- 80% of kaimahi/staff are trained to identify and utilise media tools and practice stories
- Te Aroha Noa have a strong bi-cultural awareness and presence internally and externally
- Regular and intentional community consultation is occurring (8 within this timeframe)

### **How will we get there?**

- The right people in the right positions to develop programmes that people want to engage with
- Ongoing relational bicultural development
- Evaluating each service on a yearly basis and identifying whether they are still viable
- Promoting our organisational services and programmes
- Evaluating TANCS programmes when appropriate and identifying whether they are still viable

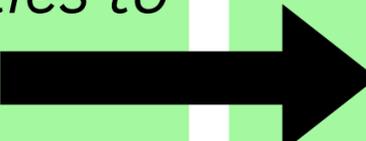


## Rangatiratanga - Leadership, Self-determination

To put community & whānau at the centre of our mahi. We will achieve authentic, transparent, and connected relationships with community. Te Tiriti o Waitangi will support genuine partnerships & participation.



*Te Aroha Noa acknowledges that community and people naturally self-organise towards Hauora. The priority aims to enhance the quality of life of the whole community by bringing people together in a structured way to engage in opportunities to embrace wellbeing.*



### **Outcomes:**

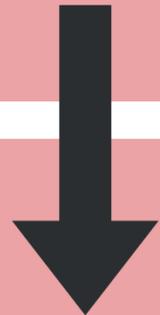
- Te Aroha Noa have a strong bicultural awareness and presence internally and externally
- Rongoa Māori and other Māori models of health are embedded into our practice and services
- Te Aroha Noa provides services with a focus on early intervention
- Mahinga Kai o Te Aroha Noa is flourishing and serving our community
- Our community are engaging and utilising the mara kai to its full potential

### **How will we get there?**

- Ongoing relational bicultural development (Te Reo classes, waiata, cultural advisor in place, cultural practice models will continue to be implemented, Kaupapa Māori is supported, tikanga is strong and in place)
  - TANCS are committed to regular and intentional community consultation
  - The right staff in the right positions
  - Delivering innovative, point of difference services that reflect that need in the community (3 consultations within this timeframe)
- 

## Toitū te Oranga - Sustainable Future

Ensure robust data and information flows support Te Aroha Noa to understand the complexity of sourcing and maintaining appropriate & accurate financial budget management while retaining courageous organisational opportunities that support the community voice.



*This priority focuses on creating a sustainable organisation with strong infrastructure and sufficient resources to establish growth. This also involves building stability through ensuring the core value base of TANCS is deeply grounded throughout the organisation.*

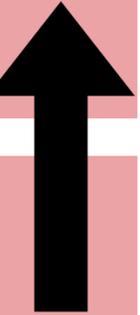


### **Outcomes:**

- To have built relevant relationships with corporate sponsors (3 engaged within this timeframe)
- Increased funding through philanthropic and corporate avenues, while maintaining and building government contracts
- "Friends of TANCS" is a viable stream of donations
- To have point of different services in place that are funded by long-term contracts
- Strategic positions are sustainably funded
- Te Aroha Noa is financially supporting investment in capital and kaimahi/staff
- Our organisational profile will be recognised in the wider community & across Aotearoa
- Goal setting and evaluating programmes and services are occurring on an ongoing basis

### **How will we get there?**

- Regularly reviewing services to reflect the funding framework
- The right staff are in the right positions
- Delivering innovative, point of difference services that reflect the need in the community
- Building viable relationships with philanthropic and corporate stakeholders
- Our communication relationships liaison will be advocating to philanthropic and corporate stakeholders
- Business models are reviewed on an ongoing basis, to support the strengths-based practice

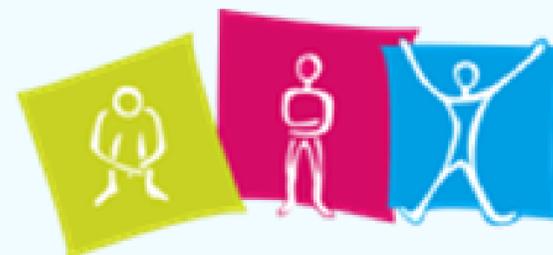


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