



**SOUTH
AUSTRALIA**



MEMBER PROTECTION and CHILD SAFE

Toolkit for Clubs

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OVERVIEW

This toolkit is designed to assist Member Protection Information Officers, Complaint Managers, Child Safe Officers and Club Boards/Committees to structure a team that is able to deal effectively with member protection issues. The kit is intended for use alongside the following SLSA policies:

- [Child Safe Policy](#)
- [Member Protection Policy](#)
- [Complaints Resolution Policy](#)


Knowledge of these policies is assumed in this toolkit, which aims to assist clubs with putting policy into practice. Surf Life Saving Clubs have a responsibility to keep all members safe and this document has been developed to assist with the process of implementing best practise and providing a child safe environment.

This toolkit covers the following key areas:

- Why is member protection important?
- The role of the Club Board/committee
- Member Protection team
 - Structure
 - Training requirements
- Member Screening
 - Screening requirements
 - Prescribed Positions
 - Authorised Screening Delegate
 - Working with Children Check (WWCC) – step-by-step guide to initiating and verifying + recording
 - National Police Check (NPC) – step-by-step guide to obtaining FREE for SLS volunteers + recording
- Member Protection
 - Member Protection Information Officer (MPIO) role
 - MPIO training and certification
- Child Safe
 - Environments
 - Child Safe Officer role
 - Resources
- Complaints Management
 - Complaints resolution process
 - Complaints handler/manager role

If you have any queries which are not answered within this Toolkit or require further assistance, please contact the SLSSA Development Team

 development@surflifesavingsa.com.au

 8354 6900

Why is member protection and child safeguarding important?

Member protection is a term widely used to describe the practices that member-based organisations put in place to protect their members from discrimination, harassment, abuse and other inappropriate behaviour.

Member protection is important for any member-based club – both being proactive and reactive. It allows members to take part in activities in a positive and safe environment.

Through membership registration and renewal, all SLS members are bound by policies such as Member Protection and Child Safe.

Child Safeguarding refers to a set of policies, procedures and practices employed to make a club, business or other organisation a safe place for children. It is essentially about contributing to an environment which is as safe as possible for children to enjoy and participate.

The role of the club board/committee

Each of the three (3) SLS policies outlines the commitment that SLS entities (such as SLSSA and Clubs) make to keep members safe. To support clubs to fulfill these commitments, committees need to ensure that the following key positions are filled, and identified on SurfGuard in the relevant 'Officer' position:

- Member Protection Information Officer (MPIO)¹
- Complaints Manager/s¹
- Child Safe Officer/s
- Authorised Screening Delegate

¹ these roles *MUST* not be held by the same person

It is strongly recommended that MPIOs and Complaints Managers are NOT board/committee members

Clubs need to ensure that members are aware of:

1. their obligations re Member Screening and Child Safe Awareness if required by role
2. contact details for their MPIO
3. the Member Protection Policy and Code of Conduct, and
4. how to lodge a complaint through the online [SLS Reporting System](#)

These details can be communicated to members through the club website and internal club communications.

The Club Board/Committee must also:

- a. ensure there is a process in place for initiating, collecting and verifying Working with Children Checks and National Police Checks
- b. ensure that all relevant members (including board/committee members) complete the SLSA Child Safe Awareness course²

