Annual Report 2019

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Executive Summary

ScoutWired has achieved a lot during 2019. Our organisation grew not just in size of members and users, but also in the size of our infrastructure. We started a journey of transformation, from being a group of Scouts and Guides who play games and chat online together to becoming a not-for-profit incorporated association. We had a Minecraft server and a TeamSpeak server, now we have state of the art Cloud servers running all of our services and hosting our games and systems for users and team members provided for us with our community partnership with Amazon Web Services. We wanted to create a place for Scouts and Guides to be safe online with the best practices in cyber security, moderation and monitoring, and have people in place that can maintain the delivery of these best practices.

2019 saw some of the biggest challenges we faced being taken in our stride, as our team and our leadership worked together to tackle the massive feats of migrating servers, systems, technology, policies and rules to new servers. The implementation of team tools, systems, and support areas so that our team and our users get the best possible outcomes, maximum engagement, and right support from people who are trained and ready to assist. A leadership shuffle at our 2018 AGM set ScoutWired up for progression, innovation, and success. Reflecting back on the year at our 2019 AGM and we are still innovating, with projects such as our Web Conferencing and Webcam Chat platforms and mobile apps in the works. Based on our current log timed, we saw around 25,000 hours of volunteering from our team, that's around 37 full days on average for each team member.

Our strategic, financial, and operation highlights speak in volumes of our successes this year. Our keys to success are still driving our team to excel. ScoutWired would like to acknowledge the hard work of all our team in working towards our goals.

Overview

Strategic Highlights

2019 has seen the ScoutWired transition from a club of Scouters wanting to provide basic services for Scouting online to an incorporated association that is registered as a private company. We have rapidly expanded and developed into an organisation that is engaged in technology, gaming and connectivity for Scouters all over the world, and we are continuing along this towards becoming a not-for-profit charity.

Since the commencement of ScoutWired, we have created a safe, fair and multicultural environment on our highly popular Minecraft server with our current population of over 900 individual players and team members. We have recruited an experienced adult support base to build the foundations of professional conduct and operations, as well as to provide learning and development assistance in our ScoutWired Training, Learning and Development Team and Technical Services Team.

In the period of 2016 to 2020, ScoutWired is working on generating and creating a new digital frontier for Scouts. Our plan is to investigate and provide suitable, safe and secure online environments where Scouts and Guides from around the world, can play, interact, communicate, build and share ideas and innovate in a youth leadership organization, with adult support. We are a truly international organisation with team members and users from all over the world. We aim to provide as much support as we can for Scout groups and individuals involved in Scouting, to get online and connected with each other, especially during JOTI, where we will be providing services to get Scouts engaging each other and meeting other members of our Scouting family on an international level.

"ScoutWired will be the top provider of safe online communication, digital resources, and internet support for Scouts and Guides around the world by 2020" -ScoutWired Mission Statement 2015

Financial Highlights

Our operational costs for 2019 were minimal, however changes to our status as a not-for-profit assisted with reducing our overall costs. Our biggest expense being the OVH servers and the bank fees were mitigated this year with our Amazon Web Service partnership, and our new community account with NAB. The new Amazon partnership should also alleviate the cost associated with direct server support and business development consultations as AWS has provided us with an account manager allowing Rizzen and Cmdr.Adama to consolidate and consult with them in our organisational needs.

Operating Highlights

This year we introduced some new innovations with massive success. The roll out of our Discord server voice chat channels has been one of the biggest projects we undertook with the most challenging issues for creating policies and rules to maintain our security policies around Safe From Harm. Chat services expanded exponentially with 600+ users. We lost a large number of users to Discord Scout Troop after we had to ban a few users for their poor behavior and inability to follow our rules in our channels, however after investigating their server we noted that they have very few rules, no validation of membership to scouting for their moderators and other team members. This is a very dangerous, and ScoutWired was involved in an informal discussion with them in relation to the dangers they pose to the online Scouting and Guiding community, however they chose to continue without making any changes.

We saw many changes this year, as the transition from club to corporation occurred, we made changes to how we operate, how we lead, and how we work, we reviewed it all and are in the process of making further changes to improve our mental health, the rights and responsibilities of our volunteers, and the accuracy and speed of information and action. This had some resounding issues to begin with as the primary directive of safety and security was the biggest hurdle and barrier we needed to maintain.

