



Queensland



MEMBER DEVELOPMENT HANDBOOK

SLSQ MEMBERSHIP - V1 2024

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Queensland

A QUICK OVERVIEW

The engagement of Youth Members is essential to the viability of any Surf Life Saving Club.

Each year, there are several activities available at a Branch, State and National level. These activities are designed to support members in their endeavours as lifesavers, and assist them in becoming future leaders of the association.

Most clubs within SLSQ also have a Youth Development Officer (YDO) to assist in guiding youth members in their pursuits/activities throughout the season. Each branch has a slightly different structure and process within their youth space. Club YDO's typically attend branch Youth/Membership meetings that occur to gain support and guidance from their relevant branch director (please note, not all branches run meetings). Please reach out to your branch Administrator to find out your branches structure and support mechanisms.



WHERE TO START

Background

Each branch will have a lead volunteer for programs (typically Director of Membership or YDO). They make all decisions with regard to branch programs with your support/guidance. Typically, a call for coordinators to assist with the program will then go out via circular or email.

The 3 “W’s” - Why? Who? When?

When organising a development program the first thing to get locked in is your Club’s “Why”. Why are you running this program? Is your focus leadership, team building, networking, lifesaving skills or surf sports just for a few examples.

Once you have figured that out its time to focus on a target group. This leads us to “Who?”. Who is your program targeted at? Is it your Youth Group (i.e U14s-U17s), is it an 18+ program, is it for your nippers? This will help provide some clarity around what you can run as a Club and what you might need to do.

Finally, after locking in your “Why” and your “Who”, you should be able to narrow down a “When”. If your target audience is still in school you will need to stick inside school holidays and try to get as much communication out as soon as you can so parents can try and plan around family holidays. If your program is for over 18's then you can start looking at long weekends - keep in mind uni breaks and exam blocks - and try to make it as easy as possible.

Once you have these 3 things confirmed your program can start to take shape!





WHERE TO START

Locations

The next step is to start reaching out to different locations depending on what type of program your Club is going to run. Depending on the program/event you will be running there are different considerations that will come in to play with regards to location requirements.

Overnight Stays - Camps, Club Sleepovers etc.

Camps are the most popular event that a club will run. It's a great way for members to get away from their day-to-day no matter what age and be around people with similar interests doing something they are passionate about. There are multiple venues that do take camps and a quick 'google' search for venues in your area is usually a good starting place. Other clubs that have dorms in your region are also a great place to look into - also a great opportunity for a 'buddy club' relationship with another club in your branch and/or across QLD.

A few requirements that must be met when booking a venue:

- Must have separate Male/Female dorms
- Space to have a separate space for Under 18s and Over 18s

Some things to consider for your venue would be:

- Do they have easy Access?
 - Drop off/Pick up locations etc.
- Can they do everything inhouse?
 - Catering, undercover areas, activities etc
- How central is the location?
 - Consider distance to shops, hospitals etc.



Club Outings - bowling, dinners, Movies etc.

Club outings are a little simpler to deliver as they do not require accommodation. Whilst there may still be transit and catering involved, they are usually only for short periods rather than numerous days.

WHERE TO START

Finding your Dream Team

Once you have started to lock in your venue, dates, target group and why you want to run your program. You can then start to jump in to the planning phase of your program.

The first part to this is finding a few people to help you plan and coordinate your event. You cannot do it alone, use people around you for new ideas, different perspectives and to share the workload!



Task Tracking - Action Matrix's

In order to ensure you have ticked all your boxes we recommend creating an 'Action Matrix' in a shared location to keep track and delegate tasks amongst your coordination team to keep track. This is also a great way to ensure timelines are met and ensure things are getting done in the lead up to your program.

Budgets, Costs & Invoicing

Once you have a quote from your venue and a rough idea of what you would like to do (i.e if you need to hire any extra equipment, external providers etc) you will have a Program cost. This can then be added to a proposed budget which will need to be endorsed by your club or branch executive. Some clubs might also have a 'member development' budget with an allowance they have allocated towards programs. This can be added as 'income' to your budget which will lower your participant cost.

An easy way to cut down costs is by finding sponsors. Finding local companies or producers that can provide something as simple as 1 meal or ferry tickets or a discount can make a big difference across your budget.

