

1. What is the Child Safe Child Friendly (CSCF) Framework?

The CSCF Framework includes information about the policies and procedures to be followed by all adults in Girl Guiding in Australia to provide an environment where girls are safe, protected, and respected.

2. Who does the Child Safe Child Friendly Framework apply to?

The CSCF Framework applies to all Adults in Guiding. An Adult in Guiding is an Adult Member, Volunteer or Employee.

3. How do I access the Child Safe Child Friendly Framework?

The CSCF Framework, Policy, Procedures, Definitions and Abbreviations are available on *Guide Lines*. Guidance Notes are available to support specific Procedures in the CSCF Framework (these are called Elements). These are available on *Guide Lines* for download as a pdf.

4. What is the Child Safe Child Friendly Wheel?

The CSCF Wheel is a visual representation of how all the different parts of the CSCF Framework work together to strengthen the Girl Guides Child Safe Child Friendly Community.

On *Guide Lines* the CSCF Wheel has been made interactive for quick access to all of the CSCF Procedures (Elements 1 -10).

5. Are there any other changes to Guide Lines?

Many existing Girl Guides Australia Policies and Procedures have been incorporated into the CSCF Framework so *Guide Lines* has been updated to remove the outdated parts. If you can't find something you know used to be on *Guide Lines* - please use the search function on *Guide Lines*.

A couple of hints:

- If it has to do with Health and Safety – click on Element 7 of the Child Safe Child Friendly Wheel.
- If it has to do with Girl Guiding in Practise – click on Element 10 of the Child Safe Child Friendly Wheel.

6. Why do we need to change, aren't we already child safe?

Girl Guiding has always had a child safe lens – but with times changing it was important that we pulled everything that we have done historically together under one umbrella. Also included in the Framework are some new procedures to make sure Girl Guides complies with the National Principles for Child Safe Organisations adopted by all Australian governments in 2019.

Changes include:

- Nationally consistent recruitment and screening processes.

This will include screening interviews and reference checking, Working with Children Checks and National Police Checks for all new Volunteers and Employees from 1 January 2022. Refer Element 3 – Becoming a Girl Guide for more details.

- Responsibilities of Adults in Guiding with respect to reporting and responding to instances or suspicions of child abuse and neglect (see below)
- How complaints are received and managed (see below)
- Some existing policies and procedures have been incorporated into the CSCF Framework so specific reference to those policies and procedures has been removed from *Guide Lines*. You are likely to find them in Element 7 or 10.

Your State Girl Guide Organisation will provide information about any changes that will be introduced to take into account the new requirements.

7. Are there any new Guiding terms?

Some new terms have been introduced to support the CSCF Framework:

Girl Guiding in Australia (GGiA) - The collective name for Girl Guides Australia (GGA) and all the State Girl Guide Organisations (SGGOs).

Adult in Guiding - Adult Members, Ongoing Volunteers and Employees.

Casual Volunteer - A person who volunteers with Girl Guiding in Australia on less than five occasions *in total* at a Girl Guide activity where Youth Members are present, when those occasions do not include any overnight stays or assistance that is likely to result in unsupervised access to Youth Members.

Ongoing Volunteer - A person who volunteers with Girl Guiding in Australia on five or more occasions at a Girl Guide activity where Youth Members are present, for any overnight stay or who due to the nature of the assistance to be provided, is likely to come into contact with Youth Members without being supervised by an Adult Member of Girl Guides in accordance with the Supervision Ratio policy. An Adult Member is an Ongoing Volunteer.

Please note: an **Ongoing Volunteer** is considered an Adult in Guiding and must comply with all screening requirements.

8. Who is my supervisor?

It is important to be aware that everyone in Guiding has a supervisor. 'Your Supervisor' is referenced throughout the CSCF Framework. Your supervisor in Guiding will depend on the nature of your role and the nature of the Guiding activity.

- A Unit Helper is usually supervised by a Leader of the Unit
- A Leader is usually supervised by the District Manager
- A District Manager is usually supervised by the Region Manager
- A Region Manager is usually supervised by the State Commissioner
- All Casual Volunteers and Adults in Guiding assisting at a Girl Guide activity (other than a unit meeting) are usually supervised by the Leader in Charge of the event

- Casual Volunteers and Ongoing Volunteers (who are not Adult Members) must be supervised by an Adult Member when Youth Members are present
- Casual Volunteers and Ongoing Volunteers are supervised by the Leader.

Ratios at a Glance which summarises the required Supervision Ratios procedures is now found in Clause 1 of Element 10. The link also remains on the front page and footer of each page of *Guide Lines*.

9. Are there any NEW forms?

Three new forms have been developed to support reporting incidents and complaints:

- Girl Guide Incident Report (to replace ADM.24a and ADM.24b)
- Girl Guide Complaint Form (this will be used nationally and available on all Girl Guide websites)
- *'Tell Us What You are Worried About?'* – Youth Member Form (a form specifically for feedback, concerns and complaints from Youth Members on any topic, not just abuse).

To facilitate a clear process for submitting these forms, all completed forms are to be sent to the email address [incidentsandcomplaints@\[yourSGGO\].org.au](mailto:incidentsandcomplaints@[yourSGGO].org.au). Each State Girl Guide Office will have internal processes to direct the forms to the most appropriate person.

10. What are the screening requirements for new Adults in Guiding?

Effective 1 January 2022, all new Adults in Guiding will have a screening interview, reference checks and will need a Working with Children Check and a National Police Check (issued within the previous six months) as part of the nationally consistent recruitment and screening process.

