



Engaging External Service Providers

Requirements

While most Silver Salties programs can be delivered by SLSC leaders, even those which aren't traditionally surf lifesaving activities, some programs could be better delivered by specialists/experts outside of the Surf Life Saving Club, e.g. Yoga Instructors, Tai Chi Instructors, Gentle Pool Exercise (Aqua Aerobics) Instructors.

Even when an external service provider is used, it is an expectation that the SLSC leader will be present to provide additional safety support e.g. first aid.

Where an external service provider is needed, use the following steps to help you ensure quality control and a positive environment for all involved:

1. Outline your expectations using the checklist on the next page. This includes training/qualifications, professional association membership, insurance, experience, values etc.
2. Share the qualities encouraged from all Silver Salties deliverers i.e. expert, responsive, nurturing and connected.
3. Explain the Silver Salties program and share the Fast Facts document with potential external service providers.
4. Outline when you would require their service e.g. day, time, session length, program duration.
5. Outline check-in and reporting requirements e.g. roll call, check over of pre-existing medical conditions
6. Discuss compulsory aspects e.g. warm-up and cool-down phase, sun safety, other safety precautions.

See the checklist of expectations on the next page.

Checklist of Expectations

Checklist of Expectations for Engaging External Service Providers	YES/NO Details
<p>Training and Qualifications</p> <ul style="list-style-type: none"> a) Are you a qualified / trained instructor? b) If so, what are your qualifications/training? c) What was your most recent professional development? d) Do you have a current First Aid qualification? e) Do you have a resume you could send through? 	
<p>Professional Association and Accreditation</p> <ul style="list-style-type: none"> a) Are you a member of professional association? b) If so, which one and what is your member number? c) Are your programs/sessions accredited? 	
<p>Risk Assessment</p> <ul style="list-style-type: none"> a) Do you have public liability insurance? If so, please provide details. b) What risk assessment processes do you use? c) Do you use safe and quality equipment? d) Do you have a Privacy Policy to protect participants' privacy and confidentiality? 	
<p>Experience</p> <ul style="list-style-type: none"> a) Which organisations have you worked with/for before? b) Do you have experience delivering sessions to older clients e.g. 65+years? c) If so, how do/could you modify/adapt exercises/activities to suit older people's needs? 	
<p>Values</p> <ul style="list-style-type: none"> a) Do you support Healthy and Active Ageing i.e. valuing older people, providing age-friendly communities? b) Do you treat people fairly and with respect? c) Are you enthusiastic, empathetic, encouraging and welcoming with your clients? 	
<p>Other</p> <ul style="list-style-type: none"> a) Ask about costs and requirements. b) Discuss affordability and check in with what the external service provider can offer e.g. low cost or no-cost? c) Establish payment details. d) Discuss external service provider requirements in terms of space, equipment, preference for locality, wet-weather options. 	