



# Members Area User Guide

1 — Last update: 7 August 2023

Surf Life Saving Australia

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# 1. Overview

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The Members Area is a one stop shop for all the organisation's member's online needs and can be accessed by all members who are entered in SLSA's National Membership Database, Surfguard.

**NOTE:** If you have submitted a new membership online form via <https://join.sls.com.au> and your request is still pending, you will not have full access to your Members Area account until your membership has been accepted by the club.

## Main Features of the Members Area

- Update Personal Details
- Membership Renewal
- Request a transfer to another organisation
- View membership history
- View membership transactions
- View pending member requests
- View your Awards
- Print a transcript of your Awards
- View your patrol roster and patrol hours
- Submit a online Form for a Member Recognition Award
- Make a request for a Swap and accept other member's requests for a Swap in a patrol
- Download patrol roster in iCal format to a smart device
- Create and manage family groups
- Access eLearning- online learning platform
- Pay membership, course or carnival entry fees etc

*Revision: 12 — Last modified: 5 February 2020*

## 2. User Accounts

1. Details (First Name, Last Name & Date of Birth) are verified against those stored in the SLISA National Membership database, Surfguard. Enter your details exactly as they are recorded in Surfguard. Do not shorten your first name to Andy if the club has you registered Andrew.
2. The account holders identity is confirmed through SMS or email.
3. If a member wants to view their own Awards, patrol hours, arrange patrol substitutes or access courses via eLearning they must create their own Members Area account.
4. For the purposes of annual Membership Renewals and transferring a Family to another organisation a parent/guardian can create a Members Area account, create a Family Group (even if the family members have their own Members Account) and renew or transfer all members of the family group with one login.

Revision: 16 — Last modified: 29 May 2019

### 2.1 – Creating a Members Area Account

1. Browse to <https://members.sls.com.au>
2. You will see the option to create an Account highlighted in yellow
3. Enter the compulsory details: -

- First Name
- Last Name
- Date of Birth
- Gender
- Select Identity Confirmation Method, either email or mobile number, to which a unique code/or link will be sent. The email or mobile you use must be the same as the email/mobile in National Membership database (Surfguard).
- Create Username & Password
  - You should click “Check” to make sure the Username has not already been taken.
  - Your password cannot contain your first name, surname or username. It must be 6-12 characters in length, and must contain at least one letter and at least one number. It cannot contain any of the following symbols: – ‘ , + ? # “ \* \ & \$ %

#### 4. Activating your Members Area Account

To ensure privacy and security, all accounts must be activated before they can be accessed. You will receive a confirmation code/ link by either email or SMS depending on the choice you made earlier.

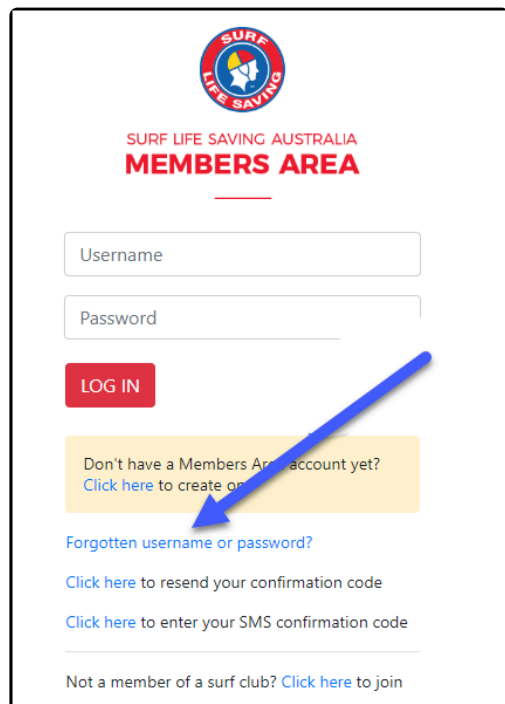
- **Email Activation** – you will receive an email with a link to activate your account. To activate either click the link or copy & paste the link into your web browser
- **Mobile Activation** – the next screen displayed will ask you to enter your username and password exactly as you chose it earlier, followed by the confirmation code you receive by SMS.

5. If you do not receive an SMS or Email, please click the “Resend Your Confirmation Code” option on the Members Area home page <https://members.sls.com.au>

Revision: 17 — Last modified: 29 May 2019

## 2.2 – Forgotten Username or Password

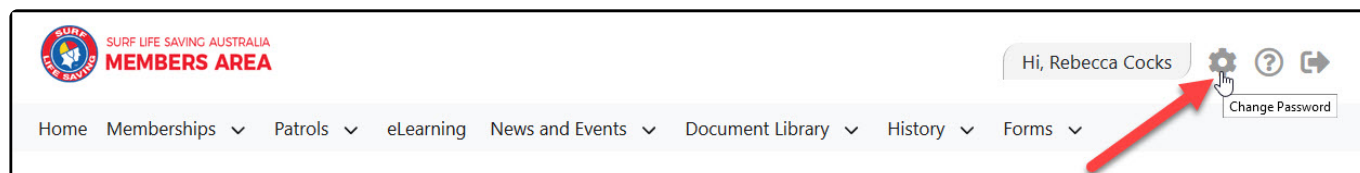
If you forget either your Username or Password, click the reminder link on the login screen. Select either Email or SMS to receive your Username & / or Password and enter your First Name and Date of Birth



Revision: 5 — Last modified: 7 May 2019

## 2.3 – Updating Your Members Area Password

Once you have logged in with your temporary password you can always change your Password by clicking the Settings icon at the top right of the screen.



Revision: 2 — Last modified: 14 May 2019

## 2.4 Assigning Admin Functions to the Members Area

Clubs, State & National administrators/officers can be assigned specific Admin Functions for within the Members Area via the Officer position in Surfguard.

**Note:** If a member is in multiple officer positions in Surfguard they only need to update one officer

position with Admin Functions.

- Approve Members Area News Content (See section 7.3)
- Approve Member Area Library Content (See section 8.2)
- SLSA online Member Store/Shop Administrator (See section 4.6)
- Online Form Approver (See section 10.2)

To access Officer Positions in Surfguard go to Organisational Management > Officer > Officers  
Click **Edit** for the Officer that you wish to assign Members Area Admin functionality to.

**View Officers @ Clovelly**

Held Position From:  To:   Format: dd/mm/yyyy

Position Name	Requirement Level	Officer	From	To	Officer Position Options	Officer Options
Administration	National, State, Branch, Club		24/07/2017	21/07/2019	<input type="button" value="New"/> <input type="button" value="Edit"/> <input type="button" value="Delete"/>	

Tick the box next to the Admin Functions you want to assign

**Setup Officer @ Clovelly**

**Allocate Officer**

Officer Position Name: Administration

Officer: \*

From Date: \*

To Date: \*

**Administrative Functions**

☐ Approve Members Area News content

☐ Approve Members Area Library content

☐ SLSA Online Member Store/Shop Administrator

☐ Online Form Approver

Revision: 14 — Last modified: 19 January 2022

## 3. Home

Highlights key information relating to the member, including

- Membership/s still requiring renewal
- Link to renew your Family Group
- Upcoming patrols
- Expiring Awards
- Patrol Hours
- Pending Requests

The screenshot shows the 'MEMBERS AREA' of the Surf Life Saving Australia website. At the top, there is a navigation bar with the logo and the text 'MEMBERS AREA'. To the right of the logo, it says 'Hi, John Fletcher' and there are icons for settings, help, and a share button. Below the navigation bar, there is a horizontal menu with links: Home, Memberships, Patrols, eLearning, News and Events, Document Library, History, and Forms. A yellow banner message states: 'You have not renewed your **individual** membership for 2019 season @ North Bondi' with a red 'Renew' button. Below this, a grey note box says: 'Note: To renew membership for a Family Group [click here](#)'. The main content area is divided into three columns. The first column, 'UPCOMING PATROLS', shows 'You have no upcoming patrols'. The second column, 'EXPIRING AWARDS', shows 'You have no expiring awards'. The third column, 'PATROL HOURS', shows a flag icon with a large '0' and the text 'This Patrol Season Since 1 Jul 2018', and a calendar icon with a large '0' and the text 'This Competition Season Since 1 Jan 2019'.

**MEMBERS AREA**

Hi, John Fletcher

Home Memberships Patrols eLearning News and Events Document Library History Forms

You have not renewed your **individual** membership for 2019 season @ North Bondi [Renew](#)

**Note:** To renew membership for a Family Group [click here](#)

**UPCOMING PATROLS**

You have no upcoming patrols

**EXPIRING AWARDS**

You have no expiring awards

**PATROL HOURS**

0  
This Patrol Season Since 1 Jul 2018

0  
This Competition Season Since 1 Jan 2019

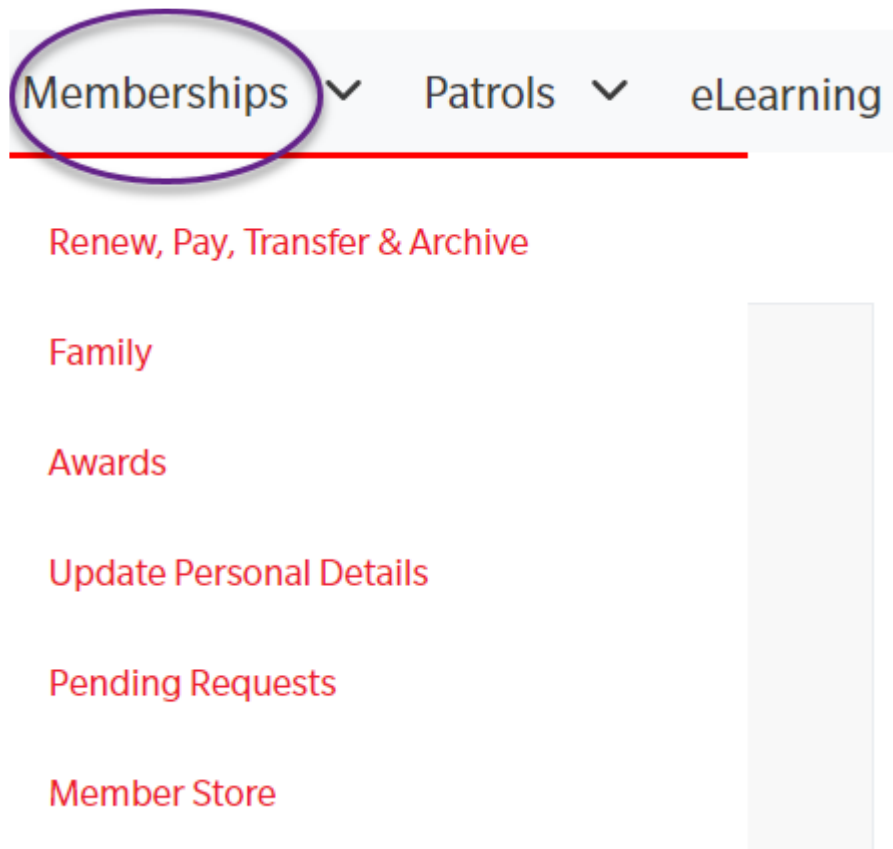
Revision: 3 — Last modified: 29 May 2019

## 4. Memberships

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The Membership tab drop-down includes the following options:-

- Renewal, Pay, Transfer & Archive
- Create & Manage Family Groups
- View Award Details
- Update Personal Details
- View Pending Requests
- Access the Member Store



Revision: 3 — Last modified: 18 April 2023

### 4.1 – Renew, Pay, Transfer & Archive

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On this screen a member will be able to view all the organisations they currently hold membership with. The screen also allows for the user to 1) renew membership, 2) instigate a transfer, 3) make a payment, 4) request to have their membership archived or 5) submit a request to change their membership category.





