



Member Protection & Compliance Training Resource

January 2023
Version 1



Y

ikings take responsibility and always do what we say

I

always think 'one club' and 'team first'

K

Keep being a positive influence

I

always have my fellow Viking's back

N

Never forget to have fun

G

Have genuine open and honest conversations

S

Support and respect everyone



Currumbin SLSC Member Welfare Commitment

Currumbin SLSC is committed to the protection, welfare and wellbeing of all our members and providing a safe, fun and enjoyable environment as outlined in the [SLSA Member Protection Policy](#). We take an inclusive approach, ensuring all our members are treated with respect and dignity and are protected from discrimination, harassment and abuse regardless of gender, age, ability or nationality.





SLSA Commitment



- Surf Life Saving Australia (SLSA), its State Centres, and other affiliated Lifesaving entities are all committed to the health, safety and wellbeing of all members and dedicated to providing a safe environment for those participating in Lifesaving.
- SLSA wants Surf Lifesaving to be fun, enjoyable and safe for all.



Why have a Member Welfare Commitment?



Royal Commission into Institutional Responses to Child Sexual Abuse

Through the Royal Commission into Child Abuse, we learnt from survivors from child sexual abuse in a sport and recreation setting that:

- Most survivors told of when they were first abused and of these 65.5% said they were between the ages of 10–14 with 10.5% being 15 or older.
- As an organisation with over 36,000 members and 12,000+ in the Junior category (5–13) we need to be very aware of the Commission's findings.



Why have a Member Welfare Commitment Cont.?



Royal Commission
into Institutional Responses
to Child Sexual Abuse

The case studies revealed that children were sexually abused in a range of sport and recreational settings – most that are relevant to the SLS environment.

- Camps
- Overnight competitions
- Travel arrangements
- Change rooms
- Concealed or obscured environments
- Public environments.



Why have a Member Welfare Commitment Cont.?



Royal Commission
into Institutional Responses
to Child Sexual Abuse

Common grooming strategies that are again relevant to the SLS environment described were:

- Coaching relationships
- Inappropriate activity and adult material
- Erosion of interpersonal boundaries
- Targeting vulnerability
- Valuing performance over child safety



Resource Objective

Communicate

Communicate Currumbin SLSC's underpinning principles and values

Clarify

Clarify the expectations of volunteers and staff regarding acceptable behaviour and performance

Reinforce

Reinforce & clarify the associations policies and procedures relative to Member Protection.

Awareness

Provide awareness of the consequences of non-compliance with the association policies and procedures.

Reporting

Ensure there is understanding of the associations and any legislated requirements into reporting of offences or breaches.

Complaints

Provide awareness of the associations procedures in relation to complaint handling.

Position	Responsibility
President/Vice President/Board Members/Executive/CEO/General Manager/Officers	<ul style="list-style-type: none"> (a) Implement policies & procedures across the SLS entity. (b) Ensure personnel have access to and understand policies and related procedures. (c) Ensure all Committees and their associated membership have access to support and advice to understand and implement policies. (d) Communicate any updates to documents and supporting resources with stakeholders. (e) Provide training and advice in the application of policies.
Committees and associated memberships	<ul style="list-style-type: none"> (a) Ensure policies are followed and implemented (b) Assist in the training and advice in the application of policies
Members/Volunteers/Employees	<ul style="list-style-type: none"> (a) Compliance with policies (b) Report any breach of policies by yourself or others.
"All Staff"	<ul style="list-style-type: none"> (a) Compliance with policies (b) Report any breach of policies by yourself or others.



Member Code of Conduct

- The Code of Conduct (Code) outlines the behaviour expected of, and by, Members and persons involved in, and interactions between, all such persons in the Surf Lifesaving Community.
- It is crucial, where possible, that authorisation is sought from the relevant SLS entity prior to taking any action that may contravene the Code.
- As part of a Member's commitment to observing this Code, each Member must acknowledge their commitment to the Code.
- The Code should always be followed by all Members and all people involved in anyway with the Surf Lifesaving Community.



