

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

The Girl Guides Australia (GGA) CSCF Framework provides an overview of how the National Principles for Child Safe Organisations are embedded within all aspects of GGA and its Member State Girl Guide Organisations (SGGOs).

The CSCF Framework outlines the policies and procedures that must be followed by all adults involved with Girl Guiding in Australia. Its purpose is to create a safe, respectful and supportive environment for everyone.

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

The CSCF Framework applies directly to all Adults in Guiding. An Adult in Guiding is an Adult Member, Volunteer or Employee. Other adults are expected to act in accordance with the Framework when engaging with Girl Guiding in Australia. This helps protect both the Guides and all Adults in Guiding by supporting interactions that are safe, transparent and appropriate.

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. How does the CSCF Framework apply to my day-to-day role?

The CSCF Framework is designed to guide everyday interactions and decisions in Girl Guiding. This includes:

- How you supervise and interact with Guides
- How you communicate with Guides and their families
- How you identify and respond to risks
- How you raise and report concerns.

It enables consistent, safe and supportive practices across all Girl Guiding activities. The CSCF Framework is regularly reviewed and updated to reflect best practice, legislative requirements and feedback from across Girl Guiding in Australia. This helps maintain an approach that is effective, relevant and responsive to emerging risks and needs.

6. What support is available to me as an Adult in Guiding?

Adults in Guiding are supported through:

- CSCF guidance materials
- Training and refresher modules
- Leadership and supervision structures
- State and National support services.

You are not expected to manage concerns alone – support is always available.

7. How many adults need to be present at a Girl Guide meeting and/or activity?

To support a safe and well-supervised environment, at least two women, one of whom is a qualified Leader, should be present at every Girl Guide Unit meeting and/or activity. The more Guides that are present – the more supervision will be required. The nature of the activity the Guides are doing also changes the supervision required.

The actual number of adults required will need to meet the Girl Guides Australia Supervision Ratio Policy: Ratios at a Glance which can be accessed [here](#).

****Important:**** No adult should ever be alone with a single child. This protects both children and adults by keeping all interactions transparent and appropriate.

8. What are the screening requirements for adults who want to volunteer or work within Girl Guiding?

To help maintain a safe and supportive environment for Guides, their families and all Adults in Guiding, all adults are required to have a current Working with Children Check (or equivalent) prior to volunteering at their first Girl Guiding activity.

All adults who volunteer on more than four occasions are called 'Ongoing Volunteers'. Ongoing Volunteers, Adult Members and Employees must undergo a screening process which includes:

- Screening interview
- Reference checks
- National Police Check (issued within the last six months)
- Completion of the CSCF for Adults in Guiding training module

Please note that in some states/territories young people volunteering with Girl Guiding are also required by law to have a Working with Children Check (or equivalent). Below is a list of states and territories with the ages from which young people are required to have this check:

- ACT - from 16 years

- Northern Territory - from 15 years
- Tasmania - from 16 years
- South Australia - from 14 years
- All other states - from 18 years

9. I am a parent of a Guide. Do I need to have the same screening checks as other volunteers if I am volunteering with my daughter's Unit?

In some states/territories in Australia, parents/carers volunteering in the same activity as their child are exempt from Working with Children Checks (or equivalent). In others they are not exempt.

However, the GGA policy is for **all** Adults in Guiding to have a Working with Children Check prior to their first occasion of volunteering. This provides a consistent approach to safeguarding and creates a clear and supportive environment for everyone involved.

10. If a Youth Member attends Girl Guiding activities with a support worker, does the support worker need a Working with Children Check?

Yes. The support worker will need to have a current Working with Children Check (or equivalent) prior to attending their first Girl Guiding activity. A support worker who attends on more than four occasions will be considered as an Ongoing Volunteer and must be screened like any other Ongoing Volunteer, i.e. they will also need to complete the following onboarding requirements:

- Screening interview
- Reference checks
- National Police Check (issued within the last six months)
- CSCF for Adults in Guiding training module

The support worker cannot be counted in the Supervision Ratio for the activity as their role is to support the one Guide in their care.

11. I am rejoining Girl Guiding as an adult after some time away. Will I need to be re-screened?

Yes. The screening requirements will be dependent on how long it is since you have been a member.

If you have been a member of Girl Guiding in Australia in the last two years:

- Completion of the screening interview and reference checking are not required
- A current Working with Children Check is required
- National Police Check (issued within the last six months) is required
- CSCF training must be updated
- Additional training may also be completed depending on the role.

If you have been away from Girl Guiding for more than two years, you will need to be re-screened as if you are a new member.

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

In all states and territories, Adults in Guiding are required (mandated) by law to report concerns about child abuse, neglect, harm or risk of harm. Even if reporting was not mandated by law, the GGA CSCF Framework requires that if any Adult in Guiding believes, suspects or worries that a child or young person has been abused, neglected or harmed, they must report their concerns.

