

Strategic Plan 2021 – 2025

Strategic Priorities



St John of God Hauora Trust

The key initiatives for FY25 - from 1 July 2024 to 30 June 2025.

2. Service Excellence

We are known for providing excellent care and support with services, processes and technology solutions that are person-centred and improve hauora (wellbeing).

OBJECTIVES

- Embedded safety culture throughout the organisation
- Zero preventable harm for all clients
- Improved wellbeing for all clients and residents
- Clinical Excellence is evident
- Te Whāriki embedded for all learners and whānau

MEASURES OF SUCCESS

- Established Health and Safety reporting, including Near Miss
- Established Quality reporting
- Clinical Governance reporting
- Zero medication errors
- Zero serious or critical incidents for clients and residents
- Zero serious or critical incidents for caregivers
- Reduction in the use of agency staffing
- Little Owls Quality Indicators and Learning Outcomes met



| # | INITIATIVE | RATIONALE | SPONSOR |
|------|------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|----------|
| SE1 | Strengthen engagement of Mission Discernment framework | It is imperative that our Mission and values are central to all decision making processes. | SJGHT |
| SE2 | Deliver leading Health & Safety processes | Sustained focus on monitoring and reporting will improve our performance and staff wellbeing | HAS |
| SE3 | Deliver real-time clinical reporting | High quality clinical reporting supports our capacity to deliver safe and effective care and continuous improvement. | HAS |
| SE4 | Align resident goals, plans and outcomes with funding | Individual funding focus will improve financial sustainability and our ability to monitor and forecast | HAS |
| SE5 | Enhance internal feedback mechanisms | Continuous improvement is delivered through engagement and feedback with our people | CYCS/ECE |
| SE6 | Develop social change advocacy framework and guidelines | Political and social change impacts upon vulnerable clients who rely on our support and advocacy. | CYCS |
| SE7 | Enhance rangatahi outcome reporting systems and procedures | Ongoing improvements result in quality services and builds credibility and trust with funding agencies. | CYCS |
| SE8 | Enhance Te Whāriki curriculum design and implementation | Te Whāriki provides a rich curriculum focused on learning outcomes for tamariki in line with regulations audit indicators. | ECE |
| SE9 | Deliver leading Service Performance Reporting | Our performance reporting processes support our capacity to demonstrate the value of our services. | SJGHT |
| SE10 | Achieve EBITDA to total revenue of 7.5% | Aiming to increase revenue supports our sustainability and ability to reinvest in our people and service development. | 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.