MEMBER SERVICES

Club Guide Section 9

MEMBER SERVICES

CLUBS AND MEMBER DEVELOPMENT

Surf Life Saving Australia Committee Structure

Surf Life Saving SA is represented on the three Surf Life Saving Australia National development committees:

The Education and Development Advisory Committee (EDAC) has the sole responsibility of representing the views of Surf Life Saving members nationally on matters relating to education and development.

The Development Management Committee (DMC) is purely an advisory committee tasked with the delivery of operational recommendations associated with development. The DMC has the authority to make recommendations to the Chair, Education and Development when relevant to the development of activities, programs, policies, procedures and resources.

The Youth Development Committee (YDC) has the responsibility to provide recommendations that prove relevant to members of Surf Life Saving Australia between the ages of five (5) and seventeen (17) years of age. The YDC authority extends only to recommendations for development on issues, activities and resources relating to youth.

Surf Life Saving SA Committee Structure

- Surf Life Saving SA has three (3) Advisory Committees
- Lifesaving Advisory Committee
- Surf Sports Advisory Committee
- Learning & Development Advisory Committee

MEMBER SERVICES

MEMBERSHIP CATEGORIES

Membership categories are based upon:

- Age of participant as at the 30th September of each season
- The awards attained
- The Service provided to the Surf Life Saving Club

Membership Type	Description
Probationary	The designation of any person for the time period between applying for membership and the gaining of an award and/or the granting of a formal category membership by the appropriate Club committee.
Junior Activities ("Nipper")	Is a person who shall be a minimum age of five (5) years up to a maximum age of thirteen (13) years and is required to gain the relevant Surf Education Certificate for that person's age group. The key focus for five and six year old Junior Activity Members will be play participation and fun. Guidelines which support this focus will include: I. beach activities that emphasise games and group activities, II. water activities to be limited to shallow water near the water's edge and III. No competition for these age groups other than that involved in fun games
Cadet	Is a Member of the age qualification as defined in Surf Life Saving Australia's Manuals (i.e. under 15) and, who has obtained the Surf Rescue Certificate or has passed an annual proficiency test.
Active	I. Bronze Medallion holder II. Fulfil patrol and Club obligations, as provided by Surf Life Saving Australia and the Member's Club constitution III. Qualify in an annual proficiency test unless the Member has obtained their Bronze Medallion in that season
Reserve Active	May be granted by a Club to Active Members who have satisfactorily completed (from the gaining of the Bronze Medallion) at least eight (8) years of patrol and Club obligations as provided by Surf Life Saving Australia and Club constitution. Reserve Active Membership shall not be automatic, but shall be granted by resolution of the appropriate Club body. I. Reserve Active Members shall perform a minimum of patrols in each Affiliated Club where they hold Reserve Active Membership, as II. required by Surf Life Saving Australia and further patrol duties at the discretion of the Affiliated Club/s management. III. Reserve Active Members shall complete the annual proficiency test. **Note:** Reserve Active membership may be granted, under exceptional circumstances to Active Members irrespective of years of service.

Membership Type	Description
General	I. General Membership may be granted by a Club to persons who may or may not hold a Surf Life Saving Australia award. II. General Members shall not have Affiliated Club voting rights unless elected to office or position which is provided with voting rights by the relevant Club constitution. III. General Members shall have privileges as determined by the respective State Centre.
Long Service	I. Long Service Membership may be granted by a Club to Members who have completed ten (10) years active service or to Members who have completed eight (8) years active service plus four (4) years reserve active service. II. Such Members may be exempted from all patrol obligations and may be granted other special privileges of Membership as provided in their Club constitutions. III. Should such Members join another Affiliated Club the receiving Affiliated Club shall determine if such Member's Long Service shall be recognised by that Affiliated Club
Award	I. Award Membership may be granted by a Club to persons who hold an Surf Life Saving Australia award of one, or more, of the following qualifications:- Surf Rescue Certificate, Radio award/s, Resuscitation Certificate, Advanced Resuscitation Certificate or First Aid Certificate (or equivalent). II. Such Members may be called upon to perform patrol and/or other Club obligations within the ability of their qualifications. III. An Affiliated Club may grant an Award Member voting rights to that Affiliated Club if they are undertaking lifesaving patrol duties.
Associate	I. Associate Membership may be granted by a Club to persons who may or may not hold a Surf Life Saving Australia award. II. Associate Members shall not have Affiliated Club voting rights unless elected to office or position, which is provided with voting rights by the relevant Affiliated Club constitution. III. Associate Members shall have a joining and/or annual membership fee substantially greater than fees for other categories of membership.
Honorary	Honorary Membership may be granted by a Club to persons who may or may not hold on Surf Life Saving Australia award
Life	Life Membership of a Club may be granted by that Club to Members who have rendered distinguished or special service as provided for in that Affiliated Club's constitution and is relevant to that Club only. **Note:** Surf Life Saving Australia Life Membership is governed by **Regulation 4.5.**

Note* Membership voting rights of affiliated Clubs shall be limited to (as per Surf Life Saving Australia Regulations):

- Active Members
- Active Reserve Members
- Long Service Members
- Life Members

Refer to Surf Life Saving Australia Regulations for National Life Membership – Regulation 4.5 or to Surf Life Saving SA by Laws for State Life Membership – By Law 5.2

MEMBER SERVICES

MEMBERSHIP FORMS

A membership form must be completed and signed by all members at the beginning of each season whether joining, renewing or transferring to another Club

Alternatively members can update their membership on the Surf Life Saving Australia Member's portal. All members must be entered on to SurfGuard. The quality of information collected from members is important as it allows all levels of our association to operate and make decisions based on accurate data.

Computer generated membership renewal forms are done via SurfGuard. Forms are usually only printed for those members who were registered in the season immediately prior to the current one (please note that forms can be printed by Surf Life Saving SA for a nominal fee).

