



MEMBER ONBOARDING CHECKLIST

This checklist is designed to support Clubs in how volunteer patrolling Members are engaged, on-boarded and retained

1. JOINING THE CLUB

- How easy is the sign-on journey for Members?
- Is there a 'How to Join' or 'Join Now' section on the Club website? Is it linked to the SLSA Members Portal?
- What information does the Club website include about becoming a Member i.e., training requirements, patrolling expectations, etc?
- Are there clear contact points for further information and timeline for replies?
- Are there any points where an interested Member does not get a follow up contact? Are there back up processes in place?

2. MEMBER EDUCATION

- What's the Club's process for on-boarding new Members for a training course?
- When, how, and what information is provided about training to gain an award?
- Follow up post RSVP/Post award.

3. EXPECTATIONS AND OPPORTUNITIES

- How and when are Members on-boarded to the Club environment?
- Are Members inducted into the following? Is this done face to face or online?
 - Club culture
 - History
 - Processes and Policies
 - Communication channels
 - Patrol rostering, contacts, and requirements
 - Health and safety within the Club
 - Opportunities within the Club?
 - Fundraising opportunities
- Does the Club have an induction resource i.e., handbook or other source?
- Does the club do a pathways session (future award and club participation opportunities) as part of training?

4. BELONGING TO THE CLUB

- How are new patrolling members connected with other Members of the Club?
- Does the Club have a welcome event for new patrolling Members?
- Does the Club have meet and greet sessions with club leaders during training?
- How does the Club integrate new patrolling Members with their patrol teams?
- Does the Club use a patrol Member induction checklist for new members joining a patrol team?
- Are Patrol Captains trained in how best to induct /engage new Members?

5. MEMBER RECOGNITION: A SENSE OF ACHIEVEMENT

- How does the club recognise new patrolling Members? Or new Members overall?
 - Uniform presentation
 - Annual Awards night presentation
 - Congratulations / welcome letter from the President
 - End of course social celebration (see creating connections)

6. RETENTION

- Many Members leave after their first season in surf lifesaving, is there a check-in with Members at the end of their first season? Is there an exit survey completed?
- Does the Club provide information to first year Members about future seasons i.e., sign on, key dates, skills maintenance?