## My Memberships

Below are the organisations you have memberships with at SLSA. To renew a Membership for a Surf Club please click on the "Renew" link.

If you would like to **APPLY FOR MEMBERSHIP** at a new organisation, please click [Join / Transfer to a new organisation](#).

### SURF CLUBS

South Maroubra	SLSA Events Club	Test NSW Club
		
Branch: Sydney Branch	Branch: SLSA Events Branch	Branch: Test NSW Branch
State: Surf Life Saving NSW	State: Surf Life Saving WA	State: Surf Life Saving NSW
Registered Season: 2022	Registered Season: 2022	Registered Season: 2022
Membership Category: Life Member	Membership Category: Life Member	Membership Category: Active (18yrs and over)
Competition Rights: Yes	Competition Rights: No	Competition Rights: No
Competition Age Category: Masters 55+	Competition Age Category: Masters 55+	Competition Age Category: Masters 55+
Working with Children Registration Expiry Date: 06/03/2025	Working with Children Registration Expiry Date:	Working with Children Registration Expiry Date: 06/03/2025
National Police Check Expiry Date:	National Police Check Expiry Date:	National Police Check Expiry Date:
Online Payments: <a href="#">MAKE PAYMENT</a>	Online Payments: <a href="#">Contact club for payment options</a>	Online Payments: <a href="#">Direct Deposit Information</a>
<a href="#">Renew</a> <a href="#">Change Category</a> <a href="#">Archive</a>	<a href="#">Renew</a> <a href="#">Change Category</a> <a href="#">Archive</a>	<a href="#">Renew</a> <a href="#">Change Category</a> <a href="#">Archive</a>

### Renew Membership

1. Click **Renew**
2. Check the Season field shows the correct renewal season.
3. Review your membership profile and make any necessary changes
4. Tick the appropriate declarations boxes
5. Click Submit
6. If your submission is successful a confirmation screen will display advising the renewal request is pending approval by the club.
7. If you wish to make a payment to your club click the words '**click here if you wish to pay online**' and the system will direct, you to the SLSA Payment Gateway

### Join/Transfer to a New Organisation

To apply to join or transfer to a new organisation click "Join/Transfer to a new organisation" link on the Memberships screen. To join a surf club or to transfer to a different club, choose the first option. You will then be required to choose from the following three transfer options: -

- **Full Transfer (Leave your current club)** – means moving your membership to a different surf club. Once your application is approved, you will no longer be a member of your current club. If you select this option and are presently a member of more than one club, you will be asked to select the club you wish to leave.
- **Competition rights transfer** – Keep your membership at your current club(s) but move your competition rights to a new club. You will then have dual membership.
- **Non-competition rights transfer** – Join another club, while keeping your membership and your

competition rights at your current club. You will then have dual membership.

**Note:** This transfer facility merely initiates the transfer process. The transfer itself depends on endorsement from both your current club, the new club and Branch or State approval.

### Online Payments

Members can pay for a range of transaction, including; Membership, Gym, Courses & Training Manuals, Merchandise, Lockers and Functions. Each SLS organisation determine the forms of payment they accept and may include: – Cash, cheque, online payments via the SLISA Payment Gateway, Direct Deposits or EFTPOS facility.

### Change Membership Category

If a member believes they are eligible for a change in membership category due to their age or years of patrol service they can submit an online request to Change their membership category. Once the change category is submitted a pending request will be sent to the organisation for approval. The change will not occur until the request has been approved

*Revision: 11 — Last modified: 18 April 2023*

## 4.1.1 Links to 'How to Renew' Userguides for Club Members

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Below are links to access small userguides that clubs can distribute to members to assist them in how to renew membership via the Members Area.

Userguide for Individual Renewal

[Link text](#)

Userguide for Family Renewal

[Link text](#)

*Revision: 5 — Last modified: 1 July 2022*

## 4.2 – Family Groups

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From the Memberships tab drop-down select **Family**

### 1. Creating a Family Group

1. Click **Create Family Group** and type in a Family Group name eg: Smith Family

**NOTE:** You (the primary member) are automatically placed in the family group so you only need to add your other family members.

2. Type in the First Name, Last Name & DOB of a family member that you wish to add to our Family Group, tick the box Include Archived Members and click Search.

**NOTE:** For privacy reasons, you will need to match exactly each person searched to be able to add them to your Family group. If you are having difficulty finding your family members, contact your club who can assist.

3. If the system locates your family member they will be displayed in the **Available Members** on the left-hand side. Highlight the name and using the > arrow key move them over to the **Selected Members** on

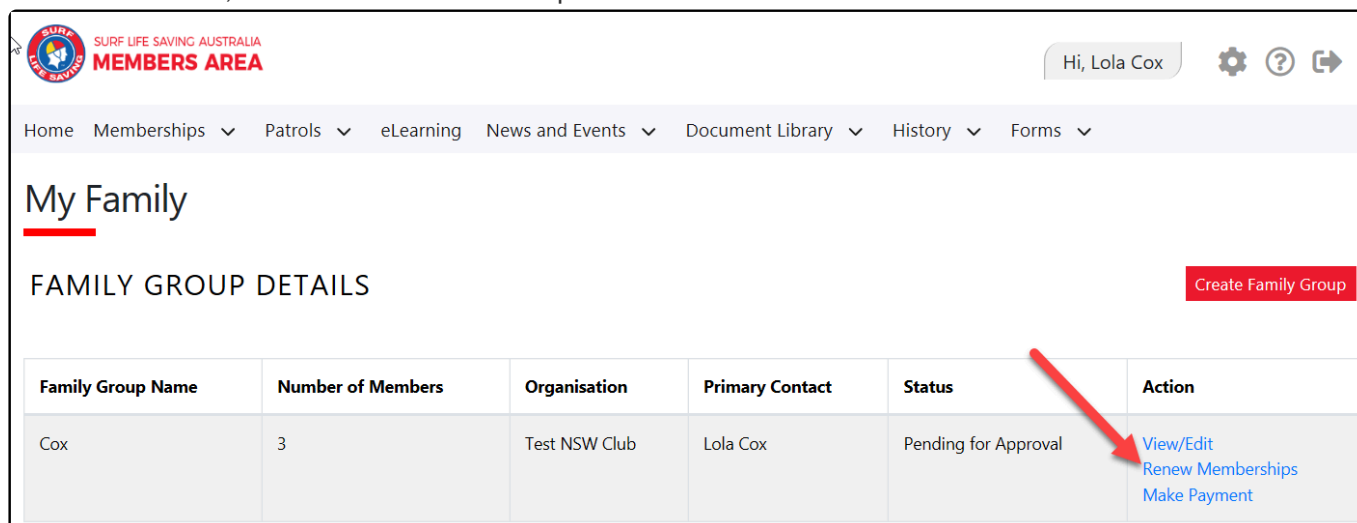
the right-hand side. Repeat as necessary for additional family members.

4. Scroll to the bottom of the screen and click Submit.

5. Refresh your screen and you will now see that your family group has been created.

## 2. Renew Family Membership

1. Under Actions, click 'Renew Memberships'



The screenshot shows the 'MEMBERS AREA' header with the user 'Hi, Lola Cox'. A navigation bar includes links for Home, Memberships, Patrols, eLearning, News and Events, Document Library, History, and Forms. The 'My Family' section is titled 'FAMILY GROUP DETAILS' and includes a 'Create Family Group' button. A table lists family groups with columns for Name, Members, Organisation, Primary Contact, Status, and Action. A red arrow points to the 'Renew Memberships' link in the Action column for the 'Cox' family group.

Family Group Name	Number of Members	Organisation	Primary Contact	Status	Action
Cox	3	Test NSW Club	Lola Cox	Pending for Approval	<a href="#">View/Edit</a> <a href="#">Renew Memberships</a> <a href="#">Make Payment</a>

2. Tick the checkbox located to the Left of each members name

**NOTE:** Check box will not appear against members who are already registered for the selected season or have already submitted an online renewal form.

3. Tick the box to agree to the SLSA Membership Declaration

4. Click 'Submit'

5. Upon submitting your Family Groups membership renewals the system will give the Primary Family Group user the option to update/share data with the family groups. If you need to update a family group members address, phone, email and/or emergency details click on the corresponding checkbox.

6. Click Yes or No

7. Once submitted you will be given the option to make an Online Payment

**NOTE:** you can pay for the whole family in one payment. The payment will be recorded against the

primary member who was logged into the Members Area.

### 3. Add Another Existing Member to a Family Group

1. Under Actions, click **View/Edit**
2. Click **Add New Member**
3. Repeat steps 2 -5 in Creating A Family Group details listed above

### 4. Add Another Existing Member to a Family Group as a Primary Contact

1. Under Actions, click **View/Edit**
2. Click **Add New Primary Contact**
3. Repeat steps 2 -5 in Creating A Family Group details listed above

### 5. Join a Brand-New Member to the Organisation and Add Them to a Family Group

1. Under Actions, click **View/Edit**
2. Click **Join New Person & Add**
3. A pop up message will display advising **You will be directed to Join Surf Life Saving. Are you sure?** Click OK
4. You will then fill in the fields (first name, DOB etc) of the new member of the family that you wish to join up to your club and add to your family group.
5. Complete the pre-filled membership form (if need be), tick the declaration boxes at the bottom of the form and click the 'submit'.
6. A pending request for 'new club membership' and 'join member to a family group' will be sent to the club for approval.

### 6. Join/Transfer a Family Group to a new Organisation

1. Under Actions, click **View/Edit**
2. Click **Join/Transfer to a New Club**
3. The system will ask you to 'select your situation'. In most cases, you would tick the checkbox 'I want to join a surf club or transfer to a different surf club'.
4. Select the State, Branch and Club/Organisation (from the available drop-down boxes) name of the club that you wish to transfer to.
5. Tick the checkbox for the members of the family that you wish to transfer.
6. Select the type of transfer required, Full Transfer, Competition or Non-Competition transfer
7. To finalise the process, tick the declaration boxes at the bottom of the screen and click the 'submit' button.

### 7. Dissolve a Family Group

1. Under Actions, click **View/Edit**
2. Click **Dissolve Family Group** – The system will send a request to your club and will display in the Family Group as 'Pending Request-Dissolve Family Group' Note: The group will not be dissolved until endorsed by your club.

3. Once approved the Primary member of the dissolved group will receive an email advising of the action taken.

## Frequently Asked Questions (FAQ's)


- A Family Group is a grouping of people in one club for the purposes of data management where it is assumed the primary member(s) in control of the group have some legal standing to manage the Group.
- Family Groups consists of Primary member(s) who can manage the group and standard members who can be managed in the group.
- A Family Group can only exist where there is at least one Primary and one Standard member.
- A Primary member must be over 18 years old.
- Family Groups can only be created by members 18 years and over
- Email notifications will be sent when a person is demoted or removed from a group.
- Clubs must approve all requests initiated from the Family Groups area via Pending Requests in Surfguard
- Club Officers can manage the groups and perform all other family group functions from within Surfguard.
- You can be a member of more than one family group in one club
- Any disputes or issues around the creation, data management or dissolution of a group should be raised with your Club in the first instance.
- All users of the Members Area automatically agree to abide by all SLISA and State / Branch and Club Terms of Use, Privacy and other Policies, Regulations and guidelines.
- The use of family groups in the Member Area is not compulsory.




*Revision: 37 — Last modified: 2 June 2020*

## 4.3 – Awards

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- Members can view all their SLISA awards.
- If a member is not proficient in an award it will be flagged in red with the award expiry date.
- This page can be filtered by all the primary headings or a member can use the search function to find a specific Award.
- A member can also print a full transcript of their awards.


