



Surf Life Saving NZ - Volunteer Survey 2022

Review and Recommendations
June 2022

Why ask your team?

Don't guess. Ask.



Ask

Ask your team for their collective perceptions about what matters most.



Listen

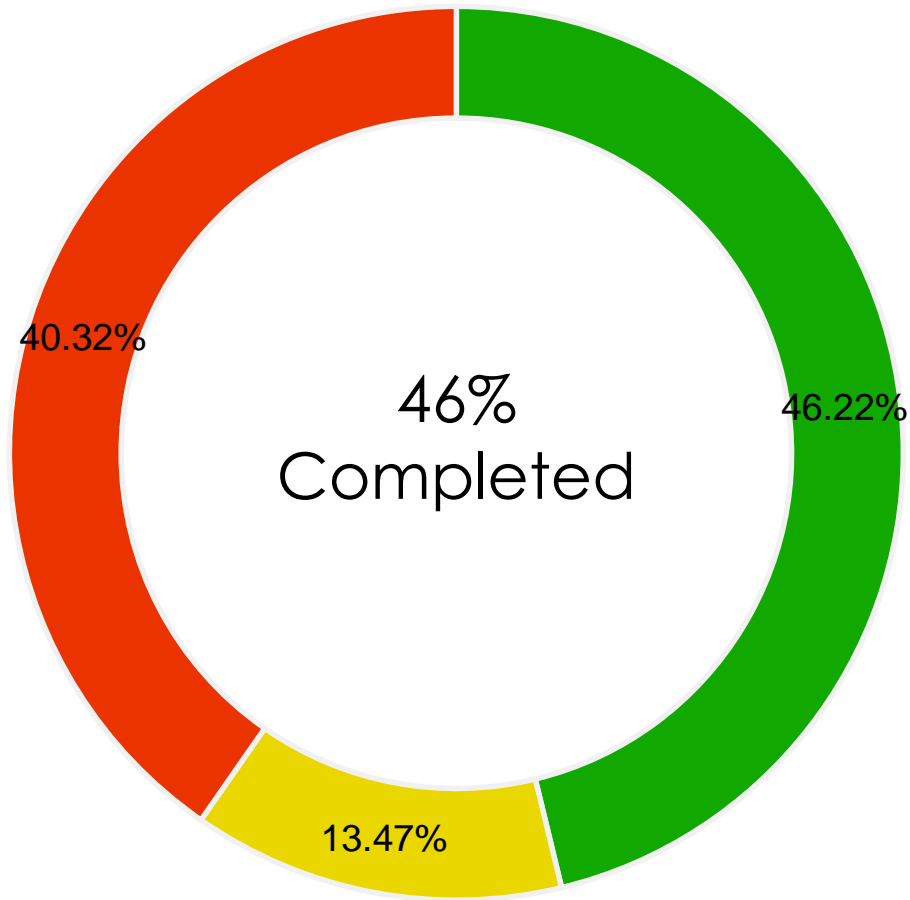
Listen openly to the feedback from your stakeholders.



Act

Act on what will deliver sustainable, positive change. Measure the impact over time.

Key Metrics



■ Completed ■ Incomplete ■ Not started

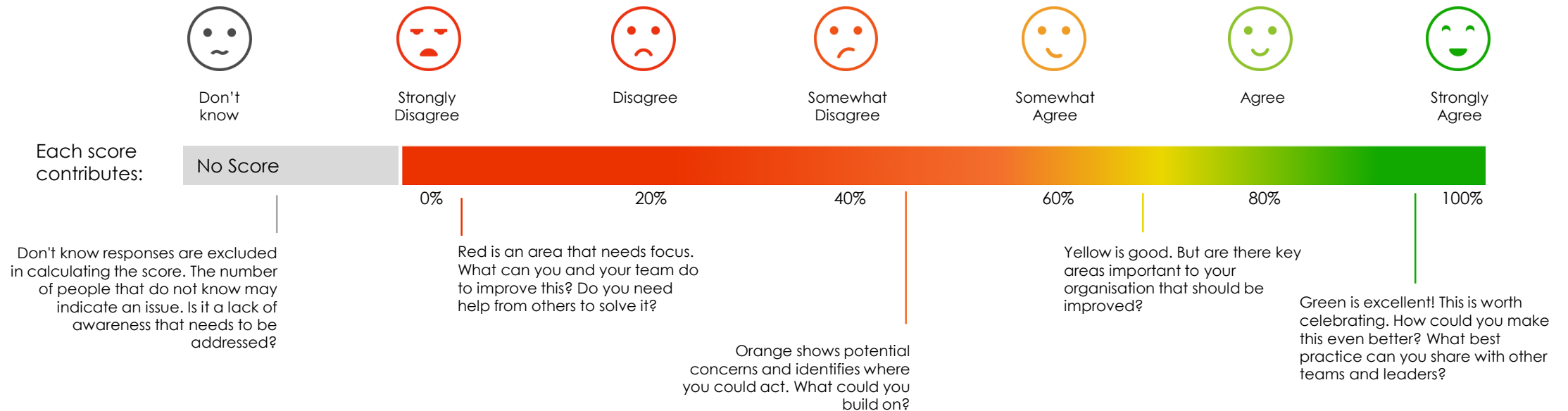
Participation rates help us understand how representative the feedback is. While we are not aiming for 100%, a higher percentage indicates a representative sample.



This is the average question score across the 52 questions asked.

Understanding your results

How Strongly Agree to Strongly Disagree Likert scale questions are scored



Each response on this scale contributes a score as outlined below. The responses are then averaged to give your overall question score as a %. For example, if 5 people selected 'Strongly Agree' and 5 people selected 'Strongly Disagree' the score would be 50%

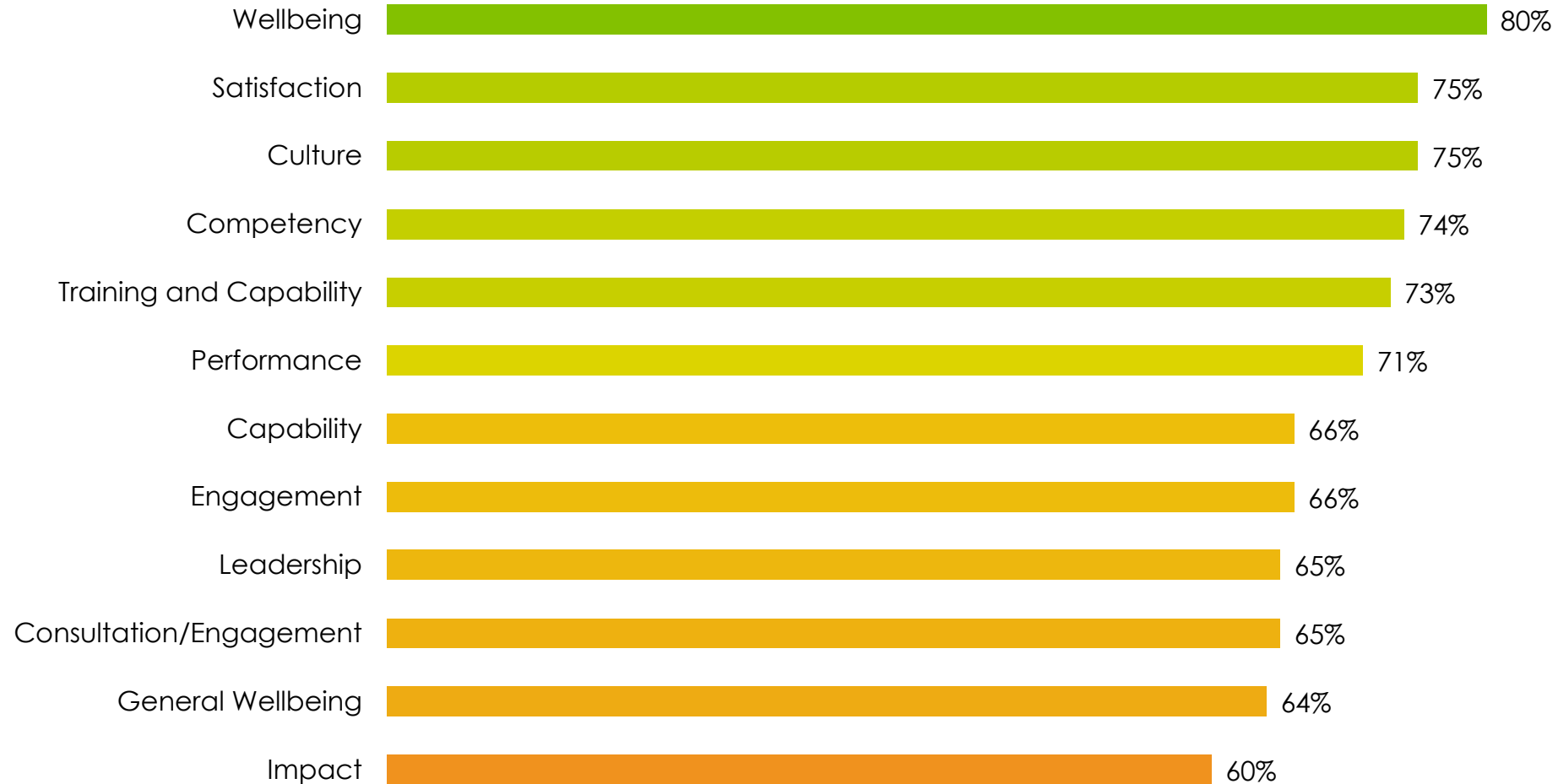
5 x Strongly Agree responses at 100% = 500% | 5 x Strongly Disagree responses x 0% = 0%

Score = 500% / 10 responses = 50%



High Level Metrics

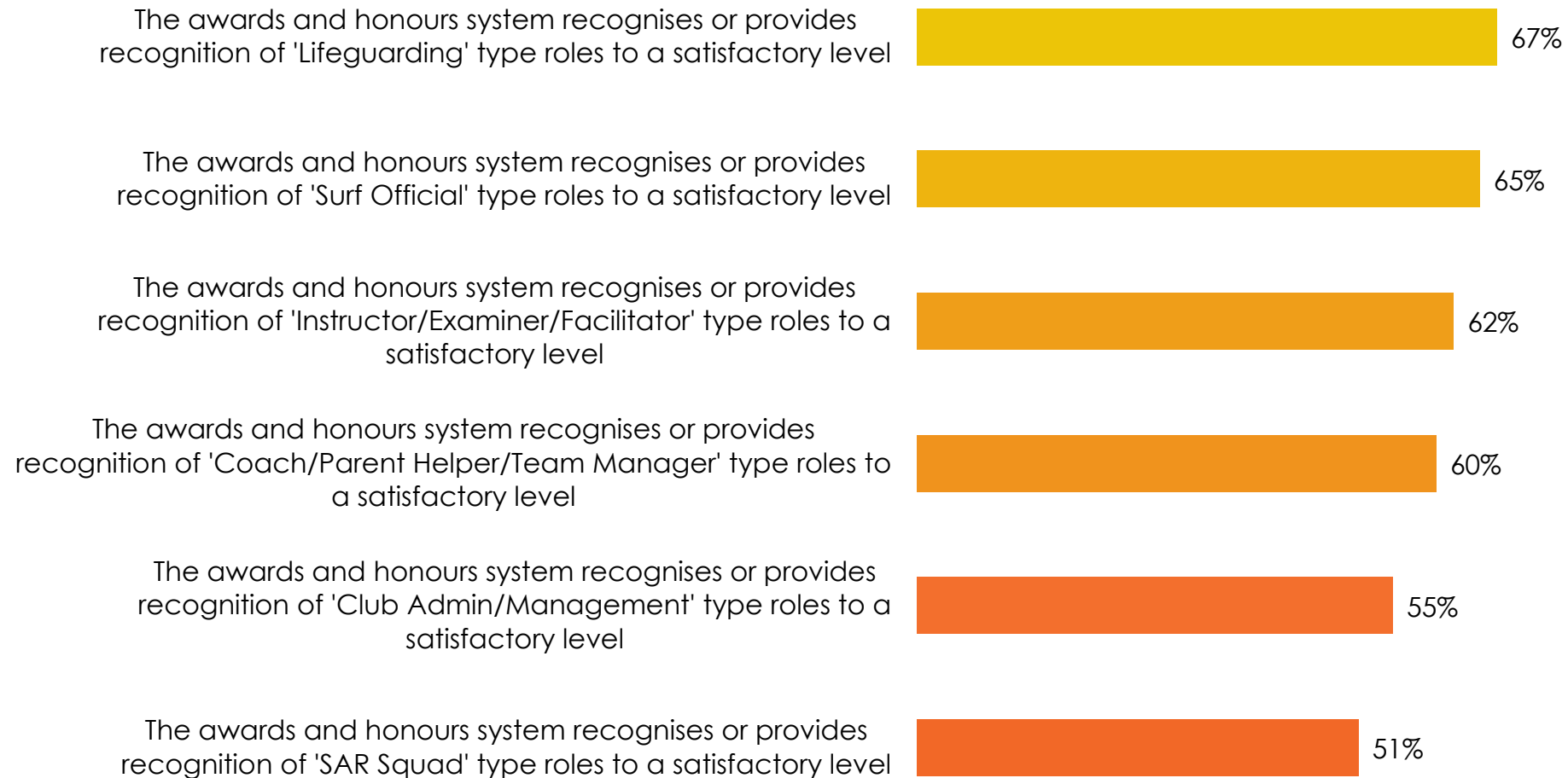
Average Category Score



The category average is calculated using the score of each question in that category. Categories only apply to the Strongly Agree to Strongly Disagree Likert scale question types. The 'Custom' category is made up of customised questions and not based on AskYourTeam's recommended question set.

Average Question Score by Category

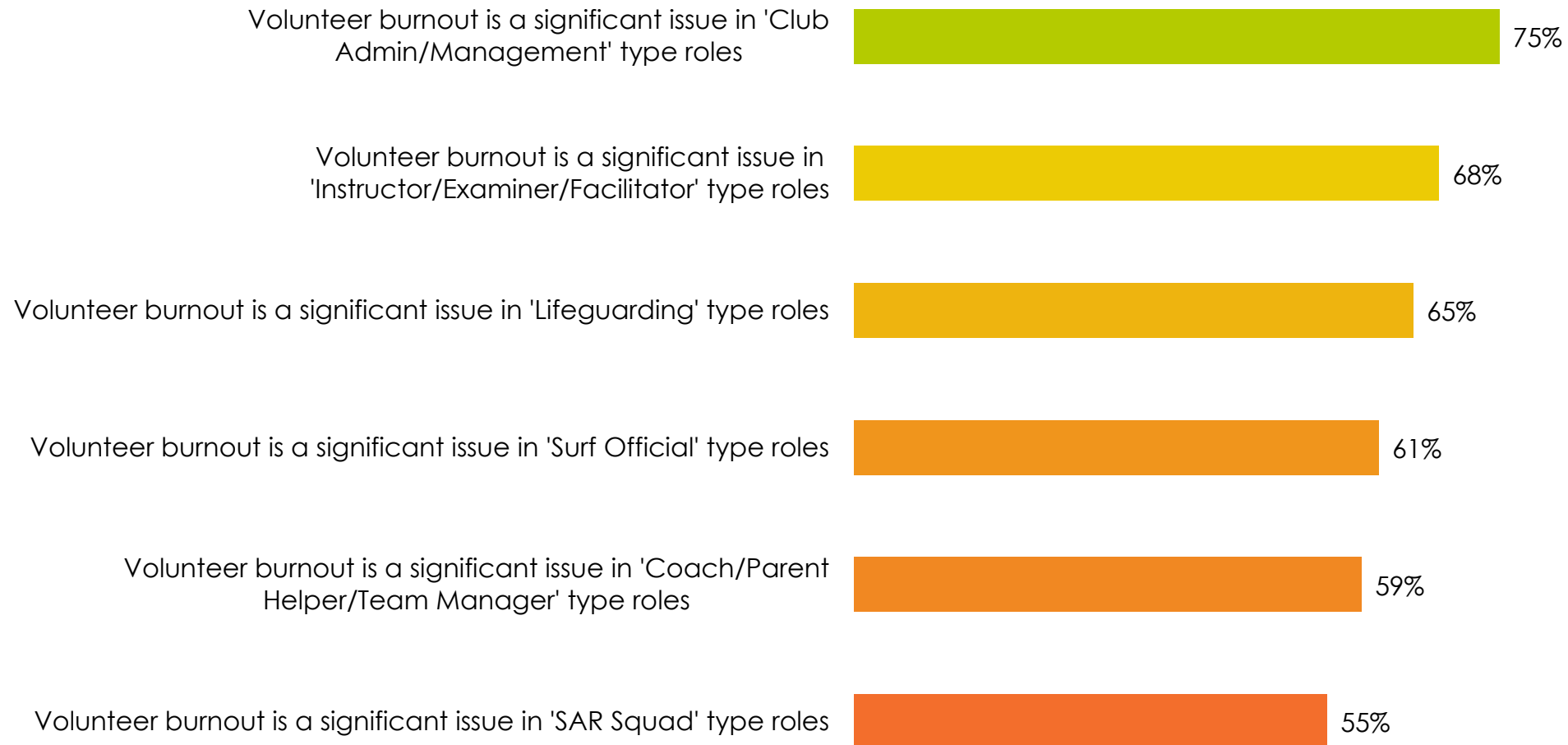
Impact



This is a Strongly Agree – Strongly Disagree Likert scale question type. See 'Understanding your results' slide for more information on how these scores are calculated.

Average Question Score by Category

General Wellbeing



This is a Strongly Agree – Strongly Disagree Likert scale question type. See 'Understanding your results' slide for more information on how these scores are calculated.

Average Question Score by Category

Consultation/Engagement



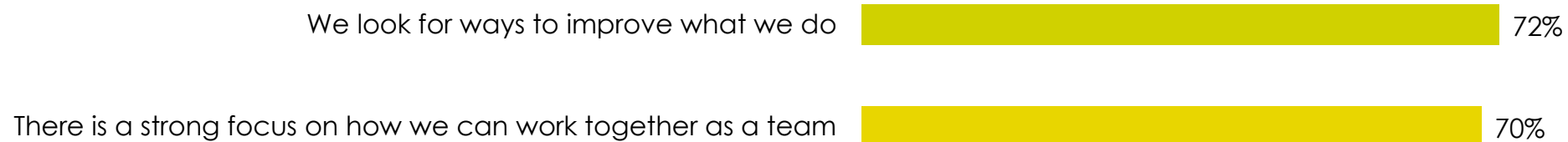
This is a Strongly Agree – Strongly Disagree Likert scale question type. See 'Understanding your results' slide for more information on how these scores are calculated.

