

PRE-SEASON CONFERENCE

MEMBER SERVICES



AUGUST 19, 2023

AGENDA

Membership : An Engaging focus for 2023-2024

Member Services within your Club – Outcomes

“This is the Mortar that keeps the Bricks together”

Youth

Member Engagement

One Club

Member Protection

Welfare

Child Safety

Personal Development

Culture

Retention

Recognition/Awards

Ensure Diversity / Inclusion

Emerging Leaders

A Safe Club for All

Management Pathways

Environmental Sustainability



1. MEMBER SERVICES IN YOUR CLUB

Action for 2023-2024

- Child Safe Coordinator - representing all U18's across the Club
 - Patrol
 - Nippers
 - Youth
 - Surf Sports
- Where is Youth in your club - under Member Services, or separate and is there a defined "Driver/Voice" with a Program. Now With Juniors at Branch.
- WH&S - recommend under Admin as part of Club Management for Safe Work
- Member Safety = All
- Member Activities - e.g Ski trips - Youth Trips need endorsement at Branch - weeks minimum notice via Director Member Services



2. SLSNSW RESOURCES

Current Resources via SLSNSW

- Child Safety and Member Safety
- Member Support – Incidents
- Member Support – Healthy relationships
- A focus in healthy relations within Clubs
- A happy membership is an active and engaged membership – this starts from the top!



3. MEMBER SATISFACTION – MUST BE A PRIORITY

Resources for all members

- Improving Mental and Emotional Health
- A Work-Life-Balance.
- Business-as-Unusual-uncertainty-and-the-power-of-acceptance
- Maintaining Healthy Relationships
- Pursuit-of-Happiness
- Improving-Mental-and-Emotional-Health
- Need to engage with Club middle management teams to achieve the above



4. ACTIONS FOR MEMBERS

- Recruitment: SLISA - SLSNSW Resources - SLS Sydney
- New Member On boarding package via Branch - in Edit form Y/N ?
- Award Development and Pathways - SLS and Recognition
- Diversity and Inclusion:
 - Rainbow Beaches -
 - Pink Patrol/Sisters in Surf -
 - Special Nippers..and a pathway to lifesaving?
- Retention: Membership engagement strategy - to discuss - what are some quick wins in this space ?



5. LINKERS - Make a difference in your Club 2023-24

Surf Clubs Depend on Teams:

Patrol - Education - Competition - Training

Each Team needs a **LINK** person who is the one between the Club and the members

These people cover four essential areas within the Club

Manage People - Deliver Tasks - Present Leadership - Deliver the Club Culture

LINK people are the ones developing the active and connecting relationship with our members

Patrol Captains: Working and leading all our active members

SRC/Bronze Medallion Trainers: Working with your new members

Age Managers: Working with your Nippers and Nipper Parents

Competition Coaches: Working directly with your competitors

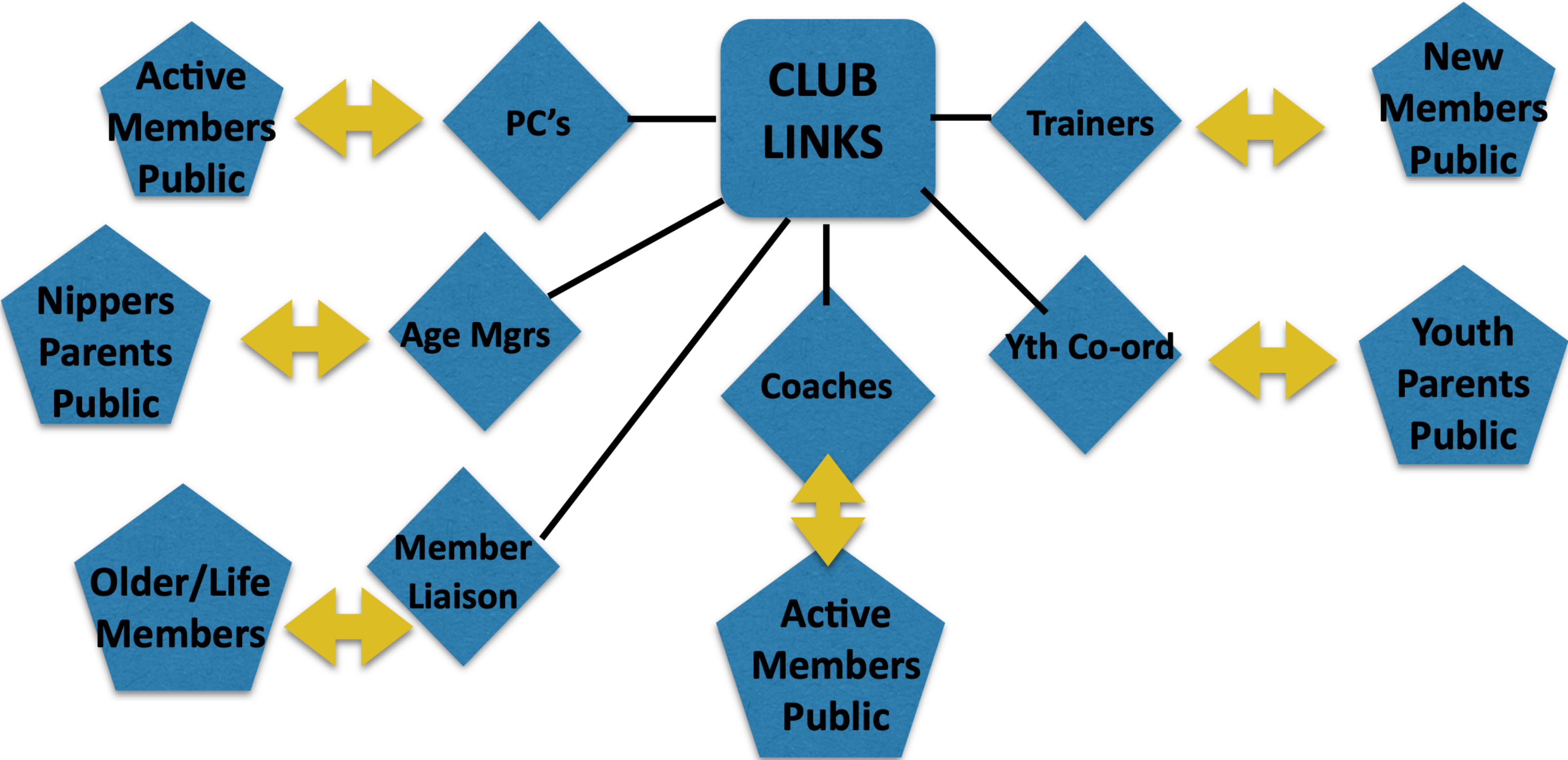
Youth Coordinator: Working directly with U15's-U17's

