



GIRL GUIDES
AUSTRALIA

VOLUNTEERS MAKE GUIDING HAPPEN



An information kit for all Volunteers

INTRODUCTION

Thank you for considering being a volunteer with Girl Guides.

Our dedicated volunteers Australia-wide make Guiding happen. From running a Guide Unit, to sharing a specialty skill, our volunteers inspire girls and young women to be their best. Flexible volunteering makes it easy for people to share skills, time and energy in a way that suits their lifestyle. We provide leadership training and support our volunteers to develop new skills which are transferable to other areas of life.

This information package provides a brief overview of what you can expect when volunteering with Girl Guides and answers some questions you may have before beginning volunteering with us.

This information pack is intended to be used in conjunction with more detailed information. You will receive more detailed information during your orientation.

We look forward to your being involved with us and in your chosen volunteer role assisting girls and young women to have fun today, leading the world tomorrow...

For more information on the seven steps to volunteering with Girl Guides, [click here](#) or go to page 7.

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VOLUNTEERS MAKE GUIDING HAPPEN

Girl Guides Australia is one of the largest organisations in Australia for girls and young women. It provides leadership and personal skills development to its 30,000 members, including 22,000 youth members.

We provide a non-formal educational program that is dynamic and flexible while offering values based training in life skills, decision making and leadership. The Australian Guide Program is delivered to girls by trained volunteer leaders.

We are:

- a not-for-profit organisation that involves volunteers at all levels of its operations;
- an organisation that involves volunteers in its work to enable our members to gain maximum benefit from the unique knowledge and skills volunteers are able to offer.

Our Mission: to enable girls and young women to grow into confident, self respecting, responsible community members.

Our 2015 Aspiration is to be Australia's leading organisation for girls and young women in leadership and personal development.

OUR STORY

'Girl Guides have a unique distinction in that they founded themselves' –Robert Baden-Powell.

At the first Boy Scout Rally held in London in 1909 Robert Baden-Powell, the founder of the Boy Scouts, was surprised by a number of girls who insisted they wanted to be Girl Scouts. He agreed that something was needed for the girls and in 1910 the Girl Guides Association was formed.

From as early as 1909 girls in Australia were forming guiding groups and by 1920 Girl Guide Associations had been formed in six states. In 1926 the State Associations federated and formed a national organisation.

Over a million Australian women have been or are still Girl Guides.