Member Code of Conduct

Respect	respect the rights, dignity and worth of others - treat others as you would like to be treated yourself	Refrain	refrain from any form of Bullying, Abuse, Harassment, Discrimination and Victimisation towards others
Ethical	be ethical, considerate, fair, courteous and honest in all dealings with other people and organisations	Safe	provide a safe environment for the conduct of activities in accordance with any relevant SLSA policy
Professional	be professional in, and accept responsibility for your actions	Inclusive	ensure SLS is an inclusive organisation that is open to all who wish to participate regardless of age, gender, disability, cultural and linguistic background or sexual orientation
Aware	be aware of and always follow SLS rules, regulations, policies and procedures to others	Provide	provide a safe and nurturing environment for all by actively promoting the principles of equal opportunity, social justice and cultural safety
Raise	raise concerns arising under this Policy through the appropriate channels and report any breaches of the Code or this Policy in line with the Complaint Resolution Policy	Show	show concern, empathy and caution towards others that may be sick or injured



Member Code of Conduct

Strive	strive to be a positive role model for all
Protect	respect and protect confidential information obtained through SLS activities or services
Standards	maintain the required standard of accreditation and/or licensing of professional competencies, as applicable to role(s)
Boundaries	ensure that any physical contact with others is appropriate to the situation and necessary for the persons skill development

Refrain	refrain from intimate relations with persons over whom you have a position of authority
Maintain	maintain a duty of care towards others
Impartial	be impartial
Responsibility	accept responsibility for all actions taken



Member Code of Conduct – Sexual Misconduct & Relationships

- Under no circumstances should any form of sexual behaviour occur between, with, or in the presence of any Child & Young Person (CYP) participating in any SLS environment.
- Engaging in sexual behaviour while participating in any SLS services, events, programs or activities is prohibited.
- ‘Sexual behaviour’ must be interpreted widely, to encompass the entire range of actions that would be reasonably sexual in nature as outlined in policy 6.04 Child Safe Policy.



Member Code of Conduct – Use, Possession or Supply of Alcohol or Drugs.

Any member while on patrol (duty), involved in SLS services, events, programs, or having supervision of CYP, including overnight stays, must not:

(c) Be incapacitated by any other legal drug such as prescription or over the counter drugs;

(a) Use, possess or be under the influence of an illegal or illicit drug;

(d) Supply alcohol or drugs (including tobacco to a CYP).

(b) Use or be under the influence of alcohol;

Use of legal drugs other than alcohol is permitted, provided such does not interfere with your ability to patrol, or care for members in SLS services, events, programs or activities.



Member Code of Conduct – Gender Identity

SLS Entities are committed to providing a safe, fun and inclusive environment for all people, including those of diverse sexualities and genders.

Any form of exclusion from participating in events and activities, towards people of diverse genders can have significant implications.

Any unlawful discrimination, vilification or harassment of a person because of their gender identity will not be tolerated.

Being an inclusive organisation not only reflects our core values, but it also reflects the diversity of our local communities.

This includes but is not limited to forms of homophobia, biphobia, and transphobia.

SLSA refers to Sport Australia Human Rights Commissions guidelines where clarification is required.



Member Code of Conduct – Cyber Bullying & Social Networking Platforms

Bullying & Harassment in all forms is unacceptable due to its potential to cause great anxiety and distress to the person targeted.

Social media postings, status updates and tweets by members:

Technologies and communication tools, such as smartphones and social networking platforms, have greatly increased the potential for people to be bullied through unwanted and inappropriate comments.

(a) Must not use offensive, provocative or hateful language or photos / images.

(b) Must not be misleading, false or injure the reputation of another person.

All people bound by this Policy must conduct themselves appropriately when using social networking platforms to share any information related to SLS.

(c) Must not portray the uniform or any associate SLS IP in a way that can be seen as negatively impacting on the organisation.

