

APPENDIX 2 – CONSULTATION SURVEY

In September 2013 the Management Committee of Friendly Street Poets engaged Iter Consulting to assist the committee to address governance and management issues.

The Management Committee, Arts SA and other stakeholders had identified that Friendly Street will need to adopt different ways to manage its activities into the future. Some of the issues identified for consideration included: Membership; Governance; Compliance with contracts; Sustainability; Accountability; and Supporting volunteers.

The Committee was concerned about the workload placed on the convenor and the committee and the risk of Friendly Street becoming too reliant on a small group of volunteers.

Arts SA has provided finances to Friendly Street to:

1. Review FSP constitution, policies, contracts and agreements, board structure, membership model, financial situation and current programme of events and commitments.
2. Develop a strategy for moving FSP from its current situation to one where it is sustainable both financially and in terms of its commitment given its resources.

This survey is seeking the feedback of members and stakeholders on a range of the issues which have thus far been identified.

The survey has been prepared by Iter Consulting. Any responses given by survey participants will be analysed by Iter Consulting and presented to the management committee and members prior to the Annual General Meeting proposed for April 2014.

The Friendly Street Management Committee thanks you for your participation in the survey.

Paul Wilkins

Convenor, FSP

SUMMARY:

63 respondents commenced the survey and all chose to proceed with responding acknowledging privacy and data collection / management information.

The survey was directly emailed to 182 recipients via email addresses provided to Friendly Street Poets by the individual. After approximately two weeks a reminder email was sent to the recipients who had not yet responded to the survey. The survey was also advertised via FSP Facebook page and FSP Website via which 4 additional responses were received.

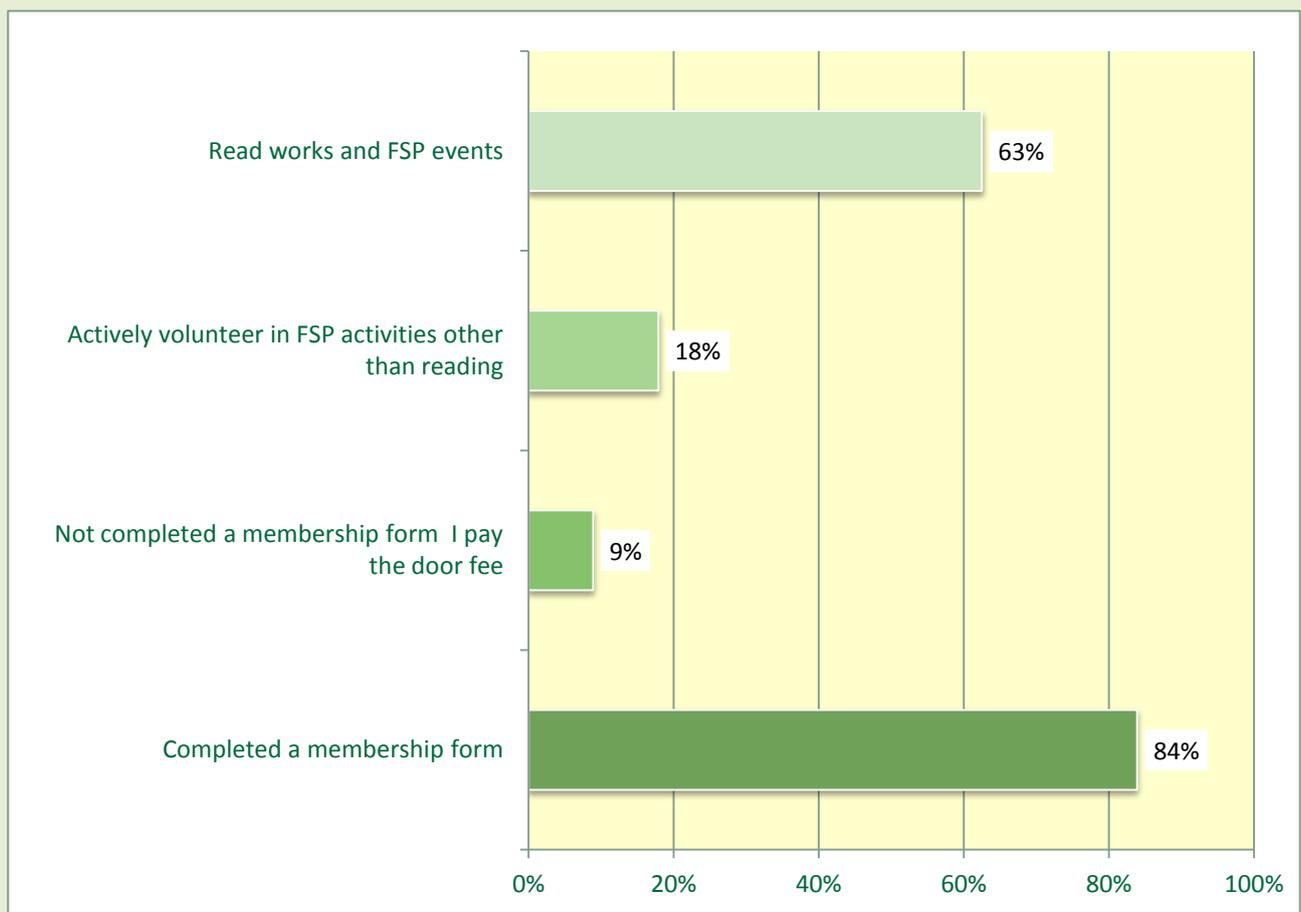
Email	Total recipients	182	100%
Invitation summary	Responded		59 32%
	Responded and completed		53 29%
	Incomplete responses		6 3%
	Opted out (via email link)		6 3%
	No response		123 68%

Only the first question relating to consent to collect data was compulsory, therefore the number of responses presented per question will vary.

Question 2: Please select the response which best describes you as a participant in this survey		
Answer Options	Response Percer	Response Count
A member of FSP	91.8%	56
A stakeholder	1.6%	1
Person with an interest in poetry	6.6%	4
	answered question	61
	skipped question	2

Most respondents identified themselves as members of the association. Depending on the response to this question respondents were directed to different questions to determine a category which best described their interest in FSP.

Question 3: Please select any of the following responses which are correct in relation to you.

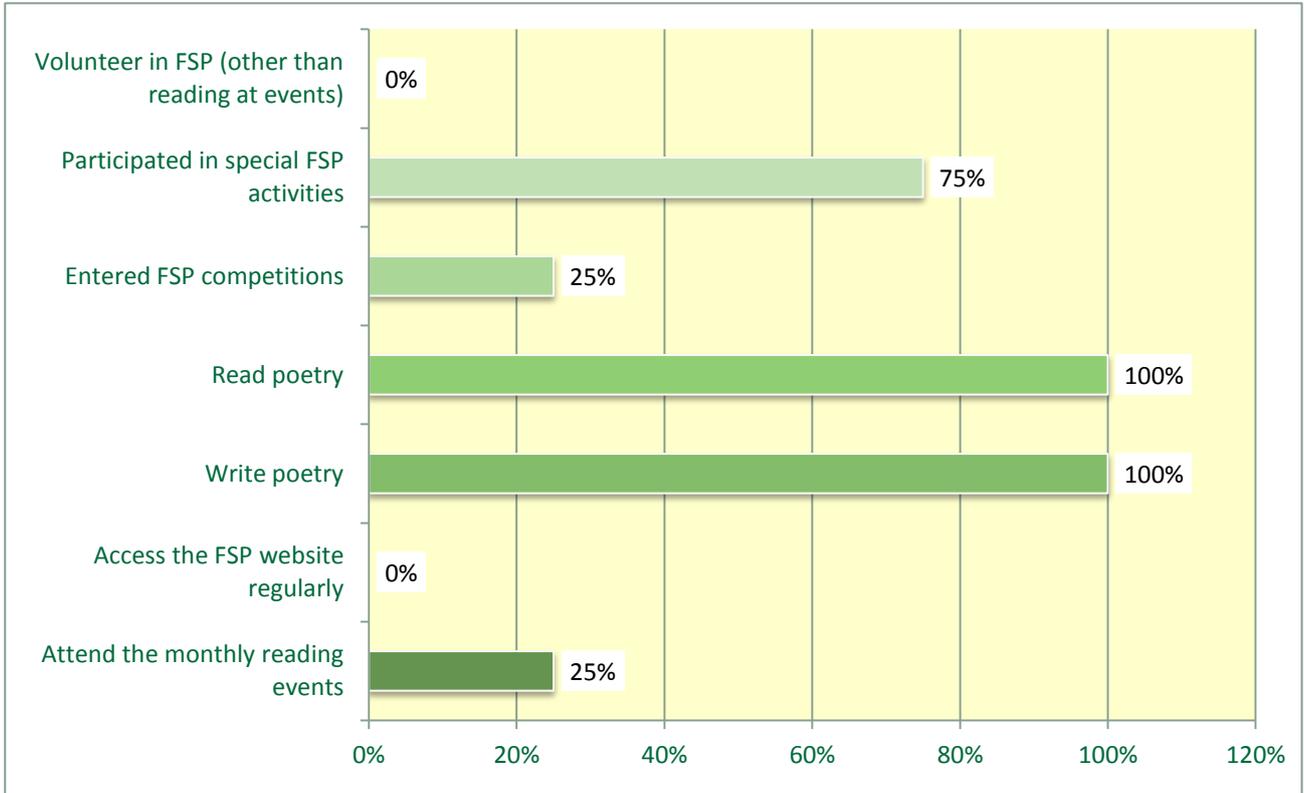


Answer Options	Response Percent	Response Count
Completed a membership form	83.9%	47
Not completed a membership form: I pay the door fee	8.9%	5
Actively volunteer in FSP activities other than reading	17.9%	10
Read works and FSP events	62.5%	35
<i>answered question</i>		56
<i>skipped question</i>		7

The data indicates that 20% of respondents who identified as members also actively volunteered, whilst almost 75% indicated that they ‘read works’ at FSP events.

Question 5: Please select any of the following descriptions which apply to you in relation to Friendly Street Poets

This question was only asked of the four respondents who indicated they were community members with an interest in poetry and were not members or stakeholders.



