

# SOUTH PACIFIC ANIMAL WELFARE – TE PUNA KĪREHE O TE MOANA NUI A KIWA - STRATEGIC PLAN 2021-2024

## OUR SERVICES - Ō MĀTOU RATONGA

We provide de-sexing of small animals, surgical procedures, health checks, vaccinations, parasite control treatments and livestock care to as many animals as we can reach during a community clinic and remote village/field locations.

South Pacific Animal Welfare (SPAW) offers quality and rewarding volunteer opportunities for qualified, experienced veterinarians and veterinary nurses from all around the world.

It is our goal that by being present and fostering positive animal welfare activities, over time people will display higher levels of compassion for all animals.

## OUR FUTURE - TE TIROHANGA WHAKAMUA

Our energies will remain focused on providing quality veterinary services, extending these services to other islands as well as enhancing the partnerships we have within the South Pacific. By working collaboratively, we can achieve so much more for the animals and the communities we serve.

We will facilitate rewarding volunteer experiences and promote animal welfare and care through education and training.

## OUR VISION - MOEMOEĀ

Animals in the South Pacific Islands are healthy and valued.

## OUR MISSION - WHĀINGA

We improve the health and welfare of South Pacific Island's animals by providing:

- quality veterinary care;
- education; and
- rewarding volunteer experiences.

## OUR VALUES - NGĀ ŪARATANGA

- Respect: We will act with empathy.
- Integrity: We will act with honesty, integrity and openness.
- Committed: We are committed to what we do.
- Quality: We will provide our programmes and services to the highest standards.
- Collaboration: We work with our partners collaboratively.

## COMMUNITY RELATIONSHIPS AND PARTNERSHIPS

### GOAL

- We will work with all of our partners and communities to build robust and sustainable relationships in South Pacific Islands.

### OBJECTIVES

- To grow and maintain our global networks to obtain products, sponsorship and funding.
- To work collaboratively with our island partners and communities to ensure our services, initiatives and programmes meet their animal welfare goals.
- To continue to build and maintain our community relationships.

### GOAL

- We will have a strong brand that is understood by our communities, stakeholders and partners.

### OBJECTIVES

- To ensure SPAW and the animal care community in South Pacific Islands are aware of the services we offer and the value we bring to the communities we work with.
- To raise awareness and engagement of the SPAW brand with our stakeholders and new audiences.
- To have volunteers that are strong ambassadors and advocates of the brand.

## QUALITY SERVICES AND CARE

### GOAL

- We will provide quality services and care to animals and the communities in which they live.

### OBJECTIVES

- To continue to have comprehensive and clear policies and procedures that support the provision of quality care.
- To extend the scope and coverage of our services to new communities in the South Pacific Islands.

## PEOPLE

### GOAL

- We provide rewarding and safe experiences for our volunteers.

### OBJECTIVES

- To prepare volunteers beforehand to understand the risks and the rewards associated with volunteering.
- To retain our volunteers by recognising and appreciating their efforts.
- To have the right people, in the right place at the right time to deliver the standards of service required.
- To continue to expand our network of volunteers, especially our veterinarian team.

### GOAL

- We have a sustainable governance and leadership structure to support our people, vision and values.

### OBJECTIVES

- To have a veterinary sub-committee that provides recommendations and advises the Board on issues, opportunities and risks.
- To have a Board of Trustees and Executive Committee that works as an effective team, using the appropriate balance of skills, experience, backgrounds and knowledge to make informed decisions.
- To encourage commitment and engagement of our volunteers to the agreed vision, mission, values and strategies.

## FINANCIAL STABILITY

### GOAL

- We will have sufficient financial resources to deliver our services and strategies.

### OBJECTIVES

- To have sustainable revenue streams through fundraising and partnerships, developing new fundraising opportunities where necessary to increase revenue.
- To understand our total financial model that is needed to support our service provision and then work within it.

## EDUCATION AND TRAINING

### GOAL

- We ensure South Pacific Island's communities are informed about animal care and welfare.

### OBJECTIVES

- To have the right programmes in place for all cultures and ages by working with our partners, communities and stakeholders.
- To upskill the local islander volunteers to help sustain our service provision and become advocates for our service.

### GOAL

- We continue to have comprehensive policies and procedure manuals to support our volunteers.

### OBJECTIVES

- To maintain all education and training materials as necessary.
- To ensure all volunteers have read and understand the policies and procedures set out in the manuals.

