

2024/25 SLSNSW PRE-SEASON INFORMATION PACK



SURF LIFE SAVING
NEW SOUTH WALES



Introduction

The Surf Life Saving NSW Pre-season Information Pack focuses on:



Changes to policies or procedures



Links to key reference material to review prior to the season



Key tasks to complete before the season starts



Key dates to be aware of

The information is divided into the following sections and aimed at:

Club Management

Directors of Administration, Presidents & Treasurers

Lifesaving

Club Captains & Directors of Lifesaving

Education

Chief Training Officers & Directors of Education

Surf Sports

Directors of Surf Sports

Membership

Directors of Member Services & Junior Activity Chairs

Child Safe

With over 28,000 junior members and 30% of patrolling members under the age of 18, child safety is critically important in Surf Life Saving NSW.

This season **all patrolling members over the age of 18 will be encouraged to complete the online SLS Child Safe Awareness course**, strengthening our commitment to keeping children and young people safe. This will become a requirement in the 2025/26 season.

The following child safe resources will also be introduced this season:

- A **Club Child Safe Risk Management Document** to support clubs to implement child safe risk management practices in line with the NSW Child Safe Standards.
- A **Child Safe Activity Planning Guide** to support clubs with child safe risk management when planning for activities involving children and young people, including social activities, carnivals, travel, tours, camps and overnight stays.

These resources will be available on the [SLSNSW Child Safe page](#) prior to season start.

Club Management

Key Changes

- The **Play by the Rules Member Protection Information Officer (MPIO) Course** no longer has an expiry date. As such, members taking on the MPIO position are only required to undertake this course once. Ongoing engagement and upskilling will be provided by SLSNSW through the Member Protection Toolkit, the MPIO networking group, and through webinars outlined within the Executive Training Calendar.
- SLSNSW is adding new workshops to its **Club Executive Calendar** this year including sessions on insurance, compliance, privacy and data management. We recommend that all new club and branch officers attend the **Club Management Induction** in August and that all new and existing club and branch officers attend the Governance and Club Management session in October.
- The **Surf Life Saving Foundation (SLSF)** runs one of Australia's largest 'House and Land' lotteries, offering six luxury prize home draws annually. SLSF is providing clubs with the option of having a customisable web landing page linked to their website for fundraising via lottery ticket sales, with clubs receiving 50% of ticket purchase value.
- New functionality in SurfGuard advises clubs of **non-proficient members**. Clubs can enable email reminders to be sent out weekly advising of any members who have been allocated a position on a patrol that they are not proficient for.
- A **12-month access limit to SurfGuard** has been implemented for all users. Branches will provide clubs with a list of current users in August, and clubs will be required to indicate which members still require access. Users not verified as active by a club will be deactivated at the commencement of the season.
- **Affiliation forms** will be distributed through a DocuSign process this year. It is important that your club officer signs the form via DocuSign prior to the compliance deadline of 12 September 2024. Upon signing the document, it will be automatically forwarded to the branch officer, requiring no additional action from the club.

- This season the scope of the **Member Assistance Program** or MAP (formerly known as the Employee Assistance Program or EAP) has been broadened to offer four (4) free confidential counselling sessions to members for Surf Life Saving related concerns (e.g. critical incidents, grievances) without a referral. The MAP is a short-term solution-focused service model.
- Members can now **renew their Working with Children Check (WWCC)** online through the NSW Digital ID program, which utilises photo verification technology and a liveness check to confirm a person's presence in front of a mobile phone. It's important to note that this method is only for renewals and not for new WWCC applications.
- This season SLSA is introducing **three new sub-membership categories** including **Silver Salties, Nipper Parent and Inclusive Program Participant**. The SLSNSW Regulations will be updated once implemented. Further information about these sub-categories will be shared by SLSA to clarify how clubs may like to implement at a local level.
- An **online Sexual Harassment and Misconduct Awareness training module** has been added to the SLS eLearning platform and is included in skills maintenance for all active members. Club and branch executive members are also strongly encouraged to complete this training.

Relevant Links

[Club Executive Calendar: Tasks, Resources and Workshops](#) – for training sessions aimed at club and branch officers together with an annual calendar of essential tasks and related resources to assist with day-to-day club management and compliance.

[Surf Life Saving Foundation](#) – for information on the SLS Lottery opportunity.

