Scouts
WA

Annual Report
2025-26

ACKNOWLEDGEMENT 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.

CANNING SEA SCOUTS
SAILING
Scouts
WA

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Scouts
STAGE

About Scouts

Scouts WA is part of the global Scouting movement with over 57 million members in 176 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 (Board Chair)

Greg Stagbouer (Vice Chair)

Ayden Mackenzie JP (Chief Commissioner)

Natasha Morgan (Honorary Treasurer)

Rebecca Morse (Secretary)

Gavin Satie JP

Jonathan Seth (up to 3 March, 2026)

Tanya Trevisan OAM

Toby Blyth

Kevin Burbidge

CAMP
BROWNES DAIRY

Chief Commissioner's Report

As I write this report, I am conscious that it is my final contribution as Chief Commissioner of Scouts WA. Reflecting on the past six years, I feel an overwhelming sense of pride in what we have achieved together. While this report focuses on the 2025–2026 Scout year, it is impossible not to reflect on the journey that has brought us here. Throughout this year, and indeed throughout my term, I have been continually inspired by the passion, dedication and generosity of our volunteers and the enthusiasm, resilience and leadership shown by our young people.

This year has once again demonstrated the extraordinary things that happen when young people are given the opportunity to lead, explore and grow. Across every Scout Group, District and Region, we have seen adventurous, fun, challenging and inclusive programs delivered by committed volunteers who continue to create life-changing experiences for thousands of young Western Australians.

The 2026 Census reflects another exceptional year for Scouts WA. Youth membership increased by 399 members, representing 10.1% growth over the previous year. Pleasingly, every Section recorded positive growth. Cub Scouts recorded the largest numerical increase with an additional 149 members, closely followed by Joey Scouts with 113 new members, while Rover Scouts achieved an outstanding 47.9% increase. These results are particularly encouraging as they demonstrate not only successful recruitment but also improving retention and progression through our Sections. They provide strong evidence that our volunteers continue to deliver a program that young people and their families value and want to be part of.

Our calendar was filled with memorable events that showcased the very best of Scouting in Western Australia. State Cub Camp brought together Cub Scouts from across the State for an unforgettable experience. Nighthawk once again challenged our Scouts to test themselves physically and mentally while embracing teamwork, resilience, and problem-solving. Cubilee celebrated the energy, imagination, and enthusiasm of our Cub Scout Section, creating memories that will remain with participants for many years to come.

While occurring just outside this reporting period, it would be remiss not to acknowledge OneCamp 2026 – Discover. Although the event itself was held in April, the overwhelming majority of planning, preparation and volunteer effort occurred throughout this reporting year. Hundreds of volunteers invested countless hours into designing, planning, and preparing what became the largest OneCamp ever held in Western Australia. Its success is a testament to the dedication, professionalism and collaboration of an incredible volunteer team who worked tirelessly behind the scenes to deliver an outstanding experience for more than 1,400 participants.

Throughout the year we have continued to strengthen the organisation beyond the delivery of our youth program. Our focus on volunteer support, leadership development, safeguarding, digital improvement, and organisational sustainability has continued to position Scouts WA strongly for the future. These improvements may not always be visible to our young people, but they provide the foundations that allow quality Scouting to flourish in every local community.

As I conclude my term as Chief Commissioner, I leave with enormous confidence in the future of Scouts WA. We have built strong foundations, developed capable leaders, strengthened our governance, and continued to grow our membership at a time when many volunteer organisations face significant challenges. Most importantly, we have remained focused on our mission to contribute to the education of young people, through a value system based on the Scout Promise and Law, to help build a better world where people are self-fulfilled as individuals and play a constructive role in society.

None of this would have been possible without the remarkable people I have had the privilege to serve alongside. To my Branch Leadership Team, thank you for your unwavering commitment, wise counsel, and friendship. Together we have navigated significant organisational change, supported one another through challenges, and celebrated many successes. Your willingness to lead, challenge ideas, and always place the interests of young people first has made Scouts WA stronger.

To every Leader and Commissioner across Western Australia, thank you. The strength of our organisation has never rested with one individual, but with thousands of volunteers who quietly give their time to create opportunities for young people.

