Girl Guides Queensland HINTS AND GUIDELINES

For Support Groups and District Support Teams





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GIRL GUIDES

AUSTRALIA

QUEENSLAND

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INTRODUCTION

The Support Group/District Support Team plays a vital role in the development and maintenance of the Guiding spirit within a District. Support Group/District Support Team members, together with the District Leader and Unit Leaders, make a real contribution to Guiding as a whole.

Unless otherwise noted in this publication, all of the material applies to members of both Support Groups (SG) and District Support Teams (DST).



UNDERSTANDING STRUCTURE

Girl Guides Australia

Girl Guides provides a non-formal education program that is a dynamic, flexible and values-based training in life skills, decision-making and leadership. It is supported by trained volunteer Leaders who are committed to Girl Guides Australia's mission statement:

To enable girls and young women to grow into confident, self-respecting, responsible community members.

Guide Lines details the requirements of the organisation and incorporates policy, organisation and rules of Girl Guides Australia, and the World Association of Girl Guides and Girl Scouts (WAGGGS), of which Girl Guides Queensland is a member organisation.

Girl Guides Queensland

Girl Guides Queensland is an autonomous organisation which manages its affairs based on the Guides Queensland *Constitution*, with accepted practices and policies as set out in *Guide Lines* and *Policy and Procedure*.

The Girl Guides Queensland Board directs the general policy of the Association, providing vision and policy decisions.

Girl Guide Regions

Queensland is divided into 25 Regions, each under the direction of a Region Leader who is a member of State Council and is answerable to the State Commissioner.

The Regions are:

Andrew Petrie Archerfield Brisbane North Capricorn Central Queensland Coral Coast Curtis Dalrymple Darling Downs Far West Flinders Gold Coast Jepara John Oxley Lones Major Mitchell Matilda Moogerah Moreton Nowra South Burnett Southern Border Sunshine Coast Tropical Tableland Wide Bay

Girl Guide Districts

Each Region is divided into Districts which cover a small geographical area, usually centred around a Guide Hut or community meeting place. More than one Unit can operate within a District. The District consists of a District Leader, Unit Leaders, Unit Helpers, Youth Members and Support Group/District Support Team (including parents/ care providers and other interested persons).

Units

Girls may join Guides at five years of age, and remain a member for the rest of their lives. Each District/ Unit decides the age limits for Units according to their preferred structure eg (5-10, 6-15, 10-18 years).

Each Unit must have at least one qualified Leader and one other adult at Unit meetings but this may increase depending on the activity and the age of the girls (Refer to *Guide Lines*). Other adults assisting in the Unit could be Assistant Leader, Unit Helper or rostered parents. Youth members can assist as Junior Leaders but do not qualify in the adult/girl ratio.



Girl Guides Queensland Support Group

The Girl Guides Queensland Support Group (Support Group) is a body of **non-uniformed** adults who are interested in supporting Guiding in the local area. It should have representatives, (women and/or men) from the parents/care providers of the girls in Guiding as well as from within the community. A Support Group is not just a parents' committee—it is the parents and friends Support Group and as such should support Guiding in every possible way.

Girl Guides Queensland District Support Team

A District Support Team may operate in a District where it is not possible to have a Support Group. It consists of the District Leader, Unit Leaders and **non-uniformed** adults who wish to support Guiding in the local area. There must be a minimum of two **non-uniformed persons** elected as office bearers.

Lines of Communication

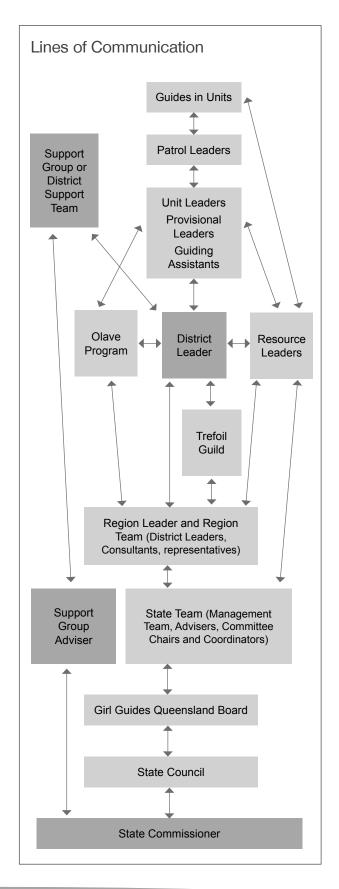
The District Leader is the communication link between all sections in the District. Using the correct channels and good communication ensures that contact, cooperation, continuity and successful teamwork is maintained. It is important for all members to become familiar with the organisation's procedures for communication (refer to "Lines of Communication" on page 3). The District Leader must ensure that all new office bearers understand the District's communication procedures.

Decisions affecting members of Guiding may not be taken by a Support Group or its executive but they should consult the District Leader when concerns arise. In a District Support Team, these matters should be decided in consultation with Leaders within the meeting.

The Support Group/District Support Team is responsible to the District Leader. Where there is no District Leader, they are responsible to the Region Leader.

Support Groups/District Support Teams requiring advice or guidance at any time are encouraged to refer to the Support Group Adviser.

Although Support Groups/District Support Teams should have the majority of their contact with their District Leader/Region Leader and the Support Group Adviser, there might be times when it is appropriate to contact the Support Centre. If this is the case the staff are always willing to give assistance.



MEMBERS

All roles in Guiding are voluntary with the exception of paid employees at the Support Centre and Kindilan Outdoor Education and Conference Centre.

Membership of Support Group/ District Support Team

Parents/care providers (female/male) of Girl Guides, other than Leaders, automatically become eligible for membership of the Support Group when their daughters become a member. Parents/care providers (female/male) of Girl Guides, including Leaders, automatically become eligible for membership of the District Support Team when their daughters become a member.

Parents/care providers/interested persons who are aged at least 18 years shall be eligible for membership of the Support Group/District Support Team upon signing an *Application for Membership of the Support Group/District Support Team* form (QF.SG.01). Approval of applications and recording of membership may be attended to at a regular meeting or the Annual General Meeting. Records of these memberships are maintained by the secretary and held within the District. These records provide information for application for long service awards.

Only members whose application for membership of the Support Group/District Support Team has been accepted are entitled to vote, have the right to nominate a person as an office bearer and accept nomination as an office bearer.

The Guide Promise

I promise that I will do my best To be true to myself and develop my beliefs To serve my community and Australia And live by the Guide Law



Female members of the Support Group/District Support Team who have been Guides may re-affirm their Promise as a Support Group/District Support Team member. Other female members of the Support Group/ District Support Team who are prepared to make the Guide Promise may become enrolled. Enrolled members wear the Promise Badge and the World Badge.

Before making the Promise, female members must fully understand the Promise and Law of Girl Guides Australia and the aims and objectives of the organisation and particularly of the Support Group/District Support Team. Many women members of the Support Group/District Support Team feel that they enjoy a closer involvement by making the Guide Promise.

It is important that Promise ceremonies are happy, meaningful and memorable. Female Support Group/ District Support Team members may wish to make their Promise at a Support Group/District Support Team event, the Unit that their daughter attends, District event, Annual General Meeting, Thinking Day, Unit camp, campfire or other meaningful Guide event.

The District Leader has the privilege of officiating at the Support Group/District Support Team member's Promise ceremony.

Blue Cards

The Commission for Children and Young People and Child Guardian is responsible for authorising the blue card system.

All Guide Leaders and other volunteers who help regularly with young people must receive a positive Blue Card notice.

The Blue Card:

- is a key prevention and monitoring system of people working with children and young people
- aims to minimise the risks of harm to children and young people receiving services which contribute to their wellbeing and development, and
- is founded on the principle that all children have a fundamental right to be protected from harm.

For further information visit <u>www.ccypcg.qld.gov.au/</u> <u>bluecard/index.html</u>

Current application forms which are available on the Girl Guides Queensland website, through the District Leader, should be used as they have Girl Guide information already inserted.

If you already have a Blue Card through another organisation it is necessary to complete an *Authorisation to confirm a valid card/application* form. By submitting this form volunteer coordinators will receive any important updates about an applicant or card holder's status.

If the volunteer is a registered Police Officer or teacher they may apply for a Blue Card exemption. A separate form exists for this purpose.

These forms, once signed by the District Leader, are to be returned to the Support Centre who will forward them to the relevant authority.

Keeping Children Safe Workshops

All Girl Guides Queensland Leaders complete a Keeping Children Safe orientation in relation to policies and procedures regarding the protection of children from abuse.

Other volunteers who assist regularly with Guide activities are also required to complete a Keeping Children Safe workshop. The District Leader will be able to organise for Support Group/District Support Team members to attend a workshop.

Annual District Fee

The Annual District fee, set by the Board, must be paid by each District. This fee covers the State administration fee, Personal Accident Insurance, Public Liability Insurance, Australian and WAGGGS quota and Support Group/District Support Team Conference Fund. The fee renewal invoice is posted out to Districts from the Support Centre in February and is payable by March.

Support Group

The District Leader is an ex-officio member of the Support Group with full voting rights. Leaders are not ex-officio members of the Support Group and cannot apply for membership. Leaders do not attend Support Group meetings unless specifically invited by the Support Group or District Leader for the purpose of planning District events, the Annual General Meeting, for discussion or social occasions. Support Group members may not attend Leaders' meetings unless they have been invited by the District Leader.

District Support Team

Leaders are members of a District Support Team as this format combines the Support Group Meeting and the Leaders Meeting.

The District Leader

The District Leader, through the Region Leader, is responsible to Girl Guides Queensland for Guiding in the District. The District Leader, acting in accordance with policy, has overall responsibility for Guiding in the District, including the Support Group /District Support Team.

