

ASHMORE SCOUT GROUP



Parent's Information Book

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Prepared For Adventure Since 1983!

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Scout Association of Australia (Queensland Branch) Phone: (07) 3870 7000

32 Dixon Street, Auchenflower QLD 4066

Scouts Queensland: www.scoutsgld.com.au

The Scout Shop: <https://scoutshop.com.au/>

Scouts Australia: www.scouts.com.au

Ashmore Scout Group - Den **Phone: (07) 5564 9666** (Diverted to GL Mobile)

1 Community Drive, Ashmore QLD 4214

Group Website: www.ashmore.scoutsqld.com.au

Facebook: www.facebook.com/ashmorescoutgroup



Ashmore Scout Group

1 Community Drive, Ashmore QLD 4214
www.ashmore.scoutsqld.com.au
PO Box 359, Ashmore City Qld 4214
Phone: (07) 5564 9666



To Parents / Guardians,

Welcome to the Ashmore Scout Group.

The Group was founded on the 17th of March 1983, welcoming both Cub Scouts and Scouts to its first Sign-On Night on the 3rd of June. On the 17th of March 1990, the Group moved to its current location at 1 Community Drive, Ashmore.

In 1991, the Group welcomed Joey Scouts, with Venturer Scouts commencing in 1993.

Since this time, hundreds of youth members have enjoyed Scouting at Ashmore.

Our Group continues to provide quality Scouting across four sections, with youth members ranging from six to eighteen years of age.

Uniformed Section Leaders deliver the Scouting program, and are assisted by Adult Helpers. The Group Leader is the manager of the Group, and is supported through the Group Council (consisting of the Section Leaders) and the Group Committee Executive (consisting of the Chairman, Treasurer and Secretary), and the Group Committee (consisting of parents, guardians and members of the community).

All adult members of the Group are volunteers, and commit to Scouts Australia's Code of Conduct.

The attached Parent Information Book provides new members with basic information about how our Group operates. New parents and guardians are requested to read and familiarise themselves with the contents of this book.

Further information is available as per below:

Group's website: www.ashmore.scoutsqld.com.au

Facebook: www.facebook.com/ashmorescoutgroup

We trust your child will enjoy their time as a member of the Group.

Any further questions can be directed to the Section Leaders, or through the Group Leader by email ashmoreql@gmail.com.

Yours in Scouting,

Stuart McConaghy (Woody)
Group Leader

Leader's Contact Phone Numbers and Emails

Group Leader

Stuart McConaghy (Woody)	0407 751 197	ashmoregl@gmail.com
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Joey Scout Mob

Anne Whitaker (Echidna)	0403 084 859	anne.whitaker@live.com.au
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Rachel Gately	0490 497 628	rachel.gately@yahoo.co.uk
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Cub Scout Pack

Yolandi King (Rama)	0458 803 756	yking80@gmail.com
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Karryn Kelly (Koala)	0407 758 897	karrynk63@hotmail.com
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Ken Chancellor (Awahili)	0410 397 054	chancellorkj@gmail.com
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Carolyn Fletcher	0438 756 395	cfletcher@onthenet.com.au
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Scout Troop

Leesa Kennedy (Waikerie)	0410 434 551	waikerie@gcweb.com.au
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Steven Kennedy (Dung Beetle)	0420 977 854	steven@gcweb.com.au
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Richard Wynne (Thylacine)	0438 907 677	richard@rwpromotion.com.au
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Lisa Rapley (Bungi)		
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Emily Reinke		
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Venturer Scout Unit

Sam Garnham (Sam)	0411 480 178	garno99@hotmail.com
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Mel Headberry (Mel)	0412 733 211	mel@elvardin.com.au
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Group Committee Members

Chairman:	Cameron Bourke	ashmorechairperson@gmail.com
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Secretary:	Wendy Pescud	
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Treasurer:	Kathy Broadley	ashmoretreasurer@gmail.com
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Fundraising:	Christine McCutcheon	ashmorefundraising@gmail.com
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Quartermaster:	Tim Huntington	ashmorequartermaster@gmail.com
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Website, Newsletter & Media:	Stuart McConaghy	ashmorewebmaster@gmail.com
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NEW MEMBERS

INTRODUCTION

This book is designed to give parents an understanding of Ashmore Scout Group and Scouting in general.

We ask you to read it thoroughly to assist you, the leaders and youth members achieve the aims of scouting.



DEFINITIONS

The term Scout refers to all uniformed members of the movement – from Joey Scouts to Leaders.

AIMS AND PRINCIPLES OF SCOUTING

The Aims of the Scout Association of Australia is to encourage the physical, mental, social and spiritual development of young people so that they may take a constructive place in society as responsible citizens.

The Principles of Scouting, as identified by the founder, Lord Baden-Powell, are that Scouts should serve their God, act in consideration of others and develop and use their abilities to the betterment of themselves and their families and the community in which they live.

HISTORY OF SCOUTING

In 1907 Robert Baden-Powell ran the first Scout camp at Brownsea Island off the South Coast of England. Both Baden-Powell and the boys who attended agreed the camp had been successful. This is considered the beginning of Scouting.

The following year his book *Scouting for Boys* was published and proved a great success, being reprinted 10 times in only two years. Scout Troops sprang up around Britain, and by 1922 a world Scouting organization had been established.

Throughout the years Scouting has become the world's largest youth organization, with Scouts in hundreds of countries worldwide. Each scout becomes a member of a worldwide family spread over many languages and races.

Baden-Powell insisted that education should be fun and this idea is the basis of the Scouting movement. His system allows youth members to learn how to improve themselves and help society, while having fun and making friends.

Scouts have the option of deciding what they want to learn and how fast they learn it, have goals to work towards and obtain recognition for their efforts. As the Scout progresses through the sections they can also develop leadership skills which may help them in the future.

SECTIONS

* The commencement for advancement in Sections may vary up to 6 months.

JOEY SCOUT MOB

Aged 6 and 7 years

Friday Night 6:30pm – 7:45pm



The Joey Scout theme is Help Other People (HOP). They have great fun learning skills to help them help others and enjoy crafts, games and excursions. Joey Scout Leaders have names of Australian Bush Animals.

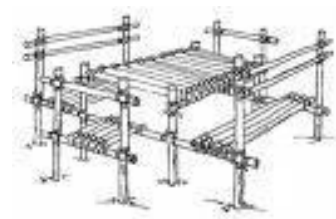
Joey Scouts must have had their sixth birthday and normally progress to the Cub Scout Section around seven years and six months, depending on their individual readiness socially and intellectually.

Joey Scouts are able to commence their progression to Cub Scouts at any time after their seventh birthday.

CUB SCOUT PACK

Aged 8 to 10 years

Thursday Night 6:30pm - 8.00pm



The Cub Scout section is based on the Jungle Book. Leaders take names from the Jungle Book and use it as a theme for the section. The activities each night follow themes and activities include games, craft and badge work.

There are many target badges for the Cub Scout section, with the highest being the **Gold Boomerang** and the **Grey Wolf** award.

The section is divided into groups of up to six, known as a *Six* and distinguished by colour patches. Each six has a Cub Scout as a leader, a *Sixer*, and the second in charge is known as the *Second*. The Cub motto is "Do Your Best".

Cub Scouts must have had their seventh birthday and normally progress to the Scout Section around ten years and six months, depending on their individual readiness, socially and intellectually.

Cub Scouts are able to commence their progression to Scouts at any time after their tenth birthday.

SCOUT TROOP

Aged 11 to 14 years

Wednesday Night 7:00pm – 9:00pm



The Scout Troop consists of groups of up to eight youth members called a *Patrol*, which has a *Patrol Leader* and an *Assistant Patrol Leader*. Each patrol shares the camping equipment available and can help decide on programs and activities for their patrol. There are many badges to earn, the highest honour being the **Green Cord** and **Scout Medallion**. There are competitions and camps to take part in and many activities during meetings at the Den.

The Leaders usually take the names of animals. They are there to direct the patrols and keep the programs varied and interesting as well as providing support for the Patrol Leaders in Patrol activities.

Scouts must have had their tenth birthday and normally progress to the Venturer Scout Section around fourteen years and six months, depending on their individual readiness, socially and intellectually.