Member Liaison - Connecting with the older membership



5. LINKERS - Make a difference in your Club 2023-24

➤ Who are your Clubs LINK People:



5. LINKERS - Make a difference in your Club 2023-24

What do our Linkers do on behalf of our Clubs:

They ensure the Clubs “Services” are delivered on a regular basis

They present & reflect the **Culture** of our club (*what does your Culture currently deliver and represent - Can you describe your Club Culture*)

They impart the **heritage and future plans** of our club

They present the **style of our club** - Your Brand

They present the **Key Messages** of our Club.

They can have the Biggest Impact of Anyone in Your Club

LINK TEAM: Benefits to a Surf Club:

Understanding their internal and external roles realisation of their impacts

Integrated Team working across all facets of the Club:

One Message One Culture across the whole club..

Presenting your Brand across all areas...

Able to access support through the LINK Team:

Focus on delivering highly motivated and skilled Surf Lifesavers



5. LINKERS

Make a difference in your Club 2023-24

What can you do to Ensure your LINK people are working as a TEAM:

- Bring the Link Team together Pre and Post Season: Planning and a Thank you

Ensure they are aware of their roles as the Club's LINK Team
- Present the messages you need them to be delivering:
 - Mission and Vision Statements:
 - Overview of your Clubs Culture: Consistency of engagement and member focused
 - Opportunities within the Club via all Areas:
 - Awards Development
 - Competition and Management
 - Prepare documentation on Clubs' Message - Clubs History
 - Clubs Future
- Congratulate and Promote the LINK Team...



6. MEMBER DEVELOPMENT

Emerging Leaders

Member Development:

2 x sessions for emerging members - 1 x East: 1 x Bate Bay
Propose 9.00am - 3.00pm

Draft Program covering:

- What do we need to achieve as a Leader in surf life saving
- How do we achieve it
- What Barriers are there to Growth and Leadership in surf life saving
- Quick wins to enhance a Club and its membership
- Linking Our Clubs together internally: A One Club approach



7. QUICK CHATS

Proposed Subjects

- **Climate Change and Sustainability**

What can we do, and what should we do as Surf Club..includes rep from SLSA.

Audience All Members who are interested in this space

- **Youth**

Let's get our Clubs focussed on Youth for Season 23-24

Audience: All Members who are interested in this space and want Youth to be more engaged and here for the future.

- **All Patrol Captains:**

What are you doing that's delivering an amazing Patrol

All Club Captains and DoL's, All Patrol Captains and VC's from across the Branch, and other interested parties.

- **Socialising and engaging your Surf Club Membership -**

What are other Clubs doing and succeeding with, and making happy and engaged members.

- **Marketing and Sponsorship**

How do we make a plan - What are other Clubs doing and succeeding with, and making supportive Community relationships .



8. QUESTIONS

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Branch Office

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Going Forward - Season 23-24

Bi Monthly meetings for the Sydney Clubs MS team



8. RESOURCES

SLSNSW Links

<https://www.surflifesaving.com.au/members/members-info/membership/#>

<https://www.surflifesaving.com.au/members/members-info/child-safe/>

Healthy Relationships Resources attached

Linkers Package

Project details and draft program attached



Improving Mental and Emotional Health

Good mental health means having a sense of wellbeing, being able to function in everyday life and being able to meet the challenges that life presents. When we are mentally well, we feel confident and have positive self esteem. We are able to feel a range of emotions and express them in a constructive way.

KEY POINTS:

- When we are mentally well, we feel confident and have positive self esteem
- Difficulties are a part of life and experiencing a range of emotions is a part of being human
- Learning strategies for positive thinking can be beneficial, especially if you are prone to worrying
- Looking after your mental health can help you to handle life's difficulties and better manage your emotional response to negative events and experiences
- If your life, or the life of someone else is in danger, call emergency services on 000
- You can also contact the beyondblue Support Service by calling 1300 22 4636

Mental wellbeing is more than the absence of mental health problems, such as depression or anxiety. Rather, it's the presence of positive characteristics such as strong relationships and the ability to recover

from setbacks and 'get on with it'. This doesn't mean never experiencing hard times: difficulties are a part of life and experiencing a range of emotions is a part of being human. However, looking after your mental health can equip you to handle life's difficulties and better manage your emotional responses.

HOW CAN WE CARE FOR OUR MENTAL HEALTH?

Just as we need to care for our physical health, we can also take proactive and positive steps to maintain our mental wellbeing.

Build relationships

We are social beings and maintaining strong relationships is one of the best things we can do for our mental health.



Having a broad network of family, friends, work mates etc increases our sense of wellbeing and the likelihood that our emotional needs will be met. Make sure you invest time and energy into these relationships through face to face contact. If you feel socially isolated, consider joining a topic-based interest group such through avenues like Meet up or look to participate in other social or sporting groups.

Exercise and a healthy lifestyle

Studies have shown that physical exercise can keep us mentally healthy and reduce the symptoms of anxiety and depression. Our brain, like any other part of our body, benefits from a healthy diet and regular exercise. If you are not currently active it can be difficult to get motivated. Enlisting the support of friends or family and setting small achievable goals can help to get you going.



FIND OUT MORE

IMPROVING MENTAL AND EMOTIONAL HEALTH

Avoid using alcohol and other drugs to manage emotions as this can lead to dependency.

Ensure that you are getting enough sleep and maintain a regular sleep routine.

Give to others

Contributing to your community is a great way to increase your sense of wellbeing. Community involvement can increase social contact and provide a sense of meaning and purpose to your life. There are many opportunities to volunteer your time in community organisations or through less formal channels; you could help a neighbour or become involved with a charity.

To find opportunities to volunteer in your community or with a cause that you care about visit websites such as GoVolunteer or SEEK Volunteer.