We saw Brad and Dan transition to Deputy Coordinators to support new people in their roles. We saw new people arrive and said goodbye to a few who decided to move on, however turnover was very small compared to recruitment.

Wayfarer and Rizzen launched a new Safe From Harm training unit for our team. This covers a new set of challenges and issues in online content and social media. The unit is mandatory of all existing and new team members. New email and communication modules are also in the final stages of development as we come to the end of the transition to Office 365.

The rollout of a completely new HRMIS system, along with setting up a Project Management System, and new Help Desk Ticket System was the highlights of the last year of systemic review and development. The incorporation of Grafana dashboards, back end systems with high security were also big tech highlights. The tech team also cleaned up our very cluttered Discord server by allowing users to opt-in to channels such as core language channels, games, support, and events. This was also done in conjunction with the addition of a support ticket option for users directly in Discord to handle issues that would normally be time consuming, without breaking the no 1-on-1 rules.

Our Minecraft creative server was relaunched in time for JOTA/JOTI and it went off with over 100 new builds before the weekend was done. We did some updates and plugin upgrades so that we still have the most secure and moderated system for users. We'll be looking for some new talent in Minecraft moderation and design as part of our plans moving forward.

Keys to Success

Passion- Our team is passionate about Scouting. We live and breathe the Scouting principles and live by the Scout Law and Promise.

Openness- We believe in open communication, where we share and collaborate ideas and innovations. We have a 'No Closed Doors' policy, where at any time you can approach the leadership team and be involved in the development of our services, our members, and ourselves.

Care- We work hard to take care of our team, our users, and our visitors. We want Scouts to be a virtual presence, so that anyone and everyone can see that Scouts are diverse, multicultural, accepting of all cultures. To do that we need to source and recruit the right people to keep our digital environments safe and protected and provide meaningful support and care.

Integrity- We believe in maintaining the moral and ethical principles of Scouting as defined by our Scout Law and Promise. That we sound provide service to others with sound respect to culture, nationality, and the thirty human rights. This means we always must act with good Scouting character to demonstrate good and honest Scouting.

Discipline- This is not about punishment or penalty or behavior. This is all about doing the right thing, every time. It's about 'not taking short cuts' or 'cutting corners', as innovation does not come from cheating. This is also about consistency and how we act each time, so that disputes or conflict is managed and dealt with appropriately and professionally in accordance with our Service Level Agreement.

"We feel that the most natural way for young people to interact is to play together..."- Unicodercorn

Looking Ahead

We often reflect on what Kimono-Dragon said in our first ever ScoutWired Annual Report: ScoutWired aims to take Scouting from the 20th century and bring it back into the 21st century, using new technology and new ideas about the way things should be done. With over 8.7 billion internet connected devices, the internet is the biggest advancement humanity has ever seen. Being able to talk to someone on the other side of the world once would have taken weeks can now take a few milliseconds. We feel that the most natural way for young people to interact is to play together, this allows cross-cultural and international collaboration to build and shape the in-game world around them. We hope that by building ideas and connections in game this will help give young people the basic tools to shape the real world of the future. We recognise that one of the biggest and scariest moments in a Scouting career is going on your first international camp. We aim to get the feel of an international jamboree on our network at all times and especially during Jamboree Of The Internet (JOTI). To get the 'buzz' of a real jamboree while sitting at home. Our aim for the future is to have team members and users, in every country that has Scouting, and to be able to reach out to each of those people so they know they have a safe and secure way to communicate. That is our ultimate goal.

As we prepare to start our 2021-2025 plan, we will be focused on maintaining our standards, improving our services, and providing the best online scouting platform.

Executive and Council Reports

CEO/Coordinator

My role as the ScoutWired Coordinator is to chair the Exec/Council and overlook the whole operation of ScoutWired and its services. We also had yet another very successful JOTA-JOTI where our numbers particularly on Discord grew largely again. This may be to the fact we also opened voice chat on Discord this year with most of them staying on after the event and continuing to use our services.

Highlights this year include moving to a bigger HRMIS to support our team growth while also moving away from our website-based help desk ticket system to a more advanced independent ticketing system. My biggest Highlight this year though was the move from OVH to Amazon AWS, this has no doubt been a very positive change for us as the partnership with them has been amazing so far. The other big highlight for me was implementing our project management system, this has become a key tool that we now use daily.

