



How to Create a Family Group for Existing Members

When a family group has been created, the primary contact (parent/guardian) can submit membership renewals and update details for their entire family.

- A primary member must be over 18 years old
- A family group can only be created by a member 18 years and over

Step 1. A primary contact (parent/guardian) will need to have a Members Area account. Please refer to instructions on [How to Create a Members Area account.](#)

Step 2. Log into your Members Area account. members.sls.com.au

Step 3. Go to click on Membership> Family.

The screenshot shows the 'MEMBERS AREA' dashboard. The navigation menu includes 'Home', 'Memberships', 'Patrols', 'News and Events', 'Document Library', and 'History'. The 'Memberships' menu is open, showing options like 'Renewals, Payments & Transfers', 'UPC', 'Family', 'Courses', 'You', 'Awards', 'Update Personal Details', 'Pending Requests', and 'Member Store'. The 'Family' option is circled in red. Other dashboard sections include 'EXPIRING AWARDS' (0 awards) and 'PATROL HOURS' (0 hours).

Step 4. Click 'Create Family Group'

The screenshot shows the 'My Family' page. The title 'My Family' is underlined. Below it is the section 'FAMILY GROUP DETAILS'. A red button labeled 'Create Family Group' is circled in red. Below the button is a table with the following structure:

| 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 eg: Smith Family

Step 6. Select Frankston Lifesaving Club (if you are a member of one club, you will need to create a family group for each club)

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

Note:

For Privacy reasons, you will need to match exactly each person searched to be able to add them to your Family group. If you are having difficulty finding your members of family, contact your club who can assist.

Step 5. Search for the members in your family group by typing in their first name, last name and DOB. As the primary contact you will already be automatically added to the group. Move the member from Available Members across to the Selected Members box. Repeat this process for each member you want to add to the group. Click 'Submit' when all family members are in the Selected Members box. Your family group request will be sent to your club for approval.

The screenshot shows a user interface for selecting family members. On the left, under 'Available Members', there is a list with one member, 'Carly Test', highlighted in blue. Below the list, it says '1 members available.'. On the right, under 'Selected Members', there is an empty list box. Below it, it says '0 members selected.'. A large red arrow points from the 'Available Members' list to the 'Selected Members' list. In the center, between the two lists, there is a red circle highlighting a button with a right-pointing arrow (>) and a left-pointing arrow (<). At the bottom of the interface, there are two red buttons: 'Submit' and 'Cancel'.



Once your family group has been approved by your club, you will receive an email confirmation

Note: If you require to renew your membership after creating your family group, please refer to instructions on [How to Renew a Club/Family Membership](#).

Further Tips

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

There are two main reasons why the members name won't appear:

1. You need to match your family member's details exactly. The first name, last name and DOB are checked against the data stored in the National Membership Database. The most common problem is caused by an incorrect first name e.g. Samantha in the database and you type in Sam.
2. The member has been archived in the database. Archived members will not display. You should contact your club to see what details they have listed in their database.

What if I want to add a new member of my family to the group?

You will need to go to sls.com.au/join and complete an application. You can then add that person to your family group, once the membership has been accepted by the club they will be able to be added to the family group. Please refer to the **How to Join a Club as a New Member or How to Re-join after an Absence** instructions on the [LSV Membership User Guides](#) page.

I require further assistance.

If you need further assistance to create a family group or encounter any 'error' messages please email ithelp@slsa.asn.au or call the SLSA IT Helpdesk 1300 724 006.