

LIFESAVING



Administration

SLSNSW Standard Operating Procedures Review 2019

In May 2019, the NSW Director of Lifesaving endorsed a review of the SLSNSW SOP's in order to make the SOP's a live document. Allowing for a continual review process surrounding the SLSNSW SOP's. There are several benefits to this process:

- An agile, responsive approach to operations, while ensuring changes are appropriately communicated and trained;
- More valuable feedback due a continual member facing feedback form, open year-round rather than for six months every two years; and
- High quality revision of feedback, legislation changes, and current best practice by industry professionals.

The SOP's provide policy/guidelines and reference for lifesaving operations in New South Wales. The SOPs cover a range of topics that all patrolling members should be familiar with such as; patrolling obligations and standards, gear and equipment guidelines, patrolling operations, emergency response guidelines and responsibilities.

It is important that the most recent and up to date version of the SOPs is referenced. Patrolling members should be made aware that the SOPs can be found online at <https://www.surflifesaving.com.au/resources/lifesaving-sops>

Additionally, all members should be aware that the SOPs are subject to change at any time in response to changing legislation/best practice. Changes are logged in a document located online found next to the current SOPs and major changes will be communicated via Circular.

SLSNSW would like to remind all members that the current SLSNSW Standard Operating Procedures v5 (2016) remain current until advised by circular.

Lifesaving Service Agreements

All clubs/services in New South Wales have a signed SLSNSW Lifesaving Service Agreement that outlines the minimum patrol dates, times, and patrolling gear and equipment based on beach attendance, incident data and local government requirements.

Lifesaving Service Agreements form the basis of annual patrol roster planning.

SurfCom sign on/off times are reflective of the

Lifesaving Service Agreement as well as Surf Life Saving's public beach safety website www.beachsafe.org.au, which details the patrol dates/times of each Club. It is imperative that all clubs/services patrol as per their Lifesaving Service Agreement to ensure the public maintains confidence in the information distributed and that Surf Life Saving fulfils its obligations to the community.

Clubs that are experiencing shortfalls due to membership levels or award qualifications can discuss the various flexible options available with their Branch Director of Lifesaving.

Operational Logs

Incident Logs: All clubs/services must input their Incident Report Logs into SurfGuard within two weeks of the associated patrol. This up to date information ensures that hotspots and trends are identified as early as possible, enabling time for preventative solutions to be put in place as well as providing accurate statistic.

SLSA are planning to release an electronic version of the Incident Log embedded into the SLS Operations App. When this is released, it is advised that services update the incidents in the SLS Operations App instead of the paper log.

SLS Operations App: The Patrol Log book has been replaced by the SLS Operations App. When using the SLS Operations App, all Patrol Log data will be uploaded to SurfGuard as an open Patrol Log. It is important that the information uploaded via the App is reviewed before closing the log on SurfGuard.

Clubs that do not have wireless/ mobile coverage are not required to use the SLSA Operations App. Those clubs must use the paper Patrol Log which can be printed off SurfGuard. **The old Patrol Log Books are no longer valid** due to change in data recording processes. Logs must be entered into SurfGuard within two weeks of the associated patrol.

All clubs must have a back-up paper Patrol Log available for use.

Key focus areas for the 2019/2020 season:

- Beach attendances must be recorded on the hour, every hour.
- Rescues recording
 - Record the type of rescue equipment used during a rescue (i.e. board, tube, IRB).
 - Record the profile of person rescued (age/sex/ country of birth)

To access the SLS Operations App, members will need to have a 'Members Portal' account. The App can be downloaded via the Google or Apple App stores.



Club Patrols

SLSA Operations App – Sign on

The previously named SLSA Patrol Ops App has been superseded by the new SLSA Operations App.

Ten minutes before sign on, SurfCom will remind clubs to sign on via the SLSA Operations App. Within 30 minutes after sign on, a radio check will be conducted for clubs using the app. Clubs that don't have access to the app will be signed on as per their LSA's.

SLSA will provide an SLSA Operations App User Guide prior to season. This can be found here: <https://www.surflifesaving.com.au/downloads/slsa-operations-app-user-guide>

Samsung Tablets

SLSNSW has provided all Surf Clubs with a Samsung Tablet to assist with accessing the SLSA Operations App and other recommended apps. The tablets are managed and funded by SLSNSW to promote use of the app as Surf Life Saving transitions to a paperless framework.

All Clubs are highly recommended to use the tablets to access the SLSA Operations App to Sign On and Sign Off in the SurfCom Management System, however personal devices may also be used



Patrol Operations Manuals (POM)

Patrol Operations Manuals (POMs) are designed to outline specific local beach management/response plans which will help all members, from existing Patrol Captains to new Bronze members familiarise themselves with the local beach hazards/and risk management plans. A copy must be available to all patrols.

