



## CIRCULAR

SUBJECT	ISSUE DATE	NUMBER
SLS Sydney Member Services Club Planning Forum: Season 2022-2023	Wednesday, 25 May 2022	039/21-22

To	SLS Sydney Clubs – Member Services Teams
From	Surf Life Saving Sydney
CC	SLS Sydney Clubs – Presidents and Secretaries SLS Sydney Branch – Members Services Advisory Team and Youth Team

### Greetings SLS Sydney Club Member Services Teams

I hope you have all had a great season and hopefully having a bit of break.

SLS Sydney is planning to have a **Member Services Forum** for all Sydney Clubs and their MS teams on **June 25th 2022**.

Within Member Services our focus is on the Members across all ages, and how they are engaged, how they are retained, how they are cared for, how we ensure their safety at all times, and how we solve it when things go left field.

Each Club has a Member Services Officer, and we are planning for next season, that we can assist Clubs to increase their MS team, and that these members are then supported with resources and plans. Some Clubs have Youth Officers or Directors and Youth Committees under the MS arena so this email is to each of you also.

The areas covered within MS are the following:

- Member Engagement
- Member Inclusion and Diversity
- Youth
- Member Retention
- Member Protection
- Member Recognition
- OH&S
- Grievances

Each of these areas are an important part of Club Life across all our age groups, and to that end SLS Sydney are holding a Member Services Planning Workshop covering all of the above areas

Due to some previous events not going forward last season due to COVID, we have a credit at the Novotel North Wollongong, which works out well for this Member Services event.

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Obviously aware it's a small drive there and hopefully we can do some carpooling on the day and get as many Club teams as there as able

We will have breakout sessions on the day covering the following areas:

- Member Engagement
- Member Recognition
- Youth
- Grievances/Complaints and OH&S
- Member Inclusion and Diversity

This session is open to all members from the Clubs involved in the above areas, so we are hoping the following people can attend:

- Member Services Director/Co-ordinator
- Youth Co-ordinator Director
- Club Lead MPIO
- Diversity and Inclusion Officers
- Member Engagement Officer
- Member Services teams
- OH&S

Each club has a **maximum of 3 spots available** to them, an ideal example of attendees to put forward would be Members Services Director, Youth Coordinator and 1 other from the above list. This way you can return to your clubs and share the information with your Members Services teams and clubs.

For the day we will start at 9.30am and be providing morning tea, lunch and afternoon tea, and finishing around 4.00pm

SLS Sydney sees this as a great opportunity to do some very solid engagement with the Clubs re our Membership arena, and to also get as much input from the Clubs, so all Clubs can benefit from the experience of others

No doubt this will also be great session meeting up with others from other clubs who face similar challenges as you may do at your club, and together we can assist in helping you move forward in these spaces at your Club.

SLS Sydney will also be reaching out to a number of you to share your experience within your sphere of expertise at the Planning Day

In reference to the above we would ask that you fill out the link to the [Expressions of Interest](#) if wanting to attend this session and that this link is shared with your Club teams.

Should you have any questions re this session please contact Doug Hawkins the SLS Sydney MS Director.

I look forward to seeing many of you there at the SLS Sydney MS Planning Forum.

**Yours in Surf Lifesaving  
Doug Hawkins**

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