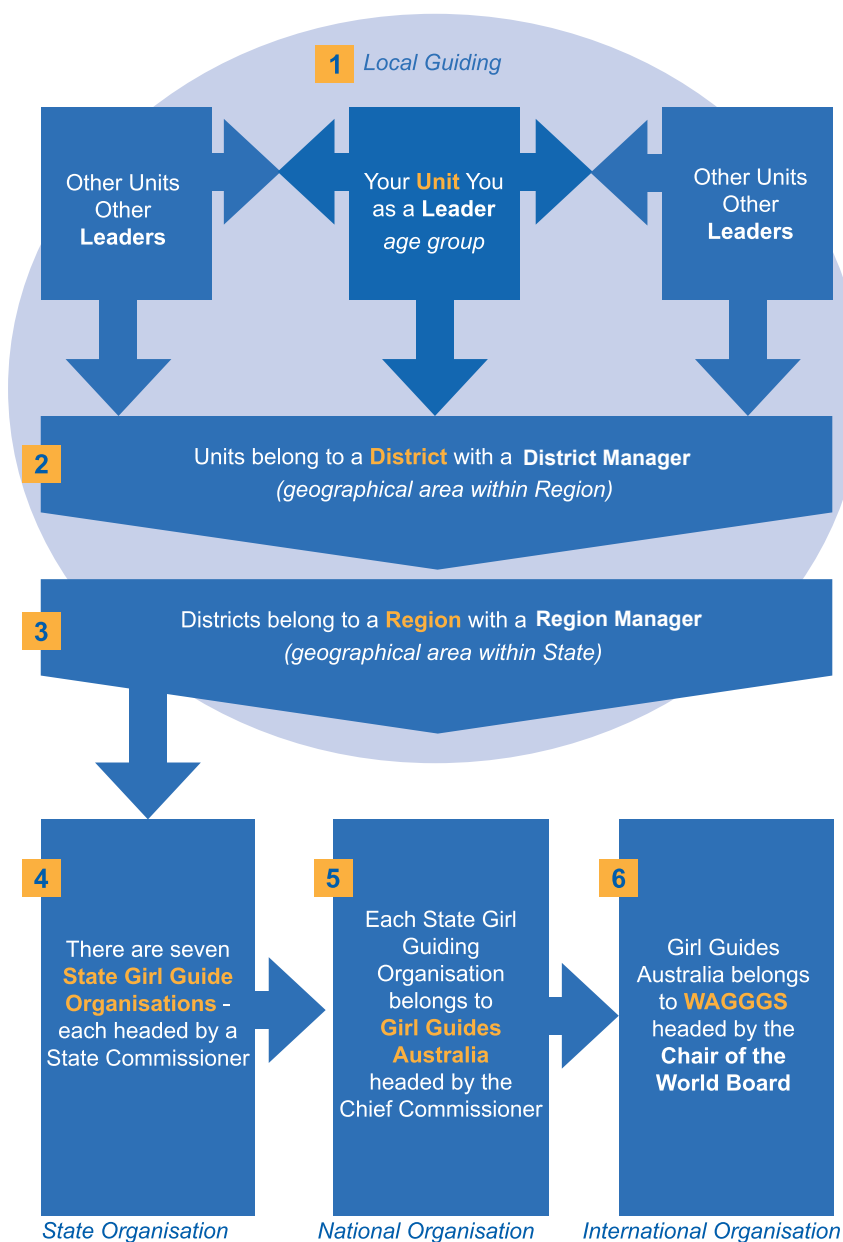
WE ARE PART OF A GLOBAL MOVEMENT

Girl Guides Australia is one of the Founding members of the World Association of Girl Guides and Girl Scouts (WAGGGS). WAGGGS is the largest voluntary organisation dedicated to girls and young women in the world today with 10 million members in 145 countries. WAGGGS was formed in 1928 and provides a platform for discussion, debate and decision making about issues that affect girls and young women. For more information on WAGGGS: www.wagggsworld.org

ORGANISATIONAL STRUCTURE

Girl Guides Australia is the sole national representative of WAGGGS in Australia. Girl Guides Australia is the peak body for Australia and coordinates the State and Territory Organisations in accordance with the WAGGGS' requirements.

Organisational Chart - How it works:



1. Local Guiding – Guide Units run by Leaders of Youth.
2. Guide Units make up a District – usually a town or suburb – managed by a District Manager
3. Districts make up a Region – a geographical area within a state – managed by a Region Manager
4. Regions belong to the State Girl Guide Organisation – led by the State Commissioner and supported by the State Executive Officer and staff
5. State Girl Guide Organisations are organisational members of Girl Guides Australia - led by the Chief Commissioner and supported by the National Executive Officer and staff
6. Girl Guides Australia is a Member Organisation of WAGGGS – led by the Chair of the World Board

MANAGEMENT OF VOLUNTEERS

Leaders and volunteers in a local Guiding area work with and are managed by the District Manager, who is a Qualified Leader of Adults and a volunteer. The District Manager works with the Region Team and is responsible to the Region Manager.

The Region Manager is a Qualified Leader of Adults and a volunteer. She is supported by and is responsible to the State Team. The Region Manager leads a team that is responsible for growth of Guiding in the geographical area and ensures the management of Guiding in the area.

Volunteers involved in work conducted directly by the State Girl Guide Organisations (SGGO) office, such as administrative support or committees, are supported by and responsible to the volunteer or staff member in charge of the area to which they are appointed.

HOW VOLUNTEERS MAKE GUIDING HAPPEN

A volunteer may be a male or female aged 18 or over who is willing to support Guiding and its values, while abiding by the Code of Conduct. (See page 8)

You may choose to be involved at a local or Region level by supporting Guiding as a member of the local Support Group, assisting with financial management, property management, catering for events or simply helping the Leaders with program activities or administration tasks.

Alternatively, you may like to explore the option of providing administrative assistance at the SGGO office or working in one of our retail outlets.

In addition, there is an opportunity to support Guiding in governance and management roles at state and national levels.

The list below illustrates some areas in which our volunteers choose to contribute:

- Activities and Program expertise – share your skills or knowledge with our youth members, teach a skill or be a guest speaker
- Administrative
- Auditing/bookkeeping
- Catering
- Committee member
- Desktop publishing/graphics
- Event management
- Fundraising
- Leadership – requires membership (see below)
- Maintenance/gardening
- Outdoor recreation
- Presentation and facilitation
- Promotion/public relations
- Shopping for activities and events
- Supporting a camp or sleepover activity
- Supporting a Leader
- Special projects

Leadership positions, known as Leaders of Youth and Leaders of Adults, require membership of the organisation. Membership is voluntary and is granted to any female who has:

- made the Guide Promise or who is working towards making the Guide Promise, or who accepts the principles and beliefs of Guiding.
- has paid an annual fee as determined by the State Girl Guide Organisation.