Finally, thank you for allowing me the privilege of serving as your Chief Commissioner. It has been one of the greatest honours of my life. I leave the role immensely proud of what we have achieved together and excited for what lies ahead. The future of Scouting in Western Australia is bright, and I know it will continue to thrive because of the extraordinary people who proudly wear the scarf every week.

Ayden Mackenzie JP
Chief Commissioner, Scouts WA

Board Chairperson's Report

I am pleased to present the Chair's Report for the year ending 31 March 2026.

This was not a year defined by a single dramatic development. Rather, it was a year of consolidation, steady progress and renewed confidence in the future of Scouts WA. We continued to strengthen the organisation's foundations, improve our financial resilience and, most encouragingly, reverse several years of declining youth membership.

A return to membership growth

The increase of membership numbers, as reported by the Chief Commissioner, reflects the quality of the program being delivered in our local communities and the commitment of our volunteers to creating adventurous, inclusive and meaningful experiences for young people. Recruitment is important, but sustainable growth also depends on retention and progression through the Sections. The Census results suggest that we are making progress on both fronts.

Youth membership growth also brings an important challenge. The Census recorded 868 adult leaders, compared with 875 in the previous year. Supporting more young people with slightly fewer leaders places additional pressure on those who already give so generously of their time. Attracting, developing and retaining adult volunteers must therefore remain one of our highest priorities. We must continue to reduce unnecessary administration and ensure that volunteers are supported to focus on what brought them to Scouting: helping young people learn, grow and experience adventure.

Leadership transition

In March, Gavin Satie was announced as the next Chief Commissioner of Scouts WA. The appointment followed a comprehensive selection process undertaken by the Nominations Committee. Gavin assumes the role at an encouraging time for the organisation, with renewed membership growth and stronger foundations from which to build. I welcome Gavin to the role and look forward to working with him as Scouts WA enters its next phase.

This transition also marks the conclusion of Ayden Mackenzie's six years as Chief Commissioner. Ayden has led Scouts WA through one of the most demanding periods in its history. His term encompassed the implementation of the new youth program, the disruption and uncertainty of the COVID-19 pandemic, significant organisational change and, ultimately, the return to youth membership growth.

Ayden's contribution cannot be measured only by the initiatives completed during his term. He brought energy, conviction and an unwavering commitment to youth-led, adult-supported Scouting. He has been generous with his time, courageous in leading change and steadfast in placing the interests of young people at the centre of our decisions. On behalf of the Board and the entire Scouts WA community, I offer Ayden our sincere thanks for his leadership, service and friendship over the past six years. He leaves a strong legacy and an organisation well positioned for its next chapter.

Financial sustainability

I will leave the details of the financial report to our Treasurer, but suffice to say, Scouts WA's financial position improved in several important respects during the year, although significant challenges remain. Cash and financial investments increased from approximately $5.14 million to $5.63 million, strengthening our liquidity. The Container Deposit Scheme continued to make a substantial contribution, generating a divisional surplus of approximately $1.14 million and providing funds that directly support Scouting across the State.

Insurance, however, remains one of our most difficult cost pressures. Scouts WA incurred almost $660,000 in insurance expense during the year. Like many organisations working with young people and delivering adventurous activities, we face a market in which premiums continue to rise significantly. These costs reduce the funds available for facilities, volunteer support and youth programs, and addressing them will require sustained attention at both State and national levels.

Stronger foundations

Alongside the visible work of delivering the youth program, Scouts WA continued to strengthen volunteer support, leadership development, safeguarding, digital capability and organisational sustainability. Much of this work happens quietly, but it provides the systems and foundations that allow quality Scouting to flourish in every Group, District and Region.

The priorities ahead are clear: sustain the renewed growth in youth membership; recruit and support more adult volunteers; improve the financial performance of our activity centres; manage rising insurance and compliance costs; and ensure that Scouting remains accessible and affordable for Western Australian families. These are substantial challenges, but the progress made during the year gives us confidence that they can be met.

Acknowledgements

I thank my fellow Directors for their diligence, sound judgement and commitment throughout the year. I also acknowledge Honorary Treasurer Natasha Morgan, Executive Manager Dougal Mayor, the Branch Leadership Team and our staff for their professionalism and dedication.

Most importantly, I thank every Leader, Commissioner, supporter and parent who contributes their time to Scouting. The growth achieved this year is ultimately the result of your work in local communities across the State. I also thank our young people for their enthusiasm, ideas and willingness to lead. They remain the reason Scouts WA exists and the measure by which our success should be judged.

