



TORQUAY SURF LIFE SAVING CLUB INC.

ABN 95 834 027 136 A0002714R

All Correspondance to PO Box 193 Torquay 3228

Administration Ph. (03) 5261 4110 Fax Ph. (03) 5261 4209

Website www.torquayslsc.com.au E-mail info@torquayslsc.com.au

Online Membership Application Guidelines

Overview

The Surf Life Saving Australia (SLSA) [Members Portal](#) is a one-stop shop (single sign-on) for all your surf lifesaving online needs. Some features provided are:

Home, for:

News, events, announcements, jobs & opportunities at club, state and national lever;

Search Centre;

A summary of your **membership details**;

Members Portal account **password changes**;

Links to other **SLSA websites**;

Forms – Application and tracking of Certificates, Awards and Scorecards;

A comprehensive content **library** at national and state level;

A members **Forum**;

Lifesaving Online, for instant access to your own personal club-related information that is recorded on Surfguard,

The SLSA member database including:

Update your **Personal Details**;

Memberships, to renew your existing club membership or request a transfer to another club;

Awards - view details about all your SLSA awards so you can prepare for re-qualification;

Patrols – view your patrol hours and the dates of forthcoming patrols;

Courses – access to the Online Learning system;

Requests – view the status of your membership requests;

Online Payments- Make all your payments securely to the Club, including those for Membership Fee, Competition levy, Carnival entry, Training, Merchandise, Donations and Social Functions.

Each member will need to create a Members Portal account to access existing Lifesaving Online functions under the “Lifesaving Online” menu tab. Please note, existing Lifesaving Online accounts will be discontinued shortly.

The following pages provide step-by-step guides for using the Members Portal and Lifesaving Online and Online Payments.



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Notes for Families

Each member of the family needs an individual Members Portal account even if you are paying a single Family Payment – there is no such thing as a family account. You can still pay for the whole family in one transaction via any of the family member's accounts.

For EACH returning family member renewing with the Club:

- Step 1. Create a Members Portal Account & Login
- Step 2. Submit a Membership Renewal Request

For EACH new family member joining the Club:

- Step 1. Submit a Membership Application
- Step 2. Create a Members Portal Account the day after the Membership Application has been processed

For EACH family:

- Step 1. Login to one Members Portal Account
- Step 2. Submit payment from this account for the entire family

Remember to log-off before trying to create/access another account.

Communications (e.g. re training) are sent to the email address and mobile phone number recorded for nippers – not the address and mobile phone number for the nipper parent.

Online Membership Application Guidelines

Create a Members Portal Account

For and existing member of a surf lifesaving club without a Members Portal Account, regardless of **Whether you have an existing Lifesaving Online account:**

1. Go to portal.sls.com.au
2. Click **Create Account** located on the menu tab next to "Login"
3. Enter the following details. It is important the details you enter are the same as those recorded in Surfguard.
 - a. First Name
 - b. Last Name
 - c. Date of Birth
 - d. Gender

Note: a separate account is required for each and Every member - there is no "family" Membership linkage available

4. Choose a confirmation method – either email or mobile phone, to which a unique code/or link will be sent. The email or mobile you use must be the same as recorded for the account holder on Surfguard.
5. Enter a username for the account and click **Check Username** to ensure that your choice is available.
Hint: Create different but meaningful usernames for Each family member so they are easy to Remember, e.g. first initial & last name.



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6. Enter a password. It should be between 6 and 12 Characters long and contain at least one number, one Lower case and one upper case letter.
Hint: You can use the same password for every family member.
7. Click **Create Account**
8. All accounts must be activated before they can be accessed. You will receive a confirmation code (SMS) or link (email) depending on the choice you made earlier.
 - a. **Email Activation** – you receive an email from noreply@portal.sls.com.au click the link to activate your account.
 - b. **Mobile Activation** – the next screen displayed will ask you to enter your username and password exactly as you chose it earlier (it is pre-filled), followed by the 8 character, case-sensitive confirmation code you receive.
If you do not receive an SMS or Email, please click the “Resend Your Confirmation Code” option on the Portal home page portal.sls.com.au.
You can enter this code at a later time by going to the SMS Account Confirmation page from the Login page And entering your username, password and SMS activation code.
9. Click **Confirm Account**.

