



# BUSINESS PLAN 2011-2012

<b>OUR VALUES</b>	Focused .....	clarity of purpose as either a catalyst, provider, planner or initiator
	Credible .....	doing what we say we will do, when we say we'll do it
	Excellent .....	leading by example and endeavouring to be the best we can be
	Inclusive .....	demonstrating a high regard for all people and all points of view
	Collaborative ....	fostering effective, mutually beneficial partnerships
	Respectful .....	honouring and giving effect to the principles of Te Tiriti o Waitangi

GOALS	<b>1 PROMOTE</b>	<b>2 STRENGTHEN</b>	<b>3 SUPPORT</b>	<b>4 INVEST</b>
	<i>There is good awareness of the Rotorua social services sector</i>	<i>The social service sector in Rotorua is well-resourced and well-run</i>	<i>Sector issues are visible and well represented to the public</i>	<i>RoSSCo is stable and well-resourced</i>
BUSINESS AS USUAL	<ul style="list-style-type: none"> <li>■ Produce 11 Newsletters annually</li> <li>■ Organise at least 12 Forums annually</li> <li>■ Update RoSSCo website weekly</li> <li>■ Circulate weekly email updates</li> </ul>	<ul style="list-style-type: none"> <li>■ Organise at least 12 RoSSCo training seminars / workshops per annum;</li> <li>■ Organise the following biennial event:               <ul style="list-style-type: none"> <li>○ Funding Expo (March 2012)</li> </ul> </li> <li>■ Facilitate provision of a comprehensive high-quality training programme by working in partnership with:               <ul style="list-style-type: none"> <li>○ local experts</li> <li>○ UNITEC</li> <li>○ FINZ</li> </ul> </li> <li>■ Stay abreast of community issues and innovations by participating in at least five national training / hui:               <ol style="list-style-type: none"> <li>1. NZCoSS Conferences</li> <li>2. National Volunteering Conference</li> <li>3. Charities Commission Forum</li> <li>4. ...</li> <li>5. ...</li> </ol> </li> </ul>	<ul style="list-style-type: none"> <li>■ Regularly relay feedback to / from:               <ul style="list-style-type: none"> <li>○ local MPs:                   <ul style="list-style-type: none"> <li>■ Todd McClay</li> <li>■ Steve Chadwick</li> <li>■ Catherine Delahunty</li> <li>■ Te Ururoa Flavell</li> </ul> </li> <li>○ Rotorua Mayoral Forum</li> </ul> </li> <li>■ Have a RoSSCo representative relay feedback to / from the following:               <ul style="list-style-type: none"> <li>○ Rotorua Christmas Parade Trust.</li> <li>○ Geyser Community Foundation</li> <li>○ RAPHs Community Advisory Group</li> <li>○ Mayoral Family Violence Forum</li> <li>○ working groups at MSD</li> <li>○ cluster groups at TPK</li> <li>○ BASS Advisory Committee at Waiariki Institute of Technology</li> </ul> </li> <li>■ Prepare and distribute an informative Annual Report to RoSSCo's constituency</li> </ul>	<ul style="list-style-type: none"> <li>■ Monitor and control operational performance through EO supervision, support and guidance from Sub-Committee:               <ul style="list-style-type: none"> <li>○ Finance &amp; Audit (INVEST)</li> <li>○ Membership &amp; Services (PROMOTE)</li> <li>○ Capacity Building (STRENGTHEN)</li> <li>○ Advocacy (SUPPORT)</li> </ul> </li> <li>■ Monitor and control operational and financial performance by receiving Reports as follows:               <ul style="list-style-type: none"> <li>○ Executive Officer's Monthly Report</li> <li>○ Treasurer's Monthly Report</li> </ul> </li> <li>■ Submit statutory returns, funding applications and accountability reports in accordance with an annual workplan &amp; compliance schedule</li> </ul>
	<i>Membership &amp; Services Sub-Committee</i>	<i>Capacity Building Sub-Committee</i>	<i>Advocacy Sub-Committee</i>	<i>Finance &amp; Audit Sub Committee</i>