Positive thinking

Many people describe themselves as 'worriers'. People who regularly worry might feel like they have no control over these negative thoughts. By being aware of negative and unhelpful thoughts you can challenge them: try writing down what you are most concerned about and any positive actions you might take to address your worries.

Alternatively, focus on acting on the things that are within your control or those that you can positively influence.

You may also find it helpful to speak to a psychologist or mental health professional to learn techniques to manage chronic worry. You can also speak with your Employee Assistance Program (EAP) provider for advice on tactics to help manage your negative thoughts.

Practising mindfulness or meditation can also help reduce negative thought patterns.

Undertaking a mindfulness course or using one of the apps available is a good way to get started. Learning these techniques and being more present can help you manage your thoughts and feelings.

HELP IS ALWAYS AVAILABLE



Your employer provides you with access to the Converge International EAP: our counsellors are always available – 24 hours a day, 7 days a week, every day of the year – when you call **1300 OUR EAP (1300 687 327)**.

Mental health support is always available. If you or someone you know is at risk, get help; contact emergency services on 000.

For additional support related to mental health you can also contact the beyondblue Support Service by calling 1300 224 636.

FIND OUT MORE

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UNCERTAINTY AND THE POWER OF ACCEPTANCE

"We cannot change anything unless we accept it"

Carl Jung



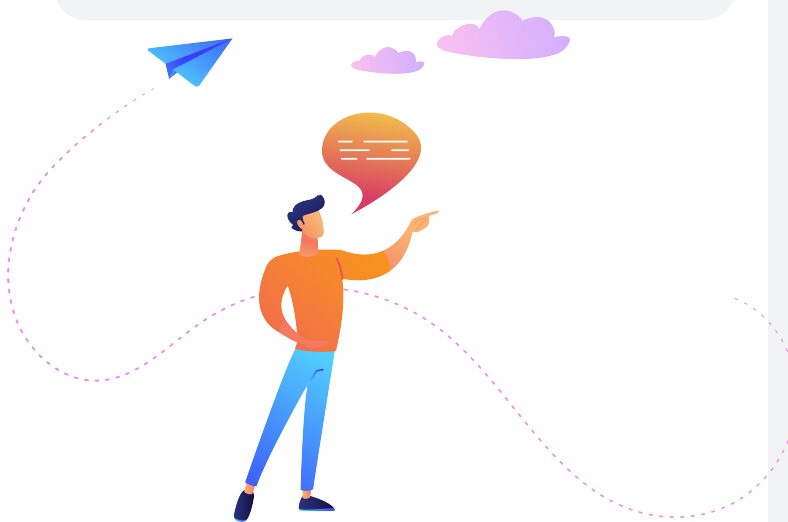
For some people, the idea of accepting whatever happens may suggest some form of giving up or giving in. However, just because we accept something, it doesn't mean we like the idea or agree with it, only that we recognise it as an external event we can't change and it's probably a waste of energy trying to rail against it. We can never know what's going to happen next. But when life is based on routines that haven't changed for years, we can predict what is likely, or probable, which tends to give people a lot of comfort. Not only has the coronavirus socially distanced us, it's dissolved a lot of elements of the life we once knew in a very short time. The idea that all you can be certain of is the now, can be quite overwhelming and the reality hard to accept. **However, not accepting reality and what's happening now is exhausting and often leads to further suffering.**

ACCEPTANCE IMPROVES WELLBEING

Recent research from Kings College London (*The Conversation*, April 29, 2020) produced a picture of a community that had divided into three clear segments under the coronavirus lockdown. The accepting, the suffering and the resisting all had different outcomes to their wellbeing depending on their primary attitude. Not surprisingly, the accepting emerged with greater wellbeing overall, indicating minimal anxiety and depression, better sleep and less alcohol and drug use than with both sufferers and resisters.

YOU STILL HAVE CONTROL

While external events like the current pandemic have changed the way we live, it's still in our power to focus on what we can control rather than pushing up against walls where we have no influence. So ok, you can't throw a big birthday bash at home quite yet, you're still worried about the security of your job - actually let's make that the whole economy - and you're really fed up with newsfeeds dishing up incessant coronavirus updates. That's a lot of bones to be chewing when you could be doing things that give you pleasure or gratify you instead. Changing outside events (that includes trying to read the future) is impossible. At best, you may only be able to influence them but usually in a minor way.



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Achieving a Work Life Balance

Key Points

- » You can avoid stress, disappointments and burnout by working towards 'work life balance'
- » A key step towards achieving work life balance is to have a clear sense of the ways in which you spend your time
- » Achieving balance involves rewarding yourself for your hard work by spending time with loved ones and friends, engaging in a variety of activities and hobbies and getting plenty of rest

"Imagine life as a game in which you are juggling some five balls in the air. You name them – work, family, health, friends and spirit and you're keeping all of these in the air. You will soon understand that work is a rubber ball. If you drop it, it will bounce back. But the other four balls – family, health, friends, and spirit – are made of glass. If you drop one of these, they will be irrevocably scuffed, marked, nicked, damaged, or even shattered. They will never be the same. You must understand that and strive for balance in your life," Brian Dyson, former vice chairman and COO of Coca-Cola.

Achieving a balance between demands on your time isn't easy – every day our attention and efforts are pulled between competing deadlines and priorities at work and home.

This constant push/ pull between our commitments and priorities can lead to stresses, missed deadlines, disappointments and burnout. The best way to avoid these is to strive towards creating 'work life balance': an equilibrium between our competing demands. Let's look at 10 ways to help you to achieve this:

Complete an audit of your time

Before you can begin to restore some balance between your work and life commitments, you will need a clearer picture of how you are spending your time.

The idea of 'auditing' your time might be as appealing as listening to someone scrape their fingernails down a blackboard, but the task itself doesn't need to be over complicated. You can start with a note taking app (like Evernote, Apple Notes or Google Keep) or a paper notepad/ diary and write down the total amount of time that you spend on activities before you start your work day, on commuting, exercising, getting ready, on completing work tasks, taking breaks, participating in after work activities, on watching TV, shopping (grocery and other) and actual time spent resting/sleeping.

