

# Bulletin

<b>Title:</b>	<b>Member Screening, Complaints &amp; Relevant SLSA Documents</b>
<b>Date:</b>	21 July 2022
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<b>Department:</b>	Member Development
<b>From:</b>	David Somers, Member Development Coordinator Ph: 08 9207 6666 (SLSWA Office Hours Monday to Friday, 8.30am to 5pm) Email: <a href="mailto:dsomers@slnswa.com.au">dsomers@slnswa.com.au</a>
<b>Audience:</b>	Club Presidents, Member Protection Officers (MPIO), Complaints Officers
<b>Summary:</b>	This Bulletin contains information regarding SLSWA Member Screening Policy as well as information on Member Protection and Complaints.
<b>Action:</b>	Presidents/Club Administrators are to ensure the names of the clubs Member Protection Officer and Complaints Officer are inputted on SurfGuard

### Bulletins Binding on Members

Bulletins are important notifications which detail amendments, alterations, or interpretations to SLSWA policies, rules and/or regulations. Affiliated clubs shall take reasonable steps to distribute information in Bulletins to relevant members. **Bulletins are binding upon all affiliated clubs and their members.**

### Member Screening

As the new season approaches clubs are reminded of their obligations and responsibilities in respect to Member Screening and Member Protection. Affiliated clubs should be aware of the following obligations on them in relation to member screening requirements in accordance with the [SLSWA Member Screening Policy](#);

1. Appoint a **Member Protection Officer** (MPIO) to carry out member protection and member screening duties. The name of the Member Protection Officer **must be entered onto SurfGuard in the Officers list**. Click the link for instructions on [entering Officers on SurfGuard](#) .
2. The MPIO should be familiar with the current [SLSWA Member Screening Policy](#) document.
3. Ensure all paid employees hold a current and valid Working with Children Card.
4. Ensure non-exempt volunteer members who are 18 years of age or older hold a current and valid Working with Children Card. Please note, members who have a child (under the age of 18 years) registered in the club are exempt from obtaining a Working with Children Card.
5. Ensure all supervisors of overnight camps 18 years of age or older hold a current and valid Working with Children Card. The parent exemption does not apply in this instance.

MPIO's also play a vital role in providing members with information in relationship to concerns, complaints or grievances they may have and seek advice on. To assist all clubs with getting a member trained to perform the functions of an MPIO Surf Life Saving WA is providing a workshop/training opportunity on Saturday 3 September 2022 as part of the September Member Advisory Forums Day. Please refer to [Circular 11, 2022/23](#) for further information on how to register for this session.

Compliance with the [SLSWA Member Screening Policy](#) is a requirement of each club's **SLSWA Woodside Nipper Agreement**. Clubs will be required to input their MPIO on SurfGuard prior to final sign off of the Agreement. The payments, that form part of these Agreements, will not be made to clubs should they fail to input their MPIO on SurfGuard.

## Complaints

As part of Surf Life Saving Australia's commitment to Child Safe, Inclusion and Member Protection an [online complaints](#) portal is available via on the SLSA website [www.sls.com.au](http://www.sls.com.au) where members and non-members can lodge a child safe matter, complaint or grievance. Each club is required to nominate at least one Complaints Officer (not the Club MPIO) so relevant online complaints can be directed to them. Clubs can nominate up to three Complaints Officers and again they must be entered on SurfGuard to allow them access to the complaint's portal. Click the link for instructions on [entering Officers on SurfGuard](#) .

## Relevant SLSA Documents

All club officers, especially Club MPIO's and Complaint Officers, should be familiar with the following relevant SLSA Policies and Guidelines. After a recent review and consultation with Sport Integrity Australia these documents have been updated to ensure SLSA have adopted best practice. Please note, the links provided are to the Members Area where the documents are located, you will therefore need a Members Area Account to log in and view these documents.

1. [Policy 6.00 – National Integrity Framework](#)
2. [Policy 6.02 - Privacy](#)
3. [6.04A – Child Safe Commitment](#)
4. [Policy 6.04 – Child Safe](#)
5. [Child Safe Code of Conduct – Do's & Don'ts](#)
6. [Child Safe Guideline – Handbook for Clubs](#)
7. [6.05A – Inclusion & Diversity Statement](#)
8. [Policy 6.05 - Member Protection](#)
9. [Policy 6.06 – Complaints Resolution](#)
10. [Policy 6.20 – Social Media](#)
11. [Policy 6.21 - Photography, Digital Recording & Images](#)

## Conclusion

Please direct any questions regarding Member Screening, Member Protection, Complaints or adding Officers onto SurfGuard to David Somers, Member Development Coordinator via email [dsomers@slswa.com.au](mailto:dsomers@slswa.com.au) or phone 9207 6666.



**James O'Toole**  
Chief Executive Officer