PERSONAL REWARDS

By volunteering with Girl Guides you will:

- make a difference to the lives of girls and young women
- have an opportunity to further develop your personal skills
- experience friendship and fun

having fun today,
leading the world tomorrow...

BEST PRACTICE VOLUNTEERING

Girl Guides Australia has a policy of best practice in involving volunteers and is committed to working towards compliance with the National Standards for Volunteer Involvement in Not-for-Profit Organisations. The organisation adheres to the Australian definition, principles and model code of practice for involving volunteers.

DEFINITION OF FORMAL VOLUNTEERING

Formal Volunteering is an activity that takes place in not-for-profit organisations or projects and is undertaken:

- To be of benefit to the community and the volunteer.
- Of the volunteer's own free will and without coercion.
- For no financial payment.
- In designated volunteer positions only.

PRINCIPLES OF VOLUNTEERING

- Volunteering benefits the community and the volunteer.
- Volunteer work is unpaid.
- Volunteering is always a matter of choice.
- Volunteering is not compulsorily undertaken to receive pensions or government allowances.
- Volunteering is a legitimate way in which citizens can participate in the activities of their community.
- Volunteering is a vehicle for individuals or groups to address human, environmental and social needs.
- Volunteering is an activity performed in the not-for-profit sector only.
- Volunteering is not a substitute for paid work.
- Volunteers do not replace paid workers nor constitute a threat to the job security of paid workers.
- Volunteering respects the rights, dignity and culture of others.
- Volunteering promotes human rights and equality.

AS A VOLUNTEER OF GIRL GUIDES AUSTRALIA YOU HAVE THE RIGHT TO

- Be satisfied by your work.
- Know what work is expected of you and whom you are accountable to.
- Be informed about the Volunteer Program and other programs that Girl Guides Australia runs.
- Be provided with a safe work environment and to be covered by public liability insurance.
- Receive reimbursement for out of pocket expenses as appropriate.
- Have the opportunity to improve your skills through training and supervision.
- Receive regular constructive feedback about your performance.
- Be recognised as part of a team and to be consulted on matters that affect your work.
- Have choices and the right to say "no" to tasks which do not suit you.
- Be aware of your own needs and not become over involved in issues outside your responsibility.
- Be seen as an individual, deserving of individual support while performing your role.

GIRL GUIDES AUSTRALIA HAS THE RIGHT TO

- Expect that volunteers will commit to undertake their jobs to the best of their ability.
- Select the best volunteer for the job.
- Expect volunteers to adhere to their job descriptions and maintain current qualifications.
- Expect that volunteers will abide by the Girl Guides Australia Code of Conduct (see page 8) and future amendments.
- Expect that volunteers will undertake relevant training.
- Expect that volunteers will observe the safety rules and regulations.
- Make the decision regarding the best placement of a volunteer.
- Express opinions about poor volunteer performance in a diplomatic way.
- Expect loyalty to the organisation and only accept constructive criticism.
- Expect clear and open communication from the volunteer.
- Release or exit volunteers under certain circumstances.

CODE OF PRACTICE FOR INVOLVING VOLUNTEERS

Girl Guides Australia is committed to achieving this code of practice and will:

- Interview and engage volunteers in accordance with anti-discrimination and equal opportunity legislation.
- Differentiate between paid and unpaid roles with clear position descriptions.
- Provide volunteers with appropriate levels of support and management orientation and training.
- Provide volunteers with a healthy and safe workplace, and appropriate and adequate insurance coverage.
- Meet the requirements of the “National Standards for Involving Volunteers in Not-For-Profit Organisations” as determined by Volunteering Australia.
- Comply with all state, territory and federal legislation and regulations.
- Conduct an on-going review of its volunteer management systems to ensure “best practice” is maintained.

VOLUNTEER RECOGNITION

- Volunteers are respected and valued by our organisation.
- Volunteers are encouraged to take an active interest in the future of our organisation.
- Volunteers are trained and supported.
- Volunteers are recognised and rewarded for their commitment
- We recognise volunteer service in a variety of ways from an informal thank you letter, to the presentation of badges and certificates acknowledging good service, long service and achievements.

POLICIES

All Girl Guides Australia’s policies are available from the National Office of Girl Guides Australia or from your relevant State Girl Guide Organisation office.

VOLUNTEER POLICY

Our volunteer policy ensures compliance with the “National Standards for Involving Volunteers” as set out by Volunteering Australia.

PRIVACY STATEMENT

Girl Guides Australia and the State Girl Guide Organisations respect the privacy of all individuals and are committed to protecting the privacy of all individuals they deal with.

