



## Complex Chronic Illness Support Inc. Strategic Plan 2023 - 2028

Purpose		Vision		Mission		Values	
Empower and educate members and advocate for their needs and their lives		Empowering People Towards Wellness		To improve the quality of life of people who live with a complex chronic illness, as well as that of their loved ones.		Empowering, Person-Centred, Collaborative, Adaptable, Accountable, Culturally Responsive.	
Strategic Priority	Strategic Priority	Strategic Priority	Strategic Priority	Strategic Priority	Strategic Priority	Strategic Priority	Strategic Priority
Leadership / Advocacy	Education	Knowledge	Membership Engagement	Cultural Responsiveness	Funding & Sustainment		
Success Statement	Success Statement	Success Statement	Success Statement	Success Statement	Success Statement	Success Statement	Success Statement
As the authoritative voice of and for those with ME/CFS, FM and Long COVID, we ensure that our members are understood and valued in NZ. We are recognised as an essential service.	High-quality evidence-based education and resources fosters empowered, knowledgeable members, whanau, and community	CCI Support is the hub for knowledge sharing. We professionally deliver initiatives to better understand and support our members' needs by conducting, gathering, and sharing research, and facilitating learning.	We provide an essential support service to current members improving their quality of life. Membership includes all people with the conditions we support, in all regions we service.	All members feel that their individual culture is respected, valued, understood, and integrated into their individualised holistic management plans.	The organisation is fully funded and sustainable through the valued investments by corporate and business sponsorship and donations, government contracts, grants, and membership fees.		
Key Focus Areas	Key Focus Areas	Key Focus Areas	Key Focus Areas	Key Focus Areas	Key Focus Areas	Key Focus Areas	Key Focus Areas
Open dialogue and key processes to engage with members/stakeholders	Evidence-based resources are obtained, developed, and delivered	Keeping up to date with relevant national and international research	Providing professional support and resources to members	Staff trained to use health models in NZ context	Governance and operational excellence		
Engagement with government agencies and like-minded organisations	Developmental growth and understanding of the conditions we support	Measure staff knowledge and understanding through membership feedback	Encouraging members to be engaged with services provided	Recognition of Te Tiriti o Waitangi	Efficiency and effectiveness of our operational systems and processes		
Recognition as an essential service for the conditions we support, by government and health agencies	Reviewing new methods, tools that help build and support members	Members successfully engage and complete TWP, and integrate learning into practice through self-management of symptoms	encourage self-management of symptoms	Inclusion of members' beliefs, values, and customs into management plans	Capability and productivity of our people		
Board and staff reflect organisational values in all interactions	Key resources available to educate and help whanau and carers	Measure member knowledge and understanding of their wellness journey through feedback administered by surveys	Whanau engage with services and get involved in management plans	Support services are inclusive of the multicultural context of NZ/Aotearoa	Prudent stewardship of financial resources		
Board and operational excellence	Regular upskilling and training of staff through attendance of industry educational programmes	Continue to grow our support forum and membership	Increasing brand visibility and awareness in target areas	Member feedback on organisational cultural competence is evaluated and recommendations acted on.	Establishment and maintenance of key relationships with investors		