Some key features of the POMs are;

- Club radio procedures
- Template for risk management plans
- Patrol type diagrams and definitions
- Daily patrol procedures
- Club based procedures for large emergency response incidents

The POM template available at <http://www.surflifesaving.com.au/resources/patrol>

Lifesaving Improvement Program

The Lifesaving Improvement Program will be introduced in 2019-2020 and replaces the former Breaches of Lifesaving Standards program. The goal is to provide clear and consistent guidelines for clubs to work within while identifying areas of strength and areas for improvement. Patrol Reviews will be conducted with the intention of taking a collaborative approach to identifying opportunities for improvement and ways in which Branches can support clubs to provide enhanced lifesaving services.



Gear and Equipment

Annual Gear and Equipment Inspections

As per Surf Life Saving NSW Standard Operating Procedures LS3.8 (SOP V.5) ALL frontline lifesaving equipment must be annually inspected prior to the commencement of each patrolling season to ensure:

- Gear & equipment is operationally fit to use for Surf Life Saving purposes and is not damaged or faulty
- Clubs and services meet the minimum patrol equipment requirements as outlined in the SLSNSW SOP's
- Gear & equipment repairs, maintenance and upgrade requirements are identified
- New gear & equipment SOP's, Specifications and Policy update requirements have been implemented
- Correct and current information is updated on SurfGuard
- All gear & equipment is SLSA endorsed

Inspection stickers are no longer be used or required for equipment that has successfully passed Gear and Equipment Inspection. However, Re-Inspect and Discard items as assessed by the Branch Inspector, will require a **Defective Equipment Tag** as outlined in the Defective Equipment Tags section of this document.

SLSNSW requires the Gear and Equipment inspection process to be fully completed by 27th September 2019. This requires all clubs to have their inspections conducted well before to allow adequate time for repairs on any defective equipment and to ensure ALL information has been updated on SurfGuard. Please contact your branch office for inspection dates and times.

For more information refer to Circular 3606: 2019/20 SLSNSW Annual Gear and Equipment Inspection Program that will be found on the SLSNSW website:

<https://www.surflifesaving.com.au/circulars>

Defective Equipment Tags

All Branches and Clubs will again be provided with Defective Equipment Tags in the 2019/2020 season. The tags are primarily used for the Annual Gear and Equipment Inspection Program, however they should be used at any point to help identify faulty/defective equipment.

They are designed to be attached to any equipment that is broken or deemed defective and is in need of repair and should not be used until the equipment is repaired and the tag is removed. The tags are to be dated and signed by the relevant Branch or Club authority and the Club Captain/Gear Steward should be informed of the defect and logged into the clubs maintenance manual.

Defective Equipment Tags are being implemented to:

- Allow club members to identify dangerous and faulty equipment
- Ensure effective equipment is used in emergencies and patrol use
- Prevent Member injury
- Ensure required maintenance is conducted

Surf Rescue Vessel Registrations

Under NSW Roads and Maritime Services (RMS) regulations it is illegal to operate an unregistered vessel. SLSNSW holds a special exemption which allows clubs/ branches to register their vessels internally (with SLSNSW) – saving considerable workload and cost to members. Where any Surf Rescue vessel is purchased, sold or disposed of, SLSNSW must be notified via the following channels:

New Vessels

1. Complete the 'SLSNSW Vessel Registration Application Form' and return to SLSNSW.
2. SLSNSW will issue a vessel registration number (SR number).
3. Clubs/Branches are required to update information in SurfGuard.

Sold/Disposed Vessels

1. Complete the 'Transfer of Vessel Registration Form' and return to SLSNSW
2. Remove SR numbers and SLS signage before selling or disposing of vessel.
3. Clubs/Branches are required to update information in SurfGuard

Annual Registration Renewal

1. All Surf Rescue vessel are reregistered annually through the SLSNSW Annual Gear & Equipment Inspections Program outlined in this document.
2. Vessel information must be updated on SurfGuard during the inspection process for renewal. Any vessel not updated is considered to be unregistered.

Existing vessels which are not on SurfGuard

1. Complete the 'New Vessel Registration Application Form' and return to SLSNSW.
2. Clubs/Branches are required to update information in SurfGuard.

The Vessel registration forms can be found on the SLSNSW website:

<https://www.surflifesaving.com.au/resources/gear-and-equipment>. For any further information please contact the SLSNSW Admin Officer (lscheutz@surflifesaving.com.au).



Emergency Response

Support Operations Member Age Restrictions

Only members that are 18 years or over shall be allowed to partake in Support Operations. This decision is supported by the Board and Branches in May 2018.

Support Operations include:

- RWC Operations
- Off Shore Rescue Boats
- Jet Rescue Boat
- Duty Officers
- Club Emergency Call-Out Teams

Surf Rescue Emergency Response System (Callouts)

The Surf Rescue Emergency Response System (SERS) was introduced in 2008 to give Emergency Services (primarily NSW Police) a single point of contact with SLSNSW for incidents along the NSW coastline with the aim to:

- Improve casualty survival rates.
- Reduce the response time of lifesaving and rescue services to casualties.
- Maximise the quality of a coordinated emergency response system.
- Minimise ambiguities into the most appropriate resources to utilise.
- Reduce the risk to responding personnel.