This year we saw Jono step down as Gaming Coordinator and Ian step up with Peter as his Deputy and Delshard move into TLD coordinator. 2019 also saw us welcome our new General Secretary Mel, a huge thanks to you on the great job you have done over the past 12 months. This year we reinvented the Minecraft server to more fit in with what our users requested. We also dealt with GDPR changes and had a change in the chat team leadership with Alex taking over and Dan as his deputy. Our new Safe From Harm training looks deeply into the dangers of online communities that are not safe and secure and some real life examples where things have gone catastrophic in the past. This will take us moving forward for the next year while we run our cyber-bullying Safe From Harm program linking in with WOSM's guide to stopping the bullying cycle, and working in conjunction with their online toolkit.

Over the next 12 months we will continue our transition majority of our team services from Google NFP to Office 365, working closely with AWS, and most importantly building a relationship with WOSM. Another thing we plan to roll out this year is our Team Volunteering platform which incorporates a record of hours volunteered, access to

digital communication support service, AGILE teams as part of our organisational goals, as well as better mental health planning around volunteering and online moderation. In 2020 we also will be looking more into our webcam chat and hopefully roll it out. We will also be looking into upgrading and replacing our current website and releasing some exciting new training modules.

I would like to give a huge thanks to Grace (Froggy) for being my Deputy Coordinator and I would like to personally thank the Exec and Council for all your hard work you have put into ScoutWired yet again for the past twelve months as sometimes this goes unrecognised. Finally, I would like to personally thank all our new users in 2019 and our experienced users who are on our services and continue to support ScoutWired and keep us going.

Yours in Scouting,
Hamish Price

MD/ Deputy Coordinator

Grace Cockram (Froggy)

The role of the deputy coordinator for me has been quite interesting and different. My role is to support the ScoutWired Coordinator, Hamish and to assist in the decision making and development of the ScoutWired team and brand.

This year I spent the first quarter of the year working with Paul on all the legal documentation as part of the transition. Majority of the remainder of the year was spent working with Paul and Hamish on various projects, assisting with decision making and action items from meetings and performance management decisions.

My biggest success again this year was surviving the mountain of work in setting up the association. I would like to thank Paul for doing most of the hard work and going through the process with me so that I just had to sign off on things, attend meetings at the bank, and proofread his documents.

Over the next twelve months I will be continuing to work with Hamish to build the ScoutWired brand and deliver this year's goals with the teams. Paul has been putting in a lot of hours preparing us all for the transformation into a healthy volunteer organisation, and I expect that we'll be working on this for the first half of 2020 until it is all finalised. I'll be working with Paul and Delshard on new training modules and training new team members.

I would like to thank the executive and council for their hard work and time this year. We've had a complex and full on year, but we've all taken it in our stride. I would especially like to thank Adam and Alex for their first-year anniversaries in their roles, and welcome Ian and Peter to the council team.

Yours in Scouting,
Grace 'Froggy' Cockram

General Secretary

Melinda Hine (Mel)

My role as the General Secretary is about preparing agendas for council and executive meetings, and to keep accurate minute records of said meetings. I need to be clear and concise and get correspondence out in a timely manner. This ensures a record is kept of all decisions and ongoing matters and to ensure people are accountable for what they have agreed upon in these meetings. My role also includes answering general enquiries on our help desk and referring it to the right team in need.

This year I am new to the role, May 2019 was the first meeting I attended as a newly elected executive member. Dan then moved from this role to a Deputy Coordinator Chat team role. I completed a lot of training over June/July. I have had a steep learning curve getting used to all the different systems I access for my role. I am also the first General Secretary that uses PMS for record keeping and find this system a great tool.

I feel as though I have settled into the team well and have had a lot of support from fellow council members. I am learning still and appreciate the guidance I have been given. This is not a role I thought I would ever take on, but I have enjoyed the challenge. I would like to thank Dan for his service before I became General Secretary. A big thank you goes out to Delshard, Paul and Hamish who have guided me though my training and answered my many questions. Also, a massive thank you to Adam who has been very patient with me getting me set up and sorted when my tech side hasn't always gone to plan. Everyone in the team has welcomed me and for that I am very thankful. I am looking forward to seeing where the next 12 months will take me on my ScoutWired journey, as I have learnt so much in the last year.