This has been a year of steady and purposeful progress. With stronger membership, improving operational foundations and a new Chief Commissioner ready to lead the volunteer movement, Scouts WA enters the coming year with renewed confidence.

Stephen Davies
Board Chair, Scouts WA

Executive Manager's Report

As I come to my fourth Annual General Meeting as Executive Manager of Scouts WA I feel I can reflect not only on the year just past but the journey over the last few years.

Coming into the role in late 2023 the organisation started that year with 63 full and part-time staff with 38% turnover, having experienced 41% turnover the prior year. By the end of the 2025 calendar year turnover was 21% and staffing has stabilized at 33 full and part-time staff.

Over the last year we have farewelled 7 staff of which 2 have retired, 3 have moved interstate or overseas, and 2 have taken up new opportunities. All contributed strongly to Scouting in WA during their time with us though I particularly wish to acknowledge Jack Seward (General Manager Recycling) and Mark Thorpe (General Manager Adventure Centres) for their tireless efforts to grow our social enterprises and in doing so support Scouting.

C. S. Lewis, author of The Chronicles of Narnia, noted "You are never too old to set another goal or to dream another dream".

Week in and week out over the last 12 months each member of our team has done just that – set new goals and dreamed new dreams. With these changes to staffing over the last 3 years we have sought to introduce process improvements so we can continue to provide support to our members and recognise the contribution our members provide to the office and each other. Many have heard me question and challenge the use of the common noun "Branch" (the thing) from which the recipient is expected to identify the relevant proper noun (the person). The Branch is the entity that provides Scouting to young people in Western Australia. It is the sum of the people who support that occurring wherever they might be located. I'm proud of the team of professional staff and the way in which they have embraced, with the support of the Chief Commissioner and his team, greater engagement with the people who make up the thing we call Branch.

It was wonderful to see staff members Amy Brookes, Richard Dearmun, Stephan Tailly, and Eden Tumbaga, who were recognised for their efforts with the Special Service Award on 1 August 2025.

In our office that effort and engagement by the team have seen, amongst many other achievements;

- a growth in the number of Groups adopting Xero to manage and secure their financial records,
- implementation and adoption of a ticketing system to better track and action emails (the team received over 7,000 tickets in the first three months of the 2026 calendar year),
- the ongoing development and subsequent launch of a new website,
- continued build of a new Adventure Centre booking platform which we look forward to launching in Term 4 2026,
- contracting of a centralised incident reporting and management system to seamlessly engage with our volunteers and provide improved performance dashboards, and
- supported the advertising, recruitment, and selection of a new Chief Commissioner – the change in Chief Commissioner being a process

foreign to almost every staff member at Scouts WA having last occurred in 2020.

As our Treasurer has reported, our Container Deposit Scheme depots, led by our Depot Managers Chris, Matthew, Vernon, and Renai who bring a blend of business acumen and social impact skills, continue to make a significant financial contribution to Scouting. Also important, as members of a global Scouting community, is the environmental impact. By processing 56.6M containers we have saved 17,900 M3 of landfill space and 8,700 tonnes of CO2 emissions.

As Scouts WA enters a new chapter with new volunteer leadership I'm confident that together we can continue to set more goals and dream more dreams to grow Scouting in WA and provide positive life changing experiences for our members.

Dougal Mayor
Executive Manager, Scouts WA

Treasurer's Report

I am honoured to present the financial report and statement for the 2026 financial year for Scouts WA audited by Dry Kirkness.

Financial Results for Financial Year 2026

While financial sustainability remains a challenge for many not-for-profit organisations, I can report that several areas demonstrate encouraging growth during the year.

The 2026 financial year demonstrated continued improvement in key operational areas. While challenges remain in maintaining sustainable cash flow and managing increasing operating costs, the organisation has continued to make progress towards a stronger financial position.

One of the most significant contributors to our financial performance continues to be the Container Deposit Scheme (CDS). The scheme generated increased revenue compared with the previous year and remains an important source of funds that directly supports Scouting across the State. There was a corresponding increase in expenses; however, this was not simply the result of higher rental costs with legal costs associated with renewals, accounting treatment, and lease liabilities changing substantially. Beyond these items, wage costs increased by $149,000 as operations expanded with other operating costs, all recording modest increases.

