



Annual Report

2023-24





ACKNOWLEDGMENT OF COUNTRY

Scouts WA acknowledges the many Aboriginal nations of this state where our office, halls, and campgrounds sit.

We acknowledge their continued connection to their lands, rivers, and ocean that they've maintained for more than 65,000 years.

We acknowledge and pay our respects to the many elders who continue to hold and share their lore both past and present, as we walk together in the spirit of reconciliation

We acknowledge Aboriginal and Torres Strait Islander Scouts who are part of our movement today.

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About Scouts

Scouts WA is part of the global Scouting movement with over 57 million members in 174 countries creating a better world.

Our mission is to contribute to the education of young people, to help build a better world, where people are self-fulfilled as individuals, and play a constructive role in society.

We achieve this through our unique program offering. Our progressive program is unique – no other organisation offers such a diverse variety of activities and experiences across such a broad age range. Young people aged from 5 to 25yo can join at any stage and participate, assist and lead in a program that encourages growth through adventurous, fun, challenging and inclusive activities. Scouts are provided with opportunities to explore their own abilities and interests.

The Scout program offers one continuous learning journey, with each Section representing another adventure. The Personal Progression Framework provides a structure for the experience of individuals within this.

All activities in Scouting are implemented using The Scout Method, a framework consisting of eight equally important elements. Whether it is through community involvement; nature and the outdoors; learning-by-doing; the patrol system; youth leading, adults supporting; personal progression, symbolic framework or the Promise and Law, young people are empowered to set goals and collaborate to achieve them.

Board Members

Stephen Davies (Chair)

Greg Stagbouer (Vice chair)

Ayden Mackenzie JP (Chief Commissioner)

Caitlin Arcus

Toby Blyth

Natasha Morgan

Rebecca Morse

Eileen Newby

Jonathan Seth

Fiona Shannon

Tanya Trevisan

Chief Commissioner's Report

This past year has been one of profound change and progress, with more exciting developments on the horizon.

Kicking off the year was our new event OneCamp – Eclipse 2023. OneCamp was a new event concept for Scouts WA, bringing together everyone from Joey Scouts to Rover Scouts to participate in adventurous, fun, challenging and inclusive activities linked to Milestones, Outdoor Adventure Skills and Special Interest Areas. This major event format was a first for WA, and possibly Australia, since the launch of Scouts Australia's current program in 2019 and successfully reflected the One Program methodology.

Eclipse 2023 saw over 1800 people attend and its success has inspired us to begin planning for the second OneCamp, scheduled for April 2026.

Our commitment to continuous improvement is evident in our approach to reviewing and enhancing our practices. In 2023, we undertook a thorough review of nearly every facet of how we approach Scouting in WA. This process has been both exciting and enlightening, allowing us to recognise the excellence of our program and its positive impacts.

Review and reflection enabled us to identify areas for enhancement, focusing on the needs and desires of our stakeholders, including youth members and Adults in Scouting.

A significant change this year was the introduction of ScoutMap, our new membership platform. While the launch has not been as smooth as we had hoped, we are making progress and I believe it will be an asset in the future. The collaborative efforts of staff and volunteers will see this project through to success.

Over the past year, the continued embedding of the Youth Program has shown a greater impact, especially in Scout Groups that fully embrace and adopt the program. The extraordinary journeys and adventures our young people undertake demonstrate how they challenge themselves and push boundaries, which results in them emerging as empowered individuals ready to face the complexities of an ever-changing world. Scouting has always been more than a collection of outdoor activities and badges; it is a channel for character development, a laboratory for testing one's limits, and a community that nurtures the spirit of adventure.

Our members also embarked on various interstate and international adventures, too many to mention, experiencing the time of their lives. These journeys are a testament to the opportunities Scouting provides for personal growth, cultural exchange, and the building of lifelong memories.

As we look ahead, there is growing excitement about the upcoming Australian Jamboree in Queensland in January 2025. This event like no other will see over ten thousand Scouts and Venturer Scouts from right across Australia and the world meet together for an unforgettable ten-day camp full of incredible activities, new challenges and endless opportunities to make friends for life.

To our dedicated Youth Program Leaders and Program Support Leaders, and volunteers who make Scouting possible, I extend my heartfelt gratitude and thanks for the past year. Your unwavering commitment to empowering young minds is the cornerstone of our movement's success and Scouting would not be possible without you.

Ayden Mackenzie JP

Chief Commissioner, Scouts WA



Board Chairperson's Report



I am delighted to present the Chair's Report for the year ending March 2024. It has been a year of significant progress and positive change for Scouts WA.

