



Where we're going

chief executives welcome

Kia Ora and Welcome to VisionWest Community Trust's 5-Year Strategic Plan for 2015 - 2020.

When we look back over the past 25 years or more at the journey we have been on here at VisionWest, you can't help but sit back and say Wow! From incredibly humble beginnings to an organisation that now has over 300 employees, sits across 13 buildings and works with over 11,500 people every year.

With all that change though, one thing has remained constant, our absolute commitment to doing what we can to meet the needs of our community. Our vision statement, which is so much more than just some words hanging on a wall, is Transformed Lives, Healthy Communities. That statement guides us, drives us and ultimately is the standard by which we judge our work.

Over my 14 years as CEO, I can attest to the fact that lives have and continue to be transformed, that the communities we work in are healthier and more robust because of the transformed lives that reside in them. It has been a blessing and an honor to be on that journey. But we're not done.

Unfortunately, the needs which are presented to us on a daily basis continue to grow. The incredible need for short-term emergency housing or long-term supportive housing, those needing emergency food parcels, those youth, adults and families who are coming needing help with complex and varied issues; all of these are only growing.

That's why our Strategic Plan is focused on shaping and driving our organisation

in a direction that allows us to meet this growing need and the challenges that come with it, head on.

We are committed to building a lot more houses for those in need within our community. We are shaping our model of care and even our buildings and receptions to ensure that VisionWest is a place of belonging and safety for those who come seeking our help. We are building an organisation and infrastructure that continues to be ready and able to meet both a growing and ever-changing environment. And lastly, we are gathering around us a group of partners who can walk with us and support us on this journey; because we know, we absolutely cannot do this on our own.

If you are reading this, then you are part of that journey. Thank you.

On the following pages you will get a more in depth feel for what our priorities are over the next 5-years and what that will look like for the various services we offer.

If you would like to know more or would like to know how you could partner with us in this work, visit our website or give us a call. We'd love to talk.

Lisa Wooley
CEO



About Us

Why?

VisionWest is a group of people and partners gathered around a very clear idea. We exist to build hope together with our community, and ultimately, we strive to see transformed lives and healthy communities.

How?

We journey with our community, recognising its strengths and its needs. We respond to these needs using a culturally-integrated, strength-based, best practice methodology that is focused on seeing transformational outcomes for people we journey with. We believe in a holistic, wrap-around model of care, that is person-centric, rather than service-centric. In other words, we believe that you must work with all aspects of a person: mental, social, spiritual and physical. We are an adaptive and responsive organisation. With changing needs in the community, our services are constantly reviewed to ensure we are responding in a way that is relevant and supportive. The services we provide are guided by the needs that exist in our community.

What?

We are passionate about reducing poverty, addressing homelessness and ensuring young people have hope for their future. We provide:

- Social Work & Chaplaincy Support through our Whanau Centre model
- Emergency Short-Term Housing and Long-Term Supportive Community Housing
- Education & Training Centre for Youth and Adults
- Counselling Centre and Specialist Therapy
- Community Banks, including Foodbank, Curtainbank, Uniformbank and Opshop
- Home Healthcare
- Kindergarten & ECE
- Budgeting & Financial Literacy



1.

VisionWest is a place where people feel they belong and are connected to their Whanau and their communities. A place where transformational change can occur with wrap around support and holistic care through VisionWest's Whanau Centre.



We believe that to truly journey with our community and work to meet their needs, we must be willing to create environments where people are comfortable, safe and feel at home. Because we are committed to transformation, we must be willing to deal with the inherent complexity of need, rather than just offering a simple solution regardless of its efficacy.

It is out of that paradigm, that the Whanau Centre model of care was developed. It creates the needed environments and ensures that we are able to truly journey with our community and connect them with all of the support services internally or externally that their journey requires.

- Develop a robust and proven model of care
- Create a Whanau Centre environment
- Continue our Cultural Integration journey
- Build an expert multi-disciplinary team
- Expand our capability in our Community Banks
- Develop our counselling expertise and offerings
- Young people are supported to learn & succeed
- Refine our referral model internally & externally
- Strengthen the communication & links between services
- Evaluate & learn from the data we collect
- Spread the word & Share our learnings

2.

Reduce homelessness in West Auckland and areas of severe housing need in NZ leading to transformation, by providing both emergency and long term, innovative models of safe, secure, affordable rental accommodation, for families and youth, with appropriate wrap around supports.



Research and experience has taught us that safe, affordable and secure housing must be our first priority when working with our community. It is impossible for someone to deal with any number of issues if they don't have stable housing. Conversely, just providing a house at someone who is homeless, does not help deal with the multitude of issues that may have led to their homelessness in the first place.

VisionWest is committed to being a leader in the provision of community-based supportive housing in our communities, while also providing the necessary wrap-around supports for our tenants.

- Increase our housing stock by 200+ houses
- Play a key role in developing housing policy in NZ
- Collaborate to ensure best practice and innovation
- Explore creative funding models for new housing
- Ensure strong links for tenants and the Whanau Centre
- Take a lead in Youth Housing initiatives
- Expand our financial literacy and budgeting services
- Promote our back-to-work Mahi Ora programme
- Support our Youth focused education programmes
- Reducing poverty through secure and affordable housing and support from our Whanau Centre

3.

Continue to build a robust, responsive and innovative organisation that can deliver its strategic priorities in a constantly changing environment, with ever increasing needs in the community.



Fundamental to a commitment to Transformed Lives, Healthy Communities is building an organisation that can grow as need grows, evaluate the efficacy of our services, pivot when needs change and always deliver as and when called upon.

To insure that we meet this priority, we have established key periodic planning days for our Board, Executive and Senior Management. We have created a full time role that is purely focuses on quality and evaluation. And we have created an executive management team whose role is to ensure that our services are not only well supported, but are operating at maximum effectiveness.

- Attract and retain quality staff and volunteers
- Develop diverse and multiple funding streams
- Implement a Results Based Accountability programme
- Become a leader in the use of PCOMS for evaluation
- Upgrade our IT systems & infrastructure
- Continue to expand our reach in Housing & Home Healthcare services outside of West Auckland
- Support our services strategically with an executive management team
- Ensure strong collaboration with other organisations
- Develop appropriate facilities for varied and flexible use by our services and our community

4.

Engage New Zealanders to partner with VisionWest, *Building Hope Together* for people in need and to see *Transformed Lives, Healthy Communities* in West Auckland and beyond.



We cannot do this alone! None of us can. We need each other if we are to successfully journey together and face the challenges and needs of the next 5 years.

Just as people from our community come to us for help, we need people who will journey and partner with us in this work. Our vision is Transformed Lives, Healthy Communities. Partners help us provide the services and supports that enable transformed lives. But fundamental to Healthy Communities, is a community of people willing to partner together on the journey, building hope together.

- Create a Partnerships team to lead the way
- Invest in “Telling our Story”
- Develop key communication tools
- Launch a comprehensive partnership programme
- Engage with local businesses and organisations
- Strengthen existing partnerships
- Create a range of engagement opportunities
- Implement an Ambassador programme



Hikoi Tumanako-tahi
Building Hope Together

since 1988



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