

Roadmap



Enhanced organisational capability.



Increased internal capacity to respond to unmet need.



Readiness to respond to mass incidents.



Aligning ICT to meet victim need.



FOCUS AREA	2021/22 YEAR 1	2022/23 YEAR 2	2024/25 YEAR 3	2023/24 YEAR 4
1 VICTIMS, WHĀNAU, COMMUNITY NEEDS & HEALING JOURNEYS 	INTENTION To be truly victim-centric by building our focus around victims and their needs. To restore the mana and wellbeing of people affected by crime, trauma and suicide. We have the ability to champion this by understanding more fully from the victim perspective and better influence outcomes.	To empower victims through knowing what to expect, what choices they have and where they can find information to be informed. Victims know what good and safe support looks and feels like.	To empower victims to have better access to support and information that works for them, is respectful of their values and culture. This includes the concept of self-directed healing, through a number of channels, 24/7.	ACTIVITIES: <ul style="list-style-type: none"> Review of progress, feedback on what has worked well, not so well, what needs improving, what are the next enhancements and steps up. Consideration of: [list opportunities from workshops here which we gathered specific to this focus area]
	ACTIVITIES <ul style="list-style-type: none"> Design and iterate a Victim-Centric Pathway that supports the victims' healing journey as well as their process journey including a Māori-centric pathway with one site. Establish a mechanism to hear the victim voice. Enhance networks, especially with sector and sector partners. 	<ul style="list-style-type: none"> Develop a victim charter, refresh supporting comms. In some locations have whānau based / ainga practice - supported as a whānau in healing, including engagement with iwi, church or community groups. 	<ul style="list-style-type: none"> Identify, grow and design access to the right support in the right way at the right time to meet the needs of victims. 	
	DIFFERENCE <ul style="list-style-type: none"> The victim experience and pathway will guide our filling of gaps and opportunities, and our ability to champion for victims from a national perspective. Increasing cultural responsiveness and confidence of the support from VS kaimahi. 	<ul style="list-style-type: none"> Victims know what they can expect in terms of good support, what choices and options they have and they feel empowered. Whānau supported through a whānau healing model. Victims feel healed in a way which is culturally safe. Victims feel their world view is respected. 	<ul style="list-style-type: none"> Victims will feel empowered to access support when and how they need it. The support has the right capability. Information is clear to guide victim choices. 	
2 OUR PEOPLE HAVE THE TOOLS, DATA, SYSTEMS, DEVICES & PROCESSES NEEDED 	INTENTION To ensure all our people are supported in their journey, with the tools to work in a safe, secure and mobile way which respects their safety, time, privacy and efforts, and enables their focus to be supporting victims.	To ensure that our casenoting system does the job, is simple and helps support great, consistent practice. We also want to better use what information we have in a simpler, more powerful way so we can tell our story better, and make improvements more easily.	To have easy access to the data we hold and to package it in a powerful way to help in our advocacy, our understanding of themes and trends and in leading better support for victims, as well as efficiencies in our practice and to know the impact of our work. This has potential to lift our focus, change our discussions and for wider collaboration to achieve better outcomes.	ACTIVITIES: <ul style="list-style-type: none"> Review of progress, feedback on what has worked well, not so well, what needs improving, what are the next enhancements and steps up. Consideration of: [list opportunities from workshops here which we gathered specific to this focus area]
	ACTIVITIES <ul style="list-style-type: none"> Mobilise our people with technology for mobile working, and with safety and security components incorporated. Procurement, deployment and training for devices. Ongoing support. 	<ul style="list-style-type: none"> VIVA upgrade or replacement. Explore in what ways victims can access support, and how referral information flows into the organisation, what is working or can be better, and what changes are needed. 	<ul style="list-style-type: none"> Build and implement better digital tools. Implement changes for victims to access support through different mechanisms, and for referrals to be better. Enhance monitoring, data reporting and analysis of it. Practice changes to reflect the channels changes. 	
	DIFFERENCE <ul style="list-style-type: none"> Inbuilt remote working safety support. More timely and secure case noting practice. Time saving from not double handling case noting. Better understanding of where our people are in the case of emergency. Ability to message and contact our people if urgently required. Ability to use devices as a tool during visits to enhance practice and information access. Ability to access previous case notes and files before visiting to improve visit quality, support and safety. Better consistency, efficiency and security. 	<ul style="list-style-type: none"> Easier to casenote. Technology is joined up as much as possible with incoming and outgoing. Clarity about what is working well and not so well, and creating more intuitive steps to access, create and share information. Visibility of information, and how better to package information for the different needs and purposes. Visibility of work and how it is progressing. 	<ul style="list-style-type: none"> Better tools to support practice. A step change in leading innovation and initiatives in the sector, and in collaboration with others. Increased advocacy materials provided externally. A demand for more once we start providing material. 	
3 CULTURE, LEADERSHIP & OUR PEOPLE'S JOURNEY 	INTENTION To fully acknowledge that our people are our everything. If our people thrive, victims heal. Bringing the spirit of Te Tiriti alive through Te Whiringa and our values helps us to be our best selves, and bring our best to all we do. We cannot pour from an empty cup, we need to fill our cup.	For us all to feel heard, supported, safe and happier in our workplace and selves, and have positive regard for our work whanaunga. To feel excited and invigorated from operating from practice that is defined and driven from the needs of our community that we support. That we thrive when we see we are supporting in a way that best meets the needs of our community.	To bring a thirst for awareness, self-awareness, learning and development. To grow in our comfort in Te Ao Maori. To have greater honed awareness of inclusivity and be open to operating differently, with others, to achieve better outcomes. We know what our journey is within the organisation and feel empowered.	ACTIVITIES: <ul style="list-style-type: none"> Review of progress, feedback on what has worked well, not so well, what needs improving, what are the next enhancements and steps up. Consideration of: [list opportunities from workshops here which we gathered specific to this focus area]
	ACTIVITIES <ul style="list-style-type: none"> Invest in our leaders as key role models and enablers for leading and support our people and our change. Work with volunteers to recognise their contribution and support their needs in our workplace. Utilisation of wider voices and perspectives in guiding the implementation of the future state roadmap through steering group. Treaty training and Te Whiringa workshops. Embrace basic tikanga and values. Te Whiringa foundations: <ol style="list-style-type: none"> develop Maori engagement guidelines. stocktake of policies. identify opportunities in L&D capability work. Formalise arrangements with government agencies for secondment of staff during mass incidents and significant events. 	<ul style="list-style-type: none"> Investing in our leaders to support leading change. Capturing what we define as our emerging practice model, and understanding: <ol style="list-style-type: none"> areas of support to victims in practice change, and who is best placed to provide that. what is it our people need to know to deliver. what skills and capabilities are used in what way, and how we train and develop that pathway. defining the quality and assurance aspects of this. Te Whiringa year 2 activities (to be determined). Our People Hui to review progress and assist in shaping key and next developments. 	<ul style="list-style-type: none"> Invest in our leaders to support leading change. Consideration of what the organisation's shape needs to look like after clarifying the practice model and developments. Te Whiringa year 3 activities (to be determined). 	
	DIFFERENCE <ul style="list-style-type: none"> Seeing values reflected in what we do. Understanding of Te Tiriti and Te Whiringa. Guidelines to help local Maori engagement. Leaders understand the programme of work, and expectations, and feel supported in leading the work (ongoing). Everyone understands the programme of work, its intentions, and knows where to go with questions, and receive updates on progress (ongoing). Increased readiness to respond to mass incidents. 	<ul style="list-style-type: none"> Greater learnings from new practice approaches and the benefits of this being seen from victims, families and practitioners. Review of policies to ensure they reflect Te Whiringa (ongoing). Growing capability through opportunities in L&D to reflect Te Whiringa (ongoing). Leaders understand the programme of work, and expectations, and feel supported in leading the work (ongoing). Everyone understands the programme of work, its intentions, and knows where to go with questions, and receive updates on progress. 	<ul style="list-style-type: none"> Greater learnings from new practice approaches and the benefits of this being seen from victims, families and practitioners. Review of policies to ensure they reflect Te Whiringa (ongoing). Growing capability through opportunities in L&D to reflect Te Whiringa (ongoing). Greater understanding of how to engage and work collaboratively and utilise each other's strengths in a more sophisticated partnering way. Self-awareness of own healing needs, and the context of this in helping others. 	