As announced last year, Dougal Mayor was appointed our new Executive Manager in September. Dougal brings a wealth of experience to this role, having served in various capacities within Scouting, including as the Executive Manager of both Victoria and Queensland, and acting General Manager of Scouts Australia. Dougal is also the National Commissioner for Adult Training and Development. His deep understanding of Scouting in Australia, combined with his experience in both volunteer and paid roles, has brought a much-needed change to our operations in Western Australia. We are already witnessing a strengthened relationship between our front-line volunteers, the Branch Leadership Team, and the paid staff at head office, as well as our commercial operations that support Scouting in Western Australia.

Last year I reported on the significant challenges we had at our key adventure centre, Manjedal. I am pleased to report the new team at Manjedal, lead by Mark Thorpe, has made significant improvements to

the facilities, including the reengineering of the giant swing and high ropes, enhancements to the climbing and abseiling tower, the rebuilding of the challenge zone, archery and low ropes courses, and repairs to the youth centre, among other upgrades. I encourage all members to rediscover our premier adventure centre at Manjedal and witness the remarkable improvements. While Manjedal is yet to return to profitability, there have been notable financial improvements in recent months.

This past year also saw the opening of the new \$3 million Scout and community facility in Carramar, which was inaugurated by the Minister for Youth, The Hon Hannah Beazley MLA, in March. The facility includes a large hall space, meeting room, kitchen, internal storage and a "hangout" room for our older youth members. In line with our inclusivity policy, there are also accessible toilets. Outdoor there is a 288sqm storage shed and a 1500sqm outdoor activity area. Since the opening, we have seen a 30% growth in membership at the Carramar Scout Group. This facility represents a significant investment in our infrastructure and will serve as a valuable resource for both Scouts and the wider community.

Our 2023-2026 strategic plan, announced at last year's AGM, is starting to yield positive changes. One of our key priorities, Innovation and Growth, has seen the launch of Scoutmap, the first part of our digital transformation. While we are still in the process of integrating this new system, I am confident over time it will deliver long-term benefits for front-line Scouting in Western Australia. As we roll out this phase, we are preparing to begin the next phase, which involves trialling a new financial system designed to streamline accounting processes at the group level. This initiative is a crucial part of our third priority—financial sustainability. Ensuring compliance with financial standards and good governance will require everyone to embrace this new system.

Before I conclude, I would like to express my gratitude to the board of directors for their unwavering commitment to the governance of our organisation. Their dedication has been instrumental in guiding us through this period of transformation. To the departing directors, Fiona Shannon and Caitlin Arcus, thank-you for your valuable contributions.

In conclusion, I am proud of the progress we have made this year and excited about the opportunities ahead. Thank you to all our members, volunteers, staff, and supporters for your dedication and hard work. Together, we are making a significant impact on the lives of young people in Western Australia.

Stephen Davies
Chair, Scouts WA

Executive Manager's Report

Since joining the Scouts WA team in September 2023, I've been fortunate to get to know the great team of staff and a number of Scouting's adult volunteers – collectively all Adults in Scouting. I'm also grateful for the helpful handover provided to me by the interim-CEO, Tanya Trevisan, and delighted she continues with Scouts WA as a member of the Board.

As the Chair has reported Scouts WA has had some significant historic challenges and in an increasingly volatile, uncertain, and complex environment there will always be new challenges to overcome. Early into my tenure I shared with the team the lens through which I consider the challenges before us – “tell me how this positively impacts the life of a young person and I'll care a lot more” – and have encouraged the same lens to be applied across all that we do.

Overcoming challenges often requires change and we all know that change in Scouting takes time and, most importantly, is most effective when it's embarked on collectively by all Adults in Scouting.

During the year we embarked on one of the largest IT projects undertaken by any Branch of Scouts Australia in well over a decade. A complete overhaul of our membership system and build of new customer engagement platform – ScoutMap.

Sir Winston Churchill is quoted as saying “Perfection is the enemy of progress”. Scouts WA has progressed with several large-scale projects, some of which the Board Chair and Chief Commissioner have touched on. Have we got them all perfect? No. Have we got the opportunity to pause, step back and Review> that perfection would not have driven? Absolutely!

As in our program, continuing a Plan> Do> Review> approach to our business functions provides a mechanism for greater engagement amongst Adults in Scouting. A high staff turnover in recent years, averaging 34% over the last 3 years, has impacted that engagement. With staff turnover now less than half that figure we're better placed to increase consistent and useful engagement across the whole of Scouts WA.

In the coming year this will become evident as we continue to develop ScoutMap and our complimentary IT systems, improve support and management of finances and facilities, increase our public presence, grow the utilisation and offerings at our Adventure Centres, increase volumes at our CDS sites, and most importantly support our young people to be able to safely participate in the program.

I look forward to continuing to meet and listen to the many members and supporters in Western Australia as we continue our journey through Scouting together.

Dougal Mayor

Executive Manager, Scouts WA



Treasurer's Report



It is a pleasure to present the 2024 financial year report for Scouts WA.

