



PALMERSTON NORTH
COMMUNITY SERVICES COUNCIL

Sharing Strengths - Empowering Community

STRATEGIC PLAN
2020-2025

Approved by the PNCSC Collective – March 2020

Palmerston North Community Services Council
Hancock Community House
77-85 King Street
Palmerston North

06 354 3809
info@pncsc.org.nz

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Introduction

Welcome to the Palmerston North Community Services Council (PNCSC) Strategic Plan for 2020 to 2025. We are at a significant transition point with a recent increase in staff numbers, and a decision to move the board fully out of organisational management and into a pure governance role having set guiding Policies and Procedures.

The governance team are committed to carrying on the PNCSC tradition of taking a lead role in facilitating the empowerment of community groups to participate in and contribute to the community and its wellbeing.

Ehara taku toa i te toa takitahi, engari he toa takitini
Success is not the work of one, but is achieved through the work of many

Background

The Palmerston North Community Services Council was formed in 1971 to bring together and provide support for Palmerston North-based community organisations.

Our membership is made up of over one hundred different groups working in the community sector. Our members are mostly not-for-profit community groups, but include businesses, education providers and government agencies who are working in the community space. We are an incorporated society, governed by our Constitution. Our board is called 'The Collective', which is made up of elected representatives of our community group members.

The underlying principles of the organisation as taken from our constitution are accordance with Te Tiriti o Waitangi, equity, empowerment, access, and equality for all residents of the region.

Our Vision

To summarise our philosophy, our vision paints a picture of our aspirations for our community:

A strong, vibrant, and connected community sector in Palmerston North.

Our Mission

In seeking to fulfil our vision for social services in our community, we see our mission as:

To take a lead role in facilitating the empowerment of community groups to participate in and contribute to the community and its wellbeing.

Our Commitment to Te Tiriti o Waitangi

Our commitment to the intention of Te Tiriti o Waitangi is expressed in our bicultural statement:

As we assert our mission and objectives, we do so with full recognition of Te Tiriti o Waitangi as the founding covenant for Aotearoa New Zealand and as a critical guide for our work.

Our Goal

Our goal is to maximise the delivery and impact of services provided by the social services/community sector, to the people of Palmerston North and the wider area.

Strategic Objectives

To achieve this goal, four objectives have been set:

- Objective 1:** Provide services to member organisations to support and boost their mahi.
- Objective 2:** Provide services to the community sector that help build the mana and sustainability of PNCSC.
- Objective 3:** Advocate for the social services/community sector and communicate our stories, and stories of our members, to funders, supporters, and the wider community.
- Objective 4:** Ensure best practice governance, management, and leadership.

Key Strategies

To fulfil the organisation's strategic objectives, the following key strategies have been identified:

Objective 1: Provide services to member organisations to support and boost their mahi.

- Provide networking opportunities for community organisations to strengthen connections, share knowledge and create opportunities for working together. Where appropriate, use our knowledge of the community to connect people and services.
- To strengthen and community resilience, support the building capability and capacity of people in the community sector.
- Develop and maintain relationships with local government, business, and other community-based networks in Palmerston North.

Mā mua ka kite a muri, mā muri ka ora a mua

Those who lead give sight to those who follow; those who follow give life to those who lead

Objective 2: Provide services to the community that help build the mana and sustainability of PNCSC.

- Encourage and support innovative ideas and programmes for community development.
- Consider and pursue opportunities within the kaupapa of the organisation such as the management of Hancock Community House and the Small Grants Fund administration.

Mā whero, mā pango, ka oti te mahi

By red and by black the work will be completed

Objective 3: Advocate for the social services/community sector and communicate our stories, and stories of our members, to funders, supporters, and the wider community.

- Communicate our own information.
- Communicate the stories of our members.
- Provide advocacy for the Social Services/Community sector.

Ehara taku toa i te toa takitahi, engari he toa takitini

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Objective 4: Ensure governance needs are met including supportive employment practices, robust financial processes, and provide leadership to the community sector by modelling best practice for community organisations.

- Transform the Collective to a Governance focussed Board including a robust set of Policies covering the areas of Finance, Operations, Personnel, Governance and Health and Safety.
- Support a team of staff (paid and volunteer) who are passionate about the Palmerston North community and the needs of our members. Support and facilitate staff growth and self-reflection in a safe, fun, supportive environment.
- Ensure the collective has the appropriate spread of knowledge, skills and attributes relevant to running a small to medium size community service.
- Ensure robust administration and financial processes.

I orea te tuatara ka patu ki waho

A problem is solved by continuing to find solutions