When you have completed your audit you can look over the results and identify how much time you are actually spending doing each activity. Having a clearer idea of how you spend your time helps to plan your work and recreational activities to meet the unique challenges of your lifestyle.

This activity will also help you to identify tasks or activities that take up significant amounts of time for little reward – you can then decide if you want to continue these activities or find a way to eliminate them or even outsource them to free up some of your time.

Get some organisational time into your morning routine

In the morning, after you have slept and your brain is refreshed, is the best time to plan your day. Again this might seem overwhelming to think about or it might appear to be a difficult task once you begin, but as time goes on this behaviour will become a second nature habit.

Here's how you can get this done:

- » At the beginning of each day/shift, set aside some time (10-15 minutes) to write a list of things to do or to look over the tasks on your existing To Do list
- » Your list should include a mix of work and life activities or tasks that you want to get done on this day
- » To help balance your list you should also include fun, recreational or 'time out' activities as rewards that you can 'check off' after completing tasks



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BUILDING RESILIENCE

We all experience ups and downs, but some people seem to cope so much better. How you cope in certain situations can indicate your level of *resilience*.

Resilient individuals:

- Have positive self-perceptions
- Have a high level of emotional intelligence and effectively manage their emotions
- Are aware of situations, their own reactions and the behaviour of others
- Understand and accept that life is full of challenges
- Believe that they have control over the outcome of their lives
- Identify as survivors, rather than victims
- Exhibit strong problem-solving skills
- Are skilled communicators
- Develop strong social supports
- Are able to ask for help¹

Our individual levels of resilience are determined by our personality traits and environmental factors²: nature vs nurture.

If you think you have poor resilience, it's never too late to change bad habits! The American Psychological Association provides a top ten list of changes that you can make today:

REACH OUT AND MAKE CONNECTIONS

Good relationships with close family members, friends or others are important. Assisting others in their time of need is also greatly rewarding.

AVOID SEEING CRISES AS INSURMOUNTABLE PROBLEMS

You can't change the fact that highly stressful events happen, but you can change how you interpret and respond to these events. Try looking beyond the present to how future circumstances may be a little better.

ACCEPT THAT CHANGE IS A PART OF LIVING

Even if they're long-term goals, accepting circumstances that can't be changed can help you re-focus, and address circumstances that you can alter. Flexibility is a great attribute.

MOVE TOWARD YOUR GOALS

Develop some realistic goals, both short- and long-term. Even small achievements will set you in the right direction.

TAKE DECISIVE ACTIONS

Rather than detaching from problems and stresses and wishing they would just go away – ACT instead.

LOOK FOR OPPORTUNITIES FOR SELF-DISCOVERY

Many people who have experienced tragedies and hardship have reported better relationships, greater sense of strength even while feeling vulnerable, increased sense of self-worth, a more developed spirituality and heightened appreciation for life.

NURTURE A POSITIVE VIEW OF YOURSELF

Develop confidence in your ability to solve problems and trust your instincts, these skills help to build resilience.

KEEP THINGS IN PERSPECTIVE, DON'T BLOW AN EVENT OUT OF PROPORTION

Try, though it's hard, to consider the stressful situation in a broader context and keep a long-term perspective.

MAINTAIN A HOPEFUL OUTLOOK

Easy to say, hard to practice. But as they say, practice makes perfect! An optimistic outlook enables you to expect that good things will happen in your life. Try visualising what you want, rather than worrying about what you fear.

TAKE CARE OF YOURSELF

Pay attention to your own needs and feelings. Taking care of yourself helps to keep your mind and body primed to deal with situations that require resilience.

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The Pursuit of Happiness

In the book *The Happiness Trap* (2007) Dr Russ Harris suggests that the word 'happiness' has two very different meanings. Usually it refers to a feeling: a sense of pleasure, gladness or gratification. We all enjoy happy feelings, so it is no surprise that we chase them.

However like all other feelings, feelings of happiness don't last. No matter how hard you try to hold on to them. A lifetime spent in pursuit of those feelings is, in the main unsatisfying. The harder we pursue pleasurable feelings the more we are likely to suffer from anxiety and depression.

The other meaning of 'happiness' is 'a rich, full and meaningful life'. That is;

- when we take action on the things that truly matter
- when we move in directions that we consider valuable and worthy
- when we clarify what we stand for in life and act accordingly then our lives become rich and full and meaningful, and we experience a powerful sense of vitality.

This is not some fleeting feeling rather a profound sense of a life well lived. Although such a life will undoubtedly give us many pleasurable feelings, it will also give us uncomfortable ones, such as sadness, fear and anger. If we live a full life we will feel the full range of human emotions.

Happiness however can be nurtured and developed by making the most of positive experiences and finding resilience to move through those that are unpleasant.

Dr Timothy Sharp's *The Happiness Handbook* (2005) provides a number of tips to help us achieve this. Each tip is described in more detail in his book, which also has a series of accompanying workbooks.

You can also visit The Happiness Institute's website at: www.thehappinessinstitute.com.

20 Tips for Happiness

Make happiness a priority

If happiness is not at the top of your list then other things will take precedence and may interfere with your efforts to feel good.

Make plans to be happy

Those who fail to plan, plan to fail. Just like in any other life domain, the successful pursuit of happiness requires planning.

Set happy goals

Planning requires effective goal setting. Make sure your goals are SMART (i.e. specific, measurable, achievable, relevant and timed).

Do things that make you happy

Don't forget to do things from which you gain pleasure and do them as often as possible.

Set yourself tasks from which you'll gain satisfaction

As well as pleasure and enjoyment, satisfaction is also an important part of happiness. Make sure that when you're planning your tasks and activities you include things that might not be fun, but from which you'll gain a sense of achievement.

Play and have fun

Don't take every aspect of life too seriously. Although we all have responsibilities we can still approach many aspects of life in a playful manner.

Identify where your strengths lie

Know where your faults and weaknesses are to avoid problems. Know where your strengths lie to succeed in life.

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Build a Bridge

How to develop and maintain healthy relationships

Relationships are very important to enriching our lives. Our relationships with family members, friends, colleagues, and romantic partners really add colour, purpose, and meaning to our lives. However, as much as we are dependent on and highly value relationships with other people in order to be a lot happier in this world, not many of us handle our relationships as well as we could. Here are a number of relationship tips that you can use to improve your life.