**SURF LIFE SAVING AUSTRALIA**  
**MEMBERS AREA**

[Home](#)
[Memberships](#)
[Patrols](#)
[News & Events](#)
[Document Library](#)
[History](#)

## My Awards

Below are the qualifications you have achieved with SLSA. Clicking on a column heading allows you to sort by that column.

To print a transcript of your awards please [Click Here](#)

Please note that not all awards expire. Those that have expired are indicated with a **red** Expiry Date.

Search Award Names	Award Name	Award Type	Award Number	Award Date	Proficiency Date	Expiry Date	Originating Organisation
	5 Year National Patrol Service Award	Service	NS10173294	25/05/2016	---	---	Clovelly
	Administer oxygen in an emergency situation (PUAEME003C)	AQTF Unit of Competency	NS7216472	03/11/2010	---	---	Clovelly
	Advanced Resuscitation Techniques Certificate	SLSA Education	NS7216473	03/11/2010	12/11/2017	31/12/2018	Clovelly
	Apply (Senior) First Aid	SLSA Education	NS7106345	15/06/2013	15/06/2013	15/06/2016	Surf Life Saving NSW Academy

Revision: 3 — Last modified: 29 May 2019

## 4.4 – Update Personal Details

- At any time members can submit a request to update their personal details. eg. Email, mobile or address details change. The request will generate a pending request for their club to approve in Surfguard.
- If the member submitting the details is a primary contact of a family group they will be prompted to update the details for other family members. The primary contact will be asked what data to update with other family members and will be required to tick the boxes for the data they want to have updated in their family group members profiles.

### Share data with Family Groups

**Family Group Name:** Cocks Family

**Family Group Organisation:** Clovelly SLSC

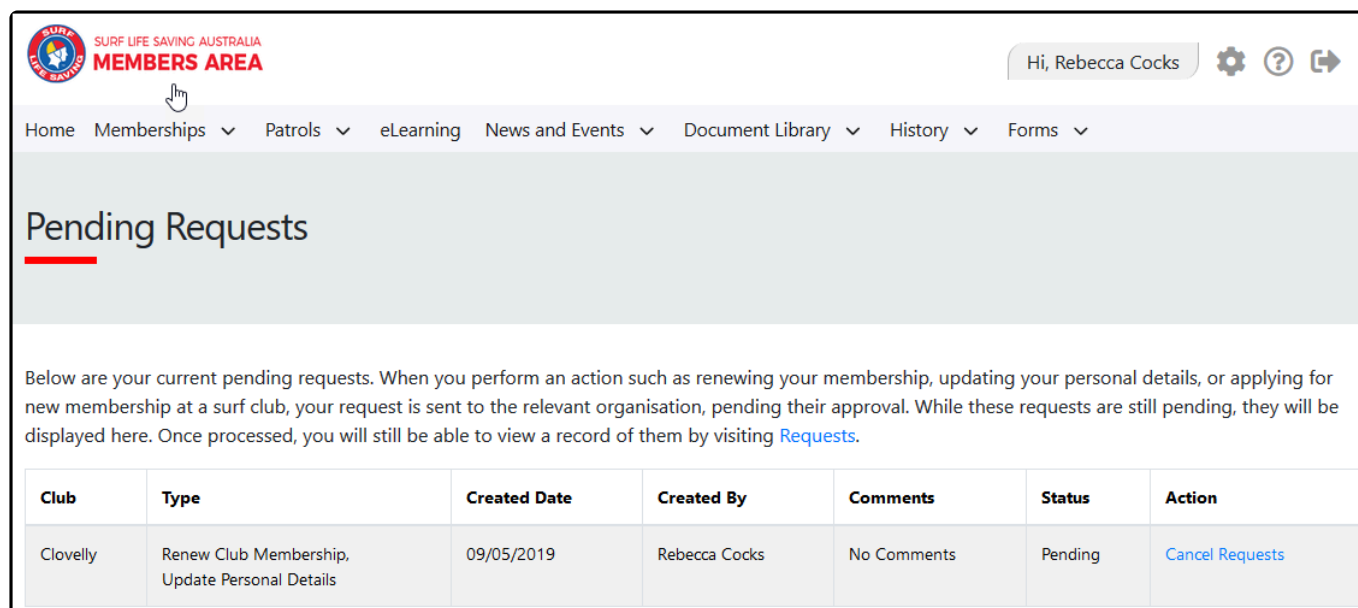
First Name	Last Name	DOB	Membership Status	Membership Category	Season	Update Address Fields?	Update Phone?	Update Email?	Update Emergency Details with your profile values?
Patrick	Cocks	12/08/1999	Active	Active (15-18 yrs)	2015	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Damien	Cocks	18/02/1961	Active	Active (18yrs and over)	2015	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Revision: 4 — Last modified: 29 May 2019

## 4.5 – Pending Requests

Any request requiring approval by a club Officer, such as Membership renewal, update personal details,

change membership category, new family group or transfer requests are listed in this section.



**Pending Requests**

Below are your current pending requests. When you perform an action such as renewing your membership, updating your personal details, or applying for new membership at a surf club, your request is sent to the relevant organisation, pending their approval. While these requests are still pending, they will be displayed here. Once processed, you will still be able to view a record of them by visiting [Requests](#).

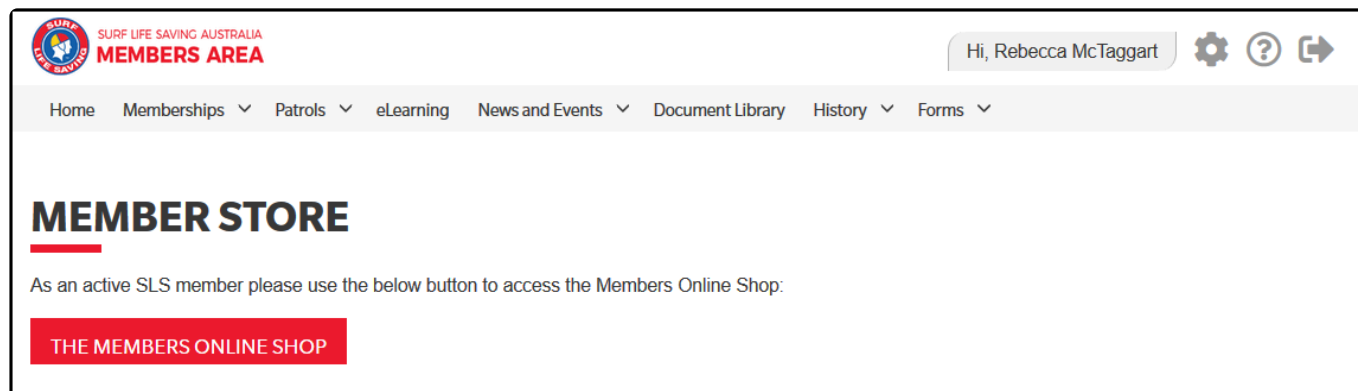
Club	Type	Created Date	Created By	Comments	Status	Action
Clovelly	Renew Club Membership, Update Personal Details	09/05/2019	Rebecca Cocks	No Comments	Pending	<a href="#">Cancel Requests</a>

Revision: 3 — Last modified: 28 May 2020

## 4.6 – Member Store

### All Members

A range of SLSA merchandise is available for all registered members to purchase in the members store.



**MEMBER STORE**

As an active SLS member please use the below button to access the Members Online Shop:

[THE MEMBERS ONLINE SHOP](#)

### Club Administrators

Access to the full SLSA Shop for Club/Branch/State officers/Administrators can only be accessed if the Officer/Administrator has been assigned SLSA Online Member Store/Shop Administrator access via the Officer Positions in SurfGuard. Once this is assigned the club Officer/Administrator will have two options to shop and pay by credit card for their purchases or to make purchases on behalf of their club and the club will be invoiced. See screenshots below

## View Officers @ Clovelly

Held Position From: 01/07/2018

To: 30/06/2019

GO

Format: dd/mm/yyyy

New Officer Position

Setup Officer Position Synonyms

Position Name	Requirement Level	Officer	From	To	Officer Position Options	Officer Options
Administration	National, State, Branch, Club		24/07/2017	21/07/2019		New Edit Delete

## Setup Officer @ Clovelly

## Allocate Officer

Officer Position Name: After Hours Emergency Contact

Officer: \*

-- Please Select --

From Date: \*

25/07/2016

To Date: \*

21/07/2019

## Administrative Functions

- ☐ Approve Members Area News content
- ☐ Approve Members Area Library content
- ☐ SLSA Online Member Store/Shop Administrator
- ☐ Online Form Approver

Update Reset Cancel

SURF LIFE SAVING AUSTRALIA  
MEMBERS AREA

Hi, Rebecca Cocks


[Home](#)
[Memberships](#)
[Patrols](#)
[eLearning](#)
[News and Events](#)
[Document Library](#)
[History](#)
[Forms](#)

## MEMBER STORE

As an active SLS member please use the below button to access the Members Online Shop:

THE MEMBERS ONLINE SHOP

As an online shop officer for Clovelly please use the below button to access the online shop:

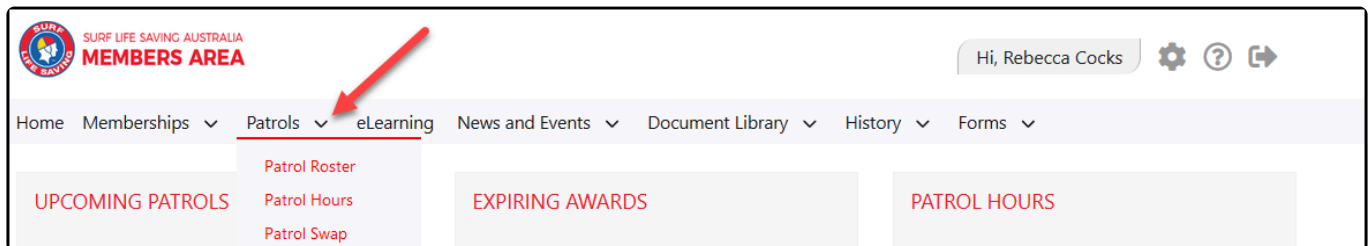
THE ONLINE SHOP FOR CLOVELLY



## 5. Patrols

Active patrol members can use the Patrol tab to:-

- View patrol hours accumulated,
- Check their patrol roster and
- Request or accept patrol swaps for a patrol at their club.



Revision: 1 — Last modified: 22 May 2019

### 5.1 – Patrol Roster

The Patrol Roster sub-tab enables members to:-

- View their patrol roster by date, organisation, patrol team or patrols where a member has confirmed a swap.
- View their patrol dates on a personalised calendar
- Create a request for a “Swap” to do a patrol you are not able to do.
- Details of upcoming and/ or past patrol roster for the selected season

#### My Patrol Roster

##### Display Options

Patrol Season: 2018/2019

Group By: ☒ Date ☐ Organisation ☐ Patrol Team

☐ Display only patrol where I'm substituting for someone else

Update

Below are details of your upcoming and/or past patrol roster for the selected season.

Date/Organisation	Time	Team/Position		
<b>Sat 06/10/2018</b> Clovelly	<b>09:00 - 13:00</b> 4 hours	Team 13 Bronze Member	Rostered	I need a substitute
<b>Sun 04/11/2018</b> Clovelly	<b>09:00 - 13:00</b> 4 hours	Team 13 Bronze Member	Rostered	I need a substitute

Revision: 2 — Last modified: 29 May 2019

## 5.2 – Patrol Hours

The Patrol Hours sub-tab enables members to: -

- Access full details on all patrol hours entered in Surfguard
- Find out exactly how many patrol hours they have completed for specific dates eg Competition year.

