

AUGUST 19, 2023

PRE-SEASON CONFERENCE

LIFESAVING & SUPPORT OPERATIONS



AGENDA

- 1. Welcome & Introductions (Scott Muir)
 - 1.1 Housekeeping
 - 1.2 Safety Overview – Culture of Safety First
- 2. LSOC Overview (Scott Muir)
- 3. Director of Education – David Kowald
- 4. Life Saving (Michael Bonnici)
- 5. Support Operations (Jackson Towns)
- 6. Q & A Session
 - 6.1. Meeting End



1.2 SAFETY OVERVIEW – CULTURE OF SAFETY FIRST

- At our core we are a Safety organisation.
- Creating a culture of safety with our own members helps us to keep in front of our minds that safety of the public and our members is our priority.
- All leadership teams need to understand the OH&S requirements that Clubs need to follow
- All members have the right to feel safe in all SLS environments, being physical, personal and emotionally safe.
- Online SLS Child Safe Awareness Training - Mandated for Club and Branch Officers, MPIOs and complaint handlers, Age Managers, Coaches and Officials, Patrol Captains, Trainers, Assessors and Facilitators



1. WELCOME

1.1 HOUSE KEEPING

- Questions via chat and Q & A after each section of the presentation
- Meeting will be recorded and provided next week with a copy of this presentation



2. LSOC OVERVIEW – Presented by Scott Muir

LSOC Executive

- | | |
|--|-----------------|
| • Director Lifesaving & Support Operations | Scott Muir |
| • Manager Lifesaving | Michael Bonnici |
| • Manager Support Operations | Jackson Towns |



Who is responsible for what?

- Director Lifesaving & Support Operations

Local Govt Liaison, Liaison with SLSNSW & other stakeholders, advocacy for Sydney Branch, Escalation Point for Lifesaving & Support Operations

- Manager Lifesaving

Patrol Operations, Standards & Compliance. Manage team of Area Lifesaving Coordinators

- Manager Support Operations

Management of Support Operations Group including UAVs, Duty officers, SR30 & RWCs



LSOC –Support Operations Team

- RWC Coordinator Andrew McKellar
- ORB Coordinator Doug Lucas
- Duty Officer Coordinator Michael Byrne
- UAV Coordinator Michael Lette
- Emergency Management Coordinator Kane Hughes



LSOC – Operational Area Coordinators Team

- Royal National Park Lifesaving Mark Wood
- Cronulla Sutherland Lifesaving Rob Short
- Randwick Lifesaving (EOI has been issued for position)
- Waverley Lifesaving Nixy Krite
- Diversity Advisor Lifesaving Melanie Rayment



Questions ?

Or Email

director_lifesaving@surflifesavingsydney.com.au



4. LIFESAVING – Michael Bonnici

- Looking forward to work with an experienced team this season.
- We welcome back Rob Short, Mark Wood who were in the role last season and welcome Nixy Krite to the team. Please get to know your area LS Coordinator and invite them to relevant club and area meetings to represent the branch. We would request that you treat the Area LS Coordinators as your first point of contact with the branch.
- Looking forward to working with all Club Captains as always. If your Area LS Coordinator is unavailable, please contact myself (mobile, sms,Whatsapp, email). The on-call Duty Office can also be contacted for issues during patrol hours.



Lifesaving – Operations Areas

- As per Lifesaving Agreement, Clubs have a Primary Response (Patrol Area) and a Secondary Patrolling Area (for tasking by SurfCom or SLS Sydney Rescue Coordinators)
- Club Captains should ensure that patrols are aware of their response areas
- Patrols should not respond out of area unless tasked by SurfCom
- Patrols should wait until tasked by SurfCom or a Duty Officer before responding to an incident



Key Focus Areas Season 2023-2024

- Continue our safety focus
- Lifeguards (talking point)
- SOPS
- We are one team – Branch is here to help
- Can Clubs please review where you think you are at in terms of numbers, awards and burn out. I will be asking the Area coordinators to liaise with you in this regard as we approach next season's LSA review.
 - Trends
 - Average hours per member
 - Rescue / Patronage data



Patrol Audits / Lifesaving Improvement Program

- All Clubs will be inspected every month by branch from October to April
- Patrol Audits aim to identify any opportunities for improvement within a patrol/club
- Patrol Audit forms can be used by a patrol on a daily basis to self assess their patrol (available on SLSNSW website)
- Total Points 300 – scenario not applicable (Radios will replace scenario for 50 of 300pts)
- Lifesaving Coordinators will encourage district specific advice or ways to better improve our service
- Spot audits of gear and equipment can occur also, with LS Area Coordinators deeming gear inadequate in accordance with the Gear Inspection Circular



