



**DISTSS**

Disability In-Service Training Support Service

**DISTSS Inc  
Strategic Development Project  
2007**

**STRATEGIC PLAN  
SEPT. 2007 – SEPT. 2010**

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# FOREWORD

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DISTSS is pleased to introduce its Strategic Plan for September 2007 – September 2010.

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DISTSS greatly appreciates the input provided by the Strategic Development Taskforce, the Disability Learning & Development Branch of the Department of Human Services and over 900 members of the disability sector who participated in the data gathering process. Their continued support will be a critical component in ensuring our strategic objectives are realised.

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# **STRATEGIC PLAN**

**SEPTEMBER 2007 – SEPTEMBER 2010**

<b>OUR VISION IS -</b>	<b>OUR MISSION IS TO BE -</b>
<p>Our vision is an Australia where all people with disabilities have choices about themselves, their capacity, participation, citizenship and leadership in an inclusive society where there is ready access to appropriate supports provided by a thoroughly skilled, well resourced and professional workforce.</p> <p>We aim to provide the following services to achieve this vision:</p> <ul style="list-style-type: none"> <li>• Development and /or brokerage of resources to promote a learning culture in the disability community sector and for profit enterprises</li> <li>• Provision of high quality information and consultancy services</li> <li>• Research and evaluation of learning and organizational development resources for use in the community services sector and beyond</li> <li>• Expansion of opportunities for greater collaboration and dialogue between business, community service organizations and people with disabilities</li> <li>• Development, modelling and dissemination of innovative approaches to workforce participation for people with disabilities</li> <li>• Provision of leadership in the community services and other human service sectors in continuous service improvement and quality assurance</li> </ul>	<p>Our Mission is to be the nation's pre-eminent disability learning and development organisation through the provision of innovative opportunities for professional and organizational growth.</p> <p>To achieve our mission we aim to:</p> <ul style="list-style-type: none"> <li>• Work together with our key partners to provide learning and development resources and services to community service organizations, for profit enterprises, people with a disability and the community</li> <li>• Disseminate on-line, and via other modes, examples of best practice</li> <li>• Build learning networks within the community services sector and beyond</li> <li>• Deliver learning forums (including accredited training) for people with disabilities, their families, business, community service organizations and the community</li> </ul>

<p><b>OUR CORE BUSINESS IS -</b></p>	<p><b>OUR VALUES ARE</b></p>
<p>Our core business is to be a resource to enhance learning and development practice within community service organisations and for profit enterprises to optimise outcomes for people with a disability.</p>	<ul style="list-style-type: none"> <li>• Fairness and equity</li> <li>• Ethical professional relationships</li> <li>• Equality of access to learning and development</li> <li>• Excellence in service provision</li> <li>• Collaboration</li> <li>• Development of self and others</li> </ul>
<p><b>STRATEGIC DIRECTION</b></p> <p>Data gathered from an extensive strategic development process has been used to inform the strategic direction of DISTSS for the next three years through the identification of goals, objectives and performance measures in five key result areas:</p> <ol style="list-style-type: none"> <li>1. Support and enable the further enhancement of a learning culture within community service organizations</li> <li>2. Develop opportunities for greater collaboration and dialogue between service organizations, for profit enterprises and people with disabilities</li> <li>3. Expand the capacity of DISTSS information technology infrastructure to support key directions</li> <li>4. Further develop the capacity of DISTSS to generate independent revenue across other relevant sectors</li> <li>5. Continued enhancement of DISTSS Governance &amp; Financial Management</li> </ol>	<p><b>CRITICAL SUCCESS FACTORS</b></p> <p>We have identified a number of factors which we consider to be critical to the success of our organisation. They are:</p> <ul style="list-style-type: none"> <li>• Developing and articulating a learning and development vision for the community services sector</li> <li>• Continuing to engage directly with people with a disability and their supports</li> <li>• Enhancing our collaborative and dynamic relationship with DHS</li> <li>• Growing our strong linkages with the community services sector and our stakeholders</li> <li>• Expanding the scope of our information technology infrastructure</li> <li>• Diversifying our funding base and taking advantage of new business opportunities especially through enhanced participation with the corporate sector</li> <li>• Communicating new initiatives and changes effectively as we expand our services</li> <li>• Continuing to meet contractual obligations</li> </ul>

