

MEMORANDUM

To	Club Callout Team Members C/- Club Captains & Support Operations Group Members
From	Manager Lifesaving, Manager Support Operations
CC	Club Secretaries, BOM, LSEC
Date	Monday, 2 August 2021
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Subject	Club Callout Teams & Video Link

Club & SOG Services callout teams have been an integral and important aspect of Surf Life Savings' Emergency Response System for a number of years. These members are highly trained, professional and senior members of your clubs that are called upon to assist in out-of-hours emergencies.

With the aim of increasing engagement with these members and ensuring they are adequately prepared to respond to these emergencies, the Sydney Branch SAREX program was implemented last season in Randwick and will continue to be rolled out across the Branch this season in various districts. A number of important feedback points were raised at the conclusion of this exercise and this memo is a direct response to this valued input.

Please see the below link which provides information regarding important Club Callout Processes and Systems. <https://form.jotform.com/211998553022054>

The objectives of the video are provided below for your oversight. You should expect to achieve the following:

- An understanding of the 13SURF activation process from external emergency services.
- An understanding of the SLSNSW and Surf Life Saving Sydney notification and tasking processes.
- An awareness of the Emergency SMS Notification system and when to expect such a notification.
- An understanding of how to interact with the Emergency SMS Notification system and provide your ETA for visibility to SurfCom and State/Branch Duty Officers to assist with operational oversight of the emergency tasking.

Please note that we ask each and every member of your current club callout team and all Support Operations Group members to please watch this video in full. These systems will be tested throughout the season at various planned Search and Rescue Exercises such as that held in Randwick in September 2020. It will also be used for real and critical emergency taskings, so it is extremely important members have the training and awareness of the process.



All members who view the video will have their attendance recorded. Please ensure all members complete this training prior to September 2021 please.

This may also serve as a timely reminder to ensure your club callout teams are updated with current and proficient members of your club who meet all the requirements under SLSNSW Annual Compliance Requirements Circular 3681 and SLSNSW SOP LS9.9 (refer to page 20) and live in close proximity to your club.

If you have any questions in relation to this video, please do not hesitate to contact the Sydney Branch Office via lifesaving@surflifesavingsydney.com.au and your questions will be answered in a timely manner by the relevant office bearer.

Regards,

Jackson Towns
MANAGER SUPPORT OPERATIONS

Scott Muir
MANAGER LIFESAVING

PARTNER SINCE 2001

SYD
Sydney's Airport

SURF LIFE SAVING SYDNEY | LEADING IN INNOVATION

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