



# GVN900 - Exit Interview & Member Departure Policy

## 1. Purpose

- a. Moore Park Surf Life Saving Club (MPSLSC) is committed to supporting, valuing, and retaining its volunteer members. The purpose of this policy is to:
  - i. Provide departing members with an opportunity to share honest feedback,
  - ii. Identify strengths and opportunities for improvement in club operations, communication, culture, and volunteer support.
  - iii. Strengthen long-term member retention and volunteer engagement strategies.
  - iv. Ensure all departures are acknowledged respectfully, with professionalism and confidentiality.

## 2. Policy Statement

- a. MPSLSC will provide all departing members with the opportunity to participate in an **Exit Interview**, either through:
  - i. A voluntary conversation, or
  - ii. An online submission.
- b. The club values all feedback received and will use it to improve member experience, training pathways, communication practices, and overall club culture.

## 3. Scope

- a. This policy applies to all members of Moore Park Surf Life Saving Club, including:
  - i. Patrolling members
  - ii. Award members
  - iii. Junior Activities parents/guardians
  - iv. Cadets and youth members
  - v. Social and associate members
  - vi. Committee and leadership personnel
  - vii. Coaches, trainers, and operational volunteers

## 4. Objectives

- a. The Exit Interview process aims to:
  - i. Understand the reasons members leave.
  - ii. Identify any issues, unmet needs, or barriers to participation.
  - iii. Recognise positive experiences and strengths within the club.
  - iv. Gather insights to inform strategic planning, recruitment, and retention initiatives.
  - v. Support a respectful and positive departure experience for every member.

## 5. Procedure

- a. **Identification of Departing Members.** A departing member may be identified through:
  - i. Membership non-renewal
  - ii. Written resignation
  - iii. Verbal advice
  - iv. Transfer to another Surf Life Saving club
  - v. Change to a non-active status



- b. The Director of Administration (or delegate) will notify the President and Membership Officer.
- c. Within a reasonable time period (ie four (4-8) weeks) of the departure being identified, the club will:
  - i. Make contact via email or phone;
  - ii. Thank the member for their service;
  - iii. Invite them to complete an Exit Interview;
  - iv. Provide the Exit Interview link/form.
  - v. Note that the participation is voluntary.
- d. All feedback provided through the Exit Interview process is treated as confidential.

## 6. Reporting

- a. Collected data will be reviewed quarterly by the Board, focusing on:
  - i. Emerging themes
  - ii. Areas requiring improvement
  - iii. Trends in volunteer retention
  - iv. Recommendations for strategic action
- b. A summary (non-identifying) may be included in Board reports or used in planning workshops.
- c. If the departing member identifies serious concerns regarding safety, conduct, governance, or wellbeing, the issue must be escalated to the President and handled in accordance with:
  - i. SLSA Code of Conduct
  - ii. SLSQ Child Safe Standards (where applicable)
  - iii. Club grievance or complaint procedures
  - iv. Mandatory reporting obligations

## 7. Responsibilities

- a. **President**
  - i. Oversees the exit interview process.
  - ii. Ensures respectful, timely contact with departing members.
  - iii. Reviews critical issues or trends.
- b. **Director of Administration**
  - i. Manages distribution and collection of exit surveys.
  - ii. Maintains secure records.
  - iii. Summarises findings for Board review.
- c. **Club Registrar**
  - i. Assists with member identification, contact, and follow-up.
  - ii. Ensures member lists reflect accurate membership status.
- d. **Board of Directors and Membership Officer**
  - i. Monitors trends and adopts improvement recommendations.
  - ii. Ensures the club environment remains supportive and inclusive.

## 8. Continuous Improvement

- a. This policy supports the club's commitment to lifelong volunteer engagement, positive culture, and strong governance.
- b. Feedback collected through Exit Interviews will guide improvements in:



- i. Communication
  - ii. Training
  - iii. Member support
  - iv. Volunteer pathways
  - v. Club culture
  - vi. Operational effectiveness
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### Document Control

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