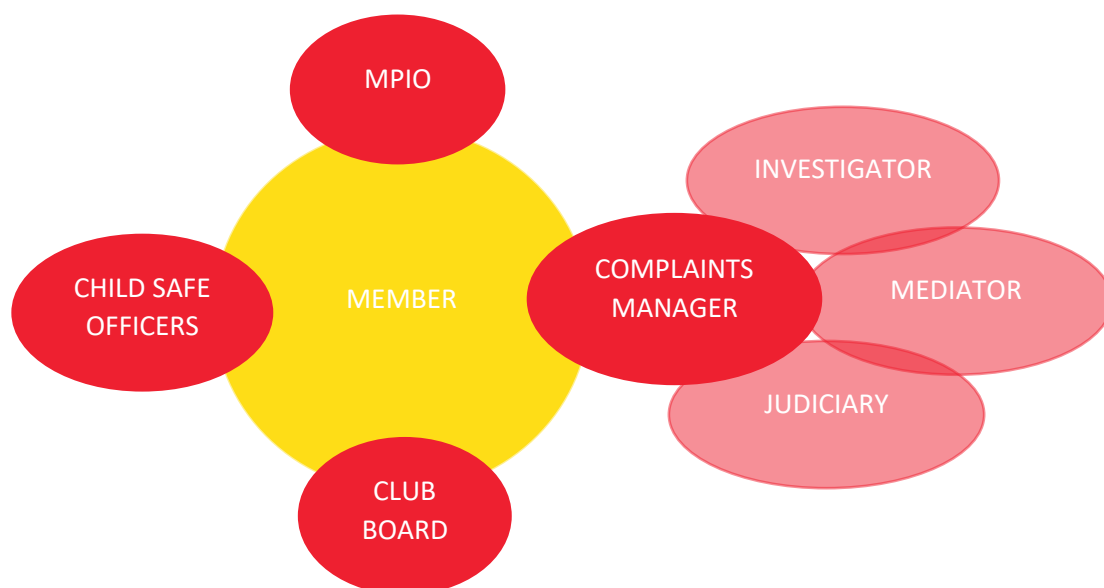
² whilst many members (ie those working with children and young people) may have completed other more extensive training such as RRHAN-EC, Safe Environments for Children and Young People – through their eyes, the SLSA course contextualises and reinforces elements specific to the SLS environment. It is a free, online course which takes less than 30 minutes to complete.

Annual Affiliation:

By signing and returning the annual Affiliation Form, the appropriate officer will acknowledge that the club, to the best of their knowledge, has met all child safe and member protection requirements as prescribed in the relevant SLSA policies and documents

MEMBER PROTECTION TEAM

To ensure clubs are set up to support members and adhere to SLS's member protection policies, the following Member Protection Team structure is recommended.



Training/accreditation requirements

POSITION	QUALIFICATION	SKILLS UPDATE	KEY ROLE
Member Protection Information Officer (MPIO)	<ul style="list-style-type: none">• MPIO Training parts 1 & 2• SLS online Child Safe Awareness	Online every 2 years	<ul style="list-style-type: none">• Providing advice and information to members regarding complaints• Diffusing situations
Complaints Manager	<ul style="list-style-type: none">• Sport Integrity Aust complaints handler course	Nil	<ul style="list-style-type: none">• Assesses, investigates & acts on formal complaints
Child Safe Officers	<ul style="list-style-type: none">• Child Safe Officer Training¹• SLS online Child Safe Awareness	As required for each qual	<ul style="list-style-type: none">• Point of contact for all communication regarding child safety• Ensures child safety requirements & requests are actioned
Club Board/Committee	<ul style="list-style-type: none">• SLS online Child Safe Awareness	Nil	
Investigator	<ul style="list-style-type: none">• An individual appointed by Complaints Manager• Investigator should have skills and experience to conduct an investigation e.g., a current or past police officer, a HR professional.	Nil	<ul style="list-style-type: none">• Investigates complaints

Mediator	<ul style="list-style-type: none"> • An individual appointed by Complaints Manager • Mediator should have skills and experience to conduct mediation e.g., counsellor, HR professional, dispute resolution practitioner 		<ul style="list-style-type: none"> • Mediates complaints
Judiciary	<ul style="list-style-type: none"> • Three (3) individuals appointed by Complaints Manager • One must be a SLS member • Chair should have skills & experience to run judiciary 	Nil	<ul style="list-style-type: none"> • Decides on outcome of formal complaints

¹other accepted courses are a. Safe Environments for Children and Young People – “through their eyes” & b. RRHAN-EC: fundamentals and masterclass

Complete club officers table

ROLE	NAME	CONTACT
MPIO (SLSSA)	Henry Street	henry.street@surflifesavingsa.com.au
MPIO (Club) ¹		
Complaints Manager/s ¹		
Child Safe Officer (female)		
Child Safe Officer (male)		
Authorised Screening Delegate/s		

¹ these roles **MUST** not be held by the same person

MEMBER SCREENING

One component to creating safe environments for children and protecting members and our SLS entities is the requirement of volunteers and staff to hold valid **Working with Children Checks (WWCC)** with some roles requiring a **National Police Check (NPC)** as well. These are referred to as PRESCRIBED POSITIONS.