The District Leader must have a good understanding of the aims and principles of Guiding and of the Australian Guide Program so that she has the necessary knowledge and confidence to lead the District. The position is not one of rank but of sharing with other adults the responsibilities and privileges of membership of a team.

The District Leader needs the assistance and support of all in the District team (Leaders, Support Group and parents/care providers) to administer the District. Each has an important part to play in fulfilling the whole purpose of Guiding—that of working for the benefit of the girls.

The District Leader as a Facilitator

- is prepared to learn
- is a friendly and approachable person
- has the courage to make a firm decision when appropriate
- needs to make balanced judgments and decisions
- maintains a sense of humour
- liaises between Leaders and Support Group /District Support Team, Region, Girl Guides Queensland and the community
- appoints Leaders, Auditor, Publicity Secretary and assessors
- is a signatory on **all** bank accounts in the District
- holds regular District meetings with all Leaders where the District is not run by a District Support Team
- enrols Support Group/District Support Team members
- gives written reports on District, Region and State activities to the Support Group/District Support Team
- holds/organises training for Support Group/District Support Team members
- advises SG/DST Meetings of Leaders' expenses for reimbursement
- tables an expense report at each Support Group/ District Support Team meeting if required
- approves the contents of newsletters prior to circulation



- may hold the waiting list of prospective youth members
- · applies for long service and service awards
- may chair the regular Support Group /District Support Team meeting.

The Unit Leader

Leaders make a valuable contribution to the development of our girls. They give of their time voluntarily so it is important that they receive help and support from the Support Group/District Support Team. Through the Australian Guide Program a Leader assists her girls to develop and implement creative, effective and well-balanced programs relevant to their needs, which further their understanding and acceptance of the principles of Guiding.

The Junior Leader

The Junior Leader is attached to a Guide Unit whilst doing the Leadership Focus for self development and to learn leadership skills. She is not an adult therefore she is not a Leader but she is of great assistance in the Unit. She may require financial assistance for uniform and training as per the District's policy.

The Unit Helper

The Unit Helper is a female non-uniformed adult who is willing to help the Leader in a part-time capacity with specific assistance in running the Unit. Policy for Girl Guides Queensland requires that the Unit Helper agrees to a background check (police records check or screening through other authority as specified by Girl Guides Queensland) to receive a positive notice Blue Card, as a part of the application process and completes the Guide *Keeping Children Safe* Workshop. The Unit Helper is another valuable member of the team.

Region Support Group Consultant

Region Leaders are encouraged to appoint a Support Group/District Support Team consultant who will work closely with the District Leader, Region Leader and Support Group Adviser. Her role is to advise and be available to assist Support Groups/District Support Teams, be a guest speaker (on request) and/or attend meetings (by invitation) to assist the Support Groups/ District Support Teams and/or the District Leaders throughout the Region.

Region Support Group Consultants are part of the committee (mainly meeting via email and telephone) that supports the Support Group Adviser.

The Region Support Group Consultant's term is completed at the completion of the Region Leader's term unless invited to join the new Region Leader's team.

Support Group Adviser

A State Support Group Adviser is appointed for up to three years (with an option of a further two years) specifically to help consolidate the role of the Support Groups/District Support Teams throughout Queensland. She may be called upon to assist groups in whatever manner seems necessary (eg. give advice, attend/chair Annual General Meetings, run trainings). If Support Groups/District Support Teams have any questions or concerns they should contact the State Adviser who will be available to assist in conjunction with the District Leader and Region Leader. The Support Group Adviser reports directly to the State Commissioner.

Region Leader

The Region Leader is the person responsible to Girl Guides Queensland for all Guiding in the Region. The Region Leader, acting in accordance with policy, has overall responsibility for Guiding in the Region, including Support Groups/District Support Teams. The Region Leader must have a good understanding of the aims and principles of Guiding and the Australian Guide Program so that she has the necessary knowledge and confidence to lead the Region.

The Region Leader needs the assistance and support of the Region team to administer the Region. Appointments, by the Region Leader, are based on the needs of the Region. Examples include Secretary, Treasurer, Public Relations, Camping, Training, Program, International and Support Group.

The Region Leader may be invited to chair District Annual General Meetings.

SG/DST ROLES AND RESPONSIBILITIES

The success of Guiding depends on the adult volunteers who give their time and energy to support Guiding. All Leaders know and appreciate the contribution a Support Group/District Support Team makes to the District in particular and to Guiding as a whole. Leaders should assist by encouraging the parents/care providers of the girls in their Units to take an active part in the Support Group/District Support Team.

The Support Group/District Support Team is a great source of strength and support to the District Leader, Leaders and Units by assisting with the promotion of Guiding in the local community. It helps financially and actively through projects and participation in Guiding and community events. Guidelines and suggestions are flexible and should in no way inhibit initiative and imagination.

It is helpful to draw up an annual calendar and mark in all key dates: meetings, fundraising events, Unit activities, date deadlines to be met and holidays. This will give you a 'big picture' for what is coming up in the District.

The cooperation between the District Leader, the Support Group /District Support Team, parents/ care-providers and the Unit Leaders maintains a high standard of Guiding and a happy, well-run District.

The Support Group /District Support Team is not responsible for setting rules and regulations in a District. These are already in place and cover Guiding as a whole and are listed in *Guide Lines* and *Policy and Procedure*.

The Support Group/District Support Team provides essential moral, practical and financial support within a District and all should work together as a team to ensure the smooth running of the District.



Suggested Support

Be part of the District team

- make the Guide Promise (if a female member) become an enrolled member
- obtain a Blue Card to allow attendance at Guide events
- complete a Keeping Children Safe workshop as part of Girl Guide commitment to a child-safe organisation
- attend SG/DST meetings
- become an Office Bearer (eg. President, Secretary, Treasurer, Public Relations)
- · welcome parents.

Support the District Leader and Leaders

- teach special skills or craft to the girls
- assess competency badges
- · provide transport to activities
- assist with administrative work
- recommend to the District Leader persons suitable as Leaders, badge assessors and auditor
- offer hospitality to visiting members
- assist at Guiding activities and events
- accompany the District Leader to Promise ceremonies and to functions both within and outside Guiding
- attend church parades with Units
- be represented at Junior BP, BP and Queen's Guide presentations
- provide baby sitting
- participate in activity days
- staff at Unit camps/Leaders' trainings.

Maintain Guide huts and campsites

- fix a fuse/tap/drain/leak
- change a lock
- clean gutters/mow the grounds/clean the hut.

Become an office bearer

- promote Guiding within the community
- type newsletter or notices
- host a happening
- · assist with publicity and public relations
- recognise members' achievements—perhaps in the newsletter.

Help with Fundraising

- bake a cake
- staff a stall or make a gift
- sew a masterpiece
- sell Guide Biscuits
- help at Bunnings/Officeworks barbecue.

Public Relations



Suggested Financial Expenditure

- badges for girls, qualification/service badges for Leaders/Support Group/District Support Team members
- assist with cost of Leaders' uniforms
- assist with Leaders'/District Leader's trainings, conference fees and membership
- assist with administration expenses for Support Group /District Support Team members such as postage, telephone, photocopying, tea, coffee
- assist with District Leader's expenses such as telephone, stationery, travel
- maintain campsites
- hut maintenance such as rent, electricity, telephone, upkeep and improvements
- pay annual District fee (compulsory) to Support Centre
- assist with the purchase of Unit and camping equipment
- contribute to Region administration costs (set by each Region)
- pay relevant insurance premiums—details are sent from Support Centre annually to District Leaders
- assist Support Group/District Support Team members to attend appropriate conferences

- contribute to State/Region/District/community Good
 Turn
- purchase Girl Guide biscuits and calendars for resale.

Support Groups/District Support Teams are **not responsible** for members' international/Australian/State/ Region/Unit camp fees. However, they may **choose** to hold a specific fund-raiser to assist girls and Leaders attending these events.

Suggestions for Attracting/ Retaining Members

- smile
- find talents of parents/care providers and utilise
- be specific—ask someone to do a particular task to engage them and make them feel useful and needed
- set regular meeting dates and advise all members/ parents/care providers.
- hold District social activities/team gatherings
- be positive and receptive to new ideas
- recognise that not everyone is prepared to hold an Executive position
- bring a friend, another mother/father/care provider/ neighbour
- attend Unit enrolment ceremonies, Junior BP, BP and Queen's Guide presentations at the invitation of Unit/District Leader to meet new parents/care providers
- approach Leaders to involve Support Group/ District Support Team members in welcoming new parents/care-providers ie. visit Unit. Welcome new parents/care providers in some manner, for example, Welcome Kit/folder with District information, District personnel, meeting times, common terms and so on
- nominate a person to welcome new parents/care providers and introduce to District Leader, Executive Committee and other members
- · avoid overworking the faithful members
- encourage a shared sense of responsibility and achievement
- remember to thank volunteers, to acknowledge effort and show appreciation (eg. thank you letters, mention in newsletters, volunteer awards, long service award, special afternoon tea)
- ask Leaders to nominate a liaison person for each Unit.
- wear District coloured T-shirt for easy recognition at meetings, Unit visits and events.

