

Guidance Note:

Girl Guiding in the Digital Space FAQs



About this document:

This document is provided as a supplementary document to the GGA CSCF Policy in particular it supports the procedures for Element 10 – Girl Guiding in Practise: Clause 8 Digital Platforms.

The *Guidance Notes: Being Safe in the Digital Space AND Girl Guide Websites and Social Media Accounts* should also be referenced as useful documents to support those in Girl Guiding understand their responsibility as they interact in an online space.

Girl Guiding in the Digital Space - Frequently Asked Questions

Question	Response
What is being safe in the Digital Space?	To take action to protect someone from harm in the online environment.
Who must adhere to the policy?	<p>Girl Guiding in Australia would like everyone working in a digital space where there is a potential to interact with anyone or anything relates to Girl Guides to comply with the policy.</p> <p>If you are reading this document, it is very likely you must adhere to this policy.</p> <p>If you are a Youth Member, how you adhere to the policy will be in your Unit Rules or Camp Rules.</p> <p>If you are an Adult in Guiding, you are bound by the GGA Code of Conduct to adhere to all policies and procedures in <i>Guide Lines</i> including Digital Safety.</p> <p>If you are volunteering, or working for Girl Guides in any way, we also require you to adhere to all policies and procedures in <i>Guide Lines</i> including Digital Safety.</p>
When does the policy not apply?	When you are in the digital space and there is no reference or connection to Girl Guiding in Australia (GGiA). For example, a Member has a Facebook page that does not disclose any information that indicates they are a Member of Girl Guiding, has no pictures of Girl Guiding and no references to Girl Guiding.
What are digital platforms?	Digital platforms could be a website, an APP, a social networking site, an online forum where users can share content and information. Basically, anywhere online where people connect, share and/or discuss topics.

Question	Response
	<p>It includes, but isn't limited to:</p> <ul style="list-style-type: none"> • Websites • Social networking platforms such as Facebook, Bebo, LinkedIn, Yammer; • Video and photo sharing networks such as TikTok, YouTube, Vevo, Vimeo, Instagram, Flickr, Pinterest; • Blogs – corporate, professional or personal and blogs hosted by traditional media publications; • Microblogging platforms such as Twitter or Threads • Wikis, sidewiki and other online encyclopaedias and online collaborations such as Wikipedia; • Forums, discussion boards/groups and comments functions on websites (such as Reddit, Whirlpool, Yahoo, Google Groups and The Conversation or the SMH); and • Instant and multimedia messaging (including Snapchat, WhatsApp, SMS) • Video Conferencing such as Zoom, Skype and Team Email
<p>What should I be aware of when online/in a digital space?</p>	<p>The internet provides a great space to learn, engage and connect with the world. However sometimes there are individuals who choose to engage with others in a way that is harmful, such as:</p> <ol style="list-style-type: none"> 1. Online bullying and harassment 2. Sexual exploitation and grooming online 3. Discrimination and abuse 4. Sharing of illegal and inappropriate imagery 5. Cyberstalking 6. Impersonation and hacking 7. Disinformation and misinformation 8. The oversharing of personal information <p>All Adults in Guiding are to report any inappropriate conduct using the process in Element 8 of the GGA Child Safe Child Friendly Framework – this is part of complying with the GGA Code of Conduct.</p>
<p>I want to post updates about what I do at Girl Guides. Is there anything I should include when I do post?</p>	<p>We know that some of our Members post about their Girl Guiding experiences. When posting online about Girl Guides you are required to include either of the following disclaimers:</p> <p><i>'Views and opinions expressed are my own and are not reflective of any organisation I work for or volunteer with.'</i></p> <p>A simplified version is:</p> <p><i>"Views and thoughts are my own."</i></p>

