

**Family Inclusion Program**

**How To Guide**

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# Introduction

The Family Inclusion Program is an initiative of the State Junior Activities Advisory Panel and State Membership Services Committee as part of the Membership Sustainability Project.

New nippers to Surf Life Saving bring new families with new skills and talents that should be harnessed into club operations. However, it can be quite daunting for the uninitiated to circumnavigate the complexities of the lifesaving movement. New associate members won’t have the background to see how they can have an impact and find a path in surf lifesaving that could one day help to save a life.

New families can provide clubs with a wealth of new enthusiasm and support and lighten the load on everyone. It is inherent on clubs to ensure that the experience for new members is positive and that they are immediately welcomed into the surf family.

The Family Inclusion Program has been developed to support club committees with delivering information to new families that will help them navigate the surf club and its operations and make them feel valued as soon as they join. The program aims to inform new families of the opportunities before them and provide them with pathways that suit their skills in order for them to have an impact outside of just watching their children.

## Benefits of the Program

The program has benefits for both the club and the new families. The club will benefit by:

* Improved engagement with members
* Improved understanding on new members skills
* Increase in volunteering uptake among new parents
* Providing opportunities to increase number of roles within the club
* Make new members feel welcomed and allay fears of the unknown
* Lengthen the amount of years parents would want their children involved

New families benefit by:

* Better understanding of the Surf Life Saving Movement
* Feeling welcomed and part of a club
* Understanding how they can provide help
* Understanding why they should help, and appreciating that they can save a life
* Connecting with other people immediately

You may find that a lot of Parents and families of your junior members are keen and interested in getting more involved they just don’t know how and may never have been asked!

# How to Get Involved

The program is easy to learn and easier to deliver. Clubs should get in touch with their regional office to speak with an Membership Development Coordinator.

The Contact details are below:

**Regional Staff**

**North Queensland -**

**North Barrier – Emily Donoghue** [**edonoghue@lifesaving.com.au**](mailto:edonoghue@lifesaving.com.au)

**Wide Bay Capricorn – Nick Hodgson** [**nhodgson@lifesaving.com.au**](mailto:nhodgson@lifesaving.com.au)

**Sunshine Coast – Jess Roberts** [**jroberts@lifesaving.com.au**](mailto:jroberts@lifesaving.com.au)

**Gold Coast – Paul Ryan**  [**pryan@lifesaving.com.au**](mailto:pryan@lifesaving.com.au)

**SLSQ Contact**

[**JA@lifesaving.com.au**](mailto:JA@lifesaving.com.au)

## Club Registration Process

**Club Training Plan**

Club to accommodate training for family members who have registered as part of the program, with support from regional MDC/ EDC where required.

**Registration of Interest**

Registration of interest should be completed on the EOI form and collected from interested members post presentation.

Registration of interest forms to be distributed to the appropriate club officers for actioning.

**Deliver the program**

The program is delivered at the club by the Club Facilitator on the prescribed date.

The following club representatives should be invited to attend if available  
– President, Club Captain, Junior Activities Coordinator, Chief Training Officer

**Adapt Presentation and Resource templates.**

Club to adapt presentation and resources to include all relevant club logos and information within the presentation.

**Club Registration**

Club to register for program through their regional Membership Development Coordinator (MDC)

**Club Facilitator Induction**

Club facilitator inducted into Parent Participation Program by regional MDC or Branch facilitator.

**Training Delivery**

Club to deliver required training with support from regional MDC/EDC where required

**Feedback Report**

Feedback to gauge the effectiveness of the program will be important. Club reports are to be submitted to the regional MDC/ LDO and report to be then sent to MDO

# Presenting the Program

## Club facilitator

The presentation of the program is critical and must be delivered by the club facilitator assigned to the program, the club facilitator must have a general understanding of the workings of the club and be able to assist members with enquiries they may have throughout the program. It is recommended that the club facilitator not already hold a significant role within the club that would inhibit their ability or time available to give to the program and presentation/s.

## Who to invite on the day

During the presentation it would be desirable if possible to have key position holders within the club available or photos of those built into the presentation to allow the family members to become familiar with who they need to speak to should they be interested in pursuing roles within the organisation.

# Follow Up

It is important that all of those who attend the program and especially those who express interest in getting more involved in the club are followed up. Different methods of communication may be required dependent on the member. For those that have expressed interest in different areas or roles within the club ensure that the relevant club officer follows them up to assist them in getting involved. For those members that did not express an interest in anything in particular on the day a follow up email or phone call would be appropriate to see if the member had become interested in a role.

## Training Plans

A training plan is a great idea for those members that had interest in completing some qualifications and helping out around the club. For emergency care awards the club facilitator should liaise with SLSQ Regional Staff to book Emergency Care Trainers

## Phone Calls

Phone calls are the most effective and personal way to follow up with any members. The little bit of time you get on the phone with someone will allow you to get across your message and gauge their available time and interest of where they may be able to give back to the organisation.

## Email

Emails are an effective way to communicate with a large group on a singular topic and may prove beneficial in contacting members who hadn’t indicated any particular interest in getting further involved, some exemplar emails can be found below:

*Dear Member,*

*It was fantastic to have you attend the clubs Family Participation Program on (insert date), we hope you enjoyed the presentation and got a lot of useful information.*

*I wondered if there was an area of interest that you would like to get more involved in or find out more information*

# Resources

SLSQ will provide all resources for clubs to deliver this program. Available resources include:

* Family Inclusion Program how to Guide
* Program Presentation
* Welcome Handout
* Sign in Sheet
* Expression of Interest Form