



MEMORANDUM

To	SLSS Club Members Services, Secretaries and Presidents
From	Doug Hawkins - Director Member Services
CC	BOM, MSC
Date	Wednesday 23rd June 2021
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Subject	2021-2022 Member Services Team

Greetings SLS Sydney Clubs,

As we are all now involved in the planning for next season, I wanted to touch base with each Sydney Club regarding your Sydney Branch Member Services Team.

This season we are very pleased to announce a great team that will be working with the Clubs to engage, recognise, and retain members - deliver development opportunities and ensure we are all working in a safe space - both physically, and as members of SLS in our volunteer service

This season we have the following team on Board.

Brittaney Banks (Nth Bondi) - Member Welfare (MPIO) and Member Engagement

Marissa Saunders (Bondi) - Member Recognition

Michael Bonnici (Wanda) - Youth Development

Cameron Simpson (Elouera) - WH&S

Karen Byron (Wanda) - SLS Sydney Club Development Officer - Branch Office

For this season we will also be having a number of experienced members supporting the MS team in the Operational areas, giving the team some solid experience and resources to call upon as we support the clubs.

As the new Member Services Director, I am very keen to ensure we connect with every Club in the above areas, and our first date for this will be at our SLS Sydney Pre-Season Conference on August 21st at the Crowne Plaza Coogee. Please save the date...

I am hoping the Clubs MS teams and Youth Teams will be in attendance that day, so we can connect with you - present our plans for the season, and get a two-way conversation going, so we know what you need back at your Clubs to assist with managing your Membership.



Prior to the conference, we will;

- have the dates out for our two Youth Development Camps - 15-17 Yrs and the 18-25 Years
- Cameron will be looking to present his WHS Auditor App details, and;
- some extra dates for Youth Development opportunities

Watch this space!!

Also prior to the Branch Conference we will be sending every Club a Member Services Checklist, so we can see where each Club is at with their Membership Management, and get an understanding of what Clubs are currently doing.

Also, within our portfolio and within Recognition, is Club of the Year. This is a very important Award within SLS Sydney, and one that needs some work to ensure all Clubs are on board, and everyone understands all the elements associated with this package.

The Member Services team will be forwarding out a Questionnaire to all Clubs regarding this Award as the Clubs are the “owners” of the Award, and we want to get an understanding of how you see the makeup of the Award, and some options for assessing the Award across Operational areas.

To all those involved in managing and engaging with the Youth of their Club we will be having some specific get togethers this season for this group, so we can share our resources, create opportunities and continue the great work your Nipper Clubs are doing as we bring our young people through into patrol.

Ensuring all our Members are engaged in a professional manner - ensuring we are delivering impressive opportunities for their development, delivering recognition for the service that many lifesavers give, and that everyone is safe in mind and body, has to be a priority for all Clubs, and the Member Services team are here to assist.

I am looking forward to meeting the Clubs MS teams this season, and if any you have any questions prior to our Branch Pre-Season Conference please get in contact.

On behalf of the Member Services Team

Yours faithfully,

Doug Hawkins
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