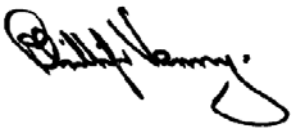
Standard Operating Procedures
Lifesaving Services

Version 5, 2016

SURF LIFE SAVING
NEW SOUTH WALES

AUSTRALIAN
LIFEGUARD
SERVICE

Signature of Endorsement – 20th September 2016



Phillip Vanny AM

Chief Executive Officer
Surf Life Saving New South Wales
Australian Lifeguard Services (NSW)

John Restuccia

Director of Lifesaving
Surf Life Saving New South Wales

Andy Kent

Lifesaving Manager
Surf Life Saving New South Wales

The registered office of Surf Life Saving NSW is situated at the 3 Narabang Way, Belrose NSW 2085 Australia.
ABN 93 827 748 379.

FOREWORD

NEW SOUTH WALES

Date: 20th September 2016

Dear All,

It is with pleasure that I provide you with the SLSNSW Standard Operating Procedures – Version 5 (2016). This manual outlines policies, procedures and guidelines to assist lifesaving services in the management and delivery of their operations.

Supporting the strategic plan, this document will define minimum operating standards for all Surf Life Saving Clubs, Support Operations/Services and the Australian Lifeguard Service. It also reflects the professional requirements, responsibilities and expectations of our services by all stakeholders; including our own members, emergency service partners, government departments and the wider community.

Our organisation and the services provided by our tens of thousands of volunteers/staff are fundamental to the Australian way of life; we are respected across the board as the best in the world at what we do, and the demand for our services is increasing annually.

As the public need and emergency service expectations increase, Surf Life Saving is self-driven to provide the highest quality service it can through innovation, dedication and hard work. This manual reflects those values and our combined commitment to excel in our mission to prevent drowning.

'Version 5' of the SLSNSW Standard Operating Procedures (SOPs) is updated to reflect the many changes that have occurred in the past 2 years in lifesaving operations.

While this document aligns with National policy and outlines the various State minimum requirements, branches and clubs may extend minimum requirements above these levels if deemed necessary to meet local needs. Such enhancements should be set within Clubs Patrol Operations Manuals and Lifesaving Service Agreements.

We would like to thank the many members, officers, staff and industry partners who have had input into the development of this document and the previous versions of this document.

Please apply this document to the management of your lifesaving services, and I again thank you for your ongoing professionalism and dedication.

Yours in lifesaving,

John Restuccia

Director of Lifesaving

Surf Life Saving New South Wales

TABLE OF CONTENTS

NEW SOUTH WALES

Date: 12th September 2016

TABLE OF CONTENTS

NEW SOUTH WALES

Date: 20th September 2014

TABLE OF CONTENTS

NEW SOUTH WALES

Date: 20th September 2014

TABLE OF CONTENTS

NEW SOUTH WALES

Date: 20th September 2014

LS1

WORK HEALTH & SAFETY

SURF LIFE SAVING
NEW SOUTH WALES

LS1.1 WORK HEALTH & SAFETY

Date: 20th September 2016

NEW SOUTH WALES

A NOTE FROM THE SURF LIFE SAVING NSW BOARD

Upholding a positive culture towards health and safety of volunteers, staff and the public is not only a legal requirement (as set out in the Work Health and Safety legislations), but also a moral duty on those in charge and within leadership positions. It is of the utmost operational importance to SLSNSW. SLSNSW exists as a lifesaving organisation and therefore endeavours to assure the very highest standards of health and safety for all volunteers and staff, as well as anyone else that may be affected by what we do.

Health and safety is not a separate issue to be managed, but is an integral part of all surf lifesaving activities. All SLSNSW Operational Procedures will have health and safety implications and any decision or action taken will affect the health and safety of volunteers, staff and third parties.

Surf Life Saving New South Wales' ultimate goal is to promote a culture where all members understand that SAFETY COMES FIRST!

PURPOSE

The purpose of this Standard Operating Procedure is to communicate the health and safety responsibilities of our surf lifesaving volunteer personnel with the aim of ensuring a safe and healthy environment for lifesavers and others at all times.

POLICY

All surf lifesaving volunteer personnel are required to perform their tasks in a safe manner and follow Surf Life Saving policies, procedures and established work practices.

All surf lifesaving volunteer personnel are required to meet their responsibilities under the Work Health and Safety Act 2011.

PROCEDURE

Smoking

Smoking while on active lifesaving duties is not permitted.

Smoking of any substance is prohibited in all Surf Life Saving buildings, facilities and vehicles.

Surf lifesaving personnel must not smoke while in uniform, in the public's view or while representing the organisation.

Smoking brings with it additional hazards in terms of fire safety. Surf lifesavers must ensure others do not smoke near oxygen equipment, fuel or in other circumstances where there is an increased risk of fire or explosion.

Alcohol

Alcohol is not to be consumed whilst wearing any Surf Life Saving uniform.

Lifesaving service personnel should not undertake patrolling duties with a blood alcohol level higher than 0.05%.

Lifesaving service personnel that are on their provisional driving license should have a blood alcohol limit of 0% if operating any lifesaving vehicle.

Lifesaving personnel acknowledge and agree that they may be breath tested at any time to ensure they are meeting these requirements.

LS1.1 WORK HEALTH & SAFETY

NEW SOUTH WALES

Drugs

The use of drugs prescribed by a doctor for medicinal or recuperative purposes may be taken however the Patrol Captain must be advised as to the type of medication and all possible side effects.

If these prescribed drugs impair or disrupt your senses, you must advise the Club Captain immediately and cease surf lifesaving patrol duties until you have completed the prescribed course of medication.

Surf lifesaving personnel are responsible for monitoring their own condition and communicating any changes in medical state to the Patrol Captain.

The improper use of non-prescription and prescription drugs in the course of duties is completely prohibited.

Surf lifesaving personnel must not present themselves for duty whilst under the influence of any illegal drug.

Operating Gear and Equipment

Surf lifesaving personnel must adhere to all legal blood alcohol limits for the operation of gear and equipment, including vehicles i.e. ATV and Powercraft.

Persons impaired by drugs and/or alcohol are not permitted to operate gear and equipment under any circumstances.

Surf lifesaving personnel must attend task specific training as provided and adhere to Surf Life Saving procedures.

Surf lifesaving personnel must not operate plant or equipment unless authorised and qualified as per Surf Life Saving NSW requirements.

Penalties for Breaches

Surf lifesaving personnel who present themselves for duty whilst suspected to be under the influence of alcohol and/or drugs may be immediately suspended from duties and referred for disciplinary action.

Any lifesaver who knowingly allows a person to carry out duties whilst under the influence of alcohol and/or drugs will also be subject to disciplinary action.

Cases that indicate evidence of illegal drug use shall be referred to the appropriate authorities for investigation.

Dehydration

As dehydration can cause fatigue and loss of concentration, impacting on performance of lifesaving activities, it is important to take in sufficient fluids during the course of duty. 8 to 10 glasses of water per day is advised (higher depending on external factors such as temperature, time of day and physical exertion).

To minimise the effects of dehydration which in extreme cases may lead to heat exhaustion and heat stroke, lifesaving personnel must ensure they are not without a water/sunscreen break for more than one hour. Tents and other shaded areas should be used where possible.

LS1.1 WORK HEALTH & SAFETY

NEW SOUTH WALES

Sun Safety

Lifesavers are required to follow necessary precautions to protect themselves from the effects of UV radiation. Steps may include:

1. Reduce exposure to the sun by using shade i.e. Tent.
2. Wear sun protecting clothing such as lifesaving uniform (long sleeve shirt, rash vest, knee length shorts).
3. Wear a wide brimmed hat.
4. Apply broad spectrum sunscreen regularly.
5. Wear UV protective sunglasses.

It is recommended that surf lifesaving personnel check their skin regularly for suspicious spots and address any concerns with a doctor.

REFERENCE

Guidelines to Safer Surf Clubs

SLSA Policies:

a) Sun Safety 2.1
b) Rehabilitation and Return to Work 2.4
c) Disinfection of Equipment 3.1
d) All Terrain Vehicles 4.5
e) Illicit Drugs in Sport 6.23

The Cancer Council of Australia

Sports Medicine Australia

LS1.2 SHARPS

Date: 20th September 2016

NEW SOUTH WALES

PURPOSE

To raise the awareness of "sharps" as an important aspect of lifesaving.

POLICY

Management

There are two aspects to sharps management:

1. Education (community and lifesaving services personnel).
2. Prevention and response.

The Law

In Australia it is not an offence to possess sterile needles and syringes. However it is an offence to dispose of injecting equipment in an unsafe manner.

Safe Disposal

All used needles and syringes should be placed immediately after use in a properly sealed, rigid walled, puncture proof container and disposed of in your nearest public sharps disposal bin.

Prevention and Response

- Provision of sharps disposal containers.
- Beach cleaning services (identification and removal of sharps).
- Access to portable sharps containers and safe handling equipment.
- First aid training in general hygiene requirements and treatment of needle stick injuries.

What to do if you find an unsafely discarded needle/syringe

If you find a needle and syringe:

- Find and put on latex/rubber gloves if possible.
- Do not put your hands in any hidden or hard to access places (e.g. drain pipes, toilets or thick bushes).
- Do not attempt to recap the needle.
- Use a sharps container or find a rigid walled, puncture resistant, sealable container (plastic bottles are good if no disposal containers are immediately available).
- Bring the container and place on ground beside the needle/syringe.
- Do not hold the container upright in your hands as you are disposing of the needle/syringe.
- Pick up the needle/syringe by the middle of the barrel keeping the sharp end facing away from you at all times.
- Place the needle/syringe in the container sharp end first; and securely close the lid, holding the container at the top.
- Remove gloves (if appropriate and wash hands with running water and soap).
- Place the sealed container into your nearest Needle and Syringe Program (NSP) for disposal as medical waste.
- Other items that have come into contact with blood should be disposed of in the same container as the used needle/syringe, or placed into double plastic bags and then into rubbish, or taken to a NSP for disposal.
- Advise children to inform an adult if they find unsafely disposed of needles/syringes.
- Call the Clean Needle Hotline, 1800 NEEDLE (1800 633 353) to report any incidents of unsafely discarded needles and syringes.

LS1.2 SHARPS

NEW SOUTH WALES

Needle Stick Injury

Reports of needles being found on or near beaches are becoming increasingly common. Due to the risks of Hepatitis B, Hepatitis C and HIV infection, all needle stick injuries must be regarded as potentially serious. Even the tiniest break in the skin should be reported to the patient's doctor or the nearest major hospital.

At the earliest stage, Hepatitis B can be prevented by prompt injections. The sooner they are given an injection the better.

- Stay calm.
- Promote bleeding at the site by gently pulling the wound apart.
- Scrub the area gently, but thoroughly, in hot soapy water.
- Wearing gloves and using forceps or tongs, dispose of needles in a sharps container so that the sharp end presents no further risk to anyone. Remember to take the container to the sharp, not the sharp to the container.
- Send the patient to hospital for treatment and blood tests (advise them it is just a precautionary measure).
- If the needle is still stuck in the skin, treat as a foreign body wound.
- Report the injury (Incident Report Log).
- Consider the need for counselling of the injured person.

Further Information on Disposal

The Clean Needle Helpline (1800 NEEDLE/1800 633 353) is available to access information regarding needle stick injury. Report incidents of unsafely discarded needles and syringes and to find out where and how used sharps can be safely disposed of. This service is available 24 hours, seven days a week, and is run by the Alcohol and Drug Information Service (ADIS). **Note:** The hot line is staffed - Monday to Friday 8.00am - 6.30pm with an answering machine at other times.

LS2

INFORMATION MANAGEMENT

SURF LIFE SAVING
NEW SOUTH WALES

LS2.1 INFORMATION MANAGEMENT & ONLINE SERVICES

NEW SOUTH WALES

Date: 20th September 2016

PURPOSE

To provide an overview of the key information management tools for lifesaving operations.

POLICY

Surf Life Saving NSW (SLSNSW) is committed to the quality management of key lifesaving data and information.

SLSNSW supports alignment and adherence to the centralised lifesaving information management tools available through SLSA, namely SurfGuard and Members Portal.

PROCEDURE

The following provides a general overview of requirements. For specific milestones and due dates clubs/members should refer to the relevant pre-season circulars/memos released annually.

SLSA Members Portal

- **Lifesaving Online** is a self-service membership portal for members of clubs and support organisations in Surf Life Saving. You can renew membership, apply to join a club and check your details, awards and patrol hours from this site. www.lifesavingonline.com.au
- **Members Portal**
  This Members portal currently contains a library, a central news and information area and a forms and workflow area for members. From this site members can:
  - Download a Circular
  - View job adverts
  - Read local and national surf lifesaving news
  - Apply for a Service Award
  - Submit a news item
    See https://portal.sls.com.au/wps/portal/member/ for more information

Surfguard

- Branch/Club **service profile** (contact details and Office holders) updated on SurfGuard www.surfguard.slsa.asn.au
- Club/Service **patrol teams/rosters** inputted and managed through SurfGuard (also feeds into beachsafe portal for public information about patrolled locations)
- **Branch/club teams** created and updated, including:
  - RWC Teams
  - Duty Officer Teams
  - SurfCom Teams
  - Club Emergency Response (Callout) Teams
  - Patrol Audit Teams
- **Gear and Equipment** information updated (pre- and post inspections) as well as whenever equipment is sold or disposed of.
- **Proficiencies, Awards & Assessments** - All proficiencies must be completed and entered into SurfGuard by December 31st annually.
- **Patrol Log and Incident Logs**
  Club/service patrol information requires input into SurfGuard (IRD) within 2 weeks of patrol/incident date.
- **SMS/Group Emailing Functions**

SMS/Text functions in SurfGuard assist Branch/Club Officers and Patrol Captains manage their services and improve effectiveness of communications.