Lifesaving – Role of Operational Area Lifesaving Coordinators

- Consult to clubs at relevant club meetings and represent the LSOC at these meetings
- Represent clubs as appropriate at the LSOC meetings
- Act as a first 'escalation point' for issues arising during patrol hours
- Conduct Patrol Audits as per SLSNSW SOPS
- Make recommendations to LSOC and Clubs about best practice lifesaving
- Mentor, encourage and engage with Patrols and Patrol Captains
- It would be appreciated if clubs could please invite your respective LSC to your Pre-season PC meeting.
 - LSC wear Dark Blue shirts. If you see someone wearing a Dark Blue shirt heading towards the tent, there is a good chance a Patrol Audit is about to take place - unless it's the LSM or DOLSO (who will just want to have a chat)



Patrolling – Patrol Teams

- Full uniforms as per Standard Operating Procedures.
- SurfCom Sign On & Off
 - Remember, if by radio, only need:
 - Sign ON: Beach Status, IRB Status & Number of Patrolling BM Members.
 - Sign OFF: Only require rescue total for the day (no preventative actions etc.)
- Patrol logs to be kept updated, legible & signed appropriately.
- Patrol strength on the beach and proactive.
- Any variation to normal operations to be advised to Area Lifesaving Coordinator, and escalated through the Chain of Command.
- Request to move off the beach does not require Area Supervisor approval, minimum patrol strength to be maintained at all times in accordance with LSA.
 - Lifesavers on beach when members of the public are in the water.



Patrolling – Chain of Command

- Patrol Captain is in charge of beach operations
- PC's to notify Club Captain/President and Area Coordinator of any issued that need to be resolved – ie. Unable to fulfil Patrol Obligations etc.
- Escalate to Lifesaving Manager or Director of Lifesaving & Support Operations for major issues or issues not immediately rectifiable
- Do not self task to incidents



Patrolling – Patrol Teams

- **Members only signed onto patrol if present on the beach.**
 - **Equipment on Beach**
- Patrols are fully operational from the commencement to closure of rostered patrol hours i.e. Set up at 9am
- IRB's sign on & ready to go when patrols sign on
- IRB's are on the beach at all times, including Foul Weather Patrols
- Rescue boards, Rescue tubes, patrol screens, first aid kit, oxy viva and defib with other resources
- Procedures advise operational needs



Patrolling – Patrol Types

- There are 3 types of patrol

BASE - FOUL WEATHER - BEACH CLOSED



Patrolling – Patrol Types

Foul Weather Patrol

Definition: A Foul Weather Patrol is a ‘downgraded’ Base Patrol, operated when services are exposed to inclement weather conditions, irrespective of the surf conditions.

The purpose of a Foul Weather Patrol is to ensure the welfare of the patrolling members and may be temporary in nature.

Minimum Personnel: As per Base Patrol Minimum Equipment: As per Base

Patrol Process:

Patrol Captain to conduct risk assessment to ascertain if a Foul Weather Patrol is suitable.

All equipment (including Patrol Flags) should remain functional, available for immediate use (rescue ready) and in position at the scheduled time and remain on duty throughout the duration of the operational hours.

Patrol Captain does not need to advise SurfCom that the service is now operating a Foul Weather Patrol.

Where an assessment has been conducted of the patrolling area and no beach patrons have been identified, all patrolling members may seek refuge in a Club House/ building.

Constant visual surveillance of primary and secondary patrolling areas must be maintained.

At any point during a Foul Weather Patrol, public may choose to enter the flagged area.

When this occurs, a lifesaver must be in a position to provide immediate emergency response.



Patrolling – Patrol Types

Beach Closed Patrol

Definition: A Beach Closed Patrol is Base Patrol with a closed swimming area. The swimming area may be closed for situations such as dangerous conditions or an emergency.

A Beach Closed Patrol includes all minimum personnel and all minimum equipment with the exception of patrol flags.

Minimum Personnel: As per Base Patrol

Minimum Equipment: As per Base Patrol with patrol and surfcraft boundary flags removed

Process:

Patrol Captain to conduct risk assessment to ascertain if a 'Beach Closed Patrol' is suitable.

