



SOUTH COAST

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| <p>OUR VISION</p> | <p>Zero preventable deaths in SLSQ SCB patrolled waters.</p> | | | |
| <p>OUR BEHAVIOURS</p> | <ul style="list-style-type: none"> ▫ Provide effective leadership, governance and service to our clubs. ▫ Listen to and support our clubs. ▫ Advocate on behalf of our clubs. ▫ Provide input to and promote Surf Lifesaving programs, planning and policy. ▫ Celebrate and recognise member achievements in all areas and levels of Surf Lifesaving. | | | |
| <p>OUR PURPOSE</p> | <p>To ensure all clubs within SLSQ SCB are inclusive, vibrant, sustainable and compliant in all areas of Surf Lifesaving.</p> | | | |
| <p>OUR VALUES</p> | <ul style="list-style-type: none"> ▫ Commitment: We are dedicated to achieving our vision of Zero preventable deaths in SLSQ SCB patrolled waters, through upholding our values and meeting our goals and objectives ▫ Excellence: We strive for excellence in everything that we do ▫ Safety: Safety underpins everything that we do ▫ Trust: We demonstrate integrity, we deliver on commitments, we seek the trust of the Gold Coast community ▫ Respect: We respect and recognise the contribution and views of all ▫ Inclusive: We are inclusive, sharing and display a spirit of working together for a common goal: SLSA/ SLSQ/ Clubs and Branch ▫ Enjoyment: We strive to make events and participation as much fun as possible recognising that our Branch is most effective when members enjoy their experiences | | | |
| <p>OUR OBJECTIVES</p> | <p>SLSQ SCB delivers Effective and Sustainable Leadership and Services.</p> | <p>Our Clubs Are Providing Quality Lifesaving Services.</p> | <p>Our Members are Developed and Feel Fulfilled With Their Membership, Pathways and Lifesaving Experience.</p> | <p>Our lifesaving community is harmonious, safe and compliant.</p> |
| <p>OUR PLAN FOR SUCCESS</p> | <p>Provide quality and effective services to support our clubs</p> <p>Ensure we have the resources, facilities and finances to deliver Our Objectives and associated committed actions.</p> | <p>Our clubs meet or exceed Patrol Service Agreement Standards.</p> <p>The next generation have the tools and knowledge to deliver quality services.</p> | <p>Our members have access to effective training solutions and resources.</p> <p>Branch Training will be conducted to ensure club skill gaps filled.</p> <p>Promote inclusivity, growth, retention and recognition of members.</p> | <p>SLSQ SCB and its clubs are effective in Complaints management capabilities, Governance practices, Provision and delivery of safe and compliant:</p> <ul style="list-style-type: none"> - Facilities; - The services that are provided; and - Association activities that are undertaken. |
| <p>MEASURING OUR SUCCESS</p> | <ol style="list-style-type: none"> 1 Execute all aspects of MOU/Service Agreement with SLSQ by end September 2023. Formal MOU "Health Checks" to be undertaken on a quarterly basis with SLSQ Executive. 2 The SLSQ SCB Board to engage with each club at least once per annum. Club needs and priorities to be incorporated in SLSQ SCB strategic plan and committed actions. 3 Undertake survey and act on findings of SLSQ SCB Club Presidents to determine levels of satisfaction and SLSQ SCB performance in supporting their needs and fulfilling Our Objectives. To be completed by end May each year. 4 Ensure SLSQ SCB clubs that are identified as "at risk" are proactively engaged and supported and agreed key improvement priorities are actioned in a timely manner-Ongoing. 5 Reinvigorate the function and responsibilities of SLSQ SCB Branch-Club Liaison Officers ('Club Supervisors') to be effective "front line" support resource for clubs. Success to be measured by feedback from surveys and engagement of Club Management undertaken on a six monthly basis. | <ol style="list-style-type: none"> 1 All clubs are 100% compliant, 100% of the time throughout the season. 2 Our Patrol Development Officers are visiting and supporting our club patrols at least twice per month. 3 Increasing preventions, decreasing the need to rescue, resulting in zero drownings. 4 All eligible members obtain their CPR and/or First Aid award. 5 Opportunities are developed to provide and share new tools, knowledge and experiences amongst our membership. | <ol style="list-style-type: none"> 1 (a) Embed scope of SLSQ MOU relating to education by end of September 2023. (b) Members are satisfied that education processes are working effectively. 2 A club member awards "Needs Analysis" is undertaken with results and recommendations identified by end of September annually. Training courses implemented to reduce gaps in the awards "Needs Analysis" by a minimum of 80% by the end of April each year. 3 In conjunction with SLSQ deliver a member growth and retention road map for implementation by end November 2023. 4 In conjunction with SLSQ, develop and implement a Surf Sports Participation Strategy to foster growth in participation engagement from all clubs in both Competitors and Officials - by end of April annually. 5 Promote and increase the number and recognition of SLSQ SCB clubs and their members achievements and contributions across all available avenues. | <ol style="list-style-type: none"> 1 Undertake a review of SLSQ and SLSQ SCB complaints handling models and implement identified improvements to processes and capabilities. Solution is to support our Volunteer based SLSQ SCB and club operations - by end September 2023. 2 Implement actions that are aimed at improving and maintaining effective levels of SLSQ SCB and club governance practices. These to include:- (a) A pathway to have all clubs' constitutions aligned with current SLSQ models. (b) Undertake Needs Analysis with the view to providing courses in governance and risk management training. (c) Develop and support succession planning processes for SLSQ SCB and clubs. 3 Clubs are compliant with findings and recommendations from Local Government authorities facility audits. All clubs have appointed safety officers in place and are undertaking periodic health and safety audits (use SLSQ Better, Safe Surf Clubs guidelines). 4 SLSQ and SLSQ SCB to support clubs with their safe compliance of association approved activities and events by way of audits and effective feedback processes. 5 Member injuries, including the number and cost of workcover claims, are minimised to an acceptable risk level set by the SCB Board. |