

## Circular

<b>Title:</b>	<b>Member Screening, Complaints &amp; Relevant SLSWA/SLSA Documents</b>
<b>Date:</b>	7 August 2025
<b>Document ID:</b>	<b>20, 2025/2026</b>
<b>Department:</b>	Sport & Development Department
<b>From:</b>	David Somers, Sport & Development Manager Ph: 08 9207 6666 (SLSWA Office Hours Monday to Friday, 8.30am to 5pm) Email: <a href="mailto:dsomers@slswa.com.au">dsomers@slswa.com.au</a>
<b>Audience:</b>	Club Presidents, Club Administrators, Member Protection Officers (MPIO), Complaint Managers
<b>Summary:</b>	This Circular contains information regarding SLSWA's Member Screening Policy as well as information on Member Complaints.
<b>Action:</b>	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
<b>Attachments:</b>	<ol style="list-style-type: none"> <li>1. <a href="#">SLSWA Member Screening Policy</a></li> <li>2. <a href="#">SLSWA Member Screening Flowchart</a></li> <li>3. <a href="#">Volunteer Declaration Form</a></li> </ol>

### Member Screening

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

1. Appoint a Member Protection Officer (MPIO) to carry out member screening and member protection duties. 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.
2. Ensure all paid employees hold a current and valid Working with Children Card.
3. Use the **SLSWA Member Screening Flowchart** (attached) to determine the status of each member 13 years of age or older:
  - a. Ensure non-exempt volunteering members who are 18 years of age or older obtain or hold a Working with Children Card.
  - b. Ensure exempt volunteering parent and youth members (13 – 17 years), if they are not a holder of a Working with Children Card, complete the **Volunteer Declaration Form**. This form ensures any parent/child volunteer sitting under an exemption declares that they do not have an Interim Negative Notice/Negative Notice and are eligible to access the relevant exemption. SLSWA has prepared a Volunteer Declaration Form (attached) for Clubs to use based on the recommended template provided by the Working with Children Screening Unit, however, individual Clubs may wish to investigate online options ([example here](#)) to gather and store these important declarations.
  - c. Ensure non-volunteering members do not volunteer in any capacity and if they do reassess their status.

Compliance with the SLSWA Member Screening Policy is a requirement of each club's SLSWA Woodside Nipper Agreement. Clubs will be required to input their MPIO onto SurfGuard in the Officers list prior to final sign off of the Agreement. **The payments, that form part of these Agreements, will not be made to clubs should they fail to input their MPIO on SurfGuard.**

MPIOs are advised that SLSWA may conduct random audits of clubs throughout the 2025/26 season. We may wish to view records of members Working with Children Checks and/or records of Volunteer Declarations.

## 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](http://www.sls.com.au) where members can lodge a child safe matter, grievance 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 2025. 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

On Wednesday 22 October 2025, Surf Life Saving WA will be offering an online Complaint Manager Workshop/Training Course. Existing and newly appointed Complaint Managers are encouraged to connect to this session which will explain the SLS Complaint Handling Guidelines.

The details of the Workshop/Training are as follows:

Date:	Wednesday 22 October 2025
Time:	6:00pm – 7:00pm (1-hour duration)
Venue:	Online
Booking required:	Via TryBooking – <a href="#">online booking form</a> (close 5pm Monday 21 October 2025)
Reminder:	A reminder email with a Teams Link will be sent on 21 October 2025.


## 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](#)

## Conclusion

Please direct any questions regarding Member Screening, Member Protection, Complaints or adding Officers onto SurfGuard to David Somers, Sport & Development Manager via email [dsomers@slswa.com.au](mailto:dsomers@slswa.com.au) or phone 9207 6666.



**James O'Toole**  
Chief Executive Officer

<b>Policy Name:</b>	Surf Life Saving Western Australia Inc. (SLSWA) Member Screening Policy
<b>Issued:</b>	September 2023

