



PAM Database - Newsletter #8

19 April 2016

Patrols:

We are happy to report that the data for the 2015/2016 season is looking substantially healthier! Thank you to all clubs for getting this into the season and sharing any problems you found when you were doing so – this feedback will help us make the system better going forward.

We'd like to extend a special thanks to the Riversdale SLSC administrators for their perseverance with their patrol entry. We learnt a lot about the system in a short time to get the correct figures showing - thanks for your diligence ladies.

Awards Ceremonies:

Many clubs and regions are now gearing up for their prize giving's and awards ceremonies. If you need any assistance extracting member's historic information, award information or patrol statistics, please get in touch with us.

There are a number of reports available on the CRM and Portal which provide summaries of patrol statistics for the season and patrol hours by member.

Please note, we maintain a large spreadsheet of historic award information dating back a number of years. We have used this many times to track down awards not in the digital database. If you can't find an award in PAM, please email us so we can check these records for you.

Member Portal Invitations:

One of the features of the Portal is the ability for all SLSNZ members to log into their own Member Portal to access their details and club administrators now have the ability to send these online invitations. Please check which email address is on record for the contact to ensure that the email address is current.

You'll find the guide for sending these invitations on the PAM page now: [SLSNZ Portal – Member Lounge](#).

Instructional Videos:

We've made a start constructing some instructional videos for the CRM and Portal. These will be available on the PAM page on our website at the beginning of next season.

Season Rollover:

We will activate the changeover to the 2016/2017 season at the end of June. Please ensure that everything for this season is actioned before this date as we cannot always re-enter information for a season once it has passed.

Patrol and Incident forms:

We have developed some draft forms that align with the new PAM database. In early May we will be meeting with a number of people from around the country that are familiar with the entering of patrol and incident data, as well as our lifesaving experts. This will ensure that we continue to capture the right information, that it is easy to input and that we streamline the input in areas that slowed the process this season.

We will have all of these aligned and new forms out to the clubs by the time we run the training in September.

Training Timelines:

We will embark on another round of training in the winter months to give clubs an update of anything new:

Training for staff, club admins and patrol coordinators:

Season Rollover 2016-17	July/August
Administrator Workshops	July/August
Patrol Captains Workshops	September/October
Member Portal Rollout & Training	October/November
User Guides and Web Tutorials Developed	Ongoing

Thanks:

We would like to thank you all for your patience during this season while we changed systems. This has been successful but not without our fair share of problems and challenges. The way that the club administrators and staff have dealt with this and helped us along the way has been fantastic, again thank you.