

Saturday, 23 July 2022

9:00	Registration Desk Open
9:30	<i>Morning Tea</i>
10:00	Welcome to Country / Smoking Ceremony
10:15	Welcome & Housekeeping Steven Pearce AFSM, SLSNSW CEO
10:20	President's Welcome George Shales OAM, SLSNSW President
10:25	Minister Opening Address The Honourable Steph Cooke MP, Minister for Police and Emergency Services
10:30	Fact vs. Fiction: SLSNSW moving forward as an emergency service Joel Wiseman SLSNSW Director of Lifesaving Steven Pearce AFSM, SLSNSW CEO
10:50	The Drivers of Volunteer Satisfaction & Turnover in SLSNSW Dr Vivien Forner, Organisational Psychology Researcher PH.D.
11:15	Brain.Power. Todd Sampson
12:15	Plenary Session Wrap Up Steven Pearce AFSM, SLSNSW CEO
12:20	<i>Lunch</i>

Saturday, 23 July 2022 cont.

1:00	Leadership development in SLSNSW: a Whole of Organisation Approach Dr Vivien Forner, Organisational Psychology Researcher Ph.D. Louise Cooke, SLSNSW	The Grant Seeking Unit: Successful Submissions on Behalf of Clubs Susan Ahmeiman, SLSF Grant Seeking Unit	Future Trends: Research and Development in Lifesaving Equipment Brent Manieri, SLSNSW
1:25	10 minute break		
1:35	Youth Engagement: Get to Know Gen Z - Insights On What It's Like To Be Young In 2022 Toni Cundy, YouthInsight SLS Youth Members	Volunteer satisfaction and turnover intention: a solutions-focused workshop Peter Agnew, People Development Australia	Lifesaving for all: case studies in inclusive practice Nancy Joseph – SLSA Chair of Development
2:35	Afternoon Tea		
3:15	Engage. Educate. Empower: the new wave of Community Education Julia Kiss, SLSNSW	10 Social Media Hacks for Clubs Sally Mac, SOL Media Co Donna Wishart, SLSNSW	Re-envisioning surf sports: a strategy for the future Oliver Gilbert – Senior Strategy Consultant, The Gemba Group
3:40	10 minute break		
3:50	Supporting member wellbeing: continuing our journey Louise Cooke, SLSNSW	Coastal insights: safer coasts for the future Nick Mulcahy, SLSNSW	Member protection and complaints handing for clubs Ian Fullagar, SLSNSW Legal Counsel Phil Ayres, SLSNSW Jenni Darwin, SLSNSW
4:15	10 minute break		
4:25	Women in Surf Life Saving: supporting the next generation Nancy Joseph, SLSA Chair of Development	Child Safe: an introduction to the Child Safe Standards Mark Lorenti, Office of the Children's Guardian	Engage. Educate. Empower: the new wave of Community Education Julia Kiss, SLSNSW
5:00	Evening of casual food, drinks and live music Celebratory address from George Shales OAM - SLSNSW President		

Sunday, 24 July 2022

8:30	Conference Photos on the Stairs		
8:45	Lifesaving within an Emergency Management Framework – Club Call Out Teams Joel Wiseman, SLSNSW Director of Lifesaving Brent Manieri, SLSNSW	Addressing the pain points: strategic projects to support member education Andrew Chan, SLSNSW Gail Henderson – HUN Branch Liam Drake – CC Branch	Recruitment is back in 2022! Claire Bevis, SLSNSW Jenni Darwin, SLSNSW
9:10	10 minute break		
9:20	Think Tank – Tackling club differences and finding solutions across NSW Dr Dean Dudley	Youth Engagement: Get to Know Gen Z - Insights On What It's Like To Be Young In 2022 Toni Cundy, YouthInsight SLSNSW Youth Members	Governance Essentials: Being on a board of a Not-for-Profit organisation Ian Fullagar, SLSNSW Legal Counsel Phil Ayres, SLSNSW
10:30	Morning Tea		
11:00	In 60 Seconds...Here's What You Missed Various Presenters		
11:10	Feedback from Member Focused Workshops: Volunteer Satisfaction Solutions and Think Tank Outcomes Peter Agnew ESM / Dr Dean Dudley		
11:20	Building Mental Fitness Gus Worland – Gotcha4Life CEO		
11:50	Conference Wrap-Up George Shales OAM, SLSNSW President / Steven Pearce AFSM, SLSNSW CEO		
12:00	Lunch		

Keynote Speakers Session Overviews



Dr Vivien Forner

The Drivers of Volunteer Satisfaction & Turnover

Saturday 10:50 – 11:15am

In June 2021, SLSNSW undertook its first annual member satisfaction survey in an attempt to better understand the volunteer experience in SLSNSW, and to identify the key drivers of volunteer satisfaction and the predictors of volunteer turnover intention. Working through the Institute of Management Psychology with researchers across four Australian and international universities, SLSNSW received the highest ever response to a survey with over 5,000 volunteer members sharing their experience. Dr. Vivien Forner, the lead researcher for this project, will walk you through the findings, and share her insights on how SLSNSW can begin to reimagine how we better support retention across the organisation.



