

June 2017

To: All Club Presidents, Secretaries and Junior Chairpersons
 Maria Caldwell, Director of Member Services
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Date: 29 June 2017
Subject: Member Services Update

This circular outlines the direction of Member Services for the upcoming season.

Areas of Focus	Suggested Actions
1. RECRUITMENT	Registration Day
	Open day
	Website/Brochures
	Media
	Website/Social Media
2. RETENTION	Engagement with our members
	Media
	Website/Social Media
3. RECOGNITION	AOE
	External awards – WCC etc
	Internal awards – Service awards, ROM, Meritorious awards
4. MEMBER DEVELOPMENT	Leadership – State - JLOTY, Youth, 18-25yr program, +25yr program
	Development programs – 13-14yrs, 15-18yrs
	Wet n Wild
	Inclusion – Riding the Wave
5. JUNIOR ACTIVITIES	Age Managers
	Education
	Proficiencies
6. MEMBER PROTECTION	WWCC Working with Children Check
	Member Protection and Information Officers
	Looking after our members – PTSD, incident management, personal
	Volunteering Program
7. CLUB SUSTAINABILITY	Club Quality Program
	Sustainability Reports and Action Plan
	IT training – Surfguard & Members Portal

Who to have involved:

Your club's member services representative (should have this position on your management committee), Youth Representative, Rookie Coordinator, Junior Chairperson, Registrar, anyone interested in any of the above

Our first meeting will be on Thursday 13 July at 7:00pm. Be prepared to think and brainstorm so we can build upon the above actions.

Where are we going to start:

- 1) **Recruitment:** would be ideal if ALL clubs have at least ONE registration day the same so we can advertise – what date? (This does not mean clubs only have to one registration day)

In light of the Royal Commission into Child abuse

- 2) **Member Protection:** Will be organising Member Protection and Information Officer training as soon as possible. Each club should have a least 1 member in this role (Quality Club Program Bronze level)

What is a Member Protection and Information Officer?

- Ensure the safety and welfare for Club Members
 - Assist in grievance and complaints resolution
 - Refer complaints and grievances to other bodies in conjunction with the complaints and grievance related club policies
 - Ensure all required member protection policies are in place and promoted within the club.
 - Implement all club Child Protection, Anti-Harassment and Discrimination, Codes of Conduct, Member Protection and other relevant policies
- 3) **IT Training** - Surfguard training to be organised – perhaps look at session with Surfguard trainers and then a Q&A session. (Preferred dates can be discussed)

For any enquires or questions please contact Maria Caldwell, Director of Member Services, on the above details.