



Taking Your NFP to the Next Level – More Than Survival

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International
Year of
Tolerance

1995



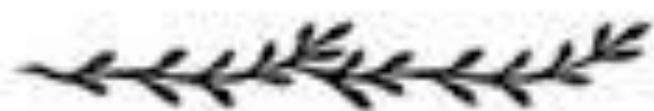
Cave Creek
Tragedy





2004

2005



Two roads diverged
in a wood and I—
I took the one
less travelled by.
And that has made
all the difference.
~ Robert Frost.



Key Performance Indicators

for the New Zealand
Mental Health & Addiction Sector

KPI Framework

Domain	Sub-Domain	Indicator	Indicator Definition	Significant Concern	Rationale	Agreed Target
Efficient	Organisation	Service delivery hours	Number of hours spent in service delivery	Staff not delivering service during hours available are not using resources efficiently.	The number of hours provided is directly related to the quality of service and successful outcomes for service users	To increase service delivery hours from 60% to 75%









Westpac Waikato
Business Excellence Awards

NZ CHAMBERS OF COMMERCE

W A I K A T O

B u s i n e s s V i t a l i t y





Winner

2013 Westpac Waikato
Business Excellence Awards

NZ CHAMBERS OF COMMERCE

W A I K A T O

Business Vitality



PROGRESS TO HEALTH

WWBEA 2013 JUDGES FEEDBACK

Leadership / Governance

- ↳ Very good vision and values
- ↳ Governance structure clearly defined with good succession planning
- ↳ Excellent skill base to cover all aspects of the business operation
- ↳ 6 weekly meetings, clear goals and structure analysis
- ↳ Good relationship with CEO

Planning

- ↳ Excellent focus on strategic business plan
- ↳ Clearly defined longer vision
- ↳ Building for 3 month budget in reserve
- ↳ Cleverly partnering with associated organisations with business partners to enable delivery of services

Customer focus

- ↳ Great customer service
- ↳ Clear understanding of customers
- ↳ Very comprehensive structure, plans and processes
- ↳ Client access to records over Internet
- ↳ Monthly demographic data evaluations and review of "did not attend" so changed locations of meetings

Systems quality & environmental sustainability

- ↳ Quarterly management excellent - full review by DHB regularly across all sectors of business
- ↳ Very good data management and storage
- ↳ Continuous improvement processes
- ↳ Very focussed Health and Safety compliance
- ↳ Significant planning programmes with Tainui Environmental Trust - TRFE training, recovery, environmental education

People management

- ↳ Best person for job with clear vision of type of person required
- ↳ Structured format for employment options
- ↳ Salary based on nationwide not for profit survey
- ↳ Promote good work life balance

Innovation and community

- ↳ Actively involved with the community with a good range of activities
- ↳ Good interface with industry organisations, NZ Standards and others
- ↳ Their innovation is the selection of business partners to allow the delivery of programmes

Business performance

- ↳ Very consistent and stable income
- ↳ Good diversification of alternate income streams
- ↳ Good buffer being developed to underpin funding
- ↳ Considering alternate ways to generate income





> **wellness** training + consultancy

PROGRESS



MOWERS







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