SYSTEM TRAINING/HELP

SurfGuard and SurfCom training are available from SLSA and should be actioned through a Branch request to SLSA. Training sessions ideally are run as single group.

A SLSA IT helpline is available 7 days a week at 1300 724 006.

SLSA SurfGuard Manual is available at www.surfguard.slsa.asn.au

Online training 'Playpens' are also available. These 'dummy' systems allow appropriately authorised personnel to practice using the systems without affecting information. Contact SLSA for more information and visit http://sls.com.au/infotech/quicklinks.

SLSA SURF STORE

A central lifesaving equipment and supply store is available through SLSAs' SLS Members Portal: www.portal.sls.com.au

Only 'Surf Store Administrators' can access lifesaving specific equipment. To update 'Surf Store Administrators'; see the officer positions section of SurfGuard for your Organisation.

REFERENCE

www.portal.sls.com.au

www.beachsafe.org.au

www.surfcom.org.au

LS2.2 WWW.BEACHSAFE.ORG.AU

PURPOSE

To outline the single public safety information portal that should be used by all lifesaving services.

POLICY

Lifesaving services shall align and promote consistent public safety messages to all stakeholders.

PROCEDURE

www.beachsafe.org.au provides consistent public safety information and patrolled locations/times to the public in both website and smart-phone application formats. Patrol service information inputted into SurfGuard aligns directly to public information available through beachsafe.

www.beachsafe.org.au shall be the central reference point for all public safety information released internally and externally by lifesaving services.

This shall include:

- Media Releases/media enquiries – key safety messages should align and media releases/enquiries should be referred to 'beachsafe' for more information.
- Branch/Club/Service websites – safety information tabs/pages should link directly to 'beachsafe'.
- Public information/education collateral – should align key messages and reference 'beachsafe'.
- Social media posts regarding public safety information should refer to 'beachsafe'.
- External partners/agencies should be encouraged to link their websites, media releases and other communications regarding beach/surf safety to 'beachsafe'.

REFERENCE

www.beachsafe.org.au

LS2.3 PUBLIC EMERGENCY CONTACT INFORMATION

Date: 20th September 2016

PURPOSE

To outline 'public emergency contact information,' for promotion by lifesaving services.

POLICY

Surf Life Saving New South Wales has in place structured emergency communication processes which must be adhered to by all members/clubs/services.

This structure is founded on 'Triple Zero' and includes complementary systems such as the Surf Emergency Response System (13SURF) SurfCom (radio) protocols and other centralised information (beachsafe).

PROCEDURE

Public Emergency Contact Information

Lifesaving services shall promote 'Triple Zero' (000) as the public avenue for reporting emergencies.

Note: For in-water specific incidents/emergencies, lifesaving services should promote '000 – Police'.

Branches/clubs/services **shall not** promote any other emergency contact information (other than 'triple 0') to the public. This includes any local/regional emergency contact information for a club/service or individual member.

The Surf Emergency Response System (13SURF) must not be promoted to the public/media or any parties, other than to the appropriate emergency services, by the appropriate SLS officers.

Triple Zero (000) is Australia's primary telephone number to call for assistance in life threatening or time critical emergency situations. Dialling 112 directs you to the same Triple Zero (000) call service and does not give your call priority over Triple Zero (000).

Club answer-phone messages

All dedicated landline and mobile lifesaving service phones shall provide a consistent initial answer-phone message (excluding call-divert systems).

"You have called 'Club/Service Name', if this is a rescue emergency please hang up and dial triple zero, ask for Police and include a cross street or point of reference."

LS2.3 PUBLIC EMERGENCY CONTACT INFORMATION

Clubhouse emergency contact signage

Club/service facilities should provide consistent emergency contact information on key locations (SLSC, towers etc) to assist the public at unpatrolled times. This information should read "In an Emergency Dial 000 for Police'.

The following symbol should be displayed with said information

References:

http://www.triplezero.gov.au/Pages/default.aspx

http://www.vcc.vic.gov.au/assets/media/files/SignageManual3.pdf

LS2.4 MEDIA

Section: LS2 Information Management **Page:** 1 of 3

Date: 20th September 2016

NEW SOUTH WALES

PURPOSE

To outline acceptable parameters for the use of social media regarding lifesaving operations.

This policy aims to provide principles to follow when using social media. This policy does not apply to the personal use of social media platforms by SLSNSW members or staff where the SLSNSW member or staff makes no reference to SLSA or related issues.

POLICY

Social media offers the opportunity for people to gather in online communities of shared interest and create, share or consume content. As a member-based organisation, Surf Life Saving NSW recognises the benefits of social media as an important tool of engagement and enrichment for its members.

SLSA, its state centres, branches and clubs have long histories and are highly respected organisations. It is important that Surf Life Saving's reputation is not tarnished by anyone using social media tools inappropriately, particularly in relation to any content that might reference the organisation.

When someone clearly identifies their association with Surf Life Saving (SLS), and/or discusses their involvement in the organisation in this type of forum, they are expected to behave and express themselves appropriately, and in ways that are consistent with SLSAs stated values and policies.

PROCEDURE

This policy applies to SLSA members, staff or any individual representing themselves or passing themselves off as being a member of SLSA.

This policy covers all forms of social media. Social media includes, but is not limited to, such activities as:

- Maintaining a profile page on social or business networking sites (such as LinkedIn, Facebook, Shutterfly, Twitter or MySpace);
- Content sharing include Instagram (photo sharing) and YouTube (video sharing);
- Commenting on blogs for personal or business reasons;
- Leaving product or service reviews on retailer sites, or customer review sites;
- Taking part in online votes and polls;
- Taking part in conversations on public and private web forums (message boards); or
- Editing a Wikipedia page.
- The intent of this policy is to include anything posted online where information is shared that might affect members, colleagues, clients, sponsors or Surf Life Saving as an organisation.

USAGE

For SLSNSW members and staff using social media, such use:

- Must not contain, or link to, libellous, defamatory or harassing content. This also applies to the use of illustrations or nicknames;
- Must not comment on, or publish, information that is confidential or in any way sensitive to SLSA, its affiliates, partners or sponsors; and
- Must not bring the organisation or surf lifesaving into disrepute.

LS2.4 MEDIA

NEW SOUTH WALES

BRANDING AND INTELLECTUAL PROPERTY (IP)

It is important that any trademarks belonging to SLSA or any state centre, branch or club are not used in personal social media applications, except where such use can be considered incidental – (where incidental is taken to mean "happening in subordinate conjunction with something else").

Trademarks include:

- Club, branch and SLSA logos;
- The "Life of the Beach", "Whatever it Takes" or any other associated slogans; images depicting surf lifesaving volunteers, staff and/or equipment, except with the permission of those individuals;
- Other SLSA imagery including the red and yellow flags, the SLSA red and yellow caps or the official SLSA red and yellow patrol uniforms.

OFFICIAL SURF LIFE SAVING (SLS) BLOGS, SOCIAL PAGES AND ONLINE FORUMS

When creating a new website, social networking page or forum for staff/club member use, care should be taken to ensure the appropriate person at a club/branch/state level has given written consent to create the page or forum.

Similarly, appropriate permissions must be obtained for the use of logos or images. Images of minor children may not be replicated on any site without the written permission of the child's parent and/or guardian.

For official SLS blogs, social pages and online forums:

- Posts must not contain, nor link to, pornographic or indecent content;
- Some hosted sites may sell the right to advertise on their sites through 'pop up' content which may be of a questionable nature. This type of hosted site should not be used for online forums or social pages as the nature of the 'pop up' content cannot be controlled;
- SLS employees must not use SLS online pages to promote personal projects; and
- All materials published or used must respect the copyright of third parties.

CONSIDERATION TOWARDS OTHERS WHEN USING SOCIAL NETWORKING SITES

- Social networking sites allow photographs, videos and comments to be shared with thousands of other users. SLSNSW members and staff must recognise that it may not be appropriate to share photographs, videos and comments in this way. For example, there may be an expectation that photographs taken at a private SLS event will not appear publicly on the internet. In certain situations, SLSNSW members or staff could potentially breach the privacy act or inadvertently make SLSNSW liable for breach of copyright.
- SLSNSW members/staff should be considerate to others in such circumstance and should not post information when they have been asked not to or consent has not been sought and given. They must also remove information about another person if that person asks them to do so.
- Under no circumstance should offensive comments be made about SLSA members or staff online.

LS2.4 MEDIA

BREACH OF POLICY

SLSA, State, branches and clubs continually monitor online activity in relation to the organisation and its members. Detected breaches of this policy should be reported to SLSNSW.

If detected, a breach of this policy may result in disciplinary action from SLSNSW or SLSA. A breach of this policy may also amount to breaches of other SLSNSW and SLSA policies.

PRIVILEGE OF INFORMATION

This policy applies to all SLS members and personnel. However; members who operate in a capacity/role where they may be privileged to information must be made especially aware of this policy.

This applies, but is not limited to roles such as SurfCom Operator/Supervisor or Branch or State Duty Officers.

Employees of the Australian Lifeguard Service are included.

REFERENCE

SLSA Policy 6.20 – Use of Social Media

LS2.5 DANGEROUS SURF WARNINGS (DSW)

PURPOSE

To outline parameters for the dissemination of Dangerous Surf Warnings (DSW) to internal and external stakeholders.

POLICY

Release of warning and operational information shall be undertaken by authorised State/Branch/Club personnel only.

PROCEDURE

Definition: A Dangerous Surf Warning (DSW) shall be deemed as any 'release' of a warning to the media/public other services regarding forecast high-risk surf/weather conditions.

The Dangerous Surf Warning system shall be administered by SLSNSW under its arrangement with the Bureau of Meteorology (BOM).

DSW – MEDIA

SLSNSW shall be responsible for disseminating DSW information to the media via a Media Advisory. Authorised branch/clubs/services may in addition to that 'release' provide local/regional advice and information to the media.

Branches/Clubs/Services shall not release a DSW to the media without SLSNSW approval.

DANGEROUS SURF WARNING PROTOCOL (GENERAL)

The following BOM/SLSNSW protocols are in place to best identify and provide warnings:

1. BOM forecasters identify potential dangerous surf situations 48-24hrs prior;
2. BOM provide SLSNSW a 'heads-up' notification regarding potential DSW;
3. SLSNSW prepare SMEAC and Media Releases;
4. BOM confirm DSW and impact area/timeframe;
5. SLSNSW release a SMEAC to internal and external services/emergency services;
6. SLSNSW release media advisories to impacted regions (or state wide), these releases are either: 'General' or 'Rock-Fishing specific' depending on time-of-year/risk activities;
7. SLSNSW releases translated media advisories to foreign language media (general or rock-fishing);
8. BOM advise on any changes/extensions to DSW;
9. SLSNSW provide updated information to stakeholders if deemed necessary.

LS2.6 WITNESS STATEMENTS

PURPOSE

To outline the protocol for witness statements collected by lifesaving services. Collecting witness statements is normally a part of a Critical Incident Debriefing process.

POLICY

Witness statements may be collected for the purpose of further investigation or as evidence to be presented in a court.

SLSNSW must receive copies of all witness statements and will file confidentially for future reference if required.

Personnel privy to witness statements must not forward them to any unauthorised person.

PROCEDURE

The procedure below outlines the process for collecting and filing witness statements.

1. Witness statements may be collected during or immediately at the conclusion of a critical incident.
2. Witness statements must be documented legibly on the SLSNSW Witness Statement template.
3. All witness statements are to be forwarded to the Branch Director of Lifesaving.
4. The Branch Director of Lifesaving will forward all witness statements to SLSNSW Lifesaving team.
5. SLSNSW will file witness statements.

REFERENCE

Critical Incident Debrief

SLSNSW Witness Statement

LS3

OBLIGATIONS & STANDARDS

SURF LIFE SAVING
NEW SOUTH WALES

LS3.1 LIFESAVING SERVICE AGREEMENTS/ CONTRACTS

PURPOSE

Lifesaving Service Agreement and Lifeguard Contracts are documents that specify the operations for a particular beach/service or area to which a lifesaving service operates.

POLICY

SLSNSW encourages all Clubs, Services and Support Operations to provide the most effective patrol service for the people visiting our New South Wales beaches, with a high focus on preventative methods, which enables us to reduce injury and death on New South Wales beaches.

PROCEDURE

Lifesaving Service Agreements

Lifesaving Service Agreements have been developed to allow an individual Club, Support Operations, Branch and SLSNSW to plan and implement the most appropriate lifesaving services required for their relevant area(s), taking into account the following conditions –

- History of incidents
- Beach visitation numbers
- Prevalent recreational activities
- Weather, climate conditions
- Surf conditions, i.e. High surf
- Existing hazards, i.e. Rock platforms
- State and Local Government/Council requirements

Lifeguard Contracts

Lifeguard contracts are a commercial in confidence document between the Contract Manager and Surf Life Saving Services. Surf Life Saving Services manages all Lifeguard Contracts and its contents on behalf of the organisation.