### My Patrol Hours

**Display Options**

[Last Year](#)

01/01/2018

[This Year](#)

26/06/2018

Update

#### CLOVELLY

Date	Time	Hours	Patrol Info
Mon 01/01/2018	09:00 - 13:30	4.5	Rostered (Team 9)
Sun 07/01/2018	08:30 - 13:30	5	Rostered (Team 13)
Sat 27/01/2018	13:30 - 18:00	4.5	Rostered (Team 13)
Sat 03/02/2018	13:30 - 18:00	4.5	Voluntary (Team 4)
Sun 18/02/2018	08:30 - 13:30	5	Rostered (Team 13)

**Total: 23.5 patrol hour(s)**  
5 records displayed.

Revision: 2 — Last modified: 30 May 2019

## 5.3 – Patrol Swaps

Patrol swaps enables members to indicate when they will be unable to attend a patrol and can invite other club members to swap for them. Club members can also accept to swap for another member who is unable to patrol. The Patrol swap performs the following: –

1. Displays an invite to eligible members in the club that a member needs a swap.
2. Enables a member to view swap requests they are eligible to perform based on the Awards they hold.
3. Enables members to confirm they can do a swap for another member.
4. Sends a notification email when a swap has been accepted

### Getting Started

To use the Patrol Swap function members need to: -

1. Have a Members Area account – [for more information on creating a Members Area account](#)
2. Be in a Patrol Team and meet the Award requirements of the position they hold in the Patrol team.
3. Be rostered for Patrols for a date/s in the future
4. Meet any other club By-Laws relating to patrol swaps.

### How to Request a Swap in a Patrol Roster

If a member is rostered for a patrol in the future and they need to get a swap they will see the following screenshot. They would need to click “**I need a substitute**”. A pop up will appear “**Do you want to**

request a substitution for this patrol?" Click "OK".

## My Patrol Roster

**Display Options**  
 Patrol Season: 2018/2019 ▾  
 Group By: ☐ Date ☐ Organisation ☒ Patrol Team  
☐ Display only patrol where I'm substituting for someone else  
Update

### CLOVELLY

**Patrol Team:** Team 13  
**Position:** Bronze Member

Sat 06/10/2018	09:00 - 13:00 (4 hrs)	Rostered	I need a substitute
Sun 04/11/2018	09:00 - 13:00 (4 hrs)	Rostered	I need a substitute

The screen will now update and display as "Requesting Substitute".

### CLOVELLY

**Patrol Team:** Team 13  
**Position:** Bronze Member

Sat 06/10/2018	09:00 - 13:00 (4 hrs)	Requesting Substitute	
Sun 04/11/2018	09:00 - 13:00 (4 hrs)	Rostered	I need a substitute

## How to View the Status of a Swap Request or Cancel the Request

At any time a member can check the status of a requested swap by clicking "**Substitutions**" from the drop down. The screenshot below shows:-

1. A Patrol that still requires a swap.
2. How to cancel the request for a swap.

## Substitutions

Patrol Season: 2018/2019 ▼

Group By: ☐ Date ☐ Organisation ☒ Patrol Team

[Update](#)

Below are details of your upcoming patrols for which you've requested for substitution

**Club:** Clovelly

**Patrol Team:** Team 13

**Position:** Bronze Member

Date	Time	Status	Person/sub, Agreed, Contact	Actions
Sat 06/10/2018	09:00 - 13:00 (4 hrs)	Requesting Substitute <b>1</b>		<a href="#">Remove</a> <b>2</b>

### How members can see who needs a Swap and how to accept the Swap

To view who needs a swap login to the Members Area > Patrols tab > Patrol Swaps. Scroll down until you see the section **“Below are details of patrols that other members have identified as needing a substitute”**. You will then be able to view who requires a swap including the date, time, Member, Team, Position and the option to confirm that you can do the swap. To accept the patrol click **“I can do this”**. A pop up will appear **“Do you want to accept the substitution request on this patrol?”** Click OK. Once accepted the patrol will no longer display in the section **“details of patrols that other members have identified as needing a substitute”**.

Below are details of all patrols that other members have identified as needing a substitute

**Club:** Test NSW Club - TEST

**Patrol Team:** IT Dept Best Team

Date	Time	Member	Position	Actions
Sat 30/06/2018	09:00 - 10:00 (1 hrs)	Travis Klerck	Patrol Captain	<a href="#">I can do this</a>

### How a member can see who they accepted a Swap for

In the previous example the member confirmed they could do a patrol in IT Dept Best Team on Saturday, 30 June 2018 0900-1000hrs. The member who accepted to do the swap can view this by clicking the Patrol Roster sub-tab and ticking the box **“Display only patrol where I’m substituting for someone else”** and click Update.

## My Patrol Roster

### Display Options

Patrol Season:

Group By: ☐ Date ☐ Organisation ☒ Patrol Team

☒ Display only patrol where I'm substituting for someone else

[Update](#)

Below are details of your upcoming and/or past patrol roster for the selected season.

### TEST NSW CLUB - TEST

**Patrol Team:** IT Dept Best Team

**Position:** Patrol Captain; IRB Driver

Sat 30/06/2018	09:00 - 10:00 (1 hrs)	Substituting	<a href="#">Undo</a>
Season Total: 1 patrol(s).			

### How to Cancel a Swap You Have Accepted

If a Member is no longer able to do the swap they can click the “**Undo**” option (**color-red**) (see screenshot above). A pop up will then display “**Do you want to cancel your substitution on this patrol?**” **You’ll no longer be able to perform this substitution**”. Click OK. The swap patrol will then be removed from your patrol list.

**NOTE:** Clubs manage the time-frames for all swap functions in Surfguard. It is important to check with your club what the time-frames are at the club you patrol at.

The member who requested the swap will be able to view in their Patrols > Substitutions tab.

### Display One – If person who accepted the Sub and has not clicked the “Undo”

The name of the person who has accepted the sub, the date & time they accepted it and their mobile number displays.

## Substitutions

Patrol Season: 2017/2018 ▼

Group By: ☐ Date ☐ Organisation ☒ Patrol Team

Update

Below are details of your upcoming patrols for which you've requested for substitution

**Club:** Test NSW Club

**Patrol Team:** IT Dept Best Team

**Position:** Patrol Captain

Date	Time	Status	Person/sub, Agreed, Contact	Actions
Sat 30/06/2018	08:45 - 09:00 (0.25 hrs)	Substituted	06/28/2018 21:42:36, 04134	

### Display Two – If person who accepted the Sub has clicked the “Undo”

The status reverts back to Requesting Substitute and indicates the Sub has been cancelled.

## Substitutions

Patrol Season: 2017/2018 ▼

Group By: ☐ Date ☐ Organisation ☒ Patrol Team

Update

Below are details of your upcoming patrols for which you've requested for substitution

**Club:** Test NSW Club

**Patrol Team:** IT Dept Best Team

**Position:** Patrol Captain

Date	Time	Status	Person/sub, Agreed, Contact	Actions
Sat 30/06/2018	08:45 - 09:00 (0.25 hrs)	Requesting Substitute (Sub cancelled)		<a href="#">Remove</a>

### Patrol Swaps FAQ's

#### What happens if I get a confirmed swap and then I find out I am free to patrol?

Contact the member using the contact details provided in the Substitutions tab and ask them to Undo their confirmed sub. Default display is 48 hours.

**NOTE:** Clubs manage the time-frames for all swap functions via Surfguard. It is important to check your club's time-frames

#### Is there a blackout period for when you can't “Undo” a swap you have confirmed?

The default blackout period is 48 hours prior to start of patrol.

**NOTE:** Clubs manage the time-frames for all swap functions via Surfguard. It is important to check your

## club's time-frames

*Revision: 18 — Last modified: 31 May 2019*

## 6. eLearning

To access the suites of SLSA's online Courses:-

1. Click eLearning
2. Check your selected State is correct
3. Click 'Login to eLearning'
4. You will be redirected through to the eLearning

The screenshot shows the SLSA Members Area interface. At the top, the SLSA logo and 'MEMBERS AREA' text are on the left, and a user greeting 'Hi, Rebecca Cocks' with settings, help, and share icons is on the right. A navigation bar below contains links: Home, Memberships, Patrols, eLearning (highlighted with a red circle and arrow labeled '1'), News and Events, Document Library, History, and Forms. The main content area is titled 'eLearning State Selection'. It contains three paragraphs of text explaining the online courses and their availability. Below the text is a dropdown menu labeled 'In which state will you be studying?' with 'NSW' selected, highlighted with a red circle and arrow labeled '2'. At the bottom left is a red button labeled 'Login to eLearning', highlighted with a red circle and arrow labeled '3'.

**NOTE:** You need to be an active member in the SLSA National Membership database (Surfguard) for the previous, current or next season to have access to the eLearning.

To access the SLSA eLearning Guide [Click Here](#)

To access the LSV & TAS eLearning Guide [Click Here](#)

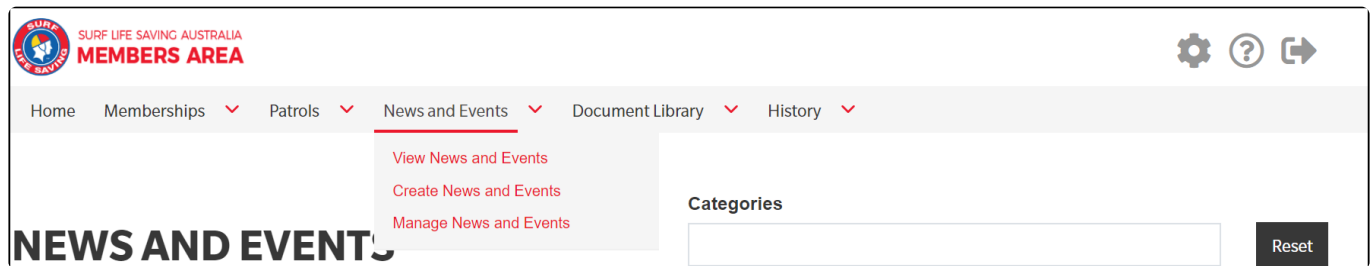
Revision: 20 — Last modified: 31 May 2019



## 7. News and Events

The News & Events tab has three options from the drop down; View, Create and Manage News & Events. Any member of the organisation can View and Create News and/or events, however, only Club/Branch/State & National officers/administrators who have been assigned 'Approve Members Area News content' in an Officer positions in Surfguard.

Members will be able to view and create News or Event articles at a Club, Branch (if applicable), State and National level. Members who have active memberships in multiple States will be able to create and view all Club, Branch (if applicable) and State articles for each State they hold membership in.




Revision: 3 — Last modified: 31 May 2019

### 7.1 – View News and Events

1. From the News and Events drop-down select View News & Events.
2. The default display for all News and Events is:- Organisation – Surf Life Saving Australia and the last uploaded document.
3. Members can filter by the following categories: –
  - Sports
  - Lifesaving
  - Education
  - Member Services
  - Circulars/Publications
  - Governance/Policies
  - Administration
  - WHS
  - Other
4. News articles are displayed on the left-hand side of the page and Events are displayed on the right-hand side.

## NEWS AND EVENTS

### News



**SURF LIFE SAVING AUSTRALIA**  
**SLSA Helpdesk News Article**

**Publish date** 22 June 2018 9:50am

Sports

SLSA Helpdesk News Article

Previous
1
Next

### Events

**SURF LIFE SAVING AUSTRALIA**  
**SLSA National IRB Championships**

**Publish date** 22 June 2018 9:50am

**Location** Thirroul

**Event Start** Date: 12 July 2018 | **Time:** 12:00pm | **Event End** Date: 15 July 2018 | **Time:** 12:00pm

Sports

SLSA IRB Championships

Previous
1
Next

Categories

Reset

Revision: 6 — Last modified: 22 May 2019

## 7.2 – Create News and Events

All SLSA members who have a Members Area account can create and submit a News or Event article. Any article submitted by the organisation that the article will be displayed at. Eg if the News item is to be displayed at a Surf Life Saving Australia level it will have to be approved by Surf Life Saving Australia.