All equipment should remain functional, available for immediate use (rescue ready) and in position at the scheduled time and remain on duty throughout the duration of the operational hours. Patrol Flags and Surfcraft Boundary Flags are to be removed from the beach and/or laid flat on the sand in their current locations to signal to the public that the beach is closed.

Mobile warning/hazard signage - "Swimming not advised" signage should be displayed in suitable positions including the area where the patrolled swimming area may have been. Patrol Captain to advise SurfCom, via radio or the Operations App, that the service is now operating a 'Beach Closed Patrol' and why.

Lifesavers must maintain an effective position to provide surveillance of the patrolling area and an emergency response if required. If a Beach Closed Patrol operates for an extended period, the Patrol Captain shall ensure that an effective rotation roster is in place for this duty.

During a Beach Closed Patrol, public are to be advised that the swimming area has been closed and for their own safety they should not enter the water. Roving patrols can be used to ensure beach visitors receive the message clearly. Patrol Captain to conduct risk assessment to ascertain if a 'Beach Closed Patrol' is suitable.

Patrol Captain to advise SurfCom, via radio or the Operations App, as soon as the service establishes a "Base Patrol" and the beach is re-opened.



Patrolling – Patrol Types

Surveillance Patrol

Definition: A Surveillance Patrol is executed when minimum personnel requirements cannot be met for any reason. In this situation available members are required to stay at the beach for the duration of the rostered hours and monitor swimmers. Flags are not erected. SurfCom and the Duty Officer must be informed immediately, and additional personnel sought wherever possible to return the beach to Open status.

Note: A Surveillance Patrol does not meet LSA Minimum requirements and needs to be rectified ASAP. Contact DO and Area LS Coordinator for assistance ASAP



Patrolling – Beach Closures

- Patrol Captains should consider “closure” at any time that there is an unacceptable/ unmanageable risk to the public or the lifesaving service is unable to effectively safely perform water safety tasks.
- Patrols need to inform SurfCom that you are about to close the patrolled area.
- Patrol should remain on the Beach, unless a Foul Weather Patrol as defined in the SOP's
- SOP LS9.1 EMERGENCY BEACH CLOSURE
 - Emergency Beach Closure – Procedure
 - Closure Periods
 - Reopening Procedure



Patrolling – Extension of Patrol

- Patrol Captains should consider risk to the bathing Public at sign off time.
- At times last season Patrols opted to stay on past their normal sign off time due to increased bathing numbers. Please advise the Manager Lifesaving and SurfCom if that is your intention.



Patrolling – Patrol Members

- Member Proficiencies & Up Skilling
- Skills Maintenance (Proficiencies) are to be completed by 31 December
- Late proficiencies may be authorised by DOLSO in writing to Branch office, for Lifesaving only, competitors will need State DOL approval.
 - Public Perception
- Remember that all Lifesavers represent their club & the organisation when on patrol.
- Lifesavers on patrol are to be available to PC at all times during rostered duty.
- Mobile phone usage is to be kept to a minimum.
- Remember to maintain a professional image at all times on patrol
- Patrol Uniforms should not be worn outside of patrol hours – including to and from the beach.



Patrolling – Inflatable Rescue Boat

- IRB safety review completed last season by SLS Sydney.
recommendations
- Life jackets have been compulsory since 1 October 2014
- Life jackets must be worn at all times, including outside of the patrol area / break zone
- ALBERT program : Branch has submitted an EOI to SLSNSW to host. Details will be advised to Clubs when confirmed



Questions ?

Or Email

[**lifesavingmanager@surflifesavingsydney.com.au**](mailto:lifesavingmanager@surflifesavingsydney.com.au)

Questions from chat during presentation:

Q.1 Slide 11 - Dot Point 3 – Patrols should not respond out of area unless tasked by Surfcom. Clarification – this refers to 1300 calls.

Q.2 Rescue is a very dangerous metric. Ability to prevent issues may mean your club/patrol has a much lower rescue rate. Does that make it better or worse that a club/patrol that has high rescues? The reasons and why you are looking at these numbers will be critical to be understood.

Answer : Rescues/Frist Aids / Preventative actions should all be monitored.

Q.3 Any chance we can get a short noted from the auditor after a patrol audit? Just letting us know it was done and what the outcome/score was? Especially if it's a good score so we can give good feedback to the PC. As well as address any area for improvement.,

Answer: The PC will always be debriefed by the Lifesaving Coordinator after an audit. A copy of the audit is then given to the PC.

