

Member Protection

North Avoca SLSC is committed to the protection, welfare and well-being of all members and is dedicated to providing a positive and safe environment in line with the [SLSA Member Protection Policy](#) and [Child Safe Policy](#).

We take an inclusive approach, dedicated to being open to all members of the Australian community and providing a safe environment, ensuring all members are treated with respect and dignity and are protected from discrimination, harassment, and abuse.

Our aim is to create a safe and nurturing environment for all members participating in surf lifesaving by following the [Member Protection Code of Conduct](#).

Our Member Protection team

Our club has a group of dedicated volunteers who look after member protection issues. These include a Member Protection Information Officer (MPIO), Complaints Manager and Child Safe Coordinator.

Member Protection Information Officer: Steve Cannon mpio@naslsc.com.au

Complaints Manager: Jackie Sproll complaintmanager@naslsc.com.au

Child Safe Coordinator: Evelyn Dwyer childsafecoordinator@naslsc.com.au

Complaint Management

The MPIO is available to provide advice to all members who may have an issue or grievance at the club and is the first point of contact for any member wishing to raise a concern.

To contact the MPIO, please email mpio@naslsc.com.au to arrange a call back.

After contacting the MPIO, should any member wish to proceed with a formal complaint, this can be lodged via the online complaints portal:

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

All formal complaints are handled by the Club Complaints Manager, who will take action after complaints are lodged via the portal.

We understand that in a community organisation where everyone knows each other, conflicts of interest can arise. We want members to feel they are able to raise any concerns they have, and if there is a conflict of interest and members would prefer to speak to someone else within the club regarding their concern, please email office@naslsc.com. Alternatively, you can contact the MPIO at Central Coast Branch <https://slscc.com.au/gwswp/about-us/contact-slscc/>

Child Safe

CHILD SAFE COMMITMENT STATEMENT

Our Club is committed to the safety and wellbeing of every child and young person who takes part in our activities, programs, events or services and will work to create an environment in which children and young people are safe and feel safe at all times.

North Avoca SLSC recognises the importance of protecting young people under the age of 18 from abuse, harm and exploitation. It is everyone's responsibility to treat children and young people respectfully and within the Child Protection Laws and the SLSA Child Safe Policy. The Child Safe Code of Conduct applies to all members and associated parties as outlined in the [Child Safe Policy](#).

Resources, webinars and online training courses are available to all members, providing clear guidelines of appropriate behaviour when engaging with children and young people. All members are encouraged to complete the [Child Safe Awareness online course](#) found in the e-learning section of your members portal.

Working with Children Check

Members in Child related roles are required to provide a Working with Children Check to the club to be verified with the Office of Children's Guardian. Failure to do so will result in suspension from any child related roles. Some exclusions apply. To check if you are required to have a WWCC, follow the guidelines below:

[WWCC Guidelines](#)

Child Safe Reporting

Keeping children and young people safe relies on community members reporting their concerns.

All North Avoca SLSC members have a responsibility to speak up if they become aware of or observe something considered inappropriate. Please contact our club's MPIO, mpio@naslsc.com.au and submit through the online reporting portal:

1. Visit <https://complaints.sls.com.au/> and click on 'Make a Child Safe Report'
2. Follow the question prompts, noting you may wish to remain anonymous
3. Click submit once finished. Your report will then be sent to Surf Life Saving Australia's Legal Counsel and SLSNSW for investigation.

All reports submitted will be treated in confidence and with the utmost respect for all those involved.