### Steps to Create a News or Events Article

1. From the drop-down menu click Create News & Events
2. Create your article by completing the Title, Summary, Description fields.
3. From the Type drop-down select either News or Event.
4. Set the Publish and Expiry dates and times. The default expiry date is set for 3 months from the publish date.

#### Publish date

20 June 2018 11:00 AM

#### Expiry date

20 September 2018 11:00 AM

Reset dates

5. From the Priority drop-down select either Normal or High. High priority articles are marked with an exclamation mark on the top right-hand side of the post and these articles also display higher than an article which is marked as a Normal priority.

SURF LIFE SAVING AUSTRALIA

### SLSA Helpdesk Important Document!

**Publish date** 20 June 2018 11:49am

Lifesaving

Important Document



6. From the Organisation drop-down select the Organisation the article will display at (subject to

approval)

7. Select the Category, multiple categories can be selected by holding CTRL on your keypad and select each additional category.

8. Feature images can be uploaded. Feature images must be minimum 960 × 540 pixels and have a maximum file size of 20mb

9. Files can be attached to the article if required. A maximum of 3 files allowed.


**Note:** Club members with approval rights for News and Events and/or the Document Library will only have to upload a document once. Previously uploaded files will display when uploading to News, Events & Library. The most recently uploaded file will display at the top. To select a file that has previously been uploaded, find the file and click 'Remove' this will then change the status to 'Select'.

Upload files
Choose Files
Circular xxx...cular 2.docx

All files
Edit title
Delete

Circular xxxx 17-18 National ICT Circular 2 has been uploaded successfully.

File title		Type	Date
Circular 72 17-18 National ICT Circular (pdf)	⊗ Remove	application/pdf	19 June 2018
LSO_Family_Group (png)	⊗ Remove	image/png	19 June 2018
Circular 72 17-18 National ICT Circular (pdf)	⊕ Select	application/pdf	19 June 2018
test for Test (xlsx)	⊕ Select	application/vnd.openxmlformats-officedocument.spreadsheetml.sheet	19 June



**FILE TITLE**  
Circular 72 17-18 National ICT Circular

**SIZE**  
548.67 kB

**URL**  
Circular 72 17-18 National ICT Circular

**UPLOADED ON**  
19 June 2018 1:43pm

10. Once all fields are completed choose form either: –

- Save as Draft, or
- Save and Submit for Approval

11. If Save as Draft was selected in previous step the member can submit for approval using the Manage News & Events tab.

Revision: 5 — Last modified: 31 May 2019

## 7.3 – Managing News and Events

This section can be used by: -

1. Members who have created a News or Event article and saved the article as a Draft and now want to submit it for approval.
2. Club/Branch/State/National Officers/Administrators who are the officer position in Surfguard as a News and Event content approvers

### Members Viewing & Editing a Draft

1. From the drop-down menu click Manage News and Events
2. Make sure the Status displays Draft

## MANAGE ARTICLES

[View articles](#)
[Create article](#)

Type

All

Status

Draft

Organisation

Clovelly

Categories

Reset

3. Clicking 'Edit' will allow the draft to be amended

## Articles

CLOVELLY

### Test Article

Publish date 26 June 2018 12:11pm | Type News | Status Draft  
 Sports

Test

[Edit](#)
[Delete](#)

4. Amend the Draft as required and either: -

- Save as Draft, or
- Save and Submit for Approval

### Assigning “Approve Members Area News Content “ Function in Surfguard

Clubs, State & National administrators/officers will be able to approve News content as long as they are in an Officer position in Surfguard and have been assigned Approve Members Area New content

**Note:** If a member is in multiple officer positions in Surfguard they only need to update one officer position with admin functions.

[View Officers @ Clovelly](#)

Held Position From: 01/07/2018

To: 30/06/2019

GO

Format: dd/mm/yyyy

[New Officer Position](#)
[Setup Officer Position Synonyms](#)

Position Name	Requirement Level	Officer	From	To	Officer Position Options	Officer Options
Administration	National, State, Branch, Club	<div></div>	24/07/2017	21/07/2019	<a href="#">New</a> <a href="#">Edit</a> <a href="#">Delete</a>	

## Setup Officer @ Clovelly

### Allocate Officer

Officer Position Name: Administration

Officer: \*

From Date: \*

To Date: \*

#### Administrative Functions

- ☐ Approve Members Area News content
- ☐ Approve Members Area Library content
- ☐ SLSA Online Member Store/Shop Administrator
- ☐ Online Form Approver

### Approving, Editing or Rejecting News & Events Articles in the Members Area

1. From the drop-down menu click Manage News and Events
2. Filter by Type, Status, Organisation and Categories as required

## MANAGE ARTICLES

[View articles](#)[Create article](#)

Type

Status

Organisation

Categories

3. Locate the article you wish to approve/edit/reject and click the **Red Title** of the article to view the details

## SLSA Helpdesk Important Document!

This is very important regarding changes to the SLSA Members Area

**ATTACHMENTS**

Circular 72 17-18 National ICT Circular (pdf) 548.67 KB [Download](#)

[Back](#)

<b>STATUS</b>	Pending approval
<b>PRIORITY</b>	High
<b>TYPE</b>	News
<b>ORGANISATION</b>	Surf Life Saving Australia
<b>CREATED BY</b>	Joshua Somerfield (5738326 )
<b>DATES</b>	Created at: 20 June 2018, 11:47am Updated at: 26 June 2018, 12:28pm Publish date: 26 June 2018, 12:28pm Expiry date: 26 September 2018, 12:28pm
<b>CATEGORIES</b>	<a href="#">Sports</a> <a href="#">Lifesaving</a> <a href="#">Education</a> <a href="#">Member Services</a> <a href="#">Circulars/Publications</a> <a href="#">Governance/Policies</a> <a href="#">Administration</a> <a href="#">Other</a>

4. Once you have reviewed the article click **Back**

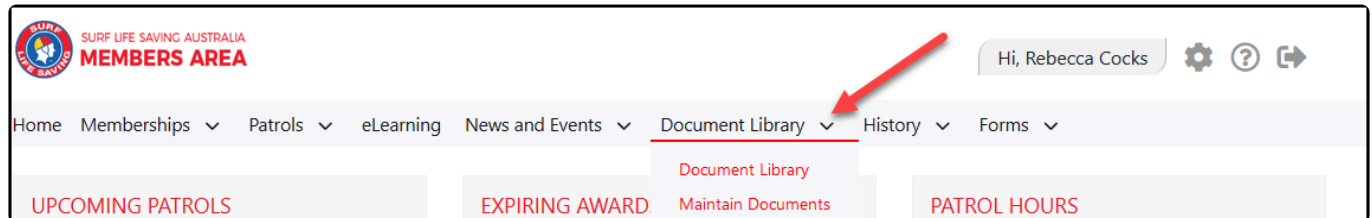
5. Action accordingly using the Edit/Approve/Reject buttons.

**NOTE:** Once approved the article should generally appear instantly, if this is not the case please allow a couple of minutes for the article to upload and display.

*Revision: 1 — Last modified: 22 May 2019*

## 8. Document Library

The Document Library is simple, clean & current. It is no longer a repository of historical documents. Documents can only be uploaded by Club/Branch/State/National SLSA administrators/officers who have been assigned admin functions via Surfguard.



Revision: 5 — Last modified: 22 May 2019

### 8.1 – Finding Documents in the Library

1. From the Library drop-down select Document Library
2. Members can find documents in the library filtering by Organisation, Search, Sort by and Categories
  - **Organisation:** Every member can see documents for their Club, Branch (if applicable), State and SLSA.
  - **Search:** The new and improved search function allows for documents to be found easily.
  - **Sort by:** Documents can be sorted by Most Recently Uploaded or Name A To Z
  - **Categories:** The default is All, however, members can search for documents by a specific category. There are 9 main categories to filter by; Sports, Lifesaving, Education, Member Services, Circulars/Publications, Governance/Policies, Administration, Work Health & Safety, Nippers and Other.
3. You can view the library documents as a List or Grid. Image below is Grid view.
4. Documents displaying a padlock are Restricted Resources and can only be accessed by Members who hold a proficient TAF (Trainer, Assessor or Facilitator) Awards
5. Once the document is located it can be easily downloaded to your device by clicking the DOWNLOAD button.
6. You can share a document with another member by clicking the share icon. You will not be able to share a document with member who has selected Do Not Send Email or is not eligible to have access to the document eg a restricted resource. An email will be sent to the member who is getting access to the document with the name of the document shared and a link/access the document.
7. Ability to filter by Surfguard officer positions. (At this stage only SLSA Officer Positions that display to States, Branches & Clubs can be used to filter)
8. The Members Area will remember the last view of Category/Organisation/Officer Position when you next visit the library

**SURF LIFE SAVING AUSTRALIA MEMBERS AREA**

Hi, [User Name] [Settings] [Currency] [Help] [Logout]

Home Memberships Patrols News and Events Document Library History Forms Reports

## VIEW DOCUMENTS

Organisation: All Search: [ ] Sort by: Most relevant [ ] [Reset]

**Documents (576)**

**Categories**

- All
- Sports
- Lifesaving
- Education
- Member Services
- Circulars/Publications
- Governance/Policies
- Administration
- WHS
- Brandbox
- Other
- Testing

**Officer Positions**

- All
- Education
- Lifesaving
- Administration
- Junior Activities

**Document Grid:**

- Nipper Family Joining** (Updated 27 Nov 2020, File size 866.69 kB, File type DOCX) [Download] [Share]
- SRC & BM Requirements** (Updated 26 Nov 2020, File size 871.07 kB, File type PDF) [Download]
- National Clasp** (Updated 26 Nov 2020, File size 278.85 kB, File type PDF) [Download]
- BM and SRC IT Info** (Updated 17 Nov 2020, File size 871.07 kB, File type PDF) [Download]
- Image of the year** (Updated 28 Oct 2020, File size 137.76 kB, File type PDF) [Download] [Lock]
- TEST** (Updated 4 Jun 2020, File size 6 B, File type TXT) [Download] [Lock]
- Testing for Members Area Upgrade** (Updated 14 Apr 2020, File size 31 kB, File type DOC) [Download]
- Joshua Testing** (Updated 7 Apr 2020, File size 1.88 MB, File type PDF) [Download]
- RnR-R&R Summary of January 2016** [Download]
- RnR-R&R FAQ- Fact Sheet** [Download]
- Test PDF** (Updated 14 Aug 2018) [Download]
- TEST VIDEO HJ** (Updated 13 Aug 2018) [Download]

### List View

**SURF LIFE SAVING AUSTRALIA MEMBERS AREA**

Hi, [User Name] [Settings] [Currency] [Help] [Logout]

Home Memberships Patrols News and Events Document Library History Forms Reports

## VIEW DOCUMENTS

Organisation: Surf Life Saving Australia Search: artc Sort by: Most Relevant [ ] [Reset]

**Documents (4)**

**Categories**

- All
- Sports
- Lifesaving
- Education
- Member Services

**Document List:**

Document Title	Updated
ARTC Delivery and Assessment Guide v4.2 July 2018	14 Aug 2018
Advanced Resuscitation Techniques Certificate Learner Guide v4.1 May 2018	26 Jun 2018
Advanced Resuscitation Techniques Certificate Assessment Portfolio v4.1 May 2018	26 Jun 2018
Advanced Resuscitation Techniques Certificate Syllabus v4 July 2017	26 Jun 2018

Revision: 17 — Last modified: 10 December 2020

## 8.2 – Maintaining Documents in the Library

The Document Library operates a little differently to the News & Events area. There is not the ability for members to 'submit' content for approval. To upload to the Document Library at any level of the



organisation you must be in an Officer position in Surfguard for the specific level of the organisation.