SLSSA’s screening requirements comply with state legislation as found here at the [Dept Human Services Screening Unit](#)

Working with Children Checks (WWCC)

- Required by law for those working or volunteering with children in South Australia from the age of 14 years
- Are an assessment of whether a person poses an unacceptable risk to children. As part of this process, the SA govt Screening Unit will look at criminal history, child protection information and other information
- Have a five (5) year expiry
- Are done ONLINE with the individual receiving an email from Dept Human Services to conform their identity
- Can ONLY be carried out by the SA Dept Human Services (DHS) Screening Unit
- Can be applied for by individuals or initiated by an organisation (ie SLSC) on behalf of the individual
- Are FREE for volunteers
- For paid employment with children require the payment of an applicable fee
- Are to be recorded (date of issue, date of expiry and registration number) on Surfguard by the Authorised Delegate

A Volunteer Working with Children Check can only be used for paid employment with children if the paid work is no more than seven (7) days per year (regardless of number of hours per day).

It is an offence if you do not get a Working with Children Check that is suitable for your volunteer or paid employment (fines up to \$5000 apply).

EXCLUSION: A member of the South Australia Police or the Australian Federal Police is deemed an excluded person as per the Act and therefore does NOT need a Working with Children Check, however, the SAPOL/AFP member must show their Warrant Card on an annual basis to the Club Registrar who will record these details (including listing Police Officer as occupation) in Surfguard.

*Please note that the South Australian Child Safety (Prohibited Persons) Act 2016, cites an active member of South Australian Police (SAPOL) or the Australian Federal Police (AFP) [section 9(1)(c)] as an excluded person and therefore not needing a WWCC. SAPOL/AFP members should show their **WARRANT CARD** annually to their club registrar as proof of ongoing active status. The DATE OF ISSUE and WARRANT CARD NUMBER should be recorded on Surfguard in lieu of a WWCC. SAPOL/AFP members must still obtain an NPC if their position in a club warrants one.*

National Police Checks (NPC)

- Provides a summary of an individual’s offender history in Australia
- For volunteers are provided FREE by SA Police to organisations who have a Volunteer Organisation Authorisation Number (VOAN). **This process requires verification of ID at a police station or with a JP**
- Can alternatively be completed online for a fee (whether the check be required for employment or volunteering). This is generally a quicker turn around time.
- Have a three (3) year expiry
- Are to be recorded (application number and expiry date) on Surfguard by the Authorised Delegate

SLSSA Club Presidents/Authorised Delegates are approved VOAN officers who will complete the NPC application form once the individual has verified their ID at a police station or with a Justice of the Peace (JP).

Prescribed positions

Prescribed positions are a position in which a person works or is likely to work with children or holds a supervisory management role. This is inclusive of any person who has access to records (such as Surfguard, or the DHS screening portal). The list is provided in the [SLSA Member Protection Policy](#).

The below table shows the minimum requirements for each position within SLSSA and at club level.

Position Held	WWCC	NPC
SLSSA Board of Directors	✓	✓
SLSSA CEO & staff	✓	✓
Club Board/Management committee members	✓	✓
Member Protection Information Officers (MPIO)	✓	✓
Complaints Managers	✓	✓
State Advisory Committee Members	✓	
State Emergency Operations Group	✓	✓
State Patrol Auditors	✓	✓
State Councillors (Club Presidents)	✓	✓
Child Safe Officers	✓	✓