## 1 Definitions

Term	Definition
<b>Affiliated Club</b>	means a surf lifesaving club affiliated with SLSWA for such time as that club remains affiliated under the SLSWA Constitution and for the purposes of this Policy includes all probationary clubs.
<b>Child/Children</b>	means a person/s who is under 18 years of age.
<b>Class 1 Offence</b>	means an offence referred to at section 7(1) and Schedule 1 of the WWC Act.
<b>Class 2 Offence</b>	means an offence referred to at section 7(2) and Schedule 2 of the WWC Act.
<b>Contact</b>	for the purposes of this Policy includes: <ul style="list-style-type: none"> <li>a) any form of physical contact; and</li> <li>b) any form of oral communication, whether face to face, by telephone or otherwise; and</li> <li>c) any form of electronic communication.</li> </ul>
<b>GDV Member</b>	means a General Duties Volunteer Member who carries out any volunteer duties with an Affiliated Club of which that individual is a Member.
<b>Interim Negative Notice</b>	means a written notice issued by the WWC Screening Unit whereby the WWC Screening Unit has received information relevant to the immediate safety of Children and which prohibits the individual from engaging in child related work during the assessment / re-assessment until a final decision is made.
<b>Member</b>	means any member of SLSWA or Affiliated Clubs including GDV Members and NV Members.

<b>MPIO</b>	means a Member Protection Information Officer.
<b>MP Policy</b>	means SLSA's Member Protection Policy.
<b>Negative Notice</b>	means a written notice issued by the WWC Screening Unit whereby the WWC Screening Unit's assessment or re-assessment of an individual's eligibility to hold a WWC Check indicates an unacceptable risk to Children.
<b>Non-exempt GDV member</b>	means a GDV Member who does not qualify for the WWC Act Parenting Exemption (as referred to at clause 5(c) of this policy) or the WWC Act Child Volunteer Exemption (as referred to at clause 5(d) of this Policy).
<b>NV Member</b>	means a Non-Volunteering Member who does not carry out any volunteer or paid duties with an Affiliated Club of which that individual is a Member.
<b>Paid Employee</b>	means an employee engaged by an Affiliated Club to undertake paid work.
<b>Parent</b>	<p>of a Child means a person –</p> <ul style="list-style-type: none"> <li>a) who is the father, mother, stepfather or stepmother of the Child; or</li> <li>b) who at law has responsibility for –                             <ul style="list-style-type: none"> <li>i. the long term care, welfare and development of the Child; or</li> <li>ii. the day to day care, welfare and development of the Child,</li> </ul>                             or                         </li> <li>c) who is in a defacto relationship with a person referred to in paragraph (a) or (b) above; or</li> <li>d) who is specified as the Child's prospective adoptive parent under the <i>Adoption Act 1994</i> section 20(b).</li> </ul>
<b>Parent Member</b>	means a Member of an Affiliated Club who is the Parent of a Child who is a Member of the same Affiliated Club.
<b>Policy</b>	means this Member Screening Policy.
<b>SLSA</b>	means Surf Life Saving Australia.

<b>WWC Act</b>	means the <i>Working with Children (Screening) Act 2004</i> .
<b>WWC Act Child Volunteer Exemption</b>	means the child volunteer exemption to the requirement for those engaged in child related work to obtain a WWC Check as set out in the WWC Act and the <i>Working with Children (Screening) Regulations 2005</i> .
<b>WWC Act Parenting Exemption</b>	means the parenting exemption to the requirement for those engaged in child related work to obtain a WWC Check as set out in the WWC Act and <i>Working with Children (Screening) Regulations 2005</i> .
<b>WWC Check</b>	means a Working with Children Check under the WWC Act.
<b>WWC Screening Unit</b>	means the Working with Children Screening Unit, which is a part of the Department of Communities and is responsible for administering the WWC Check in Western Australia.

## 2 Purpose

- a. The purpose of this document is to set out SLSWA's Policy in relation to member screening requirements and compliance with the WWC Act.
- b. The SLSWA Member Screening Policy should be read and complied with in conjunction with the SLSA's MP Policy and serves to protect Members through adequate screening processes designed to safeguard and prevent harm to children and young people within surf lifesaving in Western Australia.
- c. This Policy has been endorsed by SLSWA's Board of Directors . It has been incorporated into SLSWA's Regulations in accordance with the SLSWA Constitution. The Policy starts on the date it is adopted by the Board and will operate until it is replaced. A copy of the current Policy is available on the SLSWA website [www.mybeach.com.au](http://www.mybeach.com.au) .

## 3 Scope

- a. This Policy applies to and must be complied with by SLSWA, all Affiliated Clubs and all Members and Paid Employees of Affiliated Clubs and SLSWA.