### Assigning “Approve Members Area Library Content “ Function in Surfguard

Clubs, State & National administrators/officers will be able to approve Library content as long as they are in an Officer position in Surfguard and have been assigned Approve Members Area Library content

Note: If a member is in multiple officer positions in Surfguard they only need to update one officer position with admin

View Officers @ Clovelly

Held Position From:

To:

GO

Format: dd/mm/yyyy

New Officer Position
Setup Officer Position Synonyms

Position Name	Requirement Level	Officer	From	To	Officer Position Options	Officer Options
Administration	National, State, Branch, Club		24/07/2017	21/07/2019		<a href="#">New</a> <a href="#">Edit</a> <a href="#">Delete</a>

Setup Officer @ Clovelly

Allocate Officer

Officer Position Name: Administration

Officer: \* -- Please Select --

From Date: \*

To Date: \*

Administrative Functions

☐ Approve Members Area News content

☐ Approve Members Area Library content

☐ SLSA Online Member Store/Shop Administrator

☐ Online Form Approver

Update
Reset
Cancel

### Uploading Content to the Document Library

1. From the Library drop-down select Maintain Documents
2. Click the red **Upload file** button at top right.
3. Upload the document and complete all other fields; Title, Summary, Organisation, Restricted Resources (Optional) and Categories.
4. Click Save
5. The document will now be displayed in the Document Library to the organisation it was uploaded to.

**Upload document** ✕

**Upload** Maximum filesize: 500 MB.

Browse...

No file selected.

**Title**

**Summary**

**Organisation**  

▼

**Restricted resource** ☐

**Categories**

Save

Cancel

Revision: 6 — Last modified: 31 May 2019

## 9. History

The History tab enables members to view the following:-

### Their Membership History

#### Membership History

Below is a summary of your previous season history in all clubs that you have belonged to.

State	Branch	Organisation	Date Joined	Category	Status	Season	Registration Date	Competitor	Date Updated
Surf Life Saving NSW	Sydney Branch	Clovelly	03/05/2010	Award Member	Active	2017/2018	12/07/2017	Yes	12/06/2018 12:00:58
Surf Life Saving NSW	Test NSW Branch	Test NSW Club	17/06/2013	Active (18yrs and over)	Active	2017/2018	29/11/2017	No	09/06/2018 08:08:59

### Their Transaction History

#### Transaction History

Below is a summary of your previous payment transactions that have been processed. When you pay any monies to Surf lifesaving clubs the transaction are displayed here.

Transaction ID	Transaction Date	Receipt No	Transaction Type	Payment Method	Total Amount	Amount Paid	Outstanding	Description
545423	28/06/2018	2205110676	Membership fee	Credit Card	1.00	1.00	0.00	[REDACTED], Transaction Number: 2205110676. Payer Name: [REDACTED]
542555	14/05/2018		Membership fee	Credit Card	50.00	50.00	0.00	Eskimos Payment - [REDACTED], Transaction Number: 2174318813. Payer Name: [REDACTED]

### Their Requests History

## Request History

Below is a summary of your previous requests that have been processed. When you perform an action such as renewing your membership, updating your personal details, or applying for new membership, your request is sent to the relevant organisation, pending their approval. While these requests are still pending, they will appear on the Pending Requests screen. Once processed, you will see them here.

Club	Type	Created Date	Created By	Processed Date	Processed By	Comments	Status
Clovelly	Update Personal Details	29/06/2018		29/06/2018	Online Renewals	<a href="#">View</a> <a href="#">Comments</a>	Rejected

Revision: 5 — Last modified: 26 May 2019

# 10. Forms

---

The following Forms are currently available to be submitted by a Member or by a Club Officer on behalf of a member in the Members Area

1. National Medal
2. National Patrol Service Award Application
3. SLSA Long Service Award Application
4. TAF Re-Endorsement

The next page, 10.1 is broken into two sections:-

1. How a member submits their own Form
2. How a club officer submits a Form on behalf of a member.

*Revision: 4 — Last modified: 11 June 2019*

## 10.1 – Submitting a Form for a Recognition Award

---

### Member Submitting Form



Scroll down to see how a Club, Branch or State officer/administrator can submit a form on behalf of their members.

Members can submit via their Members Area account a request for a recognition Award.

1. Click the drop-down on the Forms tab
2. Select Add Submission
3. Click the drop-down under Select a form and click the Form you want to submit.
4. Select a club
5. Click Add Submission

**ADD SUBMISSION**

Select a form

National Patrol Service Award Application

**National Patrol Service Award**

SLSA has established National Patrol Service Certificates, which are available to members of Affiliated Clubs in recognition of their long service to lifesaving patrols.

Definition of a patrol shall include:

- Rostered Beach Patrol
- Rostered Powercraft Patrol i.e., Jet Boat, ORB, Jet Ski
- Rostered Helicopter Rescue Service Patrol
- Rostered Radio Patrol or Radio Room Duty.

**Note: If an award does not show in the drop-down list, you may already have received it, or you are not eligible for it at this time.**

Select a club

Clovelly

Add Submission Cancel

6. Select the National Patrol Service Award from the drop-down.

**ADD SUBMISSION - NATIONAL PATROL SERVICE AWARD APPLICATION**

**National Patrol Service Award**

Please select which National Patrol Service Award this application is for:

5 Year National Patrol Service Award

10 Year National Patrol Service Award

15 Year National Patrol Service Award

20 Year National Patrol Service Award

25 Year National Patrol Service Award

30 Year National Patrol Service Award

35 Year National Patrol Service Award

40 Year National Patrol Service Award

7. Check you have the correct number of seasons listed

8. You can add missing hours from other organisations for the season listed

9. Upload supporting documentation as proof of hours patrolled prior to 2005.

10. Select Save, Submit or Cancel. You can Save the Form and add additional information later.

## ADD SUBMISSION - NATIONAL PATROL SERVICE AWARD APPLICATION

### National Patrol Service Award

Please select which National Patrol Service Award this application is for:

10 Year National Patrol Service Award

### Verified Memberships

A Bronze Medallion was achieved on 27/03/2010 during the 2009/2010 season. SLSA has a record of the following memberships since then:

Club	Season	Patrol Hours
Clovelly	2009/2010	52.50 hours
Clovelly	2010/2011	64.50 hours
Clovelly	2011/2012	105.50 hours
Clovelly	2012/2013	83.50 hours
Clovelly	2013/2014	71.50 hours
Clovelly	2014/2015	68.50 hours
Clovelly	2015/2016	79.75 hours
Clovelly	2016/2017	59.75 hours
Clovelly	2017/2018	49.50 hours
Clovelly	2018/2019	16.75 hours

Verified unique seasons: 10  
Verified total patrol hours: 651.75 hours

### Additional Memberships

Additional total patrol hours: 0.00

Please enter any additional memberships that are not recorded above.

Enter club name  Select a season  Enter Patrol Hours

### Supporting Documentation

Upload file

**Check you have correct number of seasons listed.** (7)

**Additional Hours Not Listed Can Be Added** (8)

**Upload Supporting Documentation** (9)

**10**

## Club Officer Submitting Form on Behalf of Member

Clubs, State & National administrators/officers will be able to approve Forms as long as they are in an Officer position in Surfguard and have been assigned Form Approver.

**Note:** If a member is in multiple officer positions in Surfguard they only need to update one officer position with admin functions.

To access Officer Positions in Surfguard go to Organisational Management > Officer > Officers

### View Officers @ Clovelly

Held Position From: 01/07/2018 To: 30/06/2019 GO Format: dd/mm/yyyy

[New Officer Position](#)
[Setup Officer Position Synonyms](#)

Position Name	Requirement Level	Officer	From	To	Officer Position Options	Officer Options
Administration	National, State, Branch, Club		24/07/2017	21/07/2019	<a href="#">New</a> <a href="#">Edit</a> <a href="#">Delete</a>	

### Setup Officer @ Clovelly

#### Allocate Officer

Officer Position Name: Administration

Officer: \* -- Please Select --

From Date: \* 24/07/2017

To Date: \* 21/07/2019

Administrative Functions

☐ Approve Members Area News content  
☐ Approve Members Area Library content  
☐ SLSA Online Member Store/Shop Administrator  
☐ Online Form Approver

[Update](#)
[Reset](#)
[Cancel](#)

From the Forms drop down select Add Submission

**SURF LIFE SAVING AUSTRALIA**

**MEMBERS AREA**

Hi,

[Home](#)
[Memberships](#)
[Patrols](#)
[eLearning](#)
[News and Events](#)
[Document Library](#)
[History](#)
[Forms](#)

UPCOMING PATROLS

EXPIRING AWARDS

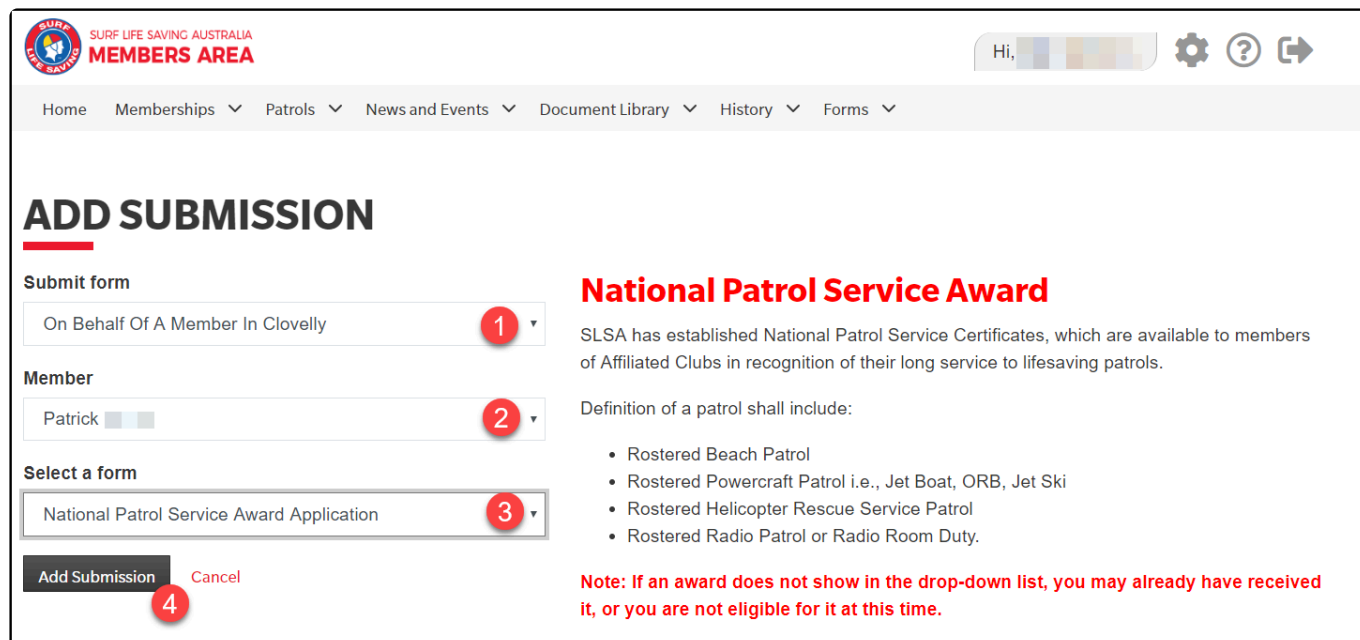
PATROL

[Add Submission](#)  
[View Submissions](#)