Clubs should encourage their members to use the Surf Life Saving Australia Member's Portal via the national website and this will save Club volunteers an enormous amount of time. It is a simple system and members can update their details at any time, check their patrol hours, and so on. Payment can also be made online making the role of the Club Finance Officer much easier as well.

Members registering online are considered to have provided an electronic signature as they are the only person who should have their access and password details.

If Life Members wish to be covered by Surf Life Saving SA's insurances and other benefits, it is essential that they complete a membership form on an annual basis, as do all other members.

Any member who refuses to sign the form voids themself from any insurance, legal representation, Work SA and any other benefits from Surf Life Saving SA.

If junior members are too young to sign the form then it is imperative that the legal parent/guardian must complete the relevant section.

For Clubs that acknowledge a "family membership" by virtue of a different fee structure, please remember that each member of that family must fill in a separate membership form.

MEMBER SERVICES

CLEARANCES, TRANSFERS AND DUAL MEMBERSHIP

Any member who has a membership at two or more Clubs, be it for competitive or other reasons, must complete a membership form for all Clubs at the commencement of each season and be registered on SurfGuard. Members are able to submit their own transfers via the Surf Life Saving Australia Member's Portal.

For Club Officers the procedures for applying for clearances, transfers and/or dual membership status are completed through SurfGuard.

Clubs need to respond (by nominating endorsed or rejected) to all transfer requests within 21 days of receipt. Failure to do so will result in automatic approval being granted by Surf Life Saving SA with the losing Club forfeiting any chance to dispute the transfer.

Surf Life Saving Australia has determined that members can only competitively transfer once in any calendar year.

When a member reaches the age of 13 years (usually within the U14 Age Group) they train to achieve their Surf Rescue Certificate utilising the Surf Life Saving Australia Training Manual as the main resource.

This is an extremely important development period for this age member as they transition between the junior program and becoming involved in Club Patrols and "senior" Club and State based activities. It is highly encouraged that Clubs maintain a focus on these members to encourage their transition into Surf Lifesavers and continue this focus into the U15 and U16 Age Groups where at the age of 16 years they will train to achieve the coveted Bronze Medallion.

GENERAL MEMBER DEVELOPMENT BEYOND JUNIORS

Personal Development is on-going and encouraged in Surf Life Saving. Members have a variety of opportunities whereby they can explore different pathways and contribute to the movement.

Personal Development pathways are open to senior members in the following areas:

- Officiating
- Coaching
- Age Managing
- Trainer/Assessor roles
- Executive roles at Club level
- Committee roles at Club and State level
- Working groups/general calls for help at Club level
- Conferences (State/National)
- Attendance at Master-classes and Forums to help enhance knowledge of movement

MEMBER SERVICES

VOLUNTEERS

Volunteers are valuable members of every Club. We recognise volunteers as people from the community, including parents, young people and retired people who freely give up their time to support Club activities.

People volunteer for a variety of reasons including to:

- Learn new skills
- Help others
- Make new friends
- Explore career opportunities
- Feel needed, appreciated and useful
- Gain a new direction in life
- Give something back
- Share skills with others

Induction

It is important to make your volunteers feel welcome. Holding an induction session to give out information about their rights and responsibilities will make them feel at ease and welcome.

Familiarise them with the following roles and responsibilities within the Club:

- Job Description (including an outline of their role)
- Member screening requirements
- Introduction to other volunteers
- Tour of Clubrooms
- General housekeeping of Club business
- Emergency procedures
- Administrative systems

Recruitment and Retention

Recruitment of new volunteers/members is necessary to maintain the sustainability of a Club.

Ideas for recruitment may include:

- Produce an information kit for new members
- Advertise in local newspapers
- Offer training and personal development
- Engage in community activities which showcase the benefits of becoming a lifesaver

Retaining members can be difficult due to other commitments and time constraints. Making sure that your volunteers are happy by providing them with opportunities to give feedback may assist the Club to retain members. Organising events and certificates to thank your volunteers may also assist and give them a sense of appreciation.

MEMBER SERVICES

VOLUNTEERS

Supporting Volunteers

Giving support to your volunteers/members will help to keep them involved.

You can support your Club members by providing:

- A clear job description that outlines tasks and responsibilities
- A suitable and safe working environment
- Adequate briefings and guidance on tasks
- Feedback
- Consideration and respect from fellow members
- An opportunity to share concerns and give feedback

MEMBER RECOGNITION

Recognition stems from genuinely valuing the contributions of volunteers and members. Recognition adds to the feeling of being valued, identifying achievement and retention. Everyone deserves some form of recognition even if it is a simple thank you for helping out.

Formal Recognition: Club

All Clubs should recognise the efforts of their members with end of season awards and presentation night. Awards given by Clubs are not dictated by Surf Life Saving SA, but it is recommended that Club awards are given in similar categories to the State (and National) awards, to create a streamlined pathway for nominations.

Ways to recognise members:

- Celebrate achievements and efforts
- Include members in special events
- Encourage members to participate in team planning
- Provide training
- Give them additional responsibility when desired
- Enable members to develop skills and grow on the job
- Take time to listen to member's ideas and concerns
- Recognise personal needs
- Keep members fully informed via newsletters
- Organise medals, certificates and plaques
- Celebrate National Volunteer Week

MEMBER SERVICES

MEMBER RECOGNITION

Formal Recognition: Surf Life Saving SA

Life Membership
Awarded to a member who has rendered distinguished voluntary service to Surf Life Saving SA that is both a sustained and a conspicuous contribution. Nominations will be considered by the Life Membership and Honours Panel, and recommendations made to the Surf Life Saving SA State Council.