Todd Sampson

Brain Power

Saturday 11:15 - 12:15pm

Todd Sampson is the writer, host and human guinea pig of the award-winning Discovery Science Series called REDESIGN MY BRAIN. The premise of the series was simple. For over 70 years, science has told us that our brains are fixed; you are born with the brain you have, it develops rapidly until age 7 and then it starts a steady decline from age 30 until you die. There was nothing you could do about it. But science has demonstrated that to be false. In fact, modern science has now shown that our brain is plastic and that we ALL have the innate ability to improve it at any age and at any time. Todd will provide you with the practical tools, strategies and techniques to improve your brain!



Gus Worland

Building mental fitness

Sunday 11:20 – 11:50pm

Family man. Friend. Sports Fan. Founder. Australian radio host and TV personality Gus Worland is the driving force behind mental fitness charity Gotcha4Life. Gus set up the not-for-profit foundation in 2017 to help people develop the emotional muscle, resilience and social connections needed to build mental fitness and prevent suicide. He champions Meaningful Mateship and wants everyone to have a Gotcha4Life mate – a go-to person you can rely on and talk to about anything when times are tough, so no one has to worry alone. This inspiring keynote will broaden your understanding of mental health in Australia and help to build your mental fitness.

Session Overviews

Fact vs. Fiction: SLSNSW moving forward as an emergency service

Saturday 10:30 – 10:50am

Joel Wiseman

SLSNSW Director of Lifesaving

Steven Pearce

AFSM SLSNSW CEO

As our most popular session choice, this all-in session will answer the most frequently asked questions following SLSNSW's classification as a gazetted emergency service in 2018. Drawing on case studies from recent emergencies, SLSNSW's Director of Lifesaving and Chief Executive Officer will communicate what being a gazetted emergency service means for SLSNSW and its members now and into the future, hopefully dispelling some of the myths and assumptions that have been circulating over the past few seasons!

Leadership development in SLSNSW: a whole of organisation approach

Saturday 1:00 – 1:25pm

Dr Vivien Forner

Organisational Psychology
Researcher Ph.D.

Louise Cooke

SLSNSW

After two years of COVID-disrupted program development and piloting, SLSNSW is just about ready to launch its organisation-wide leadership development program. Unlike previous leadership programs, the evidence-based content will be made available to all leaders in SLSNSW: frontline and executive, across all portfolios, and at all levels of the organisation. Vivien and Louise will provide a high-level overview of this major retention strategy and bring you up to speed with what you can expect to see on the ground in the coming months.

The Grant Seeking Unit: successful submissions on behalf of clubs

Saturday 1:00 – 1:25pm

Susan Ahmelman

SLSF Grant Seeking Unit

Another conference favourite! Every club would love more funding to help deliver their services, support their members, engage their community and grow their club. If you are unfamiliar with the SLSA Grant Seeking Unit and the services they provide, this session is most definitely for you. The session will deliver a short and sharp summary of the practical services available to clubs and branches to help you to scope opportunities, maximise your chances of success and manage funding agreements through to acquittal.

Future trends: research and development in lifesaving equipment

Saturday 1:00 – 1:25pm

Brent Manieri

SLSNSW

From the reel to the rescue tube, to the IRB, the RWC and most recently the UAV, Surf Life Saving has always moved with the times. With technology rapidly evolving around us, what does the future of lifesaving look like? Join the Public Safety Team as they share with you just some of the research and development projects in the pipeline to continue to enhance and improve coastal safety and rescue response times into the future.

Session Overviews cont.

Youth Engagement: Get to Know Gen Z - Insights On What It's Like To Be Young In 2022

Saturday 1:35 – 2:35pm

Toni Cundy

YouthInsight

SLS Youth Members

With over 40% of our membership under the age of 18, youth engagement is a hot topic across clubs. In this youth-hosted session, you'll hear some key insights from industry experts from the YouthInsight team at Student Edge. They will talk about their experiences of being young, what's important to them and what they expect from brands and organisations. We'll provide practical tips to help you appeal to, resonate with and support young people. You'll also hear from recent participants from the SLSNSW Youth Opportunity Makers program about their experiences of the current surf lifesaving environment, and the changes that they would like to see made locally at their clubs to better support youth satisfaction and retention.

