

Dementia Hawkes Bay Strategic Plan 2017-2020

MISSION (Kaupapa)

To inspire and empower
people affected by dementia
Ki te hiki te mana o nga tangata
E pa ana ki te mate poraruru

VISION (Moemoea)

Living well with dementia
Ki te mate poraruru, te oranga te mea nui

VALUES

Integrity:

Understanding that each client is unique in personality and lifestyle. To accommodate this, offering person centred care individual support planning that is collaborative and promotes choice, independence and respects people's rights.

Equality:

Recognising the principles of the Treaty of Waitangi of Partnership, Participation and Protection and being committed to meeting the diverse cultural needs of people with dementia and their family and whanau.

Respect:

Valuing the experience, skills and time contribution of people affected by dementia and their whanau, our volunteers and staff who form the basis of the strength of our organisation. Honouring "nothing about us without us".

Commitment:

Working in a continuous quality improvement cycle, constantly seeking ways to improve services to people with a diagnosis of Dementia and their whanau in the Hawkes Bay community. Optimising our reputation and credibility as the leading organisation working for all people affected by dementia.

KEY OBJECTIVES

1.

To provide a quality day programme and community support services.

2.

To expand services to people with a diagnosis of Dementia and their whanau.

3.

To be a good employer.

4.

To be financially sustainable.

5.

To increase understanding of the needs of those affected by Dementia.

STRATEGY

- Providing day programmes with cognitively stimulating activities
- Tailoring programmes to the diverse needs of our clients
- Supporting clients and their whanau to live well with Dementia in their own home for as long as possible
- Carrying out satisfaction surveys annually for both clients and whanau
- Conducting an internal audit of our service environment against international dementia friendly environmental standards.

- Providing Cognitive Stimulation Therapy
- Providing respite services to people with younger onset dementia
- Improving responsiveness to Maori and whanau

- Providing a fair and safe working environment for staff and volunteers
- Increasing diversity of staff and volunteers to better reflect the diversity of our client group
- Developing and implementing an organisational policy and process education programme for staff and volunteers by June 2018

- Proactively managing the DHB contract responding to foreseeable community need
- Actively applying for philanthropic funding to support specific projects /service and development
- Exploring financially sustainable business opportunities

- Improving health literacy and on Dementia in the Hawkes Bay community
- Supporting research relevant to our services.
- Fostering collaborative working relationships with relevant stakeholders

KEY PERFORMANCE INDICATORS

A service improvement plan is developed and implemented within 6 months of the survey being conducted.

A consumer satisfaction survey is completed by March 2018.

An internal audit is completed by June 2018.

An operational annual plan is maintained to support our strategic plan to 2020.

Proposals are prepared for service expansions and improvements for the DHB contract negotiations by 30 April 2018.

We will endeavour to work with Health Hawkes Bay to create a Maori responsiveness plan and strategy by June 2018.

An agreed professional development plan for every staff member is properly resourced.

A Health and Safety Committee is formed to meet quarterly to oversee our facilities and advise our board.

Our DHB contract is successfully renewed.

Dementia Hawkes Bay is the preferred provider of services within the community.

Community fundraising from grants, fundraising and bequests is increased annually.

A completed business plan is achieved within one year.

A contingency fund is maintained at a minimum of three months operating funds.

Two education workshops are provided per annum.

A quality quarterly newsletter is produced with wide stakeholder distribution.

Our website and social media are current, accessible and a quality resource.

A positive relationship with Dementia New Zealand and other relevant national bodies is maintained.