The 2024 financial year produced a favourable result which is pleasing to be able to present. This result, however, was bolstered after the recognition of significant capital grant income for the Carramar Scouts Hall completed this year.

Our auditors, Dry Kirkness, have confirmed a financial year net surplus of \$996,790

A breakdown of the key Scouts WA activities:

Container Deposit Scheme: CDS again proves to be the money maker of the Scouts WA group making a surplus of \$1.04M, a large improvement on the \$660k from 2023.

Adventure Centres: Again, this year has produced a loss of \$712k, more than doubling the prior year loss. After a shutdown of Manjedel in 2023, the centre had not been able to recover bookings in the early part of 2024. Income of only \$400k matched salaries of \$785k and maintenance and repairs of \$230k.

Youth Programs and Events: A surplus of \$427k was made across the youth program and events, including the OneCamp event that took place in the year. A pleasing turnaround after a significant loss of \$823k in 2023.

Corporate Head Office: The corporate division produced a surplus of \$190k. This included the recognition of capital grant income of \$2.7M for the building of the Carramar Scout Group and Community Hall. The funds for this grant were received by Scouts WA in 2023. Salaries for head office account for \$2.2M for the year.

The consolidated profit of \$996,790 includes depreciation of \$340k and redress payments of \$250k.

Our balance sheet remains sound with cash assets of \$971k and investments of \$5.1M. The investment has reduced from \$10.1m in 2023, the majority of this decrease was to support the Carramar Scout Group and Community Hall construction. The opposing increase was in land and buildings that increased to \$16M from \$12.9m in 2023. Our net assets (equity) have increased to \$16.3M

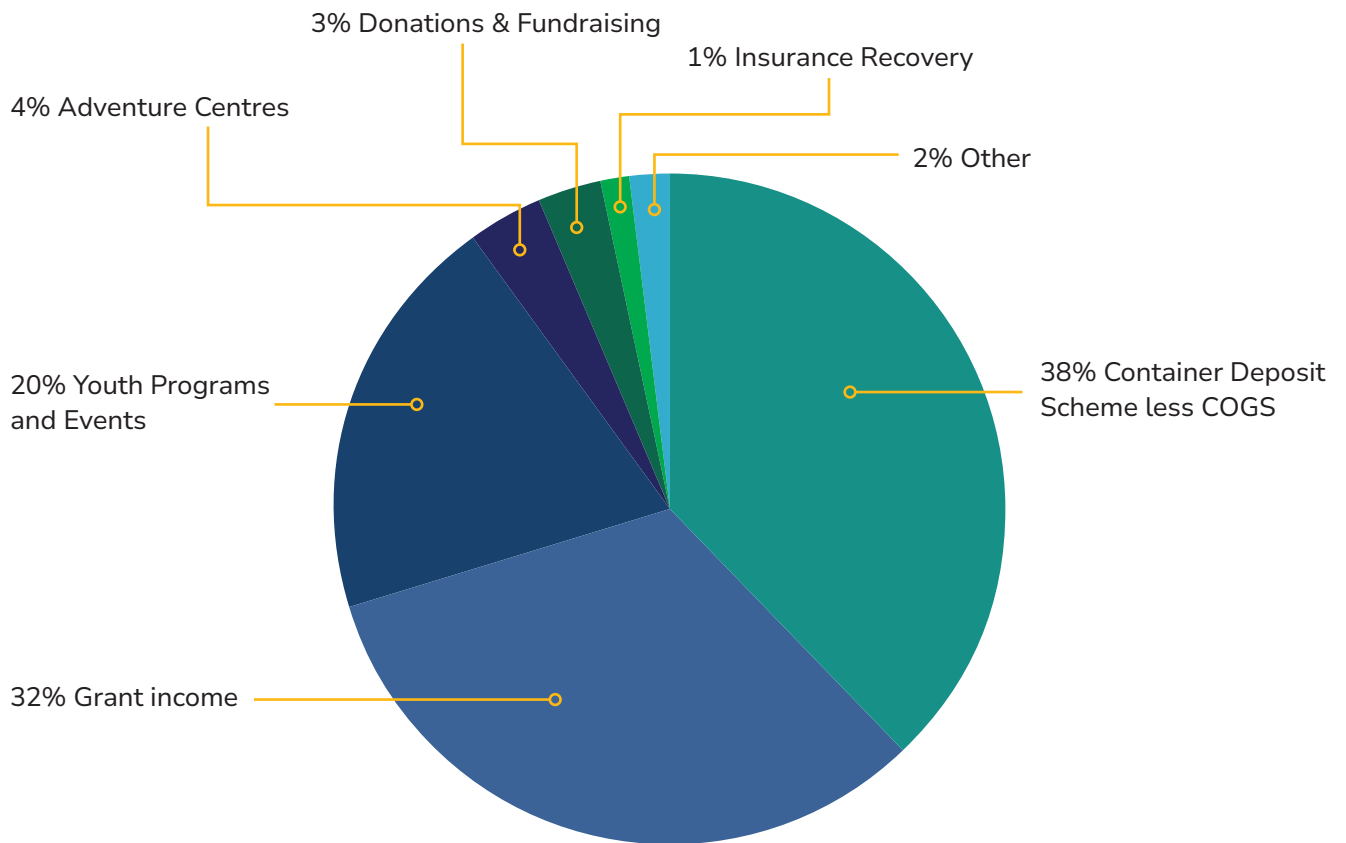
Looking forward to FY2025 we have put in a significant amount of work to turn around adventure centres, looked at cost saving strategies in head office without compromising on strong corporate governance practices, all in the effort to produce a solid operating surplus for next year.