[Charitable Fundraising Number](#) – for information related to the requirement for clubs to hold their own Charitable Fundraising Number.

[Member Protection Information](#) – for position descriptions for MPIOs, Complaints Managers and Child Safe Coordinators, plus additional resources and information to support member protection and complaints handling in clubs.

[Non-Proficient Member Notifications](#) – for information on the new SurfGuard functionality and how members can change the frequency of notifications or switch them off.

[Member Wellbeing](#) – for information on the support available to members through the MAP.

[Annual Compliance Circular](#) – for information on the requirements that all clubs and branches must meet to be compliant for the 2024/25 season and to ensure access to state funding distributions.

[Club Guide](#) – for information related to the management of Surf Life Saving Clubs, relevant for all members of the Club Management Team.

Key Tasks

- Complete annual compliance requirements as outlined in the above circular.
- Ensure Charitable Fundraising Number (CFN) remains current with the Department of Fair Trading.
- Access the Executive Calendar and encourage club management team members to access online workshops.
- Encourage new members of the club management team to access the induction session outlined above.

Key Dates

- SLSNSW Awards of Excellence – Saturday 24 August 2024 (Sydney Sofitel Wentworth)
- Compliance Part 1 Deadline – 12 September 2024
- Compliance Part 2 Deadline – 31 October 2024

Key Changes

- This season, SLSNSW will be rolling out new **flexible patrolling standards** (discussed at the SLSNSW Lifesaving Conference in late July) to better utilise volunteer time and resources. Further information will be communicated to all clubs on Monday 26th August 2024 regarding these new and updated standards.
- Patrolling members over the age of 18 are encouraged to complete the online **Child Safe Awareness course**. This will become a mandatory requirement in the 2025/26 season.
- A new **Peer Support Program** will be implemented this season, providing a proactive and preventative approach to support member wellbeing. Club Peer Supporters will be trained to support individuals who may be experiencing challenges, and to encourage and facilitate early help-seeking behaviours. Branch Peer Support Officers will be trained to attend critical incidents across the branch and provide support to Duty Officers with scene management. They will also be trained to deliver the wellbeing session following the lifesaving-led operational debrief.

Reminders

- All vehicles used by clubs (SSVs, tractors, 4x4s) must have the **appropriate registration** (which may be conditional). Where Conditional Registration applies, it is highly recommended that the registered area of operation be as **broad as possible and that it realistically reflects potential locations of vehicle operations, including during incident responses** (e.g. all areas in proximity of the Surf Life Saving Club, adjacent parks, cycle ways, neighbouring surf clubs and beaches, etc.). The intent of this is to ensure that the vehicle is registered to be driven through car parks, pathways, storage sheds and other areas within the vicinity of the club, or when attending to incidents away from the 'own' club and beach (e.g. adjoining park areas).
- **Incident reporting is available via the SLS Operations app** to be used in place of the paper log. The app will display existing incidents

and allow for new incidents to be created. Please contact the State Operations Centre with all member injuries.

- **Gear and equipment inspections can be managed via the SLS Operations app.** The app integrates with SurfGuard and helps to reduce the administrative burden associated with gear and equipment inspections. Branch Inspectors need to be registered on SurfGuard to access the app. Please inform Hamish Jones (hjones@surflifesaving.com.au) of your inspectors so that access can be provided.
- The **Rescue of the Month** award aims to recognise excellence in lifesaving and service delivery, measured against industry best practice and operating procedures. Clubs are reminded and encouraged to nominate their members for this award.
- SLSNSW has confirmed with NSW Maritime that **physical Powercraft Licences** are no longer required to be carried/held by members who operate SLSNSW powercraft for lifesaving purposes. If members are requested to provide evidence of their qualifications to operate SLSNSW powercraft, they will be requested to provide a copy of their certification within 48 hours. This certification can be requested by emailing education@surflifesaving.com.au.

Relevant Links

- [Public Safety SOPs](#) – to access policies and procedures relating to all aspects of lifesaving operations in SLSNSW including patrolling obligations and standards, gear and equipment guidelines, patrolling operations, emergency response guidelines and responsibilities.
- [SLS Operations App User Guide](#) – for information on how to access and use the app to sign on and off patrol, record beach attendance, record rescue data, complete incident reporting and manage gear and equipment inspections.
- [Emergency Response](#) – for information on emergency response, State Operations Centre Tasking, Duty Officers, and the Incident Management Structure.