Yours in Scouting,

Mel

CFO/Treasurer

Karl Humphreys (Buzz)

We are trying to keep as many if the services that ScoutWired offers as free as possible. Our team members and leadership base volunteer time and provide services at no cost to the organization but undertake personal cost to provide for our fellow Scouters.

There may be some incidental costs for certain services, such as Minecraft and soon Factorio, where a Scouter would need to have purchased the game to be able to play. ScoutWired will at no time enforce that users must participate in any service that requires them to pay or purchase at the risk of exclusion.

ScoutWired does have a donations account in which we are grateful for any financial support in running our organisation. It has been my pleasure again to be in the roll of treasurer since we started and to see the growth and development of our ScoutWired community. Over this year, we have planned changes that have resulted in financial gains, as we transitioned to a not-for-profit and establish our user base. By moving to a NAB community account we have removed the costs for accounting fees and service charges that racked up monthly. We have managed to start a partnership with Amazon Web Service this provides us with a grant of AUD$2000.00 per year and provides us with heaps of benefits that impact the whole of ScoutWired's operation.

In the next twelve months I have lots of new skills to learn, as Rizzen has setup a new accounting management system that I must learn how to use. Auditing and investigation has been undertaken and all accounts are balanced.

Yours in Scouting,

(Buzz) Karl Humphreys

Financials for 2019

July 2019 onwards. There was no account keeping between the Feb 2018 AGM and the 30th of June, new operational systems have allowed us to setup for the financial year 2019-2020, and 2020-2021.

ScoutWired Cash Account 2019-2020

	July	August	September	October	November	December	January	February	March	April	May	June
Opening Balance	$31.82	$175.01	$175.01	$175.01	$190.01	$202.83	$137.83	$27.82	$0.00	$0.00	$0.00	$0.00
Current Account- AWS	$2,000.00	$1,920.63	$1,813.01	$1,706.47	$1,592.20	$1,443.85	$1,294.47	$1,141.40	$1,141.40	$1,141.40	$1,141.40	$1,141.40
Receipts:												
Online/Team Sales	$12.00	$0.00	$0.00	$55.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Donations	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Account Recievables	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Interest Paid	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Total Receipts	$12.00	$0.00	$0.00	$55.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Fixed Costs:												
Bank fees	$4.00	$4.00	$4.00	$4.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Service fees	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Variable Costs:												
Asset Purchases	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Postage & Handling	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Amount Payables	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Expense Claims	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Cash Payments	$12.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Other Payments-Paypal	$0.00	$0.00	$0.00	$0.00	$0.00	$65.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Vista Print-	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Stitch Me-	$0.00	$0.00	$0.00	$0.00	$48.37	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Karuna Badges-	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
AWS monthly billings	$92.24	$107.62	$106.54	$114.27	$148.35	$149.38	$153.07	$0.00	$0.00	$0.00	$0.00	$0.00
Total Payments	$16.00	$4.00	$4.00	$4.00	$48.37	$65.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
AWS Credits	$12.87	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Surplus/Deficit	-$4.00	-$4.00	-$4.00	$51.00	-$48.37	-$65.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
NAB/Community Account	$0.00	$0.00	$0.00	$15.00	$27.82	$27.82	$27.82	$0.00	$0.00	$0.00	$0.00	$0.00
PayPal Account Balance	$175.01	$175.01	$175.01	$175.01	$175.01	$110.01	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Closing Balance	$175.01	$175.01	$175.01	$190.01	$202.83	$137.83	$27.82	$0.00	$0.00	$0.00	$0.00	$0.00

Email: buzz@scoutwired.org for any issues or queries about the current financials of ScoutWired

HR/Legal

Paul Harrison (Rizzen)

My role in ScoutWired is to manage the executive HR functions and legal aspects of the organisation. While I don't have specific team goals as such, I have many goals and targets that are required to maintain the operational status of ScoutWired. These include recruitment and selection, induction and training standards, legal compliance, organisational operation standards, ASIC compliance, UNGC compliance, performance management systems, policies and rules management, industrial relations, termination and separation.