Surf Life Saving SA Hall of Fame
Recognition in the Surf Life Saving SA Hall of Fame is in one of three categories: surf lifesaving, administration and surf sports. Honourees will have displayed exception service in the specific category, and/or displayed sustained excellence over a long period of time. These nominations are considered by the Awards and Recognition Committee.

Awards of Excellence
Surf Life Saving SA provides Clubs with the opportunity to nominate themselves and Club members for a variety of awards that are announced and presented at the Annual Awards of Excellence. Many of the awards offered at State level mirror those at National, and the winner of the State Award is put forward as SA's nomination for the National finals. These Awards, other than the State President's Award are considered by the Awards and Recognition Committee.

State President's Award: given at the discretion of the Surf Life Saving SA President, in recognition of exception service.

Major Awards: Surf Lifesaver, Volunteer, Club of the Year

Recognition Awards: Lifeguard, Athlete, Coach, Official, Trainer, Assessor, Community Education Program, Rescue, Nipper and Nipper Parent of the Year.

150+ Patrol Hours
This award recognises members who perform 150 or more patrol hours in one season.

This information will be extracted from SurfGuard on 30 June each year. Hours accumulated based on hours performed on patrol at the Surf Club, in SurfCom, Jet Boat, Jet Skis and Helicopter. Also included in the final total is water cover for special events and carnival patrols. Hours not included are junior water safety cover, water cover for SRC or BM assessment and any other instructional activity.

Although your Club may only recognise the hours that are done on patrol for your own Club historical recordings, the State recognises all hours done on patrol, so if you have members involved in one or more of the above areas then please ensure that those records are kept. All patrol hours are recorded in SurfGuard. If your Club does not include them in its statistics then it can choose to ignore them, however for the purposes of State wide statistics the information is vital to Surf Life Saving SA.

MEMBER SERVICES

MEMBER RECOGNITION

Formal Recognition: Surf Life Saving SA

Patrol Efficiency Award
Patrol Audits are fundamentally aimed at promotion/communication of best practice patrolling, recognising achievement of such and identifying/resolving any shortfalls. They are a constructive process which can add significant value to building and maintaining a strong culture of professionalism within volunteer services.

All Clubs are audited throughout the season – the number of audits will change from year to year, depending on the number of auditors available.

Individual Surf Sports Awards: Overall point score from all the premiership carnivals and State Championships:

- Open Male/Female
- Under 15, 17, 19 Male/Female
- Outstanding Individual Masters Competitor Male/Female (Note: Masters required to nominate)

Overall State Champion Club: Overall point score from all the premiership carnivals and State Championships.

State Titles: Winning Clubs of the State Championship events (Board Riding, Masters, Senior, Junior, IRB, Lifesaving, Pool).

Team Shields: Overall point score from all the premiership carnivals and State Championships.
Taplin Relay, Open March Past, Combined March Past, Beach Events, Swim Events, Ski Events, Board Events, IRB Premiership Award , First Aid, Combined R&R, Open 6 Person R&R

Junior Lifesavers of the Year: Each Club will choose a maximum of one male and one female member of their Club to be recognised with this award. Nominees may be chosen from any age group level. The Club winners will be acknowledged each year at the Junior State Championships.

MEMBER SERVICES

MEMBER RECOGNITION

Formal Recognition: National Awards

Surf Life Saving Australia (Surf Life Saving Australia) values the contribution made to the movement by its members. The criteria and application process for national recognition awards can be downloaded from the Surf Life Saving Australia website www.slsa.com.au.

The Surf Life Saving Australia recognition framework currently consists of the following awards:

Surf Life Saving Australia Honours

- Life Membership
- President's Medal
- Sustained Service Certificate

Surf Life Saving Australia Recognition

- Long Service Award
- National Patrol Service Award
- Officiating Service Certificate
- Assessing Service Certificate
- Coaching Service Certificate
- Meritorious Award
- Commendation
- National Medal
- The Order of Surf Life Saving
- Australian Council Certificate
- Certificate of Appreciation
- Surf Life Saving Australia Hall of Fame
- National Innovation Award
- Surf Lifesaver of the Year
- Volunteer of the Year
- Lifeguard of the Year
- Club of the Year
- Surf Sports Official of the Year
- Surf Sports Coach of the Year
- Surf Sports Athlete of the Year
- Sir Adrian Curlewis Scholarship
- International Life Saving Citations

External Opportunities for Recognition

Clubs should be aware of and investigate other opportunities for rewarding Club members. Surf Life Saving Australia and Surf Life Saving SA have many awards for recognition of service but there are also many other awards that can be sourced for members. External organisations have awards for recognising services to the community and Clubs. Local Governments will advertise for nominations for a variety of awards and Volunteering SA has grants and certificates that can assist Clubs to recognise Club members.

The Surf Life Saving SA Awards and Recognition Committee will work with Clubs and Surf Life Saving SA staff to ensure that external awards are nominated for, in order to spread awareness of the surf lifesaving movement and the outstanding achievements of our members in the community.

For further information please contact Reception at Surf Life Saving SA.

MEMBER SERVICES

RESPONSIBLE SERVICE OF ALCOHOL

It is now mandatory for all bar staff to undergo training in the responsible service of alcohol if engaged in the sale, supply and service of alcohol on a licensed premise. This applies to paid staff and volunteer staff.

Penalties for breaching the Liquor Control Act are severe if a Club is found to be serving alcohol by untrained staff. South Australia's liquor laws are defined in the Liquor Licensing Act 1997, which regulates the sale, supply and consumption of liquor, the use of premises on which liquor is sold, and the services and facilities provided in conjunction with the sale of liquor. The Act also focuses strongly on minimising harm or ill-health caused to people, or any group of people due to the use of alcohol.

It is important that each Club understands the requirements of liquor licensing. More information can be sourced from Consumer and Business Services.