Junior Activity/Nipper Officers, Cadet/Youth Officer and Assistants	✓	
Age Group Managers	✓	
Team Managers, Coaches, Chaperones and Assistants	✓	✓
Chief Instructor/Instructor in Charge, Training Officers and Assessors	✓	✓
Duty Officers and Safety Emergency Coordinators	✓	✓
Competition Officials	✓	
Club Captain and Vice Captains	✓	
Patrol Captain	✓	
Persons with Surfguard access	✓	✓
Photographers and Media Representatives	✓	✓
Any other member who holds a position which involves ongoing and/or regular contact with members Under 18 (includes paid staff such as club bar/hospitality staff and State casual employees such as Lifeguards)	✓	

Authorised Screening Delegates

The authorised delegate/s is responsible for administering the Working with Children Check (WWCC) process. These delegates must be approved by the club committee/ board and is responsible for:

- Initiating WWCC applications within the Department of Human Services (DHS) Screening portal.
- Maintaining and updating records relating to WWCC (including adding details to Surfguard)
- Holding the Volunteer Organisation Application Number (VOAN) used for the National Police Check (NPC), along with the club President.

These positions can be filled by a Child Safe Officer, or any person with administrative competence.

All information received by the authorised delegate/s remains confidential and only shared with their club President for the purpose of verification, notification, and clarification. **Clubs can appoint multiple persons in this role dependent on the workload (ie more members = more screening checks to compete).**

Initiating and verifying screening checks

Working with Children Checks (WWCC)

Before a SLSC can initiate or verify a WWCC, the organisation needs to be registered with the Screening Unit – this only needs to be done ONCE and all SLSSA Clubs should already be registered.

Part of this registration involves nominating which Club Officer/s will perform each role.

Information for organisations can be found [HERE](#) on the Screening Unit website.

a. The member DOES have a WWCC

Club's authorised screening delegate is required to **verify the WWCC**

- The individual may forward a copy of their WWCC, otherwise this can be searched for [HERE](#)
 - Ask the member to forward the following details to the Club:
 - WWCC Reference Number
 - Unique ID
 - Issue Date

- Full Name (as it appears on the clearance)
- Date of Birth.
- They then need to **register the Club as an interested party** for the member
 - Information must be entered exactly as the individual would have provided to the screening unit when they applied for their WWCC originally (ie include middle name if they have one) and **you will need the SRN unique ID that they were issued on their WWCC**
 - If the individual does NOT know their SRN, the MEMBER can search for it [HERE](#)

b. The member does NOT have a WWCC

Club's authorised screening delegate is required to **initiate the WWCC** for the member.

- WWCCs are completed via the [Dept Human Services website](#)
- Authorised Screening Delegate logs onto the portal and completes the steps to initiate the WWCC
- The individual will receive an email from Dept Human Services (DHS) Screening Unit asking them to:
 - Log in to the system
 - Confirm their identity (ie 100 points ID)
 - Finish the application
 - Submit the application
- After initiating a check, the Club's Authorised Screening Delegate will receive a confirmation email from DHS and can monitor the progress of the initiated check via their portal
- The member will receive email notification once the process is complete with notification of the outcome
- The originating organisation (ie Club via Authorised Screening Delegate) will also be notified

The member does NOT have a WWCC and is under 18 or a foreign passport holder

If a member is under the age of 18, or if a member is trying to use a foreign Passport for their verification, the verification needs to be manually completed. These applications will appear in either the Applications Awaiting Verification section (for identity document verification), or the Applications Pending Paper Verification section (for under 18).

Applications Awaiting Verification (foreign passport holders)

Step 1 - Meet with the member and sight their identity documentation.

Step 2 - Make a note of what type of documents the member has e.g. Foreign Passport and Drivers Licence.

Step 3 – Login to the DHS Screening website and click on the Application Number next to the member's name.

Step 4 - Tick the box next to the relevant document type.

Step 5 - Make sure they total 100 points and then select the Confirm Verification of All Documents button to submit the application. **You must not complete this step without sighting their documents.**

Applications Pending Paper Verification (under 18s)

Step 1 – Print/ download the application form and organise to meet the parent/guardian of the applicant.

Step 2 – Put your details into the page 5 table and have the parent/guardian sign and date page 4.