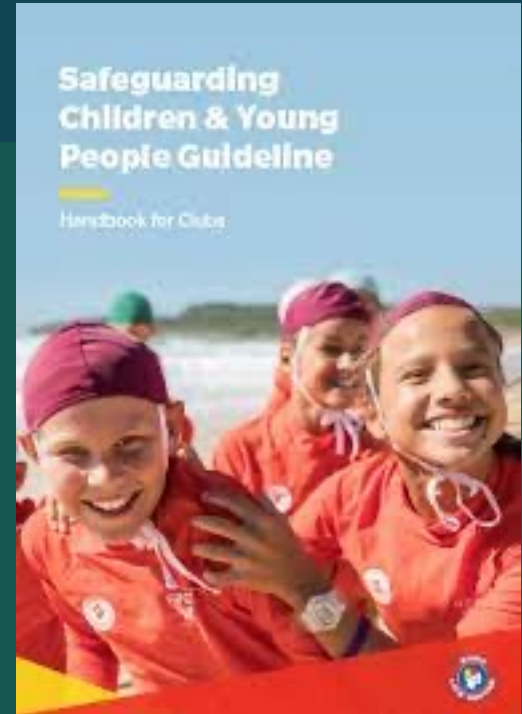
(d) Should respect and maintain the privacy of others.

(e) Should promote SLS in a positive way.

SLSA Child Protection Policy

Currumbin SLSC is committed to providing a safe, supportive, enjoyable environment for children through the SLSA Safeguarding Children Guidelines which recognises the importance of protecting young people under the age of 18 from abuse, harm and exploitation.

It is everyone's responsibility to treat all children and young members respectfully, and within the child protection laws of Australia (free from any form of abuse).





Child Safe Policy

SLS takes seriously its responsibility to deliver a safe, fair and inclusive environment for Children & Young People (CYP).

- Providing all CYP access to information, supporting and reporting resources.

We promote equity, respect and diversity by:

- Empowering CYP by giving them a voice and encouraging them to speak up on decisions that affect them.

- Actively anticipating and paying attention to CYP's diverse circumstances and responding effectively to those with additional vulnerabilities.

- Creating a fun and positive environment for CYP to be involved in.



Child Safe Code of Conduct

Act	Act within the vision, mission and values of our organisation/movement.
Display	Display respect and courtesy towards everyone involved and prevent discrimination and harassment.
Prioritise	Prioritise the safety and wellbeing of CYP involved in our organisation/movement.
Report	Report any behaviour that is a breach of this Policy to help prevent the abuse of CYP in SLS.
Encourage and support	Encourage and support opportunities for participation of CYP in all aspects of SLS and empower them to have a voice.

- These standards of behaviour are required of all persons in SLS.
- This policy is underpinned by these core values.



Child Safe Code of Conduct – Sexual Misconduct

Under no circumstances is any form of 'sexual behaviour' to occur between, with, or in the presence of a CYP while participating in SLS programs or activities

'Non-contact' behaviour, such as harassment, sexual innuendo, inappropriate text messaging, inappropriate photography or exposure to pornography or nudity.

Engaging in sexual behaviour while participating in SLS programs or activities is prohibited even if the CYP is above the legal age of consent.

Showing a CYP any offensive written material or images, whether in hard copy or electronic (e.g., any form or pornography including via social media platforms)

Sexual behaviour includes but is not limited to:

'Contact behaviour' such as sexual intercourse, touching an intimate part (buttocks, genitals or breast area) of a CYP's body, sexual penetrations or exploiting a CYP through prostitution

Taking or displaying photographs of a CYP that are inappropriate, covert, and/or any images that are taken without CYP's consent.



Child Safe Code Code of Conduct – Positive Guidance & Discipline

- All persons in SLS should use strategies that are fair, respectful and appropriate to the developmental stage of the CYP involved. The CYP needs to be provided with clear directions and given an opportunity to redirect any misbehavior in a positive manner.
- This includes physical intimidation and / or assault, such as pushing, striking, biting, pinching, choking and/or intentional physical harm of a CYP.
- Under no circumstances are any persons involved to take disciplinary action involving physical punishment or any form of treatment that could reasonably be considered as degrading, cruel, frightening or humiliating.
- This also includes emotional and / or psychological abuse or intimidation or any punishment that causes pain or distress to a CYP.