- [Annual Compliance Circular](#) – for information on the requirements related to updating the Emergency Call Out Team in SurfGuard.
- [Rescue of the Month](#) – for information on how to nominate members for the Rescue of the Month.
- [Gear & Equipment and Vessel Registrations](#) – for information on gear and equipment requirements leading into the 2024/25 season, how to register new Surf Rescue vessels and on the steps to follow for the sale or disposal of Surf Rescue vessels.
- [Critical Incident Support](#) – for information related to the critical incident support procedures, including information on the Member Assistance Program and guides for post-incident support.
- [Peer Support](#) – for information on Peer Support roles and opportunities to get involved.

Key Tasks

- Plan patrol roster (using Lifesaving Service Agreement).
- Update and provide a copy of the Patrol Operations Manual (POM) to all patrols.
- Complete gear and equipment inspections, attaching Defective Equipment Tags as required.
- Update the Emergency Call Out Team mailing group in SurfGuard.
- Register new Surf Rescue vessels, along with any existing vessels which are not on SurfGuard.
- Manage the sale or disposal of Surf Rescue vessels in line with requirements.

Key Dates

- SLSNSW Awards of Excellence – Saturday 24 August 2024 (Sydney Sofitel Wentworth)
- Club gear and equipment inspection deadline – 15 September 2024
- Emergency call out team members entered into SurfGuard – 15 September 2024
- Patrol season starts – 28 September 2024
- Patrol season ends – 27 April 2025

Education

Key Changes

The opportunity to discuss the below key changes in more detail will be available to all Trainers, Assessors, Facilitators (TAFs) and Chief Training Officers (CTOs) at the upcoming branch pre-season meetings. They will also be presented in the online pre-season module which will be released in August. Completion of the online module is a requirement for annual TAF re-endorsement.

Key changes to be communicated include:

- The **SLNSW Education Standard Operating Procedures (SOPs)** have been updated.
- SLSA has refreshed the learning and assessment resources for the **IRB Crew and Silver Medallion IRB Driver** courses. IRB TAFs have been contacted regarding the changes and how they can upskill to deliver the new course.
- Updates have been made to the **Bronze Medallion Assessment Portfolio** to streamline the administrative requirements for Assessors. The updated version can be found in the SLS Members Area (SLNSW folder).
- Following a pilot last season, **new features in the Assessing App** will be available this season, **extending its use to accredited training**. Information sessions will be held throughout August and September for clubs wishing to learn more and give it go.
- SLNSW is introducing a **centralised RPL service** to support new, returning and existing members with in-depth proficiency and RPL pathways. It is intended that this will support clubs and branches by taking the guesswork out of what is and isn't required when members bring existing knowledge, skills and experience to SLS.
- The **mentoring process** for Probationary TAFs has been streamlined. A **co-delivery** process is now in place with immediate effect. Links to the revised SOPs, forms and a quick-reference guide to co-delivery are now available on the SLNSW website.

- The award **pre-requisites for Rescue Water Craft (RWC) training** have been scaled back to the Bronze Medallion/Cert II in line with national minimum requirements.
- SLNSW has placed the **SLNSW Pre-course Powercraft Workbook online** so that manual marking of this is no longer required. The assessment module can be found in the **SLNSW - Powercraft** folder on SLSA's eLearning Platform alongside the new eLearning modules.
- Changes to **skills maintenance** this season include:
 - Sexual Harassment and Misconduct Awareness training module for all active members
 - A focus on board rescues, carries and drags for SRC and Bronze Medallion
 - A branching scenario for SMPC
 - Surf Risk Rating (SRR) online training and short practical component for SMBM (unless already completed)

Relevant Links

- [Skills Maintenance webpage](#) – to access the SLNSW Skills Maintenance Circular for the 2024/25 patrol season and other supporting resources.
- [SLNSW TAF Re-endorsement webpage](#) – to access information specific to TAF re-endorsement for the 2024/25 season.
- [Training Officer Certificate](#) – for the most up to date course schedule and program outline.
- [Become a Trainer, Assessor, Facilitator webpage](#) – to learn more about becoming a TAF.
- [SLNSW Education SOPs](#) – to access information and procedures about all things Education. This page also includes a summary of changes that have been made to the latest version of the SOPs.
- [Assessing App](#) - for information on the 2023/24 pilot and to register your interest to get involved in the 2024/25 season.
- [Co-Delivery](#) – to access information and resources about the new co-delivery process, which replaces the mentoring process for Probationary TAFs.