Average Question Score by Category

Leadership



Performance



Average Question Score by Category

Engagement



Wellbeing



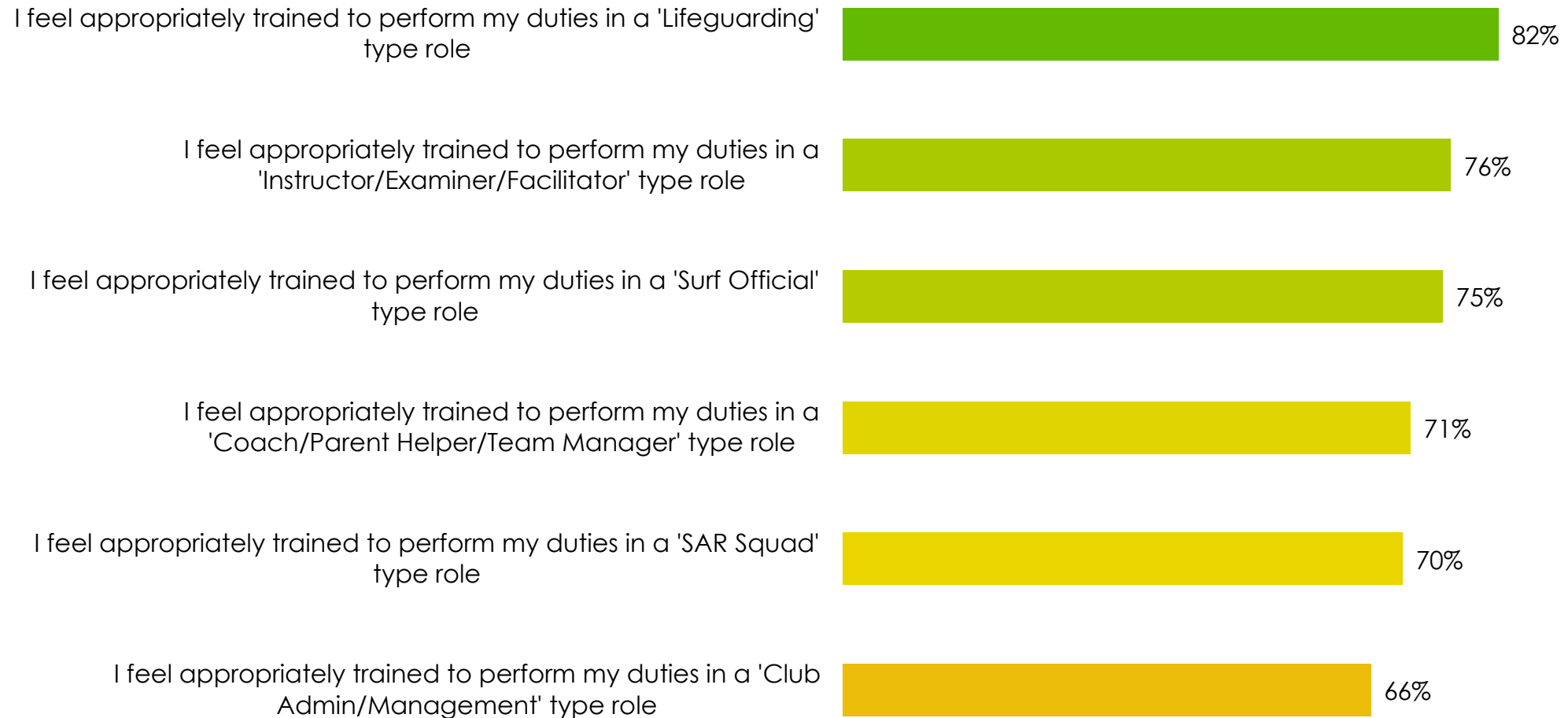
Average Question Score by Category

Capability



Average Question Score by Category

Training and Capability



This is a Strongly Agree – Strongly Disagree Likert scale question type. See 'Understanding your results' slide for more information on how these scores are calculated.

Average Question Score by Category

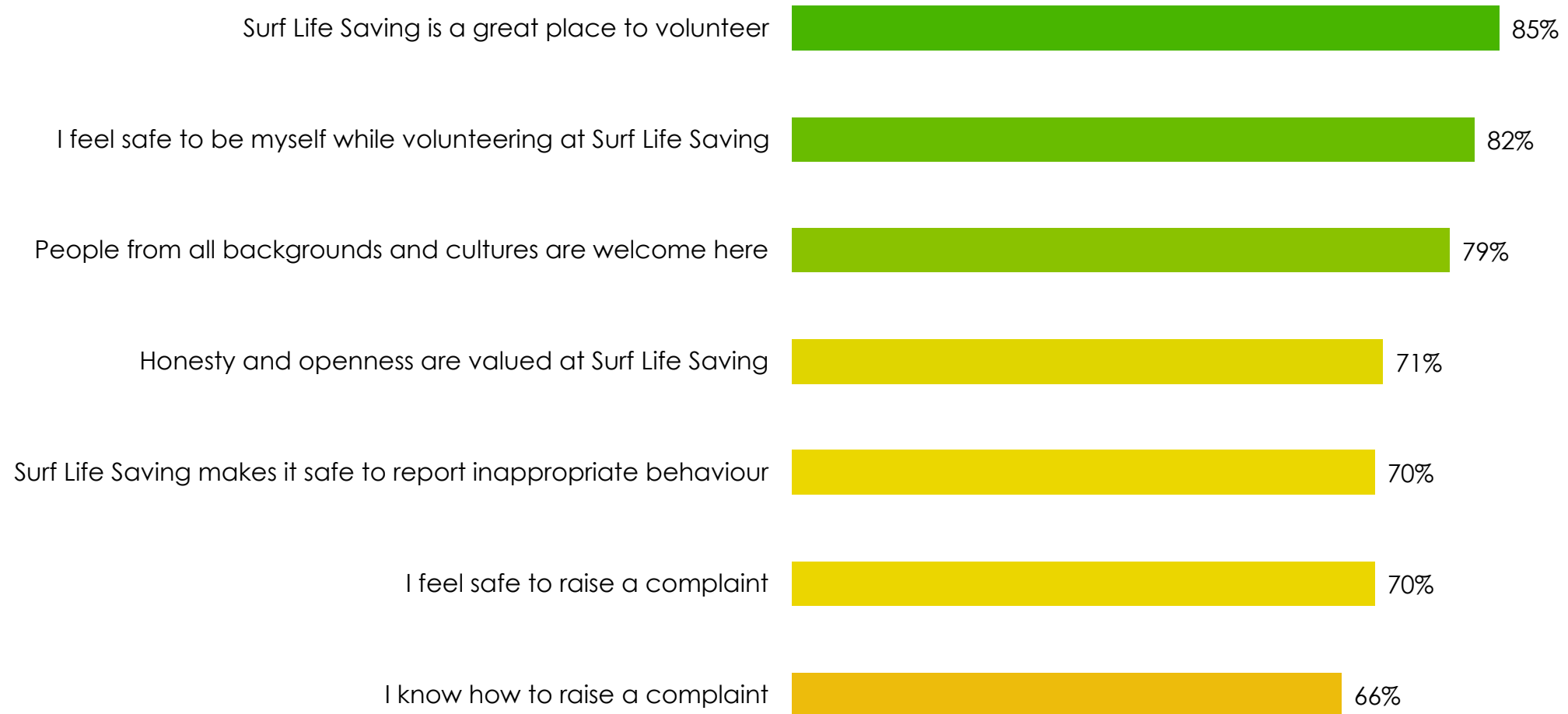
Competency



This is a Strongly Agree – Strongly Disagree Likert scale question type. See 'Understanding your results' slide for more information on how these scores are calculated.

Average Question Score by Category

Culture



This is a Strongly Agree – Strongly Disagree Likert scale question type. See 'Understanding your results' slide for more information on how these scores are calculated.

Average Question Score by Category

Satisfaction



This is a Strongly Agree – Strongly Disagree Likert scale question type. See 'Understanding your results' slide for more information on how these scores are calculated.

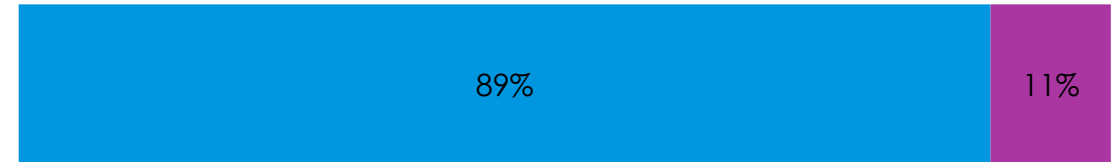
0-10 Question Scores



This is a 0 - 10 Likert scale question type. The score is calculated by dividing the sum of all responses by the total count of responses

Yes-No Questions

Do you consider this to be your main volunteering organisation?



Do you actively participate in any 'Lifeguarding' type roles? - Definition of Lifeguarding type role: Rookie Lifeguard, Surf Lifeguard, Patrol Support, Event Lifeguarding, Patrol Auditor, Peer Supp...



Do you actively participate in any 'Coach/Parent Helper/Team Manager' type roles? - Definition of Coach/Parent Helper/Team Manager type role: Coach/Parent Helper/Team Manager of Surf Sports or Juni...



■ Yes % ■ No %

This is a Yes – No question type. The scores are calculated by dividing the count of 'Yes' or 'No' answers by the total count of responses, then converting to a %

Yes-No Questions

Do you actively participate in any 'Club Admin/Management' type roles?
- Definition of Club Admin/Management type role: Board Member, Administrator, Committee Member or Club Officer.



Do you actively participate in any 'Instructor/Examiner/Facilitator' type roles?
- Definition of Instructor/Examiner/Facilitator type role: Instructor/Examiner/Facilitator in an educational capacit...



Do you actively participate in any 'SAR Squad' type roles? - Definition of SAR Squad type role: Search and Rescue Squad Member or Co-ordinator



Do you actively participate in any 'Surf Official' type roles? - Definition of Surf Official type role: Surf Official and Club, Local Area, Regional or National Level

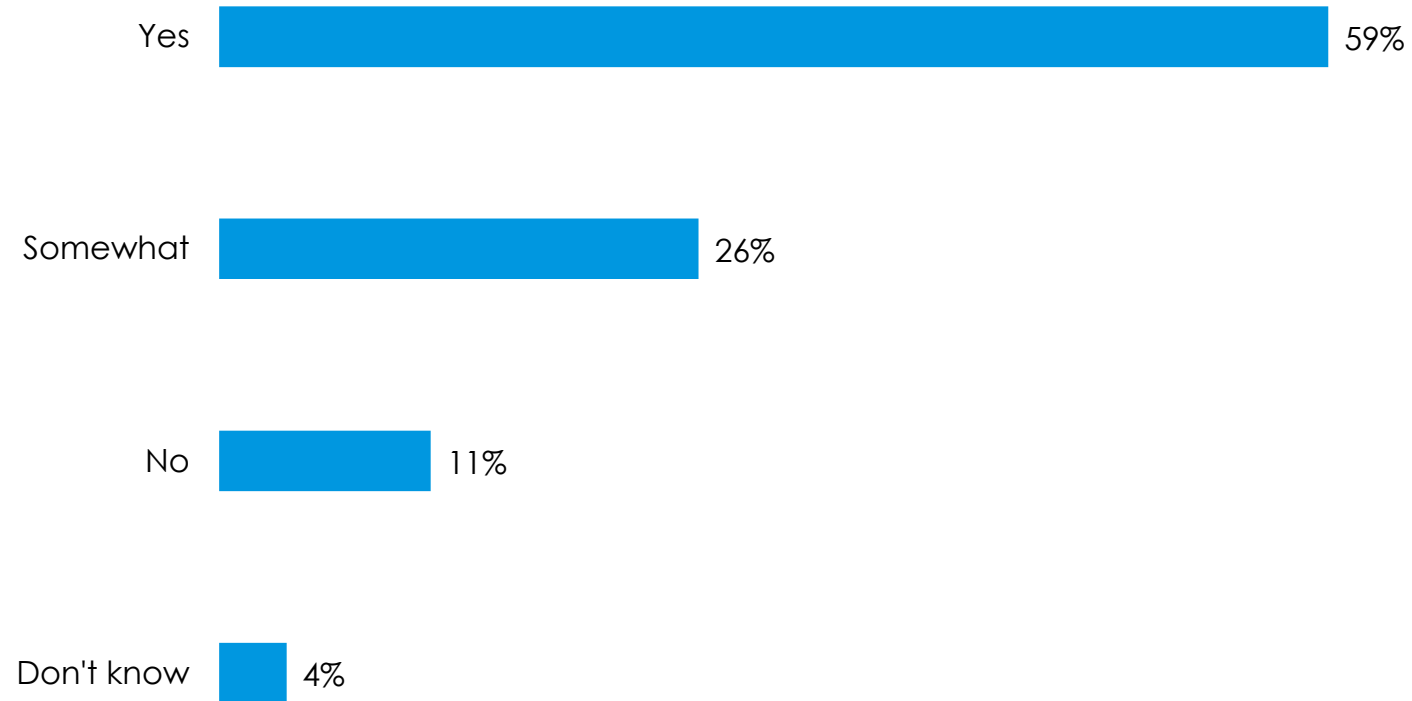


■ Yes % ■ No %

This is a Yes – No question type. The scores are calculated by dividing the count of 'Yes' or 'No' answers by the total count of responses, then converting to a %

Multi-choice Question

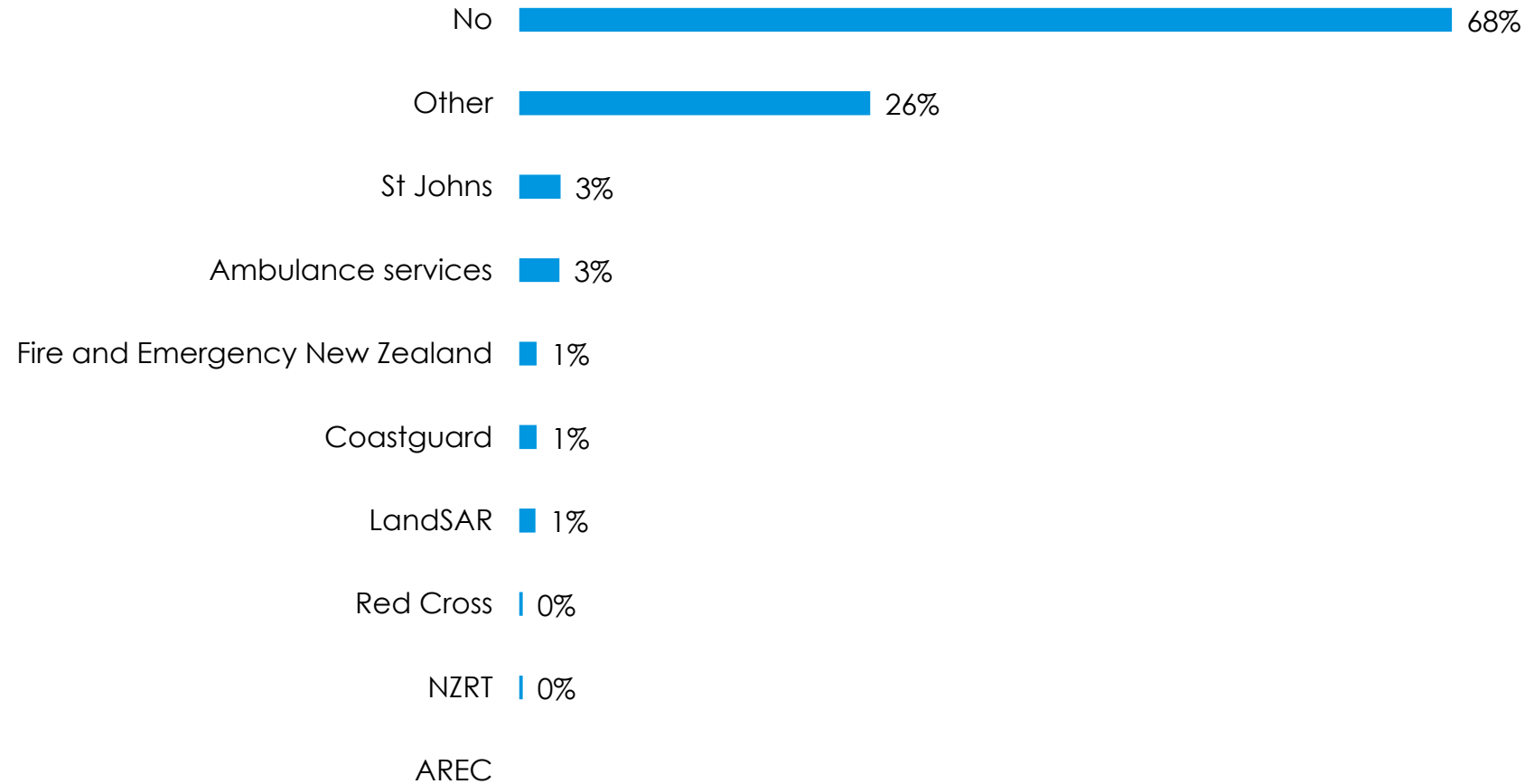
Do you feel that the hours you volunteer at Surf Life Saving are sustainable?



This question allowed 1 choice. It is calculated by dividing the count of responses for an option by the total number of people that completed the question, then converting to a %. Note for single answer question the total may not equal 100% due to rounding to the nearest whole number. For multi-answer questions, the total percentage will be higher than 100%

Multi-choice Question

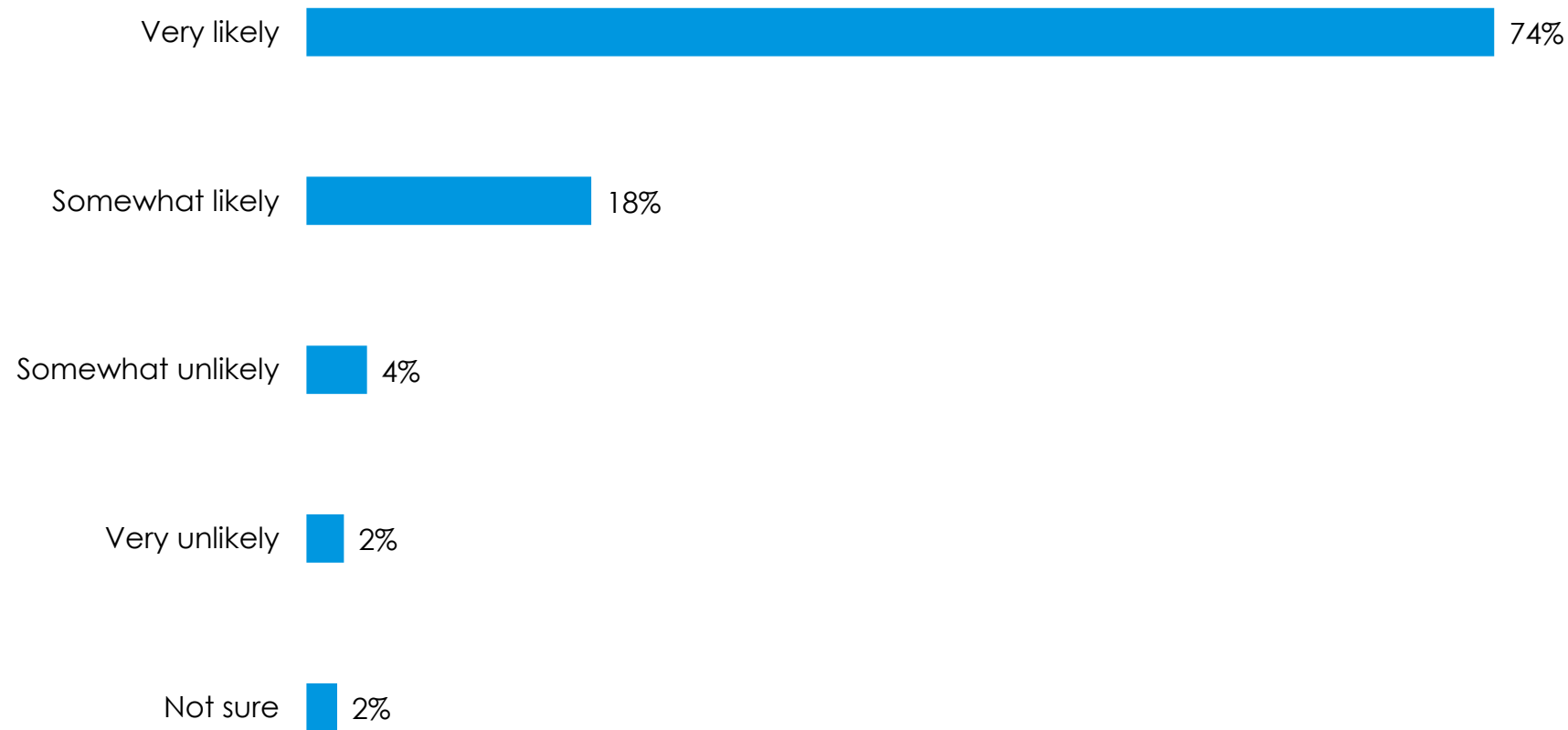
Do you volunteer for any other organisations? Please select all that apply.