The Finance and Investment Committee closely monitor the financial results of the organisation with the assistance of our Executive Manager, Dougal Mayor. Of course, we would like to acknowledge the efforts of the Scouts WA finance department of John Dawson and Maria Nazareno and the whole team, who have done great work in pressured times of managing the financial position of the organisation.

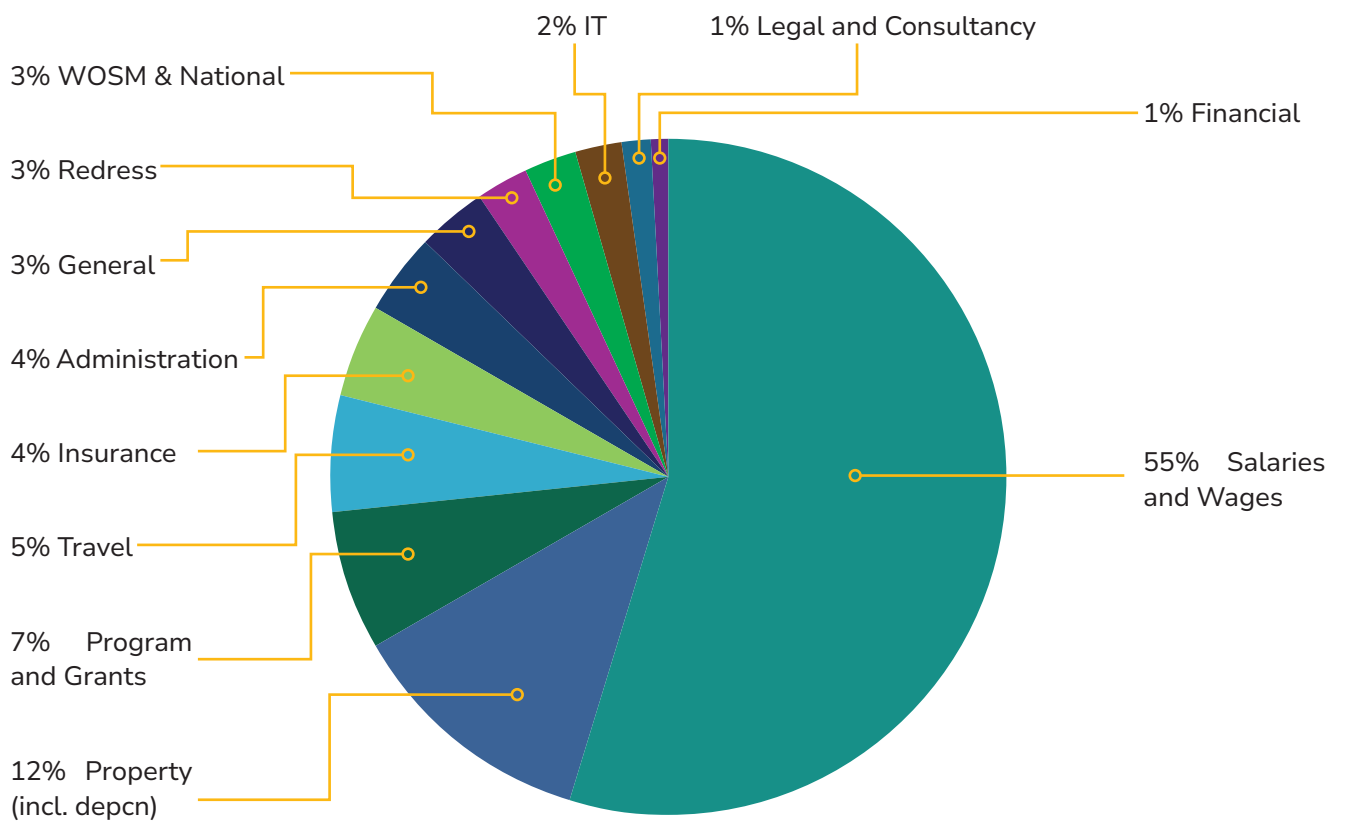
Natasha Morgan

Honorary Treasurer, Scouts WA

Income



Expenses





4,140

Total at March 2024



Joey Scouts

5-8 years

661



Cub Scouts

8-11 years

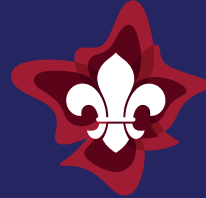
1456



Scouts

11-15 years

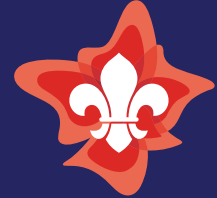
1327



Venturer Scouts

15-18 years

520



Rover Scouts

18-25 years

176

Adventure Centres: Manjedal Adventure Centre



Scouts
WA

54

Scout groups



237

School groups



27

Community groups



Appointments

121

New Leaders



Scouts
SCOUTS AUSTRALIA
INSTITUTE OF TRAINING

SAIT

49

Qualifications



Qualifications

- 113 Certificates of Proficiency
- 11 Wood Badges
- 32 Adventurous Activity Qualifications
- 87 First Aid Certificates

209




Peak Awards

From as young as five, youth members can participate in achievement pathways for their age group. The emphasis is on individual interests and personal development to cater for young minds, eager to learn and explore. Each section has a peak award, which has been designed to challenge youth members, but still be achievable for those willing to put in additional effort.

Joey Scouts	Cub Scouts	Scouts	Venturer Scouts	Rover Scouts
				
Joey Scout Challenge Award	Grey Wolf Award	Australian Scout Award	Queen's Scout Award	Baden-Powell Scout Award
50	95	52	11	1

149

Adult Recognition Awards

	Special Service Award 76		Meritorious Service Award 40		Silver Wattle 13		Outstanding Service Award 4
	Silver Koala 4		Distinguished Service Award 2		Silver Emu 4		Silver Kangaroo 3
	National President's Award 1		Rover Service Award 2				



Enjoying some warmth and food
Nighthawk



Using STEM skills to build a catapult (aka a ballista)
The Governor General's Camp

Adventure Centre's Report

Scouts WA Adventure Centres, particularly Manjedal, have been undergoing a period of revitalisation with new leadership put in place during the year. Mark Thorpe was appointed General Manager for the Adventure Centres and Trisha Ruul Manager of Manjedal Adventure Centre having previously been the site/bookings coordinator.

Site utilisation in recent years have been lean with our operations adversely affected by COVID-19 and preservation activities.

In the past twelve months major inroads have been made to restore Manjedal to its former place as the jewel in the crown of the Adventure Centre portfolio.

Beautification works have been undertaken around Gilwell with massive amounts of undergrowth and deadfall removed and minor improvements to the buildings and ablutions completed. This will be an ongoing process.