Scouts are able to commence their progression to Venturer Scouts at any time after their fourteenth birthday.

VENTURER UNIT

Aged 15 to 17 years

Tuesday Night 7:00pm – 9:00pm



Venturers are recognised by their maroon uniforms and “Venturer” badges. They are encouraged to run the Unit themselves, with a Unit Council elected in an administrative role. The Unit Council consists of Venturers in the roles of Chairman, Secretary, Treasurer etc., along with the Leaders in a supervisory capacity.

The Venturer Award Scheme consists of four award sections, which culminate in the **Queen’s Scout Award**.

Activities are decided by the Venturers, but often include adventurous activities such as hiking, abseiling, rock climbing etc. There are many camps throughout the year for the members to attend and also courses in Leadership, Unit Management, and Initiative etc.

Venturer Scouts must have had their fourteenth birthday and progress to the Rover Scout Section after their eighteenth birthday.

Venturer Scouts are able to commence their progression to the Rover Scout Section at any time after the age of seventeen years and six months.

ROVER CREW

Aged 18 to 25 years

The Rover Section is the adult section of the movement. They are self-governed and have a Leader in an advisory role only. The section is administered by an executive committee.



The Rover Crew is based on the system of Knights and Squires. When a person first joins the section they become a Squire, and have to undergo training to help them understand the Rover section and the role of the Rover.

The **B-P Award** is a four-part award which a Rover may work towards. There are many moots (camps) organised at many levels for Rovers to attend, to meet other Rovers, participate in adventurous activities, and some not so adventurous. The activities, frequency of meetings etc. is decided entirely by the Crew.

Some Rovers are Leaders of other sections, or some become Leaders after they leave Rovers, but most want to give back something to the Scout Movement as they feel they have gained so much from it themselves.

The Ashmore Scout Group currently does not provide for a Rover Crew; however, our Group is now working in conjunction with the Helensvale Rover Crew.

Please contact Queensland Rovers at <http://www.qldrovers.org.au/> for further information.

FIRST MEETINGS AND INVESTITURES

The new youth member will be introduced to their Section Leader by the Group Leader.

Parent or guardians are required to sign a Non-member Indemnity Form for the first night (available from the Group website, Group Leader or Section Leaders)

Parents or guardians will be encouraged to complete a Membership Application Form and pay the annual membership fee prior to commencement of the second night. These fees include all insurances, World Scouting and National association fees which includes the levy for the eLearning system and Youth Program Review Funding levy. Should the youth member decide not to continue before 6 weeks have been completed the membership fee will be refunded by Scouts Queensland.

A new youth member will attend approximately three to four weekly meetings before being invested. A uniform is required before investiture. Some second hand uniforms may be available, or arrangements can be made through Section Leaders.

Uniforms can also be purchased on-line from the Scout Shop: <https://scoutshop.com.au/>

Badge placement diagrams are available from the Scouts Queensland website: <https://scoutsqld.com.au/badge-placement/>

A copy of these diagrams for each section is attached to the rear of this booklet. Scout parents are to note the specific badge placement diagram for the left sleeve.

ATTENDANCE

Youth members are required to arrive about five minutes prior to the meeting to ensure the meeting starts on time. Parents are required to sign their youth member in when they arrive for their meeting and sign them out again at the end of the night. Each group has an attendance book to be signed and a telephone number for an emergency contact for the night.

Parents are also encouraged to read the notices about upcoming events. Notices will be given directly to the youth members, or via email if required.

Our youth members look great in their Scout uniform and it is expected that all invested members are in correct uniform for meetings and when travelling to and from any Scout activity or camp. Part of the uniform includes the wearing of suitable fully enclosed footwear.

From time to time you may be asked to provide transport or assistance for activities. Support is needed for these events and your help would be appreciated by the Leaders and youth members involved.

Please make sure you know when outings will be leaving and arriving home, so you can pick up your youth member. Take into consideration traffic may sometimes cause delays, and Leaders will thank you for your patience. If there are any queries regarding an activity or camp feel free to approach a Leader before or after a meeting.

There will often be functions to which parents and/or guardians are invited. Please endeavour to attend these and show your children you are interested in their progress and the Group.

COMMUNICATION

All parents and/or guardians are required to maintain their current contact details with the Group.

These details include home and/or mobile phone numbers and email addresses.

The Group distributes a Group Newsletter via email.

The Group's Fundraising Coordinator also provides fundraising opportunities and updates via email.

Correct contact details assist the Group should parental contact be required in the event of an emergency.

The Group utilises an email database system (MailChimp) to distribute any Group emails; parents and/or guardians are to ensure that emails sent via this system are added to their 'safe senders' list.

DEN OUT OF BOUNDS AREAS

The Den has a number of 'out of bounds' areas.

Parents and guardians are to familiarise themselves and their youth members with these locations:

- The western side of the Den and Quartermaster's Store – these areas have limited lighting for night activities.
- The area to the top of the retaining wall on the western side of the Den.
- Youth Members are not permitted in the kitchen unless under the direct supervision of a Leader.

MEMBERSHIP FEES

Annual Association Registration:

Scouts Queensland require each youth member, young adult, leader and adult supporter to be registered, and place a registration fee per person covering one year. These fees are due in March of each year. Registration is collected by the Group on behalf of Scouts Queensland - [please keep these fees separate from Section Fees](#).

The Group Treasurer will distribute invoices in Term 1 detailing fee deadlines and payment options.

Parents and guardians are required to make their payments either by cheque, cash or direct deposit to the Group Treasurer with the account before the 31st of March.

Failure to pay by the due date means that the youth member is no longer covered by insurance and therefore cannot attend any further meetings or activities until the payment is made.

Section Fees: (Paid regardless of whether the youth member attends every meeting night or not).

Subs - **\$4.00 per week**

For each Section to purchase provisions and consumables.

Levy - **\$4.00 per week**

For Group expenses including local Council accounts, power accounts, Leader's training and registration, insurances and Den maintenance.

Section fees are set at the Annual Report Presentation. If a family is having financial difficulty meeting any of the costs associated with their child's scouting life, please speak to their Leader, the Group Treasurer or Group Leader.

Current Scout's Queensland registration fees are available on the Group's website.

PARKING

Parking is available immediately outside the Den and in the car park immediately over the road. Please take care to watch for our youth members when entering or exiting the parking area. Please encourage youth members to be in this vicinity only when arriving or departing the Den.

It is not a safe play area.

SAFETY PLAN

A safety plan is situated at each exit from the Scout Den instructing all youth members and family members of the emergency evacuation plan for the Den.

In the event of an emergency, the youth members and Leaders will assemble outside near the main road. From this area, the relevant emergency services can be contacted; and also parents if necessary.

If required the youth members can move as a group further away from the den area, as directed by the Leaders. Leaders will use the sign in / out book to ensure all members are accounted for.

Parents and guardians are requested to provide positive re-enforcement of these requirements should their child indicate that a practice evacuation has been conducted.

SMOKING POLICY

In the interest of our youth member's health, we ask that parents along with Leaders abide by the no-smoking policy that is in place on all Scout properties, in or near the Den and Quartermaster's Store and during all activities where youth members attend including camps and activity days.

GROUP STRUCTURE

Ashmore Scout Group offers four sections of Scouting: Joey Scouts, Cub Scouts, Scouts and Venturers.

The Group aims to provide quality leadership, with both male and female leaders in attendance in all sections where possible. All leaders are trained by the Scout Association to ensure a high quality of leadership.

Most sectional meetings are held at our Den, however activities away from the Den are important to provide variety in programming.

ADULT ROLES IN SCOUTING - LEADERS

All Leaders act in a voluntary capacity and most are parents. Although the youth members are extremely enthusiastic about Scouting, it cannot survive without the support and assistance from parents and/or guardians and the community. Being a Leader is a rewarding way to take part in the development of the youth members.

Scouts Australia is a registered training organisation recognised to deliver specific leadership qualifications. Adults involved in Scouting receive Vocational Educational Training (VET) qualifications, in addition to Scout qualifications.

A trained Leader also qualifies for a nationally recognised Certificate 3 or 4.

Further training and study can gain a Leader a Diploma in Leadership and/or a Diploma in Management.