Some State Girl Guide Organisations are already completing these screening requirements and will not have to make any changes. Your SGGO will provide details about any changes that will be introduced to take into account the new requirements.

11. What are the screening requirements for current Adults in Guiding?

All current Adults in Guiding will need to provide a National Police Check (issued within the previous six months) when their current Working with Children Check needs to be renewed.

SGGOs will advise members of the process to be followed.

12. What are the responsibilities of an Adult in Guiding reporting and responding to child abuse and neglect?

In many states and territories, Adults in Guiding may be mandated (required) by law to report the abuse, neglect, harm, or risk of harm to children and young people. Even where reporting is not mandated, the GGA CSCF Policy requires that if any Adult in Guiding believes, suspects, or even worries, that any child or young person has been abused or neglected, or is at risk of being abused, neglected or harmed, they must report their concerns as if they were a mandated reporter.

The CSCF Procedure, including the Guidance Notes, have been developed to support Adults in Guiding understand how they need to respond to and report abuse, neglect harm or risk of harm. There are also details of the supports available both within Guiding and externally.

If any report is made, a Girl Guide Incident Report must be completed promptly and lodged in accordance with the details provided.

13. Is there CSCF training? And when do I have to do it?

Two eGuiding modules to support all Adults in Guiding understand the CSCF Framework and their obligations have been developed and are available through eGuiding. These modules are:

- *CSCF for Adults in Guiding (CSCF for AiG)*
- *CSCF for Leaders and Managers (CSCF for L&M)*

For current Adults in Guiding:

All Adults in Guiding are required to complete the *CSCF for Adults in Guiding* eGuiding module.

All Leaders and Managers are required to complete *CSCF for Leaders and Managers* eGuiding module in addition to the *CSCF for Adults in Guiding* eGuiding module.

Your SGGO will let you know when you need to complete the trainings.

Employees and Board directors should complete the eGuiding module *CSCF for Adults in Guiding* as soon as possible and prior to the end of 2021. They may also like to complete *CSCF for Leaders and Managers* to gain an understanding of how child safety is managed within Girl Guiding in Australia.

For new Adults in Guiding after 1 January 2022:

All Adults in Guiding are required to complete the eGuiding module *CSCF for Adults in Guiding* within 6 weeks of joining (where possible).

All Leaders and Managers are required to complete the eGuiding module *CSCF for Leaders and Managers* within six (6) months of commencing in their role. This module is included in the Australian Leadership and Qualifications Program (ALQP) requirements for Leaders and Managers.

Whilst these are eGuiding modules, there is flexibility in how it may be delivered to some members, e.g., those with limited access to technology or lacking IT literacy. Your State Guide organisation will approve a different delivery method on an as needs basis.

The eGuiding modules have been developed to be completed on a desktop device rather than a tablet or mobile device due to the amount of content necessary to include in these trainings and the limitations of the platform.

14. When do all the changes start?

The CSCF Framework was launched on 11 October 2021 – the International Day of the Girl. Each SGGO is working on updating their current processes to meet the requirements of the CSCF Policy and Procedures. Watch for updates from your State Girl Guide office for full details.

The recruiting, screening and training requirements are being phased in over time.

For all NEW Volunteers and Employees

All new Adults in Guiding will be required to comply with these processes from 1 January 2022 (except Trefoil Guild Members who will commence on 1 July 2022). Completion of the eGuiding module *CSCF for Adults in Guiding* is required within six weeks of membership and if the role is of a Leader or Manager the further eGuiding module *CSCF for Leaders and Managers* is to be completed within six months of commencing the role. See the table below:

CSCF Requirement	Ongoing Volunteers	Leaders and Managers	Olave Program Members	Trefoil Guild Members	Employees
Introduction of Screening*	1 January 2022	1 January 2022	1 January 2022	1 July 2022	1 January 2022
eGuiding module <i>CSCF for Adults in Guiding</i>	Within 6 weeks of commencing as a Volunteer	Within 6 weeks of membership	Within 6 weeks of membership	Within 6 weeks of membership	Within 6 weeks of employment
eGuiding module <i>CSCF for Leaders and Managers</i>	Not applicable	Within 6 months of commencing in any role	Not applicable	Not applicable	As required

For all CURRENT Volunteers and Employees

The table below provides the dates applying to CURRENT Adults in Guiding in respect to screening, recruitment and completion of the required CSCF training. As SGGOs currently have slightly different processes, the timetable has flexibility to accommodate any changes of process required.

CSCF Requirement	Ongoing Volunteers	Leaders and Managers	Olave Program Members	Trefoil Guild Members	Employees
Introduction of Screening: including: WWCC and National Police Check (NPC)	NPC on each renewal of WWCC	NPC on each renewal of WWCC	NPC on each renewal of WWCC	NPC on each renewal of WWCC	NPC on each renewal of WWCC
eGuiding module CSCF for Adults in Guiding	Before 31 December 2022	Before next membership renewal and before 30 June 2022	Before next membership renewal and before 31 December 2022	Before 31 December 2022	Before 1 January 2022
eGuiding module CSCF for Leaders and Managers	Not Applicable	Before 30 June 2022	Not Applicable	Not Applicable	As required

15. How will I know what to do?

Your SGGO will send out information to you that is relevant to your role. Since all SGGOs do not currently use the same processes, the changes required are being managed at the State level.

Always know there is someone to support you in Guiding - so ask another Guiding friend or your supervisor.