All clubs, branches, support operations and Lifeguard Services affiliated with or employed by SLSNSW fall under the SERS. A critical part of this system enables direct and immediate contact with senior SLSNSW Operation Personnel 24 hours a day, being the State Operations Centre during daylight hours and State Duty Officers (SDOs) attempt to notify during the night. It is important to note that SLSNSW guarantees to be contactable 24/7.

There is no obligation on SLSNSW to respond if any link in the chain of command down to the responding asset feels it is unsafe, unnecessary or they are unable to respond for any reason. The chain of Command is Police >> SurfCom/SDO >> Branch DO >> responding Asset (Patrol/Callout Team/RWC/IRB etc). SurfCom/SDO will always attempt to notify

1. Primary Resource which is deemed the nearest and most appropriate response to an incident and is notified/tasked first. NOTE, this may not be an SLS asset.
2. Secondary Resource which may provide value or support to an emergency response and is notified/tasked after the primary.
3. Advisement to management, service or asset that may not have available resources, where the primary resources are more than adequate for the response or where information may be critical in managing external stakeholders (Media etc).

The Duty Officer are (generally) the senior Lifesaving personnel within the branch which provides operational command, coordination and external liaison for regular patrolling and emergency incidents. Duty Officers are volunteers which are recruited, trained and administered by each branch in a manner that best suits the conditions of that branch.

The Duty Officer System functions in 2 capacities: Rostered on-duty shifts during the regular patrol season and; Emergency Response/Callout 24/ hours, 7 days. For the SETRS to function effectively, each Branch must keep personnel and contact detail updated within the Branch resources, on SurfGuard and communicated to SLSNSW. They shall:

- Provide support and guidance to Patrol Captains/SurfCom Operators.
- Liaise with emergency services.
- Act as incident commander of lifesaving response to a reported emergency at unpatrolled locations or after-hours/out-of-season.
- Act as incident commander or other role as delegated to by Patrol Captain at patrolled locations.
- Co-ordinate lifesaving services at unpatrolled locations.
- Co-ordinate post incident debriefing and facilitate counselling for personnel.
- On-site media liaison directing media to the appropriate Branch or State personnel.

Club/Service equipment Preparedness

Clubs and services should ensure that core items of emergency response equipment are set up and ready to respond 24/7, including;

- IRB (fully set up with a full tank of fuel)
- SSV (fully set up with a full tank of fuel)
- Radios
- Oxygen resuscitation equipment
- Defibrillator
- Rescue tubes
- Rescue boards
- First Aid Kit
- Spinal Board

Club/Service Emergency Call-Out Teams

Each club/service should also identify and form a team of qualified members who may be available to respond (if available) to incidents at their beach (and surrounding areas) outside of patrol hours and/or in support of an on-duty patrol. This team should be made up of appropriately experienced and qualified personnel who are versed in the relevant SLSNSW procedures and any/all branch/club specific plans/procedures.

Each club in NSW is required to have an Emergency Call-Out Team saved in the 'mailing group' section of SurfGuard. The emergency call out team is activated during an incident through the Surf Rescue Emergency Response System (13SURF). The State Operations Centre (SOC) and Branch Duty Officer have the ability to send a text message to all members in the call-out team advising them of the incident and requesting a SLS response. Clubs are to have a minimum of 6 members on their call out team; most clubs have between 10 and 20 members.

For assistance in updating the Emergency Call-out Team 'mailing group' in SurfGuard please see the below instruction;

How to create Duty Officer (Branch) and Emergency Callout Team (Club/Service) details in SurfGuard:

1. Login into SurfGuard
2. Go to 'Mailing Groups' drop-down
3. Select 'Mailing Groups'
4. Click 'edit' on the 'Emergency Call Out Team' group already created
5. Keep 'Mailing Group Type' as 'SurfCom'
6. Select members name and click arrow to insert into 'Emergency Call Out Team'
7. Once all members selected, click 'SUBMIT'

Critical Incident Debrief

The environment in which Surf Life Saving operates has the potential for members to be involved in serious incidents of a high-intensity and traumatic nature which may involve death, serious injury or significant risk to lifesaving personnel.

A Critical Incident Debrief is undertaken immediately an incident concludes to ensure that:

- Member welfare is identified as a priority issue and practical support is optimised,
- The ability to re-establish core lifesaving services is achieved,
- Obligatory paperwork and data is recorded, collected and forwarded appropriately and documented for future review to provide drowning prevention recommendations or for legal reasons to the Coroner and relevant local government authorities and

The correct, accurate and comprehensive filling out of Critical Incident Debrief paperwork cannot be over emphasised. Especially for member welfare as this means there is a formal record of the incident should there be a need for support to the affected members a future claim with WorkCover.

The Branch Duty Officer (or equivalent) should lead every Critical Incident Debrief as part of the incident Recovery Phase. If a Duty Officer is not available, an appropriate Branch Officer should be tasked to deliver the debrief.