Each section should have a Leader and one or more assistant Leaders, preferably both male and female.

The Group Leader oversees the Leaders and ensures the group runs smoothly and effectively. The Group Leader is also the uniformed representative at Group Support Committee meetings.

ADULT HELPERS – NON UNIFORMED

This group is usually made up of parents who *regularly* attend the weekly meetings to support the Section Leaders. These people play a vital role when helping the children working in small groups or helping to gather materials required for the next activity etc. These helpers require a Blue Card (Commission for Children and Young People and Child Guardian).

Applications are available from Section Leaders, Committee Members or the Group Leader.

Adult Helpers are required to be an Adult Member of the Association, and as such, complete Introduction to Scouting training with the Group Leader. Adult Helpers are also required to complete e-learning modules in Child Safe Scouting and Workplace Health & Safety.

Any parent and/or guardian wishing to volunteer as an Adult Helper will be required to pay their registration with Scouts Queensland. Please consult the Group website for the current fee structure.

Adult Helpers are identified by the wearing of an Adult Helper badge.

GROUP EXECUTIVE COMMITTEE

The Group Executive Committee is appointed at the Annual Report Presentation.

The Executive Committee is responsible for the maintenance of the Den, paying of Group accounts and Leader Training. They offer support to the Leaders and provide an alternative way for parents to be involved in the Group. The Executive Committee is also responsible for Group fundraising.

The smooth running of the Committee ensures the effective running of the Group. Committee meetings are held once a month. The Committee usually consists of the Group Leader, Chairperson, Secretary, Treasurer, Public Relations person, and a quartermaster and sub-committees (for example: Fundraising Committee) as required.

Members of the Executive Committee are Adult Members of the Association and complete the same membership requirements as the Leaders.

FUNDRAISING POLICY

SPECIAL EVENTS:

1. Special Events consist of recognised International, National or State events.
 - (a) Joey Scouts: Nil
 - (b) Cub Scouts: Cuboree
 - (c) Scouts: Jamboree (Australian, World or other overseas Jamborees), Agoonoree
 - (d) Venturer Scouts: Venture (State, Australian or other overseas Ventures), Agoonoree
(Also Jamboree when Venturer attending in approved Venturer role).
 - (e) Rover Scouts: Moots (State, Australian or other overseas Moots), Agoonoree
(Also other events when Rover attending in approved Rover role).
2. Only youth members and/or family of current youth members who attend special event fundraising activities are eligible to receive funds allocated to the Special Event Account. **These funds are assigned as a balance per family, and are paid by the Group to an event when required.**
3. **All money raised is receipted and banked through the Group's Special Events Account. No money is handed over to youth members or parents.**
4. Members may have a balance from special event fundraising in the Special Event Account at the time of leaving Scouting. This balance will be distributed at the discretion of the Group Leader, only after the last family member has resigned from the Ashmore Scout Group.
5. Members may have a balance from special event fundraising in the Special Event Account at the time of transferring to another Scout Group. The Ashmore Scout Group will pay any outstanding balance directly to the Special Event on their behalf. These funds will be held within our Special Event Account and made available when payments are due to the Special Event. In the event of cancellation of attendance these funds will be returned to the Ashmore Special Event Account and used at the discretion of the Group Leader.
6. Personal contributions may be reimbursed from the Special Event Account prior to, or at the time of, the Special Event. All requests for reimbursement must be in writing. All personal monies are receipted.
7. A percentage of money paid to a Special Event may be forfeited if a youth member cancels their attendance after the date set forward by the Special Event. This is at the discretion of the Special Event. This may include personal funds.
8. Donations made at special event fundraising activities will be distributed at the discretion of the Group Leader. All bank fees and postage charges are paid for by these donations. Any interest earned will be distributed at the discretion of the Group Leader.
9. Access to the Leader's funds will be considered by the Group Executive Committee upon written application on an individual case basis. This allows for a fair distribution of these funds across all sections and events.
10. All enquiries are to be directed to the Group Leader.

SECTION BASED EVENTS:

1. All Sections are permitted to conduct normal fundraising, for example: BBQs at Bunnings Hardware, BBQs at Harvey Norman, raffle ticket sales etc.
2. All funds must be receipted and banked as per Queensland Branch Scouting Instructions (QBSI) Section 6.8. These funds may be receipted directly into the relevant Section's Account.
3. These funds may be used at the discretion of the relevant Section Leaders; however any use of these funds must be transparent and fully accountable.
4. Sections must liaise with the Fundraising Coordinator to ensure correct procedures are followed.

GROUP BASED EVENTS:

1. The Group may conduct fundraising activities for Group related expenses.
2. All funds must be receipted and banked as per QBSI Section 6.8. These funds may be receipted directly into the Group Account.
3. These funds may be used at the discretion of the Group Executive Committee; however any use of these funds must be transparent and fully accountable.

The following conditions apply to ALL fundraising activities:

1. Any person attending at any fundraising activity is to maintain a professional standard and attitude at all times. The Ashmore Scout Group is on display to the public. Any fundraising activity can also be used to promote the Group to potential youth members and Leaders.
2. Any BBQ fundraising activity must follow Gold Coast City Council food handling guidelines.
3. Fundraising activities must be defined as Special Event Fundraising, Section Based Fundraising or Group Based Fundraising prior to commencement of the activity.
4. **Advertising at any fundraising activity is conducted as the Ashmore Scout Group, not as individual sections.**

DODGER'S BBQ FUNDRAISING POLICY

Group fundraising BBQ's are held at Dodger's Touch Football Car Boot Sales, Cos Zantiotis Park (corner of Jacob Drive and Olsen Avenue), Labrador, on the **2nd Sunday of each month**.

No Car Boot Sales are rostered for January; however extra sales may be scheduled if previous sales have been cancelled due to excessive wet weather.

Roster arrangements:

The Group allows parents and/or guardians and their youth members to participate in these BBQ's based on the next upcoming **Special Event** i.e. Cuboree, Scout Jamboree, Venture and/or Rover Moot.

Attendance at these activities is from 5:00am to 12:00pm. Parents are requested to return to the Group's Den at the completion of a BBQ to assist in equipment cleaning & return.

Parents and/or guardians will receive an email from the Fundraising Coordinator indicating that their Section is eligible to attend at the next Dodger's BBQ. Parents and/or guardians are to follow the instructions on this email if they wish to attend.

The Fundraising Coordinator will monitor the replies, and will allocate the limited positions based on a fair and equitable distribution. Positions are also limited to comply with workplace health and safety guidelines. **The roster is NOT assigned as 'first-in best-dressed'.**

The Fundraising Coordinator will send a return email in the week prior to a Dodger's BBQ to confirm attendance. If you are unable to keep this commitment, you are required to advise the Fundraising Coordinator in a timely manner so that a replacement can be found.

Failure to attend at a Dodger's BBQ when rostered (with no notification being sent), may result in non-rostering for future activities.

Parents and/or guardians are to ensure that they maintain current contact details with the Group.

The Group is able to maintain its low fee structure for parents and/or guardians due to the continued success of these BBQ's.

This Policy is to be read in conjunction with the Group's Fundraising Policy.

COMPLAINTS POLICY

The Ashmore Scout Group endeavours to ensure that Scouting is a positive experience for its youth members, their parents and/or guardians, and our volunteer Leaders and Supporters. However, it is inevitable that on occasion; concerns may arise that require clarification or investigation.

It is expected that most concerns will be dealt with quickly and courteously, in an informal way, by our Group Leader.

Complaints may arise that require a more formal investigation and response. Scouts Queensland has a fair and open process for dealing with complaints raised by members and non-members that directly affect them or their children in Scouting.

How do I make a complaint?

All complaints are to be written, either via email or letter.

Scouts Queensland operates on a 'chain of command' system, ultimately ending with the Chief Commissioner.

Complaints should be made to the relevant Section Leader or Group Leader first.

If your complaint is about the Joey Scout Mob, Cub Scout Pack, Scout Troop, Venturer Scout Unit, or some other aspect of the Group then it will be dealt with by the Group Leader.

If the Group Leader cannot resolve your concerns, then the Region Commissioner will assist you.

What kind of complaints does the Group deal with?

The Group accepts complaints about how you have been treated in Scouting or, if you are a parent and/or guardian of a youth member, how that youth member has been treated in Scouting.