Branches also have access to Branch Development funding to support the delivery of development programs. More information on the funding can be found here:

<https://slsqcm.entegyapp.com.au/Page/61/2850>

WHERE TO START

Special Event Applications

All members of the organisation are covered by insurance when participating in the clubs normal activities. Special events (such as camps), require an application to be submitted to cover the activity and our members under the insurance policy.

Information on what activities do and do not require a Special event can be found here: [SLSQ Special Event Quick Reference Guide](#)

MAJOR EVENT	MEDIUM EVENT	MINOR EVENTS
External managed events Water Safety (including course design and maps for water events) Camps (held outside the Club) SLSQ Branch/ Club run Triathlons Events with inflatable equipment (jumping castles/ slides etc)	Camps (held at the Club) Modified SLSQ programs (e.g. special needs programs) Fundraising First Aid (dependant on event) Casino Nights Trivia Nights Activity days Come and Try days	Bunnings BBQs Movie nights Nipper break ups Memorial swims*
ADDITIONAL DOCUMENTS	ADDITIONAL DOCUMENTS	ADDITIONAL DOCUMENTS
All sections of application to be completed and may include additional documentation: <ul style="list-style-type: none"> • PI/ PL Insurance • Event Maps • Risk and Safety Management Plans • Council/ Government approvals • Daily schedule for camps • COVID-19 plans (external and Club required) • Attendees list 	All sections of application to be completed and may include additional documentation: <ul style="list-style-type: none"> • Relevant policies • Event schedules • COVID-19 plans (Club plan only) 	The following sections must be completed: <ul style="list-style-type: none"> • Section 1 • Section 3 • Section 5 • Section 6 • Section 7 (If applicable to event) • Section 14 • Section 16 • Section 17

Things to remember

- Applications need to be submitted a MINIMUM of 14 days prior to the event.
- Applications need to be approved by the Branch before they are submitted to State.
- Post event documentation needs to be submitted by 1:00pm the following day.
- Non-members are NOT covered under our insurance. Anyone participating the is not a member is required to sign a waiver.
- Activities run by other organisations (e.g. doing a venue led activity whilst on camp such as the Giant Swing) will be covered under the venues insurance.



WHAT'S NEXT?

Advertising + Application Process

Once your program has been endorsed by your Club/Branch it is time to start advertising and having people apply.

It's important to make sure all your communication is correct and everyone is on the same page from the get go to avoid any confusion down the line.

A few recommendations on timelines would be:

- Start with a 'Save the Date'
 - This gives people the chance to ensure they can be there as well as start to build some excitement around the event. It will also give your team some time to create your application process.
- Send out Info through either a circular or bulletin with all of the information in one spot

Application Examples:

Template provided - <https://form.jotform.com/233262154450852>

To use:

1. Log in to Jotform
2. Click 'Create Form'
3. Click 'Import Form'
4. Click 'From a web page'
5. Insert URL above

You can create your application form however you like but some important things to include will be:

- Full Name, Email and Phone Number
- Club - if applicable
- Medical information - including any medications and instructions
- Dietary information
- Emergency Contact Information
- Medical Declaration & Media Authorisation
- Parent/Guardian Signature (if under 18)



Participant Application

Insert Program Name

Applications Close

The program will run from at

Members must attend the entire duration of the program. Days are long and include large portions of time in workshops and presentations.



WHAT'S NEXT?

State Merchandise Contacts

QTCo - Everyday merch (shirts, towels, bags, hats, etc)

Email Ben Mar directly with a list of what you need and he will send you ideas, quotes and Merch mock ups.

- o E ben@qtco.com.au
- o P 07 3022 1444



Unitix - Lanyards

Email (info@unitix.com.au) directly to order

Recommended Specs:

- o 'Lanyards Threaded'
- o Size - 20mm x 900mm
- o Clip - Lobster claw
- o Buckle - Safety breakaway
- o With plastic card holder with punched hole in Landscape



Unitix
unitix.com.au

Alpha Fist Aid - First Aid Supplies

Can set up an account for you and provide invoices.



Engine Swimwear

Contact Dan Morey (dan@engineswim.com) directly to order.

Red Soft Pack - Queensland Case Medikit

SLS packs are called the M1000.MK2, M1000 Mk2 Oxy Resus Bag. These can have logos added as required for branches or sponsors.