Volunteer satisfaction and turnover intention: a solutions-focused workshop

Saturday 1:35 – 2:35pm

Peter Agnew

People Development Australia

A follow-up session to Dr. Vivien Forner's keynote presentation, this session provides a forum for greater discussion around how SLSNSW can address the findings of the member feedback survey. Expect discussion around inclusive environments (specifically age and gender), addressing problematic behaviour and embedding and supporting succession planning for key leadership positions across the organisation.

Lifesaving for all: case studies in inclusive practice

Saturday 1:35 – 2:35pm

Nancy Joseph

SLSA Chair of Development

In 2021, Surf Life Saving Australia released an Inclusion & Diversity Statement which outlines our organisational commitment to inclusion. In a session hosted by SLSA's Chair of Development, hear from clubs who are working to turn this commitment into a reality, including members from Coogee SLSC who are offering young people living with a neuromuscular condition the opportunity to become a patrol member; Ivan Power from Lifesavers with Pride who has implemented the Rainbow Beaches initiative across Australia; and Wanda SLSC who have developed a partnership with Swim Brothers to provide a pathway for members from multicultural learn-to-swim programs to complete their Bronze Medallion.

Engage. Educate. Empower: the new wave of Community Education

Saturday 3:15 – 3:40pm

Julia Kiss

SLSNSW

Back in 2020, clubs and branches were given the opportunity to participate in a Community Education Health Check. They shared what they were doing to engage and educate their communities and outlined the barriers to delivering community education activities locally. The SLSNSW Community Education Team have listened and are excited to use this session to launch the Club & Branch Community Education Support Package. The session will also showcase some of the amazing resources, tools and new programs that have been developed by SLSNSW over the past 2 years to educate communities about beach and coastal safety.

Session Overviews cont.

10 Social Media Hacks for Clubs

Saturday 3:15 – 3:40pm

Sally Mac

SOL Media Co

Donna Wishart

SLSNSW

Running your club's social media can be tough. Don't have enough time, not getting enough traction, not getting the word out, don't know how to create content? Hear about the top 10 ways to find great content and reach not only your members but your wider community without spending hours online. An upbeat, visually engaging and positive session about making social media work for you and your club.

Re-envisioning surf sports: a strategy for the future

Saturday 3:15 – 3:40pm

Oliver Gilbert

Senior Strategy Consultant,
The Gemba Group

Surf Sports is an integral part of Surf Life Saving and is a major driver of member recruitment and retention at all levels. There has never had more choice in terms of sport and active recreation pursuits, and our competitors are positioning well organised and consistent products for young people and families.

Drawing on previous reviews and recommendations at state and national level, the Gemba Group (a leading authority in the ever-changing Sport and Active recreation sector) are supporting Surf Life Saving to develop a strategy to position Surf Sports as an industry-leading community sport offering, focused on growing participation and membership to support Surf Life Saving's core function of saving lives. Join Gemba as they articulate the current state of play in the sector and outline the key outcomes of our recent member consultation sessions and workshops.

Supporting member wellbeing: continuing our journey

Saturday 3:50 – 4:15pm

Louise Cooke

SLSNSW

After kicking off the conversation at our last state conference, this session provides a summary of our journey so far, including what is available now, what we have learnt along the way, and what the short-medium term future of this space looks like. The session will also provide you with information about an exciting new program which will be launched to clubs and branches in 2022 thanks to a recent grant secured through the Mental Health Sports Fund.

Coastal insights: safer coasts for the future

Saturday 3:50 – 4:15pm

Nick Mulcahy

SLSNSW

To reduce the risk of drowning and injury, we require fit-for-purpose services at the sites and times of highest risk, while ensuring that personnel are appropriately competent and equipped. Coastal insights: safer coasts for the future is using data on beach use, preventative actions, rescues, and coastal and ocean drowning deaths, in conjunction with a supervision and surveillance model, to provide insights and recommendations from a site-specific to state-wide scale. These will be provided through the 'Data Analytics Hub', tailored to Surf Life Saving Clubs and Surf Life Saving Branches, to inform the provision of innovative and fit-for-purpose services.

Session Overviews cont.

Member protection and complaints handling for clubs

Saturday 3:50 – 4:15pm

Ian Fullagar

SLSNSW Legal Counsel

Phil Ayres

SLSNSW

Jenni Darwin

SLSNSW

A dedicated dive into the newly released SLSA Member Protection and Complaints Resolution policies, looking specifically at what clubs and branches can do to build a team that is trained, skilled and responsive to support members at every stage of their involvement with the movement. An overview of the complaints handling process, including the national online complaints system will be provided, along with practical support guides for Club Executives, MPIOs and Complaints Handlers.