## 4 WWC Act Compliance

- a. SLSWA is committed to continued compliance with the WWC Act. Under the WWC Act, people who engage in certain paid or unpaid work with children must obtain a WWC Check (exemptions do apply).
- b. SLSWA and its Affiliated Clubs form a unique organisation that provides a wide variety of services to the community and activities for its Members. These include but are not limited to emergency and community services, sporting and training and education programs. Each of these sections of Affiliated Clubs co-exist and are interrelated meaning that Contact with Children in relation to a GDV Member's or Paid Employee's usual duties with an Affiliated Club is inevitable. As a result of this, appropriate member screening must be undertaken by Members and Paid Employees.

## 5 WWC Checks and Process for Members

- a. Members of all Affiliated Clubs will be categorised as either a GDV Member or a NV Member.
- b. All Non-exempt GDV Members aged 18 years and over must hold a current and valid WWC Check. Non-exempt GDV Members aged 18 years and over will only be allowed to participate and attend the Affiliated Club under this membership once one of the following has occurred:
  - i. The Non-exempt GDV Member has provided the Affiliated Club with the number of their current, valid WWC Check; or
  - ii. an Application for a WWC Check has been lodged by the Non-exempt GDV Member and a valid receipt number confirming this lodgement has been provided by the Non-exempt GDV Member to the Affiliated Club.
- c. The WWC Act Parenting Exemption will apply to those Members who have a Child who is a Member within the same Affiliated Club. It must be noted that the WWC Act Parenting Exemption does not apply to overnight camps where Children will be present and therefore WWC Checks must be conducted for all Members over the age of 18 who are involved in overnight camps where Children will be present.
- d. The WWC Act Child Volunteer Exemption will apply to those GDV Members under the age of 18 where the work is carried out on a voluntary basis.
- e. All Members who are eligible to access the WWC Act Parenting Exemption and all Members aged 13 – 17 years who are eligible to access the WWC Act Child Volunteer Exemption must complete and submit a volunteer declaration form (as provided by their Affiliated Club) certifying that they are eligible to access the relevant exemption and that they have not been issued with a current Negative Notice or Interim Negative Notice.
- f. NV Members are not required to obtain a WWC Check as a pre-requisite to their membership. NV Members are strictly prohibited from undertaking any volunteer or paid activities with an Affiliated Club without converting their membership to a GDV Member or Paid Employee role and obtaining a WWC Check (as required).
- g. Affiliated Clubs will be responsible for ensuring that all Non-exempt GDV Members aged 18 years and over and Paid Employees have obtained/already hold the required WWC Check and monitoring the renewal of those checks in accordance with the WWC Act.
- h. Members must notify their Affiliated Club and SLSWA immediately if they are charged or convicted with a Class 1 Offence or Class 2 Offence or receive notification of a Negative Notice or Interim Negative Notice in relation to their WWC Check.

## 6 Obligations on Affiliated Clubs

- a. Affiliated Clubs should be aware of the following obligations on them in relation to member screening requirements:
  - i. Comply with this policy, the MP Policy and the WWC Act.
  - ii. Appoint an MPIO to carry out member protection and member screening duties for the Club and act as a representative of the Affiliated Club in relation to these matters.
  - iii. Ensure all Non-exempt GDV Members who are 18 years of age or older, all Parent Members attending overnight camps where Children are present and all Paid Employees hold a current, valid WWC Check.
  - iv. Obtain from all Members who are eligible to access the WWC Act Parenting Exemption and all Members aged 13 – 17 years who are eligible to access the WWC Act Child Volunteer Exemption a volunteer declaration certifying that they are eligible to access the relevant exemption and that they have not been issued with a current Negative Notice or Interim Negative Notice.

