

## 360 Review Action Plan – **ORIENTEERING SA** as endorsed by Council 15<sup>th</sup> Oct 2013

**Survey sample size:** 47% of respondents completed the survey (70/149)

**Breakdown:** 67% affiliated members (35/52), 36% other stakeholders (35/97)

**Preliminary Remarks Regarding Survey:** Overall Orienteering SA performed well being in the high performance range scoring about 5.3 on a 7 point scale which was significantly better than the average for similar sized organisations. Management recommended that the following areas should be considered for inclusion in the plan: (approx. score on 1-7 scale indicated). We agreed to focus on questions with a score of less than 5 even though most of these still indicate a reasonable level of satisfaction. Some action has already occurred in some areas.

Business Area	Action	Aligned to	Priority	Lead / support	Timeframe	Required resources	Stakeholders / partners	Measures of success	Key milestones
Leadership									
Q 1.5 Score 4.5	Raising the profile of orienteering through effective promotion	State and National Strategic Plan	1	Publicity & Promotions Officer Management	Ongoing with strong focus in 2014	1) Flexible budget to allow for new initiatives 2) 'warm bodies' not otherwise committed	1) Orienteering SA 2) Affiliated Clubs	1) Increases in membership of at least 3% 2) Increases in casual registrations of at least 3% 3) Increases in event participation. of at least 3% 4) Continued increase in numbers receiving ENEWS of at least 3%	1) Appointment of publicity & promotions officer 2) Renewal of membership of Recreation SA to assist in using their resources to enhance publicity 3) Appointment of Publicity person for specific events, e.g. Easter 2015
Q 1.2 Score 4.9	Ensure Orienteering SA conveys a clear direction for the sport.	State and National Strategic Plan	2	Management & Council	Ongoing with strong focus in 2014	Not applicable	1) Orienteering SA 2) Affiliated Clubs 3) ORS: Industry Liaison	1) Feedback from clubs indicates that we are conveying a clear direction for the sport.	1) Key actions planned are communicated to all clubs. Delegates to Council and summary of decisions to Club secretaries for dissemination. 2) Regular updates in SAO re decisions & directions 3) Website updated re strategic plan outcomes and policies

Communication and Relationships									
Q 2.3 Score 4.2	Build on use of Social media	State and National Strategic Plan	1	Publicity & Promotions Officer	Ongoing with strong focus in 2014	1) Flexible budget to allow for new initiatives	1) Orienteering SA	1) Significant increase in number of "friends" of Orienteering SA	1) Orienteering SA Facebook page maintained. Twitter communications ensue and/or postings to mobile phone network. 2) Website upgraded to ensure it is mobile and tablet friendly.
Services and Support									
Q 3.4 Score 3.9	Clubs are provided with guidance on how to recruit, retain and support their volunteers	State and National Strategic Plan	1	Management	Ongoing with strong focus in 2014	1) Flexible Budget to fund workshops where required 2) ORS workshops 3) Star Club Resources	1) Clubs 2) Orienteering SA	3) Clubs report they have an increase in number of active volunteers	1) All clubs achieve Star Club Status. 2) All clubs have a representative at an appropriate workshop. 3) Sharing of Club programs for: encouragement of volunteers and development and retention of new memberships 4) Increased Club membership reported
Q 3.7 Score 4.7	Administrators have access to the training and support they need	State and National Strategic Plan	2	Management	with strong focus in 2014	Flexible budget to provide support where required	1) Management	1) Office holders feel confident in fulfilling their roles.	1) O_SA Treasurer attends ORS financial management conference

Policies									
Q 4.9 Score 4.2	Adopt Orienteering Australia Inclusion Policy	State and National Strategic Plan	1	Council	2014	Not applicable	1) Orienteering SA 2) Affiliated Clubs	1) Events including courses suited for people with a disability can be identified.	1) Policy adopted 2) Article in SAO regarding new policy 3) Key points from policy communicated to clubs 4) Clubs endeavour to identify events suitable for including a course suited to those with a disability.