GUIDELINES FOR OFFICE BEARERS

President

- Is familiar with, and has a knowledge of, Guiding publications as listed in Catalogue of Publications for use by Support Group/District Support Team (refer to appendix "A. Publications Catalogue" on page 28).
- Provides moral support.
- Presides at the meetings within the guidelines of the organisation.
- Conducts efficient meetings and encourages full participation of all members.
- Prepares, with the Secretary, an agenda for each meeting.
- Works closely with the District Leader and only makes statements that are in agreement with the policy of the organisation.
- Presents an annual report for the Support Group/ District Support Team.
- Attends Conferences and other gatherings, which provide training for Support Groups/District Support Teams.
- Brings to the notice of the committee any matters that require attention.
- Prepares and works to a yearly plan.
- Ensures that complete support is given to the District Leader and Region Leader.
- Signs minutes of meetings as correct when they have been confirmed.

Vice President

- Is familiar with, and has a knowledge of, Guiding publications as listed in Catalogue of Publications for use by Support Group/District Support Team (refer to appendix "A. Publications Catalogue" on page 28).
- Assists the President—is part of the team.
- Chairs the meeting in the absence of the President.
- Assumes the responsibility of any office bearer who is unavailable.

Secretary

Is familiar with, and has a knowledge of, Guiding publications as listed in *Catalogue of Publications for* use by Support Group/District Support Team (refer to appendix "A. Publications Catalogue" on page 28).

- Keeps the President fully informed of all correspondence.
- Notifies members and parents/care givers of meetings.
- Prepares the agenda in consultation with the President. (refer to appendix "G. Agenda/Minutes Format" on page 34).
- Keeps concise and accurate minutes of all meetings. The Agenda format can be used for taking the minutes.
- Notes in the minutes who will action what and highlights for easy recognition.
- Keeps an accurate record of all important adopted motions (policy), including date, in front of minute book eg. Leader uniform expenses, trainings, due date of lease.
- Collates incoming correspondence and attends to outgoing correspondence.
- Prepares, with the President, the Annual General Meeting report.
- In conjunction with the District Leader, sends completed:
 - Annual General Meeting Report Form (QF.SG.02)
 - Annual District Report
 - Building Safety Checklist (QF.IP.01)
 - Receipts and Payments Summary (QF.F1.10)
 - to Region Leader by 31 March.
- Retains an inventory of all District property. A copy, including photographs should be sent to the Support Centre to assist with any insurance claims.
- Maintains a key register complete with signatures and dates.
- Maintains a list of names and addresses of parents/ care givers and girls and Support Group/District Support Team members in the District.
- Maintains a folder containing SG/DST membership forms.

Treasurer

- Is familiar with, and has a knowledge of, Guiding publications as listed in Catalogue of Publications for use by Support Group/District Support Team (refer to appendix "A. Publications Catalogue" on page 28).
- Prepares an annual budget for the District.
- Prepares a written financial statement for each Support Group/District Support Team meeting.

- Ensures that all financial books of the Support Group/ District Support Team are audited annually.
- Prepares an audited annual statement (*Receipts and Payments Summary* form QF.F1.10), with the District Leader, in accordance with the rules of the organisation.
- Keeps current records of all financial transactions of the Support Group/District Support Team and presents for perusal by the District Leader and committee members at every Support Group/District Support Team meeting.
- Keeps accurate record, in front of cash book, of all financial adopted motions (policy) including dates (eg Leader uniform expenses, levy) and a list of all recurring payments including due dates.
- Obtains receipts for all payments and retains them for audit.
- Issues receipts for all monies received and deposits all money promptly.
- Receives and recommends all accounts for payment at each meeting.
- ▶ Pays all accounts by cheque.
- Keeps a record of petty cash payments for audit purposes.
- Attends Conferences and other gatherings, which provide training for Support Groups/District Support Team.

Public Relations/Publicity Secretary

- Is familiar with, and has a knowledge of, Guiding publications as listed in *Catalogue of Publications for* use by Support Group/District Support Team (refer to appendix "A. Publications Catalogue" on page 28).
- Has knowledge of the Support Group/District Support Team and Unit organisation.
- Regularly maintains Guiding's image in the community.
- In consultation with the District Leader, initiates public relations activities that will improve the Guiding image and supports specific activities in the District.
- In consultation with the District Leader, produces a regular newsletter.
- Maintains regular contact with the Region Public Relations Consultant.
- Keeps records of photographs, reports, newspaper items (including dates and name of newspaper) for the District history and sends copies to the Region Public Relations Consultant/Girl Guides Queensland.
- Ensures that all photographs of youth members have a media release signed by parent/guardian to allow publication (*Talent Release* form QF.MA.01).
- Ensure that permission is obtained to publish photographs taken by others including newspaper photographs (*Copyright Release* form QF.MA.02).



MEETINGS

Support Group/District Support Team

Regular meetings of the Support Group/District Support Team are arranged according to the needs of the District, preferably monthly or bi-monthly. Meetings should be often enough to maintain continuity and enthusiasm. The time and venue is a District decision in accordance with what suits the people concerned. Meetings should be friendly and informal, while following a pre-arranged agenda. It is usual for the President to Chair the meeting, the Secretary to read the previous minutes and record the current meeting, the Treasurer to give a report and present accounts for payment and the District Leader to give a report on activities in the District and an expense report on the District account (refer to "Money Matters" on page 15). All reports should be moved, seconded and voted upon.

The District Leader has the right, if it seems necessary, to Chair the meeting. The District Leader **has no greater part** in the meeting than any other member. Each member should assume a responsibility as a member of the team. If there is no District Leader, the Region Leader or her representative may attend the Support Group/District Support Team meeting. A quorum for a meeting shall be half of all executive members plus one.

Refer to appendix "C. Agenda and Meeting Guidelines" on page 30 for more details.

Motions and Voting

All suggestions should be formalised.

A motion is a proposal to solve a problem or reach a decision. Upon introduction, a motion must be seconded before it is opened for discussion and possible amendment and then voted upon. Persons voting must be a SG/DST member (Refer to "Membership of Support Group/District Support Team" on page 4).

After the motion has been duly moved and seconded it may be discussed. When discussion is completed voting takes place.

The motion is put by the chairperson asking "Are you ready to vote?"

And then

"All those in favour?" and "Those against?"

The vote of the majority rules and the motion is declared 'carried' or 'lost'.

If required an amendment is put to the vote.

If carried the main motion, as amended, is put to the vote.

If the amendment is lost the main motion, as originally worded, is put to the vote.

All important decisions of a continuing nature should be noted in the front of the minute book for the notice of all committees that will follow in the future.

Standing Orders (or Rules of Debate)

- 1. Every person wishing to speak shall rise and address the Chair.
- 2. A speaker shall not be interrupted except by the chairperson or by someone rising to a point of order.
- 3. Every speaker shall confine themselves to the subject under discussion.
- 4. When the chairperson is called upon to decide a point of order, their decision shall be final.
- 5. A speaker shall be limited to five minutes and shall not be allowed to speak a second time on any subject without the consent of the chairperson, unless they are the mover of the motion when they have the right of reply. In reply, the mover may not introduce new matter. (When the reply has been finished, the chairperson shall put the question.)
- 6. If an amendment is proposed, it must be debated before the original motion shall be and, if carried, it shall be incorporated in the original motion and the original motion shall be put. No more than two amendments may be accepted to any one motion.
- 7. No motion which is a direct negative of the original motion, shall be accepted as an amendment.
- 8. The chairperson shall not vote except in the event of voting being equal when they exercise a casting vote, in which case they should vote to preserve the status quo.
- 9. No question, which has been decided, may be re-opened unless the meeting is unanimous that it shall be.

Special Meetings

If it becomes necessary to call a special meeting for any purpose the Secretary must send out notices to all members giving sufficient notice in advanceat least fourteen days notice of the date, starting time, place and business for which the meeting is called. Only such business may be discussed at a special meeting.

Sub-Committees

Sub-committees may be set up by the Support Group/ District Support Team for a specific purpose such as hut management, hut building, hut maintenance, fete or other major scheme. The Sub-committee is responsible to the Support Group/District Support Team and at all times abides by the policies of Girl Guides Queensland.

The Sub-committee should:

- obtain the Support Group's/District Support Team's opinion on all major decisions
- include the District Leader or her representative, at least one member of the Support Group/ District Support Team and other supporters of the organisation who have the various skills relating to the purpose of the Sub-committee. The number of members depends on the needs of the committee
- meet at least every two months
- bank all money received in the Support Group/ District Support Team account
- write a report for the District Leader prior to each Support Group/District Support Team meeting which should then be presented to the Support Group/ District Support Team meeting.

District Team Gathering

These gatherings are called by the District Leader, attended by all Unit Leaders, District Resource Leaders, Unit Helpers, Junior Leaders, Support Group/District Support Team members and members of the Olave Program. They are held for the purpose of planning District events, the Annual General Meeting, the annual budget, a function or just enjoying a social event together. A maximum of four per year is recommended.

The District Leader chairs the District Team Gathering. In the absence of a District Leader, the Region Leader would chair the meeting.

Annual General Meeting

This is the Annual General Meeting (AGM) for the whole District and is a celebration of the year past. For meeting procedure guidelines refer appendix "D. District AGM Procedure" on page 31.

The AGM needs careful preparation to run efficiently. It is the responsibility of the Support Group/District Support Team, in consultation with the District Leader, to convene the District AGM to which members of the public are invited. It is convened at a suitable time for all concerned. It is suggested that a team gathering is held to plan the District AGM. Ensure that the necessary arrangements are made well in advance for keys, seating, tablecloths, flowers, crockery, name tags and supper. Encourage youth members to participate.

The Region Leader, Support Group Adviser or a prominent citizen **should** Chair the AGM. Keep the agenda short. An hour and a half should be sufficient time to have reports, elect office bearers, a speaker or brief entertainment, thanks, presentations and closing. Nominations for executive positions should be in hand **prior** to the AGM.

