



Memorandum

| |
|--|
| To: Club and Branch Presidents, Branch Directors of Member Services and Club Junior Activity Chairs |
| From: SLSNSW Membership Team |
| Date: 2nd July 2024 |
| Pages: 2 |
| Subject: Active Kids Voucher Usage 2024/25 Season |

Following the recent advice from Service NSW about the changes to Active Kids Program, we wanted to provide a clear update on how clubs can engage with the Active Kids Program in the 2024/25 season. We understand that many clubs are reviewing their membership fees and price lists, and need clarification on how members can redeem Active Kids vouchers in the 2024/25 season.

To recap – from January 2024, **Active Kids vouchers are offered on a means-tested basis and have been reduced to \$50 per school aged child.** Service NSW also advised that a new voucher program will be launched on a new technology platform and will be managed by the Department of Customer Service and Service NSW.

The SLSNSW Membership Team has been working closely with Services NSW and the SLSA IT team and have been advised that this integration will require a full re-write of the process in the Members Area. We have been advised that it is unable to be developed, tested, and released to production in time for 2024/25 renewals.

Clubs wishing to participate in the Active Kids Program will need to manually redeem vouchers. We understand that this is a major change and impact to clubs, and some clubs may choose not to accept Active Kids vouchers this season and encourage members to use these for another sport or activity. SLSA have advised that voucher redemption will be part of the SurfGuard platform in the 2025/26 season.

There are two ways which clubs can offer Active Kids vouchers in the 2024/25 season:

1. Clubs can **update their price list** to include options for use and non-use of Active Kids vouchers. This would need to be applied to any individual membership option (both joining and renewing) for under 18 years of age. Members would join and pay online, their membership would be pending whilst clubs follow up and obtain their Active Kids voucher number, clubs would manually redeem the voucher, their pending membership would then be approved.
2. Clubs do not offer Active Kids via the online join/renewal platform, and any members who wish to join using an Active Kids voucher would need to **join and pay manually** either at a club face to face sign up day, with the club secretary or registrar. This would be done via a paper membership form and the voucher redemption and membership payment at the same time.

We understand that these options are not ideal and create an additional administrative burden on clubs. We have worked closely with SLSA and Services NSW to find alternative solutions and with the changes to the platforms, the above options are the best available.

We hope your club can continue to offer Active Kids voucher redemption for those families in need but suggest that, if the club is unable to undertake this additional administration, that the club utilises the Cost-of-Living Support package recently released from SLSNSW to assist families.

A reminder that **clubs must register for the new Active Kids Voucher Program** regardless of if they have been previously registered. Each club will need an individual to register on behalf of the club, and they must have completed the OCG Child Safe Sport eLearning module and use personal identity documents for verification. Information and guides to this process can be found on the [Services NSW website](#)

SLSNSW will continue to monitor Active Kids Voucher usage across the state throughout the 2024/25 season renewals and review the need for online voucher verification in future seasons.

Please do not hesitate to contact the Membership Team for support or information in regard to the Active Kids Program memberservices@surflifesaving.com.au or 9471 8000.

Helpful Links

Changing your club price list:

<https://www.manula.com/manuals/slsa/surfguard/1/en/topic/5-9-price-list>

Manual redemption of voucher steps

1. Using a smartphone or tablet to scan and accept vouchers through the Service NSW Business Bureau app. Multiple devices can be used by providers.
2. Manually entering the voucher code that appears below the QR code on the digital or printed voucher using the Service NSW Business Bureau app on a smart device.

Surf Life Saving New South Wales

3 Narabang Way Belrose | PO Box 307 Belrose NSW 2085 Australia
T +61 2 9471 8000 F +61 2 9471 8001 E info@surflifesaving.com.au
Fundraising Authority No. CFN11033 ABN: 93 827 748 379
www.surflifesaving.com.au