Membership and Youth Programs also delivered a positive result during the year, with revenue increasing and participation remaining strong. At first glance, the increase in expenditure within this cost centre appears significant; however, a large portion of this increase relates to accounting and organisational changes rather than increased operating activity. During the year, approximately $281,000 in salary costs previously reported through Corporate were reallocated, providing a more accurate reflection of where those resources are utilised. In addition, Redress Scheme expenses increased, rising to $180,000 during FY2026. While these factors increased expenditure reported within the division, the underlying performance of Membership and Youth Programs remains very positive and continues to demonstrate the strength of our core Scouting activities.

As would be expected, Youth Events produced a different result from the previous year. Major events can have a significant impact on annual financial outcomes, and comparisons between years should always be viewed in this context. The 2025 financial year benefited from the 26th Australian Jamboree, which generated substantial activity and revenue. During FY2027, OneCamp was the major youth event conducted, while FY2024 was also impacted by a OneCamp event. The absence of a major event resulted in lower revenues and a reduced surplus from Youth Events when compared with FY2025. Nevertheless, these events continue to deliver outstanding experiences for our young people and remain a central part of the Scouting program.

I am particularly encouraged by the continued recovery of our Adventure Centres. Demand for our facilities has improved and revenues increased during the year. While expenses also rose, these increases were largely driven by related operational costs, such as electricity, gas, cleaning and waste management, rather than staffing. Security, compliance, depreciation, lease expenses and subscription costs also rose. Although these cost pressures impacted overall profitability, the increased utilisation of our centres is an encouraging sign and reflects the ongoing value these facilities provide to both Scouts and the broader community.

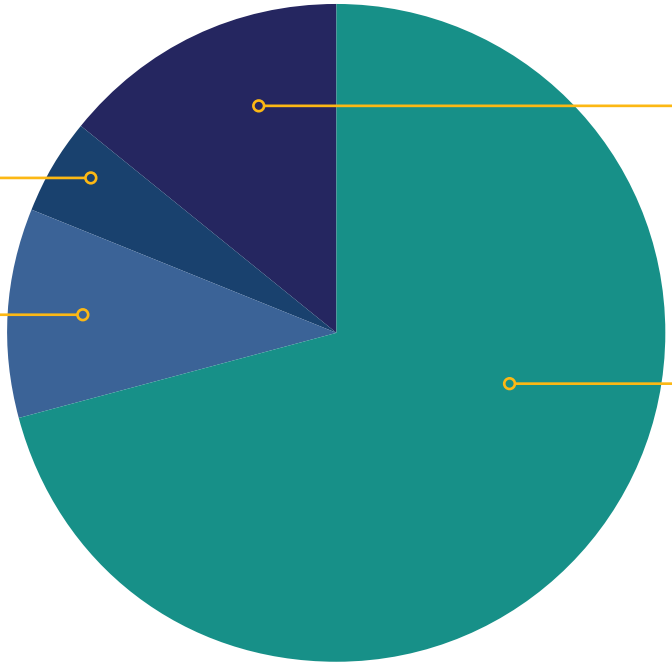
Like many organisations, Scouts WA continues to operate in an environment characterised by rising wages, increasing utility costs, inflationary pressures and greater compliance obligations. These factors influence nearly every part of our operations. The Board and Executive remain focused on managing these pressures responsibly while ensuring that Scouting remains accessible and affordable for families.

Looking ahead, our priorities remain clear. We must continue to strengthen revenue streams, improve operational efficiencies, maintain appropriate reserves, and ensure our assets and facilities remain fit for purpose. Equally important is investing in the people, programs and infrastructure that will support membership growth and enable more young people to experience the benefits of Scouting.