Step 3 - Tick the documents you have sighted and write the points in the Points column. Enter the total number of points.

Step 4 - Scan this application and save it with the Application Form number and the member's name (eg AP000000 – John Smith).

Step 6 - Email this application to DHSScreeningUnit@sa.gov.au and request that they process the application.

Club Authorised Screening Delegate to ensure the WWCC details are recorded in SurfGuard (refer below)

If a status changes or is revoked

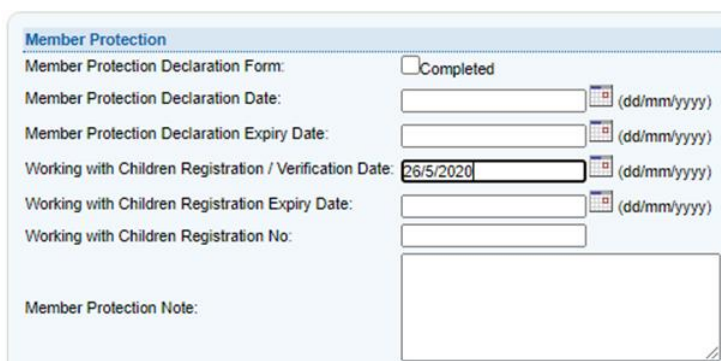
If a delegated authority receives a notification that a WWCC clearance has changed or been revoked (an automatic process from DHS Screening Unit), SLSSA must be notified immediately via email, telephone or by using the online reporting tool on the [SLSA Reporting System website](#)

If a clearance has been revoked, the club must take immediate steps to ensure that member is no longer working with children.

Uploading a WWCC into SurfGuard

Surf Club Officers can enter WWCC and NPC information into SurfGuard. The instructions below will show how to correctly enter the WWCC information.

1. Enter the date the WWCC was verified. This is the date that you have verified the check through the DHS site. (screening.sa.gov.au)



Member Protection

Member Protection Declaration Form: Completed

Member Protection Declaration Date: (dd/mm/yyyy)

Member Protection Declaration Expiry Date: (dd/mm/yyyy)

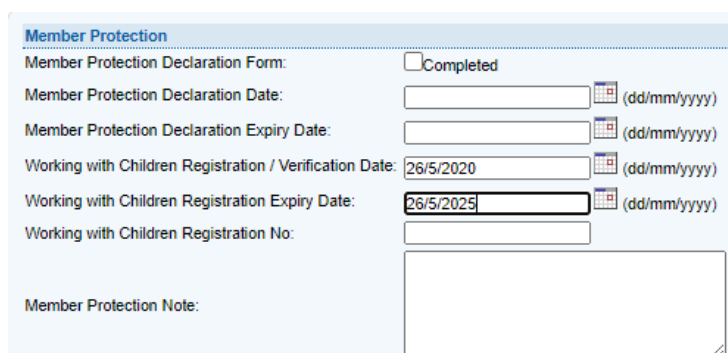
Working with Children Registration / Verification Date: **26/5/2020** (dd/mm/yyyy)

Working with Children Registration Expiry Date: (dd/mm/yyyy)

Working with Children Registration No:

Member Protection Note:

2. Click the box underneath and enter the expiry date – this is five (5) years from date of registration.



Member Protection

Member Protection Declaration Form: Completed

Member Protection Declaration Date: (dd/mm/yyyy)

Member Protection Declaration Expiry Date: (dd/mm/yyyy)

Working with Children Registration / Verification Date: 26/5/2020 (dd/mm/yyyy)

Working with Children Registration Expiry Date: **26/5/2025** (dd/mm/yyyy)

Working with Children Registration No:

Member Protection Note:

3. Once you have entered your verification date and expiry, enter the registration number. This number is **located at the top of any WWCC and typically starts with SRN** (if check is older, please use the reference number). If the WWCC Registration No. is different to the SRN, please record the SRN in the note section.

