

Circular

Title:	Member Screening, MPIOs, Complaints & Relevant SLSA Documents
Date:	17 September 2026
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Department:	Sport & Development Department
From:	David Somers, Sport & Development Manager Ph: 08 9207 6666 (SLSWA Office Hours Monday to Friday, 8.30am to 5pm) Email: mpio@slswa.com.au
Audience:	Club Presidents, Club Administrators, Member Protection Officers (MPIO), Complaint Managers
Summary:	This Circular contains information regarding SLSWA's Member Screening Policy as well as information on Member Complaints.
Action:	Presidents/Club Administrators are to review the requirements below and ensure the names of the club's MPIO Officer and Complaint Managers are inputted on SurfGuard
Attachments:	1. SLSWA Member Screening Policy 2. SLSWA WWC Check – Recommended Process Flowchart 3. National Training Webinars

Background

The SLSWA Member Screening Policy (attached) has been revised and simplified to make it easier for clubs to understand and meet their obligations in relation to member screening.

Also attached is a revised flowchart for volunteers in relation to Working with Children Checks. This chart outlines what clubs should record in SurfGuard.

Member Screening

Affiliated clubs should be aware of the following obligations on them in relation to member screening requirements in accordance with the new **SLSWA Member Screening Policy** (attached):

- appoint as many suitable people to manage member screening and WWC Check administration for the Club as is necessary and appropriate to ensure compliance given the size of the Club and the nature of its activities;
- keep records showing, for each Member, whether the Member holds a current WWC Check or does not require one, and the basis for that status;
- take appropriate corrective action if a concern about the Club's compliance with this Policy, the Act, SLSA Policy 6.04 – Child Safe, SLSA Policy 6.04A – Child Safe Commitment or its affiliation obligations is identified;
- not admit to membership any person who is subject to a current Negative Notice or Interim Negative Notice and immediately terminate the membership of any Member with a current Negative Notice, and immediately suspend the membership rights, privileges and duties of any Member with a current Interim Negative Notice while the Interim Negative Notice remains current, in each case to the extent permitted by, and in accordance with, applicable SLSA policies, the Club's constitution, by-laws, membership processes and legal requirements. Where the person is a paid employee, the Club must immediately ensure the person does not perform child-related work and must take any further action required or permitted in accordance with the Act, applicable SLSA policies, the person's employment arrangements and legal requirements;
- promptly notify SLSWA if the Club becomes aware that a member has been charged with or convicted of a Class 1 offence or Class 2 offence under the Act, or is subject to a Negative Notice or Interim Negative Notice, or an adverse interstate WWC decision that has effect under the Act, and confirm the action taken by the Club.

MPIOs

Affiliated clubs require at least one MPIO (Member Protection Officer). MPIOs should be familiar with the SLSWA Member Screening Policy document. They also play a vital role in providing members with information in relationship to concerns, grievances or complaints they may have and seek advice on.

On Thursday 8 October 2026, SLSWA will be offering an online workshop to explain the new Member Screening Policy. Existing and newly appointed MPIOs are encouraged to connect to this session. Club Administrators and other interested Club Officers may also book in.

The details of the Member Screening Policy Workshop are as follows:

Date:	Thursday 8 October 2026
Time:	6:00pm – 7:00pm (1-hour duration)
Venue:	Online
Booking required:	Via TryBooking – online booking form (close 5pm Monday 5 October 2026)
Reminder:	A reminder email with a Teams Link will be sent on 6 October 2026.

Clubs will be required to input their MPIO onto SurfGuard in the Officers list prior to the 30 September 2026.

Complaints

As part of Surf Life Saving Australia's commitment to Child Safe, Inclusion and Member Protection an [online complaints](#) portal is available via on the SLSA website www.sls.com.au where members can lodge a child safe matter or complaint. Each club is required to nominate at least one Complaint Manager (not the Club MPIO) so relevant online complaints can be directed to them. Clubs can nominate up to three Complaint Managers and again they must be entered on SurfGuard in the Officers list to allow them access to the Complaints Portal. Complaint Managers must be entered on SurfGuard by 30 September 2026. Clubs are asked to consider the following when selecting members to become a Complaint Manager:

- Consider members who are not Person in Position of Authority (PPA) at the Club
- Consider members who are viewed as approachable and non-biased by the membership of your Club

Relevant SLSA Documents

All club officers, especially Club MPIO's and Complaint Managers, should be familiar with the following relevant and recently updated SLSA Policies and Guidelines. Please note, the links provided are to the Members Hub where the documents are located, you will therefore need a **Members Hub** Account to log in and view these documents. Alternatively, the documents can be found on the SLSA Website.

1. [Policy 6.02 - Privacy](#)
2. [6.04A – Child Safe Commitment](#)
3. [Policy 6.04 – Child Safe](#)
4. [Child Safe Code of Conduct – Do's & Don'ts](#)
5. [Child Safe Guideline – Handbook for Clubs](#)
6. [6.05A – Inclusion & Diversity Statement](#)
7. [Policy 6.05 - Member Protection](#)
8. [6.06A – Complaints Handling Guideline](#)
9. [Policy 6.06 – Complaints Resolution](#)
10. [Policy 6.20 – Social Media](#)
11. [Policy 6.21 - Photography, Digital Recording & Images](#)

National Training Webinars

SLSA are running a number of webinars that may be of interest to Club Officers particularly those who hold the MPIO or Complaint Managers position. The MPIO Part 2 Workshop on Wednesday 7 October would be very beneficial for new MPIOs. Attached is a flyer promoting these webinars with some additional details. Please find below links to register for these webinars noting they will also be available via SLSA.

[MPIO Part 2 Workshop](#) (120-minute duration) at 4pm on Wednesday 7 October

[MPIO Refresher](#) (60-minute duration) at 4pm on Monday 12 October

[Conflict Compass Webinar - Navigating Conflict on the Beach](#) (90-minute duration) on Wednesday 14 October

[Youth Wellbeing](#) (60-minute duration) at 4pm on Tuesday 20 October

Conclusion

Please direct any questions regarding Member Screening, MPIOs, Complaints or adding Officers onto SurfGuard to email mpio@sloswa.com.au or phone 9207 6666.

A handwritten signature in black ink, appearing to read "J. O'Toole".

James O'Toole
Chief Executive Officer