



Scouts
QUEENSLAND

2023 - 2028 Strategic Plan

“Empowering young people to their full potential
through our Youth Program”



MEMBER EXPERIENCE

Statements

As an organisation we provide:

High quality programs centred around young people in safe environments which are Adventurous, Fun, Challenging and Inclusive. (AFCI)

A personal development opportunity for Adult Members coupled with outdoor adventure and community service.

An opportunity for young people to make decisions.

Youth events at all levels that align to the Youth Program.

Brand awareness for parents/ adults and the community regarding the development and growth of young people.

Actions

We will:

Maintain membership representing 1% of the Queensland Youth Population. (ABS data 2021 +4199 YM)

Measure Member satisfaction with our program and training.

Increase use of Scouts I Terrain. (Our online tracking system)

Empower Members to report any issues which may impact on their safety or the safety of others.

Reinvigorate District Training Meetings (DTM) and Regional Training Meetings (RTM) and support them with a new concept of "60 Mins of."

Advocate for Scouting.

Develop and clearly articulate the "Value Proposition" for Members.

Recruit adults to support the delivery of the program.

Plan and deliver AJ2025. (Australian Jamboree 2025)

Implement delivery of the national Youth Program. The AFCI (Adventurous Fun Challenging Inclusive) program of work over 2023 and beyond.

Success Measures

Our success measures are:

Youth Membership of 1% of the youth population of Qld. (1.378M as at ABS data 2021)

Member satisfaction survey result of 85%.

% of Members using Scouts I Terrain is at 75% by each section.

"60 Mins of..." developed and distributed monthly to support DTM/RTM.

Our Members are our advocates who drive recruitment.

To plan and deliver AJ2025 as a great Member experience and financial success.

Every Region has completed Operation AFCI by end of 2023.





PEOPLE & CULTURE

Statements

Our People:

Provide a safe and inclusive environment for all.

Recognise and value our volunteers.

Embrace and celebrate diversity and inclusion.

Have Child Protection and promoting safety at their core.

Reinforce and support Scouts Brand in the community.

Seek out “Retention and Growth” opportunities.

Acknowledge we are all “One Team” delivering “Our Purpose” through One Program.

Develop/train/mentor and support our volunteers.

Actions

We will:

Increase and improve reporting of safety issues or risks.

Increase understanding and submission of ARA (Adult Recognition Awards) annually.

Reflect the diversity of each local community in our membership.

Manage our enrolment portal enquiries to allow a quality customer experience.

Be respectful and strengthen our grievance procedure.

Actively participate in community events.

Be positively recognised for our approach to Child Safety and protection.

Address issues associated with high Member turnover with findings from the Membership Review Group.

Develop an induction program for adults aligned to their role.

Continue to provide Vocational Education and Training (VET) Qualifications for Members via our RTO (Registered Training Organisation).

Highlight and encourage employment pathways available to Members through program participation and educational opportunities.

Success Measures

Our success measures are:

Reduction in Member turnover to 20%.

10% increase ARA submissions annually.

Enrolment portal enquiries are acted on within 7 days and no further follow up by Development Support Officer.

Reduction in number of complaints.

“60 Mins of...” delivered in Districts and Regions.





SUSTAINABILITY

Statements

As an organisation we:

Are innovative and responsive with a strategic approach to growth and strengthening Scout Groups.

Ensure our infrastructure allows sustainable growth and ongoing delivery of the Member experience.

Receive positive community recognition for our contribution.

Seek alternate revenue sources to maintain financial stability.

Addresses the challenges with a particular focus on:

- The changing face of volunteering
- Program delivery diversification
- Adapting to community expectations
- Addressing youth and adult expectations
- Addressing provisions for Redress and Civil Claims

Maintain and record our history and share it with all Members.

We have an embedded action for sustainable development, which supports a focus for a more positive environmental impact across the Branch.

Actions

We will:

Fill vacant roles to support program delivery i.e., GL/DC (Group Leaders/ District Commissioners) and District leaders.

Formulate a succession plan for key roles.

Actively participate in local community events.