Ideas to Help You Prepare a District Annual General Meeting

- Send out invitations, either by hand or post, at least six to eight weeks prior to the meeting. Invite the Region Leader, Support Group Adviser, parents/care providers of the girls, friends, Guiding personnel from other Districts, Trefoil Guild, Badge Assessors, representatives from local Scouting groups, Council and other organisations.
- Arrange a guest speaker—advise topic preferred, length of speech, whether girls will be present, offer to meet reasonable travel expenses, advise time and venue. The subject matter does not have to be Guiding but could be a youth organisation, interesting travel talks with powerpoint presentation, today's youth problems or a subject likely to be interesting and appropriate to the type of meeting being held.
- Each speaker should stand at the front of the meeting and speak clearly.
- Reports—highlight the main points. Leaders could arrange for one or two girls to speak briefly on the events they have enjoyed during the year.
- Arrange in advance for various people to move the adoption of the reports and give a vote of thanks and/or a gift to retiring members, guest speaker, guest chairperson.



General Arrangements

- Ensure the meeting place is well presented, the urn is working, cups are clean and all lights are working.
- On the day of the meeting, prepare the meeting place in advance. Set out chairs, table with a cloth and small jug of water and glasses. Put up a display of District photographs, new posters, leaflets.
- Arrange for someone to arrive early to open the building.
- Appoint someone to receive guests, provide name tags and have an attendance book on hand.
- Items for girls usually need a practice and the District Leader may need to check they are suitable for the occasion.
- Copy of agenda/financial reports should be available for guests.
- Arrange adequate advertising of AGM date/time/ venue.
- Chairperson to sign previous minutes after confirmation.
- · Relax and enjoy the evening!

Nomination and Election of Office Bearers

The office bearers of the Support Group/District Support Team for the ensuing year are elected at the AGM. These office bearers shall retire annually but shall be eligible for re-election. No office bearer may serve in any one office for more than three consecutive years.

Only members of the Support Group/District Support Team have the right to nominate and vote.

In order to stand for election as an office bearer, a candidate must be eligible according to these *Hints and Guidelines* and must be duly nominated. It is also essential that the candidate concerned should give their consent before being nominated. Nominations should be seconded to allow the election to proceed.

If only one candidate is nominated for an office, the presiding Chairperson of the meeting shall declare the candidate elected as no other nominations have been received. If nominations exceed the vacancy the names must be submitted to an election which must be carried out by ballot. Scrutineers, who are not personally concerned in the voting, should be appointed to count the votes and give the totals to the presiding Chairperson who then announces the result. All ballot papers should be destroyed. The Chairperson has, in addition, the right to a casting vote in the event of a tied vote.

The Support Group/District Support Team office bearers usually are:

- President
- Vice President
- Secretary
- Treasurer

Others may be:

- Fundraising Coordinator
- Property Officer/Maintenance Officer
- Media/Public Relations Officer
- Unit Liaison Officer
- Biscuit Coordinator.
- Lones and Nowra Auxiliary—metropolitan Regions
 only

Reporting from Annual General Meeting

Two copies of each report should be given to the **District** Leader. The District Leader must send one copy of each to the Region Leader by **31 March**. The Region Leader is responsible for sending these onto the Support Centre by **30 April** each year.

Reports to be Forwarded

Support Group/District Support Team

- District Report—President and District Leader or a combination of both.
- Building Safety Checklist (QF.IP.01).
- Audit Form Receipts and Payments Summary-SG/DST (QF.F1.10).
- Annual General Meeting Report form (QF.SG.02).

Units

- Unit Reports
- Audit Form Receipts and Payments Summary-Units (QF.F1.10)



Guidelines for District Appointments

Auditor

The Auditor is appointed by the District Leader for 12 months (see District Leader Job Description in *Guide Lines* and *Policy and Procedure* F10.11, Auditors)

Badge Secretary

Following the introduction of the new Recognition System, where many badges are now peer assessed, it is the decision of the District if a Badge Secretary is appointed. If appointed, the Badge Secretary is a member of the Support Group/District Support Team who is appointed by the District Leader and may remain in office for up to five years. The appointment should be ratified at each Annual General Meeting.

The Badge Secretary:

- Is familiar with, and has a knowledge of, Guiding publications as listed in Catalogue of Publications for use by Support Group/District Support Team (refer to appendix "A. Publications Catalogue" on page 28).
- Is an active member of the Support Group/District Support Team.
- Is familiar with, and holds for reference, all badge syllabus books relevant to the Guides.
- Notes alterations to any syllabus and other relevant matters regarding badges appearing from time to time in *Queensland on the Go*.
- Keeps an up-to-date record of names, addresses and phone numbers of all badge assessors.
- Is responsible for all assessors having current syllabus for badges.
- Confirms assessor's appointment by mail.
- Keeps records of all badges gained.
- Presents a written report to all regular meetings and the Annual General Meeting.
- In consultation with the District Leader, updates the badge assessors list annually.
- Suggests to District Leader people suitable as badge assessors.
- Reports to the District Leader any problems regarding badges or assessors.
- Ensures that all badges are purchased and delivered promptly to the appropriate Leader.
- Attends part of the District meeting as arranged with the District Leader.
- Sends annual thank you letter to the assessors and requests their continued support.

If Positions are Not Filled

It is a concern for everyone in the District when positions are not filled. If any or all positions are not filled at the Annual General Meeting, further lobbying needs to be done so that voting can be processed at the next regular meeting.

A District should not function without a Support Group/ District Support Team for a period of more than twelve months.

- It may be necessary to double up on some positions for a short time.
- If no positions can be filled at all, the District Leader/ Region Leader may appoint a caretaker Treasurer (so that accounts can be paid).
- Members of the Support Group/District Support Team should encourage new members during the year to be sure that positions can be filled at Annual General Meetings (refer to "Suggestions for Attracting/Retaining Members" on page 8.)
- Some Support Group/District Support Teams vote in new office bearers at the meeting prior to Annual General Meetings and ratify the positions at the Annual General Meeting.
- Some Support Group/District Support Teams ask office bearers to serve two years (if possible) so there is a continuance each year within the committee, therefore there is a need to only find new office bearers for minimal positions. If this is the case, each position not changing needs to be ratified at the Annual General Meeting.
- A letter may be posted to parents asking for support and be followed by a personal phone call. If a letter is to be sent to parents it should be firm but not negative, aggressive or stern. The District leader needs to approve any letter sent.
- Always stress the importance of the Support Group/ District Support Team and its role in the team.
- Personal approach is the most effective, and this starts with every new Guide.

Disbanding Of Support Groups

If a Support Group/District Support Team is placed in recess a final financial statement, including a certified bank statement of the balance, must be kept by the District Leader concerned who will make arrangements to hold the money in trust and settle recurring debts. The form *Closure or Recess of Unit or District* (ADM.23) is used to put a Unit or a District into recess, which is to be completed by the District Leader. As long as there is a Unit operating in a District there should be either a Support Group or District Support Team to support it.

MONEY MATTERS

Support Group/District Support Team

The contribution that the Support Group/District Support Team can offer is as varied as the need. The Support Group/District Support Team should not be regarded only as a fund-raising body although money is important. The Support Group/District Support Team is financially **self-supporting** and has no call on Unit funds—nor does it have any say in the manner in which Unit funds are spent. This is the District Leader's responsibility. **Support Group/District Support Team funds must be kept separate from Unit funds**.

The Support Group/District Support Team must obtain the approval of the District Leader for all fundraising projects.

Sufficient funds must be maintained to meet District commitments and expenses but accumulation of large amounts is not the purpose of the Support Group/District Support Team, unless for special specific projects. The use of Support Group/District Support Team funds is at the discretion of that body although advice and recommendations for its use from the District Leader is appreciated.

Prior to the Support Group/District Support Team going into holiday recess, a motion should be confirmed authorising the office bearers to pay any accounts or expenses due before the next meeting.

Suggested Financial Expenditure

As Guiding is voluntary, all actively involved members, including Support Group members, should apply for re-imbursement for reasonable out of pocket expenses. It is also appropriate that some of these costs are met privately. It is important that persons requiring reimbursement put the request to the committee prior to the expense whenever possible.

Note: All expenses must have original documentation. Be aware that cash register dockets fade quickly and it may be wise to take a copy for the records.

District Leaders/Leaders/Support Group members desiring reimbursement should not undertake extra expenditure (such as conferences or visits outside their areas) without consultation with the Support Group/ District Support Team. However, remember that conferences and training weekends are of great value and improve the quality of Guiding in a District.

Any requests from Leaders for financial assistance should be made through the District Leader and not directly by individuals to the Support Group/District Support Team.

District policy regarding financial assistance with uniforms, trainings and so on should be recorded in the minute book and noted elsewhere for easy access of information. Expenditure on gifts or tokens of appreciation should be set at a nominal amount and may be paid from Support Group/District Support Team funds or personal contribution from Support Group/District Support Team members. Remember a handmade item or potted plant is not only cheaper but is often more appreciated.

In some Districts, the District Leader has her own bank account. These accounts were originally set up to direct membership fees into before being forwarded to Support Centre. Currently, in most Units, parents pay membership direct to Support Centre and, with the rising costs of bank accounts, many Districts have decided to close these accounts. Some District Leaders use such an account for out of pocket expenses and would receive reimbursement from the Support Group/District Support Team. Therefore she should present a report on her expenses to the Support Group/District Support Team when reimbursement is required.

All money received for the purpose of the Support Group/District Support Team (ie biscuits, grants, donations, voluntary contribution and family levy) should be banked into the Support Group/District Support Team bank account.