All lifeguard services shall have a lifeguard contract or Memorandum of Understanding (MOU) for the provision of services. Lifeguard contracts are negotiated and agreed upon by the delegated staff member and the Chief Executive Officer.

All lifeguards and lifeguard supervisors shall operate within the parameters of the relevant lifeguard contracts at all times.

Service Area Definitions

- **Primary Patrolling Area:** Main flagged patrolling area outlined in the Clubs Patrol Operation Manual (POM) and Lifesaving Service Agreement (LSA).
- **Additional Patrolling Areas:** Additional flagged patrolling area/s, i.e. Patrol area on either side of a spit (additional flagged patrols must meet minimum patrol requirements)
- **Emergency Response Area:** The emergency response area of a Club, is the tasking area in which a Clubs assets may attend an incident. Emergency response areas generally buffer response areas of neighbouring Clubs and response distances may be dependent on asset capabilities.

LS3.1 LIFESAVING SERVICE AGREEMENTS/ CONTRACTS

LSA Dispute Process

If there is a dispute (no agreement) between the club, respective branch and Surf Life Saving New South Wales that cannot be rectified/resolved during the normal negotiation process, a dispute resolution process can be pursued where three independent Branch Directors of Lifesaving will form a panel to consider the signing of the existing Lifesaving Service Agreement or an amended agreement.

The dispute resolution process is separate to the granting of exemptions for Clubs and occurs during the Lifesaving Service Agreement Review every which is conducted every 3 seasons.

Scope

Lifesaving Service Agreements shall be completed for the following services:

- ALS/Council Patrol times
- Club Beach Patrols
- RWC Operations
- ORB Operations
- JRB Operations
- Emergency Response Beacons
- Mobile Operations

Lifesaving Service Agreements Policy

The Lifesaving Service Agreement is issued under Rule 44 of the SLSNSW Constitution by the SLSNSW Executive as Regulations for the proper advancement, encouragement, management and administration of SLSNSW. SLSNSW By-Laws are binding on all members of Surf Life Saving in NSW. As Regulations, the agreement comprises part of the rules framework of SLSNSW and all lifesaving services are obliged to execute this agreement.

Clubs, Support Operations and Branches that do not execute the agreement will have contravened SLSNSW Regulations. The agreement is subject to, and will be interpreted in accordance with, the SLSNSW Constitution.

Clubs and Support Operations whose Constitution do not comply with the relevant State Constitution and vary from the above, should take the necessary steps to ensure that the constitution does under the SLSNSW Regulations of Affiliation.

The Lifesaving Service Agreements shall be negotiated and endorsed by the respective Branch Director of Lifesaving and SLSNSW prior to the commencement of each patrolling season or extended agreed period (as appropriate).

The persons responsible for the negotiation of the Lifesaving Service Agreements on behalf of their relevant committee/executive shall be the Branch Director of Lifesaving and the Club/Service Captain (or equivalent) of the affiliating Club/Service in consultation with the SLSNSW Director of Lifesaving and Lifesaving Manager.

All Club, Service and Branch Lifesaving Service Agreements shall be sent to SLSNSW and received no later than September 1 of each year of review (agreements may be signed for a period beyond 1 year).

The Board of SLSNSW reserves the right to make alterations to minimum service requirements based on special and/or unforseen circumstances, provided such is based on evidence or mandated requirements (i.e change in legislation).

LS3.1 LIFESAVING SERVICE AGREEMENTS/ CONTRACTS

Special Exemption/Alteration Requests

In special circumstances clubs/services may request consideration of an exemption/alteration to specified requirements within a lifesaving service agreement. Such a request must be made in writing to the SLSNSW Director of Lifesaving no later than September 1st of the relevant year and have the signed endorsement of the Club President and Club Captain, Branch President and Director of Lifesaving. A request must be supported by clear evidence/need and include a specific plan and timeline to re-establish full capacity.

Note: Exemption/alteration allowances may have implications on a clubs surf sports competition involvement for the duration of the exemption period.

LSA Dispute Process

If there is a dispute (no agreement) between the club, respective branch and Surf Life Saving New South Wales that cannot be rectified/resolved during the normal negotiation process, a dispute resolution process can be pursued where three independent Branch Directors of Lifesaving will form a panel to consider the signing of the existing Lifesaving Service Agreement or an amended agreement.

The dispute resolution process is separate to the granting of exemptions for Clubs and occurs during the Lifesaving Service Agreement Review every which is conducted every 3 seasons.

Where a new signed agreement is NOT achieved by the start of the patrol season, the Lifesaving Service Agreement from the previous year will continue until a new Lifesaving Service Agreement is signed and endorsed by all parties.

REFERENCE

SLSNSW Lifesaving Service Agreements

SLSNSW Patrol Operation Manuals

SLSNSW Guide to dealing with breaches of minimum lifesaving standards

SLSS Lifeguard Contracts (Commercial in Confidence)

LS3.2 LIFESAVING SERVICE REQUIREMENTS (minimum)

NEW SOUTH WALES

Date: 20th September 2016

PURPOSE

To outline the lifesaving service requirements of Surf Life Saving NSW (SLSNSW).

POLICY

Lifesaving Regulations

Each lifesaving service shall be responsible for patrolling the beach(es) or water areas under its jurisdiction in accordance with their Lifesaving Service Agreement/contract, the SLSNSW Standard Operating Procedures and SLSA Policies.

Local operations may set minimum requirements that apply to their local area of operations over and above State and National minimum requirements. No lifesaving service may set minimum requirements beneath the minimums set by State and National bodies (unless endorsed by the SLSNSW Board).

PROCEDURE

Minimum Lifesaving Season - Surf Life Saving Clubs and Support Operations

SLSNSW affiliated Club/Services must provide lifesaving services on Saturdays, Sundays and Public Holidays from the first day of the Spring NSW public school holidays to the last Sunday of the Autumn NSW public school holidays (or ANZAC Day if it falls after and is endorsed by the NSW Board). The specific dates for the each season are dated in the individual Lifesaving Service Agreements.

Clubs are encouraged to operate over and above the minimum requirements of the official patrol season where local conditions and visitations demand and should confirm the best means to achieve this within their Lifesaving Services Agreement and Patrol Operations Manual.

Any alterations to a lesser minimum patrol season must be authorised by the SLSNSW Board. Extensions beyond the minimum patrol season must be authorised by the SLSNSW Board.

Minimum Lifesaving Season – Lifeguard Services

Lifeguard services seasons are stipulated with each individual contract schedule. These vary from contract to contract, however all effort is made to ensure that times patrolled by volunteer lifesavers are consistent with that of lifeguard services.

Any alterations to the lifeguard contracted time must be dually authorised by the Lifeguard Manager and the Contractee in writing (unless in an emergency).

Lifesaving Operational Times

Minimum lifesaving service times are determined by both the local level (i.e. Clubs, Branch/Council) in conjunction with SLSNSW, taking into consideration hazards/risks/beach patronage/recreational activities and prevailing environmental conditions etc. The specific times of patrolling for each season shall be listed in the Lifesaving Service Agreement/Contract and may be listed and agreed for a period in extension to 1 year (i.e 3 year).

Any reductions to patrol times set within the lifesaving service agreement must be approved by SLSNSW Board.

Note: It is pertinent that minimum start and finish times are applied as consistently as possible to all lifesaving services across regions, as it enables these to be advertised to the public and maximise public safety/communication around supervised swimming locations/times.

LS3.2 LIFESAVING SERVICE REQUIREMENTS (minimum)

Lifesaving Personnel/Qualifications

All club patrols shall at a **minimum** have on-duty the following personnel with the following qualifications, for the duration of the base patrol.

- 3 x Bronze (Cert II) qualified members (proficient)
- 1 x IRB Driver (proficient)*
- 1 x IRB Crew (proficient)*
- 1 x ARTC (proficient) *
- 1 x Silver Medallion Beach Management*

**Note: These awards may be held by the 3 x Bronze holders.*

Branches and/or clubs may set minimum personnel number and qualification requirements above the SLSNSW minimums and such should be reflected in their specific Lifesaving Service Agreement and Patrol Operations Manual.

REFERENCE

Lifesaving Service Agreement

Patrol Operations Manual

LS3.3 CLUB PATROL REQUIREMENTS

NEW SOUTH WALES

PURPOSE

To outline the minimum types and placement of rescue equipment and lifesaving personnel for general operations.

POLICY

Lifesaving services must operate one of the three core patrol types.

A sub-patrol type must only be established in addition to a core patrol and cannot operate independently of a core patrol.

There is no definition of a 'surveillance patrol' as this is not a recognised patrol type.

PROCEDURE

Patrol Types

The three core patrol types and the three sub-patrol types are:

Core Patrols	Sub-Patrols
1. Base Patrol	a) Roving Patrol b) Outpost Patrol c) Satellite Patrol
2. Foul Weather Patrol	
3. Beach Closed Patrol	

1. Base Patrol

Definition: A Base Patrol is the core patrolled area for a lifesaving service established at all times and dates as identified in the Lifesaving Service Agreement. A Base Patrol must meet all minimums for personnel and equipment as stated below to be considered 'beach open'.

A Base Patrol may be supported by multiple Sub Patrols to effectively manage the beach operations as identified in the services Patrol Operations Manual.

Lifesaving personnel and qualifications (minimum)

A volunteer surf club patrol shall consist of the following minimum personnel:

- 1x Silver Medallion Basic Beach Management *
- 3x Bronze Medallion (Cert II) qualified members
- 1x Advanced Resuscitation Techniques (proficient) *
- 1x Silver Medallion IRB Driver (proficient) *
- 1x IRB Crew (proficient) *

*The above qualifications may be held by the 3 x Bronze Medallion members. Where required, the Patrol Captain may be the award holder of any/all of the above minimum requirements.

Should a sub patrol be established, the minimums and resources above must be maintained at the Base Patrol.

Minimum Equipment

Lifesaving equipment shall be functional, available for immediate use (rescue ready) and in position at the scheduled patrol start time and remain on duty throughout the duration of the operational hours.

LS3.3 CLUB PATROL REQUIREMENTS

NEW SOUTH WALES

The following gear & equipment items shall be deployed/available at a minimum for all Surf Life Saving patrols.

Primary Patrolling Equipment

- Pair of RED and YELLOW Feathered Patrol Flags (base frames optional)
- Pair of BLACK and WHITE quartered flags (surfcraft prohibited signage attached)
- Inflatable Rescue Boat (IRB), including 25HP outboard motor, fuel bladder and accessories
- 2 x Level 50 SLSA approved lifejackets (PFD)
- 3x Handheld Radios in Waterproof Bags (Patrol Captain, Patrol Vice-Captain and IRB)
- 1 x All-Terrain Vehicle (ATV) or Vehicle (where applicable)
- 1 x Patrol shelter or tent (including sufficient tie downs/ anchors)
- 1 x Pair of binoculars
- 2 x Rescue Boards
- 3 x Rescue Tubes
- 1 x Defibrillator (AED)
- 1 x Oxygen Resuscitator kit
- 1 x First aid kit (including sharps container)
- 1 x Spinal board
- 1 x Whistle
- 1 x Pair swim fins
- 1 x First aid bum bag
- 1 x pair of signal flags
- 1 x loud hailer/ PA system
- 1 x Emergency Evacuation Alarm (loud hailer applicable)
- 2 x Signal flags (orange with blue stripe)
- 1 x Emergency evacuation flag (red and white quartered)
- Access to sunscreen (min: SPF 30+)

Primary Patrolling Signage

- 2 x "Rescue Craft Access Area" mobile signs (IRB/ RWC operating zone)
- 2 x "Swimming Not Advised" mobile signs
- 2 x "Beach closed" mobile signs
- 2 x "Blue Bottle" mobile signs

Primary Patrolling Resources

- SLSNSW Standard Operating Procedures (e-copy available)
- Patrol Operations Manual (e-copy available)
- Patrol Captain's Procedure Guide flip book (e-copy available)
- Patrol Log Book
- Incident Log Book
- IRB Log Book

Optional Patrolling Equipment

- Patrol Information Board

Process

1. Refer to LS SOP 7.1-7.5
2. Should a Sub-Patrol be required, refer to the Sub Patrol section in following pages.

LS3.3 CLUB PATROL REQUIREMENTS

Minimum Equipment

a) Red and Yellow Feathered Patrol Flags
b) Black and White Chequered Surfcraft Boundary Flags
c) 2x Handheld Radios in Waterproof Bags
d) Tower or Shade (tent)
e) 1x Pair of Binoculars
f) 1x Rescue Board
g) 1x Rescue Tube
h) 1x First Aid Kit

Patrol Uniform

- Uniform must meet the SLSA minimum standards (SLSA shirt, shorts, quartered cap and peak cap/wide brim hat). Members wishing to wear a jacket on patrol are to wear an approved SLSA jacket.
- Consideration of wet weight should be assessed when selecting clothing items for use in an IRB. A rash shirt and/or wet suit is recommended, to be worn in conjunction with a compulsory PFD.

