

# Grief Support Services

*Healing in the face of grief and loss*

Strategic Plan 2022 - 2027

Adopted by the Grief Support Services Board of Trustees – June 2022

## This is a strategic plan for the future of the organisation 2022-2027

*Grief Support Services was established in 1987 as a voluntary agency to support people struggling with grief and loss. In 2008 the organisation developed into a professional counselling agency with capacity to manage counselling contracts to the government health sector and to provide service to those in the community who experience all forms of grief and loss.*

*The organisation covers the Western Bay of Plenty community, from Katikati to Te Puke, and offers individual, family and group counselling and after suicide support (postvention). In addition, we work on raising awareness of grief and loss services and provide input to local promotions and plans.*

*Continual work needs to be carried out to identify the specific needs of our various client segments. For example, national and local data reliably guides us to provide an increased focus on youth. The 2016 Ministry of Social Development social report on suicide noted, 'New Zealand's youth (15 – 24 years) suicide rate was the highest among the 34 OECD Countries'. Counselling services appropriately targeted, can make a significant contribution to a suicide prevention framework. We are positioned to be part of this journey.*

*Studies have shown that 3.5% of people requiring counselling services are affected by complex issues related to grief and loss. The Bay of Plenty area is experiencing major growth, particularly the Western Bay of Plenty which is the coverage area for this*

*organisation. The population of Tauranga City is becoming more ethnically diverse and conservatively expected to grow to 162,000 by 2033. Consequently, we can confidently predict the need for our services will grow considerably over the coming years.*

*The governance board is committed to providing strong and effective leadership to maintain and grow the provision of grief and loss support services to the Western Bay of Plenty area. In researching and preparing this plan we have identified the areas where there is a need to develop further information and sophistication to manage the increasing complexities of the business. This strategic plan, 2022-2027 will direct the capability and capacity building groundwork of the organisation.*

*As a not for profit organisation, we rely on grants, contracts for services, donations and sponsorship. Financial sustainability is always a challenge and we will continue to identify and pursue new funding opportunities to meet existing operational requirements and to provide for increased capability and capacity to meet future needs.*

*The Board and staff of the organisation will operate within New Zealand Government legislation and are committed to the principles of the Treaty of Waitangi. This strategic plan will be reviewed every three years, and implemented annually through the organisation's annual business plan.*

### Grief Support Services - Board of Trustees 2022

Bronwyn Jackson (Chair); Eddie Jackson; Philip Brown; Dawn Picken; Sharron Harris, Ingrid Jensen; Ashley Perera.

# Grief Support Services *Our mission - Counselling and information for all who experience grief and loss so no one has to cry alone*



**Grief Support Services** *Our mission - Counselling and information for all who experience grief and loss so no one has to cry alone*  
**Strong and effective leadership**

This is what we are going to achieve	We will
<p>There is an increasing need for the services we provide in the Western Bay of Plenty community. Governance will provide strong and effective leadership, recognise the need to be in good shape, be well connected to other governance bodies in the social sector, and maintain respect for the organisation and work we undertake.</p> <p>We will work hard to ensure appropriate governance and organisational skills are developed and maintained to support everyone who needs our services, in the community.</p> <p>As a not-for-profit organisation financial sustainability is fundamental to service provision, the Board will focus on positioning the organisation financially to meet existing and future challenges, and opportunities.</p> <p>To meet client and community need, the organisation will further develop its capacity and capability in accordance with the strategic direction set out in this plan.</p> <p>Grief Support Services are committed to business improvement and we will ensure the organisation remains relevant and responsive to client needs.</p>	<ul style="list-style-type: none"> <li>• Develop and implement a financial/funding strategy to ensure the future sustainability of the organisation and its programmes and services.</li> <li>• Seek consumer representation on the Board.</li> <li>• Monitor organisation and client accommodation needs and ensure plans and resources are in place to meet changing demand.</li> <li>• Review cyber security with our providers to ensure our information is safe.</li> <li>• Review risk management within the organisation.</li> </ul>

