

Surf Life Saving Australia Guide to Lifesaving Online and the Payment Gateway



– Draft –

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Audience:	All SLSA members

Purpose: This document has been designed as a simple ‘cheat sheet’ which SLSA club officials can distribute to their club members in order to explain the purpose of the *Lifesaving Online* and *Payment Gateway* websites. Feel free to remove this cover page and utilise the content below in any way you see fit, whether that means distributing as it is, including the text in a modified form in a printed hand-out or using it on your club website or email circulars.

Note: This document is not in any way meant to replace or even augment the official user guides to Lifesaving Online (<http://www.slsa.com.au/site/content/resource/00002235-docsource.pdf>) and the Payment Gateway (<http://www.slsa.com.au/site/content/resource/00002236-docsource.pdf>) which go into full detail on the operation of these two websites.

Introduction and Overview



Lifesaving Online and the *Payment Gateway* are two relatively new websites funded and operated by surf lifesaving's national organisation – Surf Lifesaving Australia. The use of these websites in helping with the effective management of club and member administration is offered to all members of the SLSA family, whether that's an individual club member like yourself or a club or support organisation.

Lifesaving Online and the *Payment Gateway* are two entirely separate and yet allied services that enable SLSA members to manage their membership and make payments to clubs or other SLSA affiliated organisations.

Surf Lifesaving Australia is encouraging all individual club members to make use of *Lifesaving Online* in managing their own nationally stored member records and, if the club is participating, to make full use of the *Payment Gateway* when paying by credit card for membership or other club related fees and services.

Lifesaving Online

www.lifesavingonline.com.au

The Lifesaving Online website enables all club members to take control of their own membership details. By registering at the website, members of surf lifesaving clubs can renew their membership each season (pending approval by club officials), view their awards, check patrol dates and hours accumulated and update their own personal details. Amongst the details you can take control over are:

- Address
- Phone number
- Email address
- Drivers/Marine Licence Details
- Emergency Contacts
- Medical Details



The site is broken down into four main sections – the management of

personal details, an overview of current awards status, patrol roster and hours information and the joining or renewal of membership of SLSA affiliated organisations.

Registration

When you register at Lifesaving Online, the system will check to see whether your name, date of birth and email address are

a match with anyone on the system. Thus if you are already a member of a surf club or indeed even if you once were and that membership lapsed some time ago, Lifesaving Online will be able to retrieve all your records from the national membership database called SurfGuard. When you register with those details, an automatic email or SMS will be sent to the email address or mobile phone that is stored on the system for you – confirm this and you'll be able to log in and manage your details.

If you've never been a member of a club and would like to register for the first time, you can still achieve this through Lifesaving Online. Simply choose 'No' when the system asks you if you've ever belonged to an SLSA organisation,

'Apply to join a club' and then choose the state, branch and club from the drop-down menus on the registration screen, enter your name, date of birth and a valid email address and finally choose a log-in name. Your membership application will be forwarded to the registrar or club administrator of the club you have applied to join and they will get in touch with you regarding your application, payment and the paper-based membership documents everyone must sign.

Managing Your Account

Once you have logged into Lifesaving Online, you can access the particulars related to your club membership(s), your awards, your personal details and any outstanding requests (such as membership renewals) that you've made.

My Awards

Below are the qualifications you have achieved with SLSA. Clicking on a column heading allows you to sort by that column. Please note that not all awards expire. Those that have expired are indicated with a red Expiry Date.