The Group has the following rules for the acceptance of complaints:

- Complaints must be raised within three months of you knowing the facts.
- The Group does not investigate anonymous complaints.
- The Group does not accept complaints that are raised on behalf of or regarding other people (except by parents and/or guardians of youth members in Scouting).
- The Group does not accept complaints that are broadly or substantively the same as a previous complaint.
- The Group will not progress complaints believed to be vexatious or malicious.

How will my complaint be dealt with?

Your complaint will be dealt with fairly and objectively. The Group will always handle any complaint in a positive and pro-active manner and aim to resolve any issues as quickly as it can. However, please bear in mind that adults in Scouting are volunteers and therefore it may sometimes take a little longer to address your complaint.

You will be kept informed of the progress of the complaint with an acknowledgement of a formal complaint within seven days from when the Group Leader receives the complaint. Regular updates will be provided thereafter.

The Group Leader may need to speak to you and a number of other people to fully understand your complaint and the circumstances surrounding it.

The Group Leader will make a decision about the complaint and will inform you whether your complaint is upheld or not and the actions that will be taken as a result.

What if I'm not happy with the outcome of my complaint?

If you consider that you have not had a satisfactory answer, you may appeal.

You must appeal, in writing, within three months of being given the outcome of your complaint. Your appeal will be dealt with by the next Leader in the chain of command.

You must clearly explain the basis on which you are making the appeal and your preferred outcome to resolve the issue.

The response to a complaint may be appealed once. After this appeal has been dealt with, the matter will be closed. No further appeal will be possible.

Further information

For further advice on how to make a complaint, please contact our Group Leader via email or letter.

Group Leader	Stuart McConaghy	ashmoregl@gmail.com
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Scouts Queensland	Phone: (07) 3870 7000	gldhq@gldhq.scouts.com.au
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This Policy is to be read in conjunction with the following documents from Queensland Branch Scouting Instructions (QBSI) - available from our Group Leader upon request:

Section 3.10 Grievances and Disputes Section 7.5 Personal Safety Guidelines and Procedures

NON-RETURN & TRANSFER POLICY

The Group is required to confirm youth member and leader's attendance for the following twelve-month period; this is required by Scouts Queensland by midnight on the **31st of March**.

The Group requires that any persons not returning to Scouting to contact both the Group Leader and their relevant Section Leaders by the **1st of March** to advise of their non-return. The Group Leader will liaise directly with Section Leaders, and will make contact with parents / guardians from the 1st of March to confirm these details.

The Group Leader will use all methods available to make contact, including phone calls, text messages or email.

If parents and/or guardians do not reply, it will be taken that the youth member is not returning.

The youth member will be removed from the Scout Membership System (SMS).

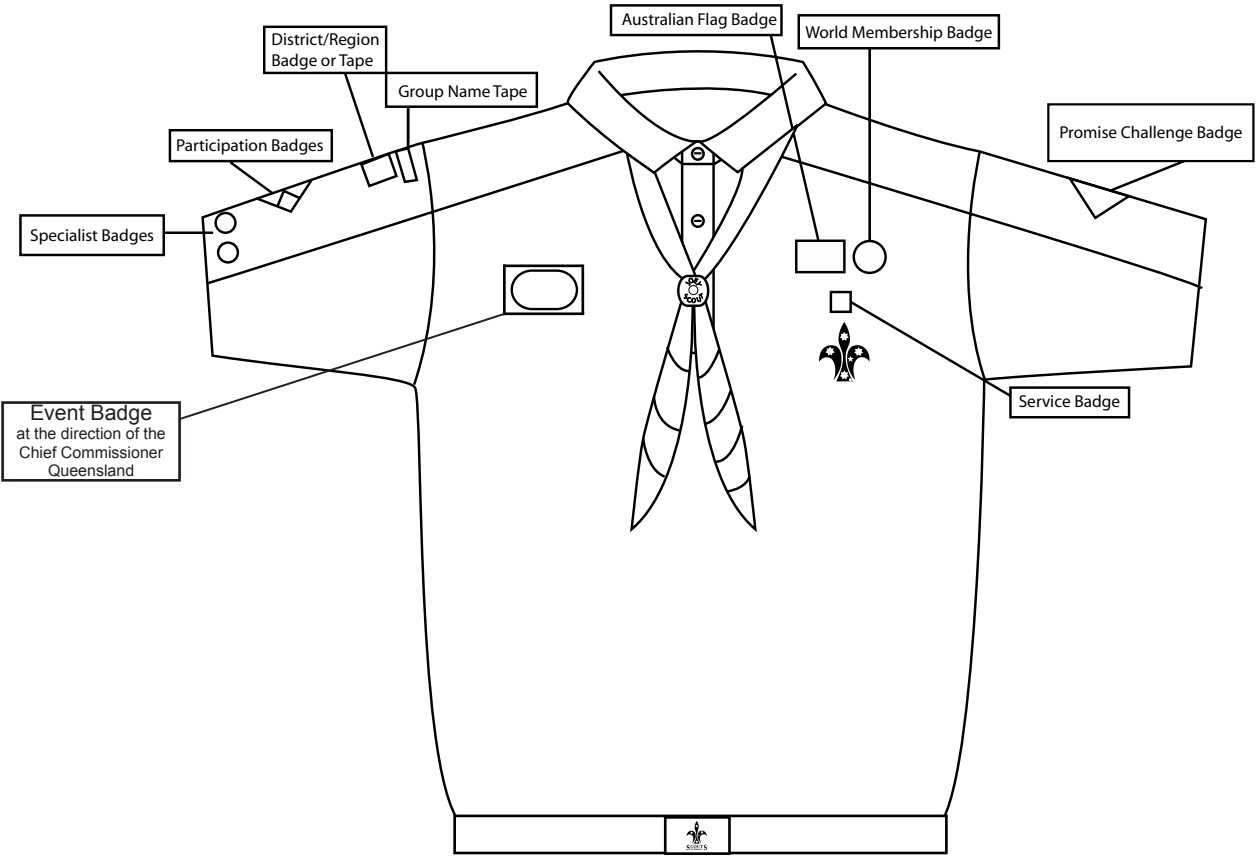
If the youth member wishes to return to Scouting, they will be required to pay the enrolment fee and membership fee.

This policy ensures that the Group is not imposed any extra registration fees from Scouts Queensland for youth members no longer in attendance. This allows the Group to maintain its low financial cost to parents and/or guardians.

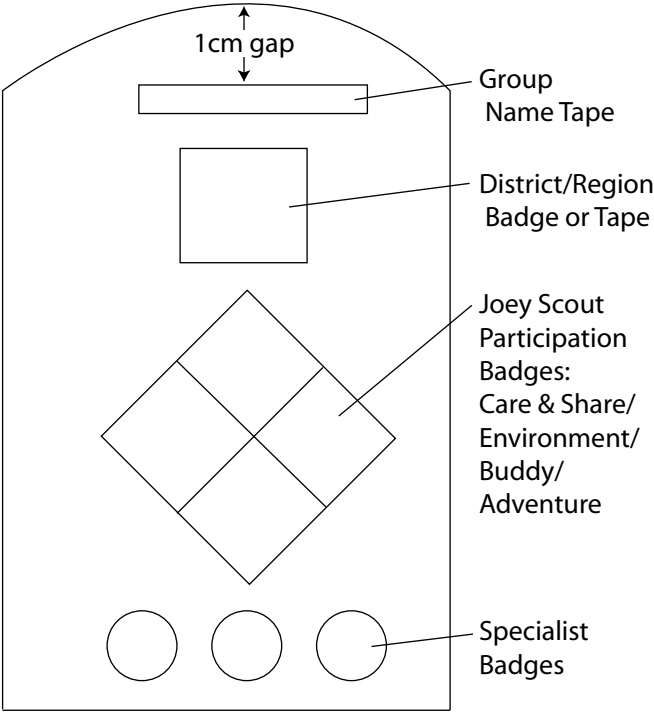
Any youth member wishing to transfer between Groups is to advise the Group Leader and their relevant Section Leaders in a timely manner. All transfers will also be concluded before the **31st of March**.

All parents and/or guardians are required to maintain current contact details with the Group.