**Client care**

This is what we are going to achieve	We will
<p>As an organisation we are well aware those who need our help are a growing number, and their stories are often complex.</p> <p>We will continue to develop counselling services to meet existing need and build capacity and capability so that our services are accessible to all. We will provide the right services at the right time to meet the needs of our various clients' segments and the community.</p> <p>Over the next five years we will reach out to more people in need of our services through further promotion with potential referrers, and by linking with organisations who wish to support their staff in times of grief and loss. In addition, we will be building our capacity to enable post incident counselling services to be offered to other organisations on a contractual basis.</p> <p>Suicide prevention is a growing concern for our community, particularly our youth, and this organisation will continue to focus part of the service on supporting those affected by suicide or suicidal behaviour. Postvention is prevention.</p>	<ul style="list-style-type: none"> <li>• Investigate, develop, implement and manage the provision of outreach services to smaller communities in the Western Bay of Plenty.</li> <li>• Be available for organizations who can use GSS services following an incident. This is a chargeable service.</li> <li>• Implement online assistance.</li> <li>• Investigate opportunities to provide GSS for larger organisations working with clients in a more general counselling role. (e.g., EAP services)</li> <li>• Refer to other service providers for the better support of clients as their needs are identified.</li> <li>• Develop information management policy in line with Privacy Policy.</li> </ul>

## Working with others

This is what we are going to achieve	We will
<p>Grief Support Services will continue to make a significant contribution to the provision of grief and loss counselling and information support to the Western Bay of Plenty community.</p> <p>The organisation will connect, plan and collaborate with others who are striving to achieve similar outcomes for community wellbeing.</p> <p>The organisation will increase its capacity and capability with regard to collecting and understanding data to better inform the provision of its services. Sharing data and information with other organisations and agencies will ultimately lead to improved understanding and better planning within the sector.</p> <p>The organisation will advocate widely for better understanding and delivery of its services and continue to develop strong and proactive relationships with other agencies in the sector where they are mutually beneficial for both partners and the community we serve.</p> <p>The Board will position the organisation to develop further collaborative and strategic relationships for information and skill sharing, joined up service delivery, and funding opportunities and solutions.</p>	<ul style="list-style-type: none"> <li>• Actively promote the work of the organisation and seek out opportunities for funding and/or collaborative service and information provision.</li> <li>• Seek partnerships with businesses to support delivery of our services to the community.</li> <li>• Collaborate with other organisations to investigate opportunities for shared accommodation and/or joined up administrative services.</li> <li>• Develop further the relationship with the mental health sector to identify future opportunities for support and projects/contracts for the provision of services.</li> </ul>

**Understanding grief and loss**

This is what we are going to achieve	We will
<p>We will work on increasing awareness within the community about this organisation and the services it provides and build organisational capacity and capability to reach a wider clientele by working with businesses and organisations who want to support their people/staff through grief and loss.</p> <p>We will place additional focus on reaching youth and in promoting the services we provide.</p>	<ul style="list-style-type: none"><li>• Promote accessible resources aimed at assisting with, and improving awareness of, grief and loss.</li></ul>

**Equity**

<p><b>This is what we are going to achieve</b></p> <p>The Ministry of Health has identified equity as a key driver for improvement in health delivery. Their definition,</p> <p style="padding-left: 40px;">“In Aotearoa New Zealand, people have differences in health that are not only avoidable but unfair and unjust. Equity recognises different people with different levels of advantage require different approaches and resources to get equitable health outcomes.”</p> <p>informs how Grief Support Services will approach accessibility and service delivery.</p> <p>We recognise the importance of designing and delivering our services to achieve equitable access and outcomes for all our client groups.</p> <p>A key input into our achieving equity is to ensure our services address the Treaty of Waitangi principles in practical service delivery.</p>	<p><b>We will</b></p> <ul style="list-style-type: none"> <li>• Conduct a He Ritenga evaluation of the state of equity principles in GSS.</li> <li>• Monitor client feedback and service delivery statistics to ensure we maintain access to all client groups.</li> </ul>
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