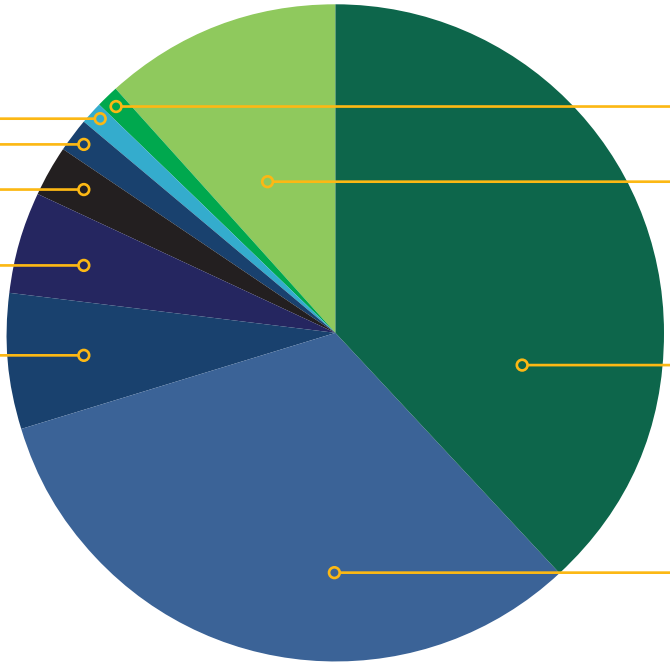
On behalf of the Board, I would like to sincerely thank our staff, volunteers, and fellow Directors for their dedication throughout the year. I would also like to acknowledge Maria Nazareno and the Finance Team for their professionalism and commitment and thank Executive Manager Dougal Mayor and Chief Commissioner Ayden Mackenzie for their leadership and support. Finally, I thank our members and families for their ongoing trust in Scouts WA and the important work we do together.

Natasha Morgan
Honorary Treasurer, Scouts WA

Income



Expenses



4349

Total at 31st March 2025

Joey Scouts	Cub Scouts	Scouts	Venturer Scouts	Rover Scouts
5-8 years	8-11 years	11-14 years	14-18 years	18-25 years
849	1560	1226	501	213

Training and Qualifications

Appointments

68
New Leaders

SAIT

Scouts
SCOUTS AUSTRALIA INSTITUTE OF TRAINING

34
Qualifications

Qualifications

76 Certificates of Proficiency
34 Wood Badges

State Cub Camp
Manjedal Adventure Centre

225
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	King's Scout Award	Baden-Powell Scout Award
62	105	46	11	1

169
Adult Recognition Awards

- Special Service Award **65**
- Meritorious Service Award **22**
- Silver Wattle **9**
- Outstanding Service Award **2**
- Silver Koala **2**
- Distinguished Service Award **3**
- Silver Emu **2**
- Silver Kangaroo **3**
- National President's Award **1**

Celebrating achievement
State Cub Camp

Hiking
State Cub Camp

Manjedal Adventure Centre

Staying at Manjedal

Our accommodation and camp ground capacity for up to 800 people allows you to book that awesome exclusive event. No matter how large or small your gathering is, Manjedal has a site to suit. You are welcome to come in for just the day to begin an adventure at Manjedal, study the environment, or just relax.

Activities at Manjedal

There are a large number of activities that groups can undertake at Manjedal. Some activities require trained Manjedal staff and some you can run yourself (self-facilitation). Manjedal staff are happy to help you plan successful activities.