This year's projects took on many different challenges. In coordination with the Tech Coordinator and the executive we managed to roll out New HRMIS to cater for our organisational needs as we outgrew our previous one. We built a partnership with Amazon Web Services and transitioned our servers and services over to their hosting. We setup a new Project Management System for teams to be able to use for their goals, meetings and projects. We setup a new Help Desk Ticket system to improve our capabilities for support and communication, as well as started the process of transitioning to Office 365.

2019 saw the HR department transitioning ScoutWired's policies into NFP and volunteering compliance as well as the development of a code of conduct and volunteer agreement, along with transition to a fully operational NGO. We partnered again with Rotary for an event where we looked at providing scouters to assist Rotarians with the setup and pack down 'Bricktober' in October. We changed banks and setup a more efficient reporting system for accounts and financial management.

For 2020 we are looking at rolling out some new systems of practice. We are currently transitioning to AGILE and have incorporated the functions of AGILE into our PMS and HRMIS, most importantly the scrums and task tracking, as well as volunteering time and availability. We're starting a new SMART workplace program to help increase our mental health for volunteers and provide support and recognition for volunteering with our organisation by promoting our values, Ally program, and services to all.

I'd like the thank; Froggy for proofing all my drafts, Mel for asking all the questions that keep my work relevant and focused, and the rest of the exec/council for putting up with the long meetings due to policy discussions.

ScoutWired is very aware that there are several other services that have recently commenced in the area of online Scouting/Guiding. We would like to remind everyone that these places are not safe, the admin do not have the experience and training our team have, they do not have the support systems to deal with issues, and in most cases they are run by children or young adults who have no regards to global Scouting/Guiding policies and rules and are potentially preying on youth members. ScoutWired is a safe and secure diversity inclusive environment which is bullying and harassment free for all team members and users. Team members are encouraged to discuss any issues with their Coordinators or line managers and all matters are investigated and dealt with appropriately by HR and the Executive team.

Yours in Scouting,
Paul 'Rizzen' Harrison

Trustees

Joe Fletcher (Unicodercorn) and Anthony Palmer (Mongoose)

My name is Unicodercorn and I am one of the directors and co-founder of ScoutWired. ScoutWired was formed on December 7, 2015. We are here to provide a safe place for Scouts to communicate with each other online. The internet is an amazing resource for communicating with Scouts from all over the world and our goal is to open this opportunity up to every Scout in every country, no matter what. Youth leadership is at the core of everything we do. We were founded by Myself and Hamish when we were only 17-year-old scouts. Our youth leadership model is designed to allow young Scouters and Guiders from around the world learn the skills and talents required to work and operate in a live business, from entry level positions all the way through to real life experience in business governance. With mentors from all walks of life to support training, learning and development of young people and guide them through taking the first steps into organizational leadership, our goals are to work together to build confidence and skill preparing young people to undertake leadership roles in the local and greater community or in business and enterprise.

Yours in Scouting,
Joe Fletcher

My name is Mongoose and I am one of the directors of the ScoutWired Executive. Since the commencement of ScoutWired, we have created a safe, fair and multicultural environment on our highly popular Minecraft server and Discord server. Our plan is to investigate and provide suitable, safe and secure online environments where Scouts from around the world, can play, interact, communicate, build and share ideas and innovate in a youth leadership organization, with adult support. My involvement in decision making, especially around performance management and behavior management has been my primary function for the last twelve months and with Joe acting as oversight to the decision making and operations of ScoutWired.

Yours in Scouting,
Anthony Palmer

Director of Game Services/Games Coordinator

Jono McLaren (Nemo)

My role as gaming coordinator is to look after the games on ScoutWired and manage the gaming team. The gaming team makes up approximately 50% of the entire ScoutWired team and consists of the Minecraft moderators, operators and admin, as well as including the Factorio team and Shattered Exile team. I've already logged into Shattered Exile and am very excited to see how it turns out.

The ScoutWired Minecraft Admin team have decided that we are going to be making some changes to Minecraft in 2019. In April we updated to the most recent version of Minecraft and launched the updates and development of our security plugins and server-side functions to maintain our high level of security and stability. Updating to the most recent versions of Minecraft was a huge project and I'd like to thank Adam for all his patience and time in migrating the Minecraft server to our new AWS servers and getting us back online without compromising the safety and security we have for our users.