Online Membership Application Guidelines

Logon to Your Members Portal Account

For an existing member of a surf lifesaving club with a Members Portal Account:

1. Go to portal.sls.com.au
2. Click **Login** located on the menu tab
3. Enter your username and password
4. You can now see the Homepage of the Portal where News, Events, Announcements and Jobs & Opportunities are listed. You should also have access to the “My Forms” and “Library” tabs and Lifesaving Online.



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Password and Account Issues

If you forget either your username or password:

1. Go to portal.sls.com.au
2. Click the reminder link
3. Enter the following details
 - a. First Name
 - b. Last Name
 - c. Date of Birth
4. Choose a method – either email or mobile phone – to which your username & temporary password will be sent. The email or mobile you use must be the same as recorded for the account holder on SurfGuard.
5. Go to portal.sls.com.au
6. Click **Login** located on the menu tab
7. Enter your username and the temporary password
8. Once you have logged in with your temporary password you should change this by clicking “Change Password” at the top right corner of the screen.

Online Membership Application Guidelines

Submit a Membership Application

For an individual who is not an existing member of a surf lifesaving club:

1. Go to sls.com.au/join
2. When prompted to Select Entity, click on Surf Life Saving Club
3. Select the following details:
 - a. Select State – choose **Life Saving Victoria**
 - b. Club/Organisation – choose **Torquay**
4. Enter your details. Please fill in as much of the form as possible. It is essential you enter your email address and mobile number.
5. Complete declarations.
6. Click **Submit the Form**
7. The following confirmation message will be received:
[Your application for membership has been submitted to Torquay](#)
8. Follow the link to pay your membership fee(s) online. Proceed to **Step 4 in Payments** (detailed below).
9. Provide proof of your Working with Children Status (refer separate guidelines) to the TSLSC Office.

Once all components (i.e. application, declaration, payment and WWCC) of your application are received by the Club Registrar it can be processed.

The day after your membership has been processed by TSLSC you will be able to create a Members Portal Account (refer **Create a Members Portal Account** section).



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Online Membership Application Guidelines

Submit a Membership Renewal Request

To renew your membership of TSLSC:

1. Logon to your Members Portal account
2. Click on the **Lifesaving Online** on the menu bar
3. Click on the **Memberships** tab on the sub-menu bar
4. Your memberships will be displayed. Check that the Child Protection Completed field has not expired, this is your WWCC status that is recorded with the club. If your WWCC is not current then provide proof of your Working with Children Status (refer separate guidelines) to the TSLSC Office
5. Click **Renew**
6. Your details will now be displayed. Please fill in as much of the form as possible. It is essential you enter your email address and mobile number. Other fields of importance are:
 - a. Occupation
 - b. Your residential & postal address – the street number is now a separate field to the street name
 - c. Mobile number and email address as they are key communication mediums for TSLSC
 - d. Clothing Sizes
 - e. Driver's Licence details – needed to drive the All-Terrain Vehicle (ATV) or tow any club equipment
 - f. Marine Licence details – needed to drive the Inflatable Rescue Boat (IRB)
 - g. Uncheck "Do not Send SMS" and "Do not Send Email"
 - h. Emergency contact details
7. Complete declarations.
8. Click **Submit**
9. The following confirmation message will be received:

Your renewal request has been recorded in the system and is pending approval.
10. Follow the link to pay your membership fee(s) online. Proceed to **Step 4 in Payments** (detailed below).
11. Your application will be sent through to the Club Registrar to approve.

Once all components (i.e. application, declaration, payment and WWCC) of your application are received by the Club Registrar it can be processed.



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Online Membership Application Guidelines

Payments

This needs to be completed by individuals or one family member on behalf of the family.

Payments by existing members:

1. Logon to your Members Portal account
2. Click on the **Lifesaving Online** tab on the menu bar
3. Click on the **Online Payments** tab on the sub-menu bar
4. Enter **Torquay** as the entity to pay
5. Select **Click here to view price list** to work out the fees you will need to pay
6. Select a **Transaction Type** by clicking the drop down box in that column
7. In the Complete name/Meaningful payment details enter name(s) followed by a description (refer screen shot below). If you don't do this the club WILL NOT be able to trace your payment. Add each item on a separate line.
 - If the payment is for **an individual**, use your full name (as per first circle).
 - If **all your family members have the same surname**, use each family member's given name separated by a comma followed by your family's surname (as per second circle). If you run out of room, use just the initial of each family member with your surname at the end.
 - If your **family member's do not all have the same surname**, use each family member's given and surname (as per third circle). If you run out of room, use each family member's initial and surname.