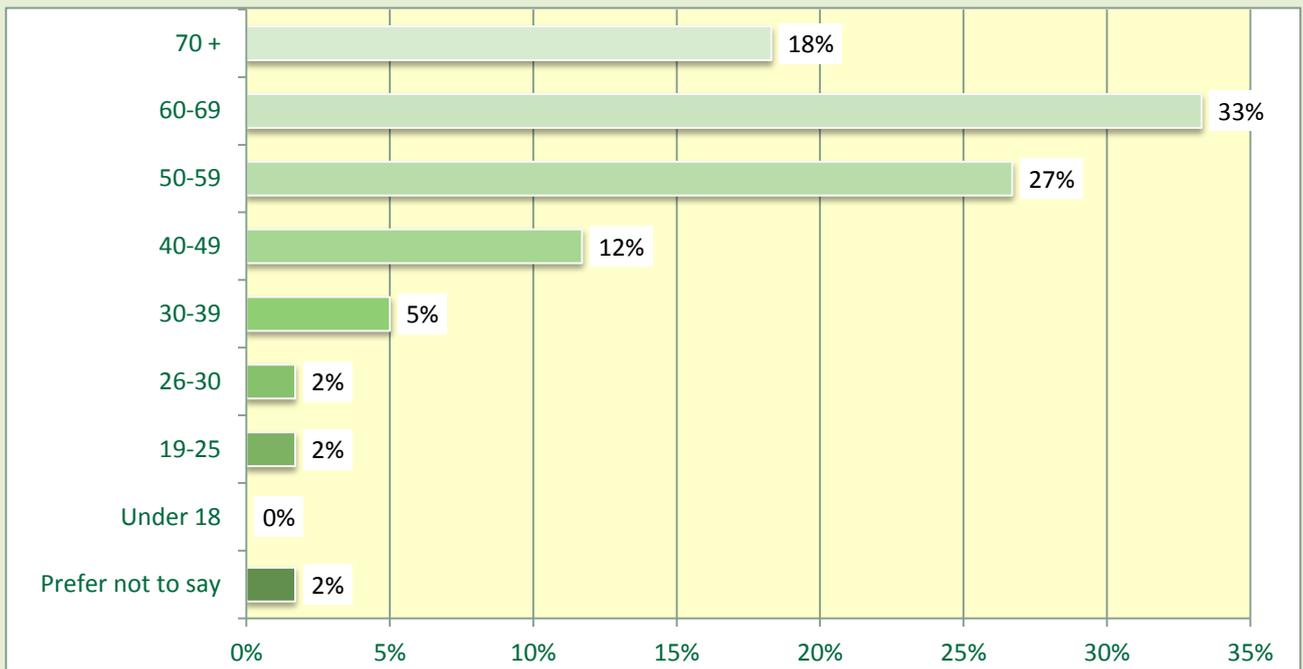
Answer Options	Response Percent	Response Count
Attend the monthly reading events	25.0%	1
Access the FSP website regularly	0.0%	0
Write poetry	100.0%	4
Read poetry	100.0%	4
Entered FSP competitions	25.0%	1
Participated in special FSP activities	75.0%	3
Volunteer in FSP (other than reading at events)	0.0%	0
	answered question	4
	skipped question	59

Question 6: What is your gender?



Answer Options	Response Percent	Response Count
Prefer not to say	5.0%	3
Female	51.7%	31
Male	41.7%	25
Inter-gender	1.7%	1
	answered question	60
	skipped question	3

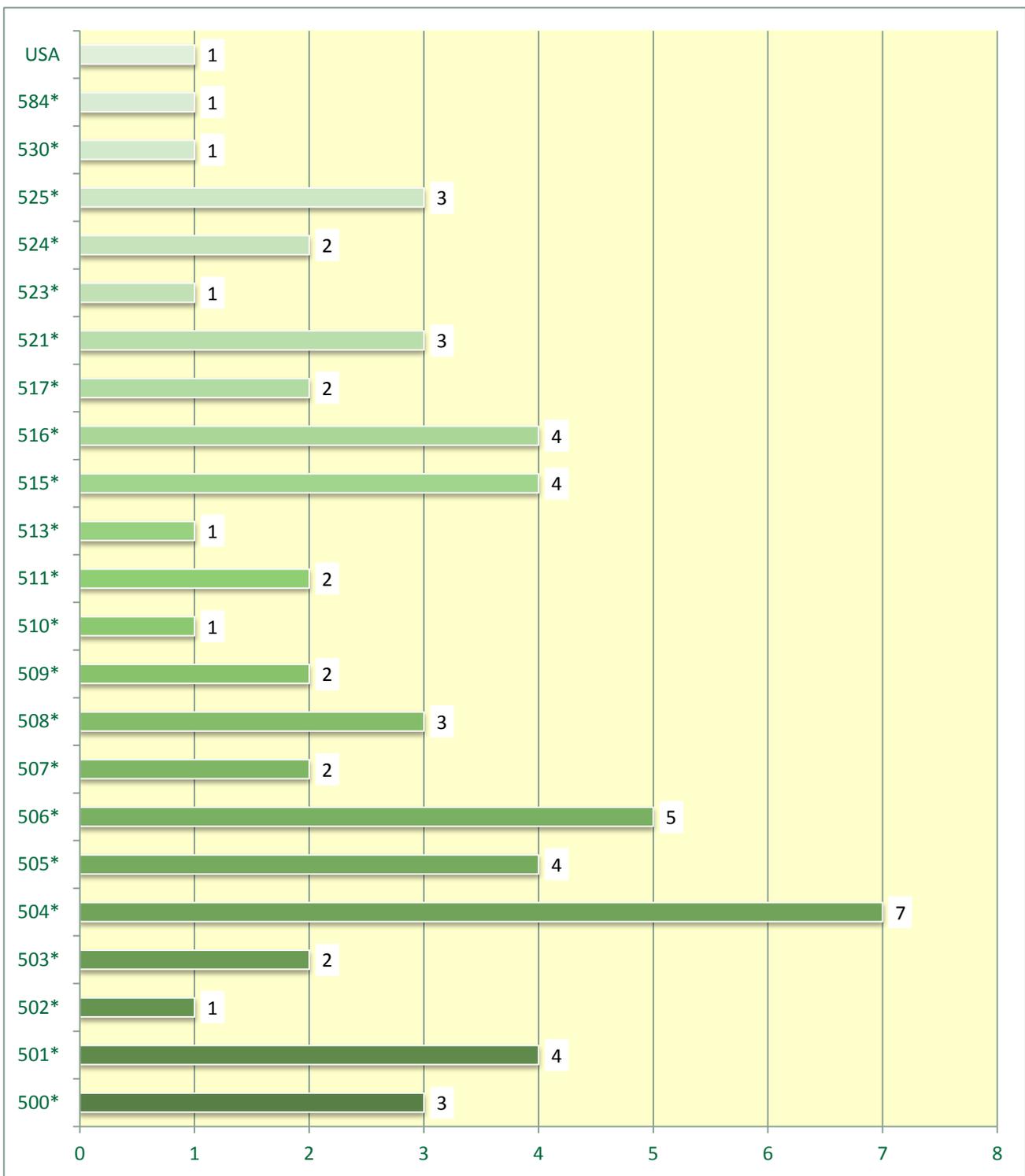
Question 7: Which category below includes your age?



Answer Options	Response Percent	Response Count
Prefer not to say	1.7%	1
Under 18	0.0%	0
19-25	1.7%	1
26-30	1.7%	1
30-39	5.0%	3
40-49	11.7%	7
50-59	26.7%	16
60-69	33.3%	20
70 +	18.3%	11
answered question		60
skipped question		3

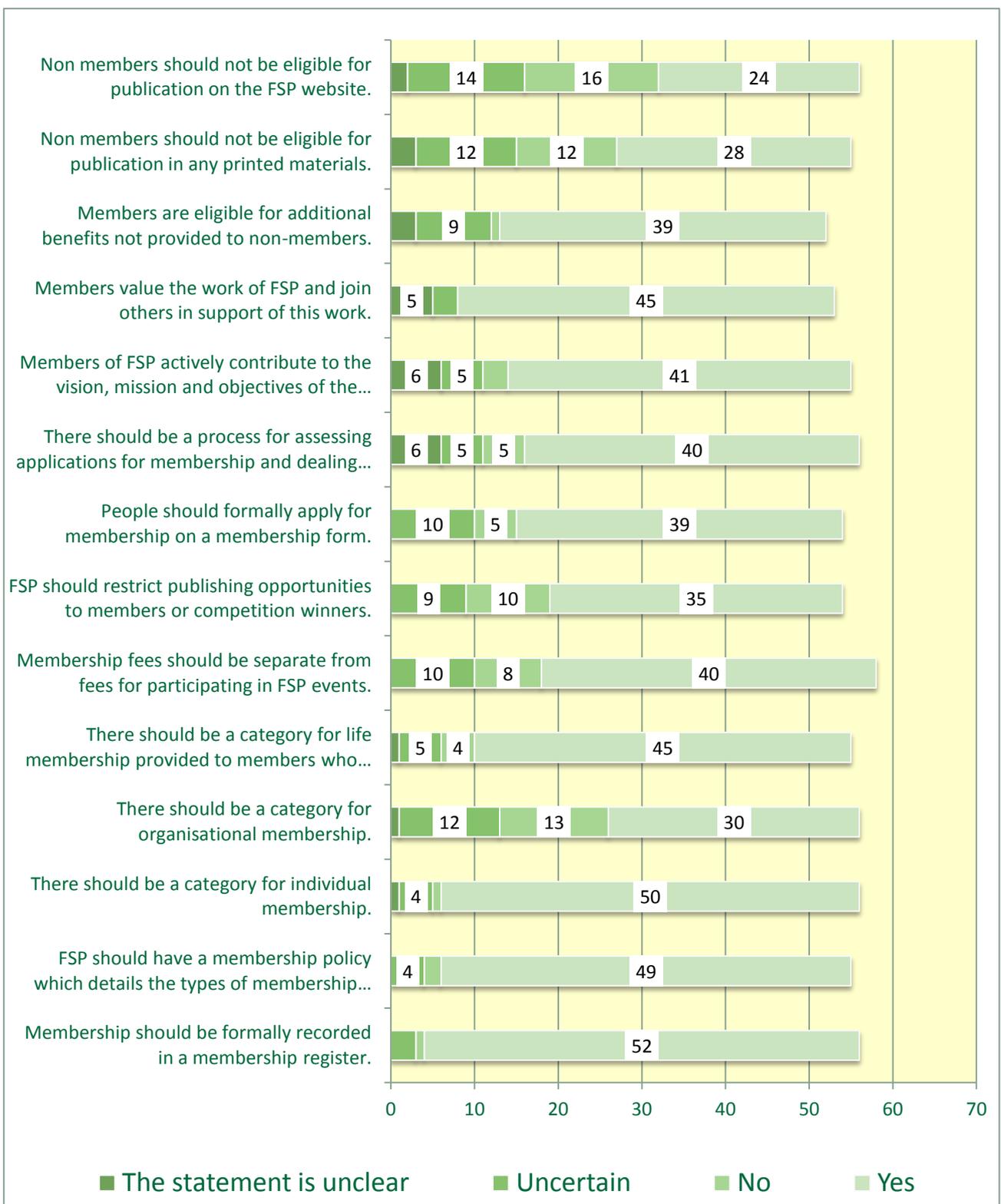
The responses indicate that almost 80% of respondents are over the age of 50 years. Given the survey was distributed electronically only, which is a preferred medium for Generation X and Y community members, there is no reason to suggest that the low proportion of younger respondents is associated with issues of access.