- [SLS Training Resources webpage](#) – for members and TAFs to access the latest training and SLS course resources used in NSW.
- [SLS Members Area](#) – to access the SLS Document Library and eLearning platform.
- [RPL Service](#) – to access information about the centralised RPL service.

Key Tasks

- Assist TAFs to ensure currency in the latest HLTAID units of competency (CPR annually, First Aid and Advanced Resuscitation every three years).
- Support TAFs to complete the SLNSW TAF pre-season online module and then complete the online re-endorsement form.
- Ensure TAFs and patrolling members complete skills maintenance before 31/12/24.
- Work with Branch Directors of Education to ensure that appropriate supervision is in place for all assessments and that supervisory activities are recorded through the Record of Supervision Form.
- Add the appropriate 'Endorsed Delegate' award to endorsed delegates for skills maintenance in SurfGuard for each club.
- Ensure all TAFs have the appropriate SLNSW TAF uniforms. Additional items of TAF uniform can be ordered by contacting education@surflifesaving.com.au.

Key Dates

- Training Officer Certificate courses – quarterly intakes
- Assessor and Facilitator courses – TBC
- Branch Education Pre-Season Meetings – August/September 2024
- SLNSW Awards of Excellence – Saturday 24 August 2024 (Sydney Sofitel Wentworth)

Key Changes

- Junior Surf Sport competitors (U/8-U/13) are **no longer required to have the relevant Age Award** prior to 31 December to compete in Championship events. U/14 members are still required to obtain their SRC for championship events as per the Surf Sports Manual. The requirement to complete the competition skills assessment remains for all age groups. Refer to the SLSNSW Junior Activity Information Bulletin for more information. There are no other changes to SLSA Award or patrol requirements for any other competitors.

Reminders

- **Branch SEMS training** is available and can be coordinated through the SLSA IT Helpdesk. User guides and webinars are also available.
- All competitors will be utilising **Live Heats** at most branch carnivals and all state events. All competitors at these events will require a Live Heats wristband to compete. Live Heats wristbands should be ordered by branches via the SLSA shop
- Branch level carnivals and above must be advised to the State Operations Centre (SOC@surflifesaving.com.au) **in advance of the carnival date** (i.e. type, age groups, expected numbers).
- Branch and Local Carnival Safety & Emergency Management Coordinators **must sign on/off with the State Operations Centre using call sign 'Carnival & [Location]'** for all carnivals and events they are overseeing. This protocol extends to all Special Events a club may be involved with.
- **Working with Children Checks** are required for coaches and officials who volunteer (or are likely to volunteer) with members under the age of 18 for more than 5 days in a calendar year.
- Coaches and Officials are required to have completed the online SLS **Child Safe Awareness course**. This requirement will be checked by SLSNSW during the reaccreditation process.
- All coaching and official re-accreditation documentation is to be sent to ssaccreditations@surflifesaving.com.au.

Relevant Links

- [Surf Sports Weekly](#) – subscribe to the weekly electronic newsletter for all sport-related information, including SLSNSW and SLSA Sport Circulars and Memos.
- [Surf Sports Manual](#) – to access the online Surf Sports Manual.
- Surf Sports Event Calendar – the SLSNSW Sports Team and Branch Directors of Sport are progressing on a state-wide surf sport calendar. We hope to publicise the 2024/25 SLSNSW Surf Sports Calendar in the coming weeks.
- [Live Heats Device Guide](#) – to explore hardware requirements for the implementation of Live Heats technology to improve your club and branch carnival on-beach experience.
- [SLSA IT Helpdesk](#) – to access SEMS User Guides and instructional webinars, or to contact the SLSA IT Helpdesk to organise SEMs training.
- [Special Event Application Form](#) – to access the application forms for 'member only' and 'public involvement' Special Events. See 'Club Management' section above for further information about Special Events. Approval must be provided by your branch and by SLSNSW prior to engaging in any Special Events to ensure that insurance coverage is in place.
- [Officials](#) and [Coaches Reaccreditation Forms](#) – to access the reaccreditation forms. Please send reaccreditations to ssaccreditations@surflifesaving.com.au.
- [SLSNSW Junior Activity Information Bulletin](#) – for information about competition eligibility requirements for juniors.