At the next screen

1. From the Submit form drop down select **On Behalf of a Member in.....**
2. From the Member drop down collect the name of the member you want to submit the form for
3. From the Select A Form drop down chose the Form
- 4 Click **Add Submission**





**ADD SUBMISSION**

**Submit form**

On Behalf Of A Member In Clovelly 1

**Member**

Patrick 2

**Select a form**

National Patrol Service Award Application 3

**Add Submission** 4 Cancel

**National Patrol Service Award**

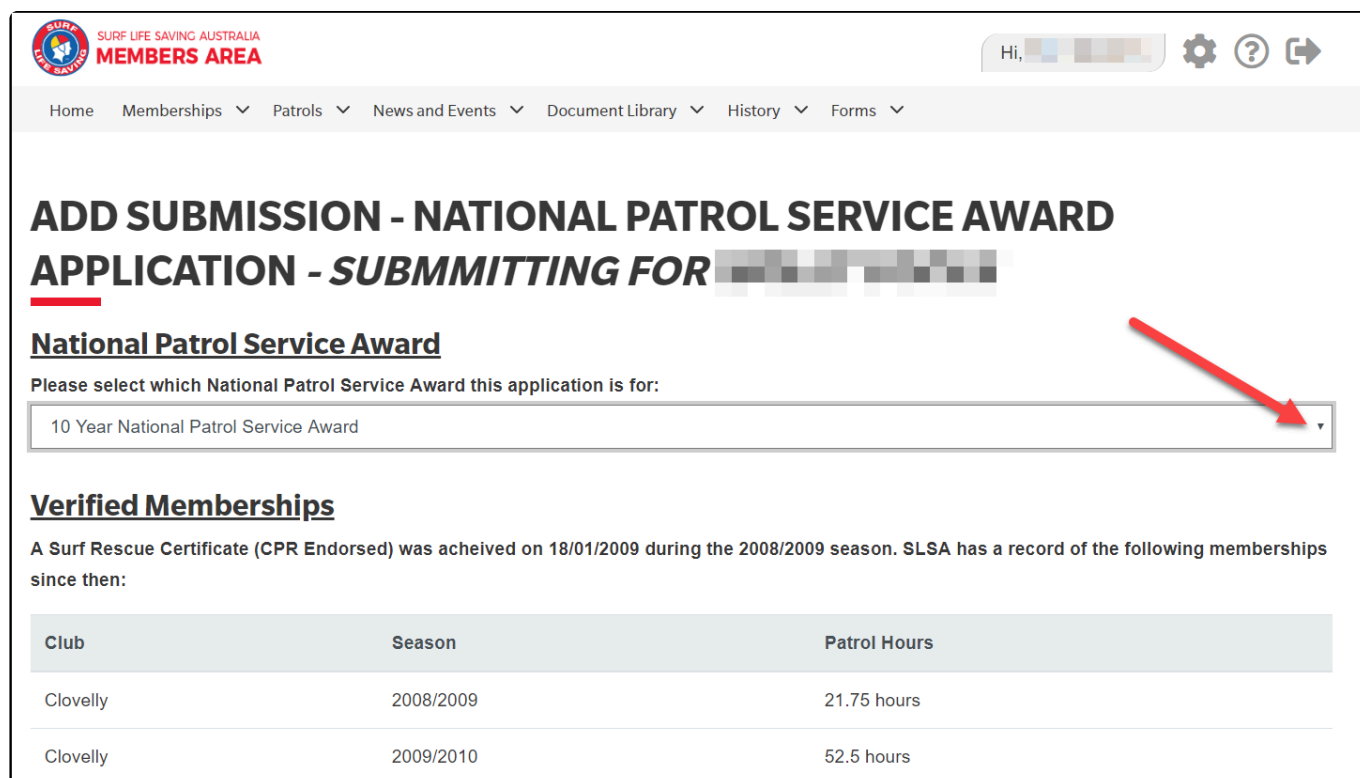
SLSA has established National Patrol Service Certificates, which are available to members of Affiliated Clubs in recognition of their long service to lifesaving patrols.

Definition of a patrol shall include:

- Rostered Beach Patrol
- Rostered Powercraft Patrol i.e., Jet Boat, ORB, Jet Ski
- Rostered Helicopter Rescue Service Patrol
- Rostered Radio Patrol or Radio Room Duty.

**Note: If an award does not show in the drop-down list, you may already have received it, or you are not eligible for it at this time.**

The next screen will confirm the name of the Award you are submitting and the name of the member you are submitting the form on behalf of. Select the appropriate Years of Service from the drop down. Scroll back up to Point 7 in Section 1 – Member Submitting Form



**ADD SUBMISSION - NATIONAL PATROL SERVICE AWARD APPLICATION - SUBMITTING FOR**

**National Patrol Service Award**

Please select which National Patrol Service Award this application is for:

10 Year National Patrol Service Award

**Verified Memberships**

A Surf Rescue Certificate (CPR Endorsed) was achieved on 18/01/2009 during the 2008/2009 season. SLSA has a record of the following memberships since then:

Club	Season	Patrol Hours
Clovelly	2008/2009	21.75 hours
Clovelly	2009/2010	52.5 hours

## Branch or State Submitting Form on Behalf of Member

If a Branch or State Officer wishes to create and submit a form in the Members Area – Forms section the following is displayed.

Branch level – shows all the clubs in the Branch


The screenshot shows the 'Branch Level' interface. At the top, there is a header with the Surf Life Saving Australia logo, the text 'MEMBERS AREA', and 'Branch Level'. A navigation bar contains links: Home, Memberships, Patrols, eLearning, News and Events, Document Library, History, Forms, and Sports Hub. The main heading is 'ADD SUBMISSION'. Below it, a 'Submit form' dropdown menu is open, showing options: 'For myself', 'On behalf of a member in Bondi', 'On behalf of a member in Bronte', 'On behalf of a member in Burning Palms', and 'On behalf of a member in Clovelly'.

State level – shows all the clubs in the State

The screenshot shows the 'State Level' interface. At the top, there is a header with the Surf Life Saving Australia logo, the text 'MEMBERS AREA', and 'State Level'. A navigation bar contains links: Home, Memberships, Patrols, Nippers, eLearning, News and Events, Document Library, History, Forms, Reports, and Sports Hub. The main heading is 'ADD SUBMISSION'. Below it, a 'Submit form' dropdown menu is open, showing options: 'For myself', 'On behalf of a member in Austinmer', 'On behalf of a member in Avalon Beach', 'On behalf of a member in Avoca Beach', 'On behalf of a member in Ballina Lighthouse and Lismore SLSC', and 'On behalf of a member in Batemans Bay'.






### View Submission screen

Indicates the name of the person who submitted the form on behalf of the member and the organisation they are from .



SURF LIFE SAVING AUSTRALIA

MEMBERS AREA

Hi 

HomeMembershipsPatrolsNipperseLearningNews and EventsDocument LibraryHistoryFormsReportsSports Hub

VIEW SUBMISSIONS

Organisation

All

First Name

Last Name

Form

All

Status

Approved



Search

Download csv

Reset

☐ Only my submissions

☐ Require my approval

Form	Status	Organisation	Applicant	Last updated	
TAF Re-Endorsement	Approved	Clovelly SLSC Submitted by A. [redacted] at Surf Life Saving Sydney Inc on behalf of member	G. [redacted] e	8/06/2023 2:20pm	
TAF Long Service Award Application	Approved	Clovelly SLSC Submitted by I. [redacted] at Clovelly SLSC on behalf of member	M. [redacted] ks	6/06/2023 8:16am	

Submission Approval screen

Indicates the Name & Organisation of the approver

SubmissionApproval

Submission Approval

1

Clovelly SLSC  
Approved by A. [redacted] s at Surf Life Saving Sydney Inc  
7/06/2023 12:14pm

2

Surf Life Saving New South Wales  
Approved by D. [redacted] at Surf Life Saving New South Wales  
9/06/2023 9:54am

3

Approved

The 5 Year Training Service Certificate was successfully awarded.

Revision: 44 — Last modified: 4 August 2023

10.2 – Approve/Reject Forms

**NOTE:** Before you can Approve Forms in the Members Area you need to confirm you have been assigned [Form Approver Admin Functions](#) in Surfguard.

# Approval Process

## For forms submitted at a Club Level

The Form is approved by the club and will go to State for approval.

## For forms submitted at a Branch Level

The Form is approved by Branch and will go to State for approval

## For forms submitted at a State Level

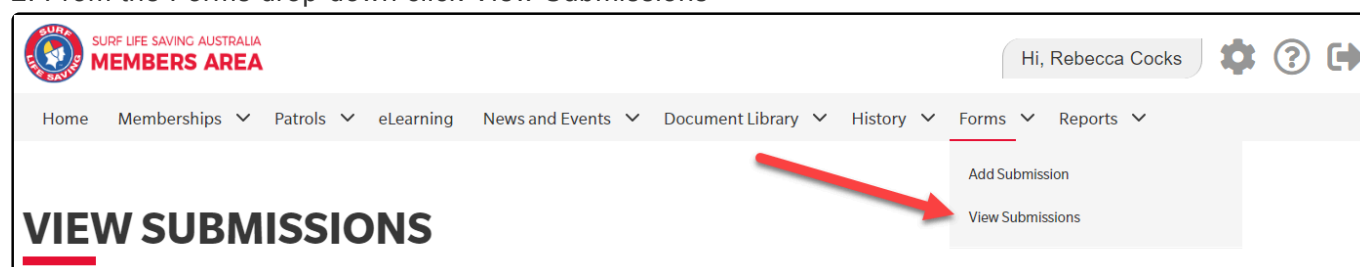
a) If Award is also processed by State the Form still needs to be approved by State

b) If Award is processed by National the Form is approved by State and will go to National for approval

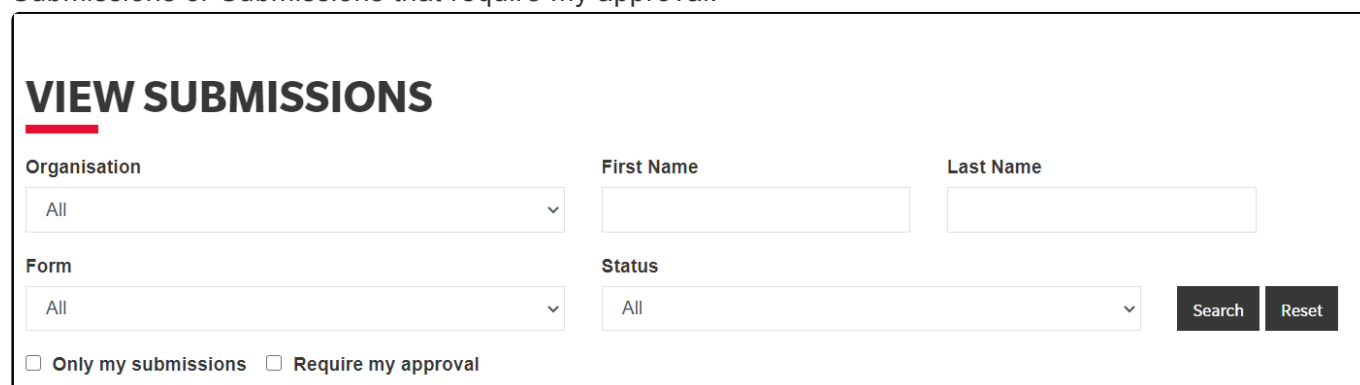
# Approving Forms in the Members Area

1. Login to your Members Area account” <https://members.sls.com.au>

2. From the Forms drop-down click View Submissions



3. Approvers can then filter by: – Organisation, First or Last Name, Form Type, Status, Only My Submissions or Submissions that require my approval.