This question allowed up to 10 choices. It is calculated by dividing the count of responses for an option by the total number of people that completed the question, then converting to a %. Note for single answer question the total may not equal 100% due to rounding to the nearest whole number. For multi-answer questions, the total percentage will be higher than 100%

Multi-choice Question

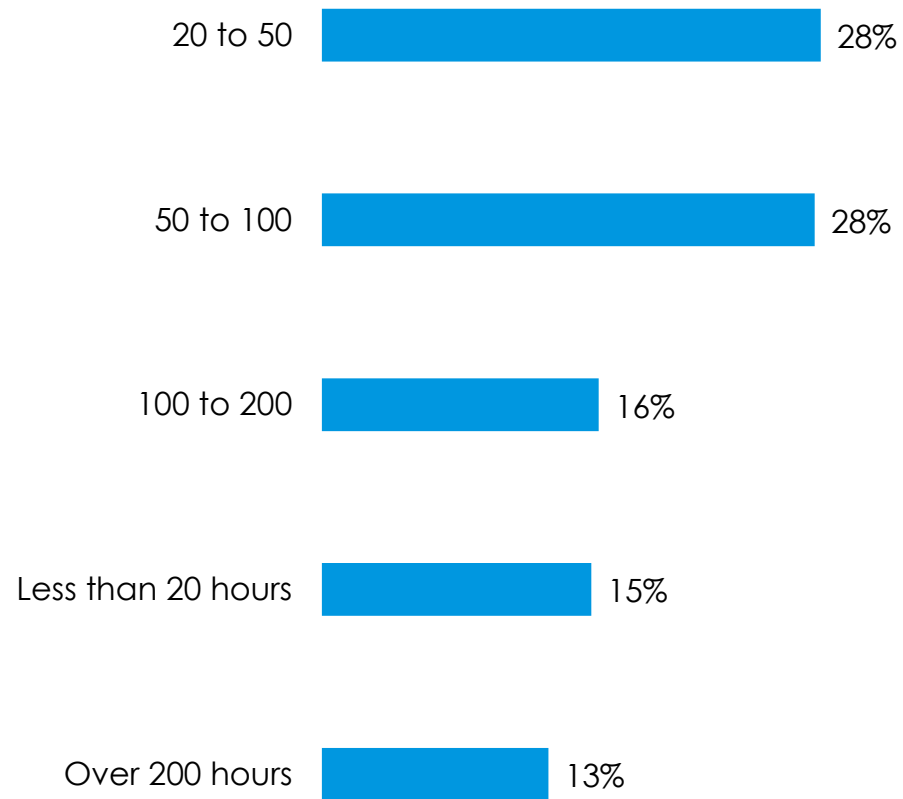
How likely are you to continue to volunteer for Surf Life Saving?



This question allowed 1 choice. It is calculated by dividing the count of responses for an option by the total number of people that completed the question, then converting to a %. Note for single answer question the total may not equal 100% due to rounding to the nearest whole number. For multi-answer questions, the total percentage will be higher than 100%

Multi-choice Question

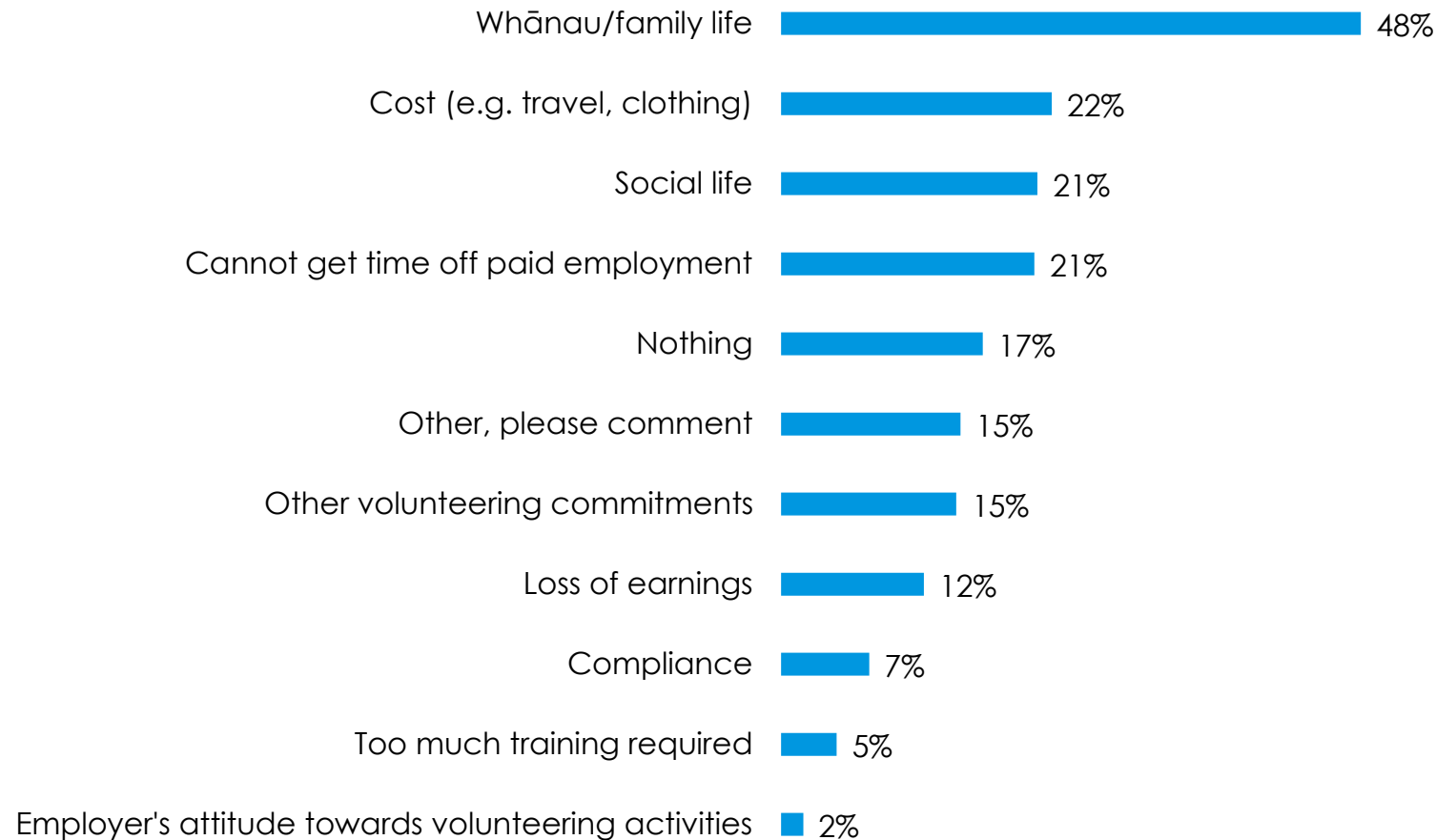
In the last 12 months, approximately how many hours have you volunteered at Surf Life Saving?



This question allowed 1 choice. It is calculated by dividing the count of responses for an option by the total number of people that completed the question, then converting to a %. Note for single answer question the total may not equal 100% due to rounding to the nearest whole number. For multi-answer questions, the total percentage will be higher than 100%

Multi-choice Question

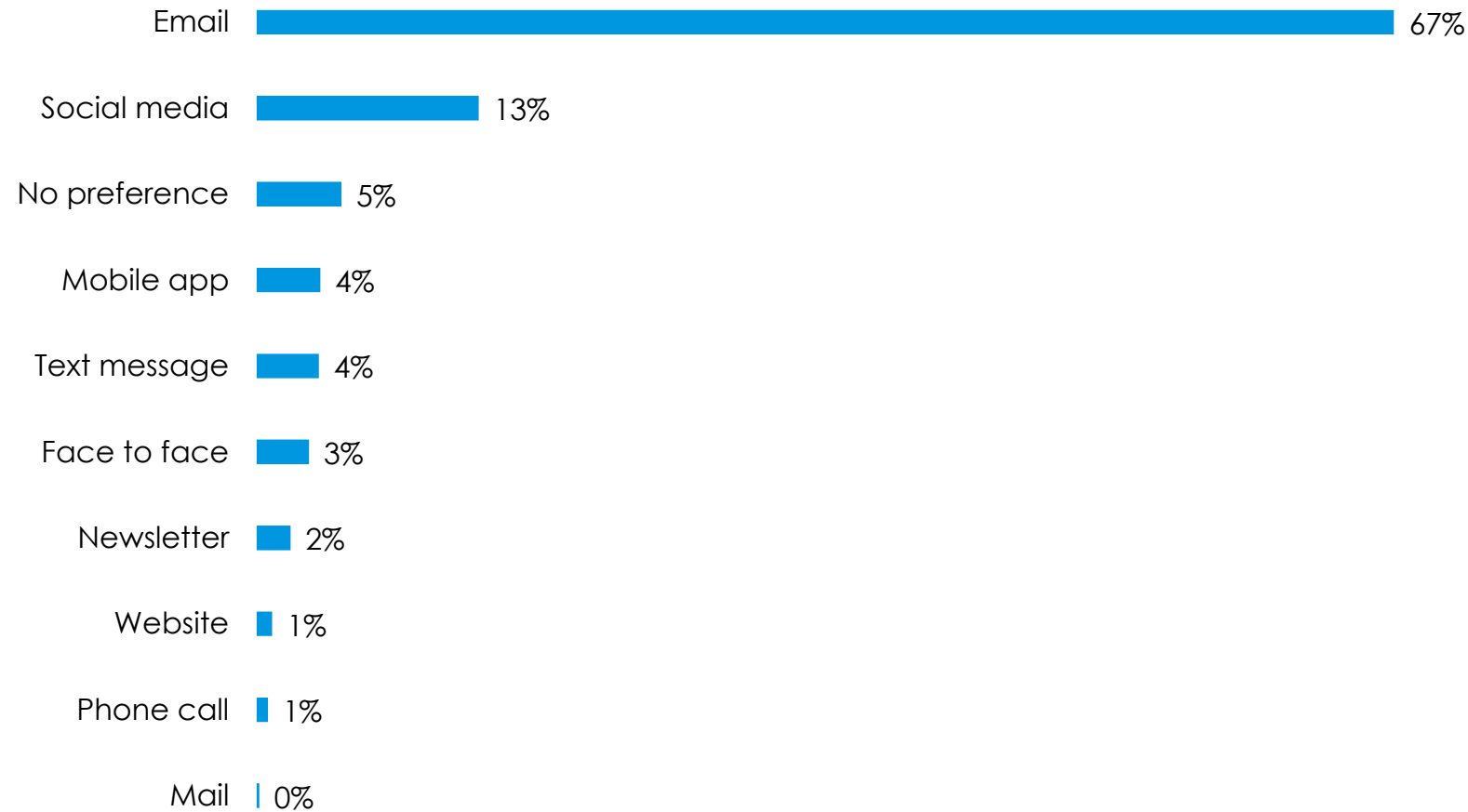
What factors most compete with your ability to volunteer for Surf Life Saving? Please select all that apply.



This question allowed up to 11 choices. It is calculated by dividing the count of responses for an option by the total number of people that completed the question, then converting to a %. Note for single answer question the total may not equal 100% due to rounding to the nearest whole number. For multi-answer questions, the total percentage will be higher than 100%

Multi-choice Question

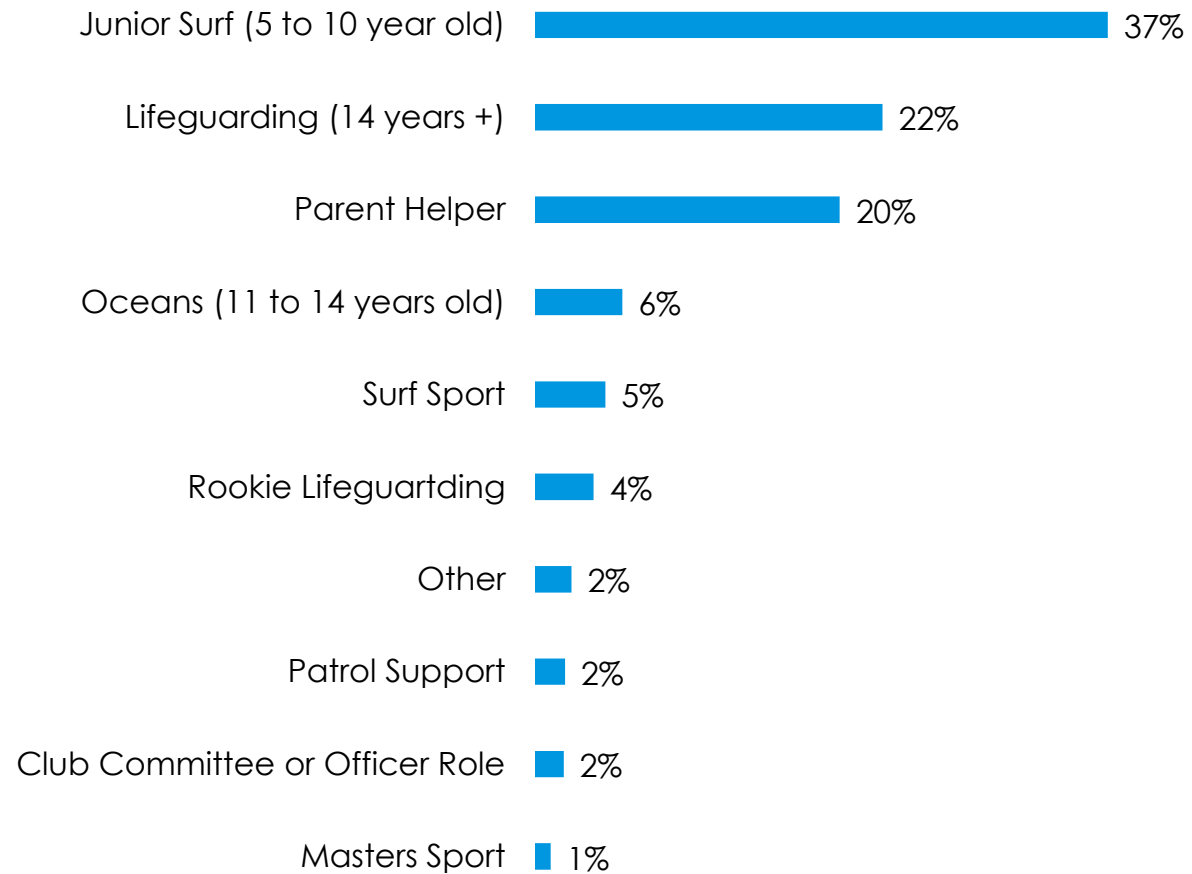
What is your preferred means of receiving information from Surf Life Saving? Please choose one.



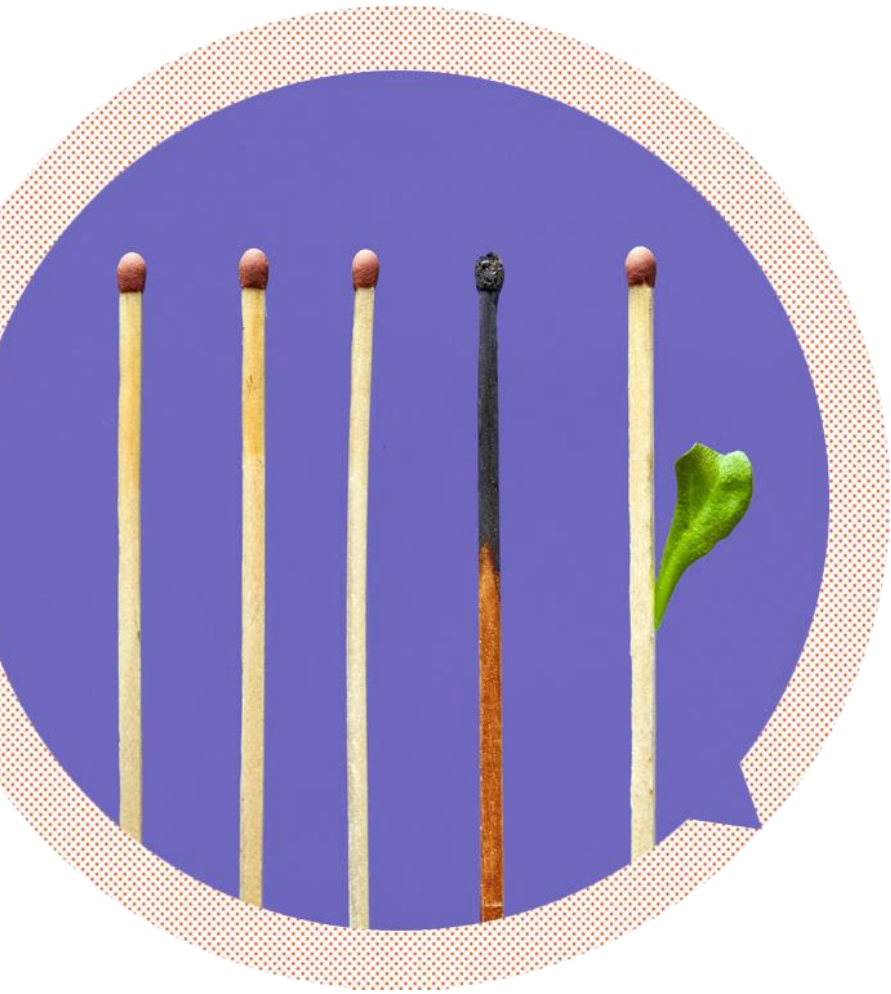
This question allowed 1 choice. It is calculated by dividing the count of responses for an option by the total number of people that completed the question, then converting to a %. Note for single answer question the total may not equal 100% due to rounding to the nearest whole number. For multi-answer questions, the total percentage will be higher than 100%

Multi-choice Question

What avenue/route did you first join Surf Life Saving through?



This question allowed 1 choice. It is calculated by dividing the count of responses for an option by the total number of people that completed the question, then converting to a %. Note for single answer question the total may not equal 100% due to rounding to the nearest whole number. For multi-answer questions, the total percentage will be higher than 100%



Executive Summary

Key Findings



In the context of the volunteer sector the participation rate for the survey of 46% is an excellent result and worthy of celebration. The average score of 69% across all questions is a very good result and shows the organisation is in good heart. Pleasingly, your volunteers think that Surf Life Saving is a great place to volunteer, they value the skills it has provided them and can see that their contribution makes a difference.

Interestingly, 13% of volunteers started the survey but didn't complete it. A work on for future surveys will be to encourage people to fully complete the survey. Our data suggests the reason for the drop may have been the number of the questions in the survey.

The results highlight that there are some areas to work on. These are ensuring that volunteers are appropriately recognised for what they do, that communication is effective and that arrangements are put in place to avoid burnout which is a real issue for many.

Recognition concerns extend to whānau/families whom many of your volunteer's think are not adequately recognised and valued. And this concern applies to valuing and recognising employers as well.

Your volunteers think that more could be done to create a diverse and inclusive environment and to foster relationships with Māori and that this might encourage more Māori to volunteer. Another aspect of inclusion that the results highlight is that it can be difficult for females to be taken seriously. There are numerous references to a culture of an 'old boys club' which is seen as an outdated and limiting construct as it creates perception of exclusion for both females and younger males.

Analysis of the free text comments reveals that the covid vaccine mandate has been a very divisive issue. There's not a lot you can do about this situation now but acknowledging that it has caused frustration, confusion and hurt for many of your volunteers is recommended.



Key Findings

There are a large number of free text responses and the major themes are remarkably consistent across the various questions. There is a desire for more working together both within clubs where hierarchy (the old boys club) exists and across clubs to share resources, training etc for the benefit of all.

There seems to be a lack of clarity of what the various roles and responsibilities within clubs are and some easily accessible documentation, how to and training material would help guide people new to clubs and new to roles.

Clear roles and responsibilities need to be backed up by flexible, consistent and appropriate training. Given that learning new skills is an acknowledged benefit of volunteering for the organisation emphasis on making this aspect of the operations as good as it can be may help to attract and retain volunteers.

Volunteers want to make a difference and be involved in doing the doing. The majority didn't particularly sign up for administrative tasks so thinking creatively about centralisation, shared service models, simplification/automation where possible of such tasks would take some of the pressure off.

As well as burnout and the likely permanent loss of some of your volunteers due to the vaccine mandates cost pressures such as rising fuel prices may mean that attracting volunteers becomes more of an issue. Thinking about ways to recognise these pressures and perhaps alleviate them by things like supplying uniforms etc is recommended. This aligns to the issue of recognition generally which was the lowest scoring area in the survey.

