

Our Future 2022 – 2025

OUR STORY

We care about the needs of vulnerable children and want them and their whānau to have happy, healthy, successful lives, free from negative trauma including violence and neglect.

Over the past thirty years we have delivered quality social services to some of the most vulnerable children in society. Through our Safer Families Service, our social workers assist those who face many challenges including lack of education, poverty, unemployment, alcohol, drug and mental health issues and violence. We provide the support, skills and strength needed to transform the lives of caregivers and parents and the lives of their tamariki and pēpē. With the support of government and the generosity of donors our Safer Families Service has helped scores of children and families achieve better outcomes. Our programme is a response to evidence that long-term intensive intervention (whānau- and tamariki-focussed) is what leads to lasting change. Our social workers work with a small number of whānau to ensure regular contact, enabling a trusting relationship to flourish which helps bring about positive change.

In recent years we have added the Mana Ake programme to our group of services which enhances wellbeing and positive mental health for school children aged 5-12 years. Our clinical staff work alongside schools and whānau to help children learn skills such as coping with change or challenges, managing emotions, building positive relationships, or overcoming grief or loss.

We are excited to be helping lift the aspirations of our tamariki and whānau and remain committed to effecting change in the lives of vulnerable children. We also know by working collaboratively with our partners and stakeholders we can continue to play a vital part in strengthening the lives of vulnerable children and their whānau in Canterbury.



Family Help Trust Strategic Plan

OUR VISION

We break the cycle of intergenerational family dysfunction and child abuse by working alongside whānau and community to ensure Canterbury's most vulnerable tamariki are safe, healthy and ready to succeed in life.

OUR VALUES

- **Inclusivity – *urutomo***
Connecting and involving others in the work we do
- **Respect and Integrity – *mana***
We believe in the intrinsic worth of people. Our behaviour towards others should always be mana enhancing
- **Collaboration – *mahi tahi***
We recognise that by working together with others we will achieve more
- **Honesty – *tika + pono***
We uphold the truth in all our communication with others
- **Diversity – *kanorau***
We value the beliefs and customs of others and are responsive to a diverse range of people and cultures
- **Courage – *te kaha***
We believe in trying new ideas and driving improvements in all that we do

OUR PURPOSE

To work with those who face many of life's hardships and provide the supports, skills and strength needed to transform the lives of caregivers and parents, and the lives of their tamariki and pēpē.

OUR PRINCIPLES

- **Child Centric – *Tamariki first***
With whānau hapū and iwi, supporting child wellbeing is our prime focus and drives all that we do
- **Culturally Responsive**
We honour the three "Ps" within *Te Tiriti o Waitangi* Partnership, Participation and Protection
- **Growth and Learning – *te ko***
We continuously strive to deliver holistic best practice, learning and developing as we go
- **Rights and Obligations – *matau tītauraa***
We uphold the rule of law and doing what we know to be right
- **Accountability – *rongorua***
We are an evidence-based organisation and we uphold the importance of doing what we know works best for children

Strategic Themes & Objectives



Putting the needs of tamariki at the centre of all we do

- Provide effective and professional social work services to the tamariki we serve
- Our brand and agency Kaupapa reflects a child-focussed organisation
- Our clinical practice will be informed, and evidence driven
- We will promote and advocate for the needs of vulnerable children
- We will work in culturally responsive ways, noting our particular responsibilities to the Treaty of Waitangi



Optimise our service delivery and grow partnerships to improve children's lives

- Expand our services to vulnerable families
- Strengthen our evidence base to demonstrate improved accountability and measurable impact
- Collaborate with our stakeholders and partners to maximise potential to improve child outcomes
- Connect with communities, whānau hapū and iwi, to understand future need



Grow and diversify revenue to ensure financial stability

- Provide value from our resources to achieve our purpose
- Develop new funding and broader revenue streams
- Manage finances prudently and provide future sustainability
- Increase engagement and loyalty for donors and volunteers



Have the right people to provide them with the right tools to be successful

- Have a professionally trained workforce
- Invest in training to ensure practitioners have opportunities to grow their learning and knowledge
- Provide a flexible working environment that is family-friendly and provides work-lifestyle balance
- Our workplace culture will be built on trust and respect and will reflect our principles and values
- Our people will be valued, supported and given opportunities to grow their careers
- Our technology, internal systems, policies and procedures will be efficient and user friendly