Successful relationships are based on:

Communication - Listen to your partner. Avoid blame and judgment. Do not make assumptions. Don't let your emotions dictate your behaviour.

Trust and respect - A sense of trust is present when each person feels safe to be open, honest and genuine. Respect helps build this through not judging or criticising the other's opinions, feelings and beliefs.

Team approach - When difficult times hit, try to remember you are on the same team. You either both win or both lose. Support each other and work together. Relationships are not meant to be a tug of war against each other. In fact, you both should be on the same side pulling in the same direction.

Share responsibility and decision making - Healthy relationships are partnerships. This applies to the power dynamics between the couple as well as the decisions you make together.

Fight fair - Judging your partner undermines a relationship. Address behaviour without criticising the person. Know where your partner's vulnerable spots are and never use these during conflicts.

Take care of yourself - It is your responsibility to know what you want and determine how to achieve that. Make any requests of your partner clearly and directly. It is not okay to blame someone for your failure to assert yourself.

Deal with problems as they arise - Conflict is a natural part of any relationship. Addressing differences one at a time helps avoid bad feelings spoiling a good relationship. Do not hold grudges; work through the matters as they present themselves and then let them go.

Dealing with conflict in relationships

- Treat conflict as normal and expected. Conflict does not need to be catastrophic or personal. Conflict is simply part of being human.
- People have varying degrees of comfort with conflict. Some prefer avoiding it at all costs. Unfortunately, those costs tend to increase the longer issues are left unaddressed. Therefore, learning how to manage and resolve conflict is a crucial skill and benefit.
- Deal with issues as they arise. Avoiding conflict makes situations worse. Time does not resolve matters. Instead, it decreases the chance of a positive outcome.
- Attempt to understand the other person's point of view. Dismissing the other's views, assigning blame, and exclusive focus on your own perspective are all counterproductive.
- Don't judge emotions. No one's feelings are more or less 'right' than the others. Emotions reflect a valid perspective of an individual at a moment in time. Even if you don't understand it, acknowledge the other person's reaction as important.
- Focus on the behaviour, situation or problem area without attacking the person involved.
- Do not assume your values or beliefs are 'right'. They reflect a view of the world from your unique perspective. Respecting another's viewpoint as equally valuable opens an opportunity for learning and growth.



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Build a Bridge

How to develop and maintain healthy relationships

Maintaining a healthy relationship

Spending quality time

Devote at least half an hour every day to your family members or your significant other. Spend at least one day every month where you and your partner will be exclusively together. Time is a gift that nobody can buy, and not surprisingly, time is also the most important and affectionate gift that you can give your relationship.

Give and take

Compromise is often believed to be a negative word, especially by idealists. Listen to the other person and take into serious consideration the things that they want. You cannot expect to have your way all the time. A relationship, especially a romantic one, is made up of two people with different personalities, needs and wants. Giving as much as you take is another of the most common relationship tips out there, but it is very effective. Letting your romantic partner, family member, or friend know that you are into the relationship, as he or she is, will foster a better time and life for everyone.

Balance

Find the balance between your dependence and independence from your partner (or family member or friend) will be very crucial in maintaining a relationship. Your partner should know how much you need him or her, but this does not mean that you will be clingy. While you can request for more time with your partner, do not demand anything. Demanding for your partner to spend more time with you can make your partner feel trapped.

Appreciation

Appreciate your partner, family member, or friend, and all the things that they do for you. Do not, however, expect them to say a compliment back. Making a person feel appreciated and needed is one of the simplest ways to enrich your relationship; make sure that you do it for the people you love.

Honesty

Being honest does not end with not lying to your partner. It means that you should be honest about whatever you feel, think, or wish. If something bothers you, do not hesitate to say it. Your loved ones cannot read your mind. You cannot expect them to know exactly what you are thinking or feeling and many people tend to hide what they really feel or think. Also, if you keep everything bottled up, you will just end up resenting your partner and eventually destroying your relationship.

Acceptance

Once you love a person, you have to accept all their little unlovable characteristics and quirks. You cannot change a person. While there are things that you cannot change, there will be things that will change. Stop trying to believe that your partner will be the same person he or she was when you met each other. There are changes that are positive, too.

Punishment does not work

Punishing your partner for something wrong he or she might have done is not in the list of healthy relationship tips. Whilst punishment might make you feel better, this does not make the situation any better. Reward your partner for the things that you approve of and like, and overlook all those things that you do not (i.e. provided that your relationship is not jeopardised by your partner's actions).

Boredom is just a disguise of anger and resentment

People who are 'bored' with their partners may need to own up to what they are angry or resentful about. Sit down and ask yourself how and what you really feel about your partner and work through it tactfully and constructively.

Forgive

Forgiveness is a very important aspect of every relationship. Forgiving is not just about accepting the apology now and bringing it up later, it is about completely moving on from the experience unconditionally.

Laughter really is the best medicine

Laughter is one of the best relationship tips out there because it can be a great diffuser of tension. You should learn how to laugh at yourself and all the silly mistakes happening around you as it is definitely a lot better than getting angry and upset.

Counselling does not mean failure

After you have exhausted all the relationship tips that you can get your hands on, maybe try a more specific approach. Not all relationships are created equal, and if you want better attention to your problems, don't just relying on relationship tips, see a relationship expert for counselling as they will help you regain your perspective and build solid relationships.

Further Reading:

Conflict Resolution Skills, http://helpguide.org/mental/eq8_conflict_resolution.htm, 26 April 2012

References:

Maintaining a Healthy Relationship Tips, <http://relationship.lifetips.com/cat/64854/maintaining-a-healthy-relationship/index.html>, 26 April 2012

Top 24: Relationship Tips, <http://lovendar.com/articles/Top-24-Relationship-Tips-Awesome-Couples-Follow>, 26 April 2012.

The Pursuit of Happiness

Utilise your strengths

Although we all can and should endeavour to improve in areas in which we're weak there's just as much to be gained from focusing on the maximal utilisation of your strengths, qualities and attributes.

Be curious

Constantly search for new ways to be happy. Keep a look out for new ways to approach life and to have fun.

Be grateful and appreciate what you have

We all have many choices in life one of which is whether to focus on all the things we don't have (which may be many), or to focus on all the things we do have. Gratitude and appreciation will significantly increase your chances of experiencing happiness.