In summary, Surf Life Saving has a proud history and loyal and committed volunteers. Taking practical steps to ensure the longevity and satisfaction of your volunteers in the context of contemporary society will stand you in good stead long into the future.



Club Admin / Management

Average Question Score by Category

General Wellbeing

Volunteer burnout is a significant issue in 'Club Admin/Management' type roles  75%


Training and Capability

I feel appropriately trained to perform my duties in a 'Club Admin/Management' type role  66%

Consultation/Engagement

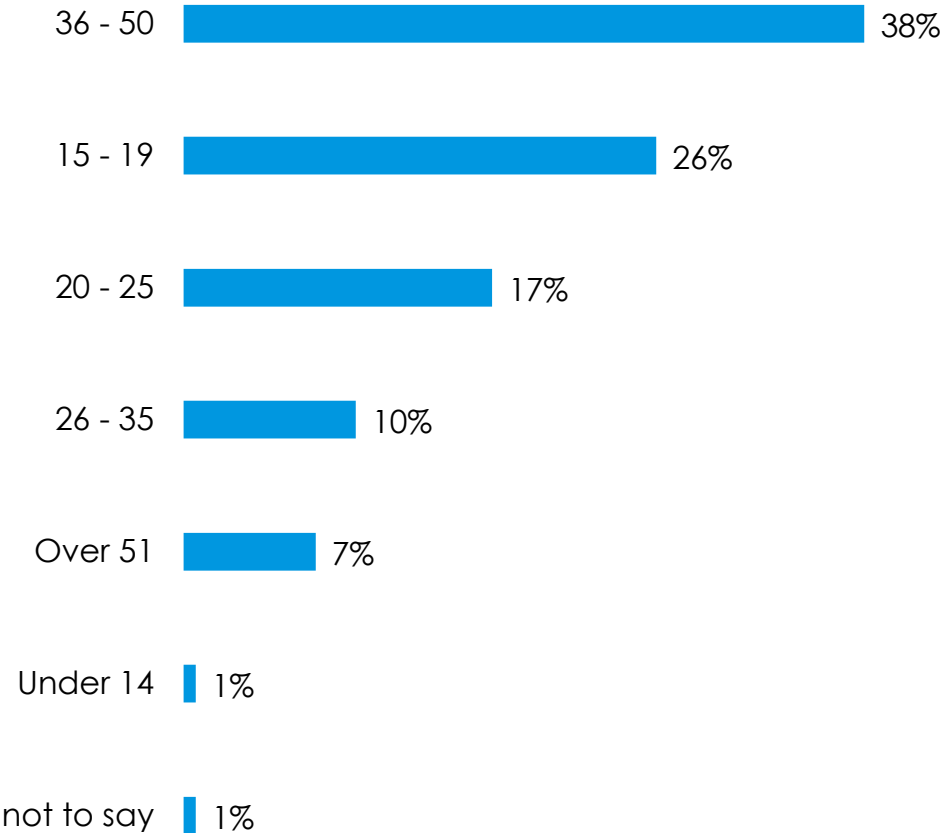
In my 'Club Admin/Management' type role I feel I am appropriately consulted with in relation to decisions that affect...  66%

Impact

The awards and honours system recognises or provides recognition of 'Club Admin/Management' type roles to a...  55%

Multi-choice Question

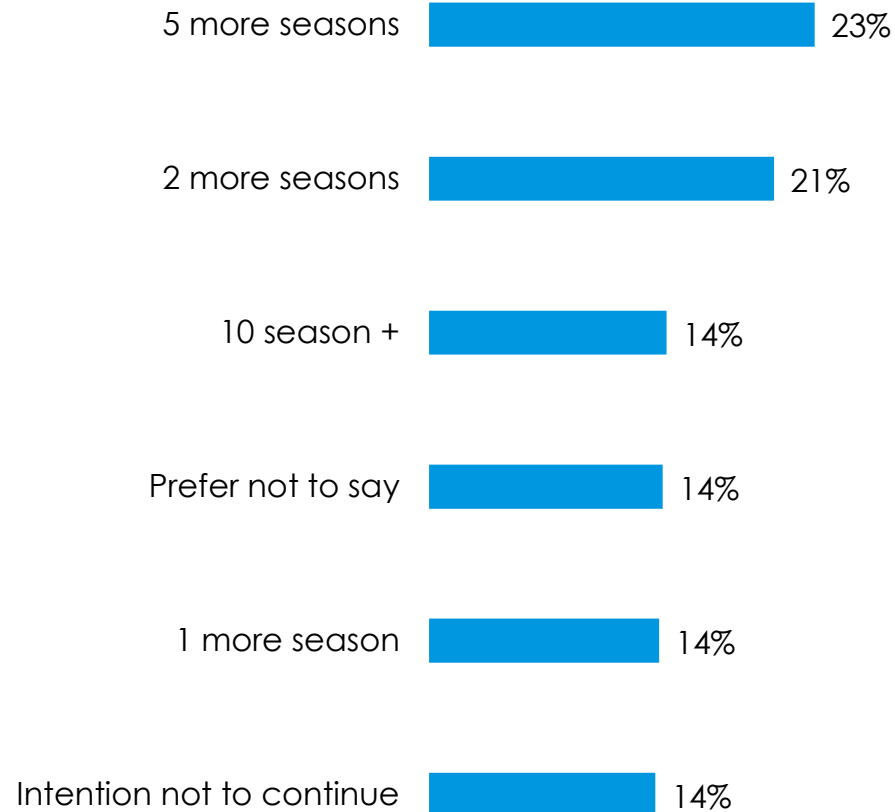
At what age did you start volunteering in a 'Club Admin/Management' type role for Surf Life Saving?



This question allowed 1 choice. It is calculated by dividing the count of responses for an option by the total number of people that completed the question, then converting to a %. Note for single answer question the total may not equal 100% due to rounding to the nearest whole number. For multi-answer questions, the total percentage will be higher than 100%

Multi-choice Question

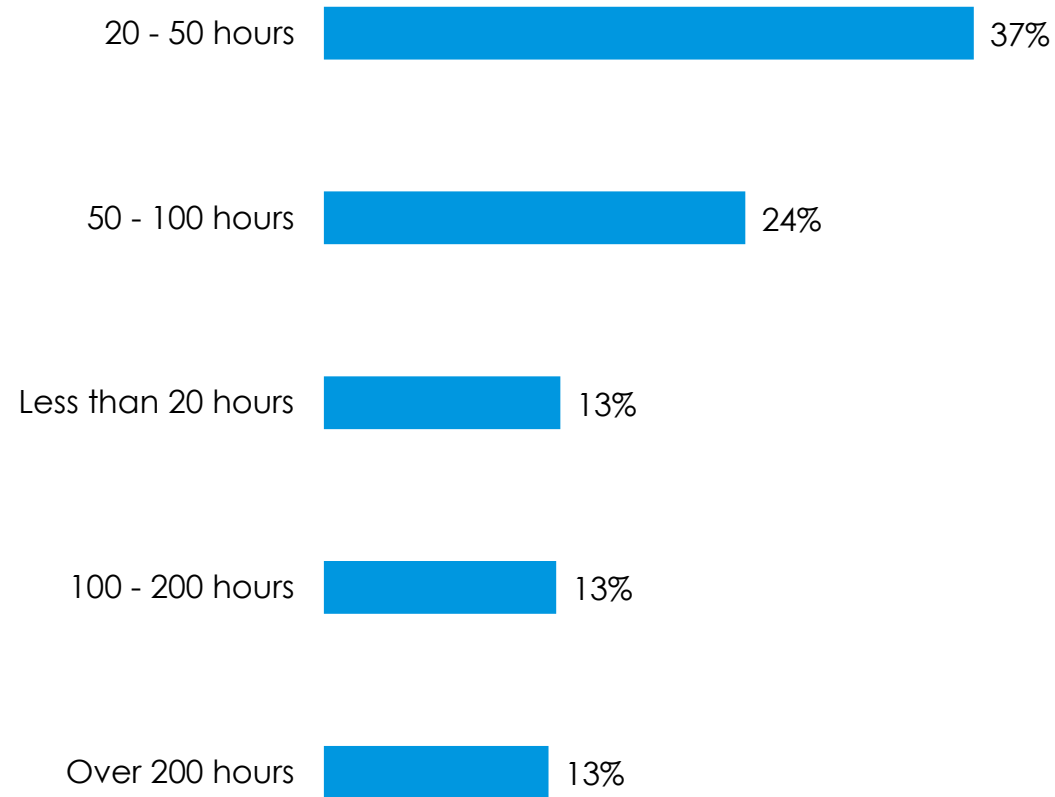
How long do you intend to continue in your 'Club Admin/Management' type role for Surf Life Saving?



This question allowed 1 choice. It is calculated by dividing the count of responses for an option by the total number of people that completed the question, then converting to a %. Note for single answer question the total may not equal 100% due to rounding to the nearest whole number. For multi-answer questions, the total percentage will be higher than 100%

Multi-choice Question

How many hours approximately do you volunteer in a 'Club Admin/Management' type role over a 12 month period?



This question allowed 1 choice. It is calculated by dividing the count of responses for an option by the total number of people that completed the question, then converting to a %. Note for single answer question the total may not equal 100% due to rounding to the nearest whole number. For multi-answer questions, the total percentage will be higher than 100%




Coach / Parent Helper
/ Team Manager

Average Question Score by Category


Training and Capability

I feel appropriately trained to perform my duties in a 'Coach/Parent Helper/Team Manager' type role  71%


Consultation/Engagement

In my 'Coach/Parent Helper/Team Manager' type role I feel I am appropriately consulted with in relation to decisions that affect...  65%

Impact

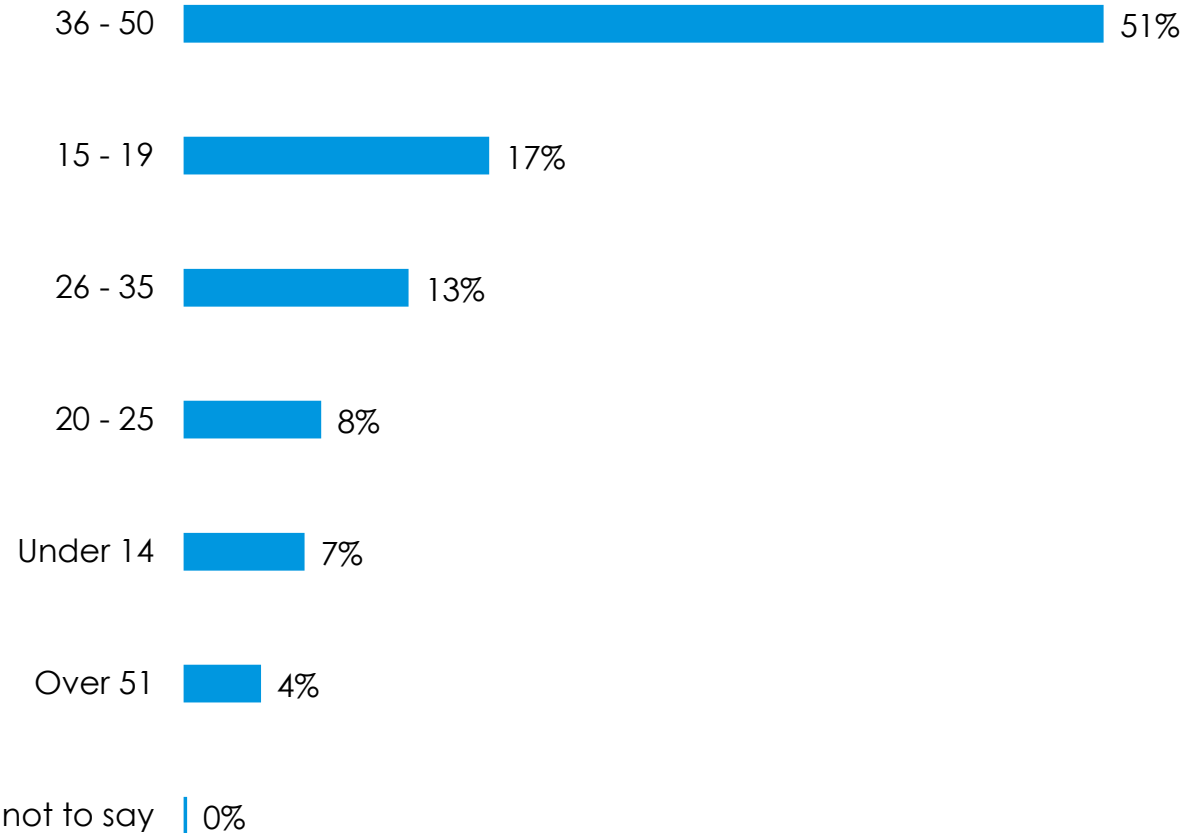
The awards and honours system recognises or provides recognition of 'Coach/Parent Helper/Team Manager' type roles...  60%

General Wellbeing

Volunteer burnout is a significant issue in 'Coach/Parent Helper/Team Manager' type roles  59%

Multi-choice Question

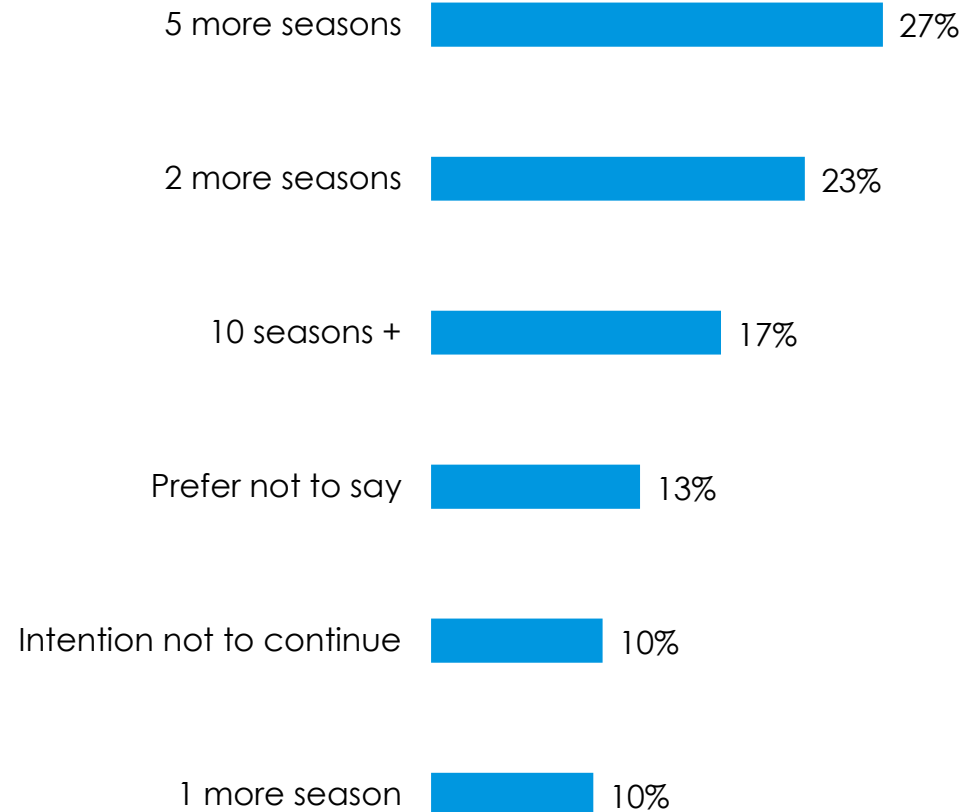
At what age did you start volunteering in a 'Coach/Parent Helper/Team Manager' type role for Surf Life Saving?



This question allowed 1 choice. It is calculated by dividing the count of responses for an option by the total number of people that completed the question, then converting to a %. Note for single answer question the total may not equal 100% due to rounding to the nearest whole number. For multi-answer questions, the total percentage will be higher than 100%

Multi-choice Question

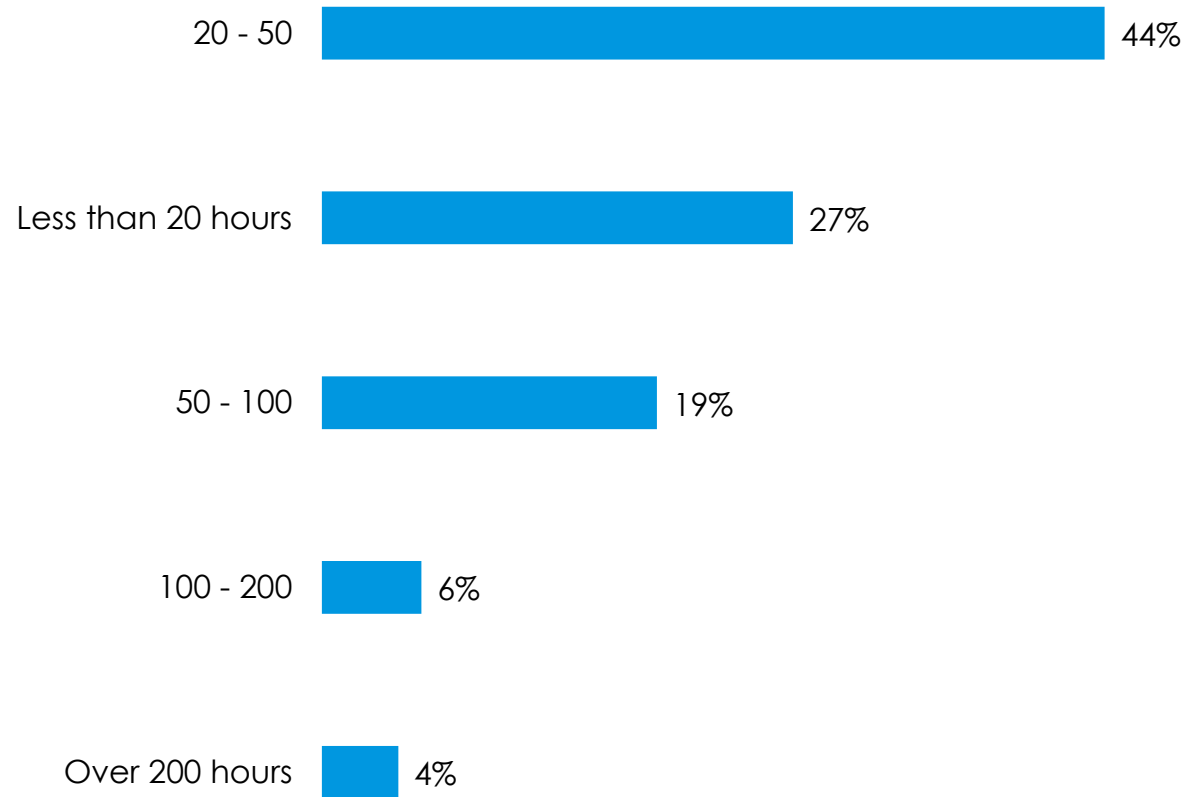
How long do you intend to continue in your 'Coach/Parent Helper/Team Manager' type role for Surf Life Saving?



This question allowed 1 choice. It is calculated by dividing the count of responses for an option by the total number of people that completed the question, then converting to a %. Note for single answer question the total may not equal 100% due to rounding to the nearest whole number. For multi-answer questions, the total percentage will be higher than 100%

Multi-choice Question

How many hours approximately do you volunteer in a 'Coach/Parent Helper/Team Manager' type role over a 12 month period?