The BBQ area down the hill from Manjedal has not been usable for many years and this is now available for use.

The Youth Centre was reopened in February 2024 after being unavailable for more than a year. The Youth Centre ceiling has been refurbished and the interior of the hall, kitchen and storage areas have been repainted and the external windows given a facelift with a fresh coat of paint.

We are very happy to have the High Ropes Course back in operation after more than 18 months downtime. The updated activity elements are very exciting and challenging for participants who have to overcome both the anxiety of heights and negotiate an obstacle course 9 metres above ground. The High Ropes have once again become one of our most popular activities. It is very interactive and encourages teamwork as the relay work is done by your mates, under the supervision of our facilitators.

The Giant Swing is also back in operation after a similarly long period of renewal. This is another very popular activity which encourages teamwork and cooperation. To get participants to the drop point they have to be hauled up by their team members on the ground. The Vertical Challenges on either side of the Giant Swing have also been refurbished and are proving popular, with 160 school students booking the Vertical Challenge

Other activities including the Challenge Zone and Confidence Course have been upgraded and are designed to promote teamwork and leadership.



The abseiling tower continues to be very popular and with abseiling being one of the biggest activities where Challenge by Choice is actively encouraged. If you have never participated in abseiling the first step is the biggest in more ways than one. The crate stacking and climbing wall remain very popular activities, and are a fun way for patrols or teams to work together.

The activities at Manjedal are being mapped to The Program using Program Boards, where participants of each activity can see where that activity fits into their progressions.

The Adventure Days have been booked out for most of this year's offerings and are a great way to organise an activity weekend or Patrol weekend and align it to the Program.

Two Open Days were held over a weekend in February 2024. These were well attended and were an opportunity to showcase Manjedal and encourage members of Scouting and the community to consider Manjedal for their camps and activities.

A review of the accommodation and activity costs at Manjedal has also been undertaken with price reductions for some of the camping areas.

The Adventure Centres at Eaton, Vasse and Gilcreek continue to be popular. The combination of camping and dormitories at Eaton and Gilcreek make both popular, while others prefer camping close to the beach at Vasse at a very reasonable price.