Child Safe Code of Conduct – Adhering to Professional Boundaries

Volunteers & Employees Must Not:

Provide unauthorised transport to CYP. Authorisation must be provided to the SLS Entity by way of written permission or by using the Picking Up and Dropping Off Guideline and Approval form on the Member area.

Engage in activities with CYP who are participants of SLS programs / activities outside authorised programs / activities, without the full knowledge and acceptance of the parent / guardian.

Provide any unwanted or inappropriate support to a CYP or their family, unrelated to SLS programs / activities.

Accept an invitation to attend any private social function at the request of the CYP who has participated, or is participating, in SLS programs / activities without the full knowledge acceptance or invitation of the parent / guardian.

Seek contact with CYP (or former participants) outside authorised programs / activities either via social media or any other means.

Invite a CYP who has participated or is participating in SLS programs / activities to attend any private social function without the full knowledge and acceptance of the parent / guardian.



Child Safe Code Code of Conduct – Use of Language & Tone of Voice

Language and tone of voice used in the presence of CYP should provide clear direction, boost their confidence, encourage or affirm them. It should not be harmful to CYP – in this respect, avoid language that is:

- Derogatory, belittling or negative, for example calling a CYP a ‘loser’ or telling them they are ‘fat’.
- Discriminatory, racist, sexist, profane or sexual
- Intend to threaten or frighten.



Child Safe Code of Conduct

Supervision-

- All persons are required to avoid one-to-one unsupervised situations with CYP with whom SLS deals or to whom SLS provides services, and (where possible) conduct all activities and / or discussions with them in view (sight and sound) of other people.

Giving of Gifts-

- Gifts to CYP or to their families, involved in SLS programs / activities including rewards, treats, secondhand equipment or prizes awarded as part of authorised events or competitions must be approved by the relevant SLS entity and the parents / guardian of the CYP.



Child Safe Code of Conduct – Use of Electronic or Online Communications

Express permission of parents / guardian should be obtained, wherever possible, prior to electronic communication between volunteers / employees and CYP with whom SLS deals or to whom SLS provides services.

Volunteers & Employees are required to report to the relevant SLS Entity management if a CYP is attempting to engage with them via electronic communication without parental / guardian permission or send them inappropriate content.

Once permission is obtained, it should be recorded, electronically or in writing (noting in Surfguard record) and provided to the relevant SLS entity.

Where a parent is not included in the communication restrict such communication to issues directly associated with delivering SLS programs / activities.

Wherever possible, email and text messages sent to a CYP should be copied to their parent / guardian.

All persons are required to ensure appropriate monitoring of CYP when they use SLS electronic communication equipment to ensure they do not inadvertently place themselves at risk of abuse or exploitation.



Child Safe Code Code of Conduct – Photographs of CYP

- SLS Entities should only permit organisational photography within SLS programs / activities as outlined in the SLS Membership Form, Policy 6.02 Privacy, Policy 6.20 Social Media and Policy 6.21 Photography, Digital Recording & Images.
- SLSA supports Sports Australia guidelines in this regard particularly around gaining permission, ensuring persons are aware of how images will be used and only using images appropriate to SLS activities / programs and that CYP's are suitably attired.
- As outlined in the SLSA Membership Form a parent/guardian consents to the use of image of the CYP. In signing the consent to the relevant SLS Entity(s) of which the CYP is a member, using the name, image, likeness and performance of the CYP in or of any SLS activity.
- The general rule is that where a SLS activity is occurring in a public place, it is legal for anyone (including parents) to take photos or digital recordings of activities without permission.



Child Safe Code of Conduct

Use of, Possession or Supply of Alcohol or Drugs–

While on duty, involved in SLS activities/programs, or having supervision of CYP overnight stays, all persons must not:

- Use, possess or be under the influence of an illegal drug, use or be under the influence of alcohol.
- Supply alcohol or drugs (including tobacco) to CYP participating in our programs/activities.

Transporting Children–

- CYP are to be transported only in circumstances that are directly related to the delivery of SLS programs / activities, for example, team transport to and from competition and training.
- CYP are to be transported only with prior authorisation from the relevant SLS entity management or other persons designated with authority from the CYP's parent / guardian.