Some things didn't go well this year. We didn't get around to launching the Faction server as yet, as the complexities of the plugin currently do not work well with the most recent updates. Shattered Exile's launch has been delayed, with the coders still working on getting the drivers stable on our new server. The biggest upset was losing a large portion of the Minecraft server during the move when our old host closed our account and deleted our data earlier than expected.

The biggest highlight for this year was launching our Factorio server and all the amazing creative builds that were done during the JOTI weekend in October. Factiorio was updated with several mods to increase the challenge. We always like having new players join us for Minecraft and Factorio. It is never too late to join in.

The gaming team is having a leadership shuffle, and I will be stepping down as Gaming Coordinator and taking on the role as Minecraft Team Leader moving forward. Taking over from me will be Ian (Tonybamanaboni) as coordinator, and Peter (SpireLavaHunter) as his deputy. I will continue to lead the Minecraft team and work towards making our Minecraft server the safest and best for Scouts and Guides of all ages.

I'd like to thank Adam, Paul and Brad for all their hard work in keeping our Minecrafters world afloat and operational as well as all the gaming tea for their hard work in 2019.

Yours in Scouting,
Jono "Nemo" McLaren

Director of Webchat Services/Chat Coordinator

Alex Renton (KingFishy)

The purpose of the chat team is to provide support and assistance to users who interact on our communications platforms. Currently our main platform is Discord.

While I have been incredibly busy with school this year, one of the greatest things about the chat team is that they work really well already, so I only have to act sometimes in an administrative capacity. The chat team consist of two key roles; our channel moderators and our global operators. The channel moderators look after specific channels, and the global operators look after all channels along with the Discord Voice Chat channels.

Discord is fast becoming our most popular service with over 650 users regularly participating in online activities and events on our server, and according to our dashboard metrics we usually have between 20-50 users online at most times. While majority of the users comes from Australia and New Zealand, we have seen our userbase expand to new places, and our global diversity for users is growing exponentially. This year Adam and the tech team were able to roll out some new bots to help tidy up Discord by allowing user customisable options for language and event channels. We setup a Discord based quick support ticket system to be able to handle live support for chat without having problems with 1-on-1 conversations, this is a huge innovation for us maintaining security while still allowing for discrete target conversation with support people without needing to email or create a webticket. We finally opened our voice chat channel, which were really popular during JOTI, with many users participating in chats between users from Netherlands and the UK, the US, AUS and NZ. Preventing direct messaging and private messaging using platforms that cannot be monitored or moderated like IRC and TeamSpeak.

In saying that, we really need to have more people join the chat team from around the world to help with chat moderation and language support. I've been slightly derelict in my duties since taking on the role of Coordinator in holding meetings for the chat team, and this is something I plan on fixing in the future as I no longer have massive school commitments. The more moderators we have trained makes the job of watching chat

and stimulating discourse easier for everyone. Moving forward we are in the process of working with our Amazon Web Service partner on developing a moderated Webcam Chat facility to enable users to connect through computer or device to a live interactive chat. This will create opportunities for ScoutWired to host online webinars, conferences, but most importantly is connecting scouts in a moderated chat without using Skype or any other unsupervised platform.

I am currently the lead designer of the upcoming Factions Minecraft server, so I'll be looking at incorporating some of this into play as we look at expanding out Minecraft/Discord chat to a public channel and faction channels for those playing. The Discord/Minecraft bot has been revamped, and the techs have made sure that the gaming team can access Minecraft in game chat via our Discord console.

I'd like to thank everyone on the chat team for smashing JOTI this year, I know I wasn't around much, but I didn't need to be as you guys were amazing. Please continue to invite your friends to join us on discord.

Yours in Scouting,
Alex (KingFishy)

Director of Information Systems/Tech Coordinator

Adam Ricket (Cmdr.Adama)

Coordinator for the Technical and IT related side of the ScoutWired gaming organisation

The tech team has quite a bit to report on for 2019. The biggest change was in March when we migrated all ScoutWired's hosted services over to Amazon AWS from OVH. The transition was not as smooth as I had hoped, however for the future of ScoutWired this was a necessary leap forward. This since then has allowed us to expand the services/games that we provide and greater ensure the security of our services and privacy of our users.

