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# Organisation and Information Handbook

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- New South Wales Liaison officer: Branch Commissioner (Venturers)

## 7. CIVIL HONOURS AND AWARDS

- 7.1 These notes are issued as a guide to members of the Scout Movement who believe that someone they know in Scouting, who is doing a very good job, should receive a civil award.
- 7.2 Anyone may nominate anybody for an award in the Order of Australia by submitting an official form to the Secretary of the Order of Australia, Government House, Canberra ACT 2600. Nomination forms are available on request from the Secretary, or from Commonwealth offices, and sometimes from local offices of Members of Parliament.
- 7.3 We understand that in excess of 2000 nominations are received by the Honours Secretariat annually, and approximately 700 awards are made in the following categories: officer, Member, and Medal in the Order of Australia. Obviously most awards are at the level of either Member or (more commonly) Medal.
- 7.4 As a general rule, nominations are best made by those closest to the proposed recipient, that is by the people who know them best and work closest with them. Each formation of the Movement should do its best to ensure that no one in Scouting who has given especially outstanding service should be overlooked. There would be occasions when an individual's service has either been largely, or more recently, at Branch or State level, and is of such nature that a recommendation is best made by the Branch. Local leaders should exercise their judgement and consult Branch HQ when they are in doubt about the best level at which a recommendation for someone they know should be made.
- 7.5 The Secretariat, in considering recommendations, has to work within selected quotas, and a record is kept of awards made in the various categories such as public service, professions and community service. State representatives are consulted at the preliminary grading levels, but it is the responsibility of the National Council to finally produce a formal list of recommendations, which are in the end approved by the Queen.
- 7.6 Awards are announced in Her Majesty's name on Australia Day and Queen's Birthday in each year, which means that cut off times for nominations are about October and April in each year.
- 7.7 Considerable care should be taken in the preparation of nominations. Not only should they be kept as concise and brief as possible, but accurate details of the person's involvement in their various areas of community service should be stated, noting that these will be checked, particularly with the referees who are named in the recommendation. As to referees, it is suggested that wherever possible, their supporting comments should be enclosed with the recommendation, as several months may elapse before a nomination can be processed because of the need to contact referees.
- 7.8 Because of the large number of nominations that are received, some people may wait quite a time before they receive an award, and indeed many never will. However, nominators have a very important role in ensuring that the best possible recommendation, in terms of detail, accuracy and scope, is submitted. If you would like more advice, contact the Chief Executive's office at Branch HQ.
- 7.9 There are many other ways in which people can be accorded local recognition apart from receiving Civil Honours and Awards. Local leaders including Commissioners, Group Leaders and Committee Chairpersons, are encouraged to nominate worthy Leaders for such awards as those presented by Municipal Councils and Service Clubs (including RSL) for community service.

## BEHAVIOURAL MANAGEMENT

### 1. PERSONAL PROTECTION POLICY AND PROCEDURES

- 1.1 All Adult Leaders are briefed on this prior to or at the time of their appointment as well as being provided with a booklet containing full details which include policy statement, code of behaviour, protective practices, rights and responsibilities as well as guidelines for actioning

including media contact.

- 1.2 Whenever called upon to become involved in any matter of behavioural management, due regard needs to be had to such policy and procedures that are complimentary to this chapter.
- 1.3 This policy extends to cover youth members as well as adults. The procedure involving suspension or dismissal of a youth member is set out in the GROUP ORGANISATION chapter under para 2.23.

## 2. DUTY OF CARE

### 2.1 Introduction

The Scout Association in its role of training, educating and the development of young people so that they may take a constructive place in society as responsible citizens uses the following criteria:

- Scouting Aim - To encourage their physical, mental, social and spiritual development.
- Principles - As defined by the Founder, Lord Baden-Powell, that Scouts should serve their God, act in consideration of the needs of others and develop and use their ability to the betterment of themselves and their families and the community in which they live.
- Method - There are 7 principle methods used by the Association, one of which states:  
*The provision of a wide range of attractive constructive and challenging activities, including opportunities for adventure and exploring both indoors and outdoors.*

### 2.2 Leaders' Responsibility

A Duty of Care therefore exists on all Adult Leaders to ensure that:

- They sufficiently attend training courses so that they are competent to carry out their role as Adult Leaders.
- They know the Association's rules regarding special activities, eg Camping, Water Activities, Boating, Abseiling etc.
- Youth are properly trained and tested before engaging in activities.
- Badges are earned and not just given. Remember the skills and knowledge required to achieve the badge may be required in the saving of a person in real life.
- The Association's requirement is there for YOUR protection, not just something else to do.
- Parents' consent is obtained.
- The Group Leader and responsible Commissioner are aware of where you are going.
- If a person is injured whether it be in the Scout Hall or in the bush then medical treatment is immediately obtained. Remember when the parent signed the form permission was given to do so in case of injury.
- In case of an unfortunate accident record what happened, where, time, date, witnesses. You never know when this information may be required. Today, tomorrow, next year, 6 years time or hopefully never.