GRIEVANCES

Girl Guides Australia and the State Girl Guide Organisations consider they are responsible and caring organisations and believe in open communication and the need for problems to be handled at the appropriate level by the people involved.

If a volunteer experiences a decision, policy or action which causes concern, they may lodge their grievance via our grievance procedures in order to resolve the issue. The organisations will strive to reach resolution to the satisfaction of all parties.

DISCONTINUATION OF ROLE

Every volunteer has the right to cease volunteering within the organisation.

Girl Guides Australia and the State Girl Guide Organisations have the right to ask any volunteer to discontinue their role either as a volunteer for the Organisation or in a particular volunteer role.

OCCUPATIONAL HEALTH AND SAFETY

Volunteers with State Girl Guide Organisations are covered by the relevant state Health and Safety Act.

Note – Volunteers are required to report any Occupational Health and Safety Incident and/or hazard within their work area to their direct report as soon as is reasonably practicable.

SEVEN STEPS TO VOLUNTEERING WITH GIRL GUIDES

1

THE DECISION

Make a decision to be involved and express an interest in volunteering with Guiding. To express your interest, you can do any of the following:

- complete the online Expression of Interest form on www.girlguides.org.au
- contact your State Girl Guide Organisation direct www.girlguides.org.au/my-state.html
- contact your local Guide group

2

FOLLOWING APPLICATION

Once you've expressed your interest, arrangements will be made for you to meet either with a State Girl Guide Organisation representative or with a Region or District Leader.



3

INTERVIEW

At this initial meeting you will have the opportunity to talk about and explore the variety of volunteer roles available to suit your skills and possible time commitment. The majority of our volunteer roles have a Position Description to assist you in choosing the right role for you.

At this stage you will be required to complete either a non-member or member registration form as used by individual State Girl Guide Organisations and consent to any necessary referee checks and police checks.

If you wish to volunteer as a Qualified Leader to work with our youth members or with adults within a leadership team, the necessity of membership and the requirement for undertaking training through the Australian Adult Leadership Program of Girl Guides Australia will be fully explained during your initial meeting.

4

SCREENING

Police Checks and Working with Children Checks are processed by each State Girl Guide Organisation dependent on the legislative requirements of each state. Details of these checks and the process will be explained at your initial meeting.

5

NOTIFICATION OF APPLICATION

Following your initial meeting and the successful clearance of any required checks and references, your application to work as a volunteer with Guiding will be confirmed. If your application is unsuccessful you will also be advised.

6

ORIENTATION

You will receive an orientation to your volunteer role by the person or Leader to whom you will be responsible. This person will also act as your mentor during your volunteer involvement.



7

TRAINING

Your volunteer role will determine the need for any formal training and arrangements will be made for any action required. Where formal training is not required, on the job training will be provided.



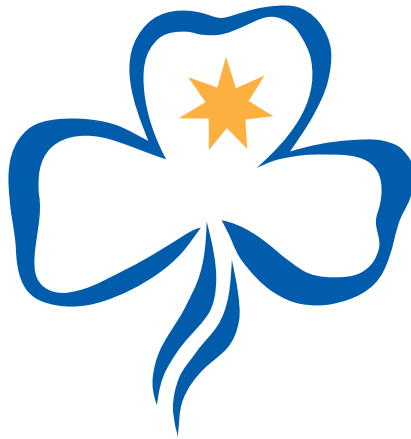


Code of Conduct

This Code of Conduct sets the standards of behaviour expected of all adults participating in Girl Guiding in Australia. It is designed to ensure that all adult members, volunteers and employees of Girl Guides Australia (GGA) and State Girl Guide Organisations are aware of their obligations and responsibilities. As an adult involved in Girl Guiding in Australia you should adhere to this Code of Conduct.

- 1** Behave in the spirit of The Girl Guide Promise and Law.
- 2** Adhere to GGA and the relevant State Girl Guide Organisation's policies and procedures.
- 3** Treat others fairly, knowing that GGA and State Girl Guide Organisations do not tolerate unlawful discrimination on the basis of age, gender, marital status, national or ethnic origin, sexual orientation, mental or physical ability, political or religious beliefs, social background or health.
- 4** Create an environment in which girls and adults are safe from emotional, physical, verbal and sexual abuse.
- 5** Respect other's rights to privacy and the confidentiality of their personal information.
- 6** Fulfil the roles and responsibilities as stated in your position description (where applicable) and act within the limitations of your authority in performing your duties.
- 7** Represent Girl Guiding in the community in a positive light.

GGA and State Girl Guide Organisations reserve the right to take action regarding any breach of the Code of Conduct.



GIRL GUIDES

A U S T R A L I A

1800 447 548

www.girlguides.org.au