FUTURE STATE VISION 2030 OUTCOMES TO GUIDE VS

- Victims will:**
- Be supported by people who understand victim needs and provide trauma informed care.
 - Have choice, and be able to make choices and decisions on their journey.
 - Know what their journey looks like and what they can expect and choose, and therefore be better supported.
 - Be able to consistently be supported by confident, well trained and capable support.
 - Have multiple ways to access support through the organisation, regardless of who provides the support.
 - Feel safe and supported, and know that their data is safe, secure and used appropriately.
 - See that Victim Support respects their world view and understands what is important to them and their community in providing support, and have trust that they are supported in a way which reflects Te Tiriti principles, and is inclusive and respectful for all.
 - Achieve enhanced outcomes along their healing journey.
- Our people will:**
- Use self care and healing practices to stay strong to help serve others.
 - Feel safe and supported in their journey with victim support, and have the right tools to do the right thing at the right time.
 - Understand and be confident that they have good practice which works.
 - Operate within the organisations values, and practice within Te Whiringa framework, with a strong diversity and inclusion mindset, to walk the talk and make a difference.
 - Partner and collaborate with others to employ multiple strengths to benefit those in need.
 - Know how, and see that the work that they do every day not only helps the individuals that they interact with, but how it contributes to the goals of Victim Support and New Zealand.
 - Feel supported to be themselves, have great work relationships, high job satisfaction, stay longer.
- Our organisation will:**
- Empower and enable victims and have credibility in its practice.
 - Have a Treaty of Waitangi heart, and work in a way consistent with Te Whiringa, diversity and inclusion, to help all people.
 - Be an employer and volunteer agency of choice for people with heart wanting to support victims and our community in their healing.
 - Look after our people and ensure they feel safe and are supported and trusted with the right tools to do the right thing at the right time.
 - Have a fit for purpose mix of people who have the right skills, experience and motivations to achieve better outcomes for victims and the community.
 - Have strong sector and community standing, leadership and influence where we tell our healing story, and opportunities come to provide better outcomes for victims.
 - Have strong people leaders, and heart-led governance and leadership.
 - Have strong back room and enabling functions (policies, practice, tools, technology) so everything lines up around better service for victims.
 - Be able and ready to support significant negative events and unexpected changes, support our people well through these, and learn from these each time.
 - Be agile and responsive to changing needs, and to drive new innovations through having an agile resourcing model, and design approach.
 - To use our information to lead and advocate to improve outcomes for victims, our funders and NZ.