Question 8: Respondents' Postcodes



The graph shows the number of respondents by postcode where the postcodes have been grouped by the first three digits of the four digit number. The largest cohort of members reside in the inner south, eastern, near Adelaide Hills and north-eastern suburbs of Adelaide.

Question 9: Membership



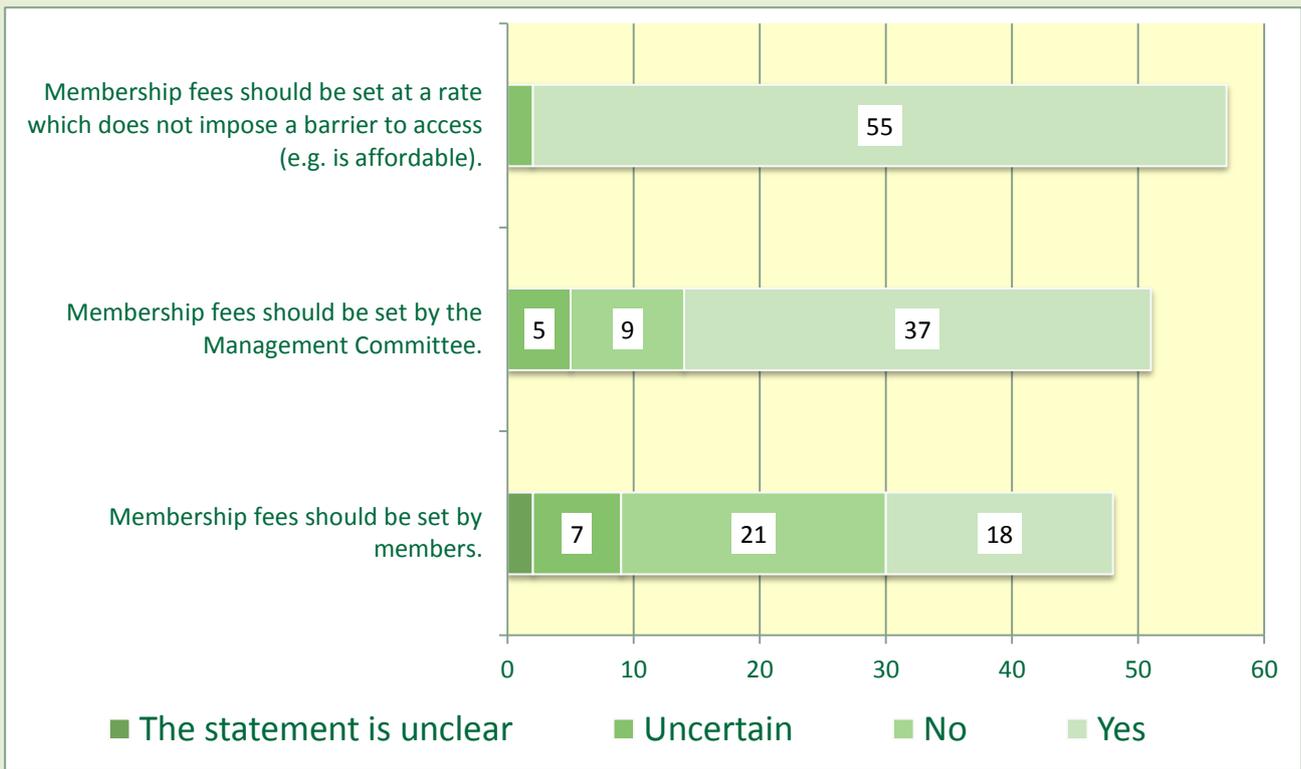
Please note that data labels have not been applied to any series represented by three respondents or less.

Answer Options	Yes	No	Uncertain	Unclear	Response Count
Membership should be formally recorded in a membership register.	52	1	3	0	56
FSP should have a membership policy which details the types of membership and the rights and responsibilities of members.	49	2	4	0	55
There should be a category for individual membership.	50	1	4	1	56
There should be a category for organisational membership.	30	13	12	1	56
There should be a category for life membership provided to members who have given outstanding service to FSP as approved by the membership at a general meeting.	45	4	5	1	55
Membership fees should be separate from fees for participating in FSP events.	40	8	10	0	58
FSP should restrict publishing opportunities to members or competition winners.	35	10	9	0	54
People should formally apply for membership on a membership form.	39	5	10	0	54
There should be a process for assessing applications for membership and dealing with unruly members.	40	5	5	6	54
Members of FSP actively contribute to the vision, mission and objectives of the association.	41	3	5	6	53
Members value the work of FSP and join others in support of this work.	45	0	3	5	53
Members are eligible for additional benefits not provided to non-members.	39	1	9	3	52
Non members should not be eligible for publication in any printed materials.	28	12	12	3	54
Non members should not be eligible for publication on the FSP website.	24	16	14	2	55
answered question		59			
skipped question		4			

The data demonstrates that most of the recommendations made by the Management Committee and drafted for incorporation in the Constitution and other governance documents have majority support from the responding members.

The issues over which there is notable diversity of views between members are those regarding membership rights and subscription fees.

Question 10: If FSP were to establish a membership fee (separate to any fees events fees) which of the following statements should apply.

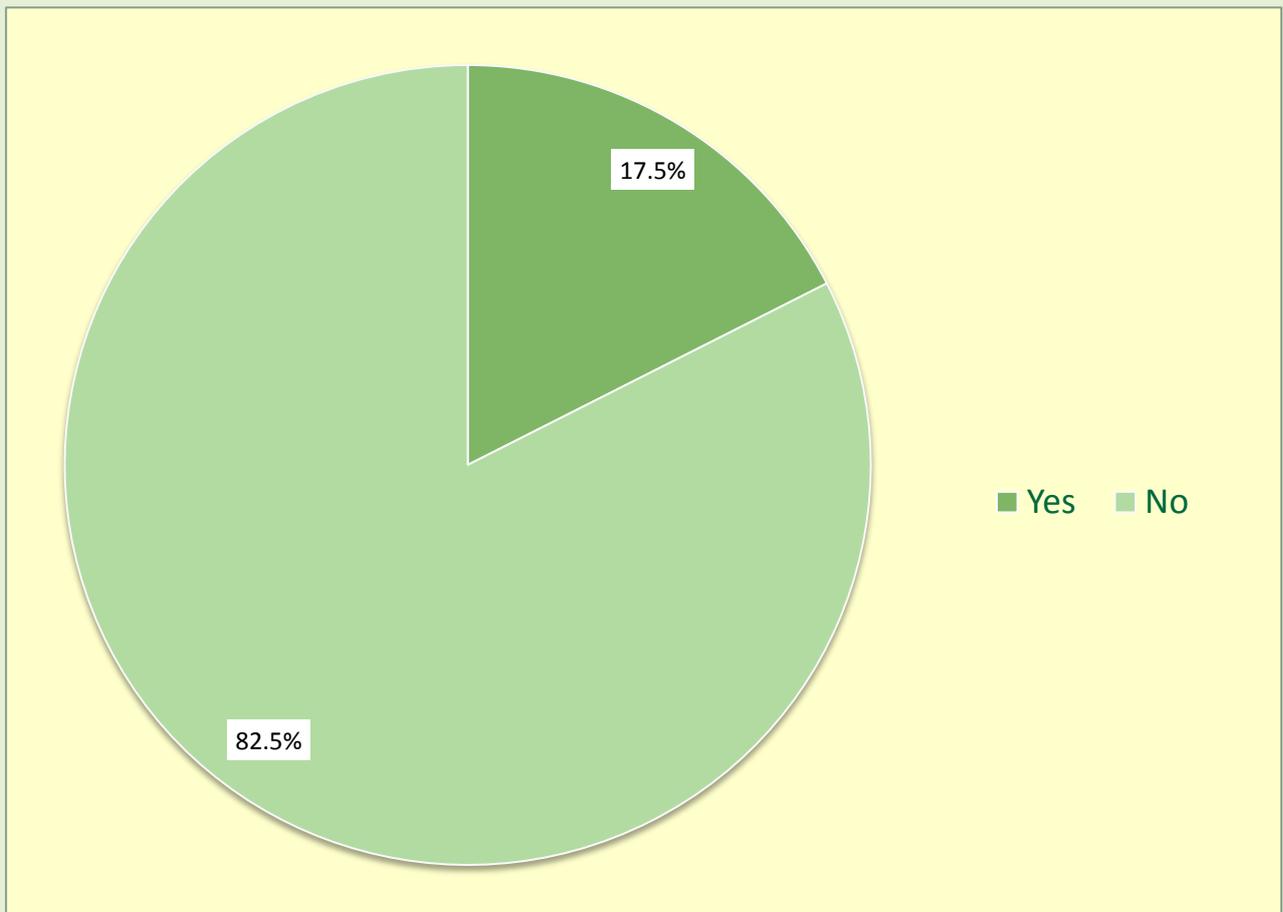


Answer Options	Yes	No	Uncertain	Unclear	Response Count
Membership fees should be set by members.	18	21	7	2	48
Membership fees should be set by the Management Committee.	37	9	5	0	51
Membership fees should be set at a rate which does not impose a barrier to access (e.g. is affordable).	55	0	2	0	57
answered question					58
skipped question					5

The information appears to show that respondents were less certain about whether membership subscriptions should be set at the AGM or by the Management Committee. The Management Committee also expressed concern that respondents may have not understood that the fees in question are those for subscription only and non membership.

