



LEADING IN INNOVATION

BONDI BURNING PALMS BRONTE CLOVELLY COOGEE CRONULLA ELOUERA ERA GARIE
MAROUBRA NORTH BONDI NORTH CRONULLA SOUTH MAROUBRA TAMARAMA WANDA

MEMORANDUM

To	Club Captains and Directors of Lifesaving
From	Lifesaving Manager, Support Operations Manager
CC	LSEC
Date	Friday 18 October 2019
Pages	2
Subject	CLUB CALLOUT TEAM REVIEW 2019/20

The 2019/20 Season is upon us and has already set the foundations for a big and busy season ahead. Already, the Support Operations Group, including RWC's, Duty Officers, UAV's and Surf Rescue 30, have been busy responding to incidents outside of the normal patrol hours. To assist these services and to provide back-up assistance to rostered patrols on the beach, **Surf Life Saving Sydney would like to promote and utilise the Club Callout System more frequently this season.**

As a result of the anticipated increase in activations of club callout teams, it is necessary to ensure the right members are included in these groups. Club Captains/Directors of Lifesaving or their delegates are asked to ensure their club call out team lists in Surfguard are updated with consideration to the following criteria:

- A minimum of 10 financial and proficient members included holding the following awards:
 - Club Captain*
 - Club President*
 - IRB Driver
 - IRB Crew
 - Patrol Captain
 - ARTC / First Aid / SMAR

**Captain and President to be included so they are aware of Club Callout Team activations.*

Due to the nature of incidents it is strongly recommended that senior members (with 3+ years' experience) be utilised for the team.

Individuals should also reside within 10 – 15 minutes of the club, hold a NSW Drivers License (excluding Learner's license) and have a good understanding of Support Operations and its respective SOP's (refer attached).

I would respectfully ask that all club callout teams are reviewed and entered into Surfguard by 31st October 2019 in the view that these can be reviewed by Surf Life Saving Sydney and ready for activation by mid-November, in time for Summer.



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In time, there is a view that the members of these callout teams may be approached to form new and innovative patrol teams that patrol independently at busy locations on busy weekends that are not already patrolled by services. More information on this team will be available in the coming months as it is developed and trialed.

If you have any questions regarding this memo, please don't hesitate to contact the undersigned in the first instance.

Jackson Towns

LIFESAVING MANAGER

Matt Spooner

SUPPORT OPERATIONS MANAGER

SLSS Club Callout Teams

Reference Document: SLNSW Standard Operating Procedures LS10.9

Composition of Callout Teams:

Clubs are to update Surfguard with their callout team and also provide SLSS Branch Office with the same list. Clubs should also provide the name and contact details of their resident caretaker.

A minimum of 10 financial and proficient members are to be included holding the following awards:

- Club Captain*
- Club President*
- IRB Driver
- IRB Crew
- Patrol Captain
- ARTC / First Aid / SMAR

*Captain and President to be included so they are aware of Club Callout Team activations.

Due to the nature of incidents it is strongly recommended that senior members be utilised for the team.

Club Callout Teams should also reside within 10 – 15 minutes of the club. RNP Clubs should consider utilising club members who frequent the cabin communities close to their location if appropriate.

Activation of Club Callout Teams:

Should the services of the Club Callout Team be required a text message will be sent advising the following:

- Location
- Brief Description of Incident
- SLSS Rescue Coordinator contact details

Upon receiving the text message members are to text the Rescue Coordinator with their availability and attend the Surfclub to ready rescue equipment.

On arrival at the Surf Club a radio is to be utilised to contact the Rescue Coordinator on Surf Channel 3 and advise/request the following:

- Number of members available
- SITREP and next steps
- Availability and ETA of rescue equipment

Under no circumstances are Club Callout Team members to commence any activity without the prior authorisation of the Rescue Coordinator / Duty Officer on scene.

Member welfare and safety is the key priority.

Post Incident Recovery Phase:

Once the incident is complete Club Callout Teams are to clean and return equipment so it is ready for the next response. Where appropriate a debrief will be conducted with all members as per the Critical Incident Debrief SoP (LS14.2 / 14.3)