

## Frequently Asked Questions (FAQs) 2024 Membership Fee

### Why has the membership fee increased?

The increase has been driven by sustained cost increases across the organisation's operations. The Board and management have worked hard to avoid passing on costs, however, this is no longer possible. The decision to increase the membership fee is never taken lightly.

Girl Guides Queensland has been running a budget deficit for almost two decades, which is impacting our ability to deliver a quality program sustainably.

Membership fees currently contribute 70% towards costs such as insurances, program delivery and learning support for our girls and thousands of volunteers as well as the 'behind the scenes' statutory, business, and administrative functions required to retain Charity status and adhere to the constitution and legal requirements.

### How much is the membership fee increase and when will this start?

The following Membership Fee Schedule shows what the increased fees will be for all levels of membership. This new fee structure will commence on 1 January 2024.

Membership Type	2023	2024	Increase \$	Increase %
Member Join Fee (once off fee for new members)	\$25	\$30	\$5	20%
Youth - 1st & 2nd Daughter	\$246	\$268	\$22	8.9%
Youth - 3rd Daughter	\$168	\$185	\$17	10.1%
Youth - 4th or more Daughter	\$0	\$0	\$0	0.0%
Youth - 5th Daughter	\$0	\$0	\$0	0.0%
Lones - 1st & 2nd Daughter	\$194	\$210	\$16	8.2%
Lones - 3rd Daughter	\$137	\$150	\$13	9.5%
Lones - 4th or more Daughter	\$0	\$0	\$0	0.0%
Adult - General	\$215	\$225	\$10	4.7%
Adult - Lones	\$194	\$210	\$16	8.2%
Trefoil	\$79	\$89	\$10	12.7%

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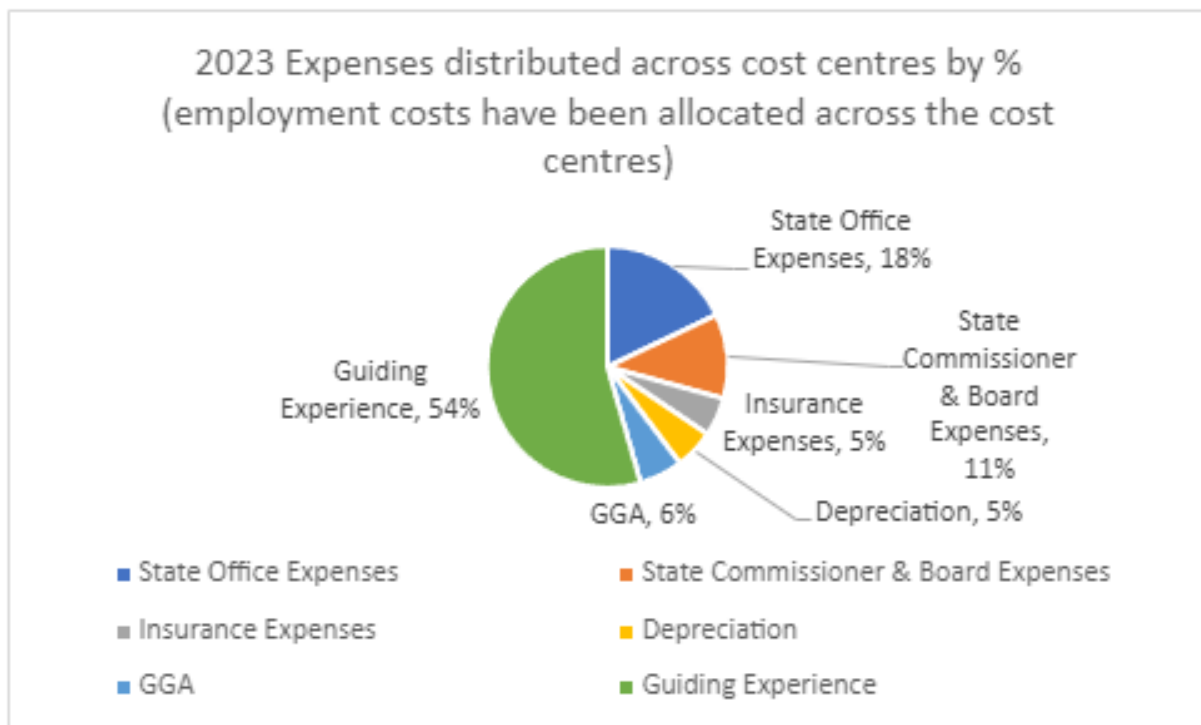


## Where does my Membership fee go?

Membership fee contributes to the following costs to operate Guiding:

- Child Safety compliance (including access to e-Guiding learning and National Police Check)
- Other compliance and regulatory requirements (e.g., financial, and operational recording and reporting, asset management)
- Volunteer Personal Accident Insurance
- Guiding Experience support (e.g., grants, property management, events, accounting, membership, communications, volunteer support)
- Development and delivery of our volunteer leader training to maintain well informed leaders delivering our extensive program.
- State office operations to support all the above
- Contribution towards Member Funds for equity assistance
- Worldwide Association of Girl Guides and Girl Scouts (WAGGGS) contribution
- Girl Guides Australia (GGA) contribution

The chart below, provides a breakdown of the 2023 expenses distribution to operate Guiding in Queensland.