- v. Regularly monitor all Members who qualify for a WWC Act Parenting Exemption under clause 5(c) of this Policy or WWC Act Child Volunteer Exemption to ensure these Members continue to satisfy the requirements of the relevant exemption.
- vi. Ensure all NV Members who are 18 years and older do not undertake any volunteer or paid activities for their Affiliated Club without converting to a GDV Membership or Paid Employee status and obtaining a WWC Check (as required).
- vii. Assisting Non-exempt GDV Members aged 18 years and over and all Paid Employees with completing the Application for WWC Check form and delegating an MPIO to execute the forms on behalf of the Affiliated Club.
- viii. Deny membership or immediately expel the membership of a GDV Member or NV Member who has been issued with a Negative Notice.
- ix. Deny membership or suspend the membership of a GDV Member or NV Member who has been issued with an Interim Negative Notice subject to the completion of the assessment or re-assessment process of the WWC Unit and any internal investigation conducted by the Affiliated Club.
- x. Suspend the employment of a Paid Employee who has been issued with a Negative Notice or an Interim Negative Notice subject to the completion of an internal investigation.
- xi. As soon as practicable, notify SLSWA and the WWC Screening Unit if it is reasonably suspected that a Member or Paid Employee has been charged or convicted with an offence which makes it inappropriate for them to be a Member of the Affiliated Club due to the risk of Contact with children (including but not limited to a Class 1 Offence or Class 2 Offence).
- xii. Keep up to date records of all Members and Paid Employees and the status of WWC Checks and provide updates on this information to SLSWA as requested from time to time by SLSWA.
- xiii. Ensure that the national membership database SurfGuard is regularly updated with the progress of WWC Checks.
- xiv. Check, record and validate the WWC Checks of all new and renewing Non-exempt GDV Members who are aged 18 years and over and Paid Employees and continue to periodically check that these WWC Checks are valid, current and have not been cancelled.
- xv. Develop a system to ensure that Non-exempt GDV Members who are aged 18 years and over and all Paid Employees renew their WWC Checks every three (3) years and update records accordingly.
- xvi. Keep adequate records that demonstrate compliance with the WWC Act.

## **7 Affiliated Club MPIO**

- a. Each Affiliated Club is required to nominate and appoint an MPIO at the commencement of that Affiliated Club's surf lifesaving season. This individual will be responsible for managing the screening requirements of their nominated Club in compliance with this policy, the SLSA MP Policy and the WWC Act. SLSWA recommends that MPIO's complete some appropriate training as identified by the Affiliated Club or suggested by SLSWA from time to time.
- b. Duties of MPIO's:
  - i. Provide new and renewing Non-exempt GDV Members aged 18 years and over with the relevant Application for a WWC Check form as part of their membership application process and assist them with any queries regarding completion and lodgement of that Application.
  - ii. On behalf of the Affiliated Club complete and sign the relevant employer sections of the Application for a WWC Check form for Non-exempt GDV Members aged 18 years and over and all Paid Employees then returning the form to the individual GDV Member for lodgement.
  - iii. Monitor, manage and keep up to date records of the status of each Non-exempt GDV Member's WWC Check.



- iv. Obtain and record the volunteer exemption declaration forms referred to at clause 5(e) and 6(iv) of this Policy.
- v. Provide SLSWA with regular updates of the status of WWC Checks held by Members as requested by SLSWA from time to time.
- vi. Provide SLSWA with copies of correspondence received from the WWC Screening Unit in relation to Members' WWC Checks as requested by SLSWA from time to time.
- vii. Maintain currency of knowledge through appropriate training and professional development opportunities.
- viii. Act as the main point of contact for Members of the Affiliated Club in relation to issues of member protection and safeguarding children.
- ix. Keep up to date records allowing easy tracking of those Members and Paid Employees whose WWC Checks are due to expire and assist those Members and Paid Employees with renewal of their WWC Checks leaving adequate time for assessment.
- x. Notify the Board or Management Committee of the Affiliated Club immediately if a Non-exempt GDV Member or Paid Employee's WWC has expired or a Parent Member no longer satisfies the requirements for the Parenting Exemption and that individual can no longer undertake volunteer or paid duties for the Affiliated Club until a new WWC is obtained.
- xi. Notify the Board or Management Committee of the Affiliated Club and SLSWA immediately if:
  - 1. They receive notice that a Member or a Paid Employee has been issued with a Negative Notice or an Interim Negative Notice; and/or
  - 2. They are advised that a Member or a Paid Employee has been charged with a Class 1 Offence or a Class 2 Offence.

## **8 Paid Employees**

- a. All Paid Employees of SLSWA and Affiliated Clubs must obtain or hold a valid and current WWC Check. SLSWA and Affiliated Clubs should ensure this requirement is included in any Paid Employee job description or advertisement for recruitment.
- b. Candidates for Paid Employee positions must be interviewed prior to their appointment and the commencement of their position with SLSWA or an Affiliated Club.
- c. SLSWA and Affiliated Clubs must use formalised application processes in order to identify suitable candidates for Paid Employee positions and prospective candidates must adhere to these processes.
- d. SLSWA and Affiliated Clubs should conduct verbal face-to-face interviews of potential candidates for Paid Employee positions.
- e. Candidates for Paid Employee positions must supply a minimum of two contactable referees that can attest for the individual's previous conduct in professional roles.