Member Protection	
Member Protection Declaration Form:	<input type="checkbox"/> Completed
Member Protection Declaration Date:	<input type="text"/> (dd/mm/yyyy)
Member Protection Declaration Expiry Date:	<input type="text"/> (dd/mm/yyyy)
Working with Children Registration / Verification Date:	26/5/2020 (dd/mm/yyyy)
Working with Children Registration Expiry Date:	26/5/2025 (dd/mm/yyyy)
Working with Children Registration No:	1111111
Member Protection Note:	<input type="text"/>

Ensure the information is saved before exiting the screen.

National Police Check (NPC)

An NPC can be obtained by downloading and completing the form from SA Police’s Information Release Unit [website](#). If you are having trouble downloading the document – you can print off our scanned copy [here](#).

As a volunteer lead organisation, SLSSA has a Volunteer Organisation Authorisation Number (VOAN) held by an *Authorised Officer*, which is the club President and/or another delegated authorised person.

If a club needs to change their *Authorised Officer* with SA Police, this can be done [online here](#)

NPC’s are free for volunteers with the VOAN and can be completed by the following steps:

1. Applicant downloads the NPC form from the website and completes the information
2. Applicant provides 100 points of identification (both originals and copies which can be stamped and signed) sighted and signed by a Justice of the Peace or a Police Officer (ie visit a police station)
3. Applicant submits the completed form and signed copies of identification **to the club holder of the VOAN** (either President or delegated authority) who enters the VOAN.
If the VOAN is not entered, an NPC for a volunteer will cost \$47.75
4. The club then submits the form and identification on behalf of the applicant via post or email.

Post – SA Police Information Release Unit:
GPO Box 1539
Adelaide SA 5001

Email – sapol.nss@police.sa.gov.au

Once processed, the NPC will be posted to the individual who THEN must forward a copy to the relevant Club Officer (generally Authorised Screening Delegate) who will upload the details to Surfguard

Uploading an NPC into SurfGuard

The instructions below will show how to correctly enter the NPC information.

1. Enter the reference number of the NPC. This will usually begin with *VON-* and the year the NPC was conducted.

Member Protection

Member Protection Declaration Form: Completed

Member Protection Declaration Date: (dd/mm/yyyy)

Member Protection Declaration Expiry Date: (dd/mm/yyyy)

Working with Children Registration / Verification Date: (dd/mm/yyyy)

Working with Children Registration Expiry Date: (dd/mm/yyyy)

Working with Children Registration No:

Member Protection Note:

Screening Withdrawn Date: (dd/mm/yyyy)

Screening Suitability Notice Date: (dd/mm/yyyy)

Screening Type:

National Police Check Application No: VON-2020#####

National Police Check Expiry Date: (dd/mm/yyyy)

Other

Student Number:

2. Enter the expiry date; SLSSA current policy is **THREE YEARS** from the date of the NPC.

Ensure the information is saved before exiting the screen.

Maintaining a spreadsheet to monitor WWCCs and NPCs for those who are required may help to ensure these important checks are valid.

MEMBER PROTECTION

Surf Life Saving SA is committed to the health, safety and wellbeing of all of its members and dedicated to providing a best practise approach to ensure a safe environment for those participating in surf lifesaving activities.

Given the unique and multi-faceted nature of our organisation, there is a great deal of interaction between adult members and children across a broad spectrum of activities. As such, this policy must be broadly applied.

Surf Life Saving South Australia adopts and enforces the [SLSA Member Protection Policy](#)

The policy aims to assist SLSA to uphold its core values and create a safe, fair and inclusive environment for everyone associated with Surf Lifesaving. It sets out Surf Lifesaving's commitment to ensure that every person involved in Surf Lifesaving is treated with respect and dignity and protected from Bullying, Discrimination, Harassment and Abuse.

It also seeks to ensure that everyone involved in Surf Lifesaving is aware of their legal and ethical rights and responsibilities, as well as the standards of behaviour that are expected of them.