To purchase, contact the team via the below:

- o P (07) 3245 2699
- o E sales@qldcase.com.au

LEAD UP TO THE EVENT

What to print

While we live in a digital age, there are still a number of documents best printed and brought to the program with you (especially in case there is limited reception). Below is a list that we recommend however every program will be different:

- Name Tags
- Certificates - if needed
- Feedback Forms/QR Codes
- Incident & Complaint QR Codes
- Participant sign in/out sheets
- Go Folder x 2 (Folder with all information):
 - Runs sheets
 - Emergency Contacts
 - Incident Report Forms
 - Risk Assessments
 - Dietary Information
 - Attendee List
 - Groups/teams
 - Coordinator/Chaperone awards
 - Medical Information
 - Dorm Arrangements
 - Site Contacts



What to Pack

Similar to the above, every camp is different with regards to what to pack. Some generic items used for every program include:

- No Duff kit (real first aid kit)
- Merchandise/collateral purchased
- Items for activities
- Printing
- Essentials bag – Panadol, Nurofen, tampons, pads, washing pods.
- Admin box – paper, pens, highlighters, whiteboard markers, etc.



LEAD UP TO THE EVENT

Communication

Prior to every program, participants should receive a pre-program information pack/handbook. This should include all the relevant information required for a participant to arrive on program and be prepared.

Transport is one of the major items typically included within this pack. It is important to include information on pick up and drop off location, time and expectations. This will also list information for bus collection points or flight collection. I would highly recommend including maps with marked locations to ensure there can be no confusion. A packing list should also be included within this information to avoid excessive calls and emails asking what to pack.

The final key piece of information to include are onsite contacts. This should be the staff member in attendance (if there is one) as well as the lead coordinator to ensure parents have multiple points of contact should they need to speak with you/their child.

The above information for participants should also be sent to the coordination/leadership team so they are also aware of arrival locations and packing lists. In addition to this, they should receive information on where to park onsite as they are likely driving. A copy of the Code of Conduct and list of any applicable policies and procedures should also be included as a reminder of their responsibilities.

Coordinator & Leader Roles on Programs

SLSQ provides general role descriptions for Coordinators, Mentors, Leaders and Facilitators. Not all programs require all of these roles and should be customised to your specific needs. The most commonly used positions are the coordinator and leaders.

The role of a Coordinator is to ensure the goals and objectives of the program are met through pre-planning and delivery of the program. You are to offer guidance, mentoring, and encouragement throughout the program, but must ensure that your focus is on delivery of the program content as intended and smooth facilitation of the program.

The role of a Leader is to directly engage with the participants in your assigned group. Your primary role is to offer guidance, leadership, and encouragement throughout the program to your group, being mindful to not become a participant. As a Leader you will be required to work with your assigned mentor to further develop and hone your leadership skills.

The full role descriptions can be found here: [SLSQ App](#)

THE EVENT

Signing in/Signing Out

When we deliver programs, we take on a duty of care to our participants. As such, it is important to sign members in and out of the program (including any time they depart throughout the program – e.g. hospital).

If a child is being collected by someone other than their parents, or members are carpooling, we need to be provided written notice (email is preferred however text messages are acceptable on short notice) prior to the child being collected. This ensure we are not having unauthorised individuals collecting children from our programs.

Medication

As part of the application form, it is highly recommended to identify what medication a child may need, instructions for administration, and if they require assistance in administering it. If they parent requests adult assistance, on arrival ensure medication is 'checked in' with the responsible coordinator and any additional instructions are recorded.

Any medication brought on site by members are assumed to have authorisation from their parents (e.g. if a child brings Panadol in their bag, we do not require permission for them to take it). If the child requests medication from a coordinator, permission is required by the parent before it can be administered (e.g. if a child asks for Panadol, permission is required). You do not need permission every time this is given, however you do need permission for each type of medication given.

All medication provided should be recorded and stored to ensure overdoses are not provided. For this reason, a medical officer/responsible person should be allocated prior to the program who is solely responsible for medication administration and distribution (majority of the time this will be the staff member and 1 trusted volunteer).



THE EVENT

Incidents

Any incident that requires treatment (anything from the first aid kit is used) should have an Incident Report Log (IRL) completed. Whilst this is a higher standard than what is done on patrol, this ensures that should something further occur on camp, or once home, there is a record of the incident on file. Parent/Guardians should also be called to be advised when an incident occurs.