[Element 8 of the CSCF Framework](#), provides support to Adults in Guiding to know how to respond to and report abuse, neglect, harm or risk of harm. There are also details of the support available both within Girl 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 on that Report.

13. What happens after I make a report?

After you submit a Girl Guide Incident Report, your report will be reviewed through your State Girl Guide Office processes and other relevant legal requirements. You may be contacted for further information.

Please take some time with your supervisor to then review what has happened, including:

- the steps you took
- the challenges or barriers you came across
- what you might do differently next time, and
- whether there is any additional training you might need to support you in the future.

It is also important that you take care of yourself after being involved in a challenging situation. If you need support, the following could be helpful:

- Ask your State Girl Guide Office about support services that may be available
- Talk to a trusted family member, friend or colleague
- Call a counselling line like 13 Yarn or Lifeline.

****Important:**** All individuals, including children, have a right to privacy. Please keep names and details private and confidential, even in these supportive settings.

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

Yes. There are currently two core CSCF training modules which support all Adults in Guiding to understand their responsibilities and feel confident in creating a safe and supportive environment:

- CSCF for Adults in Guiding
- CSCF for Leaders and Managers

CSCF for Adults in Guiding

This module is mandatory for all Adults in Guiding. It must be completed by all new Ongoing Volunteers, new Adult Members and Employees within six weeks of joining. New Board directors must also complete this training module within six weeks of being appointed.

This module was updated in 2026 and all Adults in Guiding will be required to complete it over a period of 12 months. Your State Girl Guide Office will let you know the timeframe for completion of the module.

CSCF for Leaders and Managers

All Leaders and Managers are required to complete CSCF for Leaders and Managers within six months of commencing in their role. This module is included in the Australian Leadership and Qualification Program (ALQP) requirements for Leaders and Managers. Other roles may also be required to complete this module.

Additional refresher modules and other child safe training sessions may be issued by GGA and available through you SGGO.

15. Who is my supervisor?

It is important to be aware that everyone in Girl Guiding has a supervisor who provides support, guidance and oversight. '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 Girl Guiding activity, e.g.:

- 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 assisting at a Unit meeting are supervised by a Leader of the Unit
- Casual Volunteers and Ongoing Volunteers (who are not Adult Members) must always be supervised by an Adult Member when Youth Members are present

If you are unsure, please contact your State Girl Guide Office. Clear supervision supports safe, effective activities and enables all Adults in Guiding feel supported in their role.

16. How do I create an inclusive, child-safe environment for all children?

You can achieve this by treating all Guides - and any other children and young people you may encounter through Girl Guiding activities - with equity and mutual respect. This approach must apply regardless of background, ethnicity, culture, language, beliefs, gender identity, sexual orientation, age, socio-economic status, level of ability, additional needs, family structure, or lifestyle.

Girl Guiding in Australia provides a range of frameworks to support the creation of an inclusive, child-safe, and child-friendly environment. These include:

- The [Girl Guide Promise and Guide Law](#)
- The [Girl Guides Australia Code of Conduct](#)
- The [Child Safe Child Friendly Framework](#)
- The [Girl Guides Australia Diversity and Inclusion Policy](#), along with its accompanying procedures and the [Guidance Note on Supporting Diversity and Inclusion in Guiding](#)

All of these are underpinned by Girl Guides Australia's strong commitment to diversity, inclusion, and the safety and wellbeing of every child.

17. Can I contact Guides outside of Guiding activities?

Yes, but only in ways that are child safe, transparent and include appropriate supervision.

You may:

- Email parents/carers to share non-urgent information.
- Use group messaging platforms (e.g. WhatsApp or Teams) for time sensitive communication. All Guides must be 13+ to be included directly and their parents/carers must also be included in the group.
- Use Zoom or Teams for a meeting. Guides younger than 16 must connect through a parent's account and all Guides should join from a public space in the home (not bedrooms). GGA Supervisions Ratios must still be met.

****Important:****

Adults in Guiding must not:

- Use personal social media profiles or personal email accounts to communicate with Guides
- Message or text Guides directly without including a parent/carer
- Encourage or communicate with Guides under 16 on age-restricted platforms (e.g. Facebook, Instagram)
- Engage in one-to-one private communication with a Guide outside approved channels.

Key principle

All communication must be:

- Transparent (visible to parents/carers and, where appropriate, other leaders)
- Accountable (through approved platforms and processes)
- Age-appropriate and supervised

Please refer to [Element 10.8 Digital Platforms](#) for further guidance on communicating with Guides. The [Guidance Note: Being Safe in the Digital Space](#) has specific advice on Child Safe Child Friendly ways to communicate via various online platforms.