



STRATEGIC PLAN 2010 - 2012

MISSION

The Stewart Centre @ EIT will provide quality brain injury rehabilitation that makes a positive difference in people's lives

VISION

To be the recognised community service for quality brain injury rehabilitation in Hawke's Bay

VALUES

- Respect
"Treating people as equal"
- Community
"Supported and being supportive"
- Inclusion
"Feel valued"
- Learning
"Rehabilitation is what we do"

STRATEGIC PRIORITIES

1. Work with the New Zealand Stewart Centre Trust
2. Sustainability
3. Quality and risk management
4. Staffing
5. Expansion of services

STRATEGIC PRIORITY (1)

Work with the New Zealand Stewart Centre Trust ("It's bigger than us")

Outcome statement for the next three years

The Stewart Centre @ EIT has a positive and productive relationship with the New Zealand Stewart Centre Trust (NZSCT)

Key success indicators

- Maintaining contracts
- Maintaining accreditation status
- Maintaining attendance at NZSCT meetings
- Exploring other contract opportunities
- Consistency of services throughout the New Zealand Stewart Centres

Key initiatives

2010	2011	2012
<ul style="list-style-type: none">• Provide timely and meaningful contributions to the development of tender documents and other projects as requested.• Attend NZSCT meetings:-<ul style="list-style-type: none">○ Stewart Centre @ EIT Trust Chair attends at least 80% of NZSCT and related meetings○ Stewart Centre @ EIT Manager attends at least 80% of the Manager meetings○ Stewart Centre @ EIT Rehabilitation Professional attends meetings		

<ul style="list-style-type: none">○ Where attendance is not possible meeting minutes are received.• Keep in contact with other Stewart Centre Managers through monthly emails• Work with the NZSCT and colleagues on projects as needed to help ensure the Stewart Centres' quality and national reputation continue to be enhanced.		
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STRATEGIC PRIORITY (2)

Sustainability (“Staying alive”)

Outcome statement for the next three years

The Stewart Centre @ EIT is delivering services in a sustainable manner

Key success indicators

- Maintaining ACC contracts
- Maintaining a contract with the Ministry of Health (including Enliven East Coast Presbyterian Support Services and Options Hawke’s Bay)
- Maintaining client numbers at no less than 50
- Ensuring the annual budget is adhered to

Key initiatives

2010	2011	2012
<ul style="list-style-type: none">• Liaise and collaborate with referral agencies through regular communication and an annual review meeting• Ensure referral agencies have up to date information about the Stewart Centre @ EIT services• Develop a package for marketing the Stewart Centre @ EIT’s services• Maintain non-ACC contracts• Ensure resources meet client and staff needs• Complete an annual review of Stewart Centre @ EIT services with client and family/whanau		

STRATEGIC PRIORITY (3)

Quality and risk management (“Doing better safely”)

Outcome statement for the next three years

The Stewart Centre @ EIT is delivering services that meet, if not exceed, quality and risk management requirements

Key success indicators

- Maintaining accreditation status by developing and delivering services according to the required standards
- Maintaining the quality requirements of current contracts
- Passing surveillance audits
- Complying with internal audit schedules
- Ensuring services are based on best practice

Key initiatives

2010	2011	2012
<ul style="list-style-type: none">• Prepare and pass surveillance audits through 2010• Meet the quality requirements of all contracts• Internal audits are up-to-date• Explore project to evaluate the outcomes of the Stewart Centre @ EIT service		

STRATEGIC PRIORITY (4)

Staffing (“Who we are makes a difference”)

Outcome statement for the next three years

The Stewart Centre @ EIT is meeting the needs of clients and stakeholders through a skilled and experienced staff

Key success indicators

- Meeting the needs of 95% of people referred to the Stewart Centre @ EIT.
- Ensuring that the majority of rehabilitation staff have a minimum of three years brain injury rehabilitation experience and relevant tertiary level qualifications
- Maintaining a stable level of staffing
- Improving staff satisfaction
- Assessing stake holder satisfaction
- Maintaining client and family/whanau satisfaction

Key initiatives

2010	2011	2012
<ul style="list-style-type: none">• Complete professional development plans for all rehabilitation staff• Complete performance appraisals for all rehabilitation staff• Meet all staff training requirements• Complete an online stakeholders' satisfaction survey• Complete satisfaction surveys for staff, clients and whanau/family by December 2010		

STRATEGIC PRIORITY (5)

Expansion of services (“We can do more”)

Outcome statement for the next three years

The Stewart Centre @ EIT is meeting the brain injury rehabilitation needs of the people of Hawke’s Bay.

Key success indicators

- Exploring opportunities for extending services to other regions in Hawke’s Bay
- Maintaining current rehabilitation contracts
- Exploring and developing other contract opportunities that adhere to the vision and mission statements
- Developing new services that comply with quality and risk management standards

Key initiatives

2010	2011	2012
<ul style="list-style-type: none">• Establish the need for services to Central and Northern Hawke’s Bay• Work with the New Zealand Stewart Centre Trust to gain Supported Living and Supported Employment contracts through ACC		