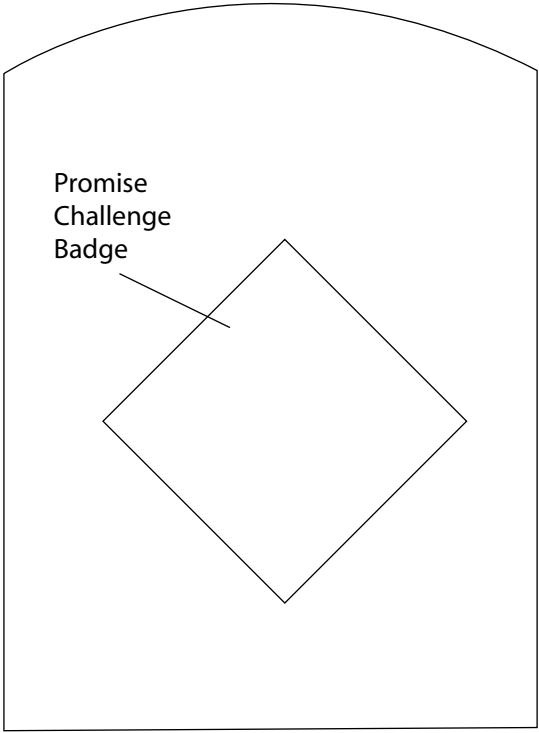
JOEY SCOUT



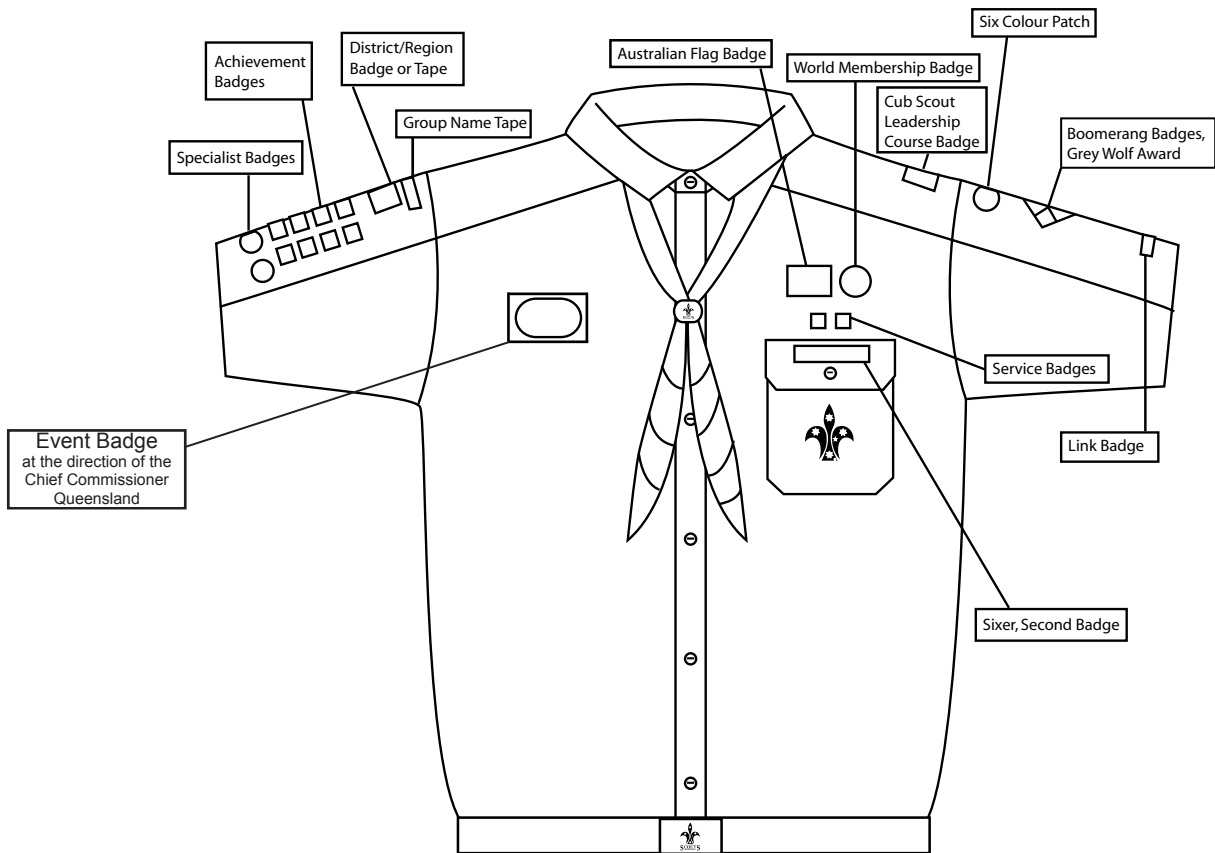
JOEY SCOUT RIGHT SLEEVE



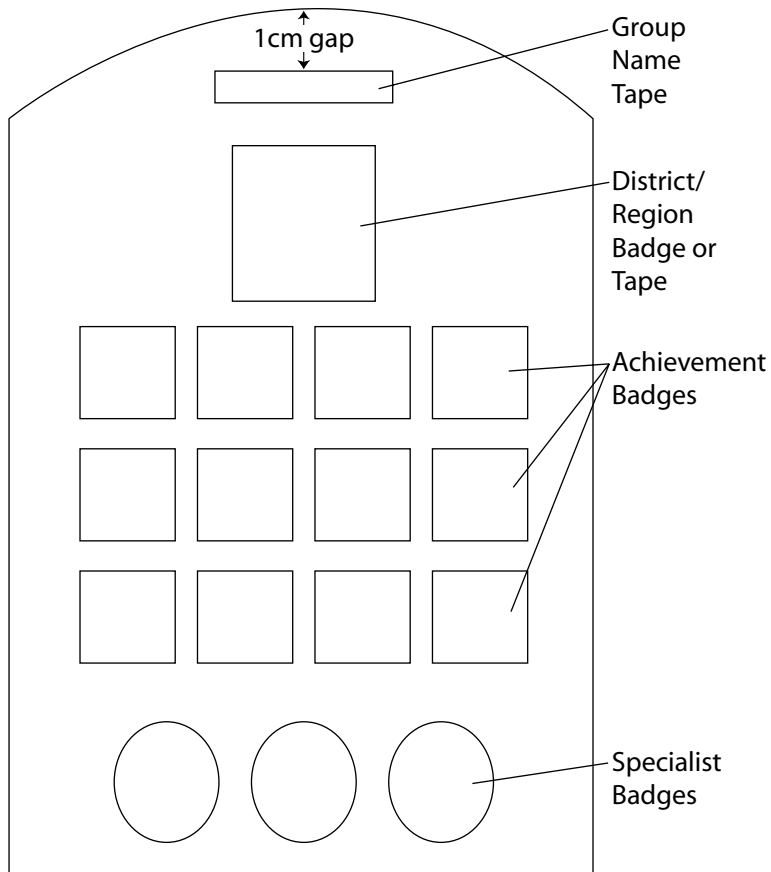
JOEY SCOUT LEFT SLEEVE



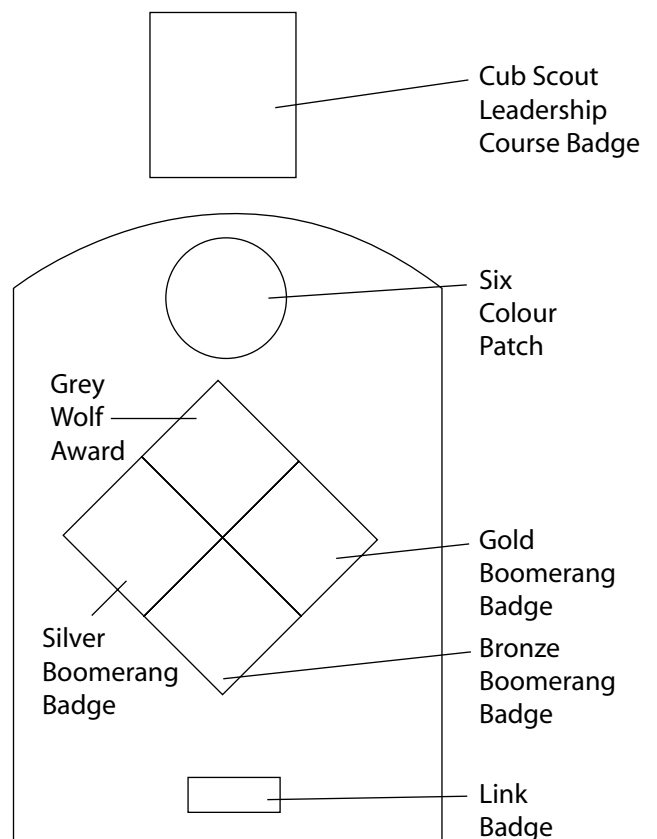
CUB SCOUT