GOALS	1 PROMOTE	2 STRENGTHEN	3 SUPPORT	4 INVEST
	CURRENT SFOCUS	<i>There is good awareness of the Rotorua social services sector</i>	<i>The social service sector in Rotorua is well-resourced and well-run</i>	<i>Sector issues are visible and well represented to the public</i>
<ul style="list-style-type: none"> <li>■ Develop a forward plan for Forums</li> <li>■ Explore options for holding some Forums off-site at other agencies</li> <li>■ Set up an online Forum booking and marketing system</li> <li>■ Transfer the RoSSCo email database from Outlook to a professional e-marketing system</li> <li>■ Develop a branded template for future RoSSCo email blasts</li> <li>■ Identify other ways to manage and promote networking events more effectively</li> <li>■ Document instructions / standards for the organisation and promotion of networking events</li> <li>■ Document instructions / standards for preparing the monthly newsletter</li> <li>■ Document instructions / standards for preparing a weekly e-update</li> <li>■ Bring RoSSCo's website up to date.</li> <li>■ Document instructions / standards for updating the website</li> <li>■ Ask NZCoSS to survey membership fees and benefits at other CoSSs; respond to NZCoSS surveys</li> </ul>		<ul style="list-style-type: none"> <li>■ Develop a forward plan for Training</li> <li>■ Further develop partner relationships and add partner agency events to the forward plan (UNITEC &amp; FINZ)</li> <li>■ Document instructions / standards for organising and promoting training events</li> <li>■ Develop the means to routinely survey RoSSCo's constituency about their expectations of RoSSCo [ Interview financial members about their satisfaction with and expectations of RoSSCo ]</li> <li>■ Update / refocus planned training based on the outcome of the survey and feedback from the social services sector</li> <li>■ Explore options for providing support services to social services organisations</li> <li>■ Visit counterpart agencies elsewhere in New Zealand (eg Volunteering Waikato and Community Waikato) to learn about the services they provide to the community sector</li> </ul>	<ul style="list-style-type: none"> <li>■ Develop a forward plan for Advocacy activities so as to be better prepared for Advocacy events</li> </ul>	<ul style="list-style-type: none"> <li>■ Make RoSSCo a more positive, supportive and productive place of work:               <ul style="list-style-type: none"> <li>○ realign governance and management framework and practices</li> <li>○ develop an orientation checklist</li> <li>○ develop a comprehensive EO desk file</li> <li>○ develop a simple performance agreement &amp; appraisal process</li> <li>○ issue &amp; process exit questionnaires</li> </ul> </li> <li>■ Develop a timetable for funding applications and submit applications and accountability reports for grants received in good time</li> <li>■ Get a stable, cost effective arrangement for financial accounting and reporting in place.</li> <li>■ Upgrade printer, computers and software</li> <li>■ Develop and implement sound office management systems at RoSSCo               <ul style="list-style-type: none"> <li>○ Risk Register / Risk Management</li> <li>○ Electronic Recordkeeping Practices</li> <li>○ Document Retention &amp; Destruction</li> <li>○ Privacy / Confidentiality / Security</li> </ul> </li> <li>■ Strengthen relationships with RoSSCo funders:               <ul style="list-style-type: none"> <li>○ RDC</li> <li>○ BayTrust</li> <li>○ RECT</li> </ul> </li> <li>■ Undertake internal evaluations of RoSSCo's performance</li> </ul>
	<i>Membership &amp; Services Sub-Committee</i>	<i>Capacity Building Sub-Committee</i>	<i>Advocacy Sub-Committee</i>	<i>Finance &amp; Audit Sub Committee</i>

GOALS	1 PROMOTE	2 STRENGTHEN	3 SUPPORT	4 INVEST
	FUTURE FOCUS	<i>There is good awareness of the Rotorua social services sector</i>	<i>The social service sector in Rotorua is well-resourced and well-run</i>	<i>Sector issues are visible and well represented to the public</i>
<ul style="list-style-type: none"> <li>Develop an interactive database of RoSSCo members, contacts, funders, and other stakeholders to provide reports on upcoming funding applications, membership invoices, the ability to send personalised form letters to stakeholders, and more. Review usefulness to RoSSCo of other databases of the Rotorua social services sector; work with Marlise to develop a database initially of RoSSCo members only</li> <li>Strengthen RoSSCo's relationship with the Ministry of Social Development</li> <li>Respond to NZCOSS requests for input to select committee submissions, based on feedback from RoSSCo members.</li> <li>Identify and showcase businesses that are providing social services solutions</li> </ul>		<ul style="list-style-type: none"> <li>Obtain a supply of the brochure "Making it easier to give to social service providers" from the Office for the Community and Voluntary Sector and distribute these.</li> <li>Explore the possibility of developing a pool of volunteers for Rotorua, as exists in Akaroa.</li> <li>Explore the possibility of RoSSCo scholarships for a course such as the Unitec diploma in management in the not-for-profit sector. Consider a partnership with a Rotary Club to fund one such scholarship</li> </ul>	<ul style="list-style-type: none"> <li>Offer comments from RoSSCo to newsletters of other organisations like the Chamber of Commerce, Settlement Support and Community Associations</li> <li>Write press releases on significant developments in the sector and at RoSSCo</li> <li>Explore the possibility of having a monthly RoSSCo column in the Daily Post</li> <li>Engage businesses in social issues</li> <li>Strengthen the links with the Rotorua Chamber of Commerce</li> <li>Explore links with Rotorua's Sustainable Tourism Charter</li> <li>Build links with Sports Bay of Plenty</li> <li>Build links with Waiariki Institute of Technology</li> <li>Build links with LDHB; seek appointment of RoSSCo members to LDHB Advisory Committees.</li> <li>Build links with Whanau Ora</li> </ul>	<ul style="list-style-type: none"> <li>Provide induction sessions for new volunteers and new committee members in the social services sector</li> <li>Get in touch with Rothbury to find out if the company can provide lower cost insurance to RoSSCo.</li> <li>Consider getting a Department of Internal Affairs intern in 2011</li> <li>Explore getting students (from New Zealand or European universities or polytechnics) on internship programmes</li> <li>Purchase a PowerPoint projector for use at forums and training programmes, as funding allows</li> </ul>
	<i>Membership &amp; Services Sub-Committee</i>	<i>Capacity Building Sub-Committee</i>	<i>Advocacy Sub-Committee</i>	<i>Finance &amp; Audit Sub Committee</i>