# **Strategic Plan 2021 – 2025 Strategic Priorities**



## 5. Optimising our Processes

Our strategy is enabled by effective business practices, technology solutions and information that support efficiency and inform decisions.

#### **OBJECTIVES**

- Optimisation of key business processes
- · Streamlined, efficient systems and processes that support the client and resident journey
- Enhanced analytical and decision making capability through fit for purpose systems, information and technology
- Sustainable IT services that support the organisation and accreditation of services

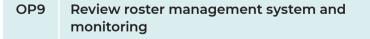
#### **MEASURES OF SUCCESS**

- Resident and client information systems implemented
- · Improved labour efficiency
- Support services are efficient

| #   | INITIATIVE   | RATIONALE   | SPONSOR |     |
|-----|--|---|---------|-----|
| OP1 | Optimise Information Technology systems                | Further develop and integrate SharePoint, Teams and other<br>Microsoft platforms.   | SJGHT   | Kau |
| OP2 | Embed client care management system                    | Implement Phase 2 of CMS project to complete staff training and evaluate functionality and associated software systems.             | HAS     |     |
| OP3 | Implement Brand Refresh Project                        | Deliver new website, design work, email communications and<br>content that reflects our kaupapa in Aotearoa New Zealand in<br>2024. | SJGHT   |     |
| OP4 | Replace Attache accounting system                      | Evaluate and implement accounting management systems to implement a provider that is fit for purpose.                               | SJGHT   |     |
| OP5 | Improve Waipuna HR systems and processes               | Review and improve induction and orientation processes, role definitions and service guidelines across CYCS.                        | CYCS    |     |
| OP6 | Upgrade cell phone technology and connectivity at CYCS | Dated technology and connectivity issues are impacting CYCS service delivery.   | SJGHT   |     |
| OP7 | Optimise land and building resources to support growth | Ensuring the Waipuna facility can support continued growth and service delivery.  | CYCS    |     |
| OP8 | Enhance business processes for Little Owls             | Ensuring business processes fit with the ECE model is important to maximise efficiency.   | ECE     |     |



St John of God Hauora Trust



Ongoing development of our rostering management to deliver effective care when it is needed to the people we support.

HAS

### **OUR MISSION:** To continue the healing

Mission of Jesus.

Manaakitanga Hospitality

Aroha Compassion

**OUR VALUES:** 

Whakaute Respect



Tika

Hiranga Justice Excellence

#### **OUR VISION:**

We are recognised for care that provides healing, hope and a greater sense of dignity, especially to those most in need.