### 2.3 The Scout Association's Responsibility

- To arrange adequate training courses so that Leaders may gain knowledge or be informed where that knowledge can be obtained.
- To ensure that the rules applying to activities are widely circulated to ensure that Leaders are aware of their responsibilities.

- To ensure that all members of the Association, be they Youth, Adult Leaders or Supporters are protected for any injury or damage, for which they may be negligent. The Branch has in force a Public Liability Policy for \$50,000,000 for this purpose.

The Branch has ensured that its members are protected in the event of an accident in which they may be deemed to have been responsible. It is the Members' responsibility to ensure that they adequately acquire the knowledge, or obtain the services of those who do, so that our youth members enjoy attractive constructive and challenging activities, including opportunities for adventure and exploration both indoors and outdoors.

### 3. CONFLICT RESOLUTION

#### 3.1 Overview

Adult membership of The Scout Association is granted under the conditions outlined in MEMBERSHIP OF THE NEW SOUTH WALES BRANCH (page 158) and ADULT LEADER APPOINTMENT PROCEDURES (page 11).

In the NSW Branch the Chief Commissioner may suspend adult appointments. Adult appointments are "determined" (issued, withdrawn, resigned, transferred or cancelled) by resolution of the Branch Executive Committee on the recommendation of the Chief Commissioner. The BEC having made such a "determination" shall not be under any obligation to state the reasons for such actions.

On all occasions when conflict arises, the procedures used to resolve the situation must ensure that youth members are protected and that natural justice is not denied to parties concerned.

#### 3.2 Handling of Minor Behavioural Problems or Differences of Opinion

On those occasions where a conflict, dispute or situation arises which is contrary to P&R or is considered to be detrimental to the Association or its members, and cannot be resolved by the persons involved in the dispute, the matter will be referred to an Adult Leader responsible for the next higher level of management who, after hearing from both sides in the dispute, will mediate.

If this does not successfully resolve differences or satisfactorily settle the matter, then the Regional Commissioner will be fully briefed when he/she will use best endeavours to resolve the matter.

In the event that the matter cannot be resolved at this level, the RC will initiate action, using the procedure set out in paragraph 3.3, to have the alleged offending party or parties either warned, disciplined, suspended or have their membership cancelled.

#### 3.3 Handling of Major Behavioural Problems, Infringements of the Association's "Duty of Care", or Breaches of the "Code of Conduct" (except those in paragraph 3.4)

The process to be used where it is alleged that a Member has acted in a manner contrary to P&R, or the policies and rules of the NSW Branch, or in a manner which is considered to be detrimental to the Association or its members, is as follows:

*(SPECIAL NOTE: Consideration must be given to the emotional needs of all involved, including the person alleged to be offending. Where appropriate, the Region should ensure that all affected members have a readily available support network, such as family or close friends. Where any person appears to be in emotional distress, or is suspended, they must be encouraged to consider support counselling and efforts made to assist in finding a suitable counsellor locally. If any person rejects the advice to seek counselling or is unable to find a local counsellor, the Chief Executive at Branch HQ, or the Branch Commissioner (Members Support), should be contacted immediately.)*

##### 3.3.1 Step One

A warning must be given in the presence of a witness who can verify the details of the discussion. The warning must be specific to the misdemeanour and the discussion must be recorded.

### 3.3.2 Step Two

If there is still no improvement in the behaviour, or the situation or if there is a repeat of the same misdemeanour then a final warning shall be given to the individual concerned. The Adult Leader responsible for the next higher management level or their delegate must be present when this occurs; the individual must be advised that this is a final warning and the discussions must be recorded in writing.

### 3.3.3 Step Three

If there is still no improvement in the behaviour or the situation gets worse then a recommendation for disciplinary action is to be made to the RC or their delegate. The Adult Leader making this recommendation to the RC must advise the accused person of their intention to do so.

### 3.3.4 Step Four

The RC or their delegate will investigate the matter and review the recommendation. This should include the opportunity for the offending person to voluntarily state their case.

### 3.3.5 Step Five

If the RC endorses the recommendation then the action will be referred to the Chief Commissioner. The offending person will be advised of the decision.

*(If a suspension is considered appropriate the Adult Leader, who is the subject of allegations, will be notified of the actual complaint personally, or by telephone, and suspended. There will be written confirmation of details and length of suspension. The person thus suspended must refrain from participating in any activity connected with the Movement; from contact with any youth member and must not wear uniform or badges. Branch HQ will initiate this action in conjunction with the Region concerned).*

### 3.3.6 Step Six

The Chief Commissioner shall delegate a Commissioner or other person, whom he or she deems appropriate, to manage the complaint or allegation.