CUB SCOUT RIGHT SLEEVE

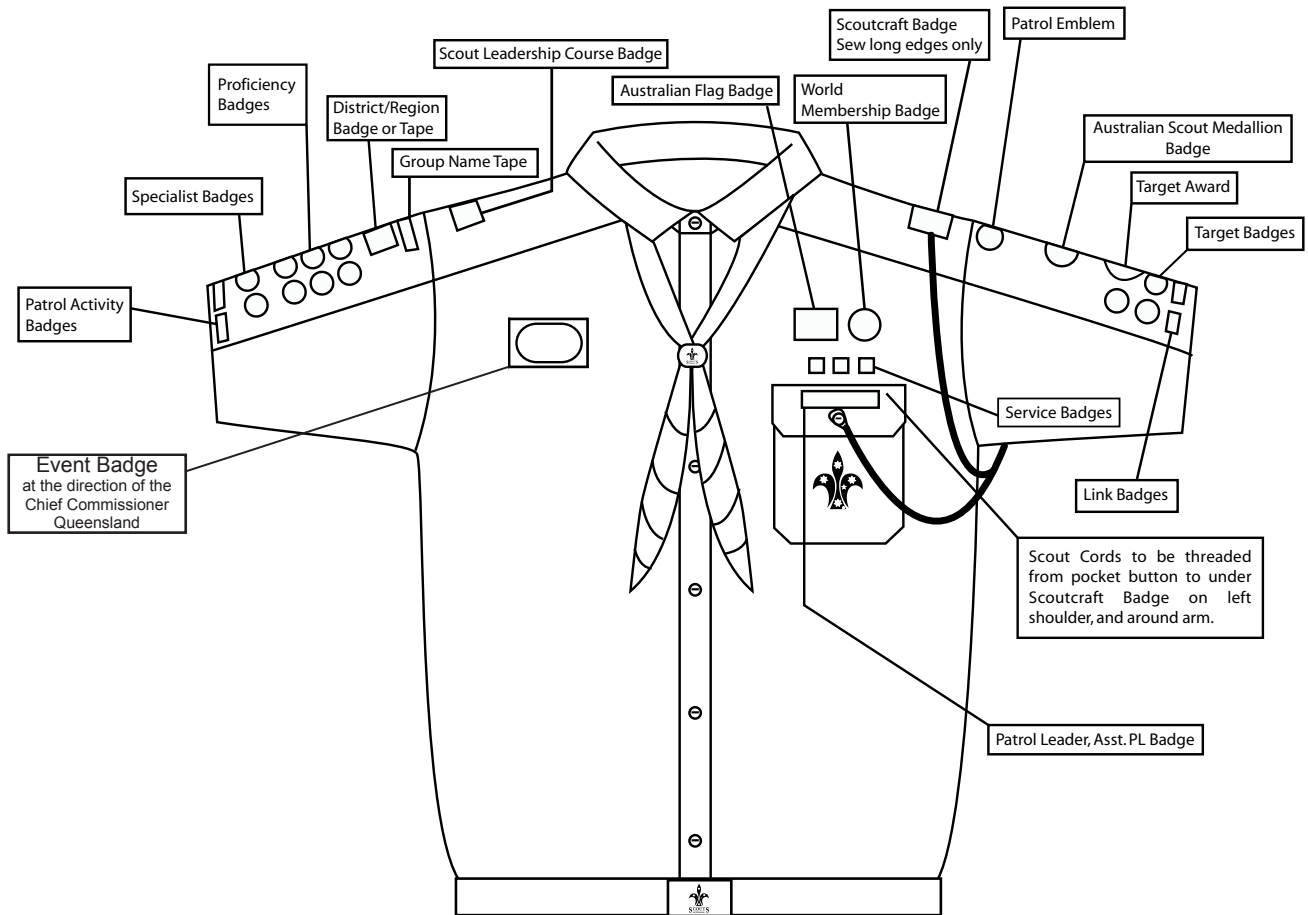


CUB SCOUT LEFT SLEEVE



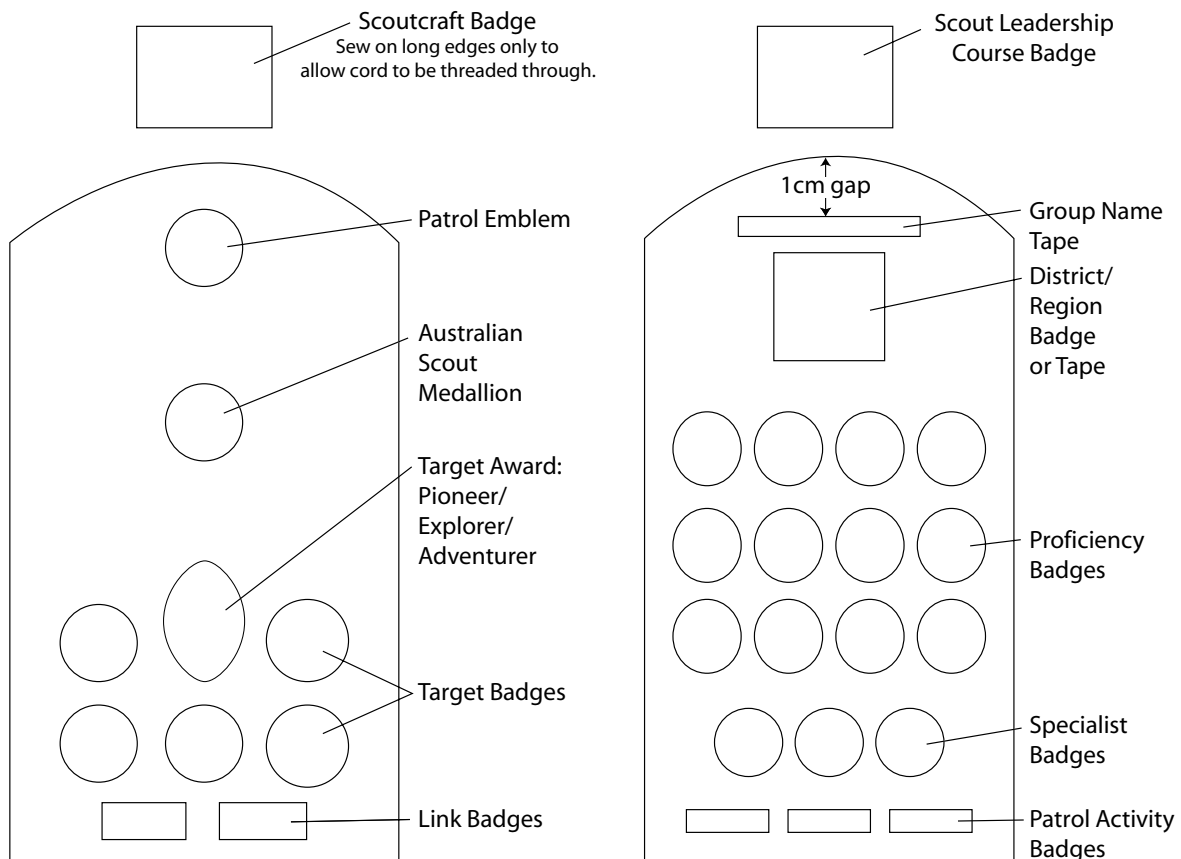
Note: Where many badges have been earned, they may not all fit on the colour panel of the sleeve.

