

Circular

Title:	Child Safe Update & Complaints Resolution
Date:	23 September 2021
Document ID:	27,2021/22
Department:	Member Development
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Audience:	Club Presidents & Directors, Complaint Officer
Summary:	This Circular contains information on the recently updated Child Safe Resources and the new Complaints Resolution Policy.
Action:	Clubs are asked to familiarise themselves with these new documents released by SLSA.

Over the past 18 months Surf Life Saving Australia have been reviewing and updating all their Safeguarding resources to ensure they meet and address the National Principles for Child Safe Organisations. Part of this review included looking at the existing Policy 6.05 – Member Protection. In essence, it was decided to breakdown this policy into three areas as follows;

Old Policy - 6.05 Member Protection		
↓	↓	↓
Child Safe (under 18)	Member Protection & Inclusion (18 and over)	Complaints Resolution
6.04A Child Safe Commitment 6.04 Child Safe Policy Child Safe Program	6.05A Inclusion & Diversity Statement 6.05 Member Protection Policy	6.06 Complaints Resolution Policy

Contained in the new Policy 6.04 are the Child Safe Code of Conduct and dealing with a Policy Breach. In reference to the Recruitment and Screening of Volunteers and Employees section of Policy 6.04, this should be read in conjunction with the [SLSWA Member Screening Policy](#). All the new and updated Child Safe resources can be found in the Document Library of the Members Areas. When searching the Document Library for these resources please ensure you select “All” for Organisation setting and “Child Safe” for the Categories setting. Alternatively visit the [Child Safe](#) page on the SLSA Website.

The newly updated version of **Policy 6.05 – Member Protection** now deals primarily with 18 and over members and should be read in conjunction with Policy 6.04. Rounding off the new documents is **Policy 6.06 – Complaints Resolution**. Policy 6.06 outlines how a complaint should be handled by a club and the appeal rights of members. The new Member Protection and Complaint Resolution resources can be found in the Document Library of the Members Area. When searching the Document Library for these resources please ensure you select “All” for Organisation setting and “Governance/Policies” for the Categories setting.

Any questions related to these new policy and resources should be directed to David Somers, Member Development Coordinator.



James O'Toole
Chief Executive Officer