

Member Guidance

How to Create a Family Group

What is a family group?

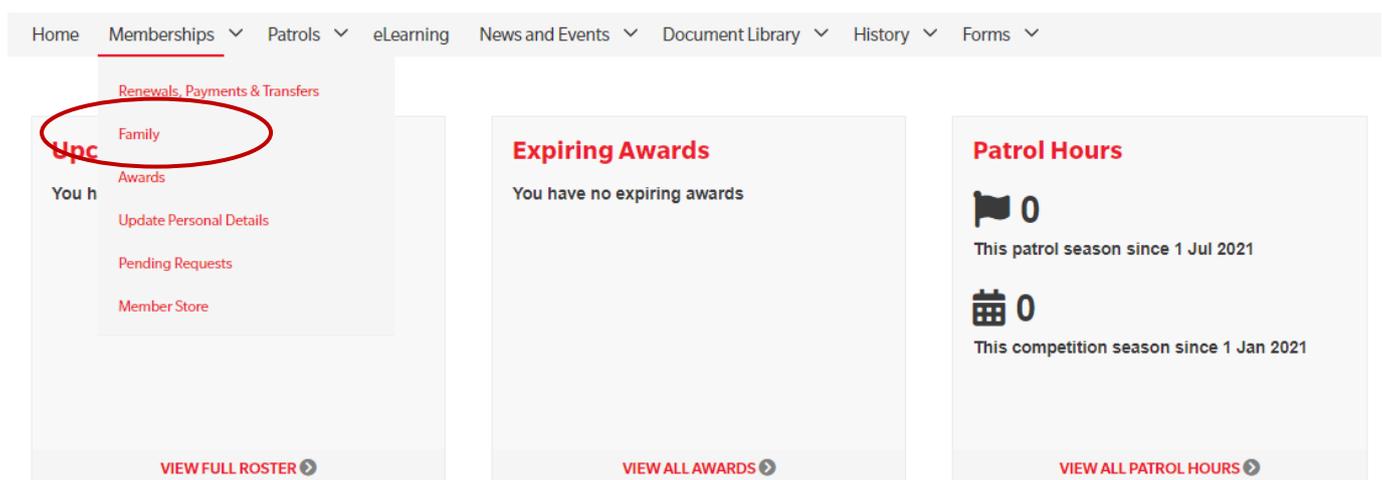
A family group can simply be thought of as a grouping of people whereby one member (the primary member) has the authority to manage the memberships of other individuals within the group. The primary member must be aged 18 and over.

Complete the following steps to create a family group:

Step 1. The primary member must have a Members Area account. Please see the 'How to Create a Members Area Account' instructions in the 'Membership User Guides' section of the [Join a Life Saving Club page](#).

Step 2. Go to members.sls.com.au and login

Step 3. Click the dropdown next to the 'Memberships' heading and select 'Family'.



Step 4. Click 'Create Family Group'

My Family

FAMILY GROUP DETAILS

Create Family Group

Family Group Name	Number of Members	Organisation	Primary Contact	Status	Action
No Family Group Lists have been created.					

Step 5. Create a family group name (e.g. Smith Family) and select the applicable club from the 'Organisation' field.

Note: If you are a member of more than one club, you will need to create a family group for each club as required.

Step 6. Search for the members in your family group by typing their first name, last name and date of birth. As the primary member you will automatically be added to the group. Move the chosen member from the 'Available Members' box to the 'Selected Members' box. Repeat this process for each member. Tick 'Include Archived Members' if required, to ensure the system captures all potential members within the system.

Family Group Details

Family Group Name: *

Organisation: *

Select Members in Family Group

First Name: *

Last Name: *

Date of Birth: *

dd/mm/yyyy

Include Archived Members:

Search

Available Members:

Carly Test

1 members available.

>

<

Selected Members:

0 members selected.

Submit Cancel

Step 7: Click 'Submit' when all group members are in the 'Selected Members' box. Your family group request will be sent to your club for approval, and you will be notified when this process has been completed.

Frequently Asked Questions

Why is a member's name not appearing in the 'Available Members' list?

You need to match a member's details exactly. The first name, last name and date of birth are checked against data stored in the national membership database. The most common problems are caused either by that data being incorrect, or the information not having been entered in full. For example, Sam instead of Samantha. You should contact your club to see what details they have to confirm they are correct.

How can I add a brand-new club member to my family group?

On the family group page of the Members Area you will see the option to 'View/Edit' under the 'Action' column. You will then have the option to 'Join New Person & Add'. You must provide the requested information for the new member and agree to the declarations on their behalf. Once complete, a pending request will be sent to your club for both a 'new club membership' and 'join member to a family group'.

Who can I contact for further assistance?

If you are unable to create a family group or encounter any 'error' messages please contact the [SLSA IT Helpdesk](#) or LSV's Club Support team via clubsupport@lsv.com.au / 03 9676 6930.