Website: www.cbs.sa.gov.au/wcm/about/office-locations/
Phone: 131 882
In Person: Ground Floor (Street Level) 91 Grenfell Street Adelaide Monday to Friday 9am to 5pm (except public holidays)
Postal address: Consumer & Business Services GPO Box 1719 Adelaide

CLUBS SA can offer assistance and representation to licensed Club across South Australia

Website: www.Clubssa.com.au
Phone: (08) 8290 2200
Email: admin@Clubssa.com.au
In Person: 222a Henley Beach Rd, Torrensville, SA, 5031

MEMBER SERVICES

JOB DESCRIPTIONS

Club President	
Role:	The President is elected by the members and responsible for representing the views of the members.
Responsible to:	Reports to the Executive and Management Committee
Responsibilities and Duties:	• As per any express provisions made by the Club's Constitution • Principal leader with overall responsibility for the Club's administration. • Set the overall annual committee agenda, help the committee prioritise its goals and work within a framework. • Facilitate committee, executive and annual general meetings • Helps the committee prioritise its goals and then keeps the committee on track by working within that overall framework. • Represent the surf Club at local, state and national levels • Act as a facilitator for surf Club activities and represent members views • Ensure planning and budgeting is in accordance with the wishes of the members • Ensure all rules and regulations of the Club are upheld • Encourage sponsors and supporters providing them with value for their investment financial, social and structural viability of the Club • Identify and communicate to members the threats, challenges and opportunities available to the Club • Be responsible for planning, including succession
Knowledge and Skills Required:	• Good communication skills • Well informed of the organisation's activities • Well informed of the Club's affiliation with Surf Life Saving SA and its policies and procedures • Aware of future directions and plans of members • Demonstrate a high level of enthusiasm when representing the Club to members, other organisations and the general public • Maintain a policy of loyalty to the surf Club and its activities whilst maintaining confidentiality and respect towards members • Maintain effective and efficient administration • Have a good working knowledge of the constitution, rules and the duties of all office holders and subcommittees office holders and subcommittees

MEMBER SERVICES

JOB DESCRIPTIONS

Club Secretary	
Role:	Link between the administration officer of the surf Club and the members, the management committee and/or outside agencies.
Responsible to:	Executive Committee
Responsibilities and Duties:	• As per any express provisions made by the Club's Constitution • Oversee the planning and distribution of agendas for Club meetings • Collect and collate reports from office bearers • Call for and receive nominations for committees and other positions for the Club Annual General Meeting • Take minutes of meetings and maintain a copy for records • Read, reply and file correspondence promptly • Collate and arrange for the printing of the annual report • Maintain or ensure SurfGuard records and data input • Maintain files of legal documents such as constitutions, leases and titles • Perform the general routine administration of the Club • Follow-up and action all correspondence e.g.: emails, phone calls etc. • Maintain and order stationary and training manuals • Collate and arrange for the printing of the annual report
Knowledge and Skills Required:	• Communicate effectively • Well organised and can delegate tasks • Maintain confidentiality on relevant matters • Have a good working knowledge of the Club constitution • Demonstrate a high level of enthusiasm when representing the Club to members, other organisations and the public • Competent computer skills

MEMBER SERVICES

JOB DESCRIPTIONS

Club Treasurer/Finance Manager	
Role:	The Club Treasurer for the Surf Club and is directly responsible to the President and Management Committee and Executive.
Responsible to:	Executive Committee
Responsibilities and Duties:	• As per any express provisions made by the Club's Constitution • Prepare a budget and monitor it carefully • Maintain the Club's accounting records including detailed records of all payments and monies received • Facilitate an annual audit, presenting the details to members at the Annual General Meeting • Produce relevant and timely financial reports and submit these to each management committee meeting as required and ensure they are understood • Show evidence that money received is banked and documentation provided for all money paid out (full details of all receipts and expenditure connected with the activities of the Club) • Complete reports as required for taxation (BAS) • Ensure the Club complies with relevant Legislation and Regulations regarding financial matters • Send out accounts • Payment of account. • Maintain register of sponsor's details • Look after Insurance paperwork and payments • Maintain register of Club's Motorised equipment, Boats, and Trailer Registrations (etc.)
Knowledge and Skills Required:	• Well organised and able to work unsupervised and be self-motivated • Ability to maintain books • Ability to keep correct up to date records • Able to work in a logical orderly manner • Time management skills • Maintain a policy of loyalty to the surf Club and its activities whilst maintaining confidentiality and respect towards members • Awareness of information, needed for the Annual Audit

MEMBER SERVICES

JOB DESCRIPTIONS

Club Treasurer/Finance Manager	
Role:	The Club Treasurer for the Surf Club and is directly responsible to the President and Management Committee and Executive.
Responsible to:	Executive Committee
Responsibilities and Duties:	• As per any express provisions made by the Club's Constitution • Prepare a budget and monitor it carefully • Maintain the Club's accounting records including detailed records of all payments and monies received • Facilitate an annual audit, presenting the details to members at the Annual General Meeting • Produce relevant and timely financial reports and submit these to each management committee meeting as required and ensure they are understood • Show evidence that money received is banked and documentation provided for all money paid out (full details of all receipts and expenditure connected with the activities of the Club) • Complete reports as required for taxation (BAS) • Ensure the Club complies with relevant Legislation and Regulations regarding financial matters • Send out accounts • Payment of account. • Maintain register of sponsor's details • Look after Insurance paperwork and payments • Maintain register of Club's Motorised equipment, Boats, and Trailer Registrations (etc.)
Knowledge and Skills Required:	• Well organised and able to work unsupervised and be self-motivated • Ability to maintain books • Ability to keep correct up to date records • Able to work in a logical orderly manner • Time management skills • Maintain a policy of loyalty to the surf Club and its activities whilst maintaining confidentiality and respect towards members • Awareness of information, needed for the Annual Audit

