

2023/24 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

Important Information for All Members

Online SLS Child Safe Awareness Training

With over 26,000 junior members and 30% of patrolling members under the age of 18, child safety is critically important in Surf Life Saving NSW.

To support Surf Life Saving NSW in its commitment to build a child safe culture, the following roles are required to have completed the online SLS Child Safe Awareness course.

- Club and Branch Officers
- MPIOs and Complaints Handlers
- Age Managers
- Coaches and Officials
- Patrol Captains
- Trainers, Assessors and Facilitators

This season, we will be communicating this requirement to all remaining patrolling members who have until the start of the 2024/25 season to complete the training.



Club Management

Key Changes



- All clubs are now required to provide their members with access to a **Member Protection Information Officer** (MPIO) and a **Complaints Manager**. These roles can be shared between clubs / across multiple clubs, but every club must have an individual listed in these officer positions in SurfGuard. Refer to the **Relevant Links** section for position descriptions and further information.
- Clubs also need to appoint a member of their club to hold the **Child Safe Coordinator** position at their club and list them in the officer position in SurfGuard. Refer to the **Relevant Links** section for the position description for this role, noting this role cannot be shared between clubs.
- Non-financial members will **automatically be archived** in SurfGuard on 30 October this season. Advice will be sent to individuals, clubs and branches closer to this date. This will ensure that only financial, and therefore fully insured members, are eligible to be involved in club activities.
- The SLSNSW Workers Compensation Form has been updated and will be available in an editable PDF format on the SLSNSW website prior to the start of the season. Clubs are reminded that all sections of this form must be completed (including 'Club Endorsement') for the paperwork to be processed.
- Significant changes have been made to the **Active Kids Voucher program**. From 1 February 2024, vouchers will be offered on a means-tested basis and reduced to \$50 per school-aged child. Current vouchers will be extended from 1 July 2023 until the new scheme is in place and will also be reduced to \$50. Clubs will need to **review their price lists** accordingly and SurfGuard settings will be updated to reflect the changes.
- SLSNSW is adding new workshops to its **Club Executive Calendar** this year including sessions on cyber security, member wellbeing and governance for good. Refer to the **Relevant Links** section below for further information.
- The email address for receiving special event applications has changed to specialevents@surflifesaving.com.au. Please use this email address rather than directly emailing individual SLSNSW staff members as our internal processes have changed.

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.

[Club Management Team Induction Support Program](#) – for members of the Club Management Team responsible for supporting local inductions.

[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.

[Annual Compliance Circular](#) – for information on the requirements that all clubs and branches must meet to be compliant for the 2023/24 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.

[Special Event Application Form](#) – to access the application forms for all Special Events. Special Events fall into three categories:


- I. Staging sport events which are not described in the Surf Sports Manual (e.g. ocean swims, ocean kayak races, fun runs etc). *Note all surf sports events must be sanctioned by your branch and/or SLSNSW.
- II. Non-core SLS member activities which are not surf sport related (e.g. end of season camps, social activities away from the club such as go-karting etc.)
- III. Non-core SLS activities or activities away from your club location (e.g. first aid/water safety at a sport event conducted by a third party, the local school fete, community education etc).

If in doubt, please contact SLSNSW at specialevents@surflifesaving.com.au. Approval must be provided by your branch and by SLSNSW prior to engaging in any Special Events to ensure that insurance coverage is confirmed and/or any levies or special conditions which may apply.

Key Tasks

- Complete annual compliance requirements as outlined in the above circular.
- Access the Executive Calendar and encourage club management team members to access online workbooks 
- Encourage new members of the club management team to access the induction materials outlined above.

Key Dates

- SLSNSW Awards of Excellence – Saturday 26 August 2023 (Sydney Sofitel Wentworth)
- Compliance Part 1 Deadline – 14 September 2023
- Compliance Part 2 Deadline – 31 October 2023 
- SLSNSW State Conference – 26-28 July 2024 (Novotel Brighton Beach, Sydney)

Key Changes



- The Lifesaving Standard Operating Procedures (SOPs) have been reviewed and renamed to the **Public Safety SOPs (PSSOPs)**. They will be made available through a new digital platform where the content will be easily searchable before the start of season. Printing to PDF and as a hard copy will still be possible. Clubs and branches will be informed as soon as they are available to access.
- 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.
- SLSNSW will be promoting the **National Emergency Worker Support Service (NEWSS)** this season. The NEWSS is a free and confidential mental health service for emergency service workers and volunteers – both active and retired. Members can access a quick and confidential mental health check as well as tailored and trauma-informed support from leading mental health specialists. This service is offered in addition to the SLSNSW EAP as part of our post critical incident support.