Main Areas of Expenses for Families

- 1. Youth membership fees cover the following:
 - state administration fee
 - Personal Accident Insurance
 - Public Liability Insurance
 - Australian and WAGGGS quota
 - Irene Fairbairn Fund
 - Lady Baden-Powell Fund (Travel)
 - Region Consultants Seminar/Travel Fund.
- 2. District running expenses. These expenses are met by Support Group/District Support Team through:
 - FUNdraising

- donations including Voluntary contributions/ Family levy
- grants
- Region Levy (to cover Region Leader and Consultant expenses)—determined by and used within Regions.
- 3. Unit subscriptions This is the amount paid by Unit members, either per week or per term. This subscription covers the week-to-week running expenses of the Unit. The Support Group/District Support Team has no call on Unit funds.
- 4. Camps and special activities are a separate cost. Region fund payments are determined by Regions and are not received by Support Centre.

Budget

It is important that a budget is proposed by the Support Group/District Support Team at the beginning of each year. The Treasurer can prepare the basis of the budget from the previous three or four years and present it to the Support Group/District Support Team meeting for discussion. At the end of each year, complete a list of actual expenses.

The format for a budget can be very simple. List all the expenses that can be expected, as the **example** below shows. These are only suggestions and each Support Group/District Support Team is different.



Expected Expenditure Month Due Budget^{*} Actual Rates March, June, September, December \$380.00 x 4 = \$1420.00 \$ Electricity February, May, August, November \$200.00 x 4 = **\$800.00** \$ Telephone March, June, Sept, Dec \$60.00 x 4 = **\$240.00** \$ \$ **Biscuits** May Varies Quarterly/half-yearly/annually Varies \$ Region Levy Annual District Fee to GGQ March \$150.00 \$ \$ Leaders Trainings Any Time Of Year \$95.00 per Leader/per training Leaders Uniform Allowance Dec Or New Leaders (Any Time) Varies \$ Up to 30/06/2012 = \$100.00 per \$ Leaders Membership Any Time Of Year Leader All Year Badges Varies \$ Insurance April Varies \$ Pest Control Annually Varies \$150.00 \$ Carpet Cleaning Varies Varies \$ Varies \$80.00 \$ Mowing Monthly/Fortnightly Varies All Year Hut Maintenance \$ \$ Total \$3035.00

Example Budget

*Amounts are based on current costs at time of publication and should be used as an example only.

Voluntary Contributions/Levies

Support Group/District Support Teams may ask families to contribute towards the running costs of the District. The Support Group/District Support Team should decide between voluntary contribution, Support Group/District Support Team levy or neither. Only one can be chosen and Districts can be flexible about what `mixture' of fundraising and voluntary donation/levy they use but it is essential that there is agreement between the District Leader, Leaders and the Support Group/District Support Team. This arrangement should be reviewed at regular intervals, perhaps at an annual District Team Gathering.

Voluntary Contributions

Letters should suggest three or four different amounts along with 'other', giving choice of voluntary amount. All letters asking for voluntary contributions must be submitted to the Region Leader annually and approved at a Region meeting prior to circulation. Sample Letters for Voluntary Contributions are supplied for your use in appendix "F. Sample Letter" on page 33 and appendix "E. Sample Letter" on page 32.

Levies

Support Group/District Support Teams may ask each family to pay a levy, which will be known as (name of District) District Support Group/District Support Team Levy. All letters asking for a levy must be submitted to the Region Leader annually and approved at a Region meeting prior to circulation. The total amount of the levy collected is to be no more than that of the total of the previous year's basic running costs (eg rates, electricity, insurance, mowing, telephone, District Fee, Region Levy).

Support Groups/District Support Teams are responsible for collecting the voluntary contribution/levy and for banking these funds in the Support Group account. (Refer to *Policy and Procedure* 22.13.2)

It is of vital importance that inability to pay a voluntary contribution/levy does not prevent or exclude any girl from being involved in Guiding.

All contributions made by members for the cost of maintaining Guiding in Queensland are regarded as voluntary donations but unless full support is given by all, it is impossible to estimate the income and plan the services to be provided. It is desirable that families provide both practical and financial support.

Grants and Funding

From time to time grants are available from sources outside Girl Guides Queensland. Most submissions for funding, irrespective of what is being sought, must be forwarded to the State Executive Officer for endorsement prior to submission. Grants/Funding Submissions have cut off dates at different times of the year and time could be of the essence. The Support Group needs to be aware of this otherwise it could be many months before the opportunity arises again. Notice of local grants can be found in the local newspapers and may not need submission through Support Centre. The Volunteer Grant can be completed locally but advise the Support Centre of your application.

Grant submissions to the Community Benefit Gaming Fund must be forwarded for completion of sections 2, 3 and 13 and endorsement by the State Executive Officer. The submission will then be forwarded to the Fund.

Submissions to the Jupiter Casino Community Benefit Trust, Breakwater Island Casino Community Benefit Fund, Queensland Facilities Development Scheme, Myer Foundation and Sidney Myer Fund must be forwarded to the State Executive Officer for endorsement prior to submission.

A grants package is available from Support Centre and a copy is held in Districts.

Bank Accounts

Refer to Policy and Procedure - 22 Finance

All Guide money must be held in an appropriate bank, approved building society or credit union account.

All State, Region, District, Unit and Support Group accounts opened from 01 July 2010 must be operated in the name of Girl Guides Queensland followed by the name of the relevant Region, District, Unit, Support Group or event name as applicable. (*Policy and Procedure 22.7*).

All bank accounts operated in the name of Girl Guides Queensland must not be operated by ATM cards, internet banking or telephone banking. (*Policy and Procedure 22.8*).

Bank accounts may be accessed via electronic banking, i.e., members may view bank account statements online. However, no electronic payments may be made from an account. (*Policy and Procedure 22.9*).

Money **must** be banked in full as soon as possible, and no longer than fourteen days, after receipt. All

payments must be made by cheque. NO Direct Debits allowed.

Documentation must be produced for all expenses prior to payment and then filed for audit purposes. A **receipt must be issued** for all monies received.

Copies of the *Girl Guides Queensland Constitution* and *Guide Lines* plus a Certificate of Incorporation have been lodged at the Head Office of banks and other approved financial institutions in Brisbane. A copy of the minutes approving the name of the persons to open the account must be produced. Branches may also ask to sight a copy of the meeting minutes that confirm the opening of a new account or change of signatories for an existing account so it is important that such details are recorded in the appropriate minute book. New signatories will need to provide the 100 point verification required by financial institutions.

Some banks allow society accounts for Girl Guides Queensland. Check with your bank about interest, cheque book charges and any fees on this type of account.

Girl Guides Queensland is exempt from provision of a tax file number. If a form requires a tax file number insert the wording 'Non-profit youth organisation exempt under Section 50-5 Income Tax Assessment Act 1997'.

The method of operation of all District/Unit accounts require three signatories, one of which must be the District Leader, with any two to sign.

Authorised signatories for Support Groups are the office bearers of the particular Support Group and the District Leader. If there is no District Leader the Region Leader is a signatory. Authorised signatories for the District Support Team are the District Leader, Treasurer and at least one non-uniformed member. For a District Support Team at least two non-uniformed persons must be on the committee and one needs to be a signatory on the accounts. More than one family member may be a signatory to one account, however no two family members may co-sign any single cheque. (*Policy and Procedure 22.1*).

Bank Statements

Bank Statements are issued on a regular basis by the bank and may also be obtained on notice, although this usually entails a fee. They should be reconciled with the Cash Book to give a true balance on hand. The bank statements are usually forwarded to the District Leader who will then pass them on to you. As she is ultimately responsible for the finances of the District she needs to have an overall picture of what is happening and to ensure that all accounts are operating within healthy limits. Ideally, bank statements should be requested monthly on the last day of each month to enable easy reconciliation of accounts. They are to be available for perusal by committee members at every Support Group/ District Support Team meeting.

Loans

No monies may be borrowed from banks, other organisations or private individuals.

Statement of Income and Expenditure

A Receipts and Payments Summary-SG&DST form (QF. F1.10) must be completed before the account books are sent to the Auditor. It is not the responsibility of the Auditor to fill in this form. The original should remain with the account/cash books. A copy should be available at the Annual General Meeting as part of the Treasurer's report and the District Leader gives a copy to the Region Leader with the other AGM documents.

Auditor

The **Auditor** is appointed annually by the District Leader at the Annual General Meeting. Preferably an Auditor for Girl Guides Queensland accounts should be a person recognised as a certified practising accountant or a person who has qualifications of equal standard. Where this is not practicable you may appoint a person with adequate relevant experience. If a District is having trouble finding a suitable person the Support Centre can be contacted for assistance. **The person or company to be appointed as an auditor must not be an immediate family member of a signatory of the account. If the Auditor is satisfied with the management of the District's accounts they will sign each Receipts and Payments Summary-SG&DST form (QF.F1.10).**

All books (Support Group/District Support Team, petty cash, special accounts) must be presented to the Auditor through the District Leader and returned to her. The Support Group/District Support Team must not arrange to have the audit completed privately. The Auditor will examine accounts, vouchers and receipts and will audit all books annually and furnish a report thereon.

Petty Cash

Petty cash should be available to all Support Group/ District Support Team office bearers.

Petty Cash Book. This records minor expenses. It is only used for purchases of small amounts where it is not feasible to write a cheque. All receipts must be retained for audit purposes. When reimbursing a petty cash float a cash cheque should be drawn to return the float to the established ceiling figure, for example if the petty cash float is \$50.00 and only \$45.00 has been expended the cheque would be for \$45.00 not \$50.00. A receipt must be issued and recorded in the petty cash details and the receipt kept in the petty cash book. Alternatively you may use your own money for the many small purchases for which petty cash is used and draw a cheque when these purchases reach a certain amount. However, if this system is used all receipts must be provided and filed in an orderly manner and totalled in the petty cash book. It is recommended that reimbursement cheques be drawn at regular intervals throughout the year and care must be taken that adequate funds remain in the account to cover these.