Learn to like and ideally to love yourself

We must love before we can be loved. To love others and to be loved by others is a key component of happiness.

Invest time and energy in to your key relationships

Happy people spend more time working on and in their relationships. Happy people tend to be more supportive of other people in their life. Happy people are more generous and altruistic.

Socialise and interact with others as much as possible

As well as working to improve the quality of your relationships it is also worthwhile working to improve the number of your relationships.

Weed out unhelpful thoughts

The Dalai Lama has been quoted saying that "The central method for achieving a happier life is to train your mind in a daily practice that weakens negative attitudes and strengthens positive ones." Learn first to identify your thoughts and then begin to challenge those that are negative and unhelpful.

Plant happier, optimistic thoughts

There are two parts to developing helpful, optimistic thinking. The first is to weed out unhelpful negative thoughts and the second is to plant more positive optimistic ones. Like any other skill this becomes easier and more effective with practice.

Live a healthy life

Eat well and keep active. Exercise regularly. Although not impossible, it is difficult to be happy if you're constantly sick and not very healthy.

Ensure you gain adequate sleep and rest

It is difficult to be happy if you're constantly tired and struggling to find enough energy to get through the day. Regularly practice relaxation and/or meditation strategies.

Manage your time and priorities

Happy people tend to believe they're more in control of their lives. In doing so, they are more likely to take an active approach to solving problems. If something is not quite right in your life, do something about it.

Control what you can control

Accept what you can't control. And learn to be wise enough to know the difference.

Live in the present moment

The author, Henry Miller once said "Every moment is a golden one for him who has the vision to recognise it as such." The only moment in which we can truly be happy is the present moment. The only moment over which we have control is the present moment. So be happy now! Because if not now, then when?

...an EXTRA tip to make you happy!...

Make happiness an integral part of your life

Develop happiness routines and make them a part of your everyday living. Remind yourself that you can do what you need to do and reward yourself as often as possible for doing what you've done.

References:

Dr Russ Harris (2007) *The Happiness Trap*
Dr Timothy Sharp (2005) *The Happiness Handbook*

Achieving a Work Life Balance

Get some rest

Something else to include on your To Do list is scheduled rest. Use this time to wind down and let go of stress. You might want to do this at lunchtime while at work or just before bed to help you to have a more refreshing night's sleep.

Wind down time should involve turning off your phone and/or other electronic devices like laptops and tablets; this also means calling 'time' on checking your emails or social media feeds.

Taking these actions at home is especially important if your work life is hectic: the arrival of laptops, smartphones and tablets has made it harder to 'switch off' from work – there is no work life balance if every moment involves working or having work on your mind.

Relationships matter

Connecting with loved ones, family and friends is an excellent way to switch off from work and focus on life – making time to do this is central to your mental health and wellbeing.

Ensure that you are seeing your loved ones, family and friends – and not only on the weekends, but in the evening after work too. At the end of your work day, instead of spending time with your smartphone, really connect and hear the stories of those people that you care about. You could make a date with your significant other, call a friend and have a coffee, or take your child (or younger cousin, nephew or niece) to the park or to the movies.

When you are out together, take the time to ask about their day or week or month or perhaps offer to help in some area of their life. Being a part of their life will help you to stay emotionally connected and healthy. Helping others can also be rewarding and boost your self esteem.

Make a date with yourself

Spending time with ourselves is important too - it's a way to reward ourselves for working hard, achieving goals or mastering a new challenge. When you do get time alone, it's your chance to do something you love: like going to the gym; getting a massage; reading a magazine or favourite book; cooking a delicious meal; or watching a favourite TV show or movie. Making time for yourself will help you to recharge and turn up tomorrow to do it all again.

Breathe some fresh air

Breaking up your day with a walk to take in the sights and some fresh air is an enjoyable way to bring some balance to your day. Most of us spend a lot of our days (at work or at home) indoors. Taking a walk at lunchtime, getting off the tram or train or bus one stop early or walking home from the park a different way can really boost your inquisitiveness and your self esteem.

Change it up a bit

Walking a different route isn't the only way to try something new. Consider picking up a new hobby or interest; maybe you could join a local theatre group; spend time looking through a craft market; find your camera and take some photographs; or go along to a local sports match. Having variety in your life keeps things interesting and gives you events or highlights to look forward to during the working week.

Finding work life balance is a challenge that we all face. It is important for our health and wellbeing that we balance out our hectic work lives with time spent with friends and loved ones, as well as spending time alone for reflection and relaxation.

REFERENCES

1. How to Get Your Life Back On Track When You Feel Broken (2016)
Retrieved from <http://unisoultheory.com/index.php/2016/06/24/life-feel-broken>
2. Brown, B. (2010). The gifts of imperfection: Let go of who you think you're supposed to be and embrace who you are. Center City, Minn.: Hazelden



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1300 our eap
1300 687 327

You have no control over the economy and can only do your best at your job. There are alternatives to the gigantic birthday celebration and it's easy to opt out of reading or watching news. Feeling more positive already? That's one of the benefits of letting go and shifting your focus and energy away from things beyond your control, to things you can control or influence.

ACCEPT MORE, STRESS LESS

Acceptance can increase positive feelings because it can alter the shape and meaning of things that we find stressful and make them more tolerable. By playing the cards we've got, not the ones we wish we had, we can be more open to the present moment. Today, many people frame this as being more mindful. Letting go of trying to control everything allows room for you to take a breath and experience the joy of the present moment, whether it's baking a cake, hugging your child, calling a lifelong friend or learning something new. How is your goal to master the flamenco guitar by the way? Acceptance releases you from things like judging and criticising yourself and others. As well as making you a more pleasant person to be around, it can help you shed a lot of unnecessary ballast and 'what ifs' that weigh you down.

ACCEPTING AN UNCERTAIN FUTURE

If you're nervous about life going back to 'normal', you're not alone. You need to manage your emotions and be pragmatic about controlling what's in your domain or span of control.

Establish your priorities. It's a great time to take stock of how you're spending your time, money, and energy. Eliminate things that you don't want to do anymore. Add more activities that are in line with your priorities moving forward.