Member Protection Information Officer (MPIO)

An important role within community and sporting organisations is that of the **Member Protection Information Officer (MPIO)**. They provide information and guidance on complaints procedures and are the first point of call for any enquiries, concerns or complaints about harassment, abuse or other inappropriate behaviour. The MPIO will:

- Provide information on possible ways to resolve the issue
- Offer moral support to the person who raises the concern or the person who is the subject of the alleged behaviour
- Treat all information as strictly confidential
- Remain impartial
- Document all reports and concerns
- Not investigate or mediate complaints

Surf Life Saving SA MPIO

The SLSSA MPIO role has been introduced to support Club Member Protection Information Officers. In most instances, a club MPIO will be able to assist their members with any queries, but support from SLSSA is available if, and when, required.

The SLSSA MPIO will ensure that all club MPIOs are kept informed of any updates or changes to MPIO guidelines, recommendations and procedures.

SLSSA MPIO: Henry Street

henry.street@surflifesavingsa.com.au

8354 6900

Club MPIO

It is best practice to minimise any potential conflicts when appointing a Club MPIO. Clubs are strongly advised to appoint an MPIO who is independent and where possible, not directly sitting on the Club Board/Committee to avoid conflict of interest, perceived or actual. The MPIO is the 'go to' person if members wish to discuss problems at the club/organisation, particularly if they are considering making a formal complaint.

It is a relatively hands off role that does not normally require much contact/face to face time at the club. The role should be filled by an individual with appropriate attributes such as:

- High level of integrity
- Ability to maintain confidentiality
- Able to treat matters with independence and sensitivity

People with a background in counselling, teachers, police officers or similar skills often make good MPIOs. Whilst most would be older and have significant life experience, MPIOs must be a minimum of 18 years of age.

Your Club MPIO should be added to the list of club officers in Surfguard

MPIO Certification

Those undertaking the role of MPIO must have a valid Working with Children Check (*recorded on Surfguard*) and complete training as per the steps outlined below:

Step 1 Complete the FREE MPIO **online/ eLearning modules** on the Play by the Rules (Sport Integrity Australia) [website here](#).

The modules will take several hours and they cover topics such as MPIO role, the law, complaints management, child protection and ethics. An intending MPIO **MUST COMPLETE THE ONLINE TRAINING BEFORE ATTENDING THE MPIO WORKSHOP (Step 2)**, as it forms the basis for all discussion.

Step 2 Undertake a **FACE to FACE workshop** (*noting that this may be in person or online*) - details & booking links can be found [here on our website](#)

Step 3 Once Steps 1 and 2 are completed - you must then log into your eLearning hub account (on the Play by the Rules website) and provide an acknowledgement that the eLearning and Face to Face training have been completed. Your MPIO certificate will then be unlocked and can be downloaded or printed via the Play By the Rules e-Learning hub (see print certificate tab at the top of your e learning hub screen).

Step 4 Register as an MPIO on the [National Database](#) (*you can only register AFTER you have completed the three steps above as both your online & workshop certification numbers are required*)

Step 5 Email your MPIO certificate to development@surflifesavingsa.com.au for this accreditation to be uploaded to your Surfguard profile (awards list)

MPIOs should also complete the SLSA Child Safe Awareness online course annually

Play by the Rules have developed a growing number of short video resources to support MPIO's - [viewable here](#)

CHILD SAFE

Child Safety is EVERYONE's business

Child Safe Commitment

Surf Life Saving has formally committed to keeping children and young people safe and so this becomes an integral part of SLS culture and operations. You can read the **SLSA Child Safe Commitment** [HERE](#)

Clubs can complete their own **Commitment Statement** (refer [GUIDELINE](#))

Child Safe Environments

Surf Life Saving SA takes seriously its responsibility to build and maintain environments that are both child safe and child-friendly. These are environments where children and young people:

- are protected
- feel respected, valued and encouraged to reach their full potential
- are heard

In South Australia, organisations providing services to children and young people must, by law, provide child safe environments. These organisations must:

- Have child safe environments policies in place and at a minimum, review their policies once every 5 years.
- Meet [Working with Children Check](#) obligations, and
- lodge a child safe environments compliance statement with the Department of Human Services and lodge a new statement each time policies are reviewed and updated.