There MUST be supporting receipts, invoices, etc for all payments either made by cheque or by cash. These can be pasted in a Scrap Book or exercise book. To make it easier for the auditor keep a separate section for the petty cash payments.

GST

Girl Guides Queensland is registered for GST and each District and Support Group/District Support Team is treated as a sub-entity of Girl Guides Queensland. This means that each Support Group/District Support Team is not registered, and will not register, for GST. If required, a Support Group/District Support Team can quote the Australian Business Number (ABN) of Girl Guides Queensland (50 250 642 103). If the annual turnover exceeds \$50,000 per year (excluding interest or investment income)—contact the State Executive Officer.

Cash Book

Girl Guides Queensland recommends the use of *Cash Book in Support Group/District Support Team* available from Guide Supplies. A computer accounting package or spreadsheet can be used but the layout should achieve similar results to the layout suggested in the cash book. A monthly, reconciled hard copy should be produced for each SG/DST meeting. These records should also be available as hard copy and a backup disk kept. The important thing is that a true and correct record of all financial transactions (both income and expenditure) are recorded and that this is carried out in a way the Treasurer can manage and the auditor approves. Liquid paper must not be used to correct errors. Simply rule a line through the error, make the adjustment and initial it. The auditor can then clearly see the correction. For instructions on how to keep a Cash Books refer to *Simple Book-keeping requirements on how to keep a Cash Book—Support Group/DST* available from Guides Supplies.

Cheque Book

All payments should be made promptly by cheque. It is important to show all details on the cheque book butt including date, name of payee, reason for payment and the amount. Cheques made out to individuals or organisations should be marked 'not negotiable A/C payee only' and care must be taken to ensure the name of the payee is correct. **DO NOT sign blank cheques in advance.** Cheques should not be signed by signatories until all accounts are passed for payment at a monthly meeting and recorded in the Secretary's minute book. A Payment Request form (*SG/DST Payment Request* QF.FI.11) is available for use by the Treasurer.

Receipt Book

An official receipt book is available from Guide Supplies or a general receipt book may be used. If a general receipt book is used it must be stamped or written with your Support Group's name near the Treasurer's signature. Receipts **must** be written for all money received for auditing purposes and the amount banked **must** agree with the amount receipted. The cheque number should be noted on the receipt by the Treasurer before this is filed.

Bank Deposit Book

This is obtainable from the bank or financial institution. It is wise to note each receipt number and amount on the back of the deposit slip particularly when several receipts may be incorporated in one deposit. Money must be deposited with a bank, approved building society or credit union within fourteen days of receipt. (*Policy and Procedure 22.13.4*)

Documentation

All expenses must have original documentation. These documents, including receipts, cheque books, deposit books, cash books, bank statements and audit statements must be kept for a minimum of five years. Storage facilities should be available in the Guide Hut for this purpose. Where there is no permanent or secure storage at the meeting place, an alternative arrangement needs to be made and the location recorded in the minute book or folder.

PROPERTY

All information pertaining to the buying, selling and maintenance of any property is contained in the *Property Booklet*. Further assistance is available from District, Region and Girl Guides Queensland.

Key Register

This could be a small hard covered book with a separate page for each key. Maintaining the key register could be the responsibility of the District Leader or the Support Group/District Support Team or both.

The register should contain:

- a list of keys and their description (eg. front door) Photocopy the key—makes easy identification and paste into key register
- number of keys for each lock
- date each key is distributed
- name of key holder with their verifying signature
- return date with verifying signature
- each key should be numbered
- note in Support Group/District Support Team minutes—key holders, date of distribution of key, lost keys and return date of keys.



Insurance

Personnel

All uniformed members of Girl Guides Queensland are covered by an insurance policy when engaged in organised Guiding activities under the supervision, or with the permission, of the Leader and District Leader. Support Group/District Support Team members and their voluntary workers are covered under the organisation's personal accident policy which is part of the annual District Fee.

Girl Guides Australia is an incorporated body and has a public liability insurance covering all States. More detailed information can be located in the *Insurance Booklet* with further assistance available from District, Region and State.

Property

This insurance covers huts, outbuildings, fences, etc including fixtures and other improvements, contents of huts, Guide money, items temporarily removed to members' premises and camping equipment of every nature. It is important that the sum insured on both the building and contents represents the full replacement value based on today's values. It is therefore important that you review your sums insured each year when the premiums are due to be paid.

More detailed information can be located in the *Insurance Booklet* with further assistance available from Region and Girl Guides Queensland. Insurance claims may incur an excess.

Inventory

A current detailed inventory of the District's assets, including photographs of the property and equipment, is to be forwarded, at the time of insurance renewal, to the Property Officer at Support Centre. The inventory will include all hut contents, including Unit and camping equipment, as well as Guide equipment stored away from the hut. Each item on the inventory must be fully insured to replacement value. A separate list may appear on the inventory, listing items not for replacement. Both the District Leader and Support Group/District Support Team should hold a copy of the inventory.

Hut

Huts should always be kept in a tidy, well-maintained state. All exit doors should be clearly identified and kept clear of furniture and equipment in case of emergency. It is important that all electrical equipment is wellmaintained. The Support Group/District Support Team is usually responsible for the kitchen and Support Group/District Support Team cupboard. Leaders are



responsible for Unit cupboards and storeroom. Support Group/District Support Team members should always remain conscious of not disposing of any wanted items. It is a good rule of thumb to ask a uniformed member to assist by checking all items before being placed in the rubbish.

A *Building Safety checklist* form (QF.IP.01) is to be completed each year to be returned with the Annual General Meeting reports.

Post Office Box

It is strongly recommended that each Support Group/ District Support Team has a Post Office box for all mail. A Post Office box will guarantee the continuation of mail being directed to the correct person. It will assist when office bearers change so that all mail, including bank statements, is not being held up because of change of address.

Keeping Records

Refer to Policy for Keeping Records on the right.

Be methodical. Get a filing cabinet, storage boxes, manila folders to store paperwork. Keep everything for every project/topic together.

| | Minute Books |
|---------------------------------|---|
| | Correspondence of a contentious nature |
| | Support Group membership forms. |
| | Receipts for capital expenses such as hut building or alterations or purchase of equipment. Put into a plastic folder or exercise book. |
| To be kept indefinitely | History of Guiding Movement in local areas - annual reports, photo albums, log books, newsletters. This is the history of the Support Group and is useful for information, records and celebrations. It is suggested that each District should keep a log book of interesting events and activities. This should be a well bound book that can be preserved and stored. If this is to be commenced now, an attempt should be made to reconstruct previous history of the Support Group. Trefoil Guild members, amongst others, could assist. |
| | Financial records - books of account, (eg cash books), cheque books, deposit books,receipt books after use. Receipts for expenses of a recurring nature. |
| To be kept for five years | Financial records (completed receipt books, cheque books, bank statements, receipts for cheques paid, and documents) could be stored in an envelope marked "Financial records for 2012 - S/G" - to be destroyed after 2018, and filed in archive cupboard. Don't include the Cash Book as this will continue to be used from year to year. |
| To be kept for two years | Ordinary correspondence |
| | Hut inventory - updated annually. |
| To be kept for 12 months | Queensland on the Go - Retain any required for reference (for example, information on property, guidelines, finance) until superseded. |

AWARDS

Support Group Long Service

All members of the Support Group/District Support Team, both female and male, are eligible to wear the long service badge after completing five or more years of serviceapproved by Girl Guides Queensland. These are awarded at five year intervals.



Thanks Badge or Plaque



Awarded to a person who is not a member but has given exceptional service to Guiding, a Support Group/District Support Team or other organisation-approved by Girl Guides Queensland.

Supporter's Badge

Worn by a member of a Support Group/District Support Team who has not made the Promise or any non-member who is actively interested in Guiding. Recommendation is by the District Leader or Region Leader.



Application forms and information on Awards are available from the District Leader. Further information on Awards (including Combined Long Service) and more information regarding badges can be found in Guide Lines.

Golden Friend of Guiding

A Golden Friend of Guiding is a person who has supported and encouraged Guiding over a long period and whose support and appreciation will continue indefinitely-to be ratified at a Region meeting. They are invited to all special functions/activities held by the Support Group/District Support Team/District/Units.



To apply for a Golden Friend of Guiding complete the Golden Friend of Guiding Application form (QF.AW.04).

SG/DST BIENNIAL CONFERENCE

This conference is usually held at Kindilan Outdoor Education and Conference Centre, Redland Bay, Brisbane every two years for a minimum of two days.

Region Leaders select a delegate and an observer to represent the Support Groups/District Support Teams from within the Region. The Region Support Group/ District Support Team Consultant is expected to attend this Conference. The annual District Fee includes a contribution to help meet the travel expenses connected with the Conference. Regions are asked to pay/ contribute towards the accommodation and catering costs of participants.

Girl Guides Queensland policy states:

- It is not desirable that the same person attends more than two consecutive Girl Guides Queensland Support Group/District Support Team Conferences. (*Policy and Procedure 14.3.3*)
- 2. Country members attending Support Group/ District Support Team Conferences will be given preference for residential accommodation. (*Policy and Procedure* 14.3.4)

Policy recommendations arising from Girl Guides Queensland Support Group/District Support Team Conferences must be forwarded to the GGQ Board. Recommendations other than policy are forwarded to the relevant Manager, Adviser or Committee Chair. (*Policy and Procedures* 14.3.5)

Provided that there is room, other Support Group/District Support Team members may be invited to attend the conference sessions without voting rights.