Reminders



- All vehicles used by clubs (ATCs, 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 SLS club, adjacent parks, cycle ways, neighboring 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**. This will 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 Mason Kemeny (mkemeny@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.

Relevant Links



- [SLS Operations App User Guide](#) – for information on how to access and use the app to sign on and off of 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 please visit this link.
- [Gear & Equipment and Vessel Registrations](#) – for information on gear and equipment requirements leading into the 2023/24 season and 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 short guides for members, families and friends.
- [National Emergency Worker Support Service](#) – information on the support available to members through this new service.

Key Tasks



- Plan patrol roster (using Lifesaving Service Agreement).
- 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 26 August 2023 (Sydney Sofitel Wentworth)
- Club gear and equipment inspection deadline – 14 September 2023
- Emergency call out team members entered into SurfGuard – 14 September 2023
- Patrol season starts – 23 September 2023
- Patrol season ends – 28 April 2024
- SLSNSW State Conference – 26-28 July 2024 (Novotel Brighton Beach, Sydney)

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:

- Due to ongoing issues with the SLS Publications App, SLSA has moved the **PSAR35 (Bronze Medallion) manual to a new online platform**. The new online version of the manual is open access and free of charge accessible via a number of ways. Refer to the **Relevant Links** section for further details.
- Minor updates have been made to the **Surf Rescue Certificate, Bronze Medallion and Advanced Resuscitation Techniques Assessment Portfolios** to streamline the administrative requirements for Assessors. Minor updates have also been made to theory questions to address missing knowledge requirements and support ease of reading. Refer to the **Relevant Links** section for further details.
- The **Advanced Resuscitation Techniques Assessment Portfolio** now includes assessment of both HLTAID009 Provide CPR and HLTAID015 Provide advanced resuscitation and oxygen therapy.
- To maintain their ART TAF awards, ART TAFs now only need to renew the **HLTAID015 unit of competency every three (3) years**, noting that annual skills maintenance is still required to maintain the SLSA ART award.
- The **Gold Medallion Assessors** award can now be re-endorsed via the online TAF Re-endorsement Form.
- Minor enhancements have been made to the **SLSA Assessing App and eLearning platform** to further improve the user experience for skills maintenance administration and online course administration. Refer to the **Relevant Links** section for further details.
- This season, SLSNSW will be trialling a new streamlined administration process for training and education through the release of some **new features in the Assessing App, extending its use to SRC and Bronze Medallion courses**. The new features support more than just assessment, with automated enrolment, course communication, eLearning allocation and evaluation processes in-built. Further details about how to express an interest in the trial will be released in mid-August.
- To complement the Trainer, Assessor and Facilitator shirts issued a couple of seasons' ago, SLSNSW will be issuing **Trainer, Assessor and Facilitator shorts and hats** to each TAF this season. SLSNSW will also begin issuing **new TAFs with their first full set of uniform** moving forward. All items will be available to purchase through the SLSA Members Area Store.

Relevant Links



[Member Education Resource Changes Circular](#) – for an overview of changes to the Assessing App and course resources for the 2023/24 season.

[Skills Maintenance webpage](#) – to access the SLSNSW Skills Maintenance Circular for the 2023/24 patrol season and other supporting resources.

[PSAR35 Manual](#) – to access the online PSAR35 (Bronze Medallion) manual.

[SLSNSW TAF Re-endorsement webpage](#) – to access information specific to TAF re-endorsement for the 2023/24 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.

[SLSNSW Education SOPs](#) – to access information and procedures about becoming a trainer or assessor, delivering training and assessment and the processing and issuance of awards, qualifications, and licences.

[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 Member Online Store to order TAF uniform and to access the SLS Document Library and eLearning platform.

[SLSNSW Assessing App webpage](#) – to learn about the latest enhancements made to the SLSA Assessing App.

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 SLSNSW TAF pre-season online module (available in August 2023) and then complete the online re-endorsement form.
- Ensure TAFs and patrolling members complete skills maintenance before 31/12/23.
- 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 approved members in SurfGuard for skills maintenance.
- Ensure all TAFs have the appropriate TAF uniforms available from the SLS Members Area Online Store.