There is evidence to suggest that any constitutional change which transfers the power to set fees from the AGM to the Management Committee would be supported by the two thirds majority required for adoption into the Constitution.

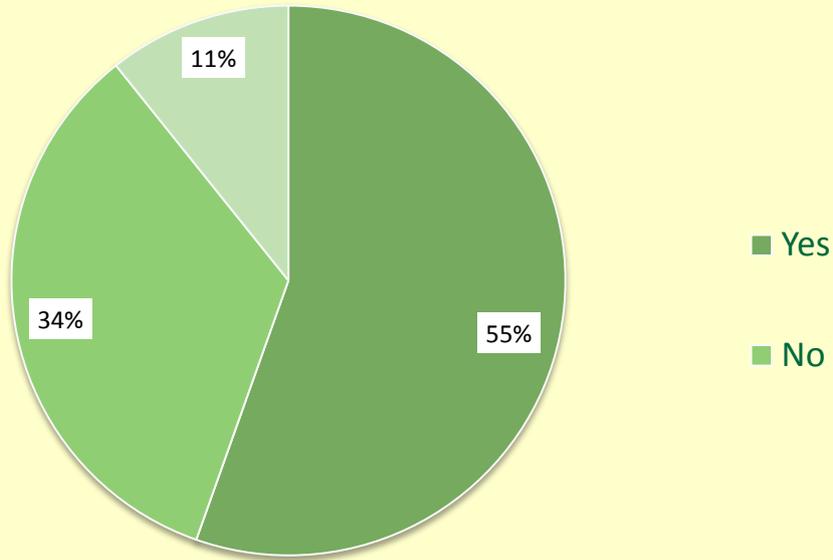
Question 11: Do you believe that setting a higher membership fee will encourage members to take their commitment to the organisation more seriously?



Answer Options	Response Percent	Response Count
Yes	17.5%	10
No	82.5%	47
	answered question	57
	skipped question	6

The principle that making a financial commitment to a cause will align with a greater sense of belonging or obligation to that cause is one often associated with members of Generation Y whereas for Baby-Boomers the reverse is more characteristic (I feel committed therefore I financially support). It is not surprising to see the low affirmative response to this question when considering the age of respondents.

Question 12: Do you think that activity fees (e.g. a door fee at a reading event) should be discounted for members?

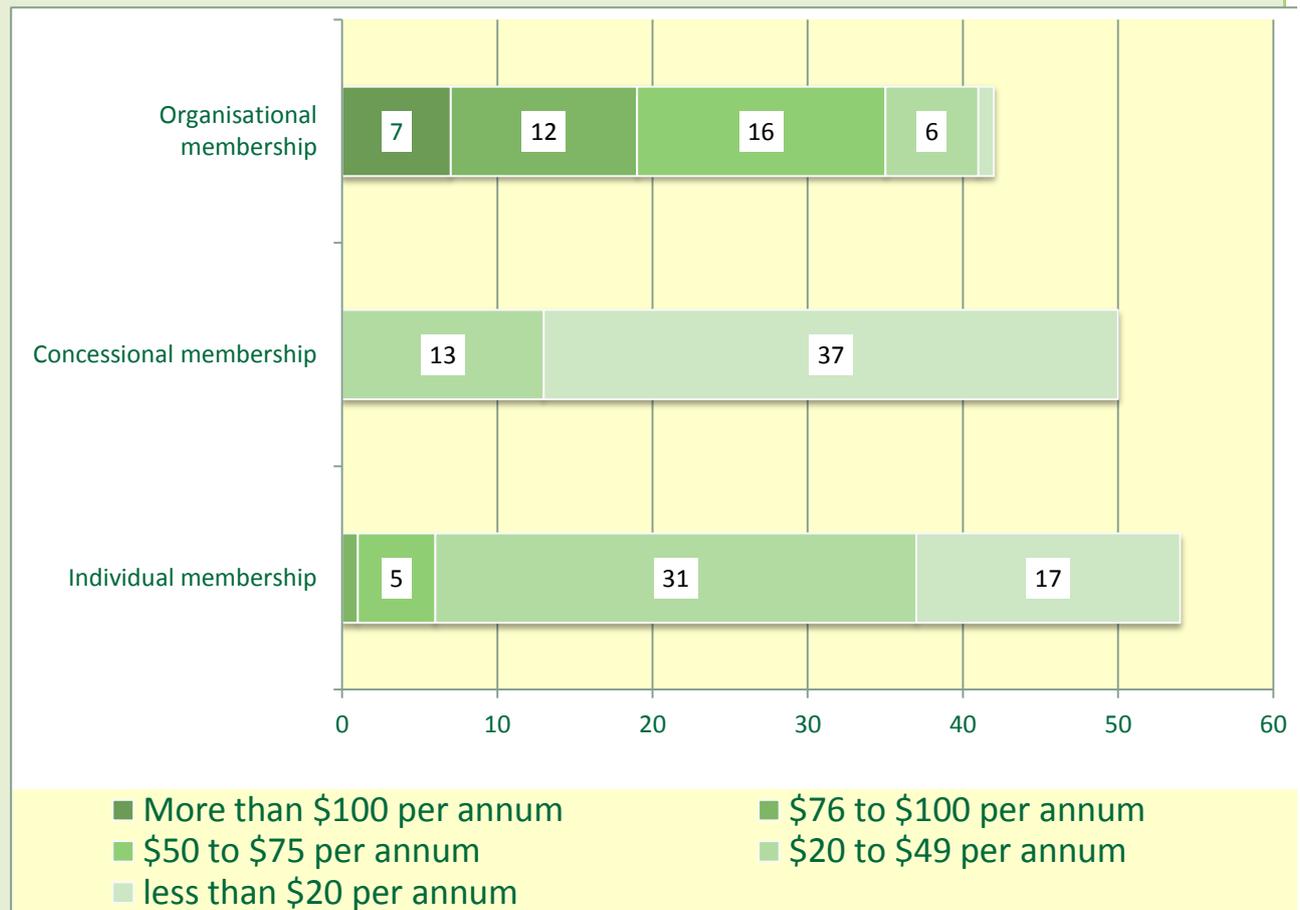


Answer Options	Response Percent	Response Count
Yes	55.4%	31
No	33.9%	19
Yes, but only for some events	10.7%	6
If you selected "Yes, for some events" please indicate which events.		8
	answered question	56
	skipped question	7

The general trend arising from the comments was a belief that either monthly reading events should be free or discount applied for members for events which are specifically targeted to the general community. The view that membership (involving paying an annual subscription) should confer and financial advantage for regular activities means that FSP is likely to have to improve record keeping associated with membership and attendance.

A membership subcommittee and membership roll has been recommended for inclusion in the Constitution. FSP may also find it useful to consider membership cards which can be shown at entry of events.

Question 13: Which of the ranges listed below do you think would be appropriate as an annual membership fee for the following categories?



Answer Options	< \$20	\$20 - \$49	\$50 - \$75	\$76 - \$100	> \$100	Response Count
Individual membership	17	31	5	1	0	54
Concessional membership	37	13	0	0	0	50
Organisational membership	1	6	16	12	7	42
answered question						55
skipped question						8

Most members responding to this question appear to have favoured full membership subscriptions set at more than \$20 per annum and concessional memberships under the same figure. In the context of the responses in both the age and residential data these result is not unexpected.

Question 14: Do you have any other comments, questions, or concerns about membership?

The following comments have been summarised or collated to express the core themes provided in the feedback

- Rural members may not have access to the same benefits of membership as those who are based in Adelaide.
- An annual subscription should remain low if door fees are still charged.
- Consider limiting the *New Poets* competition to members only.
- Membership arrangements need to be reformed but not become a barrier to new members or younger poets.
- Non-members should be encouraged to read a monthly readings as they bring a new contribution.
- Differential fee for members and non-members at events.
- Consideration may be given to creating an 'associate' membership for those who occasionally attend events.
- Fees, even concessional fees, which are set by people who are not on a low income are rarely realistically affordable for those who are on that restricted income.
- Respondents indicated that historically there had been conflict regarding who was or was not a financial member. If changes are implemented then it may be beneficial to provide 'no subscription fee' membership for the first three months (or other time period), but in doing so still require that members complete the membership application.
- Having situations where members have to 'compete' against other members for 'publishing space' is probably not a helpful context for building collaborative relationships and fostering creativity.
- Relevant provisions of the constitution should be readily available to members or applicants, e.g. summarised on the membership application form or in a member handbook.
- There were numerous comments questioning the value or the rationale behind organisational membership and any entitlements associated with this membership type. Most expressed the view that an 'organisation' cannot benefit from membership.

Question 15: Please rank the following activities in order of priority.

