

NZ FIREFIGHTERS WELFARE SOCIETY STRATEGY

VALUES:

Trustworthy:

We are a non-political, not-for-profit organisation who serves our members without judgement. Our Services are trusted, consistent and empathic.

Integrity:

United, honest and unbiased service that is inclusive and principled.

Solidarity:

We are connected with our people. They come first and we provide holistic service.

Supportive:

We are there for our members through out their lives when and how they need us.

OUTCOMES:

1. We are doing more for and adding value to more members.
2. We are influential within the sector.
3. The right resources to deliver our quality services.
4. Our brand is recognised and our communications are received and responded to.

PURPOSE:

To provide assistance and support to our members and their families when needed.

MISSION:

We are known by all firefighters, their families and emergency partners as the preferred welfare service, collaborating to support members at all stages of their life.

OBJECTIVES:

Recognised and respected	Well resourced	Agile and flexible	Value to our members	Strongly connected
Our brand is recognised and our services respected and sought after	Representatives and leaders are supported in all parts of NZ	Clear succession plans, attract diverse leaders	Respond to members needs in a timely manner and personal	Innovative solutions foster collaboration with our partners
We have representation everywhere	Processes and operations are flexible, efficient and effective	Roles and responsibilities are clear between board and operations	Confidential, cost effective services	We are trusted service providers
We celebrate our successes	Regular secure funding	Governance structures are transparent and address obligations, opportunities and challenges	Our members feel that they are part of a community who help one another	We have strong connections with community and Iwi
Our services are well known and promoted			Our work is relevant and used through out the sector	We grow and attract new members

