

Operations Support

Renewals and New Applications

Online Process

New Applications

All new applications are now received and managed through online platforms called JotForm and Google sheets. These two systems work in conjunction with each other and dramatically reduce administration process and time.

Form Management - JotForm

The application form is designed and edited through JotForm. New applications are to be submitted using this link <http://www.jotform.co/opssupport/application>

Notifications

For every application submitted notifications are sent to the selected emails. Notifications are also managed via JotForm and the content of each notification can be changed at any time. Currently for every new application submitted a notification is sent to:

- SLSQ (opssupport@lifesaving.com.au);
- The regional Officer/Lifesaving Services Coordinator (scoperations@lifesaving.com.au, gcoperations@lifesaving.com.au, jdavis@lifesaving.com.au);
- Applicants Club; and
- Applicant.

Endorsement Process

All new applications are required to be endorsed by the applicants surf life saving club. The endorsement is to be completed within 14 days of the application being submitted and can be done by clicking the link in the notification email originally received. If the club chooses to not endorse the application they are required to still click the link and choose 'Not Endorsed'.

Once endorsed by the applicants club, the application will be submitted to the Operations Support Panel for endorsement. In the original email notification received by SLSQ there is a link that is to be clicked which will redirect to a web page asking if the member has been endorsed by the panel or not.

Managing Applications

Currently, Google sheets is linked to the JotForm application form meaning that each time an application is submitted the information will automatically populate a spreadsheet stored online on Google Sheets. Each submission will continue to update automatically when an endorsement is received by either the Club or SLSQ. It is important to remember that application information cannot be updated in the spreadsheet because after time it will revert to the original information as it continually syncs with JotForm who holds the raw data. If information is requiring updating or an application needs to be deleted, it can be done in the back end management of JotForm under 'Submissions'.

New Application Process Flowchart

Step 1

- Member follows this link <http://www.jotform.co/opssupport/application> and completes the application.



Step 2

- Once an application is completed a notification will be sent to: the applicants club, SLSQ, Regional Lifesaving Services Coordinator, the applicant. The application information is also automatically entered into a Google excel spreadsheet where it can be managed.



Step 3

- The members Surf Life Saving Club is required to endorse the application within 14 days by following the link in the notification email received.



Step 4

- Once club endorsement is received, the application will be forwarded to the Operation Support Panel for endorsement.



Step 5

- Once endorsed by the panel, Lifesaving Services Coordinators are required to make contact with the applicants and organise training and inductions as required.

Renewal Applications

All renewal applications are now received and managed through online platforms called JotForm and Google sheets. These two systems work in conjunction with each and dramatically reduce administration process and time.

Form Management - JotForm

The renewal application form is designed and edited through JotForm. Renewal applications are to be submitted using this link <http://www.jotform.co/opssupport/renewal>

Notifications

For every application submitted notifications are sent to the selected emails. Notifications are also managed via JotForm and the content of each notification can be changed at any time. Currently for every renewal application submitted a notification is sent to;

- SLSQ (opssupport@lifesaving.com.au);
- The regional Officer/Lifesaving Services Coordinator (scoperations@lifesaving.com.au, gcooperations@lifesaving.com.au, jdavis@lifesaving.com.au); and
- Applicant.

Endorsement Process

All renewal applications are required to be endorsed by the Operations Support Panel only. Renewal applications are not required to be endorsed by the applicants club. Once endorsed by the panel the application is to be endorsed in JotForm by clicking the link in the original email notification received by SLSQ.