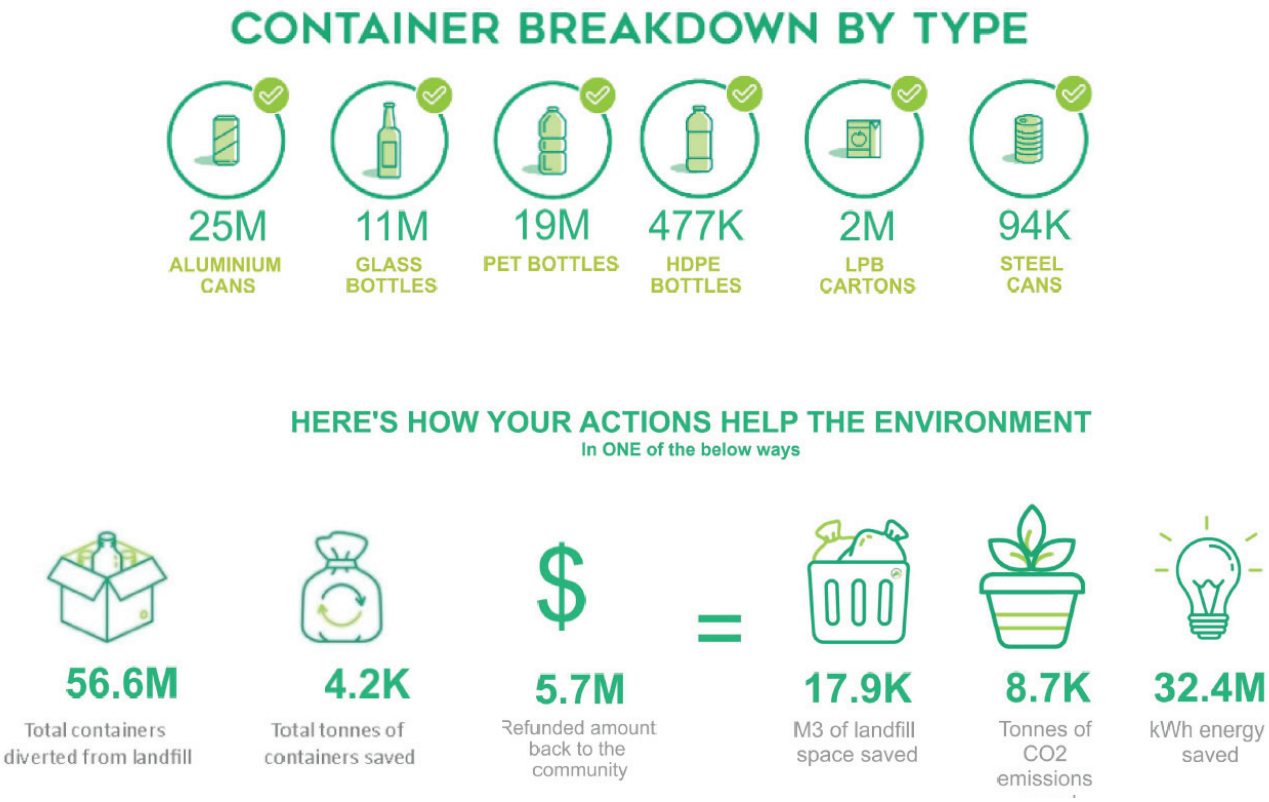
Want Some Manjedal Magic At Your Next Big Event?

Did you know that you can hire our inflatable obstacle course and climbing wall? Next time you have an event on and want to win over a crowd, why not bring the wow with one of our hireable activities!

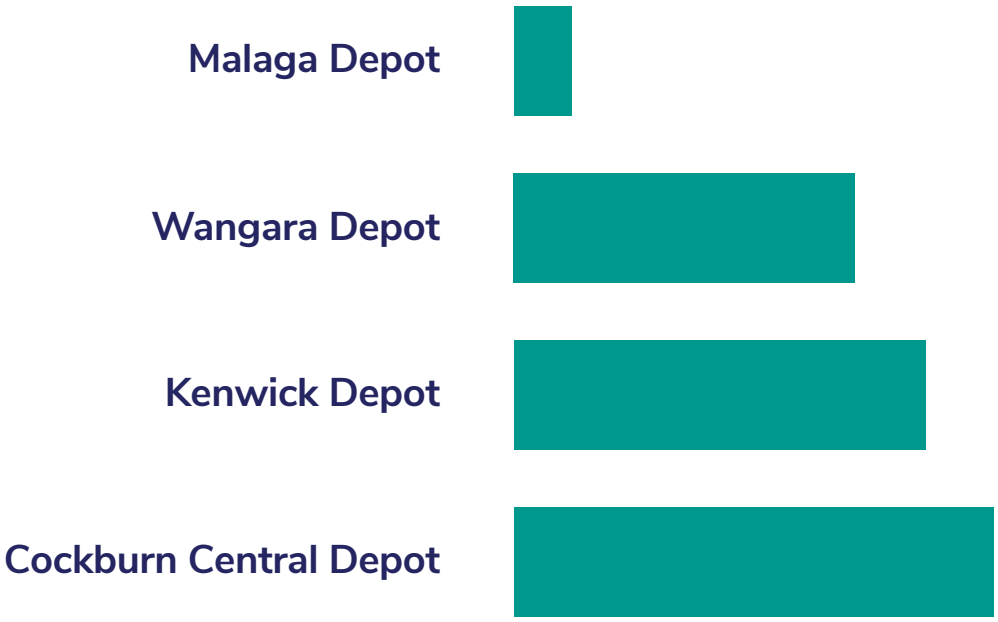
Find out more about Manjedal and book your next adventure!