This question allowed 1 choice. It is calculated by dividing the count of responses for an option by the total number of people that completed the question, then converting to a %. Note for single answer question the total may not equal 100% due to rounding to the nearest whole number. For multi-answer questions, the total percentage will be higher than 100%



Instructor / Examiner /
Facilitator

Average Question Score by Category


Training and Capability

I feel appropriately trained to perform my duties in a 'Instructor/Examiner/Facilitator' type role  76%

General Wellbeing

Volunteer burnout is a significant issue in 'Instructor/Examiner/Facilitator' type roles  68%

Consultation/Engagement

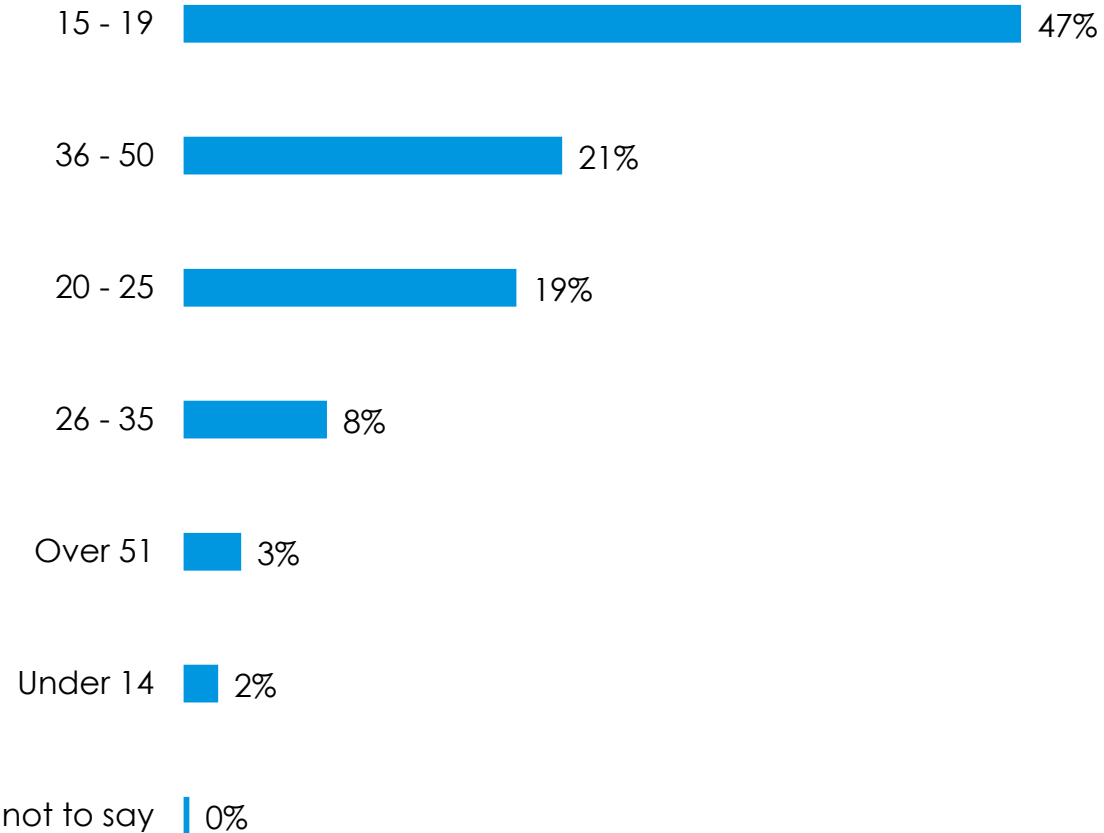
In my 'Instructor/Examiner/Facilitator' type role I feel I am appropriately consulted with in relation to decisions that affect...  65%

Impact

The awards and honours system recognises or provides recognition of 'Instructor/Examiner/Facilitator' type roles to a...  62%

Multi-choice Question

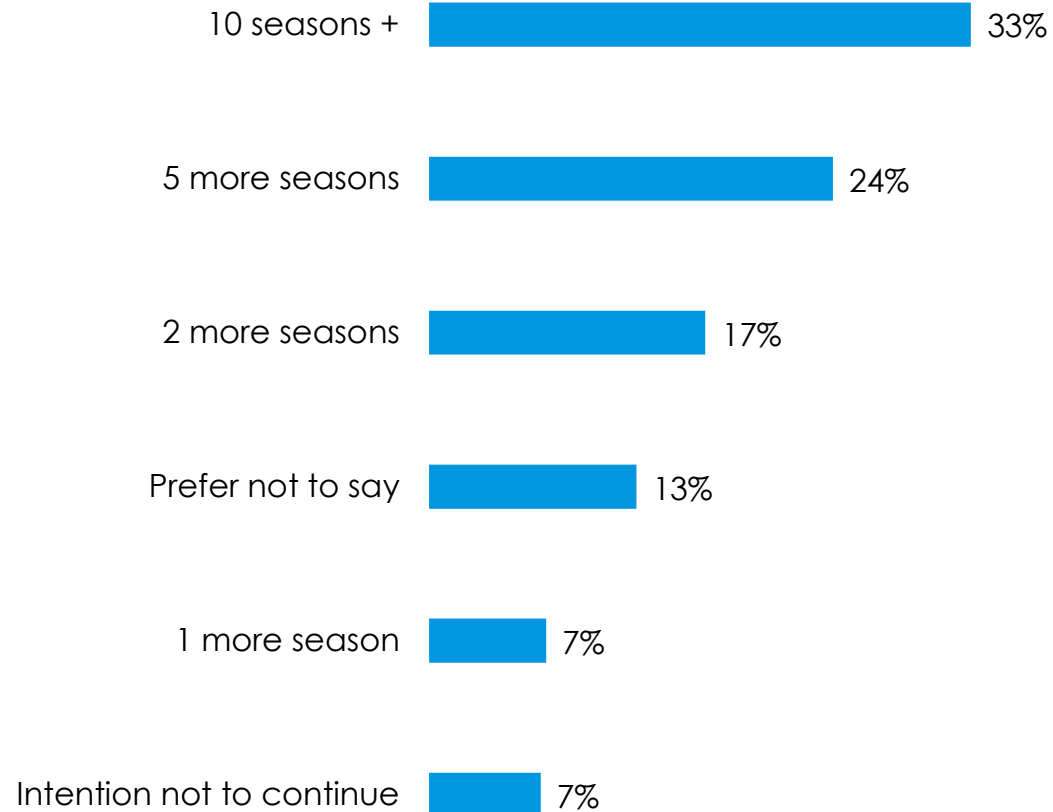
At what age did you start volunteering in a 'Instructor/Examiner/Facilitator' type role for Surf Life Saving?



This question allowed 1 choice. It is calculated by dividing the count of responses for an option by the total number of people that completed the question, then converting to a %. Note for single answer question the total may not equal 100% due to rounding to the nearest whole number. For multi-answer questions, the total percentage will be higher than 100%

Multi-choice Question

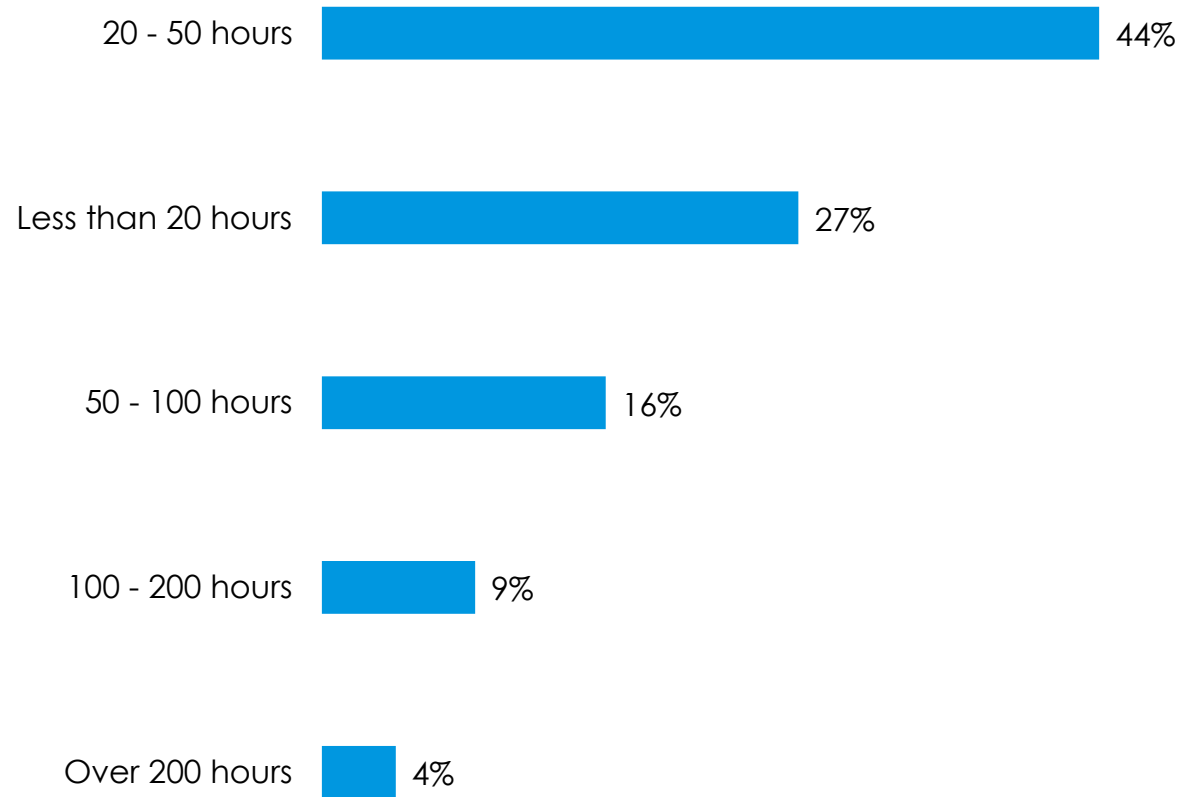
How long do you intend to continue in your 'Instructor/Examiner/Facilitator' type role for Surf Life Saving?



This question allowed 1 choice. It is calculated by dividing the count of responses for an option by the total number of people that completed the question, then converting to a %. Note for single answer question the total may not equal 100% due to rounding to the nearest whole number. For multi-answer questions, the total percentage will be higher than 100%

Multi-choice Question

How many hours approximately do you volunteer in a 'Instructor/Examiner/Facilitator' type role over a 12 month period?



This question allowed 1 choice. It is calculated by dividing the count of responses for an option by the total number of people that completed the question, then converting to a %. Note for single answer question the total may not equal 100% due to rounding to the nearest whole number. For multi-answer questions, the total percentage will be higher than 100%




Lifeguarding

Average Question Score for Lifeguarding

Training and Capability

I feel appropriately trained to perform my duties in a 'Lifeguarding' type role  82%

Impact

The awards and honours system recognises or provides recognition of 'Lifeguarding' type roles to a satisfactory level  67%

General Wellbeing

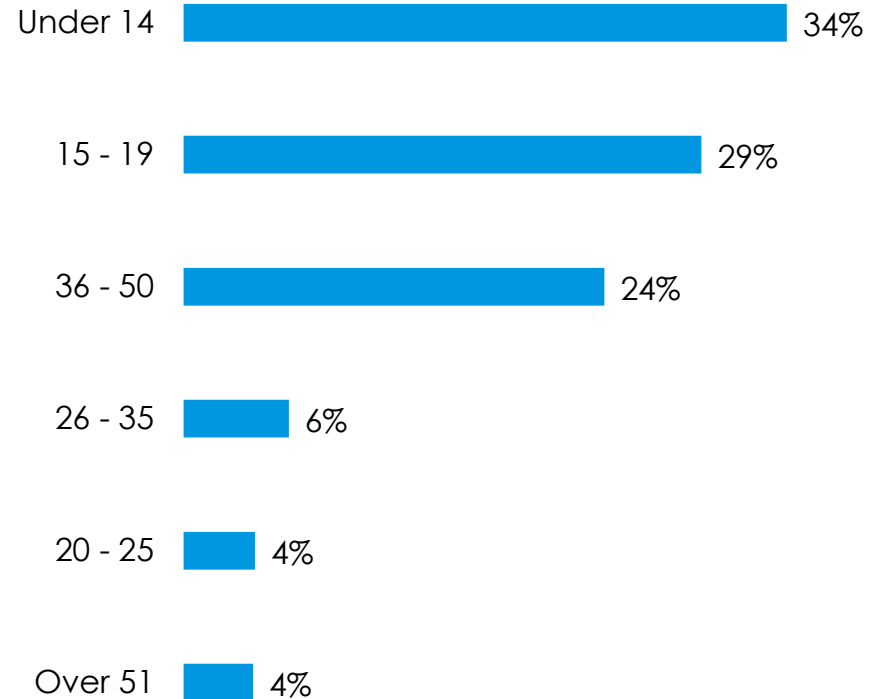
Volunteer burnout is a significant issue in 'Lifeguarding' type roles  65%

Consultation/Engagement

In my 'Lifeguarding' type role I feel I am appropriately consulted with in relation to decisions that affect me in my role  64%

Multi-choice Question

At what age did you start volunteering in a 'Lifeguarding' type role for Surf Life Saving?

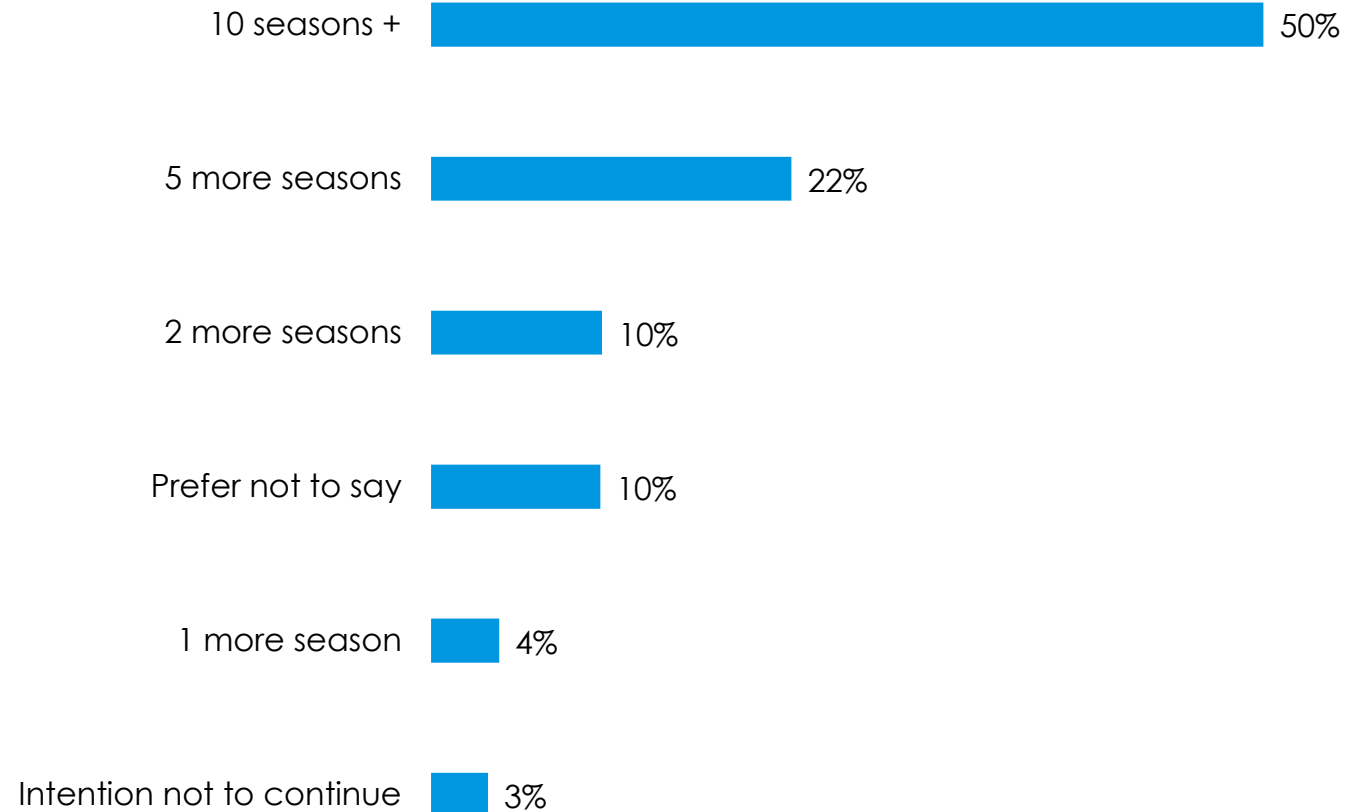


Prefer not to say | 0%

This question allowed 1 choice. It is calculated by dividing the count of responses for an option by the total number of people that completed the question, then converting to a %. Note for single answer question the total may not equal 100% due to rounding to the nearest whole number. For multi-answer questions, the total percentage will be higher than 100%

Multi-choice Question

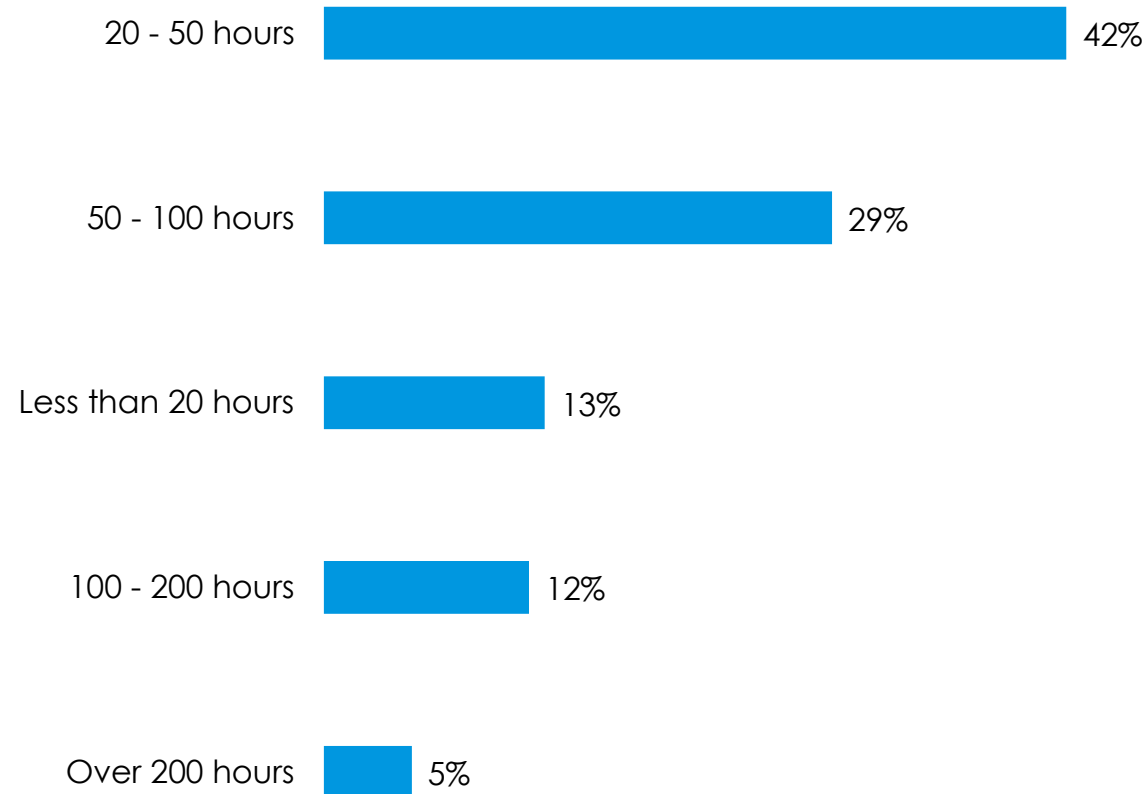
How long do you intend to continue in your 'Lifeguarding' type role for Surf Life Saving?



This question allowed 1 choice. It is calculated by dividing the count of responses for an option by the total number of people that completed the question, then converting to a %. Note for single answer question the total may not equal 100% due to rounding to the nearest whole number. For multi-answer questions, the total percentage will be higher than 100%

Multi-choice Question

How many hours approximately do you volunteer in a 'Lifeguarding' type role over a 12 month period?