### 3.3.7 Step Seven

The matter will be considered by the Chief Commissioner's Delegate and where appropriate referred for investigation by a suitable person or committee.

### 3.3.8 Step Eight

The Chief Commissioner's Delegate will, at the conclusion of any investigation, inform the Adult Leader involved of the options available to the Chief Commissioner and any recommendations that have been made.

### 3.3.9 Step Nine

The offending person involved may appeal to the Chief Commissioner and will have the right to be heard in person to state his/her case. A support person may accompany the person.

### 3.3.10 Step Ten

The Chief Commissioner will make a determination after reviewing the matter. Such review will take into consideration any case presented by the offending person together with the circumstances of the allegation/complaint and the results and determinations of any investigations. The Chief Commissioner having made a final determination that does not involve a recommendation for the cancellation of an Adult Leader appointment will advise the parties concerned of his/her final decision. This could include lifting of a suspension or terminating Association membership of any person other than an Adult Leader.

### 3.3.11 Step Eleven

Where the Chief Commissioner's recommendation is cancellation of an Adult Leader appointment, then the determination is the prerogative of the Branch Executive Committee. The decision is final.

### 3.3.12 Step Twelve

In the event of the Branch Executive Committee deciding to cancel an appointment, the Adult Leader concerned will be immediately advised in writing by the Chief Commissioner that membership of the Association has been revoked.

## 3.4 **Handing of Complaints that Involve Allegations of a Sexual, of a Physical Nature, or those that could tend to Cause Harm to Members or Bring Disrepute on the Association which may Result in the Cancellation of an Adult Leader's Appointment.**

### 3.4.1 Step one

Those at all levels of the Movement must immediately report any suspicions or allegations of sexual or physical impropriety, or any behaviour likely to cause harm to members or bring disrepute on the Association. The report should be made direct to the Chief Executive at Branch HQ, or the Chief Commissioner. Branch HQ will then provide guidance and direction as to what action should be initiated.

*There will be occasions where a youth member could be in imminent danger and any delay in contacting Branch HQ would increase the risk of injury, physical and/or mental. In the case where the Adult Leader reporting suspicions has, despite several attempts, been unable to contact Branch or Regional HQ/Commissioners only then should consider contacting the Department of Community Services direct on 1800 656 463 (Child Protection & Family Crisis Service) and provide Branch HQ with relevant details including: the time, date, person contacted and their response as soon as possible. In any event where such allegations are evident such complaints are to be dealt with swiftly but thoroughly to avoid possible stigma should the allegations of complaint be false or malicious. Do not wait for the next meeting!*

### 3.4.2 Step Two

It is desirable, but not essential, that information and complaints be in writing.

### 3.4.3 Step Three

The Adult Leader, who is the subject of allegations, **MUST NOT** be called upon to offer any explanation or make any statement, without advice from Branch HQ. The interviewing of witnesses and others requires special skill, especially where minors are involved. For legal reasons, no attempt should be made to interview the complainant, witnesses or others unless directed to by Branch HQ. However, should any person or witness offer a voluntary statement, it is desirable, but not essential, that full notes showing time, date and place, together with voluntary statements, be made.

### 3.4.4 Step Four

The Adult Leader, who is the subject of allegations, will be notified of the actual complaint personally, or by telephone, and suspended. A letter will confirm the details and length of suspension. The person thus suspended must refrain from participating in any activity connected with the Movement; from contact with any youth member and must not wear uniform or badges. Branch HQ will initiate this action in conjunction with the Region concerned.

### 3.4.5 Step Five

The Region should ensure that the accused Adult Leader has a readily available support network such as family or close friends. In addition, the Adult Leader must be encouraged to consider support counselling and efforts made to assist in finding a suitable counsellor locally. If the Adult Leader declines to seek counselling or is unable to find a local counsellor, the Chief Executive at Branch HQ, or the Branch Commissioner (Members Support), should be contacted immediately.

#### 3.4.6 Step Six

If the Leader, who is the subject of allegations, makes a request 'to explain' he/she should be advised to wait, until advice is received from Branch HQ.

#### 3.4.7 Step Seven

Other Leaders and members involved in such alleged incidents must be encouraged to seek support or counselling. In some instances they may require assistance in finding a counsellor. Medical Practitioners, School Counsellors, Hospital Social Workers and Community Health Centres are all sources of such information.

#### 3.4.8 Step Eight

The Chief Commissioner shall delegate a Commissioner or other person, whom he or she deems appropriate, to manage the complaint or allegation.