Question	Response
I am a Youth Member and I want to post about my Girl Guides experiences	<p>We know that you are often excited to share your Girl Guiding adventures with your friends and family. However, the safety of our Members is very important. YES you can post but please follow these steps:</p> <ol style="list-style-type: none"> 1. Talk to your Unit Leader about your Unit Rules for when you are online 2. When at camp, remember to keep the agreed Camp Rules for using digital devices while at camp 3. Seek permission from the other members of Girl Guides to use the photos before you post 4. Remember if a member of Girl Guides changes her mind about the photos and would like you to remove it, we want you to respect her decision and remove it from your account as soon as you can 5. Include this simple disclaimer on your posts– <i>all thoughts and views shared are my own.</i> 6. Only engage in digital spaces in ways permitted by Australian Laws.
What disclaimer should I put on a website I create about Girl Guides?	<i>'This site is not an official site of Girl Guiding in Australia (GGiA). GGiA takes no responsibility for the content of this site.'</i>
How can a connection be made between me and GGiA?	<p>Your association with GGiA could be identified in many different ways, such as:</p> <ul style="list-style-type: none"> • Information in your bio • A photo or photo caption • A post on your own or another person. • By linking to a GGiA platform • A link to another site that shows an affiliation to GGiA (i.e., LinkedIn)
If I include a disclaimer on my social media account does this mean I can say what I like on online without consequence?	<p>No, a disclaimer does not mean you can engage on social media without consequence.</p> <p>GGiA can consider statements made on social media alongside the GGA Code of Conduct. If necessary, appropriate action may be taken.</p> <p>Statement and content that is not appropriate could also have legal ramifications for the person posting them.</p> <p>You should be aware that:</p> <p>Making an incorrect statement about someone or an organisation could have legal ramifications</p>

Question	Response
	<p>Engaging in a conversation which becomes heated and name calling, or threatening language is use could be considered unlawful discrimination or bullying</p> <p>Sharing information or documents that belong GGA or an SGGO could be a breach of confidentiality</p> <p>Using images, photos, artwork or logos that do not belong to you, may breach copyright and trademark laws</p>
What is included under the policy?	The policy covers all GGiA online and digital activities – this includes things such as Unit or District Facebook pages, online fundraising pages, use of GGA or SGGO email addresses, access to SGGO or GGA systems (such as IMiS or SharePoint) and use of Girl Guiding devices such as smart devices, laptops.
Why is it important to consider being safe online?	Girl Guiding emails, paper records and databases can all contain a large amount of personal information that can be used to identify a person. For example, photos a Unit meeting could have a Guide wearing a school jumper where the name of the school is visible. Personal information needs to be protected to keep our members safe.
The policy sounds very strict, surely if I post something in the moment and then delete it it's no longer an issue?	Unfortunately, once something has been published online there is a permanent record and even if removed or deleted or there is an attempt to make the post anonymous.
I'm not very good at IT how do I set up a social media group for my Unit?	Please refer to the <i>Guidance Note: Girl Guide Websites and Social Media Accounts</i> .
What changes must I make to my Girl Guide Unit social media page?	<p>All Leaders must</p> <ol style="list-style-type: none"> 1. Register their Social Media Accounts with their SGGO, and 2. Facebook Accounts should be private groups and all members confirmed to have access to the group. <p>For information on how to do this please refer to the <i>Guidance Note: Girl Guide Websites and Social Media Accounts</i>.</p>
I am administrator for a Girl Guide Social Media Group where Leaders and Members can connect. Does this policy include my page?	<p>Yes, it does. If the page is not directly linked to a SGGO, or is for Girl Guides all around Australia, then the page must be registered with Girl Guides Australia.</p> <p>The policy applies to the social media page, the administrators of the page and those who engage on the page.</p>
Can I post images of my Guides on my personal social media page?	NO - parents and guardians provide permission for the images of Girl Guides to be used on GGiA platforms and not personal social media accounts.

Question	Response
A Girl Guide has contacted me from another WAGGGS Member Organisation to be a pen pal via my social media account. What do I do?	All pen pal requests must be directed to Australian Post Box Secretary so that the correct validation of the individual can be made and then appropriately linked to Girl Guides in Australia.
How do I minimise online risks to myself and others?	<p>The following can be considered to mitigate and manage online risks:</p> <ul style="list-style-type: none"> • Minimising the personal information that you share about you or someone else. • Seek permission to share information about others. • Support other Volunteers in setting up social media channels effectively. • Remove and block offensive posts, comments and imagery. Report posts when you see them. • Remove users who break these rules from pages you maintain. • Encourage the reporting of abuse and online bullying. • Support the person/s involved if, and when, an online bullying incident occurs. • Report allegations to police and support others to report to the police – if you do this you must also tell your State Girl Guide Organisation or Girl Guides Australia – use the Girl Guide Incident Report or Girl Guide Complaint Form to do this whenever possible. • Let people know how to access support services.