Online Payments

Step 1 of 4 – Enter payment details

As some clubs/entities may not participate in the Payment Gateway, you can only pay the entities available below. If The name does not appear when you type in your required club/entity, you must contact them for alternative payment Options, please do not pay Surf Life Saving Australia.

8. In the Amount column enter in the dollar amounts of the items you are purchasing
9. Click **Submit**
10. Enter your credit card details. You can pay either by Visa or MasterCard. Click **Submit**
11. Confirm your payment (check all the details are correct including the description).
12. Click **Submit**. Only click the Submit button once. There is often a short pause while your information is sent through the payment gateway.
13. You will now be informed whether your payment has been successful and advised by email at the nominated address. The Club will receive notification of your payment as soon as you have paid.



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Solutions to Common Problems

You have a new email address and can't register because the old one is still in the system.

Please email or phone your Club's administrator and ask them to update your email address in SurfGuard. When the correct email address is in place you be able to create a Members Portal account.

You get the message 'You have already registered for the patrol, try logging in with username xxxxxxxx'.

Please click on the Login menu tab and use the 'Forgotten your username or password' link if you require a temporary password. You only have to create an account once and you can renew year after year with the same log-in details.

You have successfully created an account but have not received your confirmation email.

Please check your email accounts spam folder – our emails can sometimes be misidentified as spam or blocked by company firewalls. If the email is not there, please click the 'Resend confirmation code' link on the log-in page.

You don't know how to register your family.

The Members Portal provides access to an individual person's membership record in SurfGuard (the national membership database) and so there is no such thing as a family account. You can still pay for the whole family in one go, but because we patrol as individuals, earn awards as individuals and have individual personal details, everyone needs their own Member Portal account.

Note: There's nothing stopping you from using the same email address and password for everybody.

Your password keeps getting rejected.

The username and password fields are case sensitive, so please use upper and lowercase letters as you created them initially. If you need to have a username clarified or temporary password issued, click on the Login menu tab and use the 'Forgotten your username or password' link.

Need More Help?

If you experience any technical difficulty, then please contact:

- Assistance in the use of Members Portal can be found by:
 - logging at ticket at support.sls.com.au
 - emailing ithelp@slsa.asn.au
 - phoning the Help Desk on 1300 724 006
- Lifesaving Victoria Operations on 03 9676 6930 or email lifesavingoperations@lifesavingvictoria.com.au
- The TSLSC Office during office hours on 5261 4110 or email info@torquayslsc.com.au



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Membership Types

- Active Member** Patrolling members 18yrs and older. Rostered to patrols and must gain/hold Surf Bronze Medallion or Senior First Aid as a minimum and hold a current Working with Children Check.
- Cadet Member** Patrolling members 15-17yrs. Rostered to patrols and must gain/hold a minimum of Surf Rescue Certificate, preferably a Surf Bronze Medallion or Senior First Aid.
- Active Reserve (AR)** Patrolling members are required to apply in writing each season to the Director of Life Saving directly or via the Club Secretary for Active Reserve Membership. Must hold a Surf Bronze Medallion or Senior First Aid, as a minimum, and a current Working with Children Check. To be granted Active Reserve status the member must have completed at least 10yrs of patrol.
- Long Service (LS)** Patrolling members are required to apply in writing each season to the Director of Life Saving directly or via the Club Secretary for Long Service membership after completing 10 years of rostered patrols with Torquay SLSC. After completing 12yrs Active Service or 10yrs Active Service plus 4yrs Active Service of satisfactory patrol and/or the TSLSC obligations Long Service Members may be exempt from patrol obligations.
- Associate (ASS)** An Associate member is any person over the age of 30yrs or who is a parent, guardian or spouse of an Active member and must hold a Working with Children Check.
- Life Membership (LM)** The highest award granted by a Surf Lifesaving Club to a member who as provided exceptional service to the Club. Must submit Membership Renewal every season. Must hold a current Working with Children Check if over 18yrs and under 60yrs. Life Members over 60yrs without a Working with Children Check will not have access to the change rooms.
- Junior Activities (N)** Nippers is the name given to the junior activities members of the surf club. They are aged 7-13yrs. Nippers begin learning about surf lifesaving and surf awareness through the Surf Education Program, with the emphasis being on participation and fun, as well as being introduced to competition.