Q.3 cont. Yeah I know, I want a copy of the club captain also. So its shared across everyone not just one patrol.

Answer cont. The point of giving it to the PC is so they can hand it over to the Club Captain.



5. SUPPORT OPERATIONS – Jackson Towns

Components of SOG – “Beyond the Flags”

- Sydney Branch SERS (Surf Emergency Response System)
- Duty Officers
- Rescue Water Craft
- Offshore Rescue Boat (Surf Rescue 30)
- UAV (Drones)
- Peer Support (EAP/Operational & Emotive Debriefing)



SERS – SURF RESCUE EMERGENCY RESPONSE SYSTEM

Emergency Response System for Surf Life Saving across the state.

- 13SURF
- On Call 24/7 **Duty Officer** who is responsible for tasking SLS Sydney Assets.

May include:

- Duty Officers
- Offshore Rescue Boat
- RWC's/Jetski's
- UAV
- Club Callout Teams



Duty Officers

Sydney Branch has senior Duty Officers who work on a rotating roster 24/7, 7 days a week, 365 days a year.

CALL SIGNS – to be confirmed – Circular will be issued in coming weeks

Responsibilities :

- Act as the Commander for all Surf Life Saving assets at any emergency incident.
- Manage all SLSS requests from the 13SURF Emergency Response System, SurfCom and external agencies.
- Conduct Critical Incident Debriefs for all SLSS assets involved in any emergency incident or serious injuries.
- Manage media at a major incident.
- Monitor Work Health and Safety of all SLSS personal whilst undertaking activities.



Working With Duty Officers

What will a Duty Officer do when they arrive at my beach?

- Duty Officers wear RED shirts! They are not there to conduct patrol audits.
- Introduce themselves to the Patrol Captain / other stakeholders,
- Obtain a SITREP from the PC.
- ASSIST the Patrol to manage the incident,
- Liaise with Emergency Services,
- ASSIST with Incident Management, Media, Debriefing etc.
- Duty Officers can be requested by a Patrol for assistance at any time if required.



Working With Duty Officers

A Duty Officer will be dispatched to:

- Out of Hours Callouts,
- Major Incidents during Patrol Hours including:
 - Drowning/Near Drowning,
 - Missing Persons,
 - Major First Aid
 - Incidents involving other Emergency Services (Police)
 - Any incident involving an Aircraft (Lifesaver 21, Polair, Toll Ambulance)
 - Any other Incident deemed high-risk or newsworthy.



Media – Major Lifesaving Incidents

Only the Support Operations Manager, Director of Lifesaving & Support Operations or SLSS President can make statements regarding a major Lifesaving Incident within Sydney Branch.

- **SLNSW Media Manager**
 - Deaths / Drowning's / member Injuries / accidents issues / state / national safety and funding issues
- **Branch President/ DOLS/ Support Operations Manager**
 - Branch issues / Stats / programs / Initiatives
 - Major Rescues / Incidents
 - Local Council Issues / SLS Issues
- **Club Captains**
 - Club Stats / Safety Issues / events / programs
- **Patrol Captains**
 - Beach Conditions / Activity / General Information



Call Out Teams – Rescue Ready

- Activated by SLSS Support Operations Manager / On-Call Duty Officer/ SurfCom
 - Taskings include:
 - Land searches
 - In water searches
 - Relief teams for patrols after a major incident
- Ensure each club has their callout team updated on Surfguard
- Rescue equipment should be “Rescue Ready” and accessible (Boards, Tube, IRB, ATV's, First Aid etc.)
- Minimum 6 Members entered into Surf Guard (as per SLSNSW XXX Annual Compliancy requirements). Please enter as many reliable members as possible. They must have access to the club and must live within a reasonable distance from the club to enable a quick response. They also must hold as many awards as possible to allow for a diverse and wholesome ability when attending an incident – SSV driver, IRB driver, ART, First Aid etc.