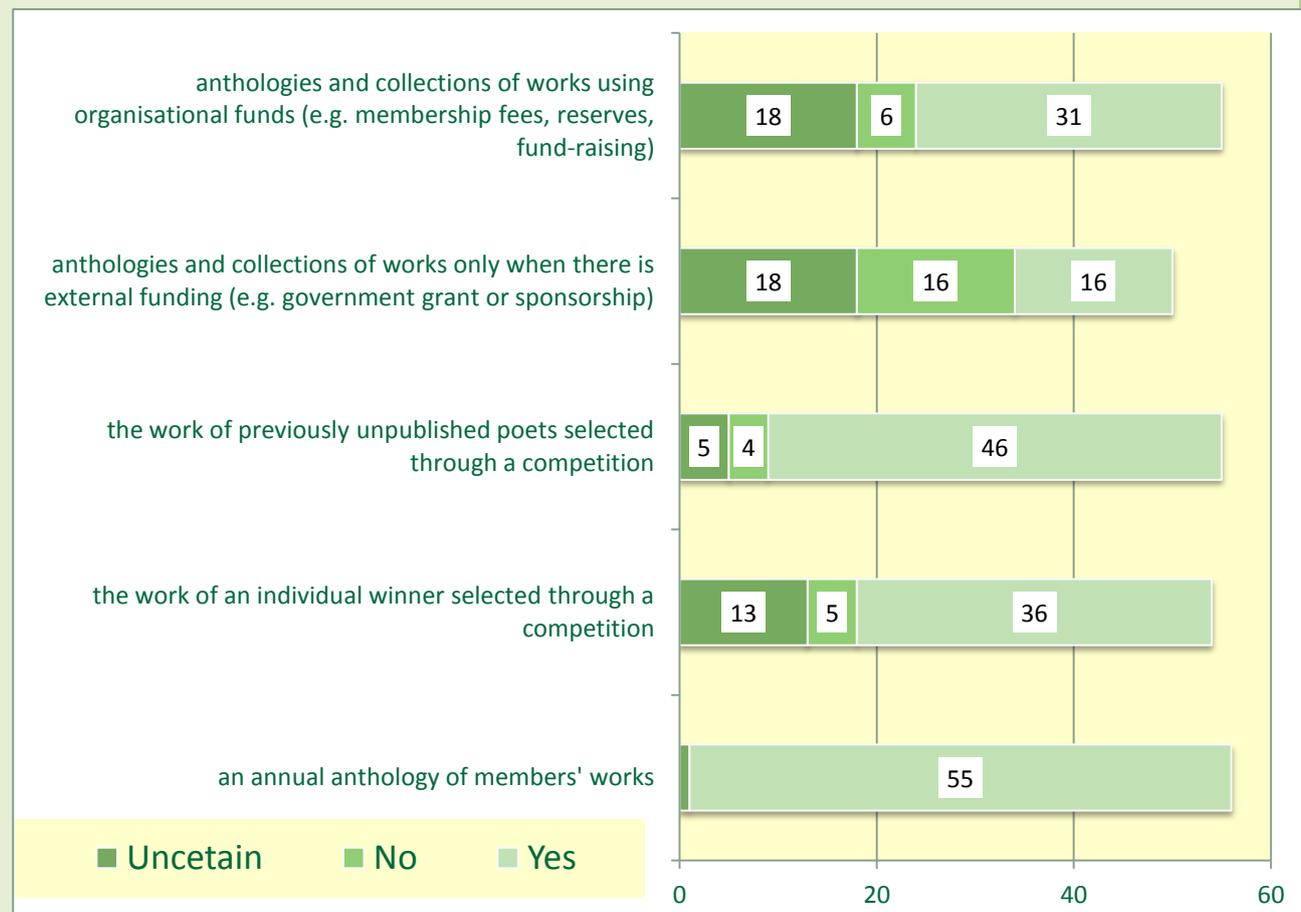
Please note that preferred / prioritised activities were allocated first, second and third etc. preferences. Therefore the lower the numerical value is for each response indicates the activity was more highly valued.



Answer Options	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	Rating Average
Open microphone reading events	42	3	4	5	0	0	0	1	0	1	1.75
Publication of annual anthology	3	23	13	8	1	4	0	0	1	3	3.36
Print publication	3	6	13	6	11	5	6	3	2	1	4.59
Educational seminars	2	8	7	6	3	6	12	3	7	2	5.45
Engagement with wider community	3	6	4	4	10	7	9	4	5	4	5.63
Online publication	0	4	5	8	8	11	2	8	7	3	5.93
Competitions	1	1	5	9	10	5	5	9	3	8	6.21
Interactive website	1	3	1	4	7	10	10	10	7	3	6.50
Audio publication	1	2	2	1	3	5	8	4	15	15	7.73
Social media	0	0	2	5	3	3	4	14	9	16	7.86

answered question	56
skipped question	7
<p>Open microphone events and publications were clear priorities for the respondents. The impact of the aged demographic of respondents and the ranking of website, audio and social media as the least of priorities should be considered further.</p>	

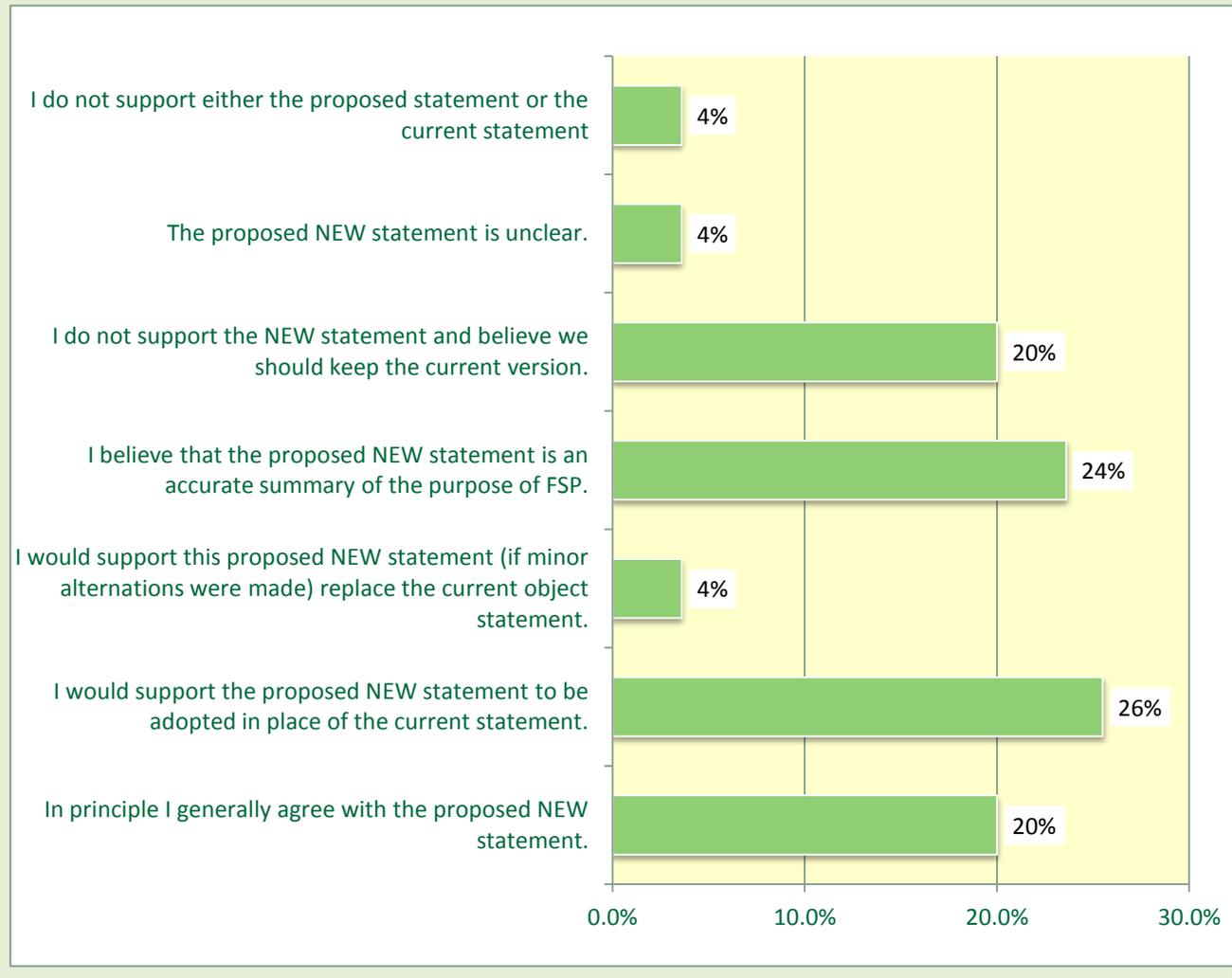
Question 16: In regards to printed publications please consider the information below and select one response per item which best represents your views on publication. Friendly Street Poets should publish....



Answer Options	Yes	No	Uncertain	Response Count
an annual anthology of members' works	55	0	1	56
the work of an individual winner selected through a competition	36	5	13	54
the work of previously unpublished poets selected through a competition	46	4	5	55
anthologies and collections of works only when there is external funding (e.g. government grant or sponsorship)	16	16	18	50
anthologies and collections of works using organisational funds (e.g. membership fees, reserves, fund-raising)	31	6	18	55
	answered question			56
	skipped question			7

Question 17: Feedback on the proposed new Object statement for the constitution.