Equipment Placement

Equipment should be placed as follows:

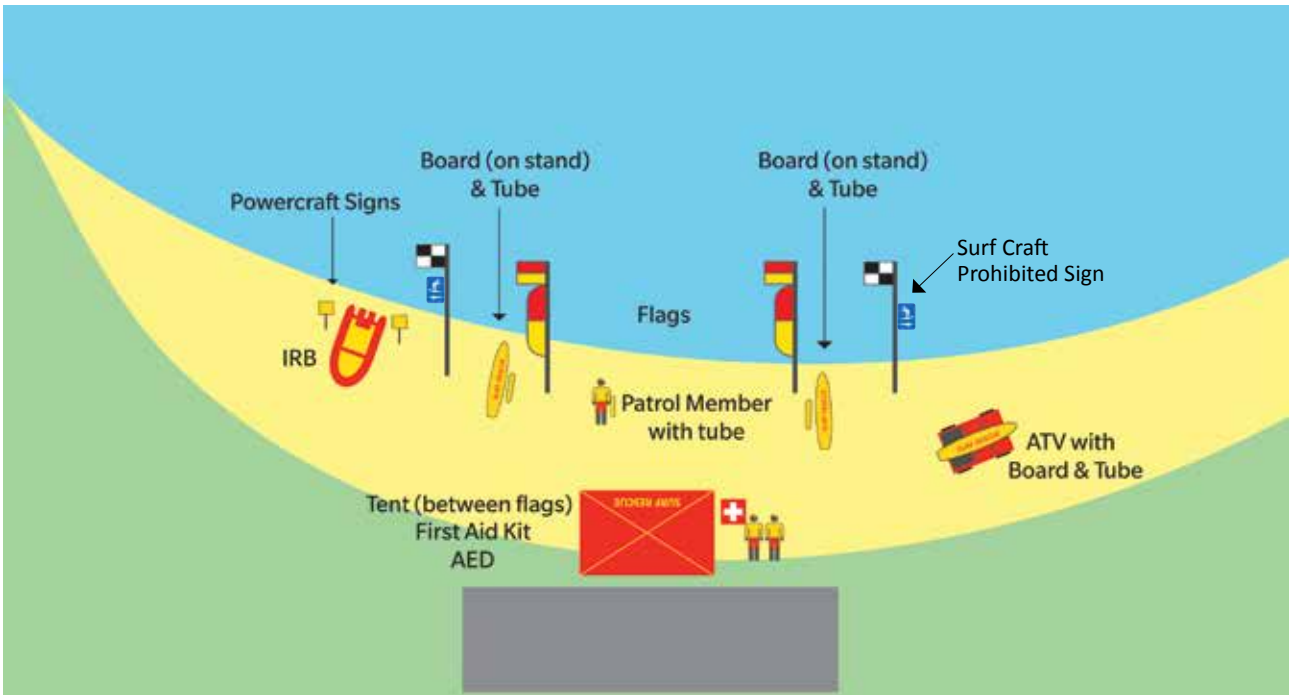
- Patrol flags shall be placed no more than 15 metres from the water at any stage.
- Rescue Tubes are to be placed on Rescue Board stand (or on Rescue Board), at the waters edge. They should also be available at the lifesaving base and vehicle.
- Rescue Tubes must also be carried on the ATV when on roving patrols.
- Rescue Boards are to be placed on the water's edge in board-stands in the most appropriate area and in the 'rescue ready' position.
- First Aid Kits, Oxygen Resuscitation Kit, Spinal Board and the Defibrillator Kit are to be kept in the Patrol Area/ATV – easily accessible at all times (this should include splints and other accessories).
- Other equipment should be placed with consideration to local operational requirements as set in the service Patrol Operations Manual.
- Tent in between flags.
- Radios with Patrol Captain and IRB Driver when in operation.

Inflatable Rescue Boat (IRB) specific

- The IRB should be positioned on the beach near to the water's edge in such a position that it can be launched & recovered quickly without posing a risk to beach visitors and/or lifesaving personnel.
- Rescue Craft Access Signs (2) should be erected either side of the IRB/RWC launching/retrieval area.
- Unless necessary IRBs shall be left on a trailer with the stern facing the ocean. If necessary to position the IRB on the sand for a long period of time the trailer should be removed from the beach.

LS3.3 CLUB PATROL REQUIREMENTS

Deployed lifesaving equipment layout for a Patrol



2.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:

1. Patrol Captain to conduct risk assessment to ascertain if a Foul Weather Patrol is suitable.
2. 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.
3. Patrol Captain does not need to advise SurfCom that the service is now operating a Foul Weather Patrol.
4. 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 where a constant visual of the patrol location can be maintained.
5. 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.

LS3.3 CLUB PATROL REQUIREMENTS

NEW SOUTH WALES

3. 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

1. Patrol Captain to conduct risk assessment to ascertain if a 'Beach Closed Patrol' is suitable.
2. 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.
3. 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.
4. 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.
5. Patrol Captain to advise SurfCom that the service is now operating a 'Beach Closed Patrol' and why. "SurfCom this is South Narrabeen, be advised we are currently operating a Closed Beach Patrol due to dangerous conditions, over".
6. Lifesavers should maintain an effective position to provide surveillance of the patrolling area. If a Beach Closed Patrol operates for an extended period, ensure that an effective rotation roster is in place for this duty.
7. 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.
8. Patrol Captain to conduct risk assessment to ascertain if a 'Beach Closed Patrol' is suitable.
9. Patrol Captain to advise SurfCom as soon as the service establishes a "Base Patrol" and the beach is open. E.g. "SurfCom this is South Narrabeen, be advised we are now have an open beach and are no longer operating a Closed Beach Patrol, over".

LS3.3 CLUB PATROL REQUIREMENTS

Sub Patrol Types

The following Sub Patrols may only be implemented in addition to a Base Patrol.

A. Roving Patrol

Definition: A transient patrol method whereby a mobile lifesaving unit sourced from the Base Patrol, travels along the coastline (via land or water) surveying adjacent areas of water/beach as per services Patrol Operations Manual.

Process:

Any one or a combination of the following Roving Patrols may be established as per the needs of the service during patrol operations and at the discretion of the Patrol Captain.

- Minimum requirements – Foot Patrol
  - 1x Bronze Medallion member
  - Radio + aqua-bag
  - Rescue tube and fins
  - Basic First Aid Kit
- Minimum requirements – ATV Roving Patrol
  - 1x Bronze Medallion member
  - 1x Rescue Board
  - Radio + aqua-bag
  - Rescue tube and fins
  - First Aid Kit
  - Defibrillator
  - Oxygen Resuscitation Kit
  - Adherence to maximum capacity (as per ATV owner's manual)
- Minimum Requirements – IRB Roving Patrol
  - Qualified Silver Medallion - IRB Driver (proficient)
  - Qualified IRB Crewperson (proficient)
  - Radio in waterproof bag
  - 1x lifejacket for each person

B. Outpost Patrol

Definition: An Outpost Patrol is established at other areas of coastline. This sub patrol type has no patrol flags, and operates as an extension of the Base Patrol, as defined within the services' Patrol Operations Manual to provide surveillance at an area of high risk.

Process

An Outpost Patrol may be established at the discretion of the Patrol Captain. Typically it will replace the need for a roving patrol to the same location and may be established during times of high beach attendance in area with a high risk.

If an Outpost Patrol operates for an extended period, ensure that an effective rotation roster is in place for this duty.

- Minimum Requirements
  - 2x Bronze (Cert II) members (proficient)
  - 1x Rescue Tube and 1x Board
  - First Aid Kit
  - 1x Handheld Radio in waterproof bags
  - Shade

Note: All outpost patrols must be in radio communication with the main patrol at all times.

C. Satellite Patrol

Definition: A Satellite Patrol is a sub patrol type with patrol flags, and operates as an extension of the Base Patrol, as defined within the services' Patrol Operations Manual to provide surveillance at an area of high risk. A Satellite Patrol may operate almost independently of a Base Patrol due to similar minimum requirements.

Process

A Satellite Patrol may be established on a needs basis (sunny, high patronage days) – as determined by the Patrol Captain and services Patrol Operations Manual or as a consistent service provision (with minimum patrol dates and times) as stipulated within the services Patrol Operations Manual.

Lifesaving personnel and qualifications (minimum)

- 2x Bronze Medallion (Cert II) qualified members

LS3.4 MAINTAINING MINIMUM LIFESAVING STANDARDS

Date: 20th September 2016

PURPOSE

To outline the framework regarding delivery, compliance checks and issue resolution for lifesaving services in NSW.

POLICY

As providers of key public safety services SLSNSW has established in partnership with its membership, state/local government, emergency service partners and the public, minimum service expectations.

Ensuring it meets its minimum obligations is fundamental to Surf Life Saving from a public safety, member safety and credibility perspective.

All active patrolling members/clubs/services have an obligation to ensure individual and club/service minimum standards are reached and maintained consistently.

PROCEDURE

Framework

The following programs/initiatives complement each other and facilitate clear expectations and ongoing quality assurance measures at club/service/branch/state levels.

- Lifesaving Service Agreements (club/service specific)
- SLSNSW Standard Operating Procedures
- Club/Service Patrol Operations Manual (POM)
- Annual Gear and Equipment Inspections (branch delivered)
- Patrol Audit/Inspection Program (branch delivered)
- Surfguard compliance audits (branch and state delivered)

Breaches of Minimum Standards

Refer to SLSNSW Guide to dealing with breaches of minimum lifesaving standards

REFERENCE

SLSNSW Guide to dealing with Breaches of Minimum Lifesaving Standards

Lifesaving Service Agreement

Patrol Audit Program

SLSNSW Constitution

LS3.5 LIFESAVING SERVICE SHORTAGE

Date: 20th September 2016

NEW SOUTH WALES

PURPOSE

To outline the immediate procedure to mitigate risk when a lifesaving service fails to meet the minimum standards as set in the Lifesaving Service Agreement/Contract.

POLICY

In the event that a lifesaving service does not have the minimum number of qualified personnel or equipment to establish a patrol, it is vital that immediate action is taken to:

- Meet minimum standards and establish a patrol;
- Mitigate/manage risk as best able in the interim, in order to protect the bathing public.

Personnel and equipment (including signage) already on-site shall be actively engaged in surveillance, roving patrols, preventative actions and rescues even though minimum standards are not yet met to open a flagged patrol area.

SurfCom shall notify the appropriate Branch Duty Officer/s and local Lifeguard Supervisor/s to assist in coordinating any resources to assist in the short term.

Such assistance may include:

- Additional personnel from neighbouring lifesaving services;
- Support Operations positioned in the area (RWC, Duty Officer);
- Lifesaving Service Support/Club Callout Teams being activated.

The Branch Director of Lifesaving or ALS Lifeguard Manager shall be notified.

LS3.6 LIFESAVING SERVICE EXTENSION OF HOURS

NEW SOUTH WALES

PURPOSE

To provide guidance for lifesaving services in extending their operational hours past their minimum finish time.

POLICY

Lifesaving service times are allocated based on an averaged risk management approach which takes into account lifesaving operations, weather, time of year, beach visitors and the like. However these times are a minimum and may need to be extended depending on the conditions on the day (i.e. a very hot day in September may cause the public to remain longer at the beach in the afternoon).

PROCEDURE

When a lifesaving service is due to finish its operations the person in charge of the lifesaving service should conduct an assessment of the level of risk present.

Given this risk assessment it may be deemed a 'high risk' to close the patrolled area and go 'off-duty' and thus the need to extend services may be warranted. If this is the case the following should occur:

1. The Patrol Captain/Senior Lifeguard is to consult team member/s to discuss extension of hours and requirement to meet minimum lifesaving standards to do so.
2. SurfCom is to be contacted and informed of the situation at least 15miniutes prior to the end of patrol.
3. SurfCom shall notify the appropriate Branch Duty Officer/s and local Lifeguard Supervisor/s.
4. The Duty Officer/Lifeguard Supervisor should notify the appropriate personnel for any authorisation required (i.e. Council if a lifeguard patrol).
5. Relevant Support Operations are considered to assist (i.e RWCs) to either complement or substitute the patrol.

If extended hours are agreed:

1. Minimum lifesaving standards shall be required for the continuation of a patrol (including the number of Bronze Medallion holders, equipment etc).
2. The lifesaving service is to continue operations and monitor/evaluate every half an hour until making a decision to complete operations.
3. SurfCom shall continue to function until the last patrol has closed for the day.

REFERENCE

Lifesaving Service Agreement

LS3.7 PATROL/SERVICE AUDIT

NEW SOUTH WALES

PURPOSE

To outline the system for auditing lifesaving services.

DEFINITIONS

Patrol Audit:	The standardised process of assessing compliance of patrols/services to lifesaving service agreements and operations policies/procedures.
Patrol Auditor:	Branch appointed Officer who conducts/delivers Patrol Audits.
Branch:	Surf Life Saving body responsible for administration/delivery of Patrol Audit Program in the Branch.

POLICY

All lifesaving services shall be 'audited' by a Branch appointed 'Patrol Auditor', within a Branch administered patrol/service audit program, at least once every 6 weeks of the regular patrol season.

Delivery of patrol audits shall abide with the standard SLSNSW Patrol Audit Form/process.

Patrols/services must reasonably participate with a patrol audit.