## **9 Negative Notice and Interim Negative Notices**

- a. Any Member of an Affiliated Club who is:
  - i. issued with a Negative Notice shall be immediately expelled from their membership of the Affiliated Club and SLSWA; or
  - ii. issued with an Interim Negative Notice shall have their membership immediately suspended subject to the completion of the assessment or re-assessment by the WWC Screening Unit and any internal investigation the Affiliated Club chooses to carry out.
- b. Any Paid Employee of SLSWA or an Affiliated Club who is issued with a Negative Notice or an Interim Negative Notice is to be suspended subject to an internal investigation by SLSWA or the Affiliated Club (as appropriate) and the completion of the assessment or re-assessment by the WWC Screening Unit.



## 10 Confidentiality

It is critical that confidentiality is maintained and as such any information obtained during prescribed screening processes must not be provided to any person not authorised to access such information. Affiliated Clubs are to collect and hold relevant personal information in accordance with the SLSA and SLSWA Privacy Policies. To continue to ensure compliance SLSWA, at any given time, can request viewing of these confidential documents for auditing purposes.

## 11 Contact Details and Further Resources

Affiliated Clubs can contact SLSWA and/or the WWC Screening Unit as follows with any particular queries on their obligations under this Policy and the WWC Act:

- i. **SLSWA Member Development Coordinator**  
 Postal Address: PO Box 700, Balcatta WA 6914  
 Telephone: (08) 9207 6666  
 Email: [dsomers@slswa.com.au](mailto:dsomers@slswa.com.au)
  
- ii. **WWC Screening Unit (WA)**  
 Postal Address: PO Box 8553 Perth BC, WA 6849  
 Telephone: 1800 883 979  
 Email: [checkquery@communities.wa.gov.au](mailto:checkquery@communities.wa.gov.au)  
 Website: <https://www.workingwithchildren.wa.gov.au/online-services>

## 12 Renewal of WWC Check

- a. WWC Checks are valid for a period of three years. Non-exempt GDV Members aged 18 years and over and Paid Employees must ensure their WWC Check is renewed in adequate time. Affiliated Clubs are also responsible for monitoring which WWC Checks of Non-exempt GDV Members and Paid Employees are coming up for renewal.
  
- b. Non-exempt GDV Members or Paid Employees attempting to renew their WWC Check should check the up to date requirements on the WWC Screening Unit website (<https://www.workingwithchildren.wa.gov.au/online-services>) allowing themselves sufficient time before expiration of their current, valid WWC Check.
  
- c. Under the current system, Non-exempt GDV Members and Paid Employees aged 18 years and over can either renew their WWC Check by re-applying and completing an Application for WWC Check form and lodging it at an authorised Australia Post outlet or renewing online. GDV Members can renew online if:
  - i. Their WWC Check is currently valid and is due to expire within three (3) months;
  - ii. The GDV Member/Paid Employee has had no changes in his/her personal information (name, date of birth or gender) since their initial Application for WWC Check;
  - iii. The GDV Member/Paid Employee previously applied using an Application for WWC Check form and lodged it at an authorised Australia Post outlet; and
  - iv. The GDV Member/Paid Employee has registered to use the online services offered by the WWC Screening Unit and are shown as eligible to apply online.