This question allowed 1 choice. It is calculated by dividing the count of responses for an option by the total number of people that completed the question, then converting to a %. Note for single answer question the total may not equal 100% due to rounding to the nearest whole number. For multi-answer questions, the total percentage will be higher than 100%



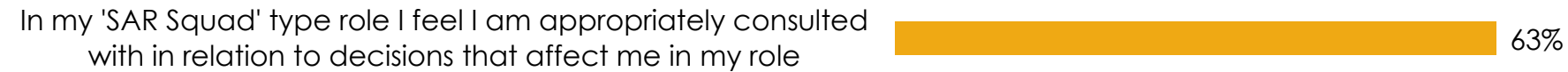
SAR Squad

Average Question Score by Category

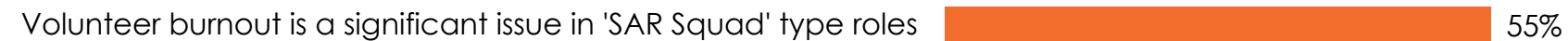
Training and Capability



Consultation/Engagement



General Wellbeing

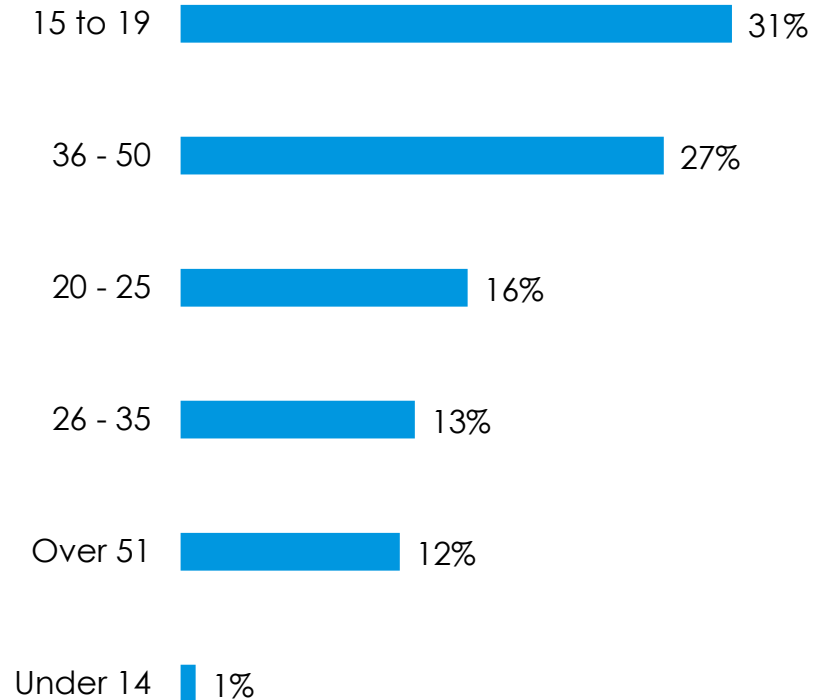


Impact



Multi-choice Question

At what age did you start volunteering in a 'SAR Squad' type role for Surf Life Saving?

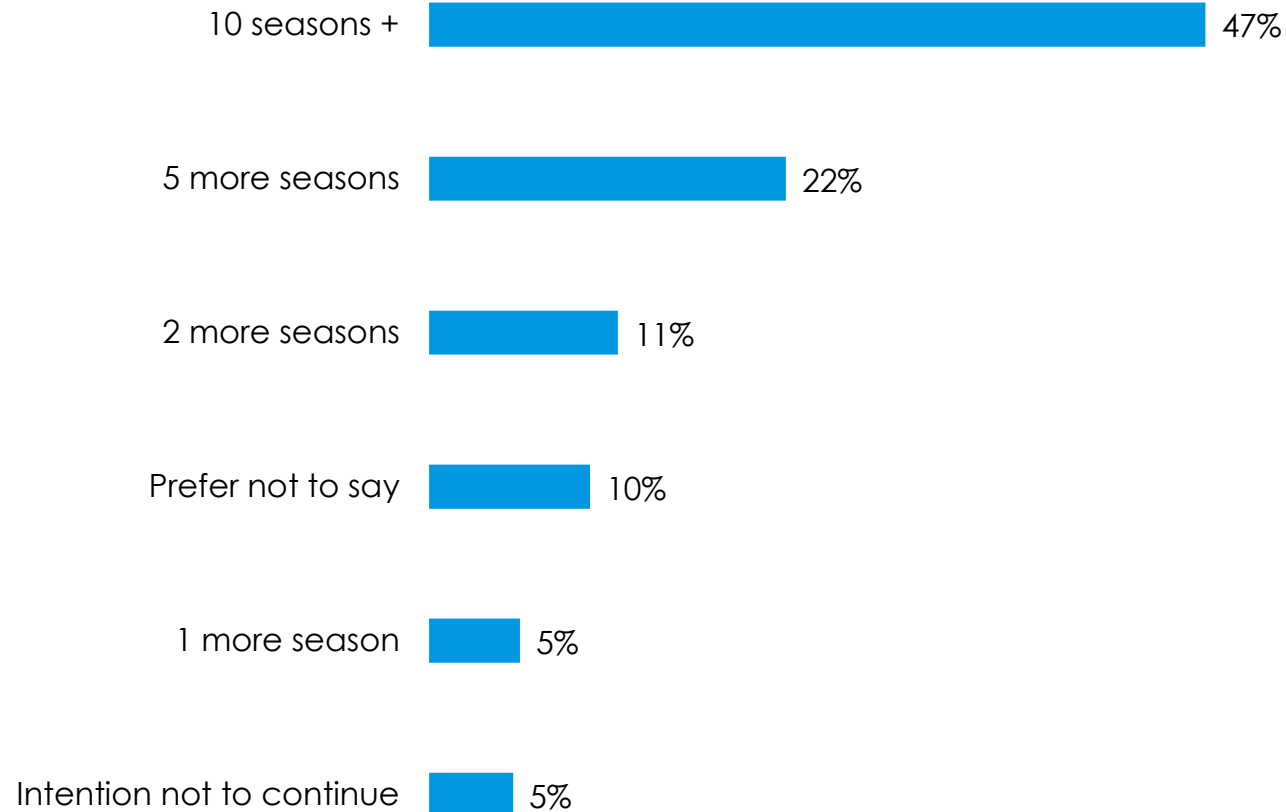


Prefer not to say

This question allowed 1 choice. It is calculated by dividing the count of responses for an option by the total number of people that completed the question, then converting to a %. Note for single answer question the total may not equal 100% due to rounding to the nearest whole number. For multi-answer questions, the total percentage will be higher than 100%

Multi-choice Question

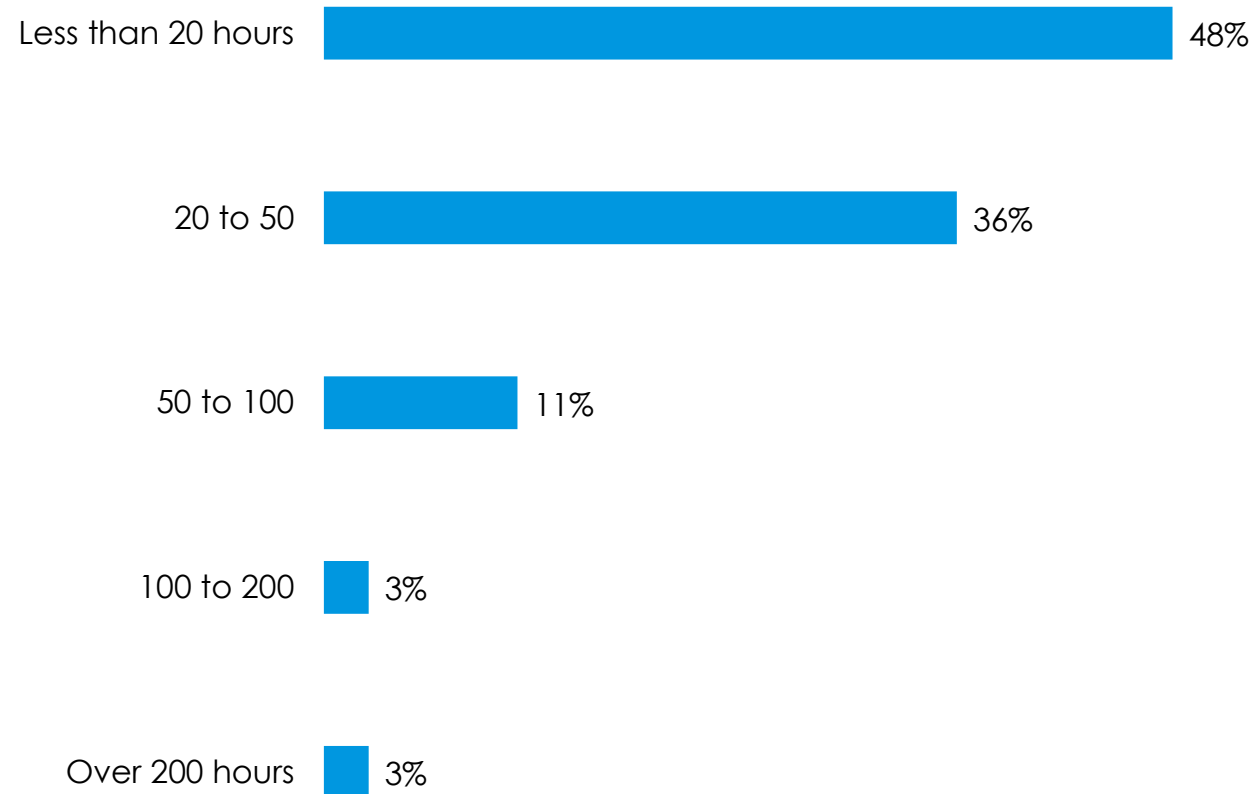
How long do you intend to continue in your 'SAR Squad' type role for Surf Life Saving?



This question allowed 1 choice. It is calculated by dividing the count of responses for an option by the total number of people that completed the question, then converting to a %. Note for single answer question the total may not equal 100% due to rounding to the nearest whole number. For multi-answer questions, the total percentage will be higher than 100%

Multi-choice Question

How many hours approximately do you volunteer in a 'SAR Squad' type role over a 12 month period?



This question allowed 1 choice. It is calculated by dividing the count of responses for an option by the total number of people that completed the question, then converting to a %. Note for single answer question the total may not equal 100% due to rounding to the nearest whole number. For multi-answer questions, the total percentage will be higher than 100%



Surf Official

Average Question Score by Category

Training and Capability



Impact



Consultation/Engagement

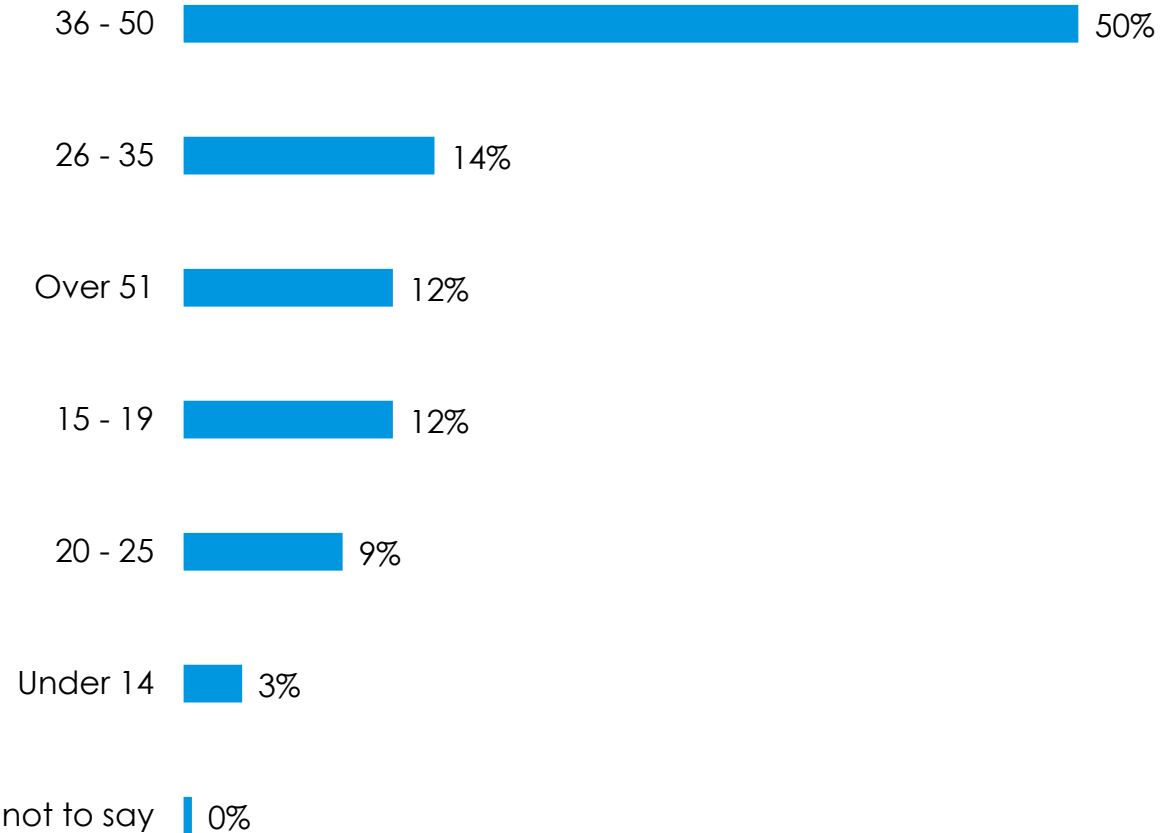


General Wellbeing



Multi-choice Question

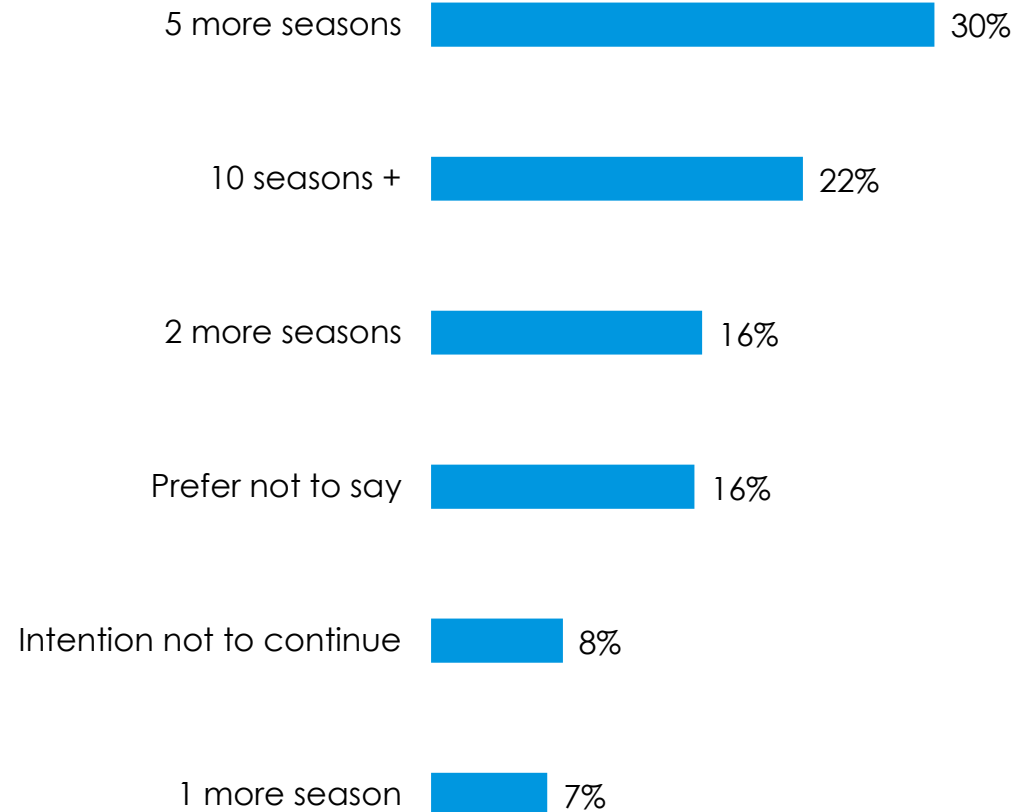
At what age did you start volunteering in a 'Surf Official' type role for Surf Life Saving?



This question allowed 1 choice. It is calculated by dividing the count of responses for an option by the total number of people that completed the question, then converting to a %. Note for single answer question the total may not equal 100% due to rounding to the nearest whole number. For multi-answer questions, the total percentage will be higher than 100%

Multi-choice Question

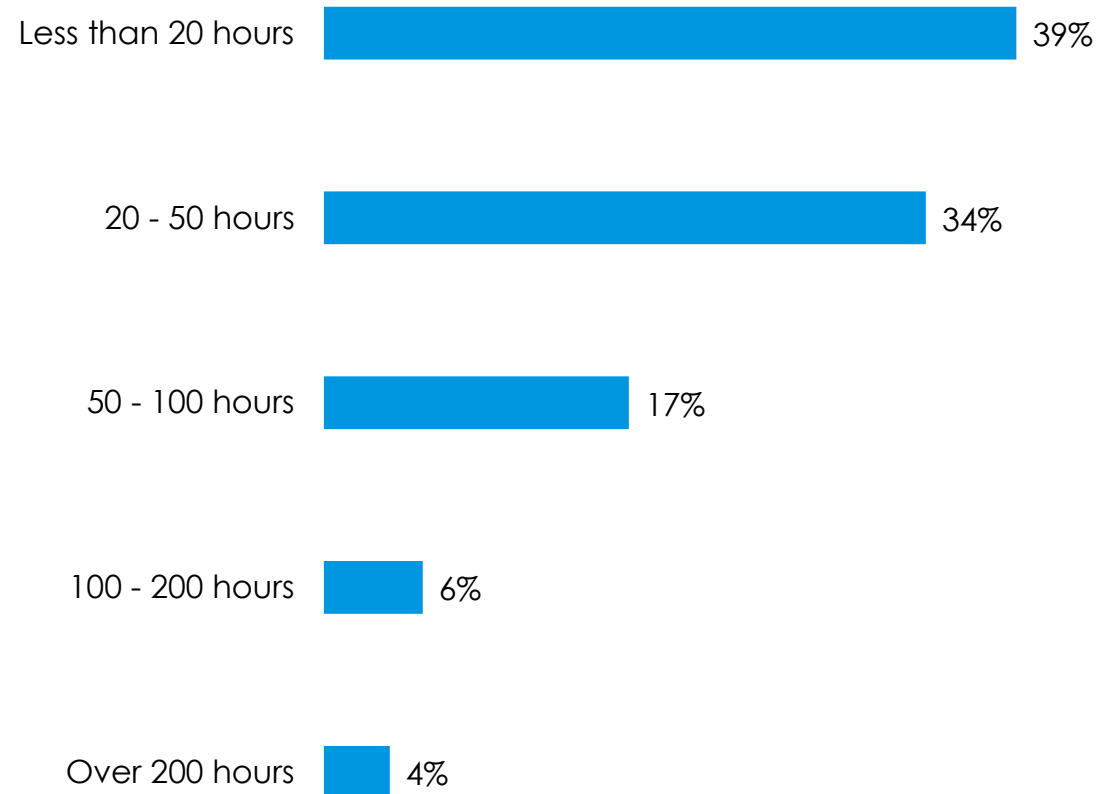
How long do you intend to continue in your 'Surf Official' type role for Surf Life Saving?



This question allowed 1 choice. It is calculated by dividing the count of responses for an option by the total number of people that completed the question, then converting to a %. Note for single answer question the total may not equal 100% due to rounding to the nearest whole number. For multi-answer questions, the total percentage will be higher than 100%

Multi-choice Question

How many hours approximately do you volunteer in a 'Surf Official' type role over a 12 month period?



This question allowed 1 choice. It is calculated by dividing the count of responses for an option by the total number of people that completed the question, then converting to a %. Note for single answer question the total may not equal 100% due to rounding to the nearest whole number. For multi-answer questions, the total percentage will be higher than 100%



Free text responses

What factors most compete with your ability to volunteer for Surf Live Saving?

260 comments

Response	# of responses
Other	174
Whānau/family life	95
Social Life	53
Cost (e.g., travel, clothing)	41
Cannot get time off paid employment	33
Other volunteering commitments	33
Compliance	24
Too much training required	16
Nothing	15
Loss of earnings	13
Employer's attitude towards volunteering activities	3

What factors most compete with your ability to volunteer for Surf Live Saving?