SLSNSW may conduct patrol/service audits as it deems appropriate with prior approval of the State Director of Lifesaving and with prior notification to the Branch Director of Lifesaving.

Branches may choose to 'audit' components/items in addition to the minimum requirements of the SLSNSW Patrol Audit Form/process (as it deems necessary). However these shall be delivered on supplementary Branch forms (not contained within standardised SLSNSW forms or included in any SLSNSW standardised 'scoring' system).

PROCEDURE

Audit Planning/Preparation

Prior to the commencement of the patrol season, Branches shall:

- Establish a Patrol Audit Team, of appropriately experienced SLS members.
- Appoint/endorse the Patrol Auditors as Branch Officers for the season.
- Confirm reporting structure to the Branch Director of Lifesaving and identify whether a Patrol Audit Coordinator shall be appointed.
- Conduct a briefing/induction with all Patrol Auditors, including issuing appropriate resources and uniform/equipment.
- Develop an 'audit roster' to ensure appropriate number/spread of audits over the season.
- Communicate Patrol Audit process/expectations/information to all clubs/services.
- Provide to SLSNSW written confirmation of Patrol Audit preparedness.

Audit Delivery

Patrol Audits shall be delivered as per the 'SLSNSW Patrol Audit Guide' and shall utilise the standardised forms.

Patrol Auditors shall wear uniform to identify them as Branch Patrol Auditors.

Should 'excessive' patrol/service activity (public safety focused) at the time of an audit (significantly heavy workload/rescues) mean that an audit may compromise effective beach management (create an

unacceptable risk) then the Patrol/Service Captain (or Patrol Auditor) may reasonably decline participation in components which may hinder service delivery.

Note: The Patrol Auditor having recorded the details, may continue to audit the 'other' components as able (i.e equipment/beach setup/uniform etc).

Should surf conditions at the time of an audit be deemed too dangerous for in-water activities (must include beach being closed to the public for swimming) then the Patrol/Service Captain (or Patrol Auditor) may cancel in-water components and land-based only activities shall be undertaken.

In both above cases a patrol/service shall be attributed the same % of points for the water components as achieved for the land-based components (i.e. If 80% of land-based points are achieved, the patrol/service shall be attributed 80% of the water-based points automatically, rounded up to the next point).

Should the Patrol Auditor witness any clear breaches of lifesaving standards, which are creating immediate unacceptable risk to the public or members, the Patrol Auditor shall inform the Patrol/Service Captain. Should no action be undertaken to remedy the issue, the Patrol Auditor shall notify either the Branch Duty Officer or Director of Lifesaving (directly or via SurfCom).

Audit Reporting

- Following the completion of an 'audit', the Patrol Auditor shall inform the Patrol Captain of the result and provide feedback/advice as appropriate.
- Any issues requiring immediate support shall be communicated to the Duty Officer and Branch Director of Lifesaving or on-duty Duty Officer.
- A copy of the 'audit form' shall be sent to Branch within 1 week of being conducted.
- A copy of the 'audit form' shall be retained with the Patrol Audit Logbook.
- Branch shall input the date/score/relevant information into a central spreadsheet and retain a copy of the 'audit form' on file.
- Branch shall send progress reports (spreadsheet) to SLSNSW (in November, February) and submit a final report/spreadsheet in May as per Annual Compliancy requirements.
- SLSNSW may request copies of specific or all patrol audit forms if required at any stage over the year, with reasonable notice.

REFERENCE

SLSNSW Patrol Audit Guide

SLSNSW Patrol Audit Form

Patrol Auditor – Job Description

SLSNSW Guide to dealing with breaches of minimum lifesaving standards

Annual Compliancy Circular

LS3.8 GEAR AND EQUIPMENT INSPECTIONS

Date: 20th September 2016

NEW SOUTH WALES

PURPOSE

To outline the annual gear and equipment inspection program and identify the programs requirements, processes and benefits for all Surf Life Saving clubs, services and support operations.

The annual gear and equipment inspection program ensures all Surf Life Saving patrols have sufficient equipment to meet Lifesaving Service Agreement requirements. The program also promotes the management, maintenance and quality of all patrolling gear and equipment, creating a safer working environment for members and enhances rescue capabilities.

POLICY

All services are required to ensure they maintain a safe environment and meet their responsibilities in regards to gear and equipment inspections.

PROCEDURE

A circular will be issued by SLSNSW annually and shall be forwarded to the Branches and Clubs outlining the key dates and actions.

Each year all volunteer surf lifesaving equipment shall be inspected prior to the commencement of the patrol season by nominated Branch supervisors/inspectors, in accordance with the annual Gear and Equipment Inspection program.

All equipment shall be recorded by the 'inspector' and labelled with the SLSNSW Gear Inspection Sticker with the annual 'year' date on it (as practical, noting that some items of equipment cannot 'hold' a sticker – eg. Rescue tubes).

Clubs/services shall ensure gear and equipment information is regularly updated in SurfGuard and reviewed/updated prior to commencement of gear and equipment inspections. Clubs should incorporate the gear and equipment inspections process into the general management system for clubs repairs and maintenance programs throughout the season. Supervising bodies (Branch) shall be responsible for ensuring SurfGuard is updated at the completion of the inspections.

Gear and equipment that has not passed inspection must be removed from service until it is either repaired to an approved status.

REFERENCE

Guidelines to Safer Surf Clubs

Gear Inspection Information is available from www.surflifesaving.com.au

Gear and Equipment Specifications (Lifesaving)

Annual Compliancy Circular

LS3.9 PATROL OPERATIONS MANUALS

Date: 20th September 2016

NEW SOUTH WALES

PURPOSE

To outline the purpose of Patrol Operations Manuals (POM's) within SLSNSW. Specific local beach management/response plans are essential for appropriate planning/preparation, response and recovery operations for clubs.

POLICY

All SLSNSW clubs/services shall have developed, implemented and endorsed annually (by Club/Branch) a Patrol Operations Manual that is submitted to SLSNSW as part of annual compliancy requirements.

As part of annual season planning these manuals shall be reviewed and updated (if necessary) to reflect the Standard Operating Procedures and communicated to the patrolling membership.

At a minimum each club/service POM shall include:

- Communication – SLS & Emergency Service contacts, radio network information.
- Hazard/Risk Management – Map, hazard/risk management plan, emergency response areas.
- Beach Management – Patrol requirements, patrolling types, patrol/club procedures.
- Emergency Operations Plan – Emergency beach closure, tsunami plan, flood plan, emergency rally point, helicopter landing zones.
- Standard Operating Procedures – reference of current SLSNSW Standard Operating Procedures.

PROCEDURE

- POM reviewed and updated (if necessary) as part of annual season planning.
- POM endorsed by Club and Branch then submitted to SLSNSW as part of annual compliancy requirements.
- Key contact information, including emergency callout teams are to be kept up to date in SurfGuard.
- All new patrolling members are recommended to be provided a copy of the POM.
- All new/existing Patrol Captains are to be provided a copy of the POM.
- The POM should form the bases for annual pre-season briefings/inductions with Patrol Captains and key patrolling members.

REFERENCE

Patrol Operations Manual - Template

Lifesaving Service Agreement

LS3.10 SLS RESCUE VESSELS

NEW SOUTH WALES

PURPOSE

To provide policy and procedure for the function of marine rescue vessels in lifesaving operations in NSW.

POLICY

Surf Life Saving marine rescue vessels are required to comply with the obligations outlined in the relevant Government Regulations, operating procedures, licensing specifications and Lifesaving Service Agreements.

PROCEDURE

A marine rescue vessel is defined as a rescue vessel that operates both short and long range in both surveillance and response operations.

Types of SLS Marine Rescue Vessels

- Jet Rescue Boat (JRB)
- Offshore Rescue Boat (ORB)
- Rigid Hull Inflatable Boat (RIB)
- Inflatable Rescue Boat (IRB)
- Rescue Water Craft (RWC)

Scope of Operation – Patrol Season/Patrol Hours

A marine rescue vessel shall perform normal rostered patrols on Saturdays, Sundays and Public Holidays within the lifesaving season as outlined in each units Lifesaving Service Agreement and endorsed by the Branch and State.

A marine rescue vessel shall patrol, as a minimum, the State (and Branch if in extension to the State) patrol hours as outlined in the units Lifesaving Service Agreement.

Scope of Operation – After hours/Out of season

Marine rescue vessels shall be on call for response to emergencies 24/7, 365 days a year and be able to be "on-water" within the shortest operation time.

REFERENCE

Lifesaving Service Agreement

LS3.11 EMERGENCY MANAGEMENT & RESCUE COMMITTEES

NEW SOUTH WALES

Date: 20th September 2016

PURPOSE

To outline the process for Surf Life Saving representation at local and district emergency management, and rescue committees.

POLICY

SLSNSW as a peak-body in coastal search/rescue operations, and as a 'support agency' within the NSW EMPLAN (Tsunami, Flood and Storm) supports consistent and quality representation and input into the local and regional joint-agency committees.

PROCEDURE

Forums at which emergency service and stakeholder partners meet are structured under the 'state emergency management arrangements' and occur within 2 silos (Emergency Management and Rescue) and sit within 3 tiers (State, Regional, Local).

SLSNSW shall take the lead surf lifesaving facilitating role working with branches/services to ensure consistent representation by appropriate personnel, consistent and quality reporting to these forums and dissemination of information/outcomes to appropriate personnel/services.

LS3.12 NIPPER ACTIVITIES & PATROLS

Date: 20th September 2016

NEW SOUTH WALES

PURPOSE

To outline the SLSNSW requirements for staging nipper activities (including training). 'Training' means authorised nipper training conducted in accordance with the SLSA Water Safety Policy.

POLICY

All clubs shall adhere to the requirements stipulated in this document and additional policies/procedures regarding Nipper activities.

PROCEDURE

General Nipper Programs and Activities

Nippers programs (and like activities) shall adhere to the SLSA Water Safety Policy at all times. Where possible, Nipper activities shall be delivered during the scheduled patrol season and during the hours of a scheduled club patrol. To facilitate any in-water Nippers activities, all minimum patrol requirements must be present where a rostered patrol is not in operation. Should the patrolled area be closed due to dangerous conditions, or for other reasons, no in-water Nipper activities shall take place.

Patrol Members Assisting Nipper Activities

On-duty lifesaving personnel may be tasked to assist with Nipper water safety only if doing so does not reduce patrol capacity below minimum patrol standards. Should a Nippers program lack sufficient water safety personnel to meet the requirements of the Water Safety Policy, and associated patrol lack additional personnel to assist and still meet minimum patrol standards, then in-water Nipper activities should not proceed.

Chain of Command

The Patrol Captain shall have internal SLS 'control' of all lifesaving activities on the beach including 'Nippers'. The Nipper Coordinator (person in charge of Nippers on the day) shall have delegated 'command' of their water safety delivery requirements – as per the SLSA Water Safety Policy. The Nipper Coordinator and the Patrol Captain should conduct a risk assessment and agree for nipper activities to take place, however the command role is undertaken by the Patrol Captain as necessary and this means that the Patrol Captain has final authority on whether nipper activities can proceed or not.

Communication

An ongoing line of communication should be maintained between the Patrol Captain and Nipper Coordinator, including a pre-activity briefing. The nipper area shall be in contact with the patrol via radio at all times. Where Nipper activities are being facilitated outside of general patrolling hours, SurfCom shall be notified with communication maintained via radio at all times.

Non-Club Based Nipper (or similar) Groups/Programs

Non-club based Nipper programs shall hold a club/branch/state endorsed safety plan (endorsed annually) and consistently meet the requirements of the SLSA Water Safety Policy.

LS3.12 NIPPER ACTIVITIES & PATROLS

NEW SOUTH WALES

RESCUE EQUIPMENT:

1. Rescue equipment used for the purposes of water safety must be SLSA approved and can include:

a) ALL equipment listed on the SLSA approved lifesaving gear and equipment list.

b) SLSA approved racing boards.

2. It is highly recommended that an IRB or RWC be used for water safety (where safe and applicable).
3. If an IRB is used for water safety, the IRB accounts for 2 members of the water safety supervision ratio (IRB driver and crew).
4. If an RWC is used for water safety, the RWC accounts for 1 member of the water safety supervision ratio, OR 2 members if an RWC crew is also in attendance.
5. During the activity rescue equipment must be readily available and operational. The IRB and/or RWC should be on the water rather than stationary on the beach.
6. If the patrol IRB is used (at the direction of the Patrol Captain) then it should be in radio contact with the patrol at all times. If an IRB that is not the patrol IRB is used, it should also be in radio contact.

REFERENCE

SLSA Water Safety Policy

SLSA Risk Assessment App (iphone and android)

LS4

REGULATIONS – RESCUE VESSELS

SURF LIFE SAVING
NEW SOUTH WALES

LS4.1 ROLE SPECIFIC LICENCES

NEW SOUTH WALES

PURPOSE

To outline the licences required for specific roles within lifesaving services.

POLICY

All personnel are required to hold the appropriate licences in order to operate powercraft for lifesaving services.

PROCEDURE

Rescue Vessels

Crew members are required to obtain the necessary Federal and State Government licences relating to the operations of the marine rescue vessel they are operating (including exemptions and arrangements in place with SLSNSW).

A rescue vessel is defined as a rescue vessel that operates both short and long range in both surveillance and response operations.