It is preferable that non-uniformed persons from the Support Group/District Support Team attend the conference.



OTHER GUIDING INFORMATION

Queensland on the Go

Queensland on the Go is the GGQ newsletter. Published monthly, it carries information relevant to all adult members in Queensland. There are 10 issues per year and it is posted out in the first week of every month (February to November). An electronic email version is also available.

The Support Group Adviser writes a column each issue with specific information for Support Groups/District Support Teams. A copy of *Queensland on the Go* is sent to each financial Support Group/District Support Team (i.e. those whose annual District membership is current).



Guide Supplies (Guide Shop)

Guide Supplies is located at 17 Gould Road, Herston, Brisbane, where the offices of Girl Guides Queensland are also situated. Guide Supplies serves all members of the organisation with their requirements as well as providing part of Girl Guides Queensland annual income. A mail order and online service is available for the convenience of those unable to shop personally. Price lists are available each year with updates, new items and specials mentioned in *Queensland on the Go*.

Regional Equipment Centres

Shops in regional areas, supplied by Brisbane Guide Supplies, are located in Toowoomba and Townsville. Check with the District Leader for the address and business hours of these shops.

Mobile Guide Supplies

From time to time, arrangements are made for the Mobile Guide Supplies to be taken to areas as requested. Details of these trips are advised in *Queensland on the Go* and/or through Region Leaders.

International Introductions

Introduction forms for enrolled members travelling overseas are available on request from the District Leader or Girl Guides Queensland. An international introductory card is issued once the form has been processed.

Guide Biscuits

Each year Guide Biscuits are distributed from the Support Centre for Districts to sell. The Support Group/District Support Team is usually responsible for organising the selling, collection of money and payment of account. The biscuits are sold in a variety of ways (eg each family is asked to sell a certain amount, a stall at shopping centres or markets, place of work/ business). Orders for the following year are required at Support Centre by the notified date. The sale of biscuits assists Girl Guides Queensland in keeping the cost of membership fees down. Some profit from their sales is also kept in Districts. Biscuits can be a good PR opportunity for a District.



Irene Fairbairn Fund

This fund was established in 1955 by contributions from all States to honour our first Chief Commissioner of Australia, the late Mrs C O Fairbairn, OBE. It enables young members of the Movement ranging in age from 13 to 35 to attend selected events in Australia and from 16 to 35 years of age for overseas events. Please contact your District Leader/Region Leader for more details of who is eligible and what event is selected to be funded. Details are also available periodically in *Queensland on the Go*.

The World Association of Girl Guides and Girl Scouts (WAGGGS)

Included in the World Association are all those countries that have self-governing organisations representative of the country as a whole and who accept the principles of the original Promise and Law. These countries also accept the principles that the Movement should be open to girls and women of all nations, races, creeds and classes, that membership be voluntary and that it is nonpolitical. Delegations from all member countries meet every three years at the World Conference. Camps and gatherings on world level are held for Leaders and girls regularly.



World Thinking Day and the Thinking Day Fund

Affection for the Founder and the World Chief Guide and belief in the value of their work finds expression in the celebrations of Thinking Day (22 February), the joint birthday of Lord and Lady Baden-Powell. This is celebrated with special ceremonies and participants are asked to give a coin to the Thinking Day Fund to assist the World Association of Girl Guides and Girl Scouts (WAGGGS) to extend Guiding to other countries. All enrolled Support Group/District Support Team members are asked to contribute and to participate in Thinking Day celebrations.

Trefoil Guild

Once a Guide always a Guide.

The Trefoil Guild is an adult section of the Guide Movement which links members—girls, Leaders, and support group members—women members of the Scout Association, and those women who are prepared to make the Guide Promise

The objectives of the Trefoil Guild are:

- To keep the spirit of the Guide Promise and Law
- To carry that spirit into the community in which members live and work.
- To give support to Guiding as far as their other commitments will allow.

For further information contact the Trefoil Adviser through the Support Centre.

Alcohol

In keeping with the principles of Guiding, Girl Guides Queensland upholds the Federal and State laws, Council by-laws and the tenancy and lease agreements for premises it occupies regarding the sale and consumption of alcoholic drinks. It does not wish to impose upon its members any further restrictions on their rights to use alcohol than their individual judgement dictates in their personal lives. But it is proper to regulate alcohol usage at Guiding functions, especially where young members are present, and on premises owned or used by Girl Guides Queensland.

For details refer to policy on alcohol in *Guide Lines 8.11* and *Policy and Procedure 42.6 - Alcohol.*

Girl Guide Logo

The logo is part of our identity as Girl Guides Australia, reflecting the values of the organisation. The consistent proper use of the Trefoil and logo communicates the quality and professionalism of Guiding in Australia.

The Logo Guidelines publication is a guide to the correct use of the logo and builds upon the information available in Guide Lines. Abiding by these guidelines will ensure consistency of image while allowing for some flexibility.

Guidelines for using the logo are available on the Support Group/DST section of the website.

If you require more information about using the Girl Guides logo or require electronic versions, contact the Graphic Designer at the Support Centre. Please provide why you require the logo, the file format (if specific format is required) or any other details, so the most suitable file can be forwarded to you.



GIRL GUIDES AUSTRALIA QUEENSLAND

CONCLUSION

Girl Guides Queensland believes that Guiding has something of value to contribute to the community that the ideal of service and sound basic training in self-reliance and citizenship, backed up by a code of living, has an important place in the development and education of girls and young women. It also believes that only the best is good enough and, if it is to maintain a high standard in what it is offering, the only way to achieve this is by team work.

The Leaders work as a team in their Units and in the District with the District Leader. The District Leader needs the help and backing of a team—the Support Group/District Support Team—in the work of administrating the District. Each has a part to play in fulfilling the whole purpose of the Guide Movement—that of working for the benefit of girls and young women. The cooperation between the District Leader, the Support Group/District Support Team and the Leaders means a high standard of Guiding and a happy and well run District.

One cannot succeed without the other

B-P said he thought Guiding was "just everyone enjoying themselves and everyone contributing something". No matter how small each contribution is, it is something that no one else can give. The value of doing something in Guiding is reduced if one does not enjoy it and if everyone enjoys themselves then it must contribute to everyone else's enjoyment. That in itself is something that only each person individually can give.





A. PUBLICATIONS CATALOGUE

Catalogue of Publications for use by Support Group/District Support Team

This publications catalogue for use by Support Groups and District Support Teams. Care should be taken to maintain the current version of publications. A copy of *Guide Lines* should always be available for parents' perusal.

1. Committee Information

- 1.1 *Girl Guides Queensland Constitution* (September 2011) Available to download from Girl Guides Queensland website.
- 1.2 *Guide Lines* (2007) Available from Guide Supplies and the Girl Guides Australia website.
- 1.3 *Girl Guides Queensland Policy and Procedure* (December 2011) Available to download from Girl Guides Queensland website.
- 1.4 *Hints and Guidelines for Support Groups/ District Support Teams* (2012) Available from Guide Supplies.
- 1.5 **Guides Queensland Act (1970)** Available to download from Girl Guides Queensland website.
- 1.6 **Certificate of Currency** (2011-2012) Available to download from Girl Guides Queensland website.
- 1.7 General Public and Products Liability Insurance Policy Available from the Girl Guides Australia website.
- 1.8 Chairmanship
- 1.9 The Role of Secretary in Sporting and Other Voluntary Organisations
- 2. Finance, Property and Insurance
- 2.1 *Insurance Manual* (August 2010) Available from the Support Centre.
- 2.2 **Property Booklet** (2004) Available from the Support Centre.

- 2.3 **Simple Book-Keeping—SG/DST** (2012) Available from Guide Supplies.
- 2.4 **Cash Book—SG/DST** (2012) Available from Guide Supplies.
- 2.5 Receipt Book Available from Guide Supplies.
- 3. Public Relations
- 3.1 The Gaining, Training and Retaining of Volunteers in Sporting and Other Organisations

4. General

- 4.1 **Appreciation Certificate** Available from Guide Supplies
- 4.2 **Gift Cards Blank** Available from Guide Supplies

5. Queensland on the Go

5.1 Monthly from February - November each year Email or hardcopy to all financial SGs/DSTs.

B. FORMS

The majority of the forms Support Groups and District Support Teams will require are available on the Girl Guides Queensland website <u>www.guidesqld.org</u> in the "Support Us" section. If you need others (eg. Blue Cards) ask your District Leader to access them for your use.

| Form ID | Form Name | |
|---------------|--|--|
| SUPPORT GRO | UP/DISTRICT SUPPORT TEAM (SG/DST) | |
| QF.SG.01 | SG/DST Membership Application (use also for PR to new parents) | |
| QF.SG.02 | Annual General Meeting Report | |
| FINANCE (FI) | | |
| QF.FI.10 | Receipts and Payments Summary – SG/DST (Audit form) | |
| QF.FI.11 | SG/DST Payment Request | |
| INSURANCE/PF | OPERTY (IP) | |
| QF.IP.02 | Building Safety Checklist | |
| QF.IP.02 | Licence to Occupy (contact Support Centre) | |
| AWARDS (AW) | | |
| QF.AW.03 | Long Service Award Application | |
| MARKETING (M | A) | |
| QF.MA.01 | Talent Release | |
| QF.MA.02 | Copyright Release | |
| QF.MA.03 | Press Clipping | |
| QF.MA.04 | Alumni Program Registration | |
| ADMINISTRATIO | ON (AD) | |
| QF.AD.12 | District SG-DST Registration | |
| ADM.53 | Facility Hire Licence Agreement | |
| Blue Card | Authorisation to Confirm a valid Blue Card/Application | |
| Blue Card | Volunteer Blue Card Application Form (includes renewals) | |
| Blue Card | Identification Verification by a Prescribed Person | |
| Blue Card | Blue Card Exemption | |
| GUIDE SUPPLIE | ES (GS) | |
| QF.GS.01 | Order Form | |