The 'other' category included a range of consistent themes:

- The impact of the vaccine mandate
- The culture at some clubs is not positive and encouraging, the old boys club
- Bureaucracy and red tape can be off-putting
- Business commitments including those volunteers that are self-employed
- Hard to maintain motivation and some patrol hours are boring with lack of tasks/learning
- Age starts to be a barrier for older volunteers
- Access to information
- Other sporting commitments
- SLSNZ does not show enough support for volunteers
- University commitments and in a different city
- Lack of public transport options to get to the club

What factors most compete with your ability to volunteer for Surf Live Saving?

Example comments:

- The culture and the way we get treated does not enable me to feel as though I have the ability to
- Lack of communication and willingness to involve others within our club
- The culture within specific clubs not wanting volunteers outside family groups.
- The fact that I chose not be vaccinated for Covid and you immediately disregarded myself and many other unvaccinated lifeguards despite constantly advertising about inclusiveness and accepting all types of backgrounds/beliefs.
- Discrimination and mandates
- In the past I have prioritised my surf lifesaving volunteer time. This year I have not so much. I have felt that the COVID 19 situation and it's mitigations were not taken seriously by some in actuality. As I come to patrol to enjoy my time doing my job and being at the beach I was not wanting to be the person asking everyone to wear masks and uphold the agreed distancing rules. Easier to just not go.
- Too much red tape and health and safety bullshit. Having to do stuff on line which includes online entries for regional competitions
- Time taken away from my own business
- Increased work load makes it hard to put time into SLS. Too many emails from SLSNZ which I need to read to decide who to pass them onto. Need to be simplified and only important messages sent out.
- Motivation is an issue as most of my patrol hours were quite boring and volunteers were not kept busy learning or doing stuff
- Very hard to get signed off on the appropriate qualifications in order to deliver training, programs
- Some patrols are very cliquey so hard to patrol on those days
- - The old boys club attitude that exists so strongly. - Not enough relevant training provided to upskill in the areas that we are requesting.

What factors most compete with your ability to volunteer for Surf Live Saving?



Example comments:

- - The old boys club attitude that exists so strongly. - Not enough relevant training provided to upskill in the areas that we are requesting.
- Being too involved in all aspects of surf competes with my ability to volunteer the aspects of surf that I actually want it. For example committees which I'd rather not be on takes over my time or willingness to want to volunteer on the beach.
- Issues with harassment claims that were not taken seriously by SLSNZ
- As a self employed and very busy person, it is sometimes difficult to commit the time. Surf lifesaving New Zealand DOES NOT show enough support for volunteers and also treats certain clubs better than others with support without a doubt
- Lack of support. Poor coordination at club level. Domination and lack of power sharing by some volunteers. Poor skill level of some volunteers.
- University in another region.
- Ever increasing admin burden... to maintain compliance, risk management etc.
- The unwelcoming culture projected by members in influencing positions.
- Personal values. SLSNZ standards are very low, and patrol composition is not evidence based. Therefore often my patrol will have in excess of 15 guards on patrol. This is not an effective use of resource and leaves people not feeling useful or their time valued.
- Don't enjoy it, good because my child is there, not valued, actively excluded as not male/ old clique.
- I don't live close to the club and there is no public transport to get there. I need my parents to take me there and back. Hard when they are working.
- Having volunteered in surf for over 10 years in both the pool and on the beach with little recognition, support and mismanagement, these things have made it much harder to want to give back willingly.
- I feel that some of SLSNZs training programs are based on to much theory rather than the practical side. A lot of members would rather be at the beach learning rather than doing theory on a computer which is time consuming.



What attracted you to start volunteering for Surf Life Saving?

1128 comments

Consistent themes

- Affinity with surf is the main reason mentioned. This ranges from personally being keen surfers, being involved with surf lifesaving as a child themselves and supporting children who started at junior level and wanting children to develop skills to be safe in the surf. Volunteers also mention the community and social aspects of wanting to be around like minded people who love the surf and want to give back and do their bit.
- Supporting and helping the community is the second most cited reason. People appreciate the family atmosphere and the ability for the whole family to be involved.
- Closely aligned to this is the desire to support children as they learn valuable skills.
- Social connections are very important, and many volunteers were encouraged by their friends to get involved.
- Volunteers also value that they can both learn new skills and contribute existing skills to the organisation.

What attracted you to start volunteering for Surf Life Saving?

1128 comments

Example comments

- Competitor and then became just as passionate about the lifeguarding aspects, found my second family through my surf club and the relationships with members from other clubs and the community aspect
- Like minded people, supporting my children
- Family, brand recognition and helping community
- To give back to the community and gain skills and knowledge
- being in the sea, mixing with like-minded people, introducing my family to a family orientated environment with a focus on community service whilst at the same time benefitting from the overall package -training, having fun and socialising.
- Family and friends. We have a long family history with our club. My kids are involved and we've made many great friends. I do it for the kids and their families.
- I thought it to be a great way to learn more about the ocean, learn new skills, help the community, drive irbs and spend time at the beach with awesome people.
- I wanted to meet new people in my community and feel like I was contributing to that community... and I love the ocean.
- Rural community, I loved sport and swimming, discovered surf lifesaving which offered sport, fun, beach, first aid skills, and giving back to the community as a volunteer all wrapped into one.
- I qualified in 1987, loved in then as I had great mentors and club had awesome leadership and Whanau approach. My partner is a life long member and I have been reintroduced through his contribution
- Started surfing back in 1960 at Waipu Cove and joined that club and I was a competitive swimmer so only natural to go into Surf Lifesaving and from there it gave me many life skills . in teamwork, , leadership, safety and my own development as a person
- I love being at the beach. Great organisation within which there are many opportunities to develop a wide variety of skills in amongst great camaraderie and lots of fun.

If you could choose one thing that you would like to change at Surf Life Saving, what would it be? 1002 comments



If you could choose one thing that you would like to change at Surf Life Saving, what would it be?

1002 comments

Many of the comments relate to an aspect of club operations, volunteers would like to see improvements in a range of areas:

- Consistency of communication across clubs regardless of size, funding etc
- The organisation to embrace more tikanga
- Ensuring the committee election and subsequent decision-making processes make good decisions for the benefit of all and not just focussing on 'vanity projects'
- Listening to people at the front line
- Better support and funding for smaller clubs
- Less of the boys club and more women involved
- Some of the club houses are in a poor state of repair
- Social events with other clubs (not just competitions)
- Less hierarchy within clubs
- Reducing the beauracracy from Surf Lifesaving
- Centralised administrative support for clubs
- Having a more standardised equipment schedule available to all clubs
- Open up social media pages to the general public
- Tension between sport and patrolling; the balance is not always appropriate
- The complaints of bullying are taken seriously
- Encouraging awareness, collaboration and involvement with other clubs

If you could choose one thing that you would like to change at Surf Life Saving, what would it be?

1002 comments

Example comments

- The communication skills and relationship building between SLSNZ staff and volunteers
- More organised in terms of courses/information/dates so that you could find this information easier - the webpages etc are not easy to find information. It could just be the communication from our club but even on the committee, I find it immensely frustrating at not being able to plan ahead for various courses/exams/wahine on water etc - the calenders on the national websites are terrible and it would be great to look at what other clubs do. Things like supporter's gear - club branded - could be centralised so that we can all link up to one site (like a "uniform shop") - membership forms to be completed could be more standardised with similar privacy/information clauses - feels like volunteers must reinvent the wheel at each club - a standard membership platform.... - it's nice to be different and not generic but some stuff could be. Lastly the PAM and database system for adding SLSNZ members etc is crappy and horrible to use.
- The work load that is handed down from management to the volunteers. Some of this is more to do with the time of year SLSNZ makes changes to policy's which creates even more of a work load when changes are happening September/October. Communication from some SLSNZ employees could also be better.
- Better communication that is clear and relevant to what we as members needs to know. Perhaps it needs to be more targeted. More resource into the key things that matter to the members and further their skills and development, then they will feel valued and more likely to continue volunteering for their club.
- More open communication, especially about courses as well as surfs handling of complaints
- Better communication (especially on a regional level with smaller clubs). Sometimes there is an impression that smaller clubs are overlooked and occasionally some information seems to not be passed on as a result.
- High quality communication and prompt replies/action between Clubs/Regions/NZ
- Having better supplier relationships for all equipment and services so Surf Life Saving NZ can get the best deals and discounts for the items and equipement we use or replace regularly. One place we can go to on the website to purchase or locate suppliers of this equipment.

If you could choose one thing that you would like to change at Surf Life Saving, what would it be?

1002 comments

Example comments

- I think we need to know more tikanga. We volunteer to help everyone, but we are sharing the ocean with special places for Maori including ancestral fishing grounds, urupa. I also think local clubs should know more about rahui. Although the organisation is open to everyone, the perception is that it is a mainly pakeha thing to do. Embracing more tikanga and connection with iwi might encourage more Maori to join.
- Authentic iwi relationships that result in a seat at the governance table and an influence in the Tikanga and kawa of the movement
- Our current club house is falling apart and makes it difficult to get people to want to be there. Including the kids.
- Social events between clubs not just competitive events
- Funding. The clubs deserve better facilities for their lifeguards and this costs money that is not always easy to raise at the local level. Also the coaches deserve to have some financial payment to assist with travel costs.
- less hierarchy within clubs and better recognition of achievement
- Centralised funding model, with more resources to increase funding for all clubs. Centralised administrative support for clubs
- I think that SLS clubs should come out of undercover on Facebook. They are all closed for public. The public information you share looks boring and flat and is limited with advertising only. Social media page should be alive, with some recent photos so non-members could see all the kids fun and development, and to be attracted to JSLS. If NZ Police or NZ schools share such information why wouldn't you?
- There is a great deal of bureaucracy in Surf Lifesaving which tends to drive wedges between, clubs, volunteers and paid personal etc.
- At our club - the Tall Poppy syndrome, bullying and intimidation that continues from long standing members who are also in the committee. Inclusion does not happen in our club and sport is looked upon as a waste of time from Senior Life Guards who then influence the younger LG to have the same mentality.

If you could choose one thing that you would like to change at Surf Life Saving, what would it be?

1002 comments

Example comments

- Funding to ensure smaller clubs aren't reliant on fundraising activities and grants
- Proactiveness, open access to information and transparency between clubs, and between clubs and their regional office about courses/skill development opportunities. Get rid of the old boys club
- The amount of admin that SLSNZ and SLSNR sometimes demands of its volunteer committees (and to pass on to the volunteer guards) with not a lot of acknowledgment that we have full time jobs and families to tend to as well
- That our club takes complaints of bullying seriously
- ""Old Boys Club"". Honestly sick of the way somethings are run because the old boys dictate what all of us young ones do. Its about both male and female inclusion and there are times us young ones get shunted. even at 30yrs!!! I have to fight to get a say for the young ones, as they haven't been in it long enough to say something or they are scared."
- The lack of professionalism by employed staff. This accounts for systemic bullying, harassment, poor culture, lack of integrity and respect for peoples concerns. This is issue is systemic throughout the organisation.
- tension between Lifeguarding and Sports - Sports provide basis for a strong volunteer lifeguard resource, its not an either / or which it can feel like sometimes.
- Professional standards applied to a volunteer organisation that doesn't have consistency on its labour force. Members coming back into organisation after a few year absence makes it hard to rejoin and get the necessary qualifications. That all additional uniform i.e. rash shirts, flippers, wetsuits, hats, jackets are at the cost to the member or club. We are not aligned to what other rescue volunteer organizations do i.e. ambulance and fire in regards to equipment supplied to do the job.
- "The culture. It is possibly starting to change but there is still an old boys club in a lot of places and the ""She'll be right"" attitude is still very prevalent. PRACTICAL safety management and transparent and consistent processes need to be focused on, not the haphazard ways of ""business as usual"" that seem to occur now"
- More standardisation - especially when buying equipment and in the accounting area.
- The old established hierarchy system

Is there anything you wish you had been told before taking on a 'Lifeguarding' type role?

470 comments

Consistent themes

- Clubs can be quite political places
- Volunteers are required to pay a subscription and pay for their own uniform
- Paid guards can be treated like an outsider at their home club if working at a different club
- That clubs are pakeha dominated
- That you can feel undervalued by regional and national level
- How much fun it would be
- That it can be very stressful particularly when a patrol is low on people or when things don't go well
- Information on pathways for lifeguards that don't want to be part of competition lifeguarding
- That there is no opportunity to be a casual volunteer

Is there anything you wish you had been told before taking on a 'Lifeguarding' type role?

470 comments

Example comments

- Sometimes it can be political in our club and in our organisation especially with northern region
- That genuinely rescuing people is stressful, and that bug surf can be intimidating.
- You have to pay a subscription to lifeguard at your club, and you will have to pay for your uniform, because surf is to tight they won't provide you with the proper PPE to do the job they want you to do
- It would have been good to have access to information regarding potential future pathways in lifeguarding when I joined, that may be available now
- i wish i was told how fun it is and that the club will become my home !!!
- The mental toll it can take, while lots of fun a lot of the time it's stressful, when patrols run low the stress out on lifeguards is high especially on busy days
- Mine was when I entered the paid guard role - I wish I had been told that I would feel like an outsider to my own club if I didn't take up a paid position at my home beach. (I'm sure this is not all clubs, but I very much wish I knew that my club wasn't going to acknowledge or put time into my development if I wasn't on our beach all summer)
- That in my club particularly it is a pakeha dominated space and is hard to stay connected to my Maori side
- How undervalued you may feel. Not generally from the public, but from the clubs to regional and a national level
- How much fun it would be, and to apply yourself to everything you can ASAP
- There's no avenue to be a casual volunteer (as in not on a roster)
- How much fun there is to be had!



If you could choose one thing that you would like to change regarding your 'Lifeguarding' type role, what would it be?

566 comments



If you could choose one thing that you would like to change regarding your 'Lifeguarding' type role, what would it be?

566 comments

Consistent themes

- More sharing across clubs so local clubs can pool resources and share patrolling between local beaches
- Team building of lifeguards within clubs to break down the barriers between older males and woman and younger lifeguards
- Training for patrol captains
- Better flexibility in terms of patrol dates
- Matching patrol resourcing and timing to busy beach times; patrolling an empty beach is no fun
- More recognition for those who just want to patrol and don't want to get involved in competitions
- Burnout needs to be addressed
- Reimbursing the costs of volunteering (e.g. fuel)
- Valuing those volunteers that do patrol support
- How to manage younger members on patrol to get their competition hours as opposed to genuinely interested in the lifeguard role
- More training in first aid and better information on accessing this training
- Greater access to training and more flexibility in terms of timing of training

If you could choose one thing that you would like to change regarding your 'Lifeguarding' type role, what would it be?

566 comments

Example comments

- Access to training/qualifications outside of weekends
- A reimbursement for hours like St John does for its volunteer ambulance and event staff.
- Better fit of patrol times to when the beach is busy. Watching an empty beach is soul-destroying.
- The ability to have locals clubs patrol together and share patrolling between local beaches, small clubs suffer with having very few senior lifeguards who end up doing every weekend if not every second weekend of patrolling etc just to make patrols possible. Which leads to burnout and seniors losing their passion for lifeguarding and makes it hard for retaining senior lifeguards, especially with those leaving elsewhere for university and the other guards being too young to step up.
- I would seek out potential guards that could progress to higher levels of life support/saving and facilitate the training to get to higher/advanced status.
- More training possibly while on patrol
- A training program for a patrol captain/leader type qualification which covers planning, personnel management, and risk management. This would allow them to be confident to make decisions regarding better management and utilisation of their guards during patrol.
- Longer patrol dates (i.e. more throughout the year)
- More resources, more volunteers, more higher qualified lifeguards
- More recognition and thus more respect from SLS in general. There are more pedestals for competition than there are for those who just want to patrol. Consequently I see massive drop off when young lifeguards choose to just patrol.
- Reimbursements for costs associated with volunteering. To drive one hour each way to do a patrol and replicate that 10 -12 times a year soon adds up.

If you could choose one thing that you would like to change regarding your 'Lifeguarding' type role, what would it be?

566 comments

Example comments

- Burnout - we give too much to busy people because we know they will do a good job rather than taking the time to properly train and support new people into roles. our boards can do a lot here in succession planning and support- this is where we want their hands on support not in choosing patrol dates!
- Patrol Support treatment. It feels like we're very undervalued a lot of the time and treated as lesser people
- Give the clubs more flexibility to determine the type of resources they require on the beach during patrols. Eg, some days you don't require a IRB while others you do.
- More choice of what patrol dates the individual is on
- Being valued as a patrol support and the skills I bring
- How to manage significant numbers of younger members who only patrol to get their hours up for competition. Aren't there to lifeguard or learn.
- Online training to make completing modules like First Aid. Commitment to whole days in weekends for training on top of volunteer time is onerous
- More opportunity to train in First Aid. The saving part is well supported, but I think there is a lack of depth in Patrols when it comes to first aid situations.
- More flexible volunteering opportunities and training
- More first aid training and practice
- Easier to move between clubs to lifeguard
- The ability for clubs to more flexible with patrolling. For example, there is no need to patrol at South Brighton in November when its pouring with rain.

Is there anything you wish you had been told before taking on a 'SAR Squad' type role?

103 comments

Consistent themes

- There is not a lot of structured training and not much regional support for SAR squad training
- Females are not welcome in SAR squads
- It can be difficult to generate a team environment
- Lack of SLSNZ involvement in SAR squads
- There is little training in SAR specific skills
- Some clubs don't recognise the SAR role

Is there anything you wish you had been told before taking on a 'SAR Squad' type role?

103 comments

Example comments

- That there is not a lot of structured training and you're not sure what to do when you start unless you are with a club that properly trains it's SAR squads. There is bugger all regional support for SAR squad training and you will feel in the dark
- There is space and need for females here and that living closest to the club is not the only requirement!
- It is very male dominated.
- That it is a very new role for surf life saving is not fully developed in this area.
- There is no ambition to actually improve the SAR sector of SLSNZ. If there was, a pragmatic, open minded, and progressive person who inspires leadership would be leading the change required in the SAR space.
- Training and government funding for our squad, SLSNZ don't help us at all. We are lucky we have good people that can make things happen within the squad
- That I would soon be culled from the squad due to the boys club. Discriminated against for being a female and not feeling welcome to turn up to call outs.
- I am not officially recognised by my club in this role
- One of the biggest challenges that you have in a SAR squad is ensuring you can develop a good squad culture and facilitate the 'team' environment. When you bring together a group of advanced lifeguards who are all 'experts' it can bring conflict with lots of chiefs.
- Lack of SLSNZ organisation of local SAR squads. Over the last few seasons we were told training sessions and plans were being made up but nothing came of it.
- No, but there should have been more training in SAR specific skills. Some clubs have excellent training for SAR work whereas mine has none.
- It sucks being a female in the SAR squad. Well at least where I am from. No response to emails or messages. Having your little brother get chosen to be in the squad over you. And then finding out they have been crying out for people after you've expressed interest multiple times. Your expertise are unvalued. And it was a toxic environment that I only lasted 1 season in and became very withdrawn in.

If you could choose one thing that you would like to change regarding your 'SAR Squad' type role, what would it be?

142 comments



If you could choose one thing that you would like to change regarding your 'SAR Squad' type role, what would it be?

142 comments

Consistent themes

- More training including joint training exercises with LandSAR
- Greater support from National Office
- Technical support from a centralized command and control center
- Minimize administration and paperwork for the squads
- Better inclusion of women and younger males
- Reduce barriers put up by H & S requirements
- More interaction with other agencies
- Improve the ORA ap
- More recognition of SAR service
- Improve protection equipment and gear for winter callouts

If you could choose one thing that you would like to change regarding your 'SAR Squad' type role, what would it be?

142 comments

Example comments

- inclusion. again i feel like its a boys club and the younger (male and female) are disregarded.
- More training more clear sops better relationships with other agencies
- Again - barriers put up by H&S requirements. We are experienced & educated enough to just get out there & do what we need to do. The ORA App is a complete waste of precious time.
- "the ORA app being far more friendly and less time consuming. Needs wifi which is not available at all clubs.takes quite a bit of time when the pressure is on."
- More recognition of SAR Service members at things like Awards of Excellence
- Protection equipment and hands free communications
- Better equipment and PPE provided.
- Standard individual rescue ready equipment available for all SAR members
- better co-ordination with other agencies and ongoing training
- "Greater support from national office. A lot is talked about with respect to SAR, and SLSNZ has been receiving significant amounts of 'SAR' funding but we are yet to see any benefit from that at a front line. Much appears to be spent on vanity projects that make very little difference to our community. "
- Greater joint training exercises with LandSAR
- More local training, personal equipment.