The image shows the 'VIEW SUBMISSIONS' page. It has a title 'VIEW SUBMISSIONS' with a red underline. Below the title are filter fields: 'Organisation' (dropdown menu with 'All' selected), 'First Name' (text input), 'Last Name' (text input), 'Form' (dropdown menu with 'All' selected), and 'Status' (dropdown menu with 'All' selected). At the bottom left are two checkboxes: 'Only my submissions' and 'Require my approval'. At the bottom right are two buttons: 'Search' and 'Reset'.

4. To view the details of a Form you want to Approve/Reject click the red icon to the right of the form and all details of the submitted form will display on the screen

# VIEW SUBMISSIONS

Form

All

Status


All




Reset

☐ Only my submissions

☒ Require my approval

Form	Status	Organisation	Submitter	Last updated	
National Patrol Service Award Application	Waiting on club <i>Clovelly SLSC</i>	Clovelly SLSC	Manfred Freinkel	20 April 2019 10:22am	<div>4</div>


**MEMBERS AREA**

Hi, Rebecca Cooks
 



[Home](#)
[Memberships](#)
[Patrols](#)
[eLearning](#)
[News and Events](#)
[Document Library](#)
[History](#)
[Forms](#)

## VIEW SUBMISSION - NATIONAL PATROL SERVICE AWARD APPLICATION

### Submission Details

**Form**  
 National Patrol Service Award Application

**Organisation**  
 Clovelly SLSC

**Submitter**  
 Manfred Freinkel

**Status**  
 Waiting on club - Clovelly SLSC

**Created at**  
 20 April 2019 10:22am

**Last updated**  
 20 April 2019 10:22am

Submission
 **Approval**

### National Patrol Service Award

Please select which National Patrol Service Award this application is for:

10 Year National Patrol Service Award

### Verified Memberships

A Bronze Medallion was achieved on 22/11/2009 during the 2009/2010 season. SLSC has a record of the following memberships since then:

Club	Season	Patrol Hours
Clovelly	2009/2010	27.75 hours
Clovelly	2010/2011	51.75 hours
Clovelly	2011/2012	48.00 hours
Clovelly	2012/2013	48.25 hours
Clovelly	2013/2014	48.25 hours
Clovelly	2014/2015	46.25 hours
Clovelly	2015/2016	17.00 hours
Clovelly	2016/2017	35.00 hours
Clovelly	2017/2018	32.25 hours
Clovelly	2018/2019	41.00 hours

Verified unique seasons: 10  
 Verified total patrol hours: 395.5 hours

### Supporting Documentation

5. To approve the Form, click **Approval**. You will have the option to either Approve or Reject. If you click Approve you will have to type a Comment into the comment box and then click Approve at bottom left.

## VIEW SUBMISSION - NATIONAL PATROL SERVICE AWARD APPLICATION

### Submission Details

**Form**

National Patrol Service Award Application

**Organisation**

Clovelly SLSC

**Submitter****Status**

Waiting on club - Clovelly SLSC

**Created at**

20 April 2019 10:22am

**Last updated**

20 April 2019 10:22am

Submission

Approval

5

### Submission Approval

1

Clovelly SLSC  
Waiting on approval

Approve

Reject

2

Surf Life Saving New South Wales

3

Surf Life Saving Australia

4

Waiting on club

**Organisation**

Clovelly SLSC

**Submitter****Status**

Waiting on club - Clov

**Created at**

20 April 2019 10:22am

**Last updated**

20 April 2019 10:22am

Submission

Ap

### Approve submission

✕

**Comment**

Member is eligible

Approve

Cancel

6. Once you have approved the Form at a club level it will show the following status.

## National Patrol Service Award Application

**Organisation**

Clovelly SLSC

**Submitter**

Manfred Freinkel

**Status**

Waiting on state - Surf Life Saving New South Wales

**Created at**

20 April 2019 10:22am

**Last updated**

20 April 2019 12:29pm

Submission

Approval

### Submission Approval

1

**Clovelly SLSC**

Approved By Rebecca Cocks at 20 April 2019 12:29pm

*Member is eligible*

2

**Surf Life Saving New South Wales**

Waiting on approval

Approve

Reject

3

**Surf Life Saving Australia**

4

**Waiting on state**

7. Once all stages are approved it will show that the Award has been successfully awarded.



Submission

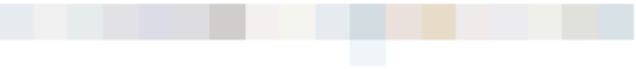
Approval

## Submission Approval

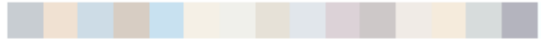
1

**Clovelly SLSC**  
 Approved By Rebecca Cocks at 18 April 2019 2:51pm

2

**Surf Life Saving New South Wales**  
 Approved By 

3

**Surf Life Saving Australia**  
 Approved By 

4

**Approved**  


---

*The 10 Year National Patrol Service Award was successfully awarded.*

8. Throughout the form process, form approvers for the relevant organisation level will receive an email advising them of action tasks.

Revision: 38 — Last modified: 5 August 2023

## 10.3 – Email Notifications

### Email Notifications

Individual Submission – member submits their own Form

No email to member advising submission

Email sent to individual when the Form is Approved or Rejected

### Club, Branch or Sate Submits Form on behalf of Member (all Forms except TAF Re-Endorsement)

No email sent to member advising Form submission

No email sent to member when the Form is Approved or Rejected

**Club, Branch or Sate Submits TAF Re-endorsement Form on behalf of Member**

Email sent to member advising Form submission

Email sent to member when the Form is Approved or Rejected

*Revision: 8 — Last modified: 5 August 2023*

# 11. Reports

Revision: 2 — Last modified: 21 January 2020

## Active Kids (NSW Only)

Club Officers/Administrators, who are in specific Officer positions in Surfguard, can now run a report in their Members Area account to view who has paid using an Active Kids voucher.

### 1 – Setup Active Kids Officer Positions in Surfguard

There are three (3) Active Kids Voucher Officer positions in Surfguard.

If you are not sure how to create or edit Officer positions in Surfguard [Click Here](#)

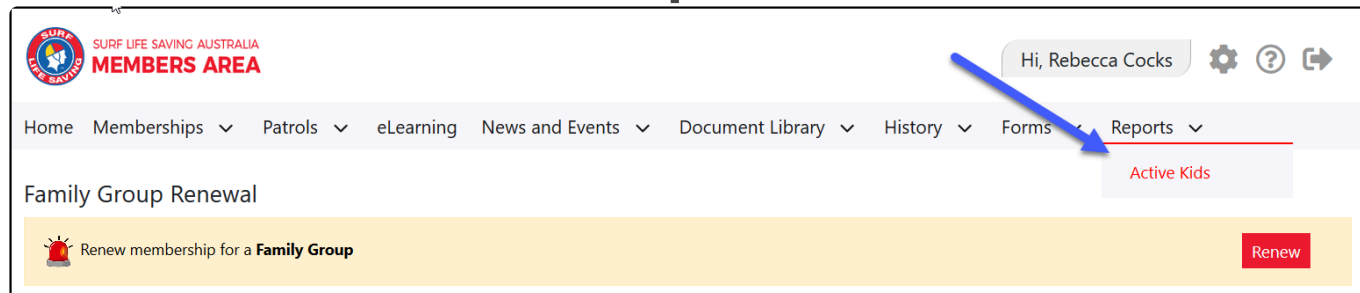
View Officers @ Clovelly

**Held Position From:** 
**To:** 

**Format:** dd/mm/yyyy

Position Name	Requirement Level	Officer	From	To	Officer Position Options	Officer Options
Active Kids Voucher 1	State, Club	<a href="#">Cocks, Rebecca</a>	15/01/2020	31/12/2020	<input type="button" value="New"/>	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Active Kids Voucher 2	State, Club				<input type="button" value="New"/>	
Active Kids Voucher 3	State, Club				<input type="button" value="New"/>	

## 2 – Members Area – Reports



**SURF LIFE SAVING AUSTRALIA MEMBERS AREA**

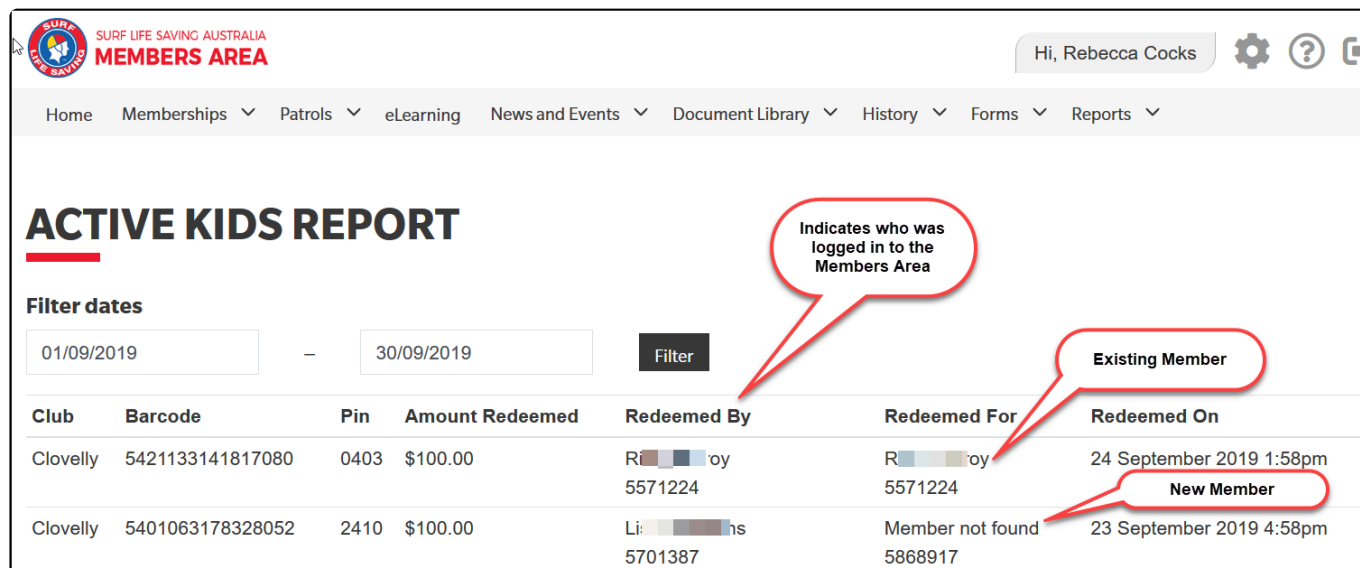
Hi, Rebecca Cocks

Home Memberships Patrols eLearning News and Events Document Library History Forms **Reports**

Active Kids

Family Group Renewal

Renew membership for a **Family Group** **Renew**



**SURF LIFE SAVING AUSTRALIA MEMBERS AREA**

Hi, Rebecca Cocks

Home Memberships Patrols eLearning News and Events Document Library History Forms Reports

### ACTIVE KIDS REPORT

**Filter dates**

01/09/2019 – 30/09/2019 **Filter**

Club	Barcode	Pin	Amount Redeemed	Redeemed By	Redeemed For	Redeemed On
Clovelly	5421133141817080	0403	\$100.00	Ri...oy 5571224	R...oy 5571224	24 September 2019 1:58pm <b>Existing Member</b>
Clovelly	5401063178328052	2410	\$100.00	Li...hs 5701387	Member not found 5868917	23 September 2019 4:58pm <b>New Member</b>

Revision: 9 — Last modified: 28 May 2020