IRLs should be lodged with that State Operations Communications Centre (SOCC) for record keeping. If the SOCC is manned at the time of the incident, a phone call (07 5631 7400) should be made to them to have the IRL recorded digitally. If the incident occurs after hours, complete a paper IRL ([Found Here](#)) and send a copy via email (socc@lifesaving.com.au) after the fact for uploading.

If the incident is major and requires hospital/GP attention, you are required to contact the emergency contact prior to removing the member from camp. Provide the emergency contact with all information relevant to the incident (what happened, where you will be taking them, the chaperones contact information, etc) and ensure they are happy with the situation prior to proceeding. You will also need to request a copy of the members Medicare Card/number and any Private Health Insurance information to assist with treatment.

REMEMBER! Even when transporting minors for medical attention, the Chaperoning policy must be followed.

Water Activities

For any water activities taking place on a program, an aquatic risk assessment must be completed as well as signing on with LIMSOC. Adequate water safety must be present for the full duration of the activity and all members must be in compliance with the SLSO High Visibility Clothing policy.

Don't forget to take photos on the program as well that can be shared with participants later and posted on socials.



AFTER THE EVENT

Following the conclusion of the program there are a few items that need to be addressed before closing the camp off for the year. These include:

- Distributing a feedback survey to participants and leaders so you can improve in the future.
- Distribute photos – this is easiest via a shareable OneDrive folder.
- Complete Branch Funding Acquittal form - IF APPLICABLE
- Hold a debrief meeting with your coordination team to discuss the feedback provided and note down recommendations for the following year.



POLICIES & PROCEDURES

All SLSQ & SLSA Policies, Procedures and Guidelines must be adhered to in the coordination and delivery of programs and events.

Below you will find a list of those most applicable to programs:

- MS02 – Chaperoning & Supervision of Minors ([Here](#))
- MS04 – Receiving & Reporting Disclosures of Harm ([Here](#))
- MS09 – Code of Conduct Members ([Here](#))
- MS13 – SLSQ High Visibility Clothing ([Here](#))
- SLSA 6.04 – Child Safe ([Here](#))
- SLSA Child Safe Guideline – Code of Conduct for People in a Position of Authority ([Here](#))

SLSQ Policy

Title: Receiving and Reporting Disclosures or Suspicions of Harm to minors.	Department: Membership Services
Policy No: MS04	Version: 2
Effective Date: 27.07.2020	Approved Date: 25.07.2020
Revision Date: 31.05.2022	Approved by: SLSQ Board

SLSQ Policy

Title: Chaperoning and Supervision of Minors	Department: Membership Services
Policy No: MS02	Version: 2
Effective Date: 31.05.2020	Approved Date: 25.07.2020
Revision Date: 31.08.2022	Approved by: SLSQ Board

Child Safe Guideline

Handbook for Clubs

SLSA POLICY

6.04 Child Safe



Title:	Child Safe
Document Number:	6.04
Last Review Date:	August 2023
Next Review Date:	June 2024
Responsible Portfolio:	Integrity
Authority:	This Policy is made under clause 39 of the SLSA Constitution. It is binding on all Members of SLSA and is to be interpreted in accordance with the SLSA Constitution. It is a Membership directive under SLSA Regulation 4.



TEMPLATES & RESOURCES

A number of templates of the documents mentioned throughout this handbook have been standardised and made available to club/branches to utilise.

These templates can all be found in the SLSQ App here:

<https://sqsqcm.entegyapp.com.au/Page/61/6577>

Time Prior	Task	Responsible person	Due Date	Notes
Twelve Months	Research & Book accommodation venue	Staff (in consultation with Volunteer)		
Eleven Months	Touch base with Marketing department and come up with promotion plan	Staff		
Ten Months	Update Coordination Team circular and commence application process	Staff (in consultation with Volunteer)		
Ten Months	Update website to reflect new dates and information	Staff		
Ten Months	Confirm Program budget	Staff (in consultation with Volunteer)		
Nine Months	Review, rank and endorse Coordinator applications	Selection Panel		
Nine Months	Arrange first teams meeting with Coordinators	Staff (in consultation with Volunteer)		
Nine Months	Review and confirm program objectives	Coordination Team		
Nine Months	Book additional venues required	Staff		



2023 INSERT PROGRAM NAME

Congratulations once again on being selected to represent your Club in attending INSERT PROGRAM NAME. With over XX participants from across Queensland, the program is set to be a weekend you won't forget.

