

# Te Roopu Taurima

## STRATEGIC PLAN

### Overview

The Strategic Plan for Te Roopu Taurima (TRT) captures our aspirations as an organisation on behalf of the people and whanau we support throughout Aotearoa, New Zealand. It describes our values, what we stand for and the outcomes we aim to achieve with the people we support, their whanau and our staff.





## Vision

Ma te ngakau tapatahi ka tutuki – ma nga tangata, ma nga tauwhirota, ka puawai te apopo nui

*Success through unity – great people, great support, a great tomorrow*

## Mission

Ko ta Te Roopu Taurima he kaupapa Maori, e whakau ana te rangatiratanga mo tatou katoa i runga i nga tikanga o tena o tena

*Te Roopu Taurima is a kaupapa Maori organisation determined to make a real difference by supporting whanau to live great lives in their own way*

Strategic Themes	Strategic Goals			
<b>Tangata</b>	Improve the health and wellbeing of people we support	Improve the standard of housing for people we support	Deliver consistent standards of support across all services and regions	Strengthen cultural identity of those we support
<b>Team</b>	Deliver quality performance management at all levels	Build capability and capacity of team at all levels	Attract greater numbers of Maori to work within Te Roopu Taurima	Build an organisational culture aligned with our values
<b>Organisation</b>	Communicate effectively with all stakeholders (internal and external)	Operate strong networks and relationships with key Ministries	Apply best practice organisational structures, processes and policies	Meet Health and Safety legislative requirements
<b>Resources</b>	Build and operate an Asset Management Plan	Diversify and grow revenue streams	Ensure ongoing sustainability of business	Develop and operate service pricing models
<b>Ngā Mātāpono (Values)</b>	<b>Whakapono</b> <i>Trust</i>	<b>Tūmanako</b> <i>Action</i>	<b>Panekiretanga</b> <i>Excellence</i>	<b>Aroha</b> <i>Kindness</i>

# Ngā Mātāpono – Values

Our strategy is built upon our core values, Ngā Mātāpono – together, these underpin everything we say and do as an organisation, individually and collectively.

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**Whakapono (Trust):** The people we support along with their whanau and our funders trust us to do the right thing in the right way with honesty and integrity. Therefore, the principles of trusting and being trusted sit at the heart of our work and the support we offer people who use our services.

- We are open and honest in all our dealings
- We do what we say we will do – our actions match our words
- We act ethically and stay true to TRT Values when it is easy and when it is difficult
- We have the courage to challenge ourselves and others when TRT Values are not met
- We ensure the safety and wellbeing of the people we support and of each other

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**Tūmanako (Action):** As an organisation dedicated to supporting others, we recognise that we must continually be looking for ways to review what we are doing; to take the learning from today and look for ways to do things even better tomorrow. Through this process, and acting on our aspirations and hopes for a better tomorrow, we will transform our vision into our reality.

- We are trustworthy, and we do what we say we will do
- We are passionate about doing things better and more effectively to achieve our goals
- We deliver on-time and to the required standard
- We respond positively to setbacks and display composure
- We share, respect and celebrate our achievements together

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**Panekiretanga (Excellence):** Those we are privileged to be able to support deserve our very best in everything we do with and for them. Accordingly, the standard we apply to every part of our organisation, from governance to support delivery, is one of excellence.

- We actively seek feedback on our performance
- We take ownership of our jobs and deliver excellent friendly service that adds value
- We take responsibility for what we do and what we are accountable for
- We have zero tolerance for harm to others
- We are professional in all our dealings with others

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**Aroha (Kindness):** Enabling those we support to live great lives in their own unique ways, is centred on the human quality of kindness. This way of being, underpins the way we engage with people at all levels, whether it is with an individual, a whanau, or a member of our Te Roopu Taurima team.

- We involve people in decisions that affect their lives
  - We treat all with dignity and compassion
  - We treat people respectfully at all times with fairness and courtesy
  - We help each other as colleagues and value teamwork
  - We ensure the safety and wellbeing of the people we support and of each other
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## Leaders at Te Roopu Taurima (TRT) are:

- **Accountable** for performance
- **Committed** to being the best they can be
- **Empowering** and enable the success of others
- **Self-aware** and positively manage their impact on others

## Te Roopu Taurima stands for:

### 1. Tangata-centredness:

Ensuring the tangata is at the centre of decisions that relate to their life. Understanding what each individual tangata wants and needs to live their own, personally defined, good life. Considering tangata strengths and interests, how they think and communicate best, who they want to include in their decision-making.

### 2. Tangata choice:

Is about tangata having as much choice and control over their own lives as possible. Supported decision making is the way we support tangata to do this. We all need some kind of support to make decisions about our own lives. The main difference is in the intensity and the nature of the supports we need.

### 3. Kaupapa Maori:

- **Tino Rangatiratanga** - Self-determination, Maori controlling their own culture(tikanga/te reo) and destiny
- **Taonga Tuku Iho** - Māori ways of knowing, doing and understanding the world are considered valid in their own right
- **Ako Māori** - acknowledges teaching and learning practices that are inherent and unique to Māori, as well as practices that may not be traditionally derived but are preferred by Māori.
- **Kia piki ake i ngā raruraru o te kainga** – acknowledges the disadvantages experienced by many Māori communities and the relevance and success that Māori derived initiatives have as intervention systems for addressing socio-economic issues.
- **Whānau** - acknowledges the importance of whanaungatanga and the responsibility and obligations to nurture and care for these relationships.

- **Kaupapa** - refers to the collective vision, aspiration and purpose of Māori communities.
- **Te Tiriti o Waitangi** - provides a basis through which Iwi may critically analyse relationships, challenge the status-quo, and affirm the Iwi rights.
- **Ata** - acts as a guide to the understanding of relationships and wellbeing when engaging with Māori.

### 4. Social model of disability:

The social model of disability views disability as being caused by the way society is organised, rather than by a person's impairment or difference. It looks at ways of removing barriers that restrict life choices for people with impairments.

### 5. Zero tolerance for harm:

The safety of TRT's tangata, kaimahi, and manuhiri is taken seriously. Threats, threatening behavior, verbal abuse, psychological abuse, bullying, harassment or acts of violence against tangata, kaimahi or manuhiri while on TRT's property, conducting business or receiving services from TRT won't be tolerated.

### 6. Going from Good to Great:

Learning from our mistakes, trying new ways of doing things, always looking to do what we do better, learning from each other and others in our line of work, listening to the people we support and their whanau.