Call Out Teams – Rescue Ready

- Ensure all call-out members have the following gear and equipment available in their vehicle so they can respond quickly from any location to a call-out:
 - Dry Bag (to take items in IRB) + Separate bag for dry clothing etc upon return (Car keys, towel, warm clothes)
 - Non-perishable snacks (for prolonged searches etc)
 - Wetsuit, Booties, Gloves
 - Spare 'Surf Rescue' uniform for land searches including enclosed shoes & socks.
 - Warm change of clothing/towel
 - Water bottle to fill prior to departure
 - Access keys to IRB Shed and First Aid/Gear Equipment rooms
 - Mobile phone waterproof pouch (back-up for communications etc)



A large background image of a beach with waves. In the foreground, there is a large circular logo with a blue background. The logo features a white silhouette of a person's head wearing a yellow and red helmet. Below the silhouette, the letters 'SYD' are written in large white font. At the bottom of the logo, there is a horizontal bar with yellow and red segments.

CALL-OUT NOTIFICATIONS

**SURF LIFE SAVING
NEW SOUTH WALES**

- this is a safe

[illegible]

Incident details including a map are accessible in this link. Updates to the incident may also be seen using this link.

Both of these fields are free text, they will auto-fill if you allowed the page to access your current location, however you can still type in. You can include Powercraft awards etc.

22nd Oct 2022 13:47

Incident #L221030941 Anita Patrol (0401 123 456) responding to incident. Current location Belrose, NSW. IRSD, RWC. ETA 20 Minutes. Confirmation via SMS

**SURF LIFE SAVING
NEW SOUTH WALES**

- this is a safe

[illegible]

Incident details including a map are accessible in this link. Updates to the incident may also be seen using this link.

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22nd Oct 2022 13:47

Incident #1221030941 Anita Patrol (0401 123 456) responding to incident. Current location Belrose, NSW. IRBD, RWC. ETA 20 Minutes. Confirmation via SMS

**SURF LIFE SAVING
NEW SOUTH WALES**

- Do not enter the water without notifying Surfcom or having direct supervision of a Forward Commander
- Do not launch a Powercraft without contacting Surfcom
- Do not launch a Powercraft without all appropriate PPE
- Do not launch a Powercraft without a radio
- Do not enter the water without a flotation device, especially alone
- Do not launch any UAV without having first submitted an AVCRRM job and notifying Surfcom, confirming no other aerial assets have been tasked
- Do not launch any UAV if rescue helicopters are on scene. Always monitor Airband radio frequency for the area, landing immediately should any piloted rescue aircraft enter the airspace
- Avoid calling the Forward Commander directly, keep the line clear for liaising with the SDO. Verbal SITREPS should be provided via Surfcom.

**SURF LIFE SAVING
NEW SOUTH WALES**

Incident Level	Who's involved	Incident examples
1	<p>Local resources Patrols / Lifeguards A call out message is rarely sent for a Level 1 incident.</p>	<ul style="list-style-type: none"> • Lost child on land • Shark sighting • First aid • Initial SAR for missing person • Ambulance assist
2	<p>Deployment of additional resources beyond initial response Call out teams / Support Operations/ Incident Management Team</p>	<ul style="list-style-type: none"> • Missing person/s • Boating incidents • Emergency Response Beacons • Incidents outside of patrol location and/or time
<p>Level 2 incidents are our highest frequency call out group. Concern for Welfare indicates an incident in the Alert phase. It is usually unconfirmed if a person is in distress.</p>		
3	<p>Multi-Agency response Local Call Out Teams, NSW Police / NSW Ambulance / Fire Rescue NSW / SES / VRA etc State/ Regional Incident Management Teams</p>	<ul style="list-style-type: none"> • CPR • Confirmed fatality • Mass Rescue (6+) • Shark encounter • Flood / Tsunami / Bush Fire • Major incident requiring multiple agencies such as air crash, pandemic, health events etc
<p>Incidents escalate to a Level 3 only on confirmation of a multi-agency critical incident. Usually after initial Life Saving resources arrive on scene and provide credible intelligence to the SOC.</p>		

- The communications structure does not change. SDOs need the same information from the responding services, only change is that the Radio Network may not be actively monitored.
- All comms with SDO are via phone [\[02\] 9471 8091](tel:0294718091).
- When an on scene Forward Commander is appointed, they become the central communications point with the SDO.
- Forward Commanders are still actively encouraged to prioritise Radio (Surfcom Channel) for communications with respondents after hours. This activity is recorded and can be used to provide evidence to NSW Police and/or a Coroner after the fact.
- SDO will liaise with MAC / VKG / Ambulance as needed. Duty Officers are not to bypass the State Duty Officer and contact external agencies directly.
- Overnight SDOs may work less in *Response* focus, but more so in *Intelligence*, *Planning* and *Logistics* to prepare for first light operations.
- Clubs / Services may be asked to assist with land-based search or conduct a simple retrieval on still water depending on risk to reward assessment.