Award Name	Award Type	Award Date	Proficiency Date	Expiry Date	Originating Organisation
Apply Surf Awareness and Self Rescue Skills (PUASAR012A)	AQTF Unit of Competency	28/05/2007	---	---	Shoalhaven Heads
Bronze Medallion	SLSA Education	28/05/2007	02/11/2008	31/12/2009	Shoalhaven Heads
Certificate II in Public Safety (Aquatic Rescue) (PUA21004)	AQTF Qualification	28/05/2007	---	---	Shoalhaven Heads
Communicate in the Workplace (PUACOM001B)	AQTF Unit of Competency	28/05/2007	---	---	Shoalhaven Heads
Follow Defined Occupational Health and Safety Policies and Procedures (PUAOSH001B)	AQTF Unit of Competency	28/05/2007	---	---	Shoalhaven Heads
IRB Crew Certificate	SLSA Education	18/12/2007	31/12/2008	31/12/2009	Shoalhaven Heads
Operate Communication Systems and Equipment (PUAOP002A)	AQTF Unit of Competency	28/05/2007	---	---	Shoalhaven Heads
Participate in an Aquatic Rescue Operation (PUASAR009A)	AQTF Unit of Competency	28/05/2007	---	---	Shoalhaven Heads
Prepare Maintain and Test Response Equipment (PUAEQU001B)	AQTF Unit of Competency	17/05/2009	---	---	Shoalhaven Heads
Provide Emergency Care (PUAEME001A)	AQTF Unit of Competency	28/05/2007	---	---	Shoalhaven Heads

Memberships

Any clubs that you are a member of are listed on the Memberships tab. You can renew your membership with those organisations by clicking the 'Renew' link.

My Awards

Lifesaving Online now taps directly into SLSA's SurfGuard database and enables you to view all your awards, along with the date you gained them, their expiry date, their proficiency expiry date (if they have one) and the organisation you gained that qualification with. This enables you to plan further awards and prepare effectively for re-qualification.

Personal Details

Being able to manage your own personal details means that your records on SurfGuard are always going to be fully up-to-date. You can check and modify any of the information that the club has stored for you and correct mistakes simply and quickly. You can also fill in the gaps in the form, entering details such as emergency contacts, your current mobile phone number and your clothing sizes (used when ordering patrol uniforms and the like).

Patrols

To view your forthcoming patrol dates, click on My Patrols > Patrol Roster. You can see all your up and coming patrol dates for all the clubs or support organisations you're a member of. To view your accumulated patrol hours, click on My Patrols > Patrol Hours. To change the date range your hours are calculated from, enter the from and to period in the Display Options box.

All about you

Lifesaving Online is a tool designed for individual club members.

- Once registered your annual club renewal can be as simple as clicking a single link.
- You get back control over what is stored on SLSA's databases about you. If it's wrong, you can change it yourself without having to go through any club officials.
- You can view your awards status at any time. If you want to know when your proficiency runs out – just check online.
- You can apply to join a club or clubs with a few clicks of the mouse.
- Used in conjunction with the Payment Gateway you can get about 90% of your club's annual administrative requirements out of the way from the comfort of your own home at a time of *your* own choosing.

If you have any questions about Lifesaving Online, please email us at help@lifesavingonline.com.au or phone the helpline on 1300 724006. You can find a full user guide to Lifesaving Online at <http://www.slsa.com.au/site/content/resource/00002235-docsource.pdf>.

- The club or other SLSA affiliated organisation you wish to make payment to has to have signed up for the gateway. Since it is in an opt-in service that is relatively new, not all clubs have signed up. *If you'd like to pay for club services electronically, we suggest you canvas your club to sign up.*
- You must enter meaningful information in the payment details box or your club may not know who you are when it comes to process your payment.
- If you are paying for several items at once, please enter each one in its own transaction box or it will prove difficult for club administrators to determine what exactly you're paying for.

If you find paying for goods and services by credit card more convenient and your club has opted in to the Payment Gateway then please make full use of the service. Thanks to Surf Lifesaving's sponsor, Westpac, the overheads to the club are very low and it is undoubtedly easier for them to handle payments electronically than to take cash, receipt it, balance it and then bank it.

If you have any questions about the Payment Gateway, please email us at ithelp@slsa.asn.au or phone the helpline on 1300 724006. You can find a full user guide to the Payment Gateway at <http://www.slsa.com.au/site/content/resource/00002236-docsource.pdf>.