Current Object Statement	Proposed Object Statement
<p>In general, to foster, promote and encourage the reading, writing, reciting and publication of poetry; and in particular:</p> <ul style="list-style-type: none"> • To organize recitals, readings, seminars and workshops • To publish the Friendly Street Reader annually • To publish, where possible, collections of the works of individual poets and groups of poets. 	<p>To foster, promote and encourage the reading, writing, reciting and publication of South Australian poetry.</p>



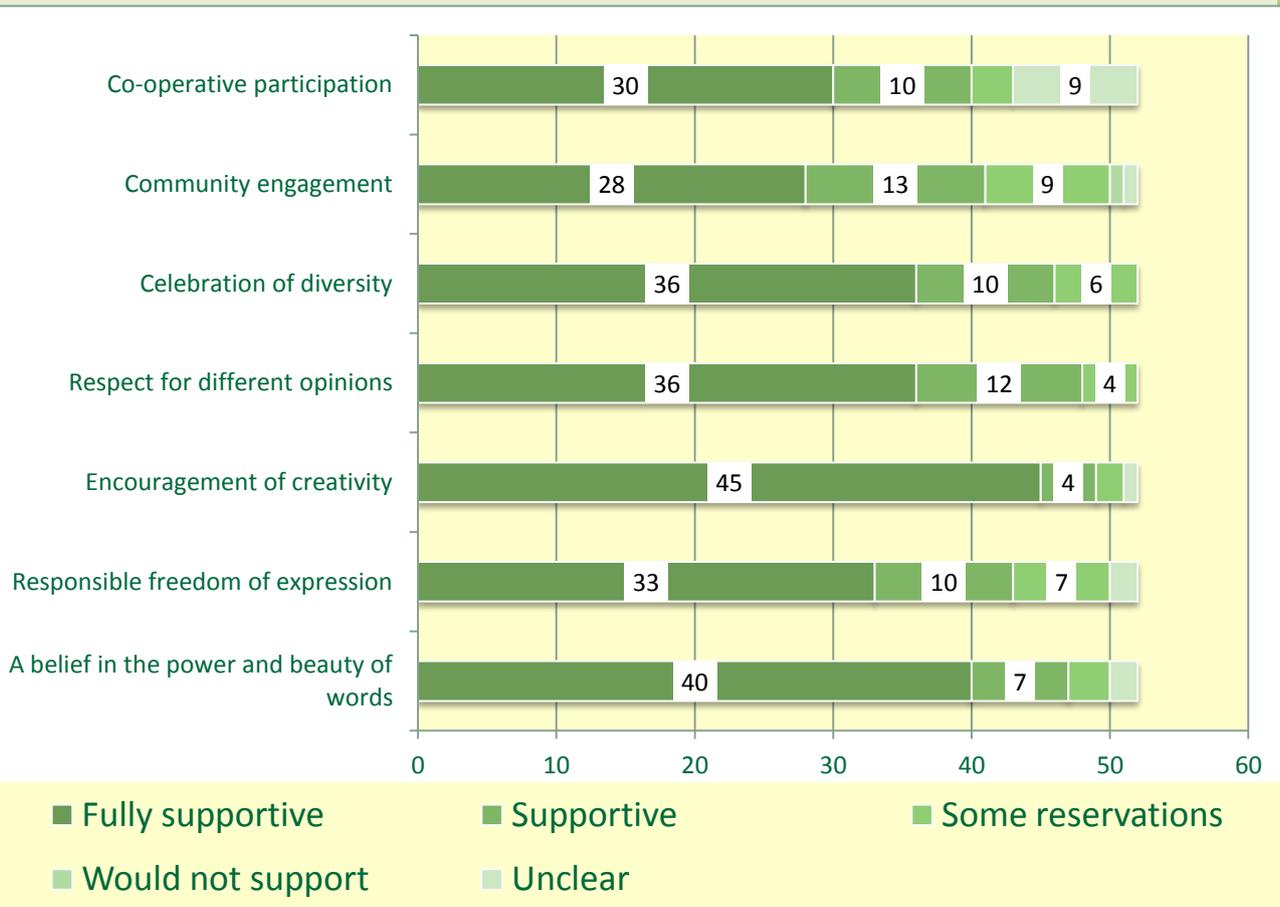
Answer Options	Response %	Response Count
In principle I generally agree with the proposed NEW statement.	20.0%	11
I would support the proposed NEW statement to be adopted in place of the current statement.	25.5%	14
I would support this proposed NEW statement (if minor alternations were made) replace the current object statement.	3.6%	2
I believe that the proposed NEW statement is an accurate summary of the purpose of FSP.	23.6%	13
I do not support the NEW statement and believe we should keep the current version.	20.0%	11
The proposed NEW statement is unclear.	3.6%	2
I do not support either the proposed statement or the current statement	3.6%	2
	answered question	55
	skipped question	8

Question 18: Do you have any other comments, questions, or concerns?

The following comments are summaries of the themes presented in the individual responses.

- A recognition that the current statements are somewhat prescriptive but a desire to ensure that annual publication remains a priority, especially focussed on the annual anthology.
- Other than the annual anthology publication should be resource dependent.
- *"In principal I support 'engagement with the wider community' but only where members come forward with ideas and a willingness to take on the responsibility of putting them into practice.*
- One response asked whether or not limiting the statement geographically was necessary.
- Strong views that the reader should be published annually regardless of other circumstances.
- *"The new statement does not limit Friendly Street from any activities if it has the funds, the committee members and the capacity to advance its object.*
- Is there a role for FSP to become a broker / agent between individual poets and the wider publication industry?
- A broader statement, such as the proposed one, permits publication without 'demanding' it.

Question 19: Proposed Values



	Fully supportive	Supportive	Some reservations	Not supportive	Unclear
A belief in the power and beauty of words	40	7	3	0	2
Responsible freedom of expression	33	10	7	0	2
Encouragement of creativity	45	4	2	0	1
Respect for different opinions	36	12	4	0	0
Celebration of diversity	36	10	6	0	0
Community engagement	28	13	9	1	1
Co-operative participation	30	10	3	0	9
	answered question				52
	skipped question				11

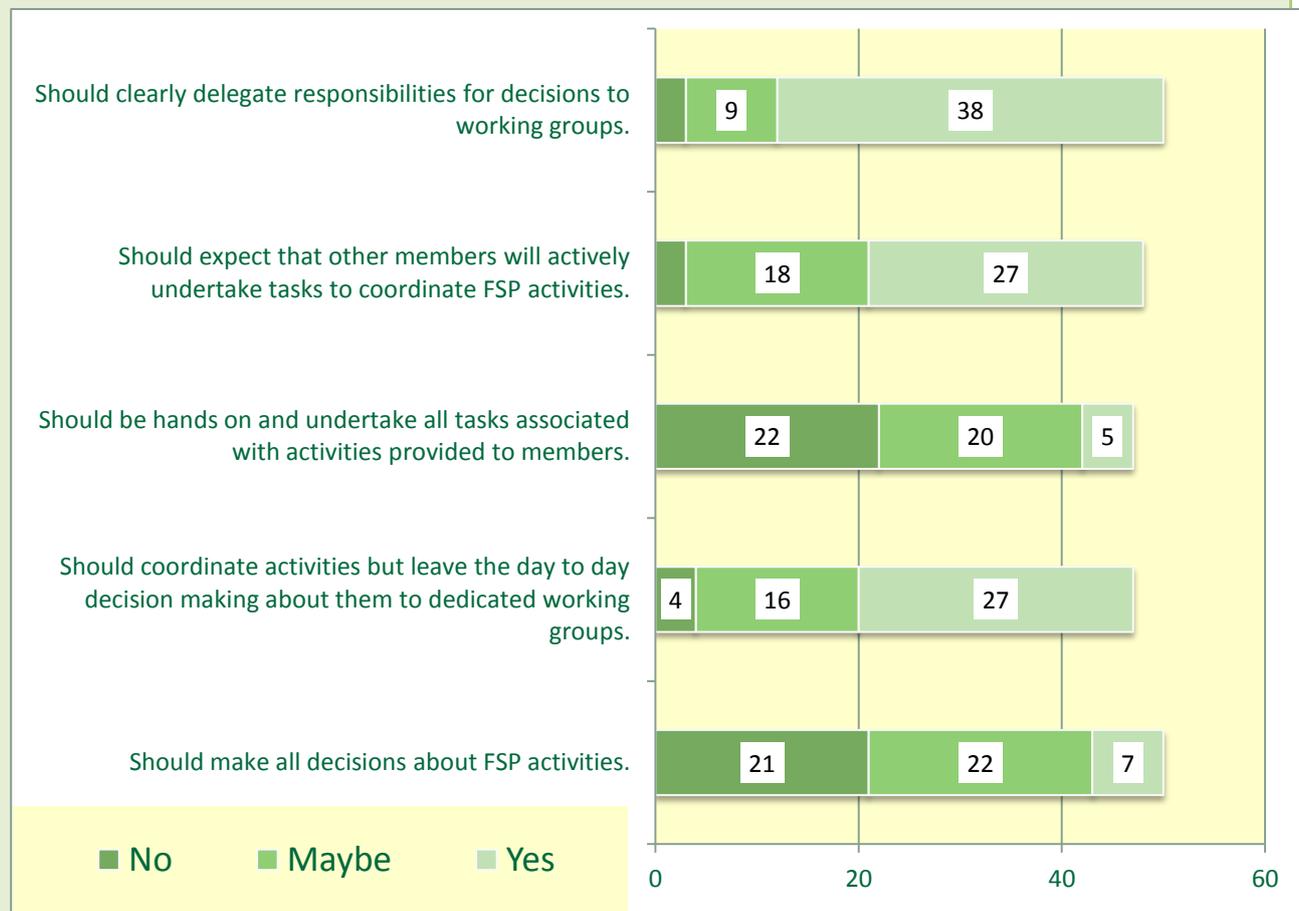
Question 20: Do you have any other comments about the values statements

As the open ended feedback option was provided and the responses were associated with values, comments have been quoted. Where the comment has been quoted in part it the exclusion of parts of the comment does not significantly change the meaning.

In addition there were some other suggestions about values, but each of these were able to be implied by or inferred from the list above. Similarly, statements describing activity rather than values have not been explicitly included. Principle based statements have also been included.