Surf Life Saving SA's Child Safe Environments Compliance Statement (approved August 2022) covers all SA Clubs provided they confirm compliance through annual affiliation

Child Safe Officers

It is the recommendation of Surf Lifesaving SA that **each club has two (2) Child Safe Officers** (preferably one female and one male).

These officers will,

- Work closely with the MPIO as the first point of contact for members who have concerns about a child or young person
- They may provide advice and support to assist a member with making a report
- May be responsible for facilitating the process to help ensure a child safe environment
- Document all reports, concerns and findings

It is vital that these Officers are introduced and known to all members under 18 years old.

Child Safe Training

Those taking on the role of CHILD SAFE OFFICERS are to complete **ONE** of the following:

- a. Child Safe Officer training (3hr online webinar via [Sport SA training](#)), or
- b. Safe Environments for Children and Young People – “through their eyes” ([various approved providers](#))
- c. RRHAN-EC (Responding to Risks of Harm, Abuse and Neglect – Education and Care) – [Fundamentals](#) (free online) or [Masterclass](#) (follow on from Fundamentals; fee incurred) course

SLSA Child Safe Awareness Course

In addition, all Club Child Safe Officers are to complete SLSA Child Safe Awareness course which contextualises and reinforces elements specific to the SLS environment.

This is a short, free, online course which should be undertaken annually and is **recommended for ALL SLSC MEMBERS**. It can be access via [SLS Members Area](#) (eLearning > Training Library > SLS-Safety and Wellbeing)

Child Safe Resources

The **Child Safe Guideline** has been developed to assist Clubs to understand the application of the Child Safe Policy and to develop and/or refine their approaches to keeping children and young people safe. It can be accessed via the link below

[CHILD SAFE GUIDELINE – Handbook for Clubs](#)

Furthermore, the following Child Safe documents are available individually for ease of printing and reference:

- [Code of Conduct](#)
- Checklists – [Club or Executive](#) | [Member or Volunteer](#)

COMPLAINTS MANAGEMENT

Whilst SLSSA and Clubs strive to provide the best possible delivery of SLS activities, programs, services and events, it is recognised that, from time to time, issues may arise that require assistance or support to resolve. Everyone involved in SLS is encouraged to voice concerns that they may have at any point regarding the safety, health, welfare, behaviour or conduct of Members and associated persons or organisations. Complaints Management is governed by the [SLSA Complaints Resolution Policy](#) and the [SLSA Complaints Handling Guideline](#).

Complaints Resolution Process

Before a formal complaint is lodged, has:

- There been an attempt to speak to and resolve your grievance with the Respondent?
- The Complainant discussed the matter with the MPIO?

If NO, these steps are encouraged to be undertaken BEFORE lodging a complaint.

If YES, and there has not been resolution, then you can lodge a complaint.

Complaints from SLS members should be lodged via the [SLS Reporting System](#)

Complaints Handler/Manager

This position is **SEPARATE TO THE MPIO** and forms part of the broader Member Protection team at club level, playing an important role in clubs, providing timely response to member complaints in line with the Complaints Resolution Policy.

The Complaints Handler/Manager operates independently to the Club Board, consulting with the Club President and Directors if appropriate and is responsible for

- managing complaints through the SLS Online Reporting System
- following procedures and timeframes outlined in the SLSA Complaints Resolution policy
- appointing investigators and judiciary if required
- Maintaining appropriate records of complaints in a safe and confidential manner

Your Club Complaints Handlers/Managers should be added to the list of club officers in Surfguard. These persons will then have access to the **SLS Reporting System administration area** (refer [Admin Guide](#))

Complaints Handler/Manager Training

[Play by the rules](#) has a free online course aimed at administrators, officials and anyone with an interest in the welfare of sports clubs, association or organisation members.

The course contains ten modules and is designed so that learners can pick and choose the topics of interest to them.

To access the training [CLICK HERE](#)

QUERIES

If you have any queries which are not answered within this Toolkit or require further assistance, please contact the SLSSA Development Team

 development@surflifesavingsa.com.au

 **8354 6900**