Create a plan to manage your health. Whether you want to eat a healthier diet to keep your immune system in top shape, or you want to exercise more after spending six or more weeks indoors, taking charge of your health can help you feel more in control of your future.

Look for alternative streams of income. Coronavirus has upended many previously stable jobs that now seem less secure. Creating several streams of income could help you feel more confident about your financial security in the future. You might launch a side hustle or assess the strategies you can use to increase your longer term financial stability.

Practise healthy coping skills. There are a lot of problems you can't solve right now. We are all variously coming to terms with that. But you can address how you feel about these problems, how you approach them. Look for strategies to manage your emotions. Practise yoga, meditate, socialise with friends when you're feeling unsettled or anxious. Do what you know works for you and has served you well in the past.

YOU DON'T HAVE TO DO IT ALONE

It's helpful to recall George Orwell's perspective on this tricky part of being human. He had a cut-through way of simplifying the quest, "Happiness can only exist in acceptance". Simple yes, but powerful if we can embrace the power of acceptance, gratitude for the present moment, the now.

However, we know it can be tough. If you can't see past the struggle and connect with the positive, the silver lining, your inner joy, you may need some extra support to help you through this time. That's where we might be able to assist. Remember our phone number is **1300 687 327** and we're here for you 24 hours a day, year round if you need some extra help.

MORE
INFORMATION

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Managing Your LINK Team

***an Integrated Team
delivering across
your Club***

Surf Clubs Depend on Teams:

Patrol - Education - Competition - Training

Each Team needs a **LINK** person who is the one between the Club and the members

These people cover four essential areas within the Club

Manage People - Deliver Tasks - Present
Leadership - Deliver the Club Culture

LINK people are the ones developing the active and connecting relationship with our members

Who are Your **LINK** People:

Patrol Captains: Working and leading all our active members

SRC/Bronze Medal Trainers: Working with your new members

Age Mgrs: Working with your Nippers and Nipper Parents

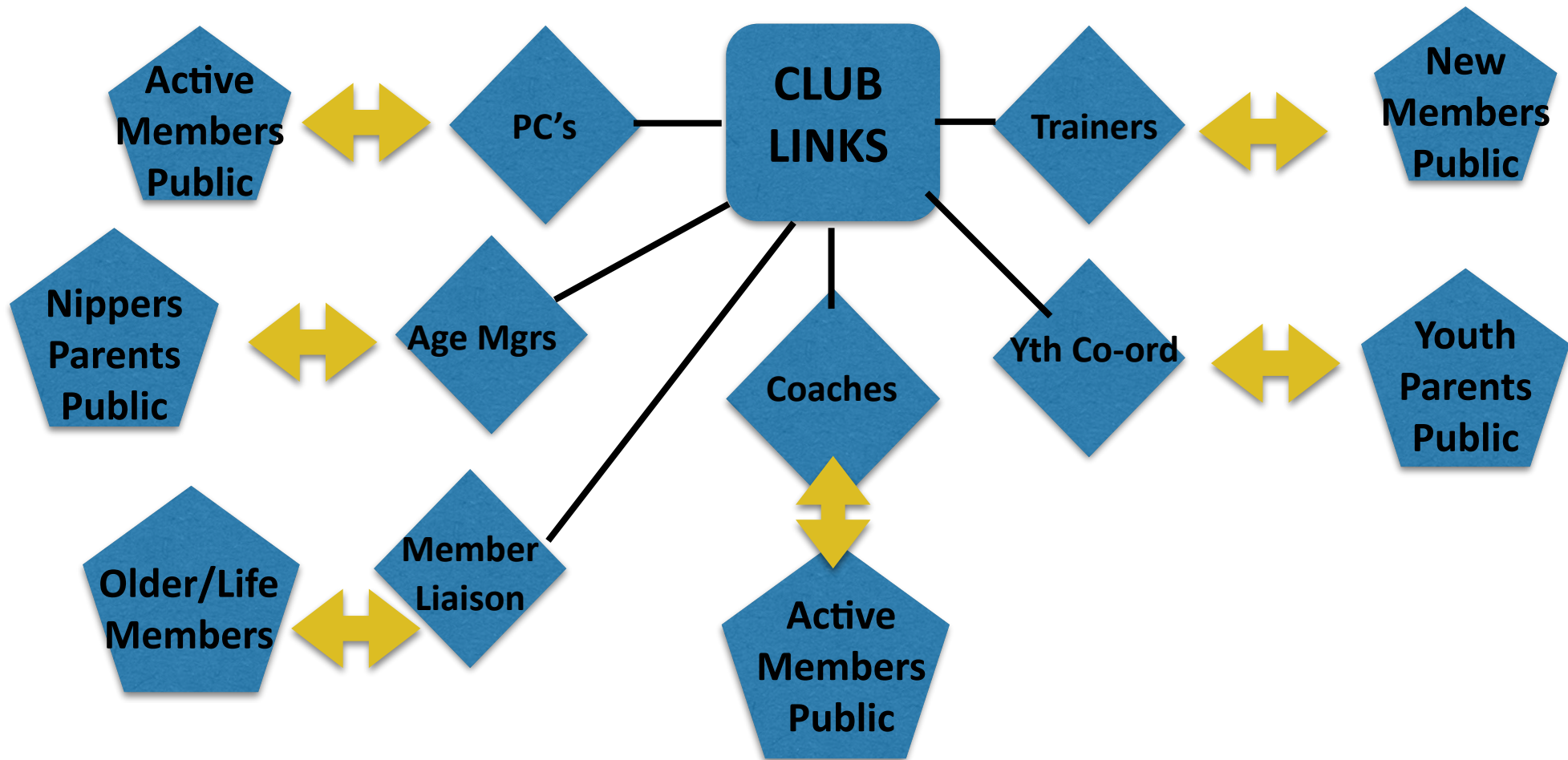
Competition Coaches: Working directly with your competitors

Youth Co-ordinator: Working directly with U15's-U17's

Member Liaison - Connecting with the older membership

➤ Who are your Clubs LINK People:

»



The Link role can go unrecognised & unappreciated.

Impact may not be understood until they leave the role, and then we see the results....as things unravel:

Culture not consistent:

What do our Linkers do on behalf of our Clubs:

They ensure the Clubs “Services” are delivered on a regular basis

They present & reflect the **Culture** of our club

They impart the **heritage and future** of our club

They present the **style of our club** - Your Brand

They present the **Key Messages** of our Club.