SCOUT



SCOUT LEFT SLEEVE

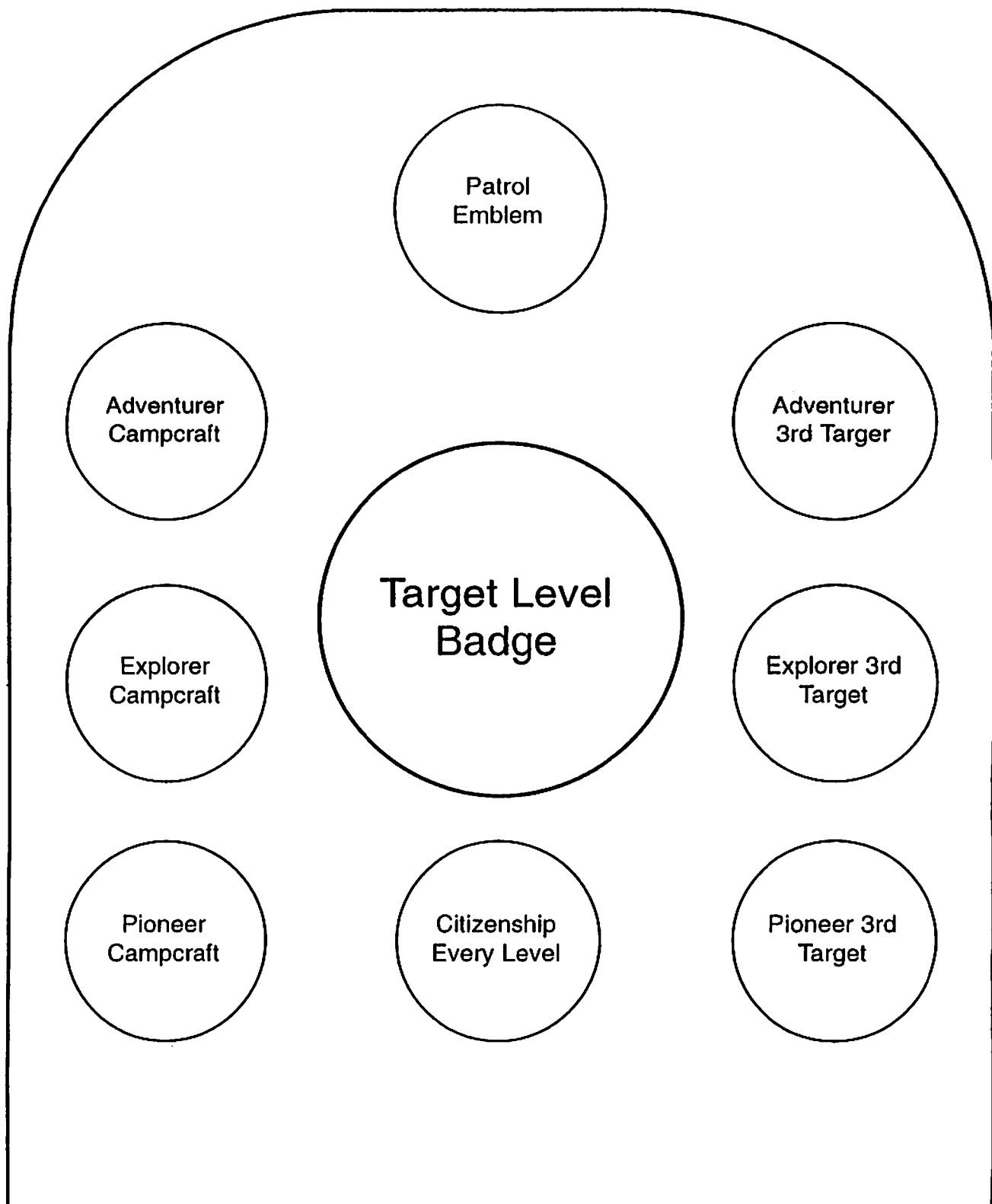
SCOUT RIGHT SLEEVE



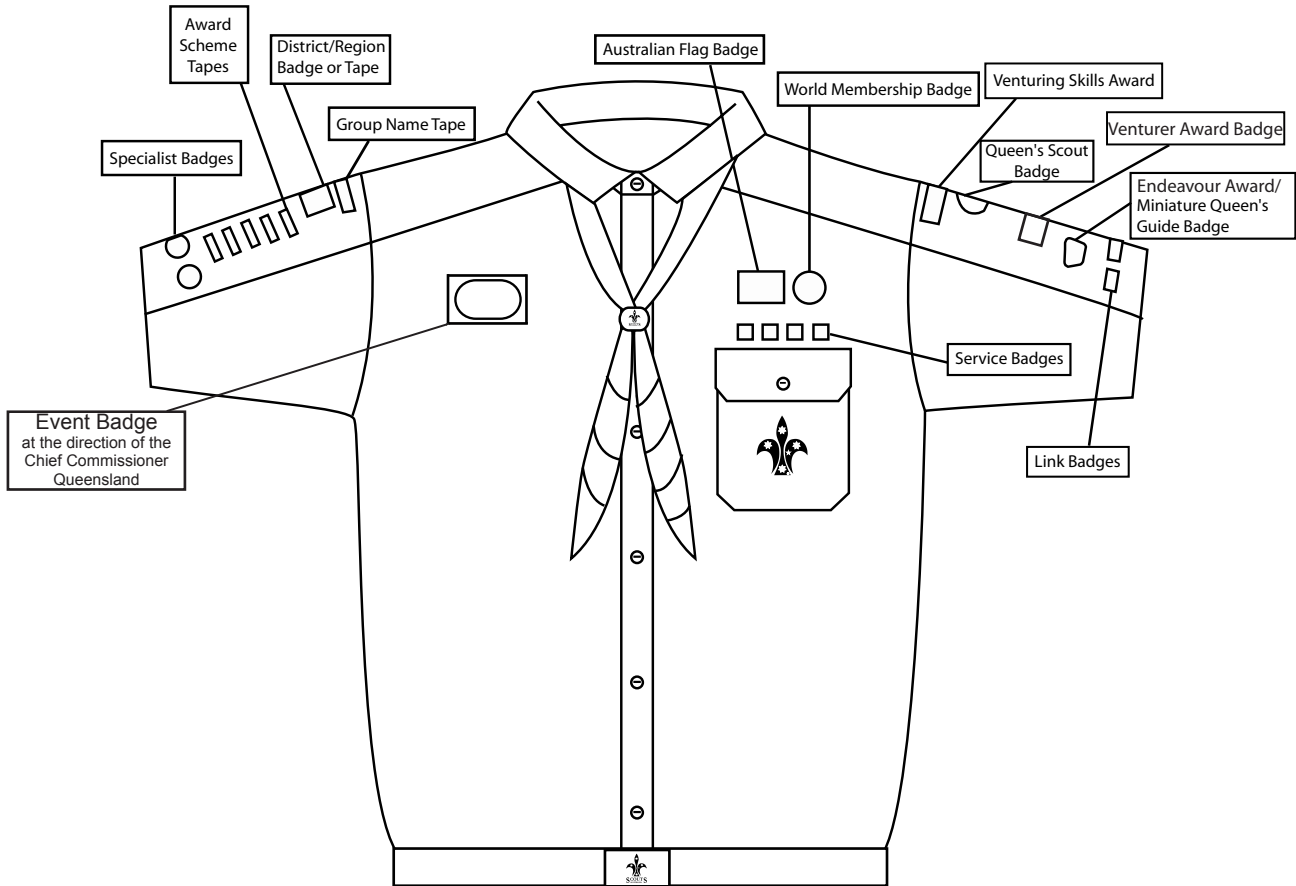
Note: Where many badges have been earned, they may not all fit on the colour panel of the sleeve.

