



WATSSA

West Australian Technical Support in Schools Association

## 2021 Business Plan



## Contents

Business Plan 2021 .....	3
Vision Statement .....	4
Mission Statement.....	4
Our Priorities.....	5
Priority One: Create and Strengthen Relationships .....	6
Priority Two: Meaningful Professional Learning.....	7
Priority Three: Leadership Learning .....	8
Priority Four: Voice for Members.....	9





## Business Plan 2021

WATSSA is committed to developing a strong culture of learning and support for our members, the Department of Education and 3<sup>rd</sup> party enterprises. In 2017 we set out to create a community of IT Support staff across WA. This community would welcome any Staff in the Department of Education and be a group of like-minded individuals who want work together to benefit not only themselves, but their school community and the Department of Education as a whole.



Since then, we have held an extremely successful first Conference in 2019, which focused on connecting both our members and non-members with meaningful Professional Learning, geared towards West Australian Public Schools. Over the past three years we have welcomed members from all over the state, including technical support, teaching, and administrative personnel.

Our 2021 Business Plan is driven by Professional Learning and giving back to our members. Key reflections from the Executive and Management Committee identified that there was a desire for the Association to be known for more than just a conference, rather teaching and supporting our members 365 days of the year. Our priorities in this plan aim to increase the number of events and Professional Learning opportunities we offer to our members. We also aim to broaden our network by focusing on developing our relationships with potential sponsors and increasing our member

base. We recognise that for many of our members, there is the potential for more training and qualification opportunities, and we aim to fulfil that potential.

We understand that the successful pursuit of the Associations mission depends on a team effort, which in depends on strong relationships between all members of the Association as well as with external stakeholders. Resultantly, we are prioritising effective leadership, communication and collaboration for our Executive and Management teams.

On behalf of the 2020 WATSSA Executive and Management Teams, I am proud to present the West Australian Technical Support in Schools Association Business Plan for 2021 to our members and community.

**Michael Raymond**  
Foundation President



**Jon Stanley**  
Vice President

**Shaun Barnett**  
Secretary

**Michael Boughton**  
Treasurer



# WATSSA

West Australian Technical Support in Schools Association

## Vision Statement

At the West Australian Technical Support in Schools Association, our vision is to develop, maintain and strengthen excellent working relationships with school based technical support staff, the Department of Education and 3<sup>rd</sup> party enterprises, while raising the professional profile of all technical support roles within Public Education.

## Mission Statement

The West Australian Technical Support in Schools Association is committed to creating an innovative culture of learning for the Department of Education community. WATSSA will collaborate with various stakeholders to influence and develop positive outcomes for our members and students within Public Education.





## Our Priorities

Like WA schools, our Business Plan focuses on learning and relationships.

### Priority One: Create and Strengthen Relationships

Our aim is to create and strengthen relationships with our community.



### Priority Two: Meaningful Professional Learning

Our aim is to develop, source and deliver Professional Learning that is relevant to WA Public Schools.

### Priority Three: Leadership Learning

Our aim is to identify and develop leaders that can lead the Association and schools to

excellence.



### Priority Four: Voice for Members

Our aim is to listen and act from member feedback and suggestions, while keeping them informed.



## Priority One: Create and Strengthen Relationships

Our aim is to create and strengthen relationships with our community by increasing our member base and our corporate sponsors.



### Strategies

Redesign and release of a new website, containing up-to-date and relevant information for current and potential members.

Increase the range of events that we offer.

Broaden the locations that we organise events to cater for remote and regional members.

Join with more enterprises to increase our corporate sponsorship and event offerings.

Offer more social events for members and sponsors to network.



### Measurement Tools

Membership Register

PLIS

Website Analytics

Sponsorship Register



### Targets

150 Members by the end of 2021.

Increase the number of regional and remote staff attending our events.

Increase the number of working relationships with potential sponsors.

Two or more social events annually.



### Evidence

Increased attendance at Association events.

Increased event feedback from attendees.

Happy sponsors who provide authentic feedback.

Sponsor lead events.

Increased and stable membership register.



## Priority Two: Meaningful Professional Learning

Our aim is to develop, source and deliver Professional Learning that is relevant to WA Public Schools



### Strategies

Identify and prioritise the delivery of DOE specific Professional Learning through member, sponsor, and community feedback.

Increase the number of Professional Learning Events we offer.

Provide an innovative and engaging annual conference.

Create strategic partnerships to develop and deliver enriched Professional Learning opportunities.



### Measurement Tools

PLIS

Website Analytics

Event Feedback Surveys

Sponsorship Register

Event Attendees Register



### Targets

Increase the number of attendees from the 2019 Conference in 2021.

4 Professional Learning events per year (excluding the annual Conference)

Increase the number of regional and remote staff attending our events.

Develop and deliver an aspirant Network Administrator course.



### Evidence

Increased attendance at Association events.

Increased event feedback from attendees.

Happy sponsors who provide authentic feedback.

Clear outcomes from strategic partnerships that align with the priorities of this Business Plan.



## Priority Three: Leadership Learning

Our aim is to identify and develop leaders that can lead the Association and schools to excellence.



### Strategies

Embed Leadership Learning into our Executive and Management Teams.

Provide opportunities for members to develop a pathway to a leadership position within the Association.

Develop leadership based Professional Learning opportunities for our members.

Identify appropriate reflective frameworks to support leadership development at all levels.

Provide opportunities for members to engage with committee and sub-committee tasks and projects.



### Measurement Tools

Trello

Project Management Planning



### Targets

Increased number of non-management committee members participating in the organisation of events and projects.

Increased number of members applying for management committee positions.

Develop key leadership and management units within the aspirant Network Administrator course.



### Evidence

Culture of high performing leaders in excellence.

Increased member input in Association operations.





## Priority Four: Voice for Members

Our aim is to listen and act from member feedback and suggestions, while keeping them informed.



### Strategies

Actively engage and ask for feedback from our members.

Collaborate with organisations such as the Department of Education, the Union, and enterprises to achieve positive outcomes for our members.

Publish outcomes from feedback privately and publicly to keep our members informed.

Supporting members through difficult situations.



### Measurement Tools

Member Feedback Survey



### Targets

Quarterly meetings between the DOE ICT Directors and the WATSSA Executive Team.

Member feedback surveys every semester.

Newsletters that outline the results of the member feedback surveys.

Increased support for our members through regular communication via various delivery methods.



### Evidence

Culture of open, honest feedback between WATSSA and the Department of Education.

Increased rapport between the Management Team and Association Members.

Newsletters