



Circular 099:19

Date: Friday 29th November 2019

Subject: Support Services Review

Attention: All SLS membership

Description: SLSNR is seeking more members to join its Support Services Review working groups

Action: All interested to apply in the link below

Circulars are available at: <http://lifesaving.org.nz/lifesaving/lifesaving-operations-circulars/>

Do you consider yourself someone who wants to help save more lives? Are you able to volunteer at least 8 hours to reviewing SLSNR Support Services?

SLSNR Support Services serve as an overlay to traditional lifeguard service delivery and primarily the purpose of its existence is to enhance lifeguard abilities in saving lives. SLSNR are seeking further expressions of interest to assist with the facilitation of its Support Service Review. The intention of this review is to ensure alignment between SLSNR strategic outcomes and improve current support service delivery.

The review will encompass the following Support Service streams - Rescue Water Craft - SurfCom - Peer Support - Duty Officers - Delivery of Patrol Audits. Please note that under current framework Patrol auditing is a national framework and is due for review by SLSNZ in 2020-2021, as such SLSNR's outcomes will feed into this National process. A project steering group will oversee the wider review programme enabling SLSNR to deliver a concise 'Support Services' review providing a clear and collective picture of support services value, needs and future outcome.

The review entails volunteer working groups working together to review relevant information and make determinations on the following,

1. Quantify the current value each support service provides to SLSNR
2. Quantify the validity for each service stream in our current environment
3. Develop recommendations on future service delivery.

SLSNR would like to see some strong diversity amongst representatives on these working groups. You do not need to hold a lifeguard award or be a part of SLSNR's Support Services to be considered for a position on a working group.

As a working group member you would be required to (as part of a group) undertake the following tasks,

- Review membership feedback from both lifeguards and Support Service members

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- Compare and contrast comparative services
- Develop a SWOT analysis
- As a working party member collectively provide feedback from data on the value, validity and recommendations on future services delivery of the review stream you have been allocated to

Please note that this project will require you to contribute some time to pre-reading, meetings to review documents and the forming of a report. If you would like to be considered as part of the working group for this review, please [click here](#) or follow the link below.

<https://www.surveymonkey.com/r/NXKWZ6R>

Zane Rademaker

Support Services Supervisor

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