Scout Uniform

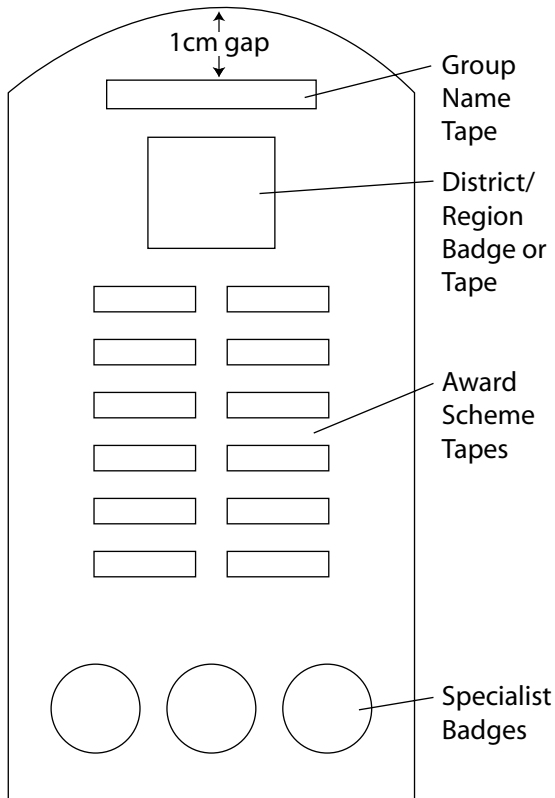
Left Sleeve



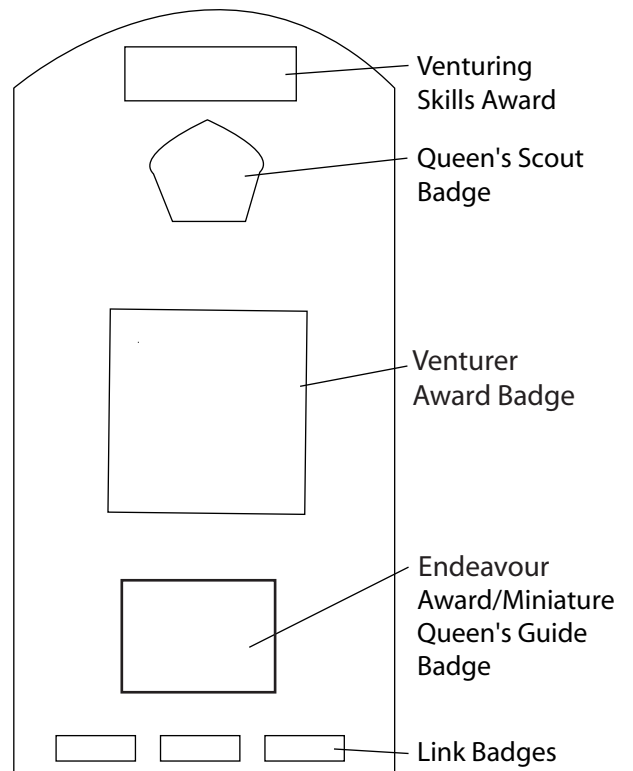
VENTURER SCOUT



VENTURER SCOUT RIGHT SLEEVE

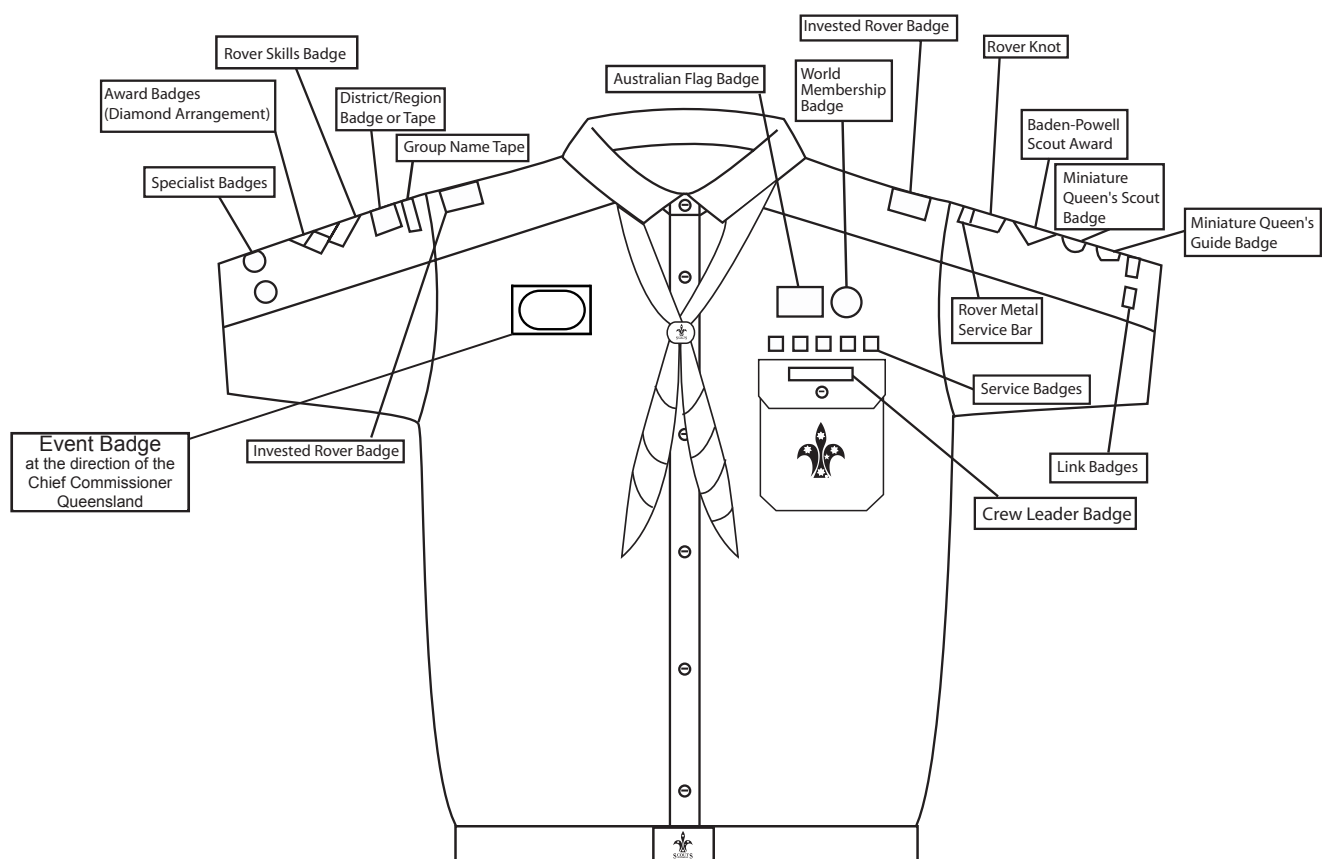


VENTURER SCOUT LEFT SLEEVE

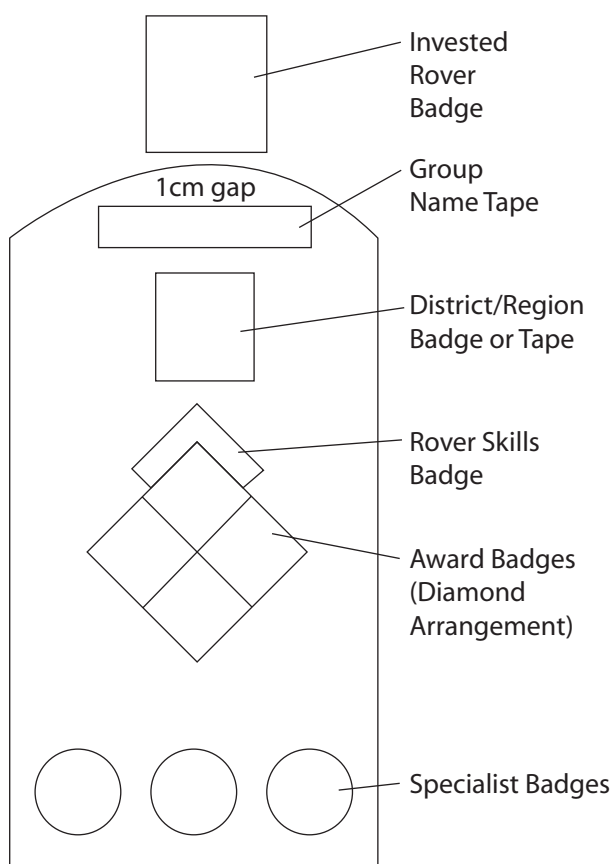


Note: Where many badges have been earned, they may not all fit on the colour panel of the sleeve.

ROVER



ROVER RIGHT SLEEVE



ROVER LEFT SLEEVE