Child Safe Code of Conduct – Overnight Stays & Sleeping Arrangements

Overnight stays are to occur only with the written authorisation from the management of the relevant SLS Entity (noted in Committee meeting minutes) along with written approval from parents / guardian of the CYP.

- (a) Providing CYP with privacy when bathing and dressing.
- (b) Observing appropriate dress standards when CYP are present – no exposure to adult nudity or undressing.

Attendance by CYP at formal events such as annual awards event State / Regional Conference, is only permitted with a parent/guardian travelling and attending with them or providing permission.

- (c) Not leaving CYP under the supervision or protection of unauthorised persons such as hotel staff or friends.
- (d) Providing sleeping arrangements that do not compromise the safety of CYP.

Practices and behaviour by all persons involved during an overnight stay must be consistent with the practices and behaviour expected during the delivery of our programs / activities at other times.

- (e) The right of CYP to contact their parent / guardian, or others, if they feel unsafe, uncomfortable or distressed any way.
- (f) Not removing a CYP's access to their mobile phone or ability to have contact whilst away from their families /guardians.



Child Safe Code Code of Conduct – Change Room Arrangements

- CYP have a right to privacy, and this must be balanced by all persons with the responsibility of supervising the safety of members whilst using change rooms. All persons in addition must ensure adequate supervision in public change rooms when they are used.
- Avoid one-to-one situations with a CYP in a change room area ensuring that they do not undress and avoid using a changeroom with a CYP unless there are other people present.
- Provide the level of supervision required for preventing abuse by members of the public, adult service users, peer service users, or general misbehavior, while also respecting a CYP's privacy.
- Ensure female identifying persons do not enter male change rooms, and male identifying persons do not enter female change rooms.



Child Safe Code of Conduct – Physical Contact with CYP

Any physical contact with CYP must be appropriate to the delivery of our programs / activities such as technical instruction and based on the needs of the CYP (such as to assist or comfort a distressed CYP) rather than on the needs of the SLS personnel.

Under no circumstances should any personnel have contact with CYP participating in SLS:

- That involves touching:
 - of genitals
 - of buttocks
 - of the breast area
- That is other than as a part of delivering medical or allied health services
- Would appear, to a reasonable observer, to have a sexual connotation
- Is intended to cause pain or distress to the CYP – for example corporal punishment



Child Safe Code of Conduct – Physical Contact with CYP

Under no circumstances should any personnel have contact with CYP participating in SLS:

- Is unnecessary (for example, assisting with toileting when a CYP does not require assistance)
- Is initiated against the wishes of the CYP, except if such contact may be necessary to prevent injury to the CYP or to others
- Is overly physical (for example, wrestling, horseplay, tickling or roughhousing)
- Physical restraint should be a last resort
- The level of force used must be appropriate to the specific circumstances and aimed solely at restraining the CYP from preventing harm to themselves or others.



Failing to Report



- From 5th July 2021, it is an offence for any adult not to report sexual offending against a child by another adult to police.
- This means all adults have the responsibility to report sexual offences against children to Police – unless they have a reasonable excuse not to.
- For this law, a child means a person under 16 or a person under 18 with an impairment of the mind.
- The maximum penalty for failing to report belief of a child sexual offence is 3 years imprisonment.



Receiving & Reporting of Disclosures of Harm to Minors – Policy MS04

- The aim of this SLSQ Policy and supporting procedures are to assist members / employees when confronted with disclosures or suspicions of harm, or who witness acts of harm to CYP.
- It will enable members / employees to respond professionally, and as quickly as possible, and in the best interests of the CYP, under the age of 18, who is the subject of alleged harm.
- When making a report, your details can be kept confidential however it is preferable for you to provide your details in case further information is required.

- Harm – as defined under the *Child Protection Act 1999* is:

Harm, to a child, is any detrimental effect of a significant nature on the child's physical, psychological or emotional wellbeing. (2) It is immaterial how the harm is caused. (3) Harm can be caused by – (a) physical, psychological or emotional abuse or neglect; or (b) sexual abuse or exploitation.

Harm can be caused by–

(a) single act, omission or circumstance; or

(b) A series or combination of acts, omissions or circumstances.