<b>Key Result Area 1</b>	<b>How we will do it - Our Strategies</b>	<b>How will we do it - Our Measures</b>	<b>When we will do it - Our Timeframe</b>
<p><i>Support and enable the further enhancement of a learning culture within community service organizations</i></p> <p><b>OUR OBJECTIVES</b></p> <p>To provide a range of resources, networks and strategies to support community service organizations to build and assess learning and development</p>	<p>Establish dialogue across the community services sector, in partnership with people with a disability, DLDU, DPV, NDS etc, on issues that relate to best practice in learning &amp; development</p>	<p>Establish a high level advisory group including people with a disability, DLDU, NDS, DPV, ITAB and other relevant players to advise DISTSS on the most effective ways to coordinate and link learning and development , and create learning cultures across the community services sector</p> <p>Develop communities of practice focussed on implementing the State Disability Plan principles</p>	<p>September 2007/Ongoing</p> <p>January 2010</p>
	<p>Bring models of innovative practice from other sectors to build capacity in good governance, management and work practice</p>	<p>Publish examples of good practice via info-cast , website etc</p> <p>Host forums, in collaboration with other relevant organizations, which focus on building capacity in governance, leadership and exemplary work practice for people with a disability and the staff and Boards of community service organizations</p> <p>Review, expand and update Agency Training Plan Resource Kit to focus on creating a learning culture with a coordinated leadership framework across community service organizations</p> <p>Contribute to the CSTP review</p> <p>Review and update Ready4 Work</p>	<p>Ongoing</p> <p>July 2007 - Ongoing</p> <p>April 2009</p> <p>July 2007</p> <p>December 2008</p>

	<p>Create mentoring resources for supervisors i.e. a mentor bank, governance mentor directory etc</p>	<p>Research models of best practice in regard to mentoring in the workplace for supervisors and managers and for Boards of Management.</p> <p>Conduct an environment analysis of mentoring resources currently available in the disability sector.</p>	<p>June 2008</p> <p>June 2008</p>
	<p>Build capacity of DISTSS to provide learning culture assessment, technical assistance and guidance to organizations</p>	<p>Source or develop tools to assess the quality of learning and development strategies across organizations.</p> <p>Establish a database of consultants and other appropriate resources to provide guidance and support to service organisations in relation to development and assessment of a learning culture</p>	<p>January 2009</p> <p>June 2010</p>

<b>Key Result Area 2</b>	<b>How we will do it - Our Strategies</b>	<b>How will we do it - Our Measures</b>	<b>When we will do it - Our Timeframe</b>
<p><i>Develop opportunities for greater collaboration and dialogue between community service organizations, for profit enterprises and people with disabilities</i></p>	<p>Develop strategies to increase the capacity of community service organizations to enable people with a disability to live the lives they want</p>	<p>Disseminate examples of best practice models of partnership between service users and service providers on-online, via forums and other learning and development opportunities</p> <p>Model collaboration with people with a disability in all DISTSS activities</p> <p>Develop 'learning networks' between people with a disability and community service organizations.</p>	<p>September 2007 - ongoing</p> <p>Ongoing</p> <p>March 2008</p>
<p><b>OUR OBJECTIVES</b></p> <p>To enhance outcomes for people with a disability by providing opportunities for partnership between them, community service providers and for profit enterprises</p>	<p>Research and source training programs/resources etc to support community service organizations, for profit enterprises and people with a disability to develop skills to collaborate.</p>	<p>Research the underpinning skills and knowledge required to build ethical relationships, problem solve, resolve conflict etc</p> <p>Seek partnerships to trial programs that build the skills of collaboration</p>	<p>Ongoing</p> <p>January 2009</p>
	<p>Develop or source appropriate tools to evaluate the effectiveness of service delivery from the perspectives of people with a disability, community service organizations and for profit enterprises</p>	<p>Develop criteria for optimal practice in terms of evaluating service delivery</p> <p>Publish best practice examples</p>	<p>January 2010</p> <p>Ongoing</p>

<b>Key Result Area 3</b>	<b>How we will do it - Our Strategies</b>	<b>How will we do it - Our Measures</b>	<b>When we will do it - Our Timeframe</b>
<p data-bbox="100 375 604 521"><i>Expand the capacity of DISTSS information technology infrastructure to support key directions</i></p> <p data-bbox="100 638 390 662"><b>OUR OBJECTIVES</b></p> <p data-bbox="100 699 615 773">To provide more comprehensive information and communication services for the community services sector, business and the community</p>	<p data-bbox="642 313 1041 399">Establish networks to facilitate dialogue on partnership building, collaborative strategies etc</p>	<p data-bbox="1089 313 1518 456">Expand the use of on-line chat facilities, blogs, my space and you-tube etc in the sector to facilitate greater dialogue around collaboration</p>	<p data-bbox="1562 313 1667 337">Ongoing</p>
	<p data-bbox="642 492 1056 602">Disseminate via infocast/forums etc examples of good practice, innovative research etc in relation to Directions 1 and 2</p>	<p data-bbox="1089 492 1509 548">Provide a minimum of 52 infocasts per year</p> <p data-bbox="1089 565 1455 621">Publish an annual training and conference calendar</p> <p data-bbox="1089 638 1503 724">Investigate ways of providing a segmented facility to better target specific groups via info-cast</p> <p data-bbox="1089 740 1493 797">Maintain and develop Trainer and Assessor database</p>	<p data-bbox="1562 492 1667 516">Ongoing</p> <p data-bbox="1562 581 1667 605">Ongoing</p> <p data-bbox="1562 764 1667 789">Ongoing</p>
	<p data-bbox="642 833 995 976">Use specialist websites as information hubs on specific issues where there are many initiatives eg OH&amp;S and the disability sector</p>	<p data-bbox="1089 833 1514 919">Redesign the DISTSS website and create greater links between it and other on-line web based resources</p>	<p data-bbox="1562 833 1688 857">June 2008</p>
	<p data-bbox="642 1011 1056 1154">Research the potential benefits of emerging technology e.g. interactive w/boards, ultra-mobile PC, mobile phone networks, etc and innovative IT strategies</p>	<p data-bbox="1089 1011 1535 1154">Increase our knowledge of emerging technology and its potential benefit to the community services sector, especially electronic learning.</p> <p data-bbox="1089 1170 1528 1284">Identify issues that inhibit access and develop strategies to enhance engagement with on-line resources, including relevant protocols.</p>	<p data-bbox="1562 1024 1688 1049">June 2008</p> <p data-bbox="1562 1170 1755 1195">December 2008</p>