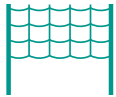
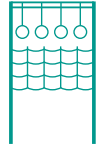
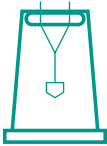


If you have any questions about the Adventure Centres or would like to book accommodation or activities, please contact us.

The Adventure Centres Team

e. activitiescoordinator@scoutswa.com.au
p. 0895251210.

Growth Areas

Gilwell	Youth C.	Confidence Course	Challenge Zone	High Ropes	Giant Swing
					
Gilwell Reopened: Aug 2023	Youth Centre Reopened: Feb 2024	Confidence Course Reopened: Jul 2023	Challenge Zone Reopened: Jul 2023	High Ropes Reopened: Feb 2024	Giant Swing Reopened: Feb 2024
Scout Members 350 participants	Scout Members 110 participants	Scout Members 8 sessions	Scout Members 19 sessions	Scout Members 64 participants	Scout Members 64 participants
School students 450 participants	School students 110 participants	School students 113 sessions	School students 81 sessions	School students 32 participants	School students 128 participants
Community Members 250 participants	Community Members 110 participants	Community Members 9 sessions		Community Members 64 participants	Community Members 64 participants

Container Deposit Scheme (CDS)



22.73m
Aluminium
Containers



13.47m
Glass
Containers



16.76m
PET Clear
Containers

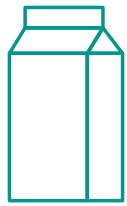


817k
PET Coloured
Containers



**56.01
MILLION**

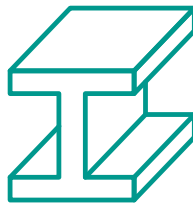
**containers kept
out of landfill!**



1.63m
Liquid Paper
Board



510k
High-density
polyethylene



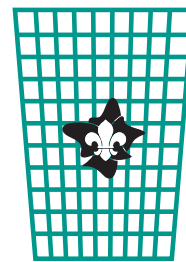
8k
Steel
Containers



6k
Other
Containers



1,963,713
Non-Cash Donations
Containers donated
to Scouts WA



160,232
Containers collected
by Scout groups

Amelia Heights Scout group
collected 30,209



Looking for insects
The Governor General's Camp



Getting the team ready for compass-work
Nighthawk



Our People

Over the course of the financial year, 108 staff have helped keep CDS running, smoothly.

Currently there are 55 people employed.

CDS often employ people from Job Service providers who live with a disability or have been long term unemployed. This reflects a Scouts Australia value: “the importance of gainful employment in contributing to the sense of dignity and self-worth of the individual”.

The median age of our staff is 24 years old, which reflects the Scouts Australia value: “the belief that young people are able and willing to take responsibility and contribute to society”.

Our team works hard to provide opportunities for our staff to increase their skills for their future development and to create a positive working environment for the here and now.

Currently, across our four centres, we have one staff member in Cockburn who is also a member of Scouts WA. We are looking to expand in this area.



Financial Sustainability

Scouts WA Recycling contributed \$1.04 million to Scouting

As a profit-for-purpose business unit, we are driven by the opportunity to channel funds into Scouts WA.

Our team works hard to provide opportunities for our staff to increase their skills for their future development and to create a positive working environment for the here and now.

It's important for us to embrace the efficiencies that technology offer.



Quality & Capability

Created and implemented a WHS calendar to improve our record keeping for WHS compliance.



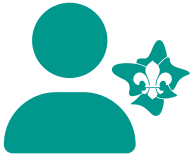
Innovation & Growth

Exploring options to increase our presence in the scheme, whether that be increased commercial collection or improved signage on our bag drops at Rottnest Island.



Looking to the Future

We are proactively planning for the introduction of wine and spirit bottles into the container deposit scheme in WA. We will hold a planning day with our Pick-up and Delivery Officers, our Volume Partner Manager, and our Depot Managers to strategise how our commercial collection process will adapt to the expected introduction of wine and spirit bottles into the scheme.



Strategic Priority One: OUR PROGRAM

Our goal is to deliver a leading youth development program that provides young people with the skills, knowledge, and experience to be active citizens in their local, national and global communities.

The ICT team collaborated with Head Office Teams, Senior Membership, and their designated experts to deploy Digital Transformation solutions. These solutions enhance efficiency, enabling Leaders to dedicate more time to directly support our Program and empower Youth to achieve their goals.

The People and Culture team developed an implemented policies and procedures for compliance, risk and safety, contributing to quality and accessibility.

The youth program team contribute with the ongoing roll-out of our adventurous, fun, challenging and inclusive program, with the focus switching to how we support groups to embed the program. There is ongoing support for the development of youth led resources created by the Branch Youth Council, continuing to support groups in pinpointing the areas required, and supporting youth members in achieving peak awards and challenging themselves in all areas. We continuously work to identify the needs of individual members and work towards their ongoing delivery, especially were a member's needs sit outside the box of our every day program, and reasonable adjustment is appropriate for those participating in the program for a variety of reason.