Receiving & Reporting of Disclosures of Harm to Minors – Policy MS04

Suspicion of harm – You can suspect harm if:

- You suspect that a CYP may be suffering from any category of harm.
- Witness harm to a CYP.

Disclosure of harm – a disclosure of harm occurs when someone, including a CYP tells you about harm that has happened or is likely to happen.

Irrespective of the source of harm, i.e., whether from within our organisation (internal) or outside our organisation (external), you must act.

Once the matter has been reported directly to the authorities, the matter should then be reported to –

The Club President / Club Grievance Officer / Club Captain who will report the matter immediately to SLSQ Member Welfare team.

- Reporting Disclosures, Witnessing or Suspicions of Harm –

The following are the actions members / employees of our our organisation will take immediately following a disclosure or suspicion of harm.

Phone Triple Zero (000) if you believe a child is in immediate danger or in a life-threatening situation.

If you have reason to suspect a CYP is experiencing, or is at the risk of harm contact:

- Child Safety Services – 13 74 68
- Child Services 24 Hours – 1800 177 135
- Your local police station about any criminal matters relating to a CYP.



Discrimination

- Treating or proposing to treat someone unfavorably because of a personal characteristic protected by the law such as sex, age, race or disability.
- Discrimination can be either **direct** (usually easy to identify – someone treated less favourably) or **indirect** (less obvious – policy or practice seems neutral).
- It is not Discrimination when it is necessary to comply with other legislation, volunteers can't perform the inherent requirements of the role, is necessary to protect health & safety.

Protected Personal Characteristics –

- A disability, disease or injury, including work-related injury
- Parental status such as a carer
- Race, colour, descent, national origin or ethnic background
- Age, gender, gender identity
- Sexual orientation
- Industrial activity
- Religion
- Pregnancy and breastfeeding
- Marital status
- Political opinion
- Medical record



Harassment

- Is unwelcome and unsolicited behaviour that a reasonable person would consider to be offensive, intimidating, humiliating or threatening.
- It is unlawful to harass an individual or group because of a protected attribute (such as age, sex, race, as outlined previously).
- Harassment that is not related to a protected attribute is still inappropriate and should be dealt with accordingly.

Harassment Can Include –

Harassment can be physical, spoken or written.

- Intimidation, verbal abuse, or repeated threats or ridicule
- Sending offensive messages by text, email or other means
- Derogatory comments
- Display of offensive materials, pictures, comments or objects
- Ridiculing someone because of their accent or English-speaking ability
- Telling offensive jokes or practical jokes
- Belittling or teasing someone about their disability

Isolation, segregation or humiliation



Sexual Harassment

- Is any form of unwelcome behaviour of a sexual nature, which could be expected to make a person feel offended, humiliated or intimidated.
- It is unlawful for a person to engage in sexual harassment or encourage or allow another volunteer to do so.
- Sexual harassment can be physical, spoken or written.

Sexual Harassment –

- A single incident of inappropriate behaviour is enough to constitute sexual harassment – it does not need to be repeated.

- All incidents of sexual harassment – no matter how large or small or who is involved – should be reported so that appropriate action can be taken.

- Appropriate professionalism is always expected of all volunteers, including in relation to volunteers engaged in consensual behaviour.



Sexual Harassment

Sexual Harassment Can Include–

- Staring or leering at a person or parts of their body
- Excessive familiarity or physical contact, such as touching, hugging, kissing, pinching, massaging and brushing up against someone
- Suggestive comments, jokes, conversations or innuendo
- Insults or taunts of a sexual nature
- Intrusive questions or comments about someone's private life
- Displaying posters, magazines or screen savers of a sexual nature

Sexual Harassment Can Include–

- Inappropriate advances on social networking sites
- Sending sexually explicit emails or text messages
- Accessing sexually explicit internet sites in the presence of others
- Unwelcome flirting, requests for sex or repeated unwanted requests to go out on dates
- Behaviour that may also be an offence under criminal law, such as physical assault, indecent exposure, sexual assault, stalking, or obscene communications



Bullying

- A person, or a group of people repeatedly behaves unreasonably towards a worker or a group of workers at work, and
- The behaviour creates a risk to health and safety.
- A 'worker' is defined broadly and extends to volunteers.
- Being at work is not limited to the confines of a physical workplace. It can occur offsite, at work related functions and through social media channels.