Key Tasks

- Ensure your club's officials and coaches accreditation is up to date if their accreditation period is ending on 31 December 2024
- Ensure members' awards, proficiencies and patrol hours are updated in SurfGuard by 31 December relevant to their age group to compete.
- Ensure your branch has procured the relevant hardware to utilise the Live Heats platform. Information on hardware requirements can be accessed on the SLSNSW website, or via your Branch Director of Surf Sports.
- Ensure your branch has an adequate supply of Live Heats wristbands prior to the start of the season. Additional wristbands can be purchased directly via contacting Teresa.Vombruch@sls.com.au.
- Ensure your club's competitors have a Live Heats wrist band allocated to them.
- Encourage key personnel to subscribe to Surf Sports Weekly to keep up to date with all sport-related information.

Key Dates

- SLSNSW Awards of Excellence – Saturday 24 August 2024 (Sydney Sofitel Wentworth)
- NSW Interbranch Championships – 1 December 2024
- NSW Country Championships – 24-26 January 2025
- NSW Surf Lifesaving Championships – 28 February-16 March 2025

Membership

Note: Directors of Member Services may also find some of the content in the Club Management section (page 3) relevant, particularly content related to **Working with Children Checks**, the **Member Assistance Program** and **new membership sub-categories** being introduced by SLSA.

They may also find the information relating to the new **Peer Support Program** in the Lifesaving section (page 4) of interest.

Key Changes

- To support clubs with **recruitment and retention** activities, SLSNSW is coordinating member-led social media recruitment videos. These videos will supplement existing resources including the Recruitment Toolkit which includes Canva Recruitment Guides where clubs can create personalised recruitment collateral. Branches will also be provided with recruitment collateral in August 2024 to support club and community engagement.
- The SLSA Rewards & Recognition Framework has moved to Manula and is now known as the **SLSA Recognition & Appreciation Framework**. This framework provides a comprehensive summary of the range of the available recognition awards and how to apply or nominate for them.
- The **Active Kids voucher program** has moved to a new Service NSW platform. Due to the SLSA IT systems rewrite, vouchers will not be able to be redeemed via the online join and renew processes this season. Clubs have been sent a separate communication outlining their options for supporting families wishing to use an Active Kids voucher this season.
- The **SLSA Age Manager Course** now has an annual skills maintenance requirement which can be completed by watching the SLSA Age Manager Video accessible on the SLS eLearning Platform. It can also be watched as a group at pre-season meetings, and a bulk proficiency processed for attendees. Age managers who have not been active for five years or more will need to complete the full course. The course also no longer requires the third party 'on the beach' assessment paperwork.

The requirement for practical and ongoing mentoring sessions remain, and will be coordinated at a club level.

- Nippers are able to **move down any number of age groups**, completing the Junior Activities Preliminary Evaluation and program for their desired age group. They can also **move up by only one age level**, but must meet the requirements for the higher age group. Refer to the Surf Sport Manual – 37th Edition for competition age guides as these have not changed.

Relevant Links

- [SLS Members Area](#) – to access the SLS Document Library, policies and eLearning platform.
- [Working with Children Check Requirements](#) – for information on Working with Children Checks (WWCCs).
- [Workers Compensation](#) – for information on eligibility and the steps to follow when completing a workers compensation claim.
- [Member Development](#) – for information about member development programs run by SLSNSW and SLSA. This page also includes information relating to member engagement opportunities, including youth engagement.
- [Member Recognition](#) – for information on internal and external member recognition opportunities, including awards of excellence and life membership. The Member Recognition Factsheet summarises the new [SLSA Recognition & Appreciation Framework](#).
- [Junior Activities Resources](#) – for resources to support the Nipper Program including the Junior Activities Information Bulletin and resources for Age Managers to support program delivery. The SLSA [Nipper App User Guide](#) is now available in Manula.
- [Active Kids Vouchers](#) – for information on the manual redemption options for Active Kids vouchers.

Key Tasks

- Ensure that WWCCs are verified with the Office of Children's Guardian and that verification details are recorded in SurfGuard.
- Ensure that any expired WWCCs are renewed.
- Ensure that Age Managers have completed their training (including the annual Age Manager Video) to remain current.

Key Dates

- SLSNSW Awards of Excellence – Saturday 24 August 2024 (Sydney Sofitel Wentworth)
- Junior Lifesaver of the Year Program – April 2025