



Additional FAQs

To further support SGGO offices with fielding fundraiser enquiries, please see FAQ guidance below inclusive of two additional FAQs, highlighted in blue font.

Who is Cash's?

Cash's is the national Girl Guides badge supplier. In addition to producing badges, Cash's also runs a merchandise business, providing high quality products for children and adults.

Will this be run annually?

Initially, the fundraiser will be run as a pilot from November 2023- March 2024. Once the pilot is finished, GGA will assess feedback and data to determine if it will continue in future years.

If there are future fundraisers, will we be given the opportunity to add to the product range?

If the pilot is a success, then the product range could certainly be reviewed and GGA welcome any feedback.

What if someone forgets to include the code at checkout?

Any unallocated funds raised through purchases via the Girl Guides page of the Cash's website will still be provided to SGGOs.

Why can I not add a name to a backpack design?

As part of our commitment to being Child Safe Child Friendly, we have removed the option for inclusion of names on backpacks.

When can the last order be placed via the website for delivery before Christmas?

Orders should be placed before the 15 December 2023.

Who chose the product price?

The product is targeted at the public and is on par with retail stores. The pricing is determined by the supplier.

Are the products made in Australia?

The merchandise is made offshore and the personalisation of the product, such as the print and names, are applied locally in Australia.

What are the postage costs?

Up to four postage options are available through the Cash's website. Postage rates are calculated per order based on the weight and delivery location, starting at approximately \$5.00 (standard E-Saver):

1. Standard E-Saver (where available, n.b. not available for the Bento Box)
2. Express Post
3. Standard Courier
4. Express Courier

Will [Units/Districts/Regions] still receive a commission for products purchased which aren't on the Girl Guides Cash's website page?

Yes, whilst only the approved products available via the Girl Guides page on the Cash's website should be promoted as part of the fundraiser, if a supporter uses the coupon code provided to purchase an alternate product from the Cash's website, Cash's will still provide the agreed commission for Girl Guides.