MEMBER SERVICES

JOB DESCRIPTIONS

Club Captain	
Role:	Operational leader within Club
Responsible to:	Executive Committee
Responsibilities and Duties:	• As per any express provisions made by the Club's Constitution • Responsible for the conduct of all members of the Club • Conduct and control all patrols • Responsible for the conduct of members in the Club • Schedule patrols and roster patrol duties prior to the commencement of each season • Assist the Under 14 Coordinator/Age Manager with the safe running of junior activities • Oversee the Gear Steward concerning lifesaving gear, ensuring it is well maintained • Ensure sufficient numbers are on patrol • Communicate with patrol defaulters to maintain efficiency of patrols • Keep a record of member re-qualifications each season • Keep a record of members performances at patrol duties • Submit regular reports to the Club Executive Committee • Surf Life Saving Australia Bronze Medallion • Good understanding of Club culture and operations • Ability to organise and delegate tasks • Proficient computer skills • Aware of Occupational Health & Safety policy • Maintain confidentiality on relevant matters • Can communicate effectively and possess good interpersonal skills • Positive and enthusiastic
Knowledge and Skills Required:	• Knowledge and Understanding of Club background and processes. • Analytical skills • Leadership qualities • Social skills • Administrative Knowledge

MEMBER SERVICES

JOB DESCRIPTIONS

Education Coordinator	
Role:	To develop a team of specialist coaches / trainers / assessors whose role is to develop personnel to meet the operational needs of the Surf Club and development of youth
Responsible to:	Executive Committee
Responsibilities and Duties:	• As per any express provisions made by the Club's Constitution • Coordinate the training and assessing of all awards for all members of the Club • Coordinate the distribution of all resources • Ensure re-qualifications of awards and certificates are completed by the required date and recorded • Positively support the policies, culture, operation and management of the Club, Surf Life Saving SA and Surf Life Saving Australia • Ensure all training sessions are efficient • Ensure re-qualifications of awards / certificates are completed by required date • Assist with the implementation of all new resources • Analyse skill mix throughout Club and develop training solutions where needed • Submit reports to the Club executive committee
Knowledge and Skills Required:	• Aware of Occupational Health and Safety Policy • Must have "Bronze" Medallion • Have the ability to coordinate and assist members where possible • Good communication skills • Good understanding of the processes required for gaining awards • Good organisational skills • Friendly, positive and enthusiastic

MEMBER SERVICES

JOB DESCRIPTIONS

Surf Sports/Competition Coordinator	
Role:	Responsible to the Management Committee for the provision of Surf Sport activities within the Surf Life Saving Club.
Responsible to:	Executive Committee
Responsibilities and Duties:	• As per any express provisions made by the Club's Constitution • Coordinate and assist with the implementation of training programs • Coordination of Coaching Structure including qualification and requalification • Consider Officiating needs of the Club • Coordinate the maintenance of all surf sports equipment • Submit and comply with budget outcomes • Submit reports to Executive Committee • Coordinate and assist with special Club events, Club championships and carnivals • Submit carnival entries for all competitions as required • Comply with all requirements for entry into carnivals • Ensure competitors meets minimum requirements for entry • Maintain a record of all members performance and results at all inter-Club competitions
Knowledge and Skills Required:	• Good communication skills • Good understanding of the competition rules for all events • Understanding of the process for entry into carnivals

MEMBER SERVICES

JOB DESCRIPTIONS

Youth Development Coordinator	
Role:	To assist with the transition and development of the members from Nippers to senior members within the Surf Club
Responsible to:	Executive Committee
Responsibilities and Duties:	• As per any express provisions made by the Club's Constitution • Coordinate activities and program for youth members • Submit reports to the executive committee • Coordinate programs with the budget outcomes • Act as the primary contact for all youth related matters within the Club
Knowledge and Skills Required:	• Organise and delegate tasks as required • Good communication skills • Aware of all policies and procedures related to youth members

Junior Coordinator	
Role:	Establish, co-ordinate and report all operational aspects relating to the U6 through to the U14 age groups
Responsible to:	Executive Committee
Responsibilities and Duties:	• As per any express provisions made by the Club's Constitution • Assist with the coordination of junior activities • Submit reports to the executive committee • Coordinate programs within the budget outcomes • Manage and support Age Managers, assistants and coaches • Distribute resources and relevant correspondence when required • Monitoring the implementation of new initiatives
Knowledge and Skills Required:	• Completion of Age Manager Course • Ability to organise and delegate tasks • Maintain confidentiality on relevant matters • Good administration skills • Good communication skills • Friendly, positive and enthusiastic

MEMBER SERVICES

JOB DESCRIPTIONS

Age Manager	
Role:	Establish, co-ordinate and report all operational aspects relating to the U6 through to the U14 age groups
Responsible to:	Junior Director
Responsibilities and Duties:	• Ensure the safety and well-being of the group • Take responsibility of the education of the group • Complete the Age Manager Course • Be a positive role model • Attend Club meetings as required
Knowledge and Skills Required:	• Good communication skills • Good administration skills • Awareness of Club/state and national policies relating to junior activities • An ability to plan with flexibility

Member Protection Officer	
Role:	To provide information and options to an individual making a complaint or raising a concern, as well as providing support throughout the process.
Responsible to:	Executive Committee
Responsibilities and Duties:	• Ensure the safety and welfare for all members • Assist in grievance and complaints resolution • Refer complaints and grievances to the relevant committees as required by Club guidelines • Manage member screening requirements for members • Awareness of Child protection, Anti-harassment and discrimination, codes of conduct • Liaise with relevant Club committee as required • Submit reports to executive committee as required
Knowledge and Skills Required:	• Good communication skills • Possess a good understanding of Club, state and national Surf Life Saving policies and procedures • Good organisational skills • An understanding of issues and requirements in relation to confidentiality

