

## Our Services

Presbyterian Support East Coast has four vital services that provide invaluable care and support to our East Coast communities.

### Enliven

Maximising independence and community participation through restorative home support and day services.



### Family Works

Changing the cycle of family violence, child abuse and neglect by empowering children and their families through social work and counselling services.



### Real People

Aims to support people with disability to achieve goals, have choices, develop new skills, build confidence and live good lives in the community.



## Vision, Purpose & Values

**Vision:** Healthy, inclusive local communities.

**Te Tirohanga:** Kia whaioranga, kia ngātahi te noho o ngā hapori ā rohe.

**Purpose:** Motivated by our Christian heritage, we respond to social needs for positive community change.

**Te Take:** Nā tō mātou whakapono karaitiana e hihiko ana mātou ki te takahuringa o ngā mate tauwhiro hei painga ake mo te hapori.

**Values:** We act ethically with resilience and respect.

**Ngā Uara:** Mā manawaroa, mā whakaute e matatika ai tā mātou mahi.

## Contact Us

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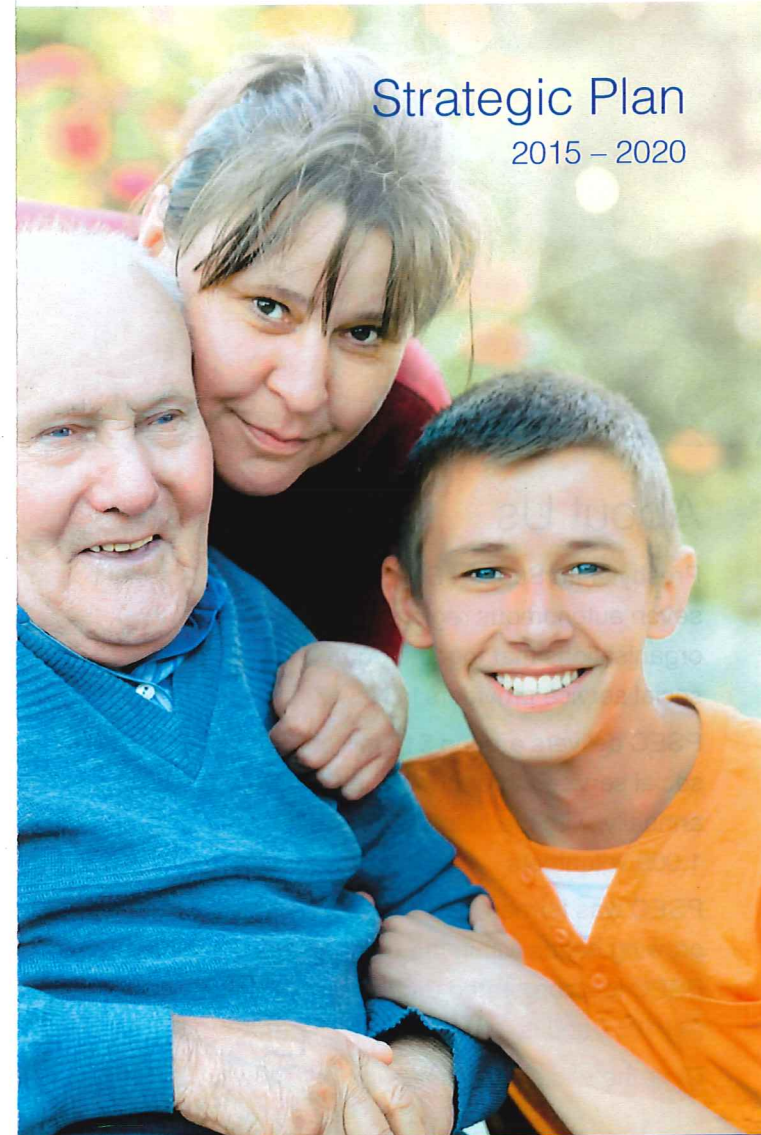
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**Presbyterian Support**  
East Coast

Strategic Plan  
2015 – 2020



## Foreword

Presbyterian Support East Coast's (PSEC) Strategic Plan sets out our direction for the next five years.

As Board Chair, I whole-heartedly believe that what PSEC aims to achieve is worthwhile. We are an organisation based on Christian principles, and have a heritage founded in the Presbyterian Church.

Going forward into the future, my vision for PSEC is that we will continue to be a strong and vibrant charity, which is vitally aware of the needs of the East Coast community.



Maitland Manning  
Presbyterian Support East Coast  
Board Chair

## About Us

Presbyterian Support East Coast (PSEC) is one of seven autonomous regional Presbyterian Support organisations that together form one of the largest social service providers in New Zealand.

PSEC delivers around \$17 million worth of vital social services throughout the East Coast region annually, with the help of 300 staff and more than 1,000 volunteers.

PSEC was formed in 1946, as a result of the growing needs within the East Coast community. PSEC is incorporated under the Charitable Trusts Act 1957 and is a not for profit charity.

Over the years, PSEC has continued to provide support, free of charge, to those in our community who need it most.

## Governance Structure

The Presbyterian Support East Coast Board is made up of elected members from the community and Presbytery representatives, and is responsible for setting the strategy and direction of the organisation. The Board also establishes advisory committees to provide specialist strategic advice to the Board.

## Strategic Framework 2015-2020

Goal	Objective	Outcome measures
<b>Innovative client focused service</b>	Support staff to enable innovation	Positive trends in client outcomes
	Provide quality services	Innovative service development
	Evaluate and improve service outcomes	Meet audit standards
		Full utilisation of contracts
<b>Working together for better outcomes in our community</b>	Communicate our purpose and outcomes	Partnerships with community agencies
	Engage with stakeholders	Strengthened connections with parishes
	Advocate for community change relevant to our clients	Volunteers and staff equipped to be active organisational ambassadors
		Positive trends in brand awareness
<b>Values driven effective organisation</b>	Sustainable funding that supports service delivery	Maintain the value of investment capital
	Employer of choice	Staff turnover lower than 17%
	Positive working culture	Positive staff satisfaction trends
	Effective management system	Attract wider mix of volunteers
		Positive trend in fundraising income