- *“Management have a duty to allow respect for difference and to impose restrictions on FSP readers who are abusive to the point of rudeness.”*
- *“Perhaps... ..the MC has the right to thank the poet and ask them to have a seat if their first poem is found overly offensive. The MC is like the bartender, allowed to decide if the customer is too drunk to serve.”*
- *“Responsible freedom”. I do understand but everywhere there is (self /various types of) censorship & fear (PRISM). There are various handbooks on Meetings & the Law, e g, Joske. What is responsible is in part defined there.”*
- *“There might be other values. My main issue with these as values for the organisation is they are somewhat broad, motherhood (big mother?) statements. I think these values, either by individual wording, or by a common stem preceding them all, be tied to poetry. For example, consider that as a poetry organisation, we are not concerned with people kissing in public (a 'responsible freedom of expression), but we are concerned to protect such things as political satire, or exploration of sexual mores or personal sexuality in poetry, or any other mind expanding (of thoughts and sentiments) through poetry. Or again, we might personally support creativity, but we are not concerned with this in, say, science and engineering, though as individuals we might be. I think the first value could be widened slightly by using 'of words and language', whatever aspect of language is intended. I do want it clear, however, that the 'some reservations' box I have ticked does not detract from my wholehearted support, subject to the few principles I have suggested”*
- *“No [I have no further comments to add], as they [any of my comments already] would be covered by "respect for different opinion". But what consequences are there if someone clearly and often does not respect different opinions?”*
- *“Take the word "responsible" away from "freedom of expression". It doesn't fit there, and it's like jamming down on the brake before touching the accelerator!!”*
- *“Community engagement is a nice add-on, but not a core value. The community of interest is that of poetry and poetry lovers. If we stick to caring for that core community it will grow (by picking up new members from the amorphous "general community"!)"*
- *“There are times when the FSP meetings are used as a political soap box and the speaker is very unwilling to be open to other opinions. Yes poetry can serve this function, but the anger is not appropriate.”*

Question 21: Please indicate the degree to which you agree or disagree with the following statements about the role of the management committee

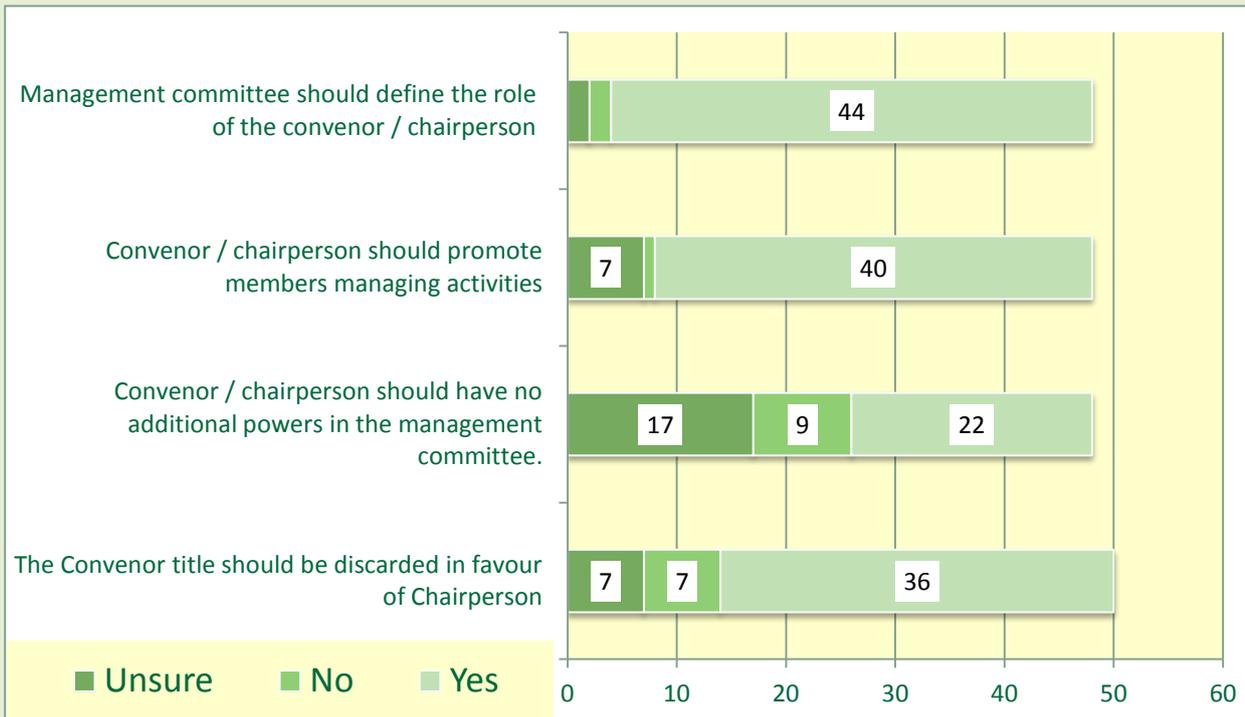


Answer Options	Yes	Maybe	No	Response Count
Should make all decisions about FSP activities.	7	22	21	50
Should coordinate activities but leave the day to day decision making about them to dedicated working groups.	27	16	4	47
Should be hands on and undertake all tasks associated with activities provided to members.	5	20	22	47
Should expect that other members will actively undertake tasks to coordinate FSP activities.	27	18	3	48
Should clearly delegate responsibilities for decisions to working groups.	38	9	3	50
answered question				52
skipped question				11

The questions in this section generally seek feedback on the same principle but expressing it actively, passively, positively and negatively. There is a level of consistency between the statements which indicates that the respondents are supportive of centralised planning by the management committee but devolved decision making and hands on activities to members.

Question 22 Do you support the idea of two year terms for those elected to the Management Committee?		
Answer Options	Response %	Response Count
Yes	92.2%	47
No	5.9%	3
Not sure	2.0%	1
answered question		51
skipped question		12
The recommended transition from single year terms to two year terms was supported by respondents with negligible dissent.		

Question 23: Convenor / Chairperson Role

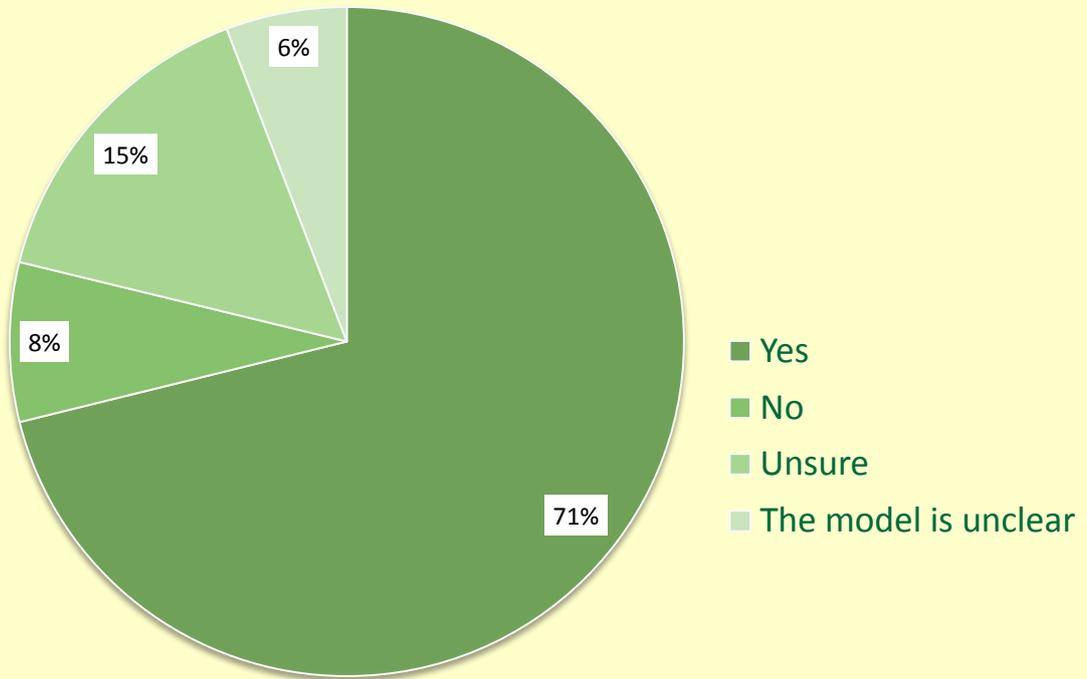


Answer Options	Yes	No	Unsure	Response Count
The Convenor title should be discarded in favour of Chairperson	36	7	7	50
Convenor / chairperson should have no additional powers in the management committee.	22	9	17	48
Convenor / chairperson should promote members managing activities	40	1	7	48
Management committee should define the role of the convenor / chairperson	44	2	2	48
answered question				51
skipped question				12

The survey responses indicate that the proposed amendments to the constitution regarding the title and role of the convenor are likely to be supported by members.

The high count of respondents expressing that the “additional powers” question was unclear would likely indicate either lack of awareness of the current powers of the convenor (within the constitution being a deliberative and a casting vote at the management committee meetings) or confusion about whether or not the convenor is a head-of-organisation figure.

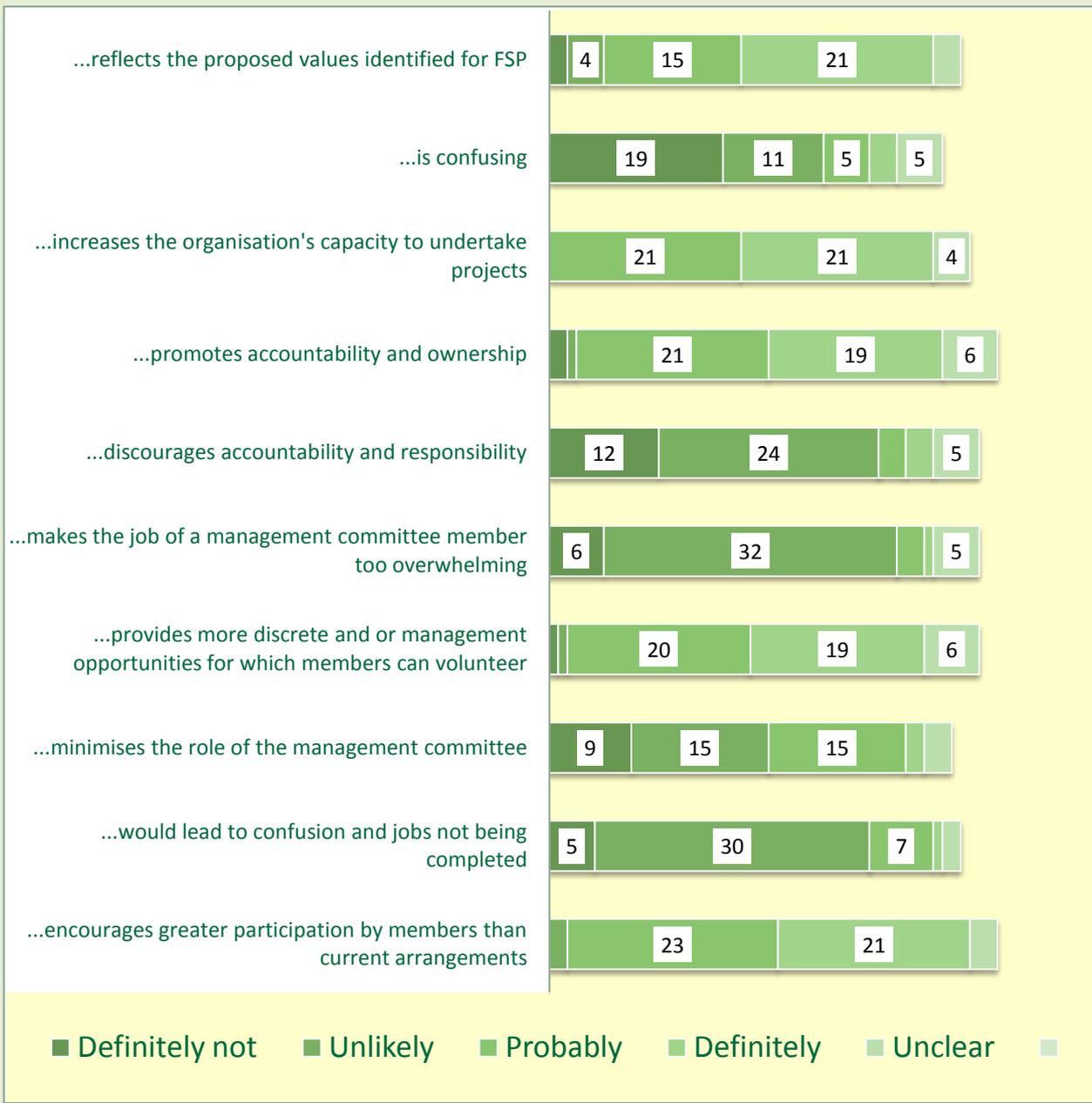
Question 24: Do you support the principle behind this organisational model, i.e. the main tasks associated with each activity ought to be delegated to smaller working groups?