Strategic Priority Two: OUR PEOPLE

Our goal is to continue to be recognised as a leading youth organisation by strengthening and growing our membership and delivering best practice in experience for volunteers and staff.

Our Social Impact Measurement Study, conducted in partnership with Senior Membership, has given Scouts WA a framework to ensure Youth development support aligns with community needs and Program objectives.

Our Members benefit from efficient systems, reducing time spent on paperwork. We've implemented feedback mechanisms to ensure Member perspectives are respected.

Processes have been automated and Members have access to standard tools supported by our Head Office teams.

Standardised ICT solutions ensure no one is left behind, and close collaboration between the Head Office and Senior Membership promote a strong working environment where skills and experience are shared and utilised to achieve our goals.

All the efforts of the People and Culture team are rooted in Our People: strengthening engagement, satisfaction, and well-being within the organisation is our priority. Our team streamlined onboarding processes, improved HR systems integration to better maintain compliance, and fostered a positive team environment through regular team engagement activities. We facilitated regular get-togethers, including birthdays, lunches, and morning teas. The result was a more connected office and increased camaraderie amongst staff.

Despite significant turnover at the beginning of the financial year, our staff have shown remarkable resilience and support. The dedication and adaptability of our staff have been crucial during these times of change, ensuring continued progress and improvement.

We have strengthened the identification of people from culturally and linguistically diverse (CALD) backgrounds and those who identify with a disability or as neurodiverse. We have achieved this through greater social awareness and by capturing this information in ScoutMap. Our Branch Leadership Team continues to work with members around their satisfaction within Scouting to ensure we deliver a valuable product to all youth and adults in Scouting. This includes resources, support mechanisms and identifying the ways in which the value of our volunteers is recognised. We continue to work with National colleagues on growing trends that impact volunteering to understand how they can guide the success of Scouting in WA.



Excited Scouts
The Governor General's Camp



Strategic Priority Three: FINANCIAL SUSTAINABILITY

Our goal is to ensure that Scouts WA finances meet the organisation's goals and needs in the short and long term.

Substantial effort expended to build our Digital Transformation Customer Engagement solution (which went live in May 2024 after the current reporting period) to enhance community access to information about Scouts WA's activities and community impact. This solution facilitates enquiries and membership applications through online portals which leads to increased membership and positive impact for our communities.

Our standardised central solutions offer economies of scale, and the optimisation and digitisation of our processes reduces support resource requirements.

The People and Culture team collaborated with Finance to integrate HR and payroll systems. The result was an optimisation of the systems, and compliance with financial regulations, supporting efficient resource management.

Over the past year, the Finance Team, Executive Manager and Chief Commissioner have been investigating different accounting platforms that may be suitable to our Scout Groups. Most recently Scouts WA has begun discussions with two Districts who will trial a new financial accounting package. This is in the early stages of discussions. In the coming year we will monitor the success of the trial with the intention of rolling it out to other Districts.





Strategic Priority Four: QUALITY AND CAPABILITY

Our goal is to provide consistent quality services aligned with business outcomes, enabling an agile approach to business continuity and efficiency

ICT supports Quality and Capability by ensuring that our business processes are supported by appropriate cost-effective, highly secure, highly available user friendly systems.

The ICT team has provided efficient and robust standardised systems to our Staff and Members, ensuring a consistent experience to our highly available systems, which have streamlined our business processes.

The People and Culture team developed employee processes that align with WHS legislation, aligned staff position description and contracts with the strategic plan and relevant award, and established efficient systems and practices to maintain high standards of child protection and vulnerable people safeguarding.

There have been significant moves forward in information security with the role out of Office 365 accounts to all adult members for use for all Scouting business. This includes the use of @scoutswa.com.au email addresses and MS Teams/OneDrive for document management and storage. We have also continued to improve our approach to risk management to provide more consistency to the process, to simplify the requirements of front-line volunteers, and to improve reporting capabilities.

In March 2024 the Board formed a Rules and Regulations Working Group comprising Scott Sargent (former Vice President), Toby Blyth (Board member) and Dougal Mayor (Executive Manager) with two meetings already been held to date. Following the 2024 AGM the working group will begin a holistic review of the Rules and Regulations of Association with a view to modernising those documents for consideration by the Board and membership in 2025.

We streamlined the operational teams by reducing non-essential appointments while increasing our reliance on District Commissioners and Group Leaders as part of the Patrol System. We are working towards improved communications with all our members across the most suitable mediums, which has already resulted in the increased use of MS Teams for verbal and written communications.