Continue to grow and develop alternative revenue sources - HOE (Holiday Outdoor Program)/Equipment Store Hire/Training/ Adventurous Activities/Commercial Partners.

Ensure compliance with all lease requirements.

Conduct a Stop/Start/Continue exercise across our structure to ensure alignment with program delivery.

Be positively recognised within the community for our work with young people and volunteers. (community recognition opportunities/awards- local/state/national)

Agree and approve events that can be sponsored corporately.

Continue to review assets to ensure capacity to meet ongoing Redress/Civil Litigation.

Implementation of the approved Political Strategy (Branch Executive Committee) at the proper time.

Our facilities and activity pursuits in the outdoors will adopt a minimal impact approach on the environment through efficient use of resources. (water, energy, waste, emissions)

Empowering young people to abide by the Australian Scout Environment Charter through the Program.

Highlighting the opportunities for Members to contribute through action around the 17 Sustainable Development Goals. (Scouts for SDG's)

Success Measures

Our success measures are:

Review of each Region to develop a Region Operational Plan to achieve a minimum 60 Youth Members in each Group.

All vacant roles filled across the Branch by 2024. (as at 2023)

Grow the *HOE program in Karingal over 2023 and reassess for further growth in 2024.

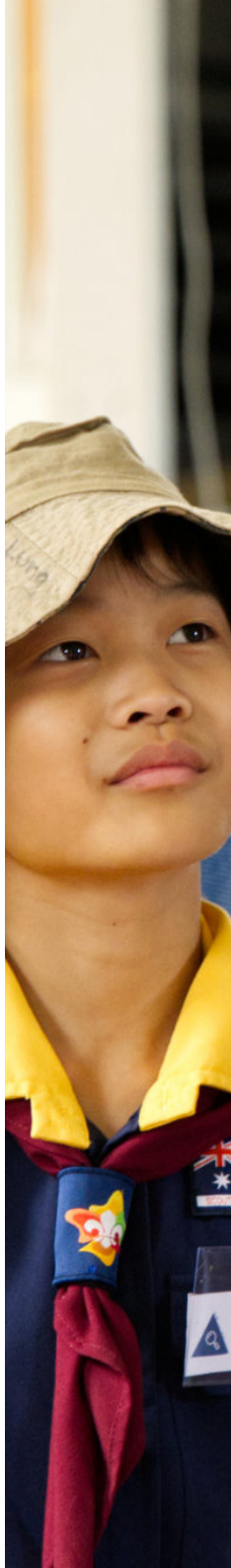
Equipment Store "Hire" business model developed and implemented.

Sufficient financial resources to meet ongoing Redress/Civil claims.

An overall reduction in resource usage - Water, Energy, Waste, Emissions.

Youth Members increased passion, knowledge, and achievement in STEM as part of the program.

Increased output across our contribution to nominated Sustainable Development Goals.





OPERATIONS

Statements

We are an organisation that:

Manages its assets effectively, efficiently, and in compliance with legal requirements.

Continuously improves its documentation/policies/standards and processes in line with its document hierarchy.

Is well governed in line with its constitution and legislation.

Adopts modern technologies to support an efficient and effective business model.

Adapts to change and supports transitions to any new environment.

Actions

We will:

Prepare an Activation plan for each Group that demonstrates effective utilisation of assets.

Continue implementation of the Document Hierarchy Policy/Risk Management Policy.

Ensure compliance with all lease requirements.

Continue streamlining support processes to increase productivity.

Have an ongoing change management approach to implement changes across the Branch using the ADKAR (Awareness, Desire, Knowledge, Ability, Reinforcement) model.

Finalise Office 365, Xero and Operoo rollout.

Review and seek to consolidate purchasing opportunities at a Branch level to reduce costs for Groups.

Success Measures

Our success measures are:

Finalise Office 365/Xero and Operoo rollout in 2023.

Activation plan in place for every Group 2024.

Complete implementation of Document Hierarchy by 2025.

From the Stop/Start/Continue exercise review and seek to implement outcomes that identify efficiency improvements.