Answer Options	Response Percent	Response Count
Yes	71.2%	37
No	7.7%	4
Unsure	15.4%	8
The model is unclear	5.8%	3
	answered question	52
	skipped question	11

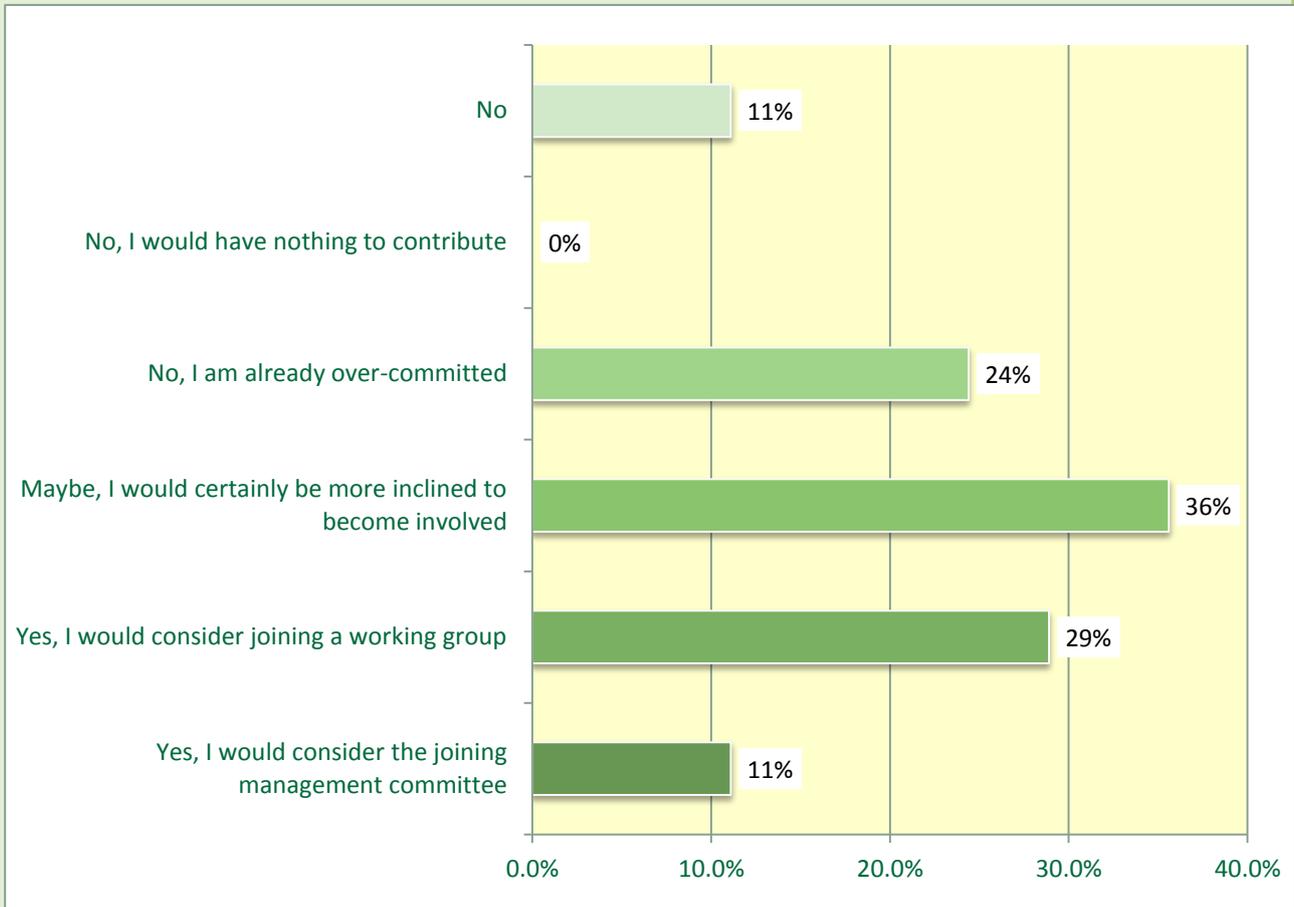
The responses to this question align well with the principles being examined in Question 21 above, those being associated with the decentralisation / delegation of tasks.

Question 25: If such a model was adopted please provide your opinion of its potential impact on the culture, sustainability and activities of FSP. The model....



Answer Options	Definitely not	Unlikely	Probably	Definitely	Unclear	Rating Average
...encourages greater participation by members than current arrangements	0	2	23	21	3	3.20
...would lead to confusion and jobs not being completed	5	30	7	1	2	2.00
...minimises the role of the management committee	9	15	15	2	3	2.09
...provides more discrete and or management opportunities for which members can volunteer	1	1	20	19	6	2.96
...makes the job of a management committee member too overwhelming	6	32	3	1	5	1.77
...discourages accountability and responsibility	12	24	3	3	5	1.72
...promotes accountability and ownership	2	1	21	19	6	2.92
...increases the organisation's capacity to undertake projects	0	0	21	21	4	3.20
...is confusing	19	11	5	3	5	1.58
...reflects the proposed values identified for FSP	2	4	15	21	3	3.09
answered question						51
skipped question						12
The responses to this question align well with the principles being examined in Questions 21 and 25 above, those being associated with the decentralisation / delegation of tasks.						

Question 26: If such a model was implemented would you consider joining either the management committee or one of the working groups assuming you have access to more detailed information about the role of the group and the expectations of your own participation?



Answer Options	Response Percent	Response Count
Yes, I would consider the joining management committee	11.1%	5
Yes, I would consider joining a working group	28.9%	13
Maybe, I would certainly be more inclined to become involved	35.6%	16
No, I am already over-committed	24.4%	11
No, I would have nothing to contribute	0.0%	0
No	11.1%	5
<i>answered question</i>		45
<i>skipped question</i>		18

The responses indicate that the shift to the proposed model has enabled two thirds of respondents to consider if they could participate more actively. Whilst it cannot be assumed that all of these respondents are not currently volunteering, even a proportion of identifying as more likely to participate is a positive sign for broader membership engagement and increasing the capacity of FSP.

Question 27: Do you have any other comments, questions, or concerns regarding the management committee?

The following statements represent summaries of the main themes contained within the respondents comments.

- With effective implementation the proposed model is promising.
- The model assumes that members will participate. If this assumption does not hold true then the management committee (by default) has to fill in the shortfall between aspiration and reality.
- *“This model allows us to do our bit to enable FSP to diversify and run with more energy.”*
- Consider a model which is ‘horizontal’ in which the convenor delegates to others and facilitates communication between them¹.
- *“The allocation of small tasks such as setting up, bringing refreshments, organising PA equipment was working well... and made new members feel more included.”*

¹ NB this model would be ‘convenor centric’ which has been identified as a current risk by the FSP management committee.

Question 28: Other general comments

Comments in this section have either been summarised and the core themes expressed or are quoted verbatim as indicated with quotation marks.

- Consider greater collaboration with other like-minded organisations interstate.
- *"I believe the changes promoted in this document are essential for the efficient and effective working of FSP. I think FSP has a unique contribution to make to the SA writers community but it has been somewhat 'lacksidaisical' in its rather non-professional approach as an organisation It has failed to address specific responsibilities of Incorporation. This document if put into order could raise its professional standing - reduce nepotism - and attract a wider range of Members."*
- *"Again I can't hear over the air-con at FSP members recitals in the Writers' Centre."*
- *"Love FSP. It just gets better and better, and the decision to be informed and act on this survey is one example. However we were not asked about the format of FSP nights, which are proving very lengthy. Any chance if new responsible members were to step up, that we could hold FSP nights every fortnight (gasp!) thus allowing more access for shift workers, etc. and hopeful shorter nights????"*
- *"Friendly street provides a opening for country poets to have their work published, weather in the anthology or in the New poets' readers. I am most grateful for the opportunity. I have always found FSPs' to be accommodating and helpful. I wish you luck with your survey."*
- *"As a participant in FSP for almost 38 years I get the need for this survey & a more transparent process but the madness & optimism which established the show can't be lost!!!!"*
- Monthly reading events may benefit from being structured 'cafe style.' For example the microphone is open and attendees are invited to come up and present their works. One or two people are able to ensure that individuals do not dominate the open microphone time (e.g. outline the process and the expectations around time / act as time-keepers). The readings might occur in a specially booked cafe or pub (where catering is 'outsourced' by default).
- FSP would be facilitating a valuable service if it was able to involve highly regarded poets as mentors, editors and critics in ways which developed the skills and knowledge of members