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2017-2018 Membership Fees (due by 1 May, 2017)

- All components of a renewal/application (i.e. application, declaration, payment and WWCC) must be received by the Club Office before your application can be processed.
- \$10 discount applies when membership application AND payment are received via Lifesaving Online
- Complete this form if not paying via Lifesaving Online on the Members Portal
- A late fee of \$20 per may be charged for memberships not paid by 1 September 2017

	Unit Price	Paid on line
Senior Memberships		
Associate (30+) Under 59 years as at 30/9/17. Social member only, requires WWCC.	\$140.00	\$130.00
Associate (60+) Over 60 years as at 30/9/17. Social member only, requires WWCC.	\$110.00	\$100.00
Active Senior 18+ years as at 30/9/17. Rostered to Patrols, requires Surf Bronze Medallion and WWCC.	\$100.00	\$90.00
Long Service Minimum 10 years patrol performed, requires one-off written application and WWCC.	\$100.00	\$100.00
Active Reserve Requires written application each season, Surf Bronze medallion and WWCC.	\$120.00	\$110.00
Life Member Requires a renewal (signed declarations) and WWCC.	Nil	Nil

Junior Memberships		
Active Junior 15-17yrs as at 30/9/17, rostered to Patrols and must gain/hold Surf Bronze Medallion	\$90.00	\$80.00
Active Cadet (U14 Nipper) 13-14yrs as at 30/9/17 and must gain/hold Surf Rescue Certificate. Can participate in Nipper Training sessions but will not receive a Surf Ed award.		Refer Family Payment
Nipper 7-13yrs as at 30/9/17. Includes S-Badges, LSV Awards		Refer Family Payment

Family Payment – Restricted to members aged from 7-17 years as at 30/9/17 and their parents		
2 Adults & 1 Child (2 x senior memberships & 1 x junior membership)	\$280.00	\$270.00
Junior Membership (extra after 1 st child)	\$30.00	\$30.00

IMPORTANT

- If you are not renewing/applying via Lifesaving On line on the Members Portal then please contact the Club Office for an Application for Membership form. This will be pre-printed for renewing members and blank for new members. renewing members should not use a blank form.
- Make sure all contact details and email addresses are current; if you select **Do Not Send SMS/Email Communications** then you will not receive newsletters or training updates.
- All members over 18 years and who patrol; are Nipper parents, assist junior programs or wish to access change rooms **MUST hold a current Working With Children Card** (please see below).
- All membership applications for members aged 7-17 must be signed by a parent or legal guardian.



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WORKING WITH CHILDREN CHECK (WWCC)

The Working With Children Act 2015 (Vic) includes a compulsory Working With Children Check (WWCC) for all volunteers who have regular, direct and non direct supervised contact with children under 18 years of age. All Life Saving Victoria (LSV) areas are implicated, as members less than 18 years of age are involved in all activities including: patrols, coaching, competition, assessment, instruction, day-to-day club activities and operations. Any breaches of this legislation will attract disciplinary action involving significant fines.

To ensure members are operating within the legal framework, **it is imperative that ALL members 18 years and over and who patrol, are Nipper parents, assist junior programs or wish to access the change rooms obtain their WWCC.** The sighting of the WWCC card in isolation is not sufficient, as it does not confirm that Torquay SLSC and LSV are registered on the card. The office must receive an assessment notice from the Department of Justice, Your existing volunteer or employee WWCC can be changed to register Torquay SLSC and LSV. **A receipt for a WWCC application MUST be received by the Club Office before the membership application will be processed.**

WWCC application is free; and made online at www.workingwithchildren.vic.gov.au.

Your assistance in ensuring the safety of our junior members is appreciated.

WWCC number and expiry date are recorded under "Membership Protection" for new and renewing memberships. Your "Child Protection Completed" status is listed on Lifesaving Online prior to renewing.

Copy of Australia Post receipt attached

Copy of WWCC attached

PAYMENT OPTIONS

If you have used Lifesaving Online, the Club's preferred method to make your payment then there is no need to complete this form. Otherwise please complete the Membership Fee Schedule (first page), your payment details below and all associated Membership Renewals/Applications. Return them to Torquay SLSC Office with your payment, either:

In Person: Office hours: 9.30am-12.30pm Monday and Thursday (April to July)
10:00- 11:00 am Sunday (April to July)

By Post: Include cheque/money order (no cash) and send to Torquay SLSC, P.O. Box 193, Torquay 3228.

By Email: Scan the documents and email to info@torquayslsc.com.au.

My payment is enclosed: Cheque (payable to Torquay SLSC)