





**Tier 1 - Future Directions: A Strategic Plan**

Tulgeen Disability Services (TDS) operates in accordance to its Policy and Procedure Manuals (PPM). The PPM are based on the 12 Disability Service Standards. In order to deliver the best possible services to clients, employees, and staff, TDS developed six (6) strategic directions to guide operations. The strategic directions each have a set of goals and strategies included, which facilitate the fulfilment of the strategic plan.

The six strategic directions are:

1. Maximise the independence of people with disability, their families and carers by strengthening their day to day living capacities.
2. Develop and promote a culture of achievement.
3. Create a culture of innovation and collaborative achievement by promoting opportunity, teamwork, development and self learning.
4. Develop a culture of Continuous Improvement and Quality Internal Systems.
5. Develop a culture of leadership and collaboration.
6. Develop and maintain an infrastructure for the delivery of support services.

**Tier 2 - Continuous Improvement (CI) Action Plans**

These documents act as the TDS' operational plans. Each department, coordinator, facilitator, and manager have a CI Action Plan. The plans are made up of the 'Actions' required to be taken by each person/department in order for the goals of the strategic directions to be fulfilled. The plans are developed in consultation with the relevant staff person and are approved by senior management prior to implementation.

CI Action Plans are reviewed on a quarterly basis. Changes that have occurred are recorded by taking completed projects out and introducing new tasks. Tasks that are completed during the current year are recorded in the 'Achievement' section of each positions ASR Report.

Projects identified in the third tier as 'necessary actions' are consulted upon and incorporated in the respective departmental action plans. The CI Action Plans include information on the task to be completed, what Strategic Direction the task relates to, the staff who will participate in the project, an expected timeframe for completion, and the status of the project. CI Action Plans are also used as the basis for monthly reporting to the Board of Directors.

**Tier 3 - Mechanisms of Feedback, Continuous Improvement, and Quality Assurance**

The mechanisms from (3 a-f) listed to the left are examples of how TDS ensures the improvement and quality assurance process is continuous. The Annual Service Review (ASR) and Service Delivery Review (SDR) provide an avenue for all stakeholders to provide their feedback, positive and constructive, to management of the organisation. The feedback obtained from these tools are included in the respective department's CI Action Plans upon review. Information obtained during the ASR and SDR is also used during the Internal Audit process.

An external recertification audit of the Business Services is conducted once every three years with a surveillance audit completed annually. Observations from these audits are included in departmental action plans. Audits of TDS financials are conducted annually. All outcomes of audits are reported to the Board of Directors.

Advisory Group meetings, standards training, and workplace meetings are held on a regular basis and provide an avenue for feedback and continuous improvement for all stakeholders involved. Once again, outcomes from these forums are considered and incorporated into departmental CI Action Plans.