Women in Surf Life Saving: supporting the next generation

Saturday 4:25 – 4:50pm

Nancy Joseph

SLSA Chair of Development

In 2020, Surf Life Saving Australia launched its first ever Women's Mentoring Program. The program was designed to strengthen leadership skills, and to develop the next generation of female leaders to position Surf Life Saving for the future. Join Nancy Joseph, the SLSA Chair of Development, for this inspiring session which showcases the journey so far and some of the program's highlights. Nancy will also share initiatives developed by other states and clubs across the country that are supporting SLSA's vision of increasing in the number of women holding senior leadership roles from 20% to 40% by 2030.

Child Safe: an introduction to the Child Safe Standards

Saturday 4:25 – 4:50pm

Mark Lorenti

Office of the Children's
Guardian

Surf Life Saving NSW is committed to keeping children and young people safe. Following the launch of SLSA's Safeguarding Children and Young People Program in 2018, the NSW Government accepted the majority of recommendations from the Royal Commission into Institutional Responses to Child Sexual Abuse, including the acceptance that organisations that engage in child-related work should be required to meet the Child Safe Standards. In this session, Mark Lorenti from the Office of the Children's Guardian will provide an overview of the 10 Child Safe Standards and how they are working closely with State Sporting Organisations to support clubs to implement these standards at a local level. A must-attend session for Club and Branch Executives.

Lifesaving within an Emergency Management Framework – Club Call Out Teams

Sunday 8:45 – 9:10am

Joel Wiseman

SLSNSW Director of Lifesaving

Brent Manieri

SLSNSW

When we talk about an Emergency Management Framework, many immediately think floods and fires. Insert name will discuss the key concepts of the Emergency Management Framework outlined in our strategic plan, and how this is so much more than natural disasters; it's how we deal with everyday coastal incidents within our current club structure.

Session Overviews cont.

Addressing the pain points: strategic projects to support member education

Sunday 8:45 – 9:10am

Andrew Chan

SLSNSW

Gail Henderson

Hunter Branch

Liam Drake

Central Coast Branch

From the feedback provided through conference registrations, this was a key area in need of some re-imagining.

It's certainly been a tough couple of years for member education...From qualification upgrades, to COVID, to new IT systems and new administrative processes, we know our educators are tired. In this future-focused session, SLSNSW will shine a light on two of the key pain points and provide an update on what we've planned to reposition ourselves as a change influencer externally and reimagine how we apply processes efficiently with digitalisation. We hope that you leave this session breathing a small sigh of relief for what's to come.

Recruitment is back in 2022!

Sunday 8:45 – 9:10am

Claire Bevis

SLSNSW

Jenni Darwin

SLSNSW

What a great feeling to be opening our doors in 2022! This session will provide you with a practical recruitment checklist to ensure that you are ready to welcome new members and new families to the club. From 'must complete' back-of-house administration tasks, to tools and resources to help you spread the word that Our Club is Your Club and that new members are welcome, this session will help you create a club-specific recruitment plan for the 2022/23 season ahead.

Think Tank – Tackling club differences and finding solutions across NSW

Sunday 9:20 – 10.20

Dr Dean Dudley

Do you want to get involved in an energetic and solution focused workshop that looks at identifying and embracing the age-old conundrum of how to bridge the gap between clubs? In this session we want to hear from clubs of all sizes who have seen their membership, their focus, their finances and their appetite for change shrink and grow. This member-led session will identify common issues from clubs – big or small club, city or country, rich or poor. Jump in, join the conversation and be a part of the solution across NSW.

Governance Essentials: Being on a board of a Not-for-Profit organisation

Sunday 9:20 – 10.20

Ian Fullagar

SLSNSW Legal Counsel

Phil Ayres

SLSNSW

So, what are your obligations as a board director? Join us for this conference favourite open to all Club and Branch Executive members to refresh their understanding of the financial and compliance requirements set by the Australian Charities and Not for Profit Commission (ACNC). From 'what is corporate governance' to 'the legal obligations of directors' this session will be a great reminder for both new executive members and those who have been around for decades on how to meet your obligations as a charity to better serve your members and communities.

Session Overviews *cont.*

In 60 Seconds...Here's What You Missed

Sunday 11.00 – 11.10am

Fast-paced session snapshots ensuring that all conference participants leave with the key messages from important sessions they may have missed. We've identified the top 5 sessions from the conference that covered ready-to-implement programs, policies or initiatives and challenged speakers to address the key takeaways in under 60 seconds. If you love brevity, you'll love this session!

Feedback from Member Focused Workshops: Volunteer Satisfaction Solutions and Think Tank Outcomes

Sunday 11:10 – 11:20am

Peter Agnew ESM

Dr Dean Dudley

Do you want to know the outcomes from two of the key member-led workshops? This short update will provide an overview of the key conversion points from the Volunteer Satisfaction Survey and the Think Tank session on bridging the gap between clubs. Facilitators Peter and Dean will share the outcomes and/or recommendations directly from members in these sessions, and with just 5 minutes each – these updates will be hot off the press!