#### 3.4.9 Step Nine

The matter will be considered by the Chief Commissioner's Delegate and where appropriate referred for investigation by a suitable person, committee or authority.

#### 3.4.10 Step Ten

The Chief Commissioner's Delegate will, at the conclusion of any investigation, inform the Adult Leader involved of the options available to the Chief Commissioner and any recommendations that have been made.

#### 3.4.11 Step Eleven

The Adult Leader involved may appeal to the Chief Commissioner and will have the right to be heard in person to state his/her case. A support person may accompany the person.

#### 3.4.12 Step Twelve

The Chief Commissioner will review the matter, including any case presented by the Adult Leader together with the results and determinations of any investigations. The Chief Commissioner will then, after giving due consideration to the facts and circumstances of the allegation/complaint, make a determination.

#### 3.4.13 Step Thirteen

Where the Chief Commissioner's decision is to recommend cancellation of an Adult Leader appointment, then final determination to cancel the Adult Leader appointment is the prerogative of the Branch Executive Committee. This decision will be final.

#### 3.4.14 Step Fourteen

In the event of the Branch Executive Committee deciding to cancel an appointment, the Adult Leader concerned will be immediately advised in writing by the Chief Commissioner that membership of the Association has been revoked.

### 3.5 Special Procedure for Sponsored Groups

In the case of a sponsored Group, the Sponsoring Authority is entitled to be heard by the RC in any matter concerning the suspension or cancellation of the appointment of any Adult Leader of the Group.

Where the Sponsoring Authority of a Church Group expresses dissatisfaction with an Adult Leader of the Group, the RC shall give effect to his or her views, provided that the objection is based solely on the ground that the Adult Leader is not fulfilling his or her religious duties either by example or precept. Where, however, any other question, such as moral character or technical efficiency, is involved the matter must be dealt with in accordance with the Branch procedure previously described.

### 3.6 Delegated Authority to a Contingent or Major Activity Leader

Where members of the Association are participating in an activity at Regional, Branch, National or International level such as Regional Camp, Branch Scout Rally, Dragon Skin or Jamboree, the person appointed to take charge of that activity has the authority to withdraw any members from the activity for inappropriate behaviour. This may include making suitable arrangements for their return home. Any further disciplinary action will be referred to the appropriate RC or Chief Commissioner.

#### **4. GRIEF AND TRAUMA COUNSELLING**

##### **4.1 Disaster and Accident Procedure for all Formations**

All Scouting activities carry some risk. The safety of all youth members engaged in Scouting activities is our Number One Priority. Despite the very best efforts of all our Adult Leaders to minimise and manage risk, there may be accidents causing serious injury and even deaths of youth members.

In the event of such a circumstance, all Adult Leaders must be aware of what to do together with the need for any defusing, debriefing, support or counselling. If in doubt contact the RC, Chief Commissioner or Chief Executive.

##### **4.2 Medical Advice and Guidance**

Coping with grief, sorrow and anxiety is a major issue in the event of serious accidents and death.

Youth members, leaders and others who are involved in, or exposed to, some traumatic incident associated with the Movement should be encouraged to participate in an appropriate defusing/debriefing, and/or seek some form of counselling for themselves and perhaps their family. In some instances they may require assistance in finding a counsellor. Medical Practitioners; School Counsellors; Hospital Social workers and Community Health centres are all sources of such information.

##### **4.3 Parent Contact**

Parent contact is another important issue. This role is one of informing the parents of a child, that their son or daughter has been seriously injured or killed during a Scouting activity. Ultimately, other parents in the Group and eventually all Scouting parents must be informed of the incident. This is a very sensitive task.

There is only one Golden Rule here - ONLY AN ADULT LEADER, and preferably one known by the parents, must contact parents of the child. If there is any concern in this regard, the RC, Chief Commissioner or Chief Executive is to be advised and he/she will inform the parents or advise of how the matter can be most appropriately handled.

##### **4.4 Reporting Serious Incidents**

When an incident occurs whilst on a Scouting activity which results in serious injury necessitating hospitalisation, or death, a written report setting out all details is to be submitted through the RC, or a Branch Commissioner where appropriate, to Branch HQ. This is to be done as soon as practicably possible by the Leader first informed of the incident and is to be submitted in any case within seven days of the incident.

##### **4.5 Injury to Adults Involved in Scouting Activities**

Similar processes should be followed to those indicated for youth members with the next of kin being the point of contact.

### **BOOKS YOU SHOULD HAVE READ**

This Sectional list of books is presented as a guide and represents National and other publications designed to assist Leaders in their jobs. From time to time, the availability of some titles will be delayed due to shipping or supply problems. Please keep in touch with your local Snowgum Store.