Types of SLS Rescue Vessels

- Jet Rescue Boat (JRB)
- Offshore Rescue Boat (ORB)
- Rigid Hull Inflatable Boat (RIB)
- Inflatable Rescue Boat (IRB)
- Rescue Water Craft (RWC)

Drivers Licence (Motor Vehicles)

The length of the tow vehicle and trailer is considerable and all up the weight of the boat and trailer can be up to 5 tonnes. A 'Class C' licence covers vehicles up to 4.5 tonnes gross vehicle mass (GVM). GVM is the maximum recommended weight a vehicle can be when loaded, therefore crew members are to obtain the appropriate NSW driver licence class. This may be a Light, Medium or Heavy Rigid Class or an "Articulated and Combination" licence, depending on the size of the towing vehicle and trailer.

Radio Licence

VHF and HF Marine Radio Operators must have a licence to use these radios. Courses can be arranged through a local Marine Rescue NSW Unit.

REFERENCE

NSW Roads and Maritime Services

http://www.marinerescuensw.com.au/boating-education/radio-courses

LS4.2 POWERCRAFT OPERATOR LICENSING

NEW SOUTH WALES

PURPOSE

To outline Roads and Maritime Services (RMS) licensing requirements for Surf Life Saving Powercraft such as Inflatable Rescue Boats (IRBs) and Rescue Water Craft (RWCs).

POLICY

All personnel operating a Surf Life Saving IRB/RWC must be qualified, endorsed and proficient to operate the vessel under Surf Life Saving Australia (SLSA), Surf Life Saving NSW (SLSNSW) and State regulations/ requirements.

Holding a SLSA RWC licence allows for RWC operation within lifesaving operations only (on approved lifesaving RWCs). Use of PWCs for non-lifesaving activities is not covered by SLSA licences (a separate RMS boating licence and PWC license must be obtained from RMS).

PROCEDURE

RWC Licensing Procedure

The following procedure applies to a member's RWC licensing:

1. Member must hold the prerequisites to commence RWC training (see Support Operations Member Application Form);
2. Apply to Branch and SLSNSW to commence training;
3. Confirmation granted by SLSNSW;
4. Member undertakes Part 1 of RWC training (Navigation, preparing for boat operations) under supervision of a State RWC facilitator or State IRB Assessor;
5. Member must maintain their signed workbook as proof of completion of Part 1;
6. Member undertakes section 2 and additional training under supervision of a Branch RWC trainer and/or State RWC facilitator;
7. Member completes RWC assessment under supervision of State RWC facilitator;
8. Member issued RWC Operators Award (as a laminated card);
9. Member commences active patrolling.

Annual Renewal/Proficiency

Members must complete their RWC proficiency annually. After completion they will be issued a new RWC Drivers Award with an updated expiry date.

RMS Licensing

All drivers and operators of SLSNSW craft (for strictly SLSNSW activities) shall hold* a SLSNSW Licence for the craft to which they are operating. The licence will indicate the relevant vessel:

RWC – Rescue Water Craft

IRB – Silver Medallion IRB Driver

ORB – Offshore Rescue Boat Driver/Skipper

JRB – Jet Rescue Boat Driver/Skipper

*Trainee drivers must have the minimum qualification signed off by an assessor on an Assessment Summary Form and be under the direct supervision of someone who holds a licence.

LS4.2 POWERCRAFT OPERATOR LICENSING

SLSNSW RWC and IRB award holders are not required to obtain additional RMS boating/PWC licenses due to the components of such being included with the SLS training/assessment structure. This process is endorsed and is an exemption granted by RMS. This exemption applies to lifesaving activities only i.e. not personal boating activities or activities not deemed as lifesaving operations (patrolling, emergency response, training).

Licences will be sent to members by SLSNSW when they achieve their award through SurfGuard. Award holders shall be required to carry their licenses with them at all times when operating marine rescue vessels.

Licenses shall be reissued annually following proficiencies for all marine rescue vessel license holders.

Members may already hold the general boating licence and PWC licence through RMS (be licensed for personal use). This however, does not negate the need to complete Part One of RWC training within the SLSA RWC course. Additionally, a current RMS issued Boat or PWC licence does not negate the need to complete annual SLS powercraft proficiency.

REFERENCE

Support Operations Member Application Form

LS4.3 RESCUE VESSEL REGULATIONS/EXEMPTIONS

NEW SOUTH WALES

POLICY

All boat users and vessels in NSW fall under NSW maritime regulations and legislation, including all Surf Life Saving vessels, services and personnel. Due to the nature of Surf Life Saving operations, a series of formal exemptions have been granted to SLSNSW. All Surf Life Saving vessels, services and personnel operating in NSW shall adhere to the requirements of regulations and legislation as directed by NSW Roads and Maritime Services (RMS), including all formal exemption requirements.

PROCEDURE

Surf Rescue Vessel Registration

NSW Roads and Maritime Services (RMS) have granted SLSNSW an exemption of general vessel registration requirements in NSW. The exemption allows SLSNSW to facilitate an in-house registration program for all Surf Life Saving vessels operating in NSW. All Surf Life Saving vessels must be registered with a Surf Rescue (SR) Number through SLSNSW and all vessels shall be re-registered through the annual Gear and Equipment Inspections program facilitated by SLSNSW.

NSW Roads and Maritime Services (RMS) hold the right to request a report of all Surf Life Saving vessel registrations and to exercise disciplinary action for any misconduct at any time.

Registration Procedure – New Vessels

Registering all new or second hand Surf Rescue vessels.

1. Prior to purchasing a vessel from a manufacturer/ supplier, the purchasing SLSNSW entity must complete a SLSNSW New Vessel Registration Application Form – The manufacturer/ supplier will provide the relevant vessel details required to complete the form.
2. SLSNSW will review and record the details of the vessel then provide the registration number to the entity in form of an SLSNSW SR Registration Certificate.
3. The purchasing SLSNSW entity is to forward the new vessel registration details to the manufacturer/ supplier for registration application to the vessel.
4. The entity must enter the vessel details and new SR registration number into SurfGuard before operating the vessel.

Annual Re-Registration

The annual re-registration of all Surf Rescue vessels through the SLSNSW annual Gear and Equipment Inspections program.

1. Vessel owners shall be responsible for maintaining accurate vessel registration and equipment details in SurfGuard and any changes to these details are communicated to SLSNSW.
2. Prior to the annual gear and equipment inspection the appointed Branch Gear Inspectors are required to print the surf rescue vessels pre-filled Gear Inspection Checklist Form from SurfGuard with the other relevant lifesaving gear and equipment inspection checklists.
3. Branch gear Inspectors cross reference SurfGuard generated checklists with information on the pre-filled Gear Inspection Checklists and confirm all Surf Rescue vessels are registered with SLSNSW with the correct details.
4. Where all details have been checked and confirmed as correct, the inspectors archive a file/copy of the inspection document at the Branch office. Note: These inspection documents may be audited by SLSNSW at any time.

5. Where vessel details are found to be incorrect, the Branch gear inspector is to make the relevant amendments and return a copy to SLSNSW.
6. In the event that a Surf Rescue vessel is not registered with SLSNSW, SLSNSW must be notified immediately and the entity will be required to complete a New Vessel Registration Application Form and submit to SLSNSW.
7. If an SLSNSW entity has sold a vessel previously registered with SLSNSW the SLSNSW entity will be required to complete the vessel transfer procedure below, prior to exchanging the vessel.

Vessel Transfer Procedure (selling/gifting/disposing)

1. Prior to selling/gifting/disposing of a Surf Rescue vessel the SLSNSW entity shall complete an SLSNSW Transfer of Vessel Registration Form.
2. When the vessel transfer has been acknowledged by SLSNSW, the entity must remove/delete the vessel details from SurfGuard.
3. Where a vessel is sold to a party external of SLSNSW, or is being disposed of, the Surf Rescue

(SR) number and all associated Surf Life Saving branding, wording and logos must be removed from the vessel prior to transaction being completed. Failure to remove SR and SLS branding may result in a penalty to the SLSNSW entity in which the SR is registered to.

Registration Numbers

Each Surf Rescue vessel shall display its registration number on both its port and starboard forward gunwales. The registration numbers shall be affixed in block letters at least 150mm in height [minimum of 100mm for Rescue Water Craft (RWC)] in either black or contrasting in colour with the hull or background.

Each SLSNSW entity (Clubs, Branches, Support Operations and Services) have been assigned unique identification characters by SLSNSW which are included in Surf Rescue registrations. This registration system requires entities to re-register any newly acquired vessel to ensure the registration reflects the correct owner identification code.

Surf Rescue Registration Number Example: S R X X 1 N

Lifejackets (PFD's)

As of 1st October 2014, all Surf Life Saving Inflatable Rescue Boat (IRB) personnel (Drivers and Crew) operating IRBs both in frontline lifesaving operations and IRB training must wear an SLSA certified (Minimum level 50) lifejacket, also referred to as Personal Flotation Devices (PFD's). Reference the relevant SLSA Circular and Bulletin identified below for further specifications.

LS4.3 RESCUE VESSEL REGULATIONS/EXEMPTIONS

Licensing of Drivers/Operators

All drivers and operators of SLSNSW rescue vessels (for strictly SLSNSW activities) shall hold* a SLSNSW Licence for the craft to which they are operating. The licence will indicate the relevant vessel:

RWC – Rescue Water Craft

IRB – Silver Medallion IRB Driver

ORB – Offshore Rescue Boat Driver/Skipper

JRB – Jet Rescue Boat Driver/Skipper

*Trainee drivers must have the minimum qualification signed off by an assessor on an Assessment Summary Form and be under the direct supervision of someone who holds a licence.

SLSNSW RWC and IRB award holders are not required to obtain additional RMS boating/PWC licenses due to the components of such being included with the SLS training/assessment structure. This process is endorsed and is an exemption granted by RMS. This exemption applies to lifesaving activities only – patrolling, emergency response, training (not personal boating activities or activities not deemed as lifesaving operations).

Licences will be sent to members by SLSNSW when they achieve their award through SurfGuard. Award holders shall be required to carry their licenses with them at all times when operating marine rescue vessels.

Licenses shall be reissued annually following proficiencies for all marine rescue vessel license holders.

Marine Incidents

A 'Marine Incident' is a serious event and requires immediate reporting and adherence to RMS and SLSNSW protocols. See the Marine Incident Report Policy LS4.4.

Generally a 'Marine Incident' involves events where there is:

- Collision of a surf rescue powercraft with another vessel causing damage/injury.
- Collision of a surf rescue powercraft with a member of the public causing injury.
- Injury sustained by surf life saving member from a surf rescue powercraft.
- Any injury/death caused to a member of the public or lifesaver by any public powercraft.

A Duty Officer should be tasked to every marine incident

LS4.3 RESCUE VESSEL REGULATIONS/EXEMPTIONS

NEW SOUTH WALES

SPEED

- SLS vessels shall adhere to state regulations regarding speed and distance to other vessels and persons in water except for when required for lifesaving activities (patrolling, emergency response, and training).
- Adherence to the vessel operating procedures (SOPs), Powercraft Code of Conduct and the application of a risk assessment approach shall always be required.

REFERENCE

SLSNSW New Vessel Registration Application Form

SLSNSW Transfer of Vessel Registration Form

SLSNSW Witness Statement Form

SLSA Incident Report Log

RMS Vessel Incident Report

SLSA Powercraft Code of Conduct

SLSA Bulletin 03/13-14 Mandatory Wearing of Certified Lifejackets in IRBs - Lifesaving and Competition

SLSA Circular 66/13-14 Lifejacket Suppliers List -IRB Operations and Competition

LS4.4 VESSEL INCIDENT REPORTING (RMS)

Date: 20th September 2016

NEW SOUTH WALES

PROCEDURE

To outline regulations for marine rescue vessels in NSW.

POLICY

Surf Life Saving NSW (SLSNSW) has an obligation to comply with the relevant Roads and Maritime Services (RMS) requirements.

PURPOSE

Surf Life Saving work closely with and within the RMS scope of management/responsibility.

It is essential that any incidents involving Surf Life Saving resources follow the correct reporting and reviewing procedure in line with our requirements as an emergency service.

Definition of "an incident" which requires immediate reporting to SLSNSW

- Collision of a surf rescue powercraft with another vessel causing damage/injury.
- Collision of a surf rescue powercraft with a member of the public causing injury.
- Injury sustained by surf life saving member from a surf rescue powercraft.
- Any injury/death caused to a member of the public or lifesaver by any public powercraft.

Where no lifesaving personnel or powercraft are involved the responsibility primarily falls to the skipper of the vessels involved and/or the Police or RMS officer on scene. If Police or an RMS officer is not immediately available it may be prudent for lifesavers to make a report.

All incidents and injuries where a powercraft has been involved must be reported to SLSNSW and RMS within 48 hours of the incident occurring. All incidents involving a fatality, serious injury and/or damage to property, including a vessel, costing more than $5,000 are to reported to RMS within 48 hours of the incident occurring.

RMS must be notified using the RMS Vessel Incident Form (available from SLSNSW and RMS websites).

Notification to SLSNSW can be done immediately via the Branch Director of Lifesaving with a report completed into the Incident Report Database and a copy of the Incident Report Log communicated to SLSNSW.