RESPONSE
RESPONSE

Container Deposit Scheme (CDS)



Our Depots are in the top 10% of all Refund Point Operators across WA



A Quick Snapshot

56.61m
Total collection quantity

408
Average quantity per transaction

139k
Total transactions

296.5k
This FY vs last FY

Strategic Priority One: OUR PROGRAM

Delivering 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.

Throughout the reporting period, Scouts WA continued to strengthen the delivery of a safe, engaging and high-quality youth program. Youth members took part in week-by-week Scouting across all five sections, participating in adventurous, fun, challenging and inclusive activities that supported personal growth and achievement. More than 100 Peak Awards were awarded, recognising the commitment, resilience and progress of young people across Joey Scouts, Cub Scouts, Scouts, Venturer Scouts and Rover Scouts.

The Program team also contributed to national continuous improvement work led by Scouts Australia, with both youth and adult members involved in reviewing aspects of the youth program to make it easier to deliver, understand and participate in. This work supported the ongoing goal of helping youth members continue to do their best while ensuring the program remains relevant and accessible for leaders and Groups.

Risk management and safeguarding remained important foundations for program delivery, with regular participation in Risk Management Committee meetings and ongoing support provided to teams and events. Member Services further supported the program by monitoring compliance requirements, coordinating training and program-related events, and improving ScoutMap processes so volunteers could spend less time on administration and more time delivering meaningful Scouting experiences.

The ICT team also supported program delivery through continued refinement of ScoutMap, a key focus of the organisation's Digital Transformation roadmap. Work during the reporting period consolidated the existing implementation, incorporated feedback from senior volunteers and Head Office staff, and involved external support to review configuration, resolve outstanding issues and implement further improvements.

Congratulations!
Youth Awards, 2026

Strategic Priority Two: OUR PEOPLE

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.

Scouts WA continued to invest in its people by creating opportunities for leaders, volunteers and members to connect, learn and feel supported. The Program team delivered a Section Leaders Conference in October 2025, bringing leaders together to hear about program developments, specialist teams, child safety updates and opportunities to strengthen their networks. This helped build confidence and shared understanding among those delivering Scouting in local communities.

The Program team also presented at the Group Leader and District Commissioners Conference in February 2026, focusing on Peak Awards and supporting adjustments to the program. This built on the knowledge and empowerment provided to Group Leaders at previous conferences and at training, to ensure the Program is reviewed, helps with retention and is safe.

Member Services strengthened engagement through improved systems, resources and communication tools. The implementation of the Zoho knowledge base and ticketing system provided greater insight into membership trends, enquiries and member sentiment. Membership numbers stabilised as improved systems gave the organisation better visibility of enquiries and a stronger framework for supporting prospective and current members through their Scouting journey.

Communication between volunteers and Head Office was further strengthened through the rollout of Zoho Desk and the knowledge base. These tools improved information flow, made essential resources easier to access and supported faster response times, helping volunteers and members feel more connected and supported.

Crafting
Cubilee 2025

Strategic Priority Three: FINANCIAL SUSTAINABILITY

Ensuring that Scouts WA finances meet the organisation's goals and needs in the short and long term.

Financial sustainability was supported through practical actions that helped reduce costs, improve compliance and strengthen member retention. Scouts WA continued to make better use of Scout-related equipment at larger and major events, while supporting the development of the Scout Rangers team to bring traffic management services in-house through trained and qualified members. This approach helped reduce reliance on external providers and supported more sustainable event delivery.

Member Services contributed by managing compliance standards, reducing organisational risk and supporting the follow-up of unpaid membership fees. ScoutMap improvements helped streamline membership management, invoicing and support processes, creating efficiencies for Groups and the wider organisation. These improvements supported timely payment, improved administrative visibility and helped protect Scouts WA from avoidable financial and reputational risk.

Clear communication around membership fee increases also helped members understand the value provided by Scouts WA and the importance of long-term financial sustainability. Maintaining a positive relationship with the Department of Communities remained vital, helping secure funding that enables the organisation to support volunteers and deliver quality Scouting programs across Western Australia.