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### **Why is there a different rate for Youth and Adult Membership fees?**

Our Adult Volunteer members put many hours of their time into Guiding to provide the best experience for our Youth Members. They attend trainings and meetings and are required to keep up with Government regulations. Therefore, their membership fees are lower than the Youth Member fees to acknowledge this invaluable contribution.

### **Why are you telling us about these increases in advance?**

We know our members appreciate being able to plan. Board meetings are held at consistent times each year with the Budget approval scheduled for October each year. The Board has written directly to Members in mid-November notifying them of the Membership Fees which will commence on 1 January 2024.

### **What options exist for families to pay the membership fee?**

Payment plans are available on a case-by-case basis - please contact the Membership Team via [membership@guidesqld.org](mailto:membership@guidesqld.org) for a confidential discussion.

GGQ is proactive in supporting members who are affected by financial hardship to pay their membership fees. Guides Queensland has various trust funds to support families who are looking for financial support to participate in guiding. The Membership Support Fund can be accessed, (once off assistance payment), by renewing or new Youth or Adult members who are experiencing financial difficulty. Information regarding how to apply for this support can be found by going to the GGQ website or by discussing options with the Leader or District Manager. [GGQ Website - Forms and Publications > Finance > GGQ Financial Assistance funds fact sheet.](#)

Fair Play vouchers can be applied through the [Qld Government website.](#)

Additional options may be available – please speak confidentially to your Leader, District Manager, Region Manager, or the Membership team at State Office.

### **I am a Leader and neither I nor my District can afford to pay my membership, what can we do?**

The Membership Support Fund is also available for Adult Members seeking financial assistance with membership costs (once off assistance payment). Region or District Managers can apply on members behalf. Contact [membership@guidesqld.org](mailto:membership@guidesqld.org) to make an application. [GGQ Website - Forms and Publications >Forms>Membership>Membership Support Fund Application Form](#)

Guides has a long history of supporting each other which will continue. The State Commissioners Team will work with Region Managers and State Office to understand any concerns and identify solutions on a case-by-case basis.

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### **Is GGQ (Girl Guides Queensland) in financial difficulty?**

No. GGQ is viable but has been running a deficit budget for many years. The Board has a statutory responsibility to make decisions that are in the best interests of meeting its obligations, which necessitate making difficult choices to ensure a viable future. Acting now enables us to make controlled choices to minimise any potential negative impact on Guiding in Queensland. If we do not act now, our choices in the future become more difficult, and could include selling assets. (Actions that other organisations have had to undertake). It is imperative that we make investment into the organisation to safeguard its future.

It remains a major focus of our Board strategy over the next few years, to ensure our sustainability.

### **Who made this decision and were Members consulted?**

These decisions were made on behalf of State Council by the Board (voted in by members) which includes the State Commissioner, based on input sought from all members.

### **Why do we have to pay District/term fees when we pay annual membership fees?**

District term fees (payable direct to the District) vary between Districts and cover expenses such as activity supplies, program resources, badges etc., and in some cases, hut running costs, while State Membership fees contributes to all other costs.

### **We used to be able to Guide without all these costs. Why are there so many changes?**

As Guide Leaders you are used to running Units cost effectively, and much of what you do comes in the form of the hours of time you generously give. Guiding delivery at the Unit level has had relative stability in how we each manage funds. In comparison, for GGQ as a large organisation, much has changed over time. The legal obligations we must comply with have increased, fees continue to increase, and employees must assume the accountability for these functions.

### **Why can I not currently pay my fee online?**

You can, annual membership fees due to Girl Guides QLD can be paid through the Girl Guides QLD website via a credit card.

Term fees are payable direct to the District, via direct deposit to their bank account.

Online membership forms and renewals will be rolled out in early 2024 with payment options which will be supported by a secure technology platform.

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## **What is Girl Guides Queensland doing about financial sustainability in general?**

We are continually looking for ways to save on costs by running a very lean budget and ensuring only items of necessity are expended. Wherever possible, the CEO actively seeks in-kind support from entities in lieu of paying consultancies.

You can read the strategic plan on the [Girl Guides Queensland's website](#).

## **What next?**

Girl Guides Queensland is absolutely committed to continuing to provide you with great value and quality girl guiding across the State, while striving for fairness and equity on membership fees for all members.

## **I am disappointed with the actions of the Board, what can I do?**

We appreciate honest and respectful feedback. As Members you can attend State Council meetings and/or get involved in project teams which match your skill set. Please reach out to the CEO ([ceo@guidesqld.org](mailto:ceo@guidesqld.org)) or contact the Board Chair by emailing [chairboard@guidesqld.org](mailto:chairboard@guidesqld.org).

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