They can have the Biggest Impact of Anyone in
Your Club

Do we Train our Linkers in the following:

Club Culture: Inclusiveness, Team Work, Serving the Community, Commitment, Open Communication

Club History: Who we are, where we have come from Our Heritage, Our Achievements, Our People, Our Purpose

Club Style: Friendly, approachable, focussed on others,

The Linkers present the Key Messages of our Club to ALL its members on a regular basis

Do your Linkers Know their role ?

Do your Linkers Know their impact ?

Do you get your Linkers together Pre-Season to ensure One Club - One Message - One Team ?

OR

Are your LINK Team just a bunch of good lifesavers working across the club doing what they think is the best for all ...?

Your LINK People: Enthuse, Inspire & Inform

Patrol Captains: Working and leading ALL our active members:

Are they focussed on:

A Professional Approach - Leadership and Teamwork
Up Skilling members via Awards

Presenting themselves as your Club Representative
Strong Communication Skills - Serving the Community
Aware of the Clubs History... and the Clubs Future...
Representing the Clubs Culture at each Patrol

Bronze Medal Trainers: Working with our new members Enthuse - Inspire - Inform

First Contact with our New Members:

A strong bond is formed based on their Presence and Messages...

Presenting the Culture, History and Style of your Club

Are they aware of the Clubs History...and the Clubs Future...

Age Mgrs: Working with our Nippers:

Enthuse - Inspire - Inform

First Contact with our New and longest running Members:

A strong bond is formed based on their Presence and Messages...

Inclusiveness, Team Work, Serving the Community, Commitment, Open Communication...

Are they aware of the Clubs History..and Culture..and the Clubs Future...

Competition Coaches:

Working directly with our Competitors across the whole club

Do they represent the Clubs Message - the Clubs Style

Focussed on Lifesaving as the reason the club exists: Inclusiveness, Friendly, Approachable, Focussed on others...

Are they aware of the Clubs History..The Culture and the Clubs Future...

Youth Co-ordinator: Working directly with our U15's-
U17's

Do they represent the Clubs Message - the Clubs Style

Are they delivering Opportunities for your Youth

Are they working with ALL the Youth across the Whole
Club

Are they inclusive - team based - inclusive of all areas of
the Club

Are they aware of the Clubs History..Culture, and the
Clubs Future...

Member Liaison: Working directly with our older and Life Members

Delivering opportunity for engagement with all other members - across all age groups

Keeping them up to date on Club direction and club life..

Keeping them engaged and connected

Focussing on inclusivity across all areas of the Club

They are the Clubs history - in action!!

and the Clubs Future...

What can you do to Ensure your **LINK** people are working as a TEAM:

- Bring the Link Team together Pre and Post Season
Ensure they are aware of their roles as the Club's LINK Team
- Present the messages you need them to be delivering: Mission and Vision Statements: Overview of Culture: Opportunities within the Club via all Areas
- Awards Development - Competition and Mgt
Prepare documentation on Club's Message - Clubs History & especially...Clubs Future.
- Congratulate and Promote the LINK Team...

LINK TEAM: Benefits to a Surf Club:

Understanding their internal and external roles

Realisation of their impacts

Integrated Team working across all facets of the Club

One message One Culture across the whole club..

Presenting your Brand across all areas...

Able to access support through the LINK Team:

**Focus on delivering highly motivated and
skilled Surf Lifesavers**

Presenting a LINKER Session - DRAFT Program

This package can be presented within a Pre-Season Information Package or a Post Season Thank You session

LINKERS are:

**Club Mgt team - PC's and VC's - Age Managers and Nipper Mgt team - All Surf Sport Coaches
All Club Trainers - Youth Co-ordinators - Senior Member/Life Member Rep - Office team**

Outcome:

To bring all the Operational Linkers together to ensure the following is in place:

One Vision for the Club

All are part of the Future of our Club - One Club - and all having a positive impact on
ALL our Membership

One set of Club Values, and how these Values play out in day to day operations across the Club
All Linkers understanding their role, and their linkage to other areas, members and impact

Actions and Plans for Club Season 2022-2023...and your role..

Presentations:

Club President

Our Club, who we are.. our History... and our Future

Overview of who the Linkers are, and what they do across the Club:

In our Club we have around 60 Linkers from across - Patrols - Education - Nippers - Surf Sports and Senior members (not just Life members)....and they all impact across the Club

Club Captain/Dir of Lifesaving:

One Focus - A Safe beach and Rescue Ready

Nipper Chairperson:

The role of Nippers and the impact on a Clubs future via Nippers and Nipper Parents

Club Education Director:

The importance of Education across the Club in all areas and all Linkers are part of this
SRC - BM - on Patrol, IRB and Higher Awards...

Two Linkers to speak about their journey within the Club,
to share with other their impact, and how they and others benefited from their engagement.
One of these younger showing the clubs impact on younger lives..!

ACTIVITY

Break into small teams (6) that are already named and organised, as a cross section of the Club LINKERS, and these teams spend 30 mins together looking at a range of questions

Proposed questions:

Do we all see our role as Linkers, and having this level of influence - discuss ?

How can we stay connected across a whole Club from 5 to older

How can the Club support you in your role, in a more engaged and practical way.

Reference the Club Values/Mission and discuss these to see how these can be manifested in what we do as a club, and how we operate.

Mission

We are an inclusive club, with a respectful culture, that recognises the value of physical and mental health, whose goal is to provide a safe environment for the community and beach-going public.

*Create a Conversation of Safety across the Whole Club - how can we do better ??
Operations - Personal - Emotional - Facilities - Craft and Gear*

FINAL

Bring teams back together, and ask them to give a quick overview of the main points
ensuring a range of people present

Ensure these items are then followed through via the Club Mgt team

Overview of what the club wants to achieve over next 1-3 seasons

How they can also be part of this vision (a practical understanding)

Any commentary from the floor...??

An overview of the success of the day as a "First for Your Surf Clubs, and a great step forward for the
entire club for the future

Drinks at the bar and some yummy food

END

This package can be presented within a Pre-Season Information Package or a Post Season Thank You session