The ICT team also contributed to financial sustainability through a review of its capabilities and operating model. The decision to discontinue the services of Bremmar Consulting as the Managed Service Provider enabled many processes to be brought in-house, contributing to significant budget improvements and supporting a leaner, more efficient team.

ANZAC Ceremonies

Strategic Priority Four: QUALITY AND CAPABILITY

Providing consistent quality services aligned with business outcomes, enabling an agile approach to business continuity and efficiency.

Scouts WA continued to build quality and capability by improving tools, systems and support for members, volunteers and leaders. Scouts WA contributed to the compilation and implementation of Program Pulse, a Scouts Australia self-assessment tool designed to provide members with instant assistance and feedback on their program. This supported a culture of reflection, improvement and consistent program quality.

The Member Services team worked closely with the Branch Leadership Team, ICT and external stakeholders to identify and prioritise improvements to ScoutMap. These improvements created a better experience for members and supported more efficient administration across the Branch. The Quality and Care team also strengthened safeguarding, complaints management, incident reporting, risk management, workplace health and safety, People and Culture processes and legislative compliance.

Looking ahead, Scouts WA's program will continue to grow and evolve through major experiences such as OneCamp in April 2026 and WOW Moot in January 2027, the Australia-wide event for Rover Scouts and adult supporters. The implementation of the Achievement Pathways review, supported at both national and local levels, will further strengthen program quality and ensure the program continues to align with the broader strategic plan.

As part of Digital Transformation, Zoho Desk was implemented and rolled out across all Head Office teams, including ICT. The ticketing system streamlined how volunteers raise and communicate issues with Head Office, enabled seamless ticket transfers between teams, and provided volunteers with direct access to a self-service portal where they can view ticket status and provide updates. The knowledge base is also being populated with relevant information, improving access to support and enabling quicker response and resolution times.

The Quality & Care team contributed by supporting our people, strengthening governance and safeguarding, improving compliance and organisational processes, and providing advice to volunteers, employees and leaders. The team's work focused on ensuring Scouts WA met its legislative obligations while providing practical support to the organisation's volunteers, employees and leadership.

Scouts out and about

Strategic Priority Five: INNOVATION AND GROWTH

Exploring opportunities to enhance, diversify and grow our services in response to community needs and in alignment with our purpose and values.

Innovation and growth were supported through a continued focus on improving systems, processes and the member experience. Through regular contact with members, the Member Services team identified opportunities to improve ScoutMap and related processes. These improvements helped the team manage enquiries and administration more effectively while providing a more consistent and supportive experience for members.

Digital improvements, including the use of Teams sites and improved knowledge-sharing tools, enhanced communication and access to resources. These changes helped volunteers and members stay better informed and supported, creating stronger foundations for engagement, retention and growth.

The implementation of new ticketing software, together with the appointment of an additional Level 2 ICT Support Engineer, strengthened the ICT team's capacity and improved the responsiveness of support provided to Scouts WA members. Looking ahead, the ICT team will continue consolidating existing software solutions, with a focus on Zoho Desk and ScoutMap, while progressing initiatives such as migrating the Scouts WA Microsoft 365 tenancy to the National tenancy and decommissioning MyScout to reduce recurring subscription costs.

Growth was also supported by the increasing conversion of parents into adult volunteers, particularly as safeguarding standards around group camps improved and Groups gained greater ability to run events through ScoutMap. By combining better systems, stronger communication and a focus on member support, Scouts WA continued to create opportunities for sustainable growth and future innovation.

A renewed focus on ScoutMap will continue over the coming year. With ScoutMap now in active use for a longer period, Scouts WA has gained valuable insight into its strengths and opportunities for improvement. A substantial pipeline of development work remains, and targeted upgrades will be progressed in close collaboration with key volunteers, so the platform continues to evolve in line with the needs of members and leaders.

Over the coming year, the Quality and Care Team will strengthen its governance, risk, compliance, and safeguarding capability through a coordinated program of improvement. Key priorities include finalising the safeguarding framework and supporting procedures, progressing the implementation of MyOSH to improve safety and risk oversight, and developing an organisational risk management framework that supports consistent, informed decision-making. Ongoing review and refinement of People & Culture, compliance, and governance processes will further support organisational effectiveness, resilience, and alignment with strategic objectives.

Climbing
State Cub Camp

Scouts
WA

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Mount Hawthorn WA 6016
08 6240 7700

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