A SLS Duty Officer should attend marine incidents.

REFERENCE

RMS Vessel Incident Report

LS4.5 RESCUE VESSEL OPERATIONS CLOSE TO FLAGGED AREAS

NEW SOUTH WALES

Date: 20th September 2016

PURPOSE

To outline Surf Life Saving NSW (SLSNSW) policy with regards to marine rescue vessel use in and around designated red and yellow flagged patrol areas.

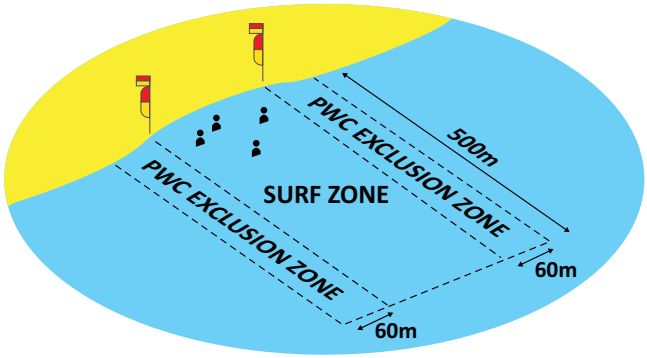
POLICY

SLSNSW is committed to safe operations and requires all personnel to follow the requirements listed in this policy.

PROCEDURE

Rescue vessels pose a hazard due to size, weight and speed of the vessel.

Rescue Vessels shall not operate, launch or beach within a designated patrolled area and must remain at least 60m either side and/or at least 500m from shore unless required to respond to an emergency within this area.



SLSNSW EXEMPTIONS

The following regulations do no apply to Surf Life Saving Powercraft that are operated for the purpose of undertaking rescues or surf rescue training or patrolling.

RMS REGULATIONS – PUBLIC (NON SLS) VESSELS

PWCs (excluding SLS RWCs included in lifesaving operations) exceeding 10 knots, must stay:

- 60m from any person in the water
- 60m from any non-powered vessel under 4m
- 30m from any other vessel
- 30m from the shore/river bank/structures

Other vessels must (if exceeding 10knots) stay:

- 30m from any person/object/vessel in water
- 60m from any person in water, if towing an aqua-planer (skier/wakeboard/tube)

All vessels must stay 500m from shore and 60m clear of any lifesaver/lifeguard patrolled areas. Lifesaving craft/vessels are exempt only if performing a rescue.

LS4.6 RESCUE VESSEL LAUNCHING & BEACHING ZONES

Date: 20th September 2016

PURPOSE

To outline the procedure for ensuring public safety during positioning, launching and beaching of marine rescue vessels on beaches.

POLICY

Surf Life Saving NSW (SLSNSW) require additional safety considerations when launching and beaching marine rescue vessels.

PROCEDURE

Marine Rescue Vessels are a hazard due to their size, weight, speed and a combination thereof. Launching and beaching creates a situation where the vessel may have a lowered level of control.

Vessels shall be positioned on the beach in 'standby' and shall launch and beach within pre-determined designated areas demarcated by specific 'Rescue Craft Access Area' hazards signs.

Drivers/operators/skippers shall ensure the beach area and immediate water area is clear of patrons prior to launching or beaching the vessel.

In emergency situations marine rescue vessels may be exempted from this requirement but shall ensure risk is minimised to any in-water patrons as best able/appropriate.

REFERENCE

SLSA Surf Store/Signage

SLSA Powercraft Manual

LS4.7 WHALE & DOLPHIN REGULATIONS

Section: LS4 Regulations - Rescue Vessels **Page:** 1 of 2

Date: 20th September 2016

NEW SOUTH WALES

PURPOSE

To provide guidance regarding operating close to marine mammals.

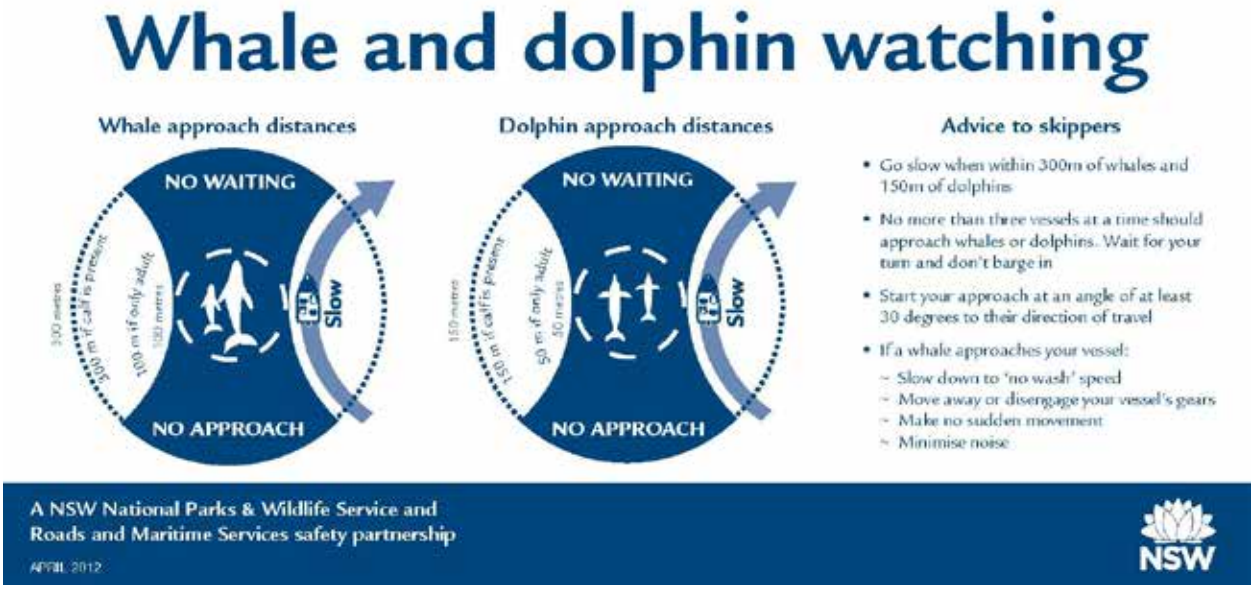
POLICY

Surf Life Saving NSW (SLSNSW) expects all personnel to adhere to the guidelines below.

PROCEDURE

If in the course of lifesaving duties personnel are required to operate close to marine mammals the following shall apply:

REQUIREMENTS	DISTANCE TO A WHALE	DISTANCE TO A DOLPHIN
CAUTION ZONE • No Wake Speed • Maximum of 3 vessels • Do not enter caution zone if animals are stranded	**BETWEEN** • 100 and 300 metres	**BETWEEN** • 50 and 100 metres
NO APPROACH ZONE • Do not enter • No waiting in front of direction of travel • Do not approach from the rear	**WITHIN** • 100 metres	**WITHIN** • 50 metres
BOW RIDING • Do not deliberately encourage bow riding • When animals are bow riding do not change course or speed suddenly • If there is a need to stop gradually reduce speed.		



LS4.7 WHALE & DOLPHIN REGULATIONS

Lifesaving personnel, vessels and/or equipment shall not directly undertake animal/mammal disentanglement operations (i.e shark net entanglement) as this is not a lifesaving activity and falls outside of SOPs and relevant insurances.

Lifesaving services may provide in water safety support to other agencies/vessels involved in entanglement operations but shall maintain a 100m (whale), or 50m (dolphin) distance, unless in a life threatening emergency.

Lifesaving Services may assist with:

- National Parks and Wildlife Service (NPWS) officers with their vehicles (eg ATV) to tow NPWS trailers/boats
- NPWS boats into the surf zone and with initial reconnaissance of animal
- Advice on launch locations – beach entry and/or boat ramps
- Use of NSW Surf Life Saving radio for communication

All assistance is subject to sign off from the Patrol Captain/Head Lifeguard & IRB/RWC Driver.

REFERENCE

NSW National Parks and Wildlife Service

Roads and Maritime Services

LS5

GEAR & EQUIPMENT

SURF LIFE SAVING
NEW SOUTH WALES

LS5.1 LIFESAVING VEHICLES (4WD)

NEW SOUTH WALES

PURPOSE

To provide a minimum standard by which lifesaving vehicles shall be managed.

Lifesaving vehicles are defined as motor vehicles (excluding ATV) that are used for lifesaving operations (patrolling/emergency response).

POLICY

Lifesavers/Lifeguards required to drive as part of their patrolling duties will only be permitted to do so if they hold the following driver qualifications.

- Driver's license (Provisional or Open).
- Appropriate lifesaving qualifications for the patrol/response task.
- Vehicle induction (specific to that vehicle).

Surf Life Saving is not recognised by the State Rescue Board of NSW as an accredited rescue unit so vehicles shall abide at all times with speed limits and all relevant laws and regulations relating to vehicles (including registrations, speed, seat-belts, red-lights, parking). Lifesaving vehicles are not exempt from any fines and infringements, including during emergencies.

Vehicles operating on-beach shall minimise speed and shall operate with headlights and hazard lights on at all times.

PROCEDURE

Rescue Equipment

All vehicles assigned to patrol/response duties are recommended to carry the following lifesaving equipment during operational times:

- Surf Life Saving branding/magnets
- Oxygen Resuscitation Equipment + AED + First Aid Kit
- Rescue Board
- Rescue Tube + Fins
- Radio
- Spinal Equipment & Stretcher
- Loud Hailer/PA System
- Jumper Leads
- Torch/spot-light
- Reverse Beepers
- Compressor
- Snatch straps
- Tire pressure gauge

Any modifications including roll bars carry racks and storage containers must adhere to manufacturer's guidelines and be carried out in consultation with the manufacturer or dealer.

LS5.1 LIFESAVING VEHICLES (4WD)

Vehicle Branding & Surf Rescue/Lifeguard Magnets

Permanently branded lifesaving vehicles shall only be operated by approved personnel for approved duties.

Surf Rescue/Lifeguard Magnets shall be utilised only by approved personnel during lifesaving operations, such as Duty Officer Patrols or Emergency Response Callouts.

When the vehicle is being disposed, all surf lifesaving branding and equipment must be removed at the end of service.

Flashing Lights

Use of flashing lights shall be restricted to dedicated lifesaving vehicles (not private vehicles).

Flashing lights shall meet the relevant state laws/restrictions regarding use and colours (Note: red and blue lights shall not be used by lifesaving vehicles). SLS colours should be red and amber.

The use of flashing lights should be restricted to on-beach patrolling/emergencies and shall not be used on public roads. For the purpose of clarification, Surf Life Saving cannot utilise blue or blue/red combination of lights or a warning device (siren).

Use of flashing lights does not exempt lifesaving services from any laws,regulations and by-laws (including speed/parking).

REFERENCE

SLSA Brandbox (Branding guidelines)

LS5.1 LIFESAVING VEHICLES (4WD)

Section: LS5 Gear & Equipment

Page: 3 of 3

Date: 20th September 2016

NEW SOUTH WALES

LIFESAVING EQUIPMENT

4WD

There are three parts for 4WD vehicle branding stickers:
- SLS logo
- Checkered red and yellow stickers
- SURF RESCUE/LIFEGUARD stickers

The size of 4WD vehicle branding stickers will depend on the model of vehicle. It is recommended that a local sign writer measure the craft for the correct sticker dimensions.

(A) SLS brand/logo
(B) Vehicle ID No./registration
(C) Checkered stickers

17

LS5. Gear & Equipment

LS5.2 ALL TERRAIN VEHICLES - ATV (SIDE BY SIDE)

NEW SOUTH WALES

PURPOSE

To outline requirements for Side by Side ATVs in lifesaving operations.

POLICY

All ATV drivers must be at least 17 years of age and:

- Hold a current and proficient driver's licence (provisional or open);
- Be a financial Surf Life Saving member or employed lifeguard (on active duty).

All ATV drivers must:

- Be inducted in the operation of the specific ATV by a nominated club/service officer.

PROCEDURE

Introduction

Side by Side All Terrain Vehicles (ATVs) enable suitably qualified lifesaving personnel to be more mobile and capable of quickly responding to emergencies both inside and outside of their patrolled area.

Operational Policy

All ATVs are to meet SLSA gear and equipment specifications. These specifications are outlined at: www.sls.com.au.

Single Seat (Quad Bikes) are no longer to be used by clubs/members for Surf Life Saving operations. Any use of 'quads' forfeits coverage by the association's insurance policy for any member/club/service involved in an incident.

ATVs shall abide at all times with speed limits and all relevant laws and regulations relating to vehicles (including registration, speed, seat-belts, red-lights and parking). Speed should be minimised at every opportunity. ATVs are not exempt from any fines and infringements, including during emergencies.

Local government and/or state regulations in relation to speed must be adhered to at all times.

The ATV should not exceed 20km/h under normal operating conditions. The speed limit for heavily populated areas and between the red and yellow flags is 5km/h.

It is the operator's responsibility to evaluate the environment to determine a safe and appropriate speed within these limits.

ATVs shall minimise speed and shall operate with headlights on at all times.

Passengers should not exceed maximums set within the ATV owner/operator manual.

Flashing lights and headlights should be turned on whenever 'underway'. If using two lights, the colours should be red and amber combinations. If using a single light, the colour should be only amber.

Registration

All ATVs must be conditionally registered at the RMS annually.