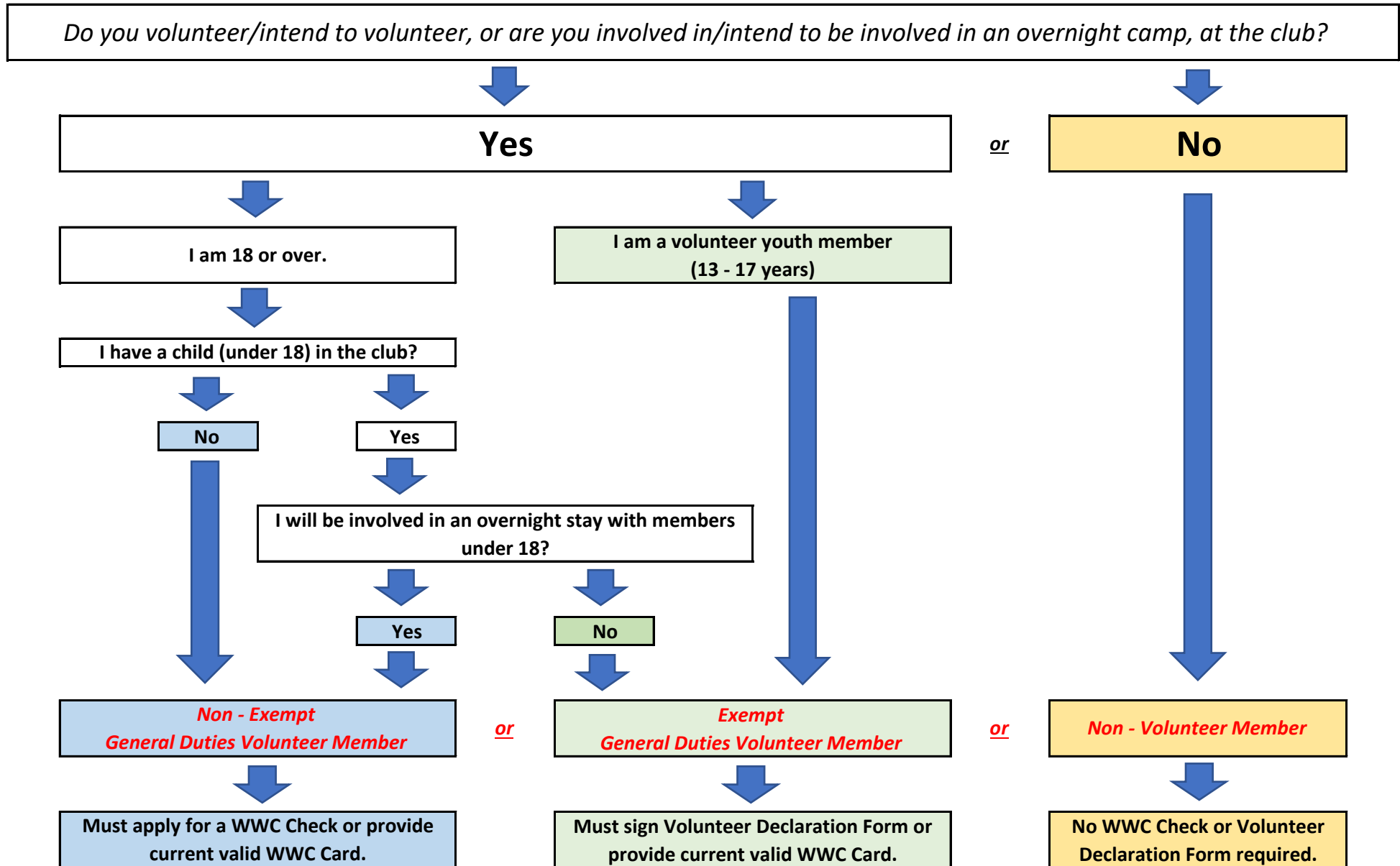
## 13 Review of Policy

SLSWA is committed to reviewing this Policy on a regular basis to ensure the documented requirements and processes comply with current legislative requirements.



Western Australia

## SLSWA Member Screening Flowchart





Western  
Australia

## Volunteer Declaration Form

*Strictly Confidential*

This form must be completed by a:

- parent seeking a volunteering exemption in child-related work at a Surf Life Saving WA affiliated club; or
- a youth member, 13 - 17 years of age, volunteering in child-related work at a Surf Life Saving WA affiliated club to be signed by their parent/guardian

Important Notes:

- individuals issued with a **Negative Notice** or **Interim Negative Notice** under the *Working with Children (Screening) Act 2004* are not entitled to access the parent or child volunteer exemptions
- the parent volunteer exemption is not available for parents intending to be involved in overnight camps (Category 15)

Read the following and tick (✓) the box to declare:

<b>Parent Volunteer Declaration</b>	I declare that I <b>do not have</b> a current Working with Children Negative Notice or Interim Negative Notice and that I am eligible to access the Parent Volunteer Exemption.	
<b>Child Volunteer Declaration</b>	I declare that I <b>do not have</b> a current Working with Children Negative Notice or Interim Negative Notice and that I am eligible to access the Child Volunteer Exemption.	

I certify the accuracy of the above information. I am aware I must notify my Surf Life Saving Club if my circumstances change to preclude me from working with children. I will not volunteer if I am issued a Working with Children Negative Notice or Interim Negative Notice.

Volunteer Name:			
Address:			
Telephone:			
Email:			
Signature:		Date:	
Name of parent / guardian of child volunteer (if applicable)			