C. AGENDA AND MEETING GUIDELINES

Agenda and Meeting Guidelines for Monthly Meeting

Agenda

- 1. Opening the meeting (with a prayer/thought/reading or poem)
- 2. Apologies
- 3. Welcome visitors and new members (introduce yourselves to them—name tags also help)
- **4.** Minutes of previous meeting (moved as a true and correct record by someone who was present at that meeting then seconded. Carried)
- 5. Business arising from the minutes (major issues arising may be deferred to General Business)
- **6.** Correspondence (move and second a motion that inwards correspondence be received and outwards correspondence be endorsed. Carried)
 - 6.1 Inwards received
 - 6.2 Outwards endorsed
 - 6.3 Business arising from the correspondence
- 7. Reports (written)
 - 7.1 Treasurer moved by Treasurer for adoption
 - **7.1.1** Treasurer to table all transactions since the previous meeting. These include all monies paid out. Balance in the account book must be reconciled with the monthly bank statement. Accounts for payment must also be tabled.

Treasurer to move and someone to second a motion that the Treasurer's report be received. All accounts for payment must be approved on a separate motion. These motions to be voted on by the members present. The Secretary should record a complete copy of the financial statement in the minute book.

- 7.2 District Leader
- 7.3 Badge Secretary
- 7.4 Publicity Secretary (All should be moved and accepted)
- 7.5 Queensland on the Go report
- 7.6 Others as deemed necessary for your group
- 8. Guest Speaker OR Discussion (on an important project or motion on which notice has been given)
- **9.** General Business (It is desirable that everyone at the meeting is aware of all the items to be covered in general business, either by giving everyone a copy of the items or by the President reading aloud all the items at the start of general business. The President asks those present if there is any other item they would like discussed)
- 10. Any other business
- **11.** Date, time and place of next meeting
- 12. Close meeting (Thank you to everyone for attending)

D. DISTRICT AGM PROCEDURE

Meeting Procedure for District Annual General Meeting

Agenda

- **1.** Opening (Reading of a prayer, poem or a thought by the President, District Leader or someone nominated by the group. Ask that all mobile phones be switched off.)
- 2. Welcome and hand over to chairperson
- 3. Apologies (Chairperson to call for further apologies from floor. Moved and seconded.)
- 4. Minutes of previous meeting (Secretary reads only minutes, not reports, of the previous Annual General Meeting and records any amendments. After any amendments, Support Group members who attended the previous Annual General Meeting move and second a motion that the minutes are a true and accurate record of the previous meeting. This motion to be voted on by the members present. President or Chairperson to sign and date the minutes. It is recommended that Annual General Meeting minutes are moved and seconded at the next monthly Support Group meeting and may be reconfirmed at the next Annual General Meeting. A notation to this effect should be made on the AGM agenda and that the minutes are available for perusal).
- 5. Reports
 - **5.1** President (A report of the Support Group's activities from previous year; must be signed and dated by the President.)
 - 5.2 Treasurer (Audited report, refer "Treasurer" on page 9.)
 - 5.3 Badge Secretary
 - **5.4** District Leader (Covering District events including Leaders' trainings, Awards, qualifications, and so on).
 - 5.5 Unit reports (5.4 and 5.5 may be combined and presented by District Leader).
 - **5.6** Other reports (Public Relations, Building Committee, Maintenance) Move and second a motion that all reports be accepted. This motion to be voted on by the members present.
- 6. Chairperson to invite audience to speak to reports.
- 7. Election of Office Bearers (President, Vice-President, Secretary, Treasurer and others as required by District)
- 8. District Leader Appointments (Badge Secretary, Auditor, Public Relations/Publicity Officer)
- **9.** Guest Speaker (A guest speaker or a discussion on some important project or motion of which notice has been given. Refer "Annual General Meeting" on page 12 for help you prepare a District AGM)
- 10. Presentations and Awards (Long Service/Appreciation and so on.)
- 11. Vote of thanks to speaker and chairperson
- 12. Close meeting (The president or chairperson to close the meeting. Thank you to all.)

Notes

- ▶ Please ensure that all accounts are audited annually by an auditor appointed by the District Leader.
- The World Song or National Anthem may be sung at the beginning of the meeting (available on CD from Guide Supplies).
- Normal business should not be discussed at an Annual General Meeting. If a discussion is required, a short meeting may be held afterwards.

E. SAMPLE LETTER

Sample Letter - Voluntary Contributions for Established Families

Peoplesville Girl Guide District Peoplesville Support Group Name Postal Address Suburb State Postcode

Date



GIRL GUIDES

Dear Mr and Mrs Citizen

We are delighted your daughter is continuing her Guiding experience this year and we welcome your family's participation and interest in the District activities.

As you are aware there are....families involved in Peoplesville District and each year we seek help to raise funds to support the District's financial commitments. The previous year's expenses totaled......and we would be most grateful if you would make a donation towards this year's expenses. All donations of two dollars or more are tax deductible and a special receipt will be issued for tax purposes. The Support Group's annual budget is available from the Treasurer for perusal.

This donation will not replace the need for fund raising activities but will allow these to be kept to a minimum if sufficient support is received.

The next Peoplesville Support Group meeting will be held at the Guide hut, Butterfield Street, Herston on Monday, 22 July at 7.30pm and we will be pleased to welcome you to the meeting.

Yours in Guiding

Jone Citizen

Jane Citizen (Mrs) President, Peoplesville Support Group Ph: 1234 5678

Joan Doe (Mrs) District Leader, Peoplesville District Ph: 1234 5678

| Please accept this donation on behalf of the | | | | family. | |
|--|--------------------|---------|----------|------------|--|
| \$40.00 | \$50.00 | \$75.00 | \$100.00 | (other) \$ | |
| (Please circle one | e of these amounts | 3) | | | |
| Signature | | | Date | | |

F. SAMPLE LETTER

Sample Letter - Voluntary Contributions for New Families

Peoplesville Girl Guide District Peoplesville Support Group Name Postal Address Suburb State Postcode



GIRL GUIDES AUSTRALIA QUEENSLAND

Date

Dear Mr and Mrs Citizen

At a time when so many activities are competing for your daughter's interest, we are pleased Tania has chosen to join Girl Guides. Through the continuing activities that her Unit offers, your daughter will experience a wide world of exciting opportunities. On behalf of the Peoplesville Support Group we extend a warm welcome to your family and hope your involvement with Guides will be enjoyable and happy.

A Support Group is a group of parents and friends of Girl Guides. Our Support Group meets at the Guide hut, Butterfield Street, Herston on the first Monday of each month at 7.30pm. You are cordially invited to our meetings as parents are encouraged to take an active interest in their daughter's activities.

There are.....families involved in Peoplesville District and each year we seek their help to raise funds to support the District's financial commitments to maintain the meeting place, renew and update equipment and to meet the expenses of Leaders' trainings and uniforms, to name but a few. The previous year's expenses totalled \$......and it would be appreciated if you would make a donation towards this year's expenses. All donations of two dollars or more are tax deductible and a special receipt will be issued for tax purposes. The Support Group's annual budget is available from the Treasurer for perusal.

This donation will not replace the need for fund raising activities but will allow these to be kept to a minimum if sufficient support is received.

The next Peoplesville Support Meeting will be held at the Guide hut, Butterfield Street, Herston, on Monday 22 July at 7.30pm. We would be pleased to welcome you to our meeting.

Yours in Guiding

Ine Citizen

Jane Citizen (Mrs) President, Peoplesville Support Group Ph: 1234 5678

Joan Doe (Mrs) District Leader, Peoplesville District Ph: 1234 5678

| Please accept this donation on behalf of the | | | | | |
|--|-----------------|---------|----------|------------|--|
| \$40.00 | \$50.00 | \$75.00 | \$100.00 | (other) \$ | |
| Signature | one of these am | ounts) | Date | | |

G. AGENDA/MINUTES FORMAT

Format for SG/DST Agenda and or Minutes

| Girl Guide Support Group/District Support Team | | | | |
|--|--|--|--|--|
| District | | | | |
| Agenda for General Meeting (Date) at (Time) | | | | |
| | | | | |
| Venue | | | | |
| Opening Reading or Prayer | | | | |
| Welcome by President (Attendance and apologies as per attendance book) Members, new members (if any), and visitors (if any) Apologies from floor. | | | | |
| Minutes of Previous Meeting (Distributed or read by Secretary) | | | | |
| It was moved by and seconded by that the minutes be adopted as a true and correct record. Carried | | | | |
| Business Arising from Minutes | | | | |
| Correspondence | | | | |
| Inwards: | | | | |
| Outwards: | | | | |
| That the Inward correspondence is received and outward be adopted was moved by and seconded by | | | | |
| Reports | | | | |
| • Treasurer (copy attached with Opening Balance, Income, Expenditure and Closing Balance recorded) | | | | |
| It was moved bythat the financial report be accepted. Carried. Accounts for payment: | | | | |
| District Leader | | | | |
| Leader of Unit (for a DST meeting) or SG rep to the unit/s | | | | |
| President | | | | |
| General Business | | | | |
| Close (note time and date of next meeting) | | | | |
| | | | | |
| | | | | |
| | | | | |