Along with this leap forward we have implemented new systems and made some changes to current services available for the ScoutWired team and users. In April we implemented a project management system that can be found at https://pms.scoutwired.org, for all team members to create and manage new and existing projects for ScoutWired.

In September we shifted from a WordPress based ticket management system to a separate platform which can be found at https://support.scoutwired.org. This new support system enables us to better handle all support requests to the respective ScoutWired Teams. For simple discord related support issues, we have implemented a support channel in discord where users can easily create support tickets. Another fairly large change is the migration over to our new HR Management system we did in November. This can be found at https://hrm.scoutwired.org. Due to a lack of development and support from the old platform, we decided to look at an alternative platform that would better suit ScoutWired's needs moving forward.

In November I started implementing some new security policies for the ScoutWired services. This involved installing a firewall in AWS to control access to the management and monitoring of the ScoutWired services as well as ensure greater security on the services that are publicly accessible. One thing I would like to discuss in 2020 is moving puffer panel from being a publicly accessed system to also sit behind the firewall.

December has also been a busy month starting with further tweaks to the security of the ScoutWired services by requiring Tech Team members to implement 2FA for AWS. Rizzen and I have started implementation of the new Office 365 tenancy. We are hoping to migrate from G Suite over to Office 365 by the end of January providing all SW Team members have set up their Office 365 accounts.

Other things to come in 2020. I have started looking into changing the way that we monitor the SW services by looking into implementing a new monitoring platform called Zabbix. I would like to implement some new games for our ScoutWired users to play. I would like to draw on everyone's suggestions for games that we can host, are age suitable and won't cost our users a lot to get started.

Thank you very much To the Hamish, Rizzen and the Tech Team for the amazing support throughout 2019 and allowing me the freedom to implement new systems and services for the ScoutWired Team and our end users.

Yours in Scouting,
Adam Ricket

Director of Public Relations/Media Coordinator (Acting)

Paul Harrison (Rizzen)

Josh Daley has been our media coordinator since 2017 and has done an amazing job in maintaining ScoutWired's online social media presence, website, and online store. During 2019 Josh took a break from his role and undertook some amazing projects with Scouts Australia. Josh has decided to step back from his role as media coordinator and will remain on the ScoutWired team and will assist with events and other activities. The ScoutWired Executive and Council would like to thank Josh for his dedication, hard work, and all the awesome stuff he did in his role as Media Coordinator.

While Josh has been on hiatus, between Adam and myself, we have managed to keep things moving however our roles prevent us from doing anything as spectacular as Josh has done in the past. ScoutWired's social media accounts do decently well, with our Facebook page being quite popular. We average around a 25% conversion with engagement on posts, and our reach is decently good with our target posts hitting around ~2000+ users. Scouting event posts always bring large views and lots of interactions, such as Scout Scarf Day, JOTA/JOTI. Our games too, are very popular with Minecraft being the most popular of our gaming posts. It is always great to see the engagements with the Cyber Safety posts growing.

A team rebuild in 2020 should produce a refreshed and revitalized media team. The new website will be finished and ready launched in 2021, with the functionality of the new website becoming more accessible to everyone with less requirements on signing into access areas. The roll out of the User and Base Commander Guides Books for running JOTI stations are going to be massive so stay tuned for those as well.

Director of Training, Learning and Development/TLD Coordinator

Delshard Mozhdehinia (Wayfarer)

My role within ScoutWired has been to support our team members as they go through the process of Training, ensuring they are mentored and provided with the right resources to complete their assigned roles at ScoutWired. And, in collaborating with fellow Council members to ensure that new training modules are delivered as needs arise.

This year we have rolled out new eLearning training modules – including a *Safe From Harm* (SFH) aligned module, in congruence with the materials recently updated by the *World Organization of the Scout Movement* (WOSM). This has been a challenge that has involved the support and engagement of various team members, and I would like to especially acknowledge Paul, Grace, and Adam for their aid in this matter. This delivery system supports team training, at their own pace, and I look forward to expanding this further into the future.

I would like to note my appreciation and thanks towards the Council & Executive for their support this year. The Team continues to expand, and with-it new participants within the Training system are enrolled. The continued feedback from everyone helps to ensure that our training can be to the highest standards that we can enable it to be.

Yours in Scouting,
Delshard 'Wayfarer' Mozhdehinia