INSERT DATE AND LOCATION

TRAVEL INFORMATION

Please ensure you arrive about 15 minutes prior to the scheduled departure time so the bus can depart on time and you are able to get checked off.

Sunshine Coast

INSERT TRAVEL INFORMATION & CONTACT

Brisbane Airport (for those flying in)

INSERT NAMES will be waiting in the Baggage Collection area wandering between Qantas and Virgin Carousels upon arrival on XXXX. They will be carrying a clipboard to mark off members as they arrive and will be wearing program branded shirts. Their contact details are below if you have trouble locating them. Once all participants meet, they will contact the Bus Driver who will then enter the Pick-up zone.

Day	Location	Time	Contact
INSERT DAY	INSERT AIRPORT	INSERT TIME	INSERT CONTACTS
INSERT DAY	INSERT AIRPORT	INSERT TIME	INSERT CONTACTS

Flight Details have been sent separately, so if you have not received them, please contact INSERT STAFF CONTACT DETAILS.

INCOME			
Source	Pax	Fee	Total
Participant		\$ -	\$ -
Leader		\$ -	\$ -
Coordinator		\$ -	\$ -
SLSQ Funding		\$ -	\$ -
Branch Contribution		\$ -	\$ -
			\$ -
EXPENSES			
Source	Unit	Fee	Total
Accommodation		\$ -	\$ -
Catering		\$ -	\$ -
Merchandise		\$ -	\$ -
Fuel Allowance		\$ -	\$ -
Activity Equipment		\$ -	\$ -
Miscellaneous		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
		\$ -	\$ -
			\$ -
			\$ -
		P/L	\$ -

MEDICATION TRACKING SHEET

Name of Patient (First & Last)	Date and Time	Medication Given and Dosage (e.g Panadol – 2 x Tablets)	Parent Approval Method (e.g phone call, text, instructions)	Name and Signature of person giving the medication

TEMPLATES & RESOURCES

Declaration Examples

MEDICAL DECLARATION: I hereby authorise the obtaining on my behalf of such medical assistance as I may require in the event of accident or illness. I authorise the administering of such medical treatment including the use of anaesthetic, as may be deemed necessary by the Medical Officer attending. I agree to pay the cost of any such medical assistance and any associated costs and expenses and to reimburse Surf Life Saving Queensland Inc. for any such costs and or expenses incurred.

MEDIA AUTHORISATION: I hereby give consent for Surf Life Saving Queensland (ABN 27 360 485 381) ("SLSQ") to use my name, image and/or quote for any SLSQ internal and/or non-commercial external promotion, education or research purposes and that all proprietary rights including intellectual property rights of any image, photograph or likeness of them will be owned by SLSQ. I agree that my name, image and/or quotes may be used in any medium including, but not limited to provision of footage to the media and on SLSQ social media sites. I acknowledge that this permission does not extend to the inclusion of my name, image and/or quote in advertising or via paid endorsement without separate approval for this specific purpose.

Save the Date Examples



 **SUNSHINE COAST QUEENSLAND**

PULSE

8th - 10th March 2024

Where: Metropolitan Caloundra SLSC

Who: Financial Members over 18 with a proficient Bronze Medallion

Costs: \$170 + GST

Scan the QR Code to register!



All 15-17 Active BM Holders of North Barrier

NBB GC -23 TRIP

<https://form.jotform.com/230388612367864>
Due Wednesday February 22

SUNDAY APRIL 2 - THURSDAY APRIL 6

ACCOMODATION: BROADBEACH SLSC
COST: \$350



Save the Weekend!

WBC U14-U17 SURF CAMP

4-6 OCT 2024

AGNES WATER

EXPERIENCED COACHING, GREAT FOOD, NO COST TO PARTICIPANTS

CAMPING AT 1770 ECO CAMP AGNES WATER

AN INVITATION IS EXTENDED TO ALL WBC CLUBS, COACHES AND CHAPERONES

REGISTRATIONS (INCLUDING TRANSPORT OPTIONS) OPEN FIRST WEEK IN AUGUST VIA FB AND EMAIL TO CLUBS