Bullying can include –

- Aggressive or intimidating conduct or threatening gestures
- Manipulation, intimidation or coercion
- Threats, abuse, offensive language, shouting or belittling
- Innuendo, sarcasm and other forms of demeaning language
- Ganging up
- Public humiliation
- Initiation activities
- Practical jokes, teasing or ridicule
- Isolation, exclusion or ignoring people



Victimisation & Vilification

Victimisation-

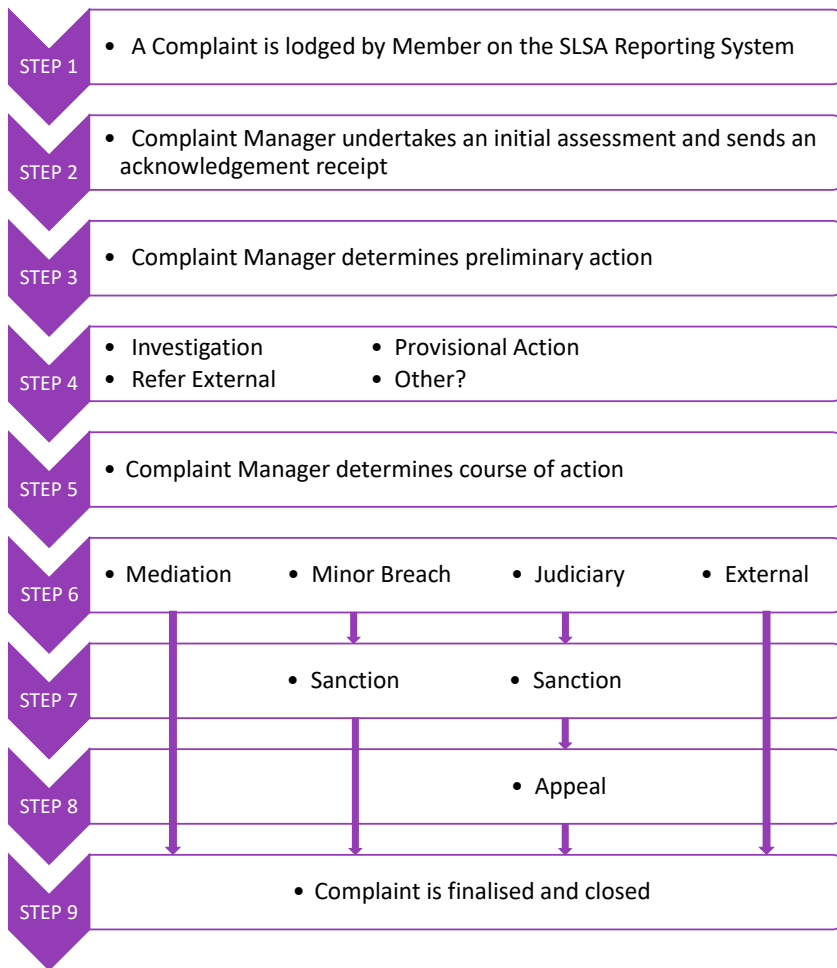
- Subjecting or threatening to subject someone to a detriment because they have asserted their rights under equal opportunity law, made a complaint, helped someone else make a complaint, or refused to do something because it would be discrimination, harassment, bullying or victimisation.

Vilification-

- Any public act that incites hatred, serious contempt, or severe ridicule against another person or group of people due to their race, homosexuality, transgender status.

Acts of Discrimination Can Include-

- Threats to harm or punish
- Excluding a person from social opportunities
- Abusing, belittling, berating or insulting a person in front of others.