If you could choose one thing that you would like to change regarding your 'SAR Squad' type role, what would it be?

142 comments

Example comments

- More SLSNZ training sessions and inter agency training's / relationship building exercises /meetings to share ideas and individual knowledge
- "National SAR member list. Ability to easily volunteer for incidents if available and in close proximity to event.I am residing and Auckland and would make myself available for SAR squad activity in the area but there does not seem to be a way to contribute without joining a secondary club "
- Technical support - Centralised command and control through a centralised communications centre connected directly to other emergency services. Functional and appropriate GIS server support, application SAR interfaces.
- Minimise the admin for the squads. eg if there is a meeting of coords, have the paid SLSNZ staff produce a one page summary of the meeting key points which the coord can then use to brief/pass on to the Squad... a long powerpoint will not get viewed by all members. key points, prioritised!!

Is there anything you wish you had been told before taking on a 'Club Admin/Management' type role?

255 comments

Consistent themes

- That there would not be much support, guidance or training available
- Once you take on the role it's hard to get out of it because no-one wants to do it
- How much time the role would actually take
- Dealing with the politics is difficult and time consuming
- Clear expectations for the role
- There is a lack of consistency in how clubs operate, and each club has to reinvent the wheel
- There is bullying from some committee members

Is there anything you wish you had been told before taking on a 'Club Admin/Management' type role?

255 comments

Example comments

- How to carry out tasks, what I need to organise. I just got thrown in the role really. No one assisted me or told me what a training officer does. It was quite hard taking on that role at 17
- The amount of time that it would involve
- The lack of support and resources available when taking on new roles, and the fact that you re-invent the wheel a lot ,also the time that is involved in relation to the reward recognition from within your own club and SLSNZ . Club admin roles are taken on by members , who have a passion for there club , and do it out of the need to have the role filled at times , rather than wanting to take the role on. It is always the same few that step up to the roles , and no training for young member's on what committee roles are and what they can do in them. This is an area that I think SLSNZ could put more time into , with a great emphasis on club development from a governance approach and day to day management
- it is a thankless task! also, it really shouldn't have been an option while I was at school and university - the job requires someone with a lot of flexible free time.
- "Training was virtually non existent for me. I am not very computer literate so haven't got the best out of PAM etc - find using PAM and then a separate Sparty website membership for the club a pain in terms of double entry of everything. I will not be continuing in this role, it is not particularly valued in the club - I personally feel communication to the parents/members is not great but cannot make any impact to change this. Our guards etc rely on social media and that works for them but I feel not for the rest of our membership...I find this frustrating but at same time - not frustrating enough to do anything about it - I will move on and someone else will do a much better job. Our club is very personality driven and one or two have a massive influence on decisions - suspect that is the same with most clubs. "

Is there anything you wish you had been told before taking on a 'Club Admin/Management' type role?

255 comments

Example comments

- The amount of emails and expectations from SLSNZ staff.
- That there are a few committee members who make all the decisions. They often don't attend committee meetings then override decisions that were made. There is also bullying and aggression towards committee members. It is disheartening.
- Once you are in the role, it's hard to get out of it. I have tried but no-one is interested in joining the committee.
- "There is no training or induction program, just make it up as you go along. Any work that others aren't doing will either have to be done by you, or won't get done."
- Admin is detail oriented and very time consuming and yet SLSNZ don't recognise this value by way of financial contribution towards wages. Each club operates in its own silo with systems and technology they use, no shared admin/management space to pool ideas and resources from other clubs.
- Expectations of you in the role, where/who to go for support
- Its very hard to get out of once you are imbedded

If you could choose one thing that you would like to change regarding your 'Club Admin/Management' type role, what would it be?

266 comments

Consistent themes

- A clear and documented job description
- Better communication at a regional and club level
- Less of the old boys club
- Consistent procedures and technology across clubs
- More guidance, standardization and training from SLSNZ including Board training
- Better inter-club collaboration
- Have a club admin how to' guide
- Consider paid support for common admin roles that can be time consuming

If you could choose one thing that you would like to change regarding your 'Club Admin/Management' type role, what would it be?

266 comments

Example comments

- Training courses to assist people to carry-out their roles.
- Guidelines/manual for each standard committee/ board roll. We have them for lifeguards but now how to run a lifesaving organisation
- more support from surf NZ with JDs, policies, HR so we can focus on all the others tasks
- "training for boards on roles responsibilities common for all clubs along with policies and procedures for running an effective club"
- Consistency of admin procedures and technology across the club's.
- formalised handover procedures and job descriptions
- Better communication. More clearly defined roles (we are currently working on this!) and training on how surf national budget works for clubs.
- Have a job description/clear expectations of role
- More open communication between clubs in the region between people in these roles, especially the more particular roles such as lifeguard training, courses, etc
- Cut down the number of hours required to manage club finances, paying bills etc in the absence of a qualified paid administrator.
- More inter-club collaboration and recognition
- Be given a club admin "how to" guide for all the things you need to do throughout the year and how to do them e.g. how to check patrol records, how to do membership rollovers, how to do honours and awards, etc.
- Training for others in up to date technology like Google suite, zoom calls
- That we (the club) received funding for paid professional administration.
- Better information on the club/expectations for this role. This is more about the lack of communication for new members to these roles from the club level.

Is there anything you wish you had been told before taking on a 'Instructor/Examiner/Facilitator' type role?

136 comments

Consistent themes

- The commitment of time it would take to do the role
- The difficulty in arranging exams
- The examination process is not fair
- Significant travel time in the examiner role
- The amount of paperwork

Is there anything you wish you had been told before taking on a 'Instructor/Examiner/Facilitator' type role?

136 comments

Example comments

- The commitment and time it takes to instruct is like a full time job, and that there are very few senior instructors within the local clubs which makes it hard when it comes to exam times, and examiners are having to spend time instructing before examining or having to get multiple candidates to resit. It's not a straight forward procedure, which takes up a lot of your time
- How much time you had to put aside to get qualified
- Needs to be more and needs to more supported. Takes huge amounts of time and effort
- how it is not a fair examination process as quite often all the above put there own twist on the exams making it very un pleasant for those sitting their exams
- Significant travel to exams as an examiner.
- "That the whole exam calendar / booking exams process is a joke. New calendar systems were put in place for clubs to plan trainings leading up to exam dates for there to be no available examiners available on those set dates and so exam dates changed etc."
- Perhaps just the amount of time it takes to get a group of students ready for their lifeguard exam i.e. all of the time spent marking books outside of the actual training times with the participants.

If you could choose one thing that you would like to change regarding your 'Instructor/Examiner/Facilitator' type role, what would it be?

158 comments

Consistent themes

- Reduce the number of candidates it takes to gain the IRB instructors award
- Provide better support for new instructors
- Look at succession planning for instructors
- More training for instructors
- Cross training and knowledge sharing between regions for examiners
- Consistent standards for instructors and examiners
- Fairer examiner workloads across clubs
- Better support examiners with uniforms and food
- More and consistent training across all roles supporting by easy to find resources

If you could choose one thing that you would like to change regarding your 'Instructor/Examiner/Facilitator' type role, what would it be?

158 comments

Example comments

- More uniform and consistent teaching/instructing across the Region.
- Cross training / knowledge share between regions / other instructors / examiners / facilitators
- "Better more realistic resources across all platforms"
- Fair workloads, many large clubs do not have examiners yet turn up with 10's of candidates. The very poor standards and inconsistency of award standards. What do you need to do to fail a SLSNR IRB Driver exam?
- One thing I would change is having more resources made to better support the guards training such as cue cards, videos or more online or in person tools such as lesson guides or checklists so that instructors like myself feel happy putting their trainee guards through the exam
- I believe Surf Lifesaving NZ needs to address the competency of some LGs who are able to qualify through the current SLA exam system. For example, young candidates who have the ability to pass the theory/physical components of the SLGA- but demonstrate autistic behaviours/behaviour difficulties that when a real situation arises, if its not exactly how the book states, these candidates can not handle pressures and realities of what's in front of them. It has and will continue to put pressure of clubs who are left to 'deal' with these cases. I am worried this is only going to come more and more common. A small solution/starting point could be raising the age limit to 16- it would benefit in multiple ways and help reduce parent pressure.
- I would reduce the amount of candidates it take to gain IRB instructors award. I have trained many many IRB drivers, however I don't have the qualification as priority of the candidates goes to those who are older than me and there aren't enough people in the club for us all to get our qualification at the moment.

If you could choose one thing that you would like to change regarding your 'Instructor/Examiner/Facilitator' type role, what would it be?

158 comments

Example comments

- "Standards! I feel (I know) that a number of instructors/examiners/facilitators do not uphold the standards of the awards or training that they are delivering or examining against. There needs to be a moderation and retraining pathway to ensure that standards are maintained through all aspects of training and examination. Additionally, the people selected for these roles have a significant impact on members experience with the organisation. There really needs to be a screening process to weed out those that are not suited for instruction, those that cannot properly interact and impart knowledge, and those that are simply gathering awards. It is damaging the organisation. "
- Examiner - better uniform, you get a shirt if you're lucky but a lot of the exams are cold and rainy. Instructing - further development opportunities, once again you do a training course at 16 and that's it. There should be continuous development opportunities.
- a consistent approach from the CDO in shared training sessions apart from the plastic flip top head type sessions the Slsnz facilitators are encouraged to deliver. We need more informal opportunities to share info and approach's but there's no such avenue within Slsnz
- More resources from the regional/national level in terms of training eg presentations etc, consistency around exams and examiners decisions
- More "train the trainer" support
- More trained life guard support. I coach rookies 10-12 year olds in junior surf and they need to be pushed, but this cannot be done without trained support.
- More training for Instructors would be great, only the one instructor training course but nothing annually or done to refresh skills / knowledge other than the online refresher. It would be good to see some more trainings aimed at instructors/examiners and facilitators.

Is there anything you wish you had been told before taking on a 'Surf Official' type role?

89 comments

Consistent themes

- That some of the senior officials can give new and young officials a rough ride
- There is clear bias from some officials
- Power is dominated by a few larger clubs
- Costs to get to events can mount up
- Some officials have done the training but not asked to contribute
- The requirements to train for the role

Is there anything you wish you had been told before taking on a 'Surf Official' type role?

89 comments

Example comments

- You will find it difficult to change the way older officials carry out their role. They already know everything
- That most of the senior officials have no interest in new officials and see them as cannon fodder and give them shite tasks, and make no attempt to mentor or foster new officials. Some have no managerial/people skills and are task focused get the event done don't worry about their people. It is a closed club. There is no really organised support for officials at club level or at surf lifesaving NZ level, do they even have a data base of who has completed training, how to contact them. Meaningful communication seems limited to Facebook and the website.
- We were asked to do the surf official course as they needed more. I make my availability known at the beginning of each season and there is never any communication about how or when I can do any duties. I have asked several times but as yet have never been given any opportunity so haven't done any actual events other than supporting our club captain when he does it, just to help me out. A bit disappointing.
- "Too few volunteers Poor communication with officials Lack of ongoing training old boys/girls club domination of power by a few larger clubs"
- SOME surf officials are valued, others are not. It is all about WHO you know, not WHAT you know. And if you are someone that staff do not like or agree with then you are shafted to the detriment of lesser experienced officials. SLSNZ is trying to get rid of older ones which is fine, however the younger ones that are being used to replace people with are ones that SLSNZ can control but who generally have NO IDEA about surf or official ling. Yes clubs need to be supplying x amount of officials but PLEASE make sure that they are the right people. SLSNZ staff interfere too much with the running of events at times and need to leave it too the volunteers!!!! Stop trying to take over otherwise it ruins the fun
- It costs a lot to attend events
- "Enjoy being on the beach as an official but costs do add up for accommodation and travel if outside of Auckland which all senior competitions are."
- That it's a thankless task with no recompense for the cost of attending events.
- Bureaucracy, costs involved, expectations to spend very long hours on the beach. Poor food quality.
- It costs quite a bit to move around the country to keep current as an official

If you could choose one thing that you would like to change regarding your 'Surf Official' type role, what would it be?

113 comments

Consistent themes

- Sometimes there are too many officials which can result in confusion and missed instructions
- Allow new officials to participate at nationals
- Improve attitudes to younger officials
- Send official handbooks out to officials each year
- Officials would like to be supplied with uniforms
- Split the officiating day so officials can also spectate and balance other things
- There is little tolerance for women in senior officiating roles
- South Island officials don't feel they are recognised for their contribution
- Improve communication with officials prior to events

If you could choose one thing that you would like to change regarding your 'Surf Official' type role, what would it be?

113 comments

Example comments

- Better resourcing in terms of uniform and even access to replacement rule books
- Why are new officials denied the ability to officiate at nationals. Applied to do nationals one year and was told I was not required, after being a competitor for many years and being told I was doing a great job at local level to be denied at nationals was shit to be honest. Allow new officials to go to nationals!!!
- Attitudes towards younger officials and the attitudes of event guards.
- A bit more mentoring at the beach. Official uniform supplied would be good
- Latest official handbooks should be sent to active officials automatically as part of their official status each year. Waves system training needs to be more prevalent
- Greater communicated support and instruction with regards to interference by competitors supporters.
- That consequential sanctions are given out to individuals who ruin the experiences of others. My mana was trampled on several times both publicly and privately. It stripped away my confidence, commitment of 'in it for life', and aspirations to volunteer all the way to the top (on the international stage of officiating)
- Communication with officials prior to events
- "Ability to Official for parts of a day, or certain events, so that you can also spectate.....most people I meet were the same as me, doing it so your kids can complete. So not so much fun when you spend the whole day away from that kid!"
- Communication early on when required. Finalise details the week prior but good information early helps to arrange leave, travel etc
- "have come across some sexism generally comes from older officials not very tolerant of women in senior official roles "
- It can be very clicky with the teams. I have been brought to tears on the way some people have spoken to me, as I said to many chiefs.
- Not enough recognition of South Island officials

Is there anything you wish you had been told before taking on a 'Coach/Parent Helper/Team Manager' type role?

227 comments

Consistent themes

- Having to deal with other parents can be challenging
- There is no instruction manual for parent and coaching roles
- Better support for new parent helpers
- It can be challenging to get parents to help
- Set clear expectations for coaches and improve training and guidance for coaches
- Ensure coach training is standardized
- Provide clear guidelines around reporting of concerning incidents within the club and particularly around child protection training
- Treat volunteers with respect

Is there anything you wish you had been told before taking on a 'Coach/Parent Helper/Team Manager' type role?

227 comments

Example comments

- There is no instruction manual for being a parent or coach or manager.
- Prior to the season starting contact with Junior Surf Coordinator as to expectations of assistant coach
- Having to deal with other parents is the worst issue
- set clear expectations from the outset. clear communication is everything - it provides a structure for the whole team.
- Some better structure to how events run and expectations with regards to the children competing.
- Parent helper role could be better explained. Many think they are untrained and therefore cannot be a helper. If it was defined by help needed (eg; Stand in the water and watch this group", stand on the finish line and count 1st 2nd 3rd, rather than just the parent helper label which people don't fully understand
- The parents of the children I coach are not always respectful or willing to help out.
- Started helping when needed as other help was lacking. would like some formal training in due course, but happy to help to ensure the kids can continue their sessions.
- Most people will not help
- Training for new coaches in the actual physical training side would be really good. I did the coaches course but this was more of the background theory of what a coach is- no actually training in how to train the kids. We are very lucky to have some good coaches to watch from but a day course could help advance this learning for new parents willing to start helping at training nights.

Is there anything you wish you had been told before taking on a 'Coach/Parent Helper/Team Manager' type role?

227 comments

Example comments

- "There is no real help from SLSNZ to be a surf coach! The coaching courses are few and far between and really hard to keep momentum in progression. Parent coaches tend to be pulled from other sports and are trying to apply what they have done teaching rugby etc to surf, and that is only useful to a point. As a team manager at carnivals there is a lot of assuming you know what you are doing from the people running the events, and that is not always the case! Parents who are stepping up to help need support and there will always be new parents at every event. It is really hard for the clubs to help their own parents at all times (volunteers giving up more time to help new volunteers) and it would be fantastic if there was a more central training from SLSNZ that clubs could point parents to. "
- Yes - I would have loved to be given some training on how to coach before I started.
- "- Child protection training mandatory for all volunteers.- Clear guidelines around reporting of concerning incidents within the club.- Coaching awards and clear guidelines around how coaches can operate with standardised training from one training provider."
- All seemed to be ad hoc with all helpers doing what they could when they could -very disintegrated. Always the same helpers turning up and if one couldn't make it, scratching to find a replacement
- Everyone is a volunteer, so treat everyone with respect! Some people only volunteer at SLS whereas I volunteer in winter sports and other organisations so summer is supposed to be my time off, I still volunteer but get sideways looks when people consider I don't do enough!

If you could choose one thing that you would like to change regarding your 'Coach/Parent Helper/Team Manager' type role, what would it be?

262 comments

Consistent themes

- Help with the administrative tasks such as finding and communicating with parents
- Improve training and regular coach the coach sessions
- Help with session planning and setting skills development targets
- Improve consultation with the National Sport Committee
- Better acknowledgment of coach helpers
- Clear roles and responsibilities defined
- Review suitability of current coaching pathway
- More time to actually coach

If you could choose one thing that you would like to change regarding your 'Coach/Parent Helper/Team Manager' type role, what would it be?

262 comments

Example comments

- Help with admin side of things e.g. how best to communicate with parents. The coaching resources are great but i would love videos of each drill described as i learn best from seeing rather than reading.
- better communication and coach the coaches sessions
- Some parent coaching oriented materials to assist with nippers coaching, to assist with session planning and skills development targets
- Formal training being provided
- National Sport Committee! or at least the guy in charge. They don't consult only dictate and when they do "consult" they don't listen. This is evident when a number of club coaches get around the table and we all gave the same feedback but they went another way. Zero confidence or trust in this lot.
- "A national programme or resources for Rookies. It is a long season and whereas Lifeguards Awards are provided training manuals etc. there isn't anything specific for Rookies. We don't want to double up on the Lifeguard programme and yet the Rookie challenge can involve any Lifeguard question which means Rookies almost need to learn everything a Lifeguard learns."
- Better training system and appropriate resources to support this. Apparently there used to be a coaching course but it has not been held for a number of years.
- Better training courses from SLSNZ. hands on training, not just given book or told to watch a video. There are a heap of really talented people in the movement, employ them to help train others!

If you could choose one thing that you would like to change regarding your 'Coach/Parent Helper/Team Manager' type role, what would it be?

262 comments

Example comments

- "More support from another coach. Weekly training sessions for coaches to participate and learn the skills that they then have to teach "
- More acknowledgment of coach helpers
- more time to do the role
- Leaders and decision makers at SLSNZ level that produce surveys like this, actually make decisions based on the feedback given to them rather than ignore it and make their own decisions that are contradictory to the values of SLSNZ and the stated strategic direction of Surf Sport.
- More support in terms of skills based training activities and clear pathway and goals for each year over and above their skills criteria. Coach training day at the start of the season and help holding out a season session plan
- Clear roles and responsibilities defined for Athletes, Parents, Parent helpers, Coaches and a clear pathway to have season kickoff sessions, mid point and end point reviews and escalation paths for issues
- Leadership clearly defined with purposeful dissemination of helper roles with responsibilities
- "Huge review/implementation of a new coaching pathway at all levels ASAP Junior Surf (U7-U10) almost needs two - one for parents who can coach, but don't know surf. Other for U15/17 helpers who know surf who don't know coaching skills Oceans - full review and new course ASAP so much development needed in this with little support Seniors - same as above"
- I wish I had more time to coach as I really enjoy this part of SLS

Disclaimer

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