



Code of Conduct - FAQ

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Is the code of conduct new?

No. This revised Code of Conduct replaces the existing Code of Conduct which adult volunteers (including Supporters) of Girl Guides Australia and State Girl Guide Organisations have been expected to adhere to.

What has changed in this Code of Conduct?

The language in the code is more explicit creating clear expectations for all adults participating in and volunteering for Guiding in Australia. The core commitment that all Girl Guides make – our Promise and Law – has been placed front and centre as it is the foundation of our Code of Conduct. The Code's language has been updated to better reflect current legislation on privacy and discrimination. The seven point Code has been unpacked and detailed to make it more user-friendly.

Who is the Code of Conduct for?

The Code of Conduct has been designed for all adults participating in Girl Guiding in Australia. It is also able to be used by employees of State Girl Guide Organisations.

Why do we have a Code of Conduct?

Girl Guiding in Australia has a Code of Conduct to clarify how the values of our organisation translate into appropriate behaviours. Publically, it is a statement of what behaviours we expect from our members, and acts as a statement to the community of how our Promise & Law and values, are realised in our organisation. Internally, this Code is a tool to support discussions on the best ways of working; is an explicit definition of what team members should expect from each other and also, describes the type of environment that our volunteers can expect to work in. To support these conversations and to encourage better ways of working in the future, Guiding in Australia is working on a people management framework which will be released to assist Leaders and Managers develop the performance of our organisation.

What happens if the Code is not followed?

The Code of Conduct states that "GGA and State Girl Guide Organisations reserve the right to take action regarding any breach of the Code of Conduct". What this means is that if members are deemed to have exhibited behaviours that are not in keeping with those stated on the code, your Girl Guide Organisation (National or State) has in place systems to call inappropriate behaviour to account. The organisation encourages anyone who believes that someone's behaviour is in breach of the Code of Conduct to address their concerns according to the GGA or State Girl Guide Organisation Policy as appropriate. For further information on this you should contact your State Girl Guide Organisation or, if you are a member of a National Team, please contact the Chief Commissioner, or Assistant Chief Commissioners.



What is my responsibility as an Adult Members for learning about the revised Code? How will it be introduced? How will members learn about it?

Adult Members who work with girls (including Supporters) are asked to familiarise themselves with the revised Code. Girl Guide Organisations will have 12 months to introduce the new Code to their members from its release date (June 2015). New members to our organisation will be introduced to the revised Code through the usual Girl Guide induction and orientation processes run by our L&D Teams.

The Code is available on the GGA website - <http://www.girlguides.org.au/About-Us/working-together-in-guiding---our-code-of-conduct.html>. This page also contains other pieces of collateral and tools that members can use to assist in understanding the new Code.

Where do I get more information or raise a concern I may have?

Depending upon the issue, members of Girl Guides have the following options:

- Parents/guardians and non-member volunteers can speak to your local State Girl Guide office or Region or District Manager.
- Adult Members can speak to your State Commissioner or call your State Girl Guide Office
- Employees should speak to your Manager

Questions on the Code as it relates to the national organisation and agreed strategy can also be addressed by contacting the Human Resource Committee c/o the Chair of HRC via Girl Guides Australia.

The Code talks about “Accountability for Actions”. What does this mean?

When we behave in the spirit of The Girl Guide Promise and Law we are acting in a way that is mindful that we are responsible for our own actions. Practically, it means that we understand that “the buck stops” with individual members who are responsible for their own behaviour. Living by our Guide Law and Promise means that as individuals we recognise that we are morally responsible for our own behaviour and can be held to account for it against policies of our organisation - such as the Code of Conduct.

What other policies define the expected behaviour of members and employees of Girl Guiding Organisations in Australia?

In addition to the Code of Conduct, adult volunteers/members and employees should be familiar with their local State policies for child protection, policies on how we manage risk (Risk Management) and how we look after the privacy of our members. Other policies that specifically relate to the delivery of our program – such as policy on ratios, and standards for delivering activities – also define expected levels of performance and behaviour and depending upon the role of our Adult Members, different policies and procedures will apply.