<b>Key Result Area 4</b>	<b>How we will do it - <i>Our Strategies</i></b>	<b>How will we do it - <i>Our Measures</i></b>	<b>When we will do it - <i>Our Timeframe</i></b>
<p data-bbox="107 321 569 431"><i>Further develop the capacity of DISTSS to generate independent revenue</i></p> <p data-bbox="107 505 390 532"><b>OUR OBJECTIVES</b></p> <p data-bbox="107 565 569 643">To identify new business opportunities that support our vision, core business and contribute to growth</p>	<p data-bbox="600 272 972 329">Research new markets for DISTSS services and resources</p>	<p data-bbox="1005 272 1535 386">Continue to build relationships with the corporate, aged care and mental health sectors etc, with a focus on service organisations and financial institutions</p> <p data-bbox="1005 407 1535 488">Expand involvement of the corporate sector on DISTSS advisory committees, taskforces etc</p> <p data-bbox="1005 509 1535 591">Promote sales of applicable DISTSS resources and services to relevant groups across a range of sectors</p>	<p data-bbox="1572 277 1682 305">Ongoing</p> <p data-bbox="1572 418 1682 446">Ongoing</p> <p data-bbox="1572 509 1682 537">Ongoing</p>
	<p data-bbox="600 621 972 703">Offer broad based training and resources in the areas of leadership and diversity</p>	<p data-bbox="1005 621 1535 686">Provide direct training in leadership using the DISTSS leadership modules</p> <p data-bbox="1005 748 1535 862">Promote the Directory for Disability Consultants <i>Nothing About Us Without Us</i> broadly but with a particular focus on the corporate and local government sectors</p>	<p data-bbox="1572 621 1745 649">January 2008</p> <p data-bbox="1572 764 1682 792">Ongoing</p>
	<p data-bbox="600 998 972 1112">Enhance the profile and work of DISTSS as a provider of evaluation services in relation to learning and development</p>	<p data-bbox="1005 998 1535 1112">Further promote the capacity of DISTSS to evaluate learning and development within organizations or as components of projects or special initiatives</p>	<p data-bbox="1572 998 1682 1026">Ongoing</p>

<b>Key Result Area 5</b>	<b>How we will do it - Our Strategies</b>	<b>How will we do it - Our Measures</b>	<b>When we will do it - Our Timeframe</b>
<p data-bbox="86 415 548 529"><i>Continued enhancement of DISTSS Governance &amp; Financial Management</i></p> <p data-bbox="86 634 390 662"><b>OUR OBJECTIVES</b></p> <p data-bbox="86 721 558 797">To build a strong and healthy organisation and utilise excellent governance and financial principles in running our business</p>	Expand the membership of DISTSS Inc	<p data-bbox="911 315 1451 428">Re – launch DISTSS Incorporated with a new strategic vision and use this as an opportunity to recruit new members to the organization</p> <p data-bbox="911 444 1440 501">Create a new name and brand for DISTSS to better encapsulate its vision and work</p>	<p data-bbox="1478 315 1612 339">May 2007</p> <p data-bbox="1478 444 1692 469">September 2007</p>
	Enhance the capacity of the DISTSS Inc. Board of Directors	<p data-bbox="911 539 1444 623">Review the DISTSS Inc. Board with a view to establishing current strengths and areas for growth</p> <p data-bbox="911 639 1430 724">Encourage DISTSS members with specific expertise to nominate for Board membership</p> <p data-bbox="911 740 1419 797">Identify appropriate learning and development options for Board members</p> <p data-bbox="911 813 1457 870">If necessary co-opt appropriate members to augment the Boards capacity</p>	<p data-bbox="1478 539 1654 563">October 2007</p> <p data-bbox="1478 669 1644 693">August 2007</p> <p data-bbox="1478 766 1591 790">Ongoing</p> <p data-bbox="1478 807 1621 831">If required</p>
	Profile and review existing staff, status and responsibilities as it pertains to emerging strategic directions	<p data-bbox="911 911 1247 935">Develop new staff profiles</p> <p data-bbox="911 951 1451 1036">Develop coordinated professional development plans in line with the DISTSS Strategic Plan</p>	<p data-bbox="1478 911 1612 935">July 2007</p> <p data-bbox="1478 951 1692 976">December 2007</p>
	Analyse costs and develop costing formula for DISTSS services	Develop and apply a costing formulae to all DISTSS services	December 2007