Strategic Priority Five: INNOVATION AND GROWTH

Our goal is to explore opportunities to enhance, diversify and grow our services in response to community needs and in alignment with our purpose and values.

ICT supports Innovation and Growth through working closely with other Head Office teams and our Membership to ensure that our services and systems meet the needs of our customers. We continuously review, seek input from others, and maintain and improve the services and systems we deliver.

In close collaboration with our Membership and Head Office teams, the ICT team has implemented centralised secure and standardised Digital Transformation solutions that provide significant user interface improvement experiences, operational efficiencies through streamlined digitised processes, and timely access to information.

The ICT team have performed the following actions in support of our Digital Transformation RoadMap:

- Microsoft 365 Standardisation Solution: all Leaders provided with M365 Account secured by Multifactor Authentication, and all Groups provided with a Microsoft Teams Site
- Microsoft 365 SharePoint Solution – Commissioner Hub and Support Resources Hub deployed
- Social Impact Measurement Study (SIM): ICT Team involved in the SIM to align requirements with Customer Engagement Platform
- Customer Engagement Platform (which went live in May 2024 after the current reporting period): significant effort throughout the Reporting Period to scope, select our vendor, and build our Customer Engagement Platform (ScoutMap) providing the following: Membership Management, Volunteer Management, Asset Management, Lease Management, Event Management, Training Management and Booking Management.

The ICT Team would like to thank all volunteers and staff involved in our Digital Transformation initiatives.

The ICT Team would especially like to thank those key volunteers who donated, a great deal of personal time to support the definition of requirements for our new Customer Engagement Platform, the selection process for our solution, the building and testing of our ScoutMap solution, and their support during and post deployment.

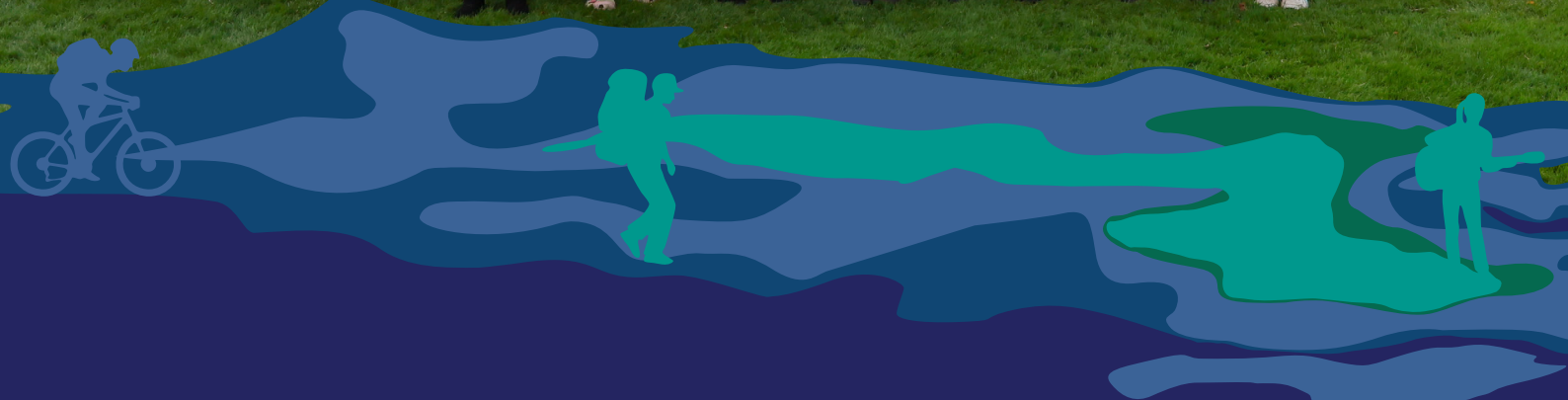
Over the last year, the objectives of the People and Culture team have been strongly aligned with Innovation and Growth. We have focused on laying the groundwork for this best practice experience for Adults in Scouting in a number of ways. We implemented digital learning platform (LinkedIn Learning) for permanent staff, and expanded support for recruitment and compliance matters for the recycling scheme and Adventure Centres. We improved the complaint and incident management processes to adapt to evolving needs. The improved investigation processes for incidents and complaints has resulted in timely and effective resolutions.

We have built and strengthened our relationships with external organisation including BILYA Moorditjabiny Training Service and Youth Pride Network.

Scouts have taken part in events within the community that cement Scouting as a supporter for those from diverse backgrounds. There is continuous support for:

- The Branch's Reconciliation Action Plan
- Working with the Region team to deliver group support
- Including resources to make leaders volunteer experiences more manageable and more enjoyable.
- Work with our branch staff to ensure the policies that apply to Adults in Scouting meet the needs of our members
- Promoting diversity and inclusion so that all members in Scouting can feel safe and that they belong to a community supporting their needs.





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