Call Out Teams Working Group Discussion

Presented by Scott Muir



Support Operations – Rescue Ready

Surf Rescue 30

- On call daylight hours / 7 days a week / 365 days a year
- New boat – looks slightly different but certainly more capable!
- Primary area of responsibility is from Botany Bay to Sydney Harbour
- Minimum of 3 members per patrol.

Rescue Water Craft

- 1 x based at **Maroubra** covering the Randwick / Waverley Beaches (Callsign **Support Ski 3**)
- 2 x based in **Randwick** covering the Randwick / Waverley Beaches (Callsign **Support Ski 4 + 3 [when new base is online]**)
- 5 x based in **Cronulla** covering the Sutherland/RNP Beaches (Callsign **Support Ski 1, 2 & 5**). Spare Support Ski 6 & 7 also available for surge capacity and events.

RWC are included in after-hour Callout Teams



Support Operations – SurfCom

Located at Belrose (SLSNSW)

Operational Hours

September to April: 0700 – 1900

April to September: 0700 – 1700

Contact

General: 02 9471 8092

Emergency: 02 9471 8091

Call/Radio for

- Requests for assistance
- Training
- Sign on and off
- Emergencies mid-week
- Report all power craft incidents
- Report all member injuries



UAV (Drone) Program

Michael Lette – UAV Coordinator

- Activate/Request via SurfCom (or SOG request form on website for events).
- DPI (Paid) UAV Program location still to be confirmed however likely to run during school holidays as usual with locations at:
 - Maroubra
 - Malabar (TBC)
 - Little Bay (TBC)
 - Wanda
 - Wattamolla
- Volunteer UAV Program will continue as per normal with callout, event and surge operations only.
 - 5 x UAV's available in Duty Officer vehicles.
 - Training Program to be considered early season for new operators. Proficiencies of current operators will be a priority.
 - Have the capacity to announce standard warnings and sound aerial shark alarms.
 - Limited operations around flight paths



Member Welfare / State Welfare Officers

- Duty Officer Team will conduct a Critical OPERATIONAL Incident Debrief after all major incidents.
- EMOTIVE Incident Debrief's will occur following consultation with the SLSNSW Member Welfare Team and will likely include the Duty Officer Team after all major incidents.
- Most Duty Officers are trained in mental health first aid and understand the member welfare process and can liaise with SLSNSW and the affected member.
- Members can expect to be contacted by SLSNSW following a major incident for a follow-up.
- External EAP provider is available and will be activated for members following a critical incident



Local Emergency Management

- Kane Hughes is the SLS Emergency Management Officer.
- Any issues clubs may have with external stakeholders such as Council, Lifeguards and Police can be raised through your relevant Lifesaving Area Coordinator and can be documented at LEMC (Local Emergency Management Committee) meetings.
- LEMC meetings are regular meetings that occur with all emergency management stakeholders – police, transport, council etc



Communication with SOG

- If you need to contact Support Operations resources directly, do so on Channel 3. It is difficult for them to monitor and reply on Channel 2. Keep it very concise, if it's a lengthy conversation, ask them to move offshore and change channels.
- All resources are GPS logged. If you need to find the location of a RWC, SR30 or Duty Officer – contact SurfCom and ask. They have access to the GPS. Resources will not be checking in at locations like they have in the past.



6. QUESTIONS

6.1 Meeting Close – Thank you for your attendance

On behalf of SLS Sydney we wish our Clubs all the best for
season 2023-2024.

Contact Details

- Scott Muir director_lifesaving@surflifesavingsydney.com.au
- Michael Bonnici lifesavingmanager@surflifesavingsydney.com.au
- Jackson Towns supportoperations@surflifesavingsydney.com.au

Branch Office Ph. 90190722

- Linda Perrin lifesaving@surflifesavingsydney.com.au



Questions ?

Or Email

supportoperations@surflifesavingsydney.com.au

Questions from chat during presentation:

Q.1 Is there any work underway with State to improve feedback around responses, eg. Who can respond. It's a bit of a one way communication mechanism atm.

Answer : The SurfCom Management System that sends the text message is a constant work in progress. There is work in progress yes. Apps etc may be developed for that purpose too.

Q.2 Maybe call out teams scenarios could be good to get people together.