MEMBER SERVICES

JOB DESCRIPTIONS

Water Safety Coordinator/Supervisor	
Role:	Ensure the continued compliance with guidelines set by Surf Life Saving Australia with regard to water-based activities.
Responsible to:	Executive Committee
Responsibilities and Duties:	• Ensure all guidelines are met as per the Water Safety Procedures Document • Liaise with the Surf Sports Coordinator and relevant parties throughout the process of competition preparation and buoy placement. • Ensure the proficiency of all Water Safety Personnel • Ensure the availability of equipment for all Water Safety Personnel • Liaise with Patrol Captains to ensure the safety of Junior activity participants when venturing out into the surf.
Knowledge and Skills Required:	• Maintain confidentiality on relevant matters • Can communicate effectively and has good interpersonal skills • Is friendly, positive and enthusiastic • Is well organized

MEMBER SERVICES

MEMBER EDUCATION AND TRAINING

Overview

All South Australian Surf Life Saving Clubs and services deliver training to their members. This includes the iconic Bronze Medallion, and covers members from age 5 upwards.

Members are able to be educated in numerous skills, and can obtain appropriate awards and/or qualifications. The qualifications awarded are recognised nationally, not only within the surf community, but in the broader education field. The skills that members acquire equip them, as patrolling lifesavers, with the ability to cope in all situations that they may encounter on the beach and in other environments.

Each Club appoints a Chief Instructor, usually an experience trainer and assessor, who holds the Certificate IV in Training and Assessment (TAE40110). This person is responsible for organising the training and assessment at their Club ensures that the training and assessment meets the required, established standard.

Training in all aspects is delivered by members who are experienced and suitably qualified, and assessment is carried out (be it at Club or State level) by experienced, qualified assessors.

All trainers and assessors are required to follow the Surf Life Saving Australia Code of Conduct, which addresses the organisation's commitment to the maintenance of high standards in the provision of training and assessment.

The Code of Conduct can be accessed on the Surf Life Saving Australia Member's Portal.

Skills Maintenance

All active surf lifesavers are required to annually demonstrate that they have maintained their skills in the lifesaving award(s) that they wish to remain current in. this is achieved through "skills maintenance testing", previously known as "proficiency testing" or "proficiencies".

Skills maintenance testing is necessary to:

- ensure ongoing competency of members in their area of training and activities
- maintain the standards of knowledge and expertise of surf lifesavers
- satisfy legal and statutory requirements
- reinforce and maintain our service commitment to the bathing and beach going community

A member's proficiency is valid until the 31st December each year, and unless explicitly stated, must be assessed annually. When a skills maintenance test is successfully completed after 30 June in a particular year the proficiency or qualification is current until 31st December in the following year.

The Chairman of the Lifesaving Standing Committee, or Club Chief Instructors, may request additional checks if there is doubt of a member's competency in a particular award.

MEMBER SERVICES

MEMBER EDUCATION AND TRAINING

Skills Maintenance (continued)

Any member who fails a skills maintenance test, or who does not attend for assessment, is deemed to be not competent until another skills maintenance test is completed successfully. A not competent member cannot participate in patrol activities or compete at carnivals.

Members who are wishing to return to active surf lifesaving duties after a period of absence (three years or more) can participate in an in-depth proficiency with a qualified Assessor. The Assessor will determine the differences between the current award and the award at the time that the member was last current. If a gap in skill and/or knowledge is identified, the member may have to undertake some gap training.

Trainers and Assessors

The majority of training and assessment in Surf Life Saving is carried out by volunteers from Clubs, who have been trained as trainers and assessors.

Surf Life Saving trainers and assessors must hold the award/s they wish to train/assess. Trainers need to demonstrate competency in the award/s, while Assessors need to hold it/them. Members can attend a Training Officer course to gain basic training skills, and then become part of the training team at their Club, assisting with the training of any award they hold.

After gaining at least a season's experience as a Trainer, members can become Assessors (again, in the award/s they hold). Assessors are trained at an Assessor course, and then carry out three probationary assessments (minimum) under the supervision of a qualified Assessor. Assessors can assess in their own Club for some awards and skills maintenance testing, and also Surf Life Saving SA in awards such as the Bronze Medallion and Advanced Resuscitation. Assessors can assess in their own Club for some awards. They can also assess skills maintenance in awards such as Bronze Medallion and Resuscitation. Trainers and Assessors are an integral part of surf lifesaving; they are the ones who ensure that our members are trained to the relevant standard, ensuring that they can perform their duties on the beach.

MEMBER SERVICES

MEMBER EDUCATION AND TRAINING

Assessors	
Role:	To improve the standard of beach safety through quality education and training amongst lifesavers. To transfer vital lifesaving experience, knowledge and skills through quality education. To demonstrate a commitment to Total Quality Management
Responsible to:	State Officers (Community Programs Manager, and Member Education & RTO Compliance officer officer)
Liaises with:	State Officers (Community Programs Manager, and Member Education & RTO Compliance Officer), Club Officers (Chief Instructor, Captain, Lifesaving Officer), Members, Training Officers, other Assessors
Responsibilities and Duties:	• Competently attend and undertake assessment activities to determine participant competence • Conduct assessment using Surf Life Saving Australia/Surf Life Saving SA endorsed training package material (resources) • Ensure assessment complies with Surf Life Saving SA policies, standards, and/or relevant legislation, making certain assessment is fair, authentic, valid and sufficient to enable an accurate judgement of competence • Comply with all rules, regulations and requirements as documented in National and State policies, standards, and/or relevant legislation • Ensure participants understand assessment activity requirements and expected outcomes as per course requirements • Ensure the assessment environment used meets all Surf Life Saving SA requirements and is conducive to learning • Maintain a record of attendance by participants and ensure particpcant assessment records and portfolios are checked thoroughly for evidence of training prior to commencement of assessment • Accurately mark all assessments and record all outcomes using all required documentation, returning them to the appropriate person within the required time frame as requested by Surf Life Saving SA, to ensure compliance to RTO standards • Conduct all activities in conformance with procedures, work instructions and/or specifications and stop any activity if it is determined that the activity is in breach of these requirements • Ensure all activities are conducted in a manner that prevents and avoids risk to the health and safety of any person (using Surf Life Saving Australia risk assessment tools) and is in compliance with WHS policies • Assist with Surf Life Saving SA continuous improvement processes by making recommendations where change is necessary • Provide feedback to participants • Assist in the completion of participant Incident Reports (if any incidents arise) for assessment activities • Provide support to the assessor-in-charge/lead assessor and carry out duties as requested

