



# Strategic Vision 2016-2019

[www.techsoup.net.nz](http://www.techsoup.net.nz)

**techsoup**  
NEW ZEALAND

## Vision

A stronger charitable sector working at its full potential and maximising its value in bringing about positive social change.

## Mission

Connect the charitable sector to the right tools and capabilities they need to fulfill their mission.

## Values

*We strive for:*

- Effective communities and networks to support the charitable sector
- An efficient, well supported charitable sector
- High quality, innovative products and services
- Integrity and respect for our customers and stakeholders
- Well-trained and supported staff
- High standards of governance and transparency





# STRATEGY ONE

## Working with the charitable sector

We will implement initiatives to better understand the needs and the environment of the charitable sector and ensure our knowledge of the sector remains relevant. We will ensure we provide initiatives and services which are consistent with the needs and capacity of the charitable sector.

*We will achieve this by:*

- Increasing our reach in to the Australian and New Zealand charitable sectors, with a focus on rural and remote organisations with limited digital capability
- Engaging with key stakeholders from the charitable sector in Australia and New Zealand in an advisory capacity to gain insight and extend our networks in the sector
- Implement research and evaluation strategies within the sector to gain information to assist, guide and inform our work
- Continuing to engage with the charitable sector on the effective use of technology in enabling outcomes



# STRATEGY TWO

## Information Provision

We will provide comprehensive online information about community services, technology and the charitable sector to inform the public and to support charitable organisations.

*We will achieve this by:*

- Increasing the contribution of volunteers and contract staff to support development of the directories and the mission of TechSoup New Zealand
- Continuing to explore and implement effective ways of sharing and managing information with the charitable sector
- Keeping the charitable sector informed and up to date with the latest relevant innovations, trends and changes through our regular newsletters, electronic mail and other mediums



# STRATEGY THREE

## Business development

We will continue to scan issues within the charitable sector

*We will achieve this by:*

- Investigating platforms to assist charitable organisations to deliver their key activities and to assist to raise their profile
- Implementing a membership program which provides incentives, information and a mentoring
- Providing cloud options and education opportunities to enable the charitable sector to capitalise on cloud technology
- Further investigating training opportunities for delivery in South East Asia
- Raising our profile with government and with business partners to ensure TechSoup New Zealand becomes the technology-related partner of choice in the charitable sector
- Scanning the horizon regularly to ensure that TechSoup New Zealand continues to be a leader in providing resources and information on emerging trends, innovations and changes, particularly in the technology area
- Invest in opportunities to ensure the sector can achieve its technological capability





# STRATEGY FOUR

## Provision of products and services to the charitable sector

We will continue to provide a variety of options and high quality products and services through Donation and Discount programs to assist charitable organisations deliver on their mission

*We will achieve this by:*

- Continuing to increase the variety of our offerings and local partners on both the Donations and Discounts programs to assist charitables with service delivery
- Continuing to build relationships and trust with our key stakeholders
- Delivering events, webinars, forums, and conferences on a regular basis that are relevant and beneficial to the charitable sector



# STRATEGY FIVE

## Strengthening the organisation

We will ensure our staff follow best practice and that TechSoup New Zealand remains financially robust to deliver sustainable value in the future.

*We will achieve this by:*

- Continuing to develop a highly skilled staff and volunteer team capable of achieving the organisation's strategic outcomes and meeting the needs of the charitable sector
- Diversifying our income streams
- Increasing the value of board members' contributions to further contribute to strategic outcomes
- Continuing to focus on financial sustainability of TechSoup New Zealand
- Maintaining a focus on continuous improvement of practice and procedure, including human resource management, financial management and technology and systems structures by reviewing, updating and creating appropriate strategy