Key Dates



- Training Officer Certificate courses – quarterly intakes
- Assessor and Facilitator courses – TBC
- SLSNSW Awards of Excellence – Saturday 26 August 2023 (Sydney Sofitel Wentworth)
- SLSNSW State Conference – 26-28 July 2024 (Novotel Brighton Beach, Sydney)

Key Changes



- Due to ongoing issues with the SLS Publications App, SLSA will be moving the **Surf Sports Manual to a new online platform**. The new online version of the manual will be open access and free of charge accessible via a web link. Refer to the **Relevant Links** section for further details.
- The email address for receiving special event applications has changed to specialevents@surflifesaving.com.au.

Reminders



- **Branch SEMS training** is available and can be coordinated through the SLSA IT Helpdesk. User guides and webinars are also available.
- All competitors (including Nippers) will be utilising Live Heats at most branch carnivals and all state events. All competitors at these events will require a Live Heats wrist band to compete.
- Branch & 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.

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.

[Live Heats Device Guide](#) – please use this link 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.

Key Tasks



- Ensure your club's officials and coaches accreditation is up to date if their accreditation period is ending on 31 December 2023 (see Relevant Links section).
- 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.
- Encourage key personnel to subscribe to Surf Sports Weekly to keep up to date with all sport-related information (see Relevant Links section).

Key Dates



- SLSNSW Awards of Excellence – Saturday 26 August 2023 (Sydney Sofitel Wentworth)
- NSW Interbranch Championships – 2 & 3 December 2023
- NSW Country Championships – 26-28 January 2024
- NSW Surf Lifesaving Championships – 2-17 March 2024
- NSW Boardriding Championships – 4 & 5 May 2024
- SLSNSW State Conference – 26-28 July 2024 (Novotel Brighton Beach, Sydney)

Membership



Note



Directors of Member Services may also find some of the content in the Club Management section (page 3) relevant.

Key Changes



- This season, Age Managers are required to have completed the **Age Manager Course, the online SLS Child Safe Awareness course and to watch the Age Manager Proficiency Video**. Members who have completed all three requirements will be considered Age Managers for the purpose of any state-led communications and engagement.
- Every Junior Activity Chair (both new and returning) must have completed the **Junior Activity Chairperson Training** and have the award allocated on SurfGuard prior to the Nipper program commencing this season. Refer to the Relevant Links section below for course dates.
- A '**Nipper App**' has been introduced by SLSA this season and will be accessible via the Members Area once members have accessed the Nipper App training (refer to the Relevant Links section) and SLSA have granted access. Approved Age Managers and JACs can manage Nipper age groups, check members in and out, approve preliminary and/or competition skills evaluations and approve Nipper awards. JACs can manage and assign Age Manager access to the App via SurfGuard. The Nipper App training will be made available in September.
- SLSNSW will be promoting the **National Emergency Worker Support Service** (NEWSS) this season. The NEWSS is a free and confidential mental health service for emergency service workers and volunteers – both active and retired. Members can access a quick and confidential mental health check as well as tailored and trauma-informed support from leading mental health specialists.
- To support clubs with **recruitment and retention activities**, SLSNSW will provide the Recruitment Toolkit, national recruitment campaign resources and member engagement/communication templates to clubs in August 2023. Branches will also be provided with collateral prior to season start to support club and community engagement events.
- Following last season's pilot, SLSNSW's online **leadership development program** will be available this season for all frontline leaders across all portfolios. More information will be communicated in the coming weeks.

Relevant Links



[Working with Children Check Requirements](#) – for information on Working with Children Checks (WWCCs).

[Critical Incident Support](#) – for information related to the critical incident support procedures, including short guides for members, families and friends.

[National Emergency Worker Support Service](#) – information on the support available to members through this new service.

[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 and the Duke of Edinburgh's Program.

[Member Recognition](#) – for information on internal and external member recognition opportunities, including awards of excellence and life membership. The Member Recognition Factsheet provides a great summary.

[Junior Activities Resources](#) – for resources to support the Nipper Program including the Junior Activities Information Pack and resources for Age Managers to support program delivery.

[Nipper App Training](#) - for access to the Nipper App training which will be made available in September 2023.

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 online SLS Child Safe Awareness course and Age Manager Video) prior to commencing their Age Manager role on the beach.

Key Dates



- SLSNSW Awards of Excellence – Saturday 26 August 2023 (Sydney Sofitel Wentworth)
- Junior Lifesaver of the Year Program – April 2024
- SLSNSW State Conference – 26-28 July 2024 (Novotel Brighton Beach, Sydney)