MEMBER SERVICES

MEMBER EDUCATION AND TRAINING

Assessors	
Responsibilities and Duties:	• Ensure all course participants develop and adopt safe practicies in the assessment environment • Evaluate own performance on an on-going basis through continuous improvement and professional development activities to ensure skills and knowledge are current • Attend State or Club meetings/forums/updates, re-endorsement activities and any other training (as requested) • Maintain a professional image of Surf Life Saving at all times
Knowledge and skills required:	Holds awards in: • Current Surf Life Saving Australia Assessor Certificate (in any award), and • TAEASS401B Plan assessment activities and processes, and • TAEASS402B Assess competence, and • TAEASS403B Participate in assessment validation - Possesses excellent communication skills - Is able to deliver training programs

MEMBER SERVICES

MEMBER EDUCATION AND TRAINING

Club Chief Instructor	
Role:	To improve the standard of beach safety through quality education and training amongst lifesavers. To transfer vital lifesaving experience, knowledge and skills through quality education To demonstrate a commitment to Total Quality Management.
Responsible to:	Executive Committee
Liaises with:	State Officers (Community Programs Manager, and Member Education & RTO Compliance Officer), Club Officers (Chief Instructor, Captain, Lifesaving Officer), Members, Assessors, other Training Officers
Responsibilities and Duties:	• Conduct Club training as directed by the Club Chief Instructor • Conduct Club training using Surf Life Saving Australia/Surf Life Saving SA endorsed training package material (resources) • Competently undertake training activities, ensuring a supportive training environment that meets all Surf Life Saving SA requirements and is conducive to learning • Develop a stimulating learning environment by using a variety of styles, techniques and approaches to present subject manner and practical techniques • Comply with all rules, regulations and requirements as documented in National and State policies, standards, and/or relevant legislation • Ensure participants are inducted into training activities as per course requirements • Ensure participants are informed of all course related information, and understand the training method and the expected outcomes as per course requirements • Ensure participants are registered/financial and meet or complete any pre-requisite requirements • Maintain a record of course attendance by participants • Ensure Course Evaluation opportunities are provided to all participants and, where applicable, collated and submitted with course paperwork • Conduct all activities in conformance with procedures, work instructions and/or specifications and stop any activity if it is determined that the activity is in breach of these requirements • Ensure all activities are conducted in a manner that prevents and avoids risk to the health and safety of any person (using Surf Life Saving Australia risk assessment tools) and is in compliance with WHS policies • Adopt a continuous improvement approach to carrying out all activities and contribute to continuous improvement activities by making improvement recommendations to Surf Life Saving SA when they become apparent • Assist in the completion of participants Incident Reports (if any incidents arise) for training activities • Ensure all course participants develop and adopt safe practicies in the training environment

MEMBER SERVICES

MEMBER EDUCATION AND TRAINING

Club Chief Instructor	
Responsibilities and Duties:	• Comply with the requirements of all quality systems documentation, and ensure all documents are used in accordance with the relevant procedure • Evaluate own performance on an on-going basis through continuous improvement and professional development activities to ensure skills and knowledge are current • Attend State or Club meetings/forums/updates, re-endorsement activities and any other training (as requested) • Maintain a professional image of Surf Life Saving at all times
Knowledge and skills required:	Holds awards in: • Current Surf Life Saving Australia Training Officer Certificate (in any award), and • TAEDEL301A Provide work skills instruction, and • BSBCMM401A Make a presentation - Possesses excellent communication skills - Is able to deliver training programs

MEMBER SERVICES

COMMUNITY PROGRAMS | EDUCATION AND TRAINING

Overview

In addition to training and education for member Clubs, Surf Life Saving SA is a Registered Training Organisation (RTO) and conducts programs for members of the community/public.

Members of Surf Clubs are welcome to attend these courses, often at a discounted rate.

Courses include:

- Provide First Aid
- Perform CPR
- Pool Lifeguard
- Community Surf Rescue Certificate
- Certificate IV in Training and Assessment

Building Community Relationships

Surf Life Saving SA conducts presentations and activity sessions for schools and community groups throughout the year. The relationships that are built by these sessions are important to our organisation. We pride ourselves on presenting regulated and consistent messages and programs for the community.

Clubs can provide a vital role in providing the public with surf safety information. It is important to know that Surf Life Saving SA has resources and information that will assist you to provide a consistent message to the community.

Surf Ed

Surf Education or “Surf Ed” is a comprehensive curriculum designed by Surf Life Saving Australia and mapped to the State school curriculum to develop student understanding, skills and values relative to aquatic safety and management.

Sessions are conducted at the beach or other aquatic venues and may include a classroom lesson. Programs are offered to both government and non-government schools.