CLUB CONTACTS:

- CLUB MPIO – Member Protection Information Officer
- CLUB COMPLAINT MANAGER
- CLUB PPA – Person in Position of Authority

Complaints Resolution:

- Before you lodge a complaint, have you:
 - Attempted to speak to and resolve your grievance with the Respondent? You may need others involvement to assist with this.
 - Discussed your complaint/grievance with PPA’s at your Club?
- If **NO**, you are encouraged to seek assistance at your club before lodging a complaint under the policy and have the discussions documented by way of a file note. Managerial Guidance is used to correct behaviour in the first instance. There are people (PPA’s) who can help have a confidential conversation prior to lodging a formal complaint or grievance.
- If **YES**, and you have it documented and have still not been able to resolve your grievance, please follow the procedural steps outlined to the left.

Resources: Location: [SLSQ APP](#)

- Information on Member Complaints
- SLSA Complaints Portal & relevant documents to assist

Paperwork/Online: <https://complaints.sls.com.au>

- A Complaint Form can be submitted however the preferred method is to complete the online form and upload any relevant documents.

Key Points:

- Attempt to resolve the matter prior to lodging the complaint
- Read the Complaints Resolution Policy prior to starting the complaint
- Acknowledge and understand that Complaints, including any information disclosed in relation, or response, to a Complaint, will be kept confidential by all parties involved including the SLS Entity, and must not be disclosed to any third party. That you also understand and acknowledge that an SLS Entity may disclose such information for an approved purpose.



SLSQ Peer Support Service

- Surf Lifesavers operate in environments which are prone to the occurrence of traumatic events. These can include many types of incidents both on the beach and within the surf club surroundings.
- The SLSQ Peer Support Service is focused on enhancing the psychological wellbeing of SLS members. Peer Support Officers can assist when members have been involved in a critical incident which continues to impact negatively on a members' health or ability to cope by providing an opportunity to talk confidentially about a members' experience following the traumatic event.
- A full list of Peer Support Officers is available in the Patrol Operations Manual and updated annually. Or to contact a Peer Support Officer, call the Membership Development team at SLSQ on (07) 3846 8000 or email peersupport@lifesaving.com.au

Links to Resources - General

Surf Life Saving Australia (SLSA) Member Protection Policy	https://sls.com.au/wp-content/uploads/2021/09/6.05_MemberProtection.pdf
Royal Commission into Institutional Responses to Child Sexual Abuse	Sport, recreation, arts, culture, community and hobby groups https://www.childabuseroyalcommission.gov.au > ...
QLD Government Reporting Legislation	https://www.qld.gov.au/law/crime-and-police/types-of-crime/sexual-offences-against-children/failure-to-report
SLSQ Policy MS04 Receiving & Reporting Disclosures or Suspicions of Harm to Minors	https://slsqcm.entegyapp.com.au/DownloadDocumentFile/MS04%20-%20Receiving%20and%20Reporting%20Disclosures%20or%20Suspicions%20of%20Harm%20Policy.pdf?moduleId=2981
SLSA Complaints Portal	https://complaints.sls.com.au

Links to Resources – Child Safe Resources

Child Safe Policy	https://sls.com.au/wp-content/uploads/2022/07/Policy-6.04-Child-Safe.pdf
Child Safe Guideline	https://sls.com.au/wp-content/uploads/2022/07/Child-Safe-Guideline.pdf
Child Safe Commitment	https://sls.com.au/wp-content/uploads/2022/07/Policy-6.04A-Child-Safe-Commitment.pdf
Child Safe Course	https://members.sls.com.au/members/
Member Protection & Inclusion	https://sls.com.au/diversity-and-inclusion/

Further Information – SLSQ APP

Download the free SLSQ App to gain access to all organisational information including all the policies and procedures referenced in this resource.





Final Word



- Currumbin SLSC aims to foster teamwork and group cohesion between leaders allowing for the ability to call out inappropriate attitudes and behaviour by members of the team.
- Currumbin SLSC does not tolerate abusive or inappropriate behaviour.
- If you witness, hear about, or are the victim of abuse you are bound by the Code of Conduct to report the incident to our Member Protection Officer immediately.



Credits

- Resource developed by Des Kerr – People & Culture Consulting – <https://peopleandcultureconsulting.com.au/>
- Presentation template by [SlidesCarnival](#)