

Member Protection and Child Safe

This information sheet outlines Thirroul SLSC's commitment to Member Protection and Child Safety, and when, how and who should be contacted about related issues, including complaints and concerns about child safety.

Thirroul SLSC is committed to the protection, welfare and well-being of members, and to providing a positive and safe environment, in line with the:

- [SLSA Member Protection Policy \(including Code of Conduct\)](#) and
- [SLSA Child Safe Policy \(including Code of Conduct\) and Child Safe Guidelines](#)

We take an inclusive approach, where all members are treated with respect and dignity and are protected from discrimination, harassment and abuse.

1. Our Member Protection team

Our club has a group of dedicated volunteers who look after member protection issues:

- Complaints Manager: John Dryden
- Member Protection Information Officers (MPIO): Tor Westley-Wise, Nadine Egan-Scott
- Child Safe Coordinator: Jackie Hudson

2. Complaints Management

The Member Protection Information Officers (MPIO) are available to provide advice to all members who may have an issue or grievance at the club. They are the first point of contact for any member wishing to raise a concern. To contact the MPIO, please email info@thirroulsurfclub.com.au to arrange a call back.

If any member wishes 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, 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 info@thirroulsurfclub.com.au. Alternatively, please contact the MPIO at SLS Illawarra Branch via email office@sillsillawarra.com.au to arrange a call back.

3. Child Safe

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. We work to create an environment where children and young people are safe and feel safe at all times.

It is everyone's responsibility to treat children and young people respectfully and within Child Protection Laws and [SLSA Child Safe Policy \(and Child Safe Code of Conduct\)](#).

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](#).

The Child Safe Coordinator is the main point of contact for all communication regarding child safety and is responsible for ensuring that child safe requirements and requests are actioned.

To contact Child Safe Coordinator please email info@thirroulsurfclub.com.au to arrange a call back.

Working with Children Checks

Members in child-related roles are required to provide a Working with Children Check (WWCC) to the club to be verified with the Office of Children's Guardian. Failure to do so will result in suspension from child-related roles. Some exclusions apply. To check if you are required to have a WWCC, please follow the [WWCC Guidelines](#).

Child Safe Reporting

Keeping children and young people safe relies on community members reporting their concerns. All Thirroul SLSC members have a responsibility to speak up if they become aware of or observe something considered inappropriate. Please contact the Child Safe Coordinator (and/ or MPIO for information) and submit your concern through the online reporting portal:

1. Visit <https://sls.com.au/childsafes/>, scroll down and click on 'Report Child Safe Matters'
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.

Any matter relating to the abuse or suspected abuse of children and young people, under the age of 18, must be reported. If you are a victim of abuse or child abuse, or if you have information or concern about someone else being abused, you should contact the Police Assistance Line on 13 14 44 then complete the above report.

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