Surf Ed is a DECD program, but is coordinated out of the Surf Life Saving SA office. Surf Clubs provide support for the program through use of Club rooms and equipment, and many instructors in the program are Club Members.

MEMBER SERVICES

COMMUNITY PROGRAMS | EDUCATION AND TRAINING

VACSwim

VACSwim is a State Government-funded water safety education program conducted over 7 days in January each year. Surf Life Saving SA is responsible for planning, administration and program delivery at beach and open water sites around South Australia.

The program is offered to primary school aged children, and offers 10 Stages of instruction, culminating in participants being able to undertake the Surf Rescue Certificate as part of Stage 10.
Clubs offer support to Surf Life Saving SA via use of Club rooms, first aid equipment, and water equipment. VACSwim provides Clubs with the opportunity to fundraise (e.g. BBQ) and to promote their Club and nipper programs. Many Club members are employed to work during the program, both at their own Club's beach and at other beaches metro and regionally.

Surf Babies and Little Lifesavers

Surf Babies is a program for children aged 6 months to 2 years old and aims to educate participants, both children and parents, to be safe and confident beach-goers. All classes are delivered by Surf Life Saving SA and conducted by fully qualified instructors.

Surf Babies is a fun and controlled introduction to the water. Our program requires parent/guardian participation in the class with their child at all times.

Little Lifesavers is a program for children aged 3 to 5 and is an extension of Surf Babies and an introduction to the skills and knowledge which would be gained from being a Club Nipper.

The program gives our little people in community the confidence in the water to remain safe under parental supervision. Fun and engaging water and land activities will be conducted by fully qualified instructors.

This program requires some level of parent/guardian participation in the class with their child.

MEMBER SERVICES

INCLUSION PROGRAMS

Surf Sisters

Although women have been involved in Surf Life Saving since the early 1900's, it was not until 1980 that they were able to become qualified surf lifesavers and hold the Bronze Medallion. Today Surf Life Saving SA has an almost 50/50 split between males and females through our membership and participation. However at senior, leadership and legacy levels, female investment in the movement drops away significantly. Less than 20% of Life Members are female, only 15 % of coaches are female and there are just 2 female Club Presidents currently in office in South Australia.

Surf Sisters is a surf lifesaving based program designed to act as mentorship and a social network which supports the success of female surf lifesaving participants.

Surf Life Saving SA has a strategic investment in developing the potential of our female members particularly in leadership roles. Surf Sisters will be used to promote an on-going calendar of events and programs that serve Surf Life Saving SA's goal of 50% female representation in leadership roles and long term participation figures across the organisation.

Clubbies and Clubs can get involved in Surf Sisters in a variety of ways including:

- Hosting Surf Sisters events
- Promoting Surf Sisters events
- Nominating participants for learning and development opportunities
- Developing Club based initiatives to promote opportunity for female members
- Creating space to for Surf Sisters initiatives within existing Club events and activities For more information about Surf Sisters please contact reception at Surf Life Saving SA

MEMBER SERVICES

INCLUSION PROGRAMS

On the Same Wave

The On the Same Wave program provides support to young Australians of all backgrounds, to become part of the beach experience, and to engage with Surf Life Saving around Australia. The partnership aims to achieve greater harmony between all beach users and promote a culture that the beach is there to share. It further aims to develop inclusive practices within Surf Life Saving and individual Clubs to more effectively attract members from a broader Australian population demographic.

The On the Same Wave Program currently targets four community segments for inclusion initiatives, they are:

- People from a Culturally and Linguistically Diverse (CALD) background
- Indigenous Australians
- People with disabilities and integration challenges
- Youth at Risk

The On the Same Wave program works towards three main objectives for these groups which are:

- Increasing mutual respect and understanding between Surf Life Saving SA members and community groups
- Increasing aquatic safety outcomes for these groups
- Increasing diversity in membership for Surf Life Saving SA

On The Same Wave Club Program examples include:

- West Beach CALD
- Henley CALD and Indigenous
- Grange “Special Nippers” Disability
- Port Elliot “Same Wave” Disability
- Somerton “SomerSEALS” Disability
- Chiton Rocks “Breakaway” CALD
- Seacliff JDRF Christmas Nipper Session Disability
- Southport Starfish Program

Surf Life Saving SA provides support and resources for any Club wishing to initiate an inclusion program based on the OTSW principles. The Clubs listed above are also very happy to share program information and speak directly to other Clubs to assist in program development.

If your Club is interested in finding out more about these programs then please contact reception at Surf Life Saving SA.

MEMBER SERVICES

INCLUSION PROGRAMS

On the Same Wave – Club Recognition

Surf Life Saving recognises that building an inclusive culture within Clubs is a long term project. It also recognises that many Clubs are already engaged in Club Good Practice. As such, a Club recognition scheme has been developed to help in identifying and supporting this change process. The three recognition levels and the requirements to reach these levels are outlined below:

Level 1 – Culturally Aware

- Received OTSW resource and understand objectives of program
- Attended an On the Same Wave workshop - cultural awareness training
- Posters displayed in Club; Internal communication - Newsletter items
- Identify Club diversity champion - go to person.
- Understanding the importance of Surf guard data collection of diversity information and completing the required entries.
- Embrace/ promote diversity education and mentoring opportunities

Level 2 – Culturally Friendly

- Liaison with Surf Life Saving SA Development Manager
- Identify and make links with local community group/s
- Strategies identified to address any local cultural diversity issues or inclusion needs
- Coordination of a beach awareness or surf safety session
- Conducting a minimum of 1 activity - using OTSW resources

Level 3 – Culturally Engaged

- Ongoing relationship and activities with community group/s
- OTSW activities have become “part of the business” of the Club
- Conducting inclusive programs including Surf Life Saving award training
- Celebrating cultural diversity and sharing experiences with Clubs
- Participation in Harmony Day involving Club and local community