Rescue Equipment

All on-duty ATVs shall carry the following lifesaving equipment and hold the following safety items:

LS5.2 ALL TERRAIN VEHICLES - ATV (SIDE BY SIDE)

- Rescue board
- Rescue tube + fins
- Radio
- Loud Hailer/PA system
- Reverse beepers (shall activate whenever in reverse)
- Flashing light (shall activate whenever ATV is moving)
- ATV must have side doors/barriers

No SLS Vehicle is permitted to have/use a siren.

Any modifications including roll bars, carry racks and storage containers must adhere to manufacturer's guidelines and be carried out in consultation with the manufacturer or dealer.

Vehicle Branding

Branding for all Surf Life Saving ATVs shall comply with the SLSA Equipment and Uniform Branding Policy. This policy can be obtained through the SLSA Members Portal.

REFERENCE

SLSA Approved Gear and Equipment Manual

SLSA Brandbox (Branding guidelines)

Manufacturers guidelines

LS5.3 WATER SAFETY SIGNAGE

Section: LS5 Gear & Equipment **Page:** 1 of 3

Date: 20th September 2016

NEW SOUTH WALES

PURPOSE

To provide an overview of beach safety signage for lifesaving services.

POLICY

1. All Beach Signage and Flags shall be as per the National Aquatic & Recreational Signage Style Manual (3rd Edition) and Australian/New Zealand Standard 2416.
2. All Surf Life Saving personnel shall actively promote the use of signage systems to be compliant with the above when signage is not that of Surf Life Saving.
3. Any existing metal mobile beach signage should be replaced through natural attrition with the hard-plastic variety.
4. SLS services shall only utilise 'prohibition' signage where the appropriate delegated authority has been provided.

PROCEDURE

Signage serves an important part of the overall education program which aims to reduce the number and severity of incidents in the aquatic environment.

Signage systems provide important messages to the public. These messages fall into three categories:

1. Information
2. Warning
3. Prohibition

Type	Function	Example
Information	Indicate direction or give general information, location, etc.	Patrolled area to north
Warning	Warn the public of a danger, a potentially dangerous situation or a hazardous environment exists.	Swimming not advised
Prohibition	Indicate that certain activities are prohibited.	No dogs

Location

Signage should provide appropriate information at point of entry and reinforces specific messages and information at additional specific sites.

On-Beach (mobile) Signage

Lifesaving services personnel that have direct responsibility for on-beach signage shall ensure that signs and message boards are erected at the appropriate access points and/or hazard locations.

Lifesaving services personnel shall report on the availability & condition of all beach signage through their annual gear and equipment inspections and patrol log book.

Presentation is an important part of the 'impact' of on-beach signage.

Safety signage (and flags) shall not have any form of sign-writing or content other than the requirements of

LS5.3 WATER SAFETY SIGNAGE

ASNZ2416 and SLSA/SLSNSW policies/requirements. All forms of sign-writing/signage, flag-bases and flags must be endorsed by SLSNSW.

Signs should be made of plastic material and any metal signage should be replaced by natural attrition.

Poles should be constructed of a non hazardous material that limits impact of injury.

Diamond vs Triangle Warning Signs

Lifesaving Services shall use the existing diamond shaped warning symbols/signs. The standard provides both a diamond and triangle option. No lifesaving service shall utilise 'triangle' warning symbols.

Mobile (Patrol) Warning/Hazard Signage

The 'swimming not advised' sign should be used to warn of strong currents/rips at high-risk locations and access points. The specific 'strong currents' hazard sign should generally not be used for mobile warning signage and should rather feature within appropriate permanent access signage (as recommended by an appropriate public coastal risk assessment). However the 'swimming not advised' sign may be displayed with descriptive text relating to the identified hazard leading to the recommendation that swimming is not advised (e.g. strong currents, dangerous rips and dangerous surf).

Swimming not advised

Strong Currents

***NB To be phased out through natural attrition**

Mobile (Patrol) Prohibition/Warning Signage

Unless a service has delegated authority and supporting legislation to enforce a prohibition, no mobile prohibition signage (red circle/white background) should be used, but rather warning/advisory signage should be used (yellow diamond).

Swimming not advised is the preferred sign

Prohibition Signage to be phased out through natural attrition.

LS5.3 WATER SAFETY SIGNAGE

NEW SOUTH WALES

Rescue Craft Access Signage

All lifesaving services shall utilise a set of 2 'rescue craft access' signs to demarcate designated launching and beaching areas for powercraft (RWC, IRBs). Signage shall be placed at the water's edge on either side of the designated area and can be complemented by 'orange cones' as deemed necessary.

ATV/Vehicle Beach Access

On particular beaches and/or at particular times of year, it may be prudent to demarcate vehicle access onto/off the beach and/or from the patrol base to the waters edge. Orange cones can be effective in ensuring a 'path' is kept clear of patrons and their belongings.

REFERENCE

National Aquatic & Recreational Signage Style Manual (3rd Edition)

Australian/New Zealand Standard 2416:2010.1,2 & 3 - Water Safety Signs and Beach Safety Flags

LS5.4 WATER SAFETY FLAGS

Section: LS5 Gear & Equipment

Page: 1 of 2

Date: 20th September 2016

NEW SOUTH WALES

PURPOSE

To outline water safety flag requirements for lifesaving services.

POLICY

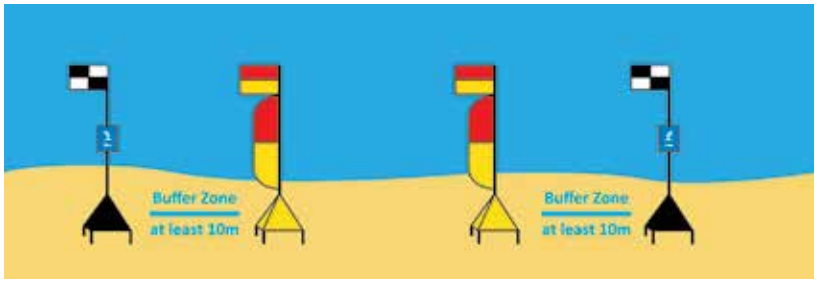
Red and Yellow Patrol Flag + Feather (augmentation)

Lifesaving Services shall utilise the red and yellow patrol flag with the red and yellow feather ('Beach Flag Augmentation') as its standard for indicating the patrolled swimming zone at beaches.

The 'feather' also enhances public identification of the patrolled area from in the water – so that the public can better ensure they continue swimming 'between the flags'.

Black and White Quartered Flag + Feather (surfcraft boundary)

Lifesaving Services shall utilise the black and white quartered flag (with optional feather) to indicate surfcraft exclusion zones where SLS services have delegated authority. Implementation of black/white 'feathers' shall require SLSNSW approval.



Display of surfcraft signage with black/white flags

SLS also endorses the use of surfcraft directional or probation signs to be used in conjunction with surfcraft boundary flags. This may be through the placement of signs on the 'flag pole' or 'pole base'. The most common example of this would be the use of a directional 'surfcraft' information sign on the flag pole (figure 4). The use of the surfcraft prohibition sign (figure 5) should only be used where the service has delegated authority and supporting legislation to prohibit the activity.

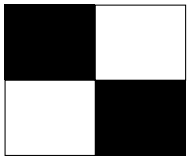
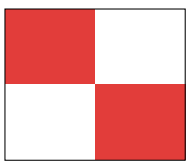
Figure 4 – Surfcraft Directional Signage (as shown in A/NZS 2416:2010.2)

Figure 5 – Surfcraft Prohibition Signage (as shown in A/NZS 2416:2010.2)

LS5.4 WATER SAFETY FLAGS

NEW SOUTH WALES

Table 1 - Flags approved for use by Lifesaving Services in NSW.

1		PATROL FLAG	Pair of flags to signify a swimming and bodyboarding zone which has a patrol on-duty.
2		PATROL FLAG – FEATHER	Additional 'feather' flown only with rectangular patrol flag.
3		SURFCRAFT BOUNDARY FLAG	Pair of flags used to demarcate a surfboard and other water craft zone or boundary. To signify a zone, or the boundary of a zone, designated for use of surfboards and other water craft.
4		SURFCRAFT BOUNDARY FLAG – FEATHER	Additional 'feather' flown only with rectangular surfcraft boundary flag.
5		CLUBHOUSE PATROL FLAG	Single flag flown from clubhouse/tower to signify an active on-duty service. Shall only fly if patrolled area is open.
6		SIGNAL FLAG	Pair of flags used by lifesaving services to signal other lifesavers.
7		EMERGENCY EVACUATION FLAG	Emergency evacuation. To signify that people should leave the water because of an emergency.

LS5.5 FIRST AID EQUIPMENT

NEW SOUTH WALES

PURPOSE

To provide guidance relating to the requirements for first aid/emergency care equipment for lifesaving operations.

POLICY

SLSNSW first aid equipment requirements are generated from the "Safe Work Australia, First Aid in the Workplace, Code Of Practice."

The document can be found at: www.safeworkaustralia.gov.au

Example of Contents for a First Aid Kit.

For an example of the equipment list, refer to www.safeworkaustralia.gov.au

First Aid/Medical Room:

The contents of a first aid room should suit the hazards that are specific to the workplace.

The following items should be provided in the room:

1. A first aid kit or supplies appropriate for the workplace
2. Hygienic hand cleanser and disposable paper towels
3. An examination bed with waterproof surface and disposable sheets
4. An examination lamp with magnifier
5. A cupboard for storage
6. A container with disposable lining for soiled waste
7. A container for the safe disposal of sharps
8. A bowl or bucket (minimum two litres capacity)
9. Electric power points
10. A chair and a table or desk

The location and size of the room should allow easy access and movement of injured people who may need to be supported or moved by stretcher or wheelchair.

A first aid room should:

- Be located within easy access to a sink with hot and cold water (where this is not provided in the room) and toilet facilities.
- Offer privacy via screening or a door.
- Be easily accessible to emergency services (minimum door width of 1 metre for stretcher access).
- Be well lit and ventilated.
- Have an appropriate floor area (14 square metres as a guide).
- Have an entrance that is clearly marked with first aid signage.

LS5.6 OXYGEN RESUSCITATION EQUIPMENT

PURPOSE

To establish appropriate requirements for the provision of oxygen resuscitation equipment.

POLICY

All personnel required to use oxygen resuscitation equipment should be appropriately trained and qualified.

All oxygen resuscitation equipment should meet SLSA and SLSNSW standards.

PROCEDURE

Equipment Requirement Guidelines

An oxygen resuscitation kit should contain the following items as a minimum:

- 1 x Standard 'C' size medical oxygen cylinder
- 1 x Australian Standard Regulator
  - Three (3) settings; 8L/min, 15L/min, Off
  - gas contents gauge
- 1 x BVM (Bag Valve Mask)
- 2 x Resuscitation Masks – Child and Adult (Sterile packaged)
- 2 x Therapy Masks – Child and Adult (Sterile packaged)
- 1 x Cylinder Key Wheel/Lever (Permanently attached with chain/rope to interior of casing)
- 2 x Oxygen Tubing
  - Soft plastic
  - 2m in length
  - 5mm in diameter
- 2 x Spare Sealing Washers (Stored in a watertight container)
- 3 x Orpharyngeal Airways in Various Sizes
- Pen and Notebook (To record patient details)
- Disposable Gloves (2 pairs)
- Rescue sheet (space blanket)
- Spare stocks of oxygen masks and tubing etc
- Penlight torch
- Manual suction unit
- Coloured Chalk

LS5.6 OXYGEN RESUSCITATION EQUIPMENT

NEW SOUTH WALES

Carry Case/Bag

The carry case/bag for oxygen resuscitation equipment must be:

- Of durable material, sturdy in design and able to protect contents from damage;
- Of non-corrosive material;
- Able to accommodate all the necessary equipment in a safe and orderly manner;
- Able to safely secure an oxygen cylinder (either internally or externally) to prevent movement of the cylinder;
- Be as water resistant as possible dependant on material/s used.

Technical Servicing (external)

A qualified operator should closely check equipment. The oxygen regulator should be serviced annually, preferably during non-peak times (winter months), and all consumable equipment checked for expiry.

Cleaning

After having carried out resuscitation with an air bag resuscitator it is very important to clean all the equipment to minimise the chance of spreading disease or infections.

Disposable Bag-valve-masks are recommended (disposed of after use).

1. Oxygen therapy masks, regurgitation valves and resuscitation tubing should be discarded after use.
2. Disassemble patient valve, wash in soapy water to remove all solids, rinse in fresh running water and assemble.
3. Wash air bag in warm soapy water, rinse in fresh running water and assemble.
4. Disassemble rear valve, wash in warm soapy water, rinse in fresh running water and re-assemble.
5. Wash reservoir valve (bag only) and oxygen reservoir in soapy water and rinse in fresh running water.
6. Then soak all parts in a solution of at 10% bleach for at least two minutes.
7. They should then be rinsed and dried (not in direct sunlight). Refer to SLSA Policy.
8. Operate all features after drying before storage.

LS5.7 AUTOMATIC EXTERNAL DEFIBRILLATORS (AED)

NEW SOUTH WALES

PURPOSE

To establish the appropriate requirements for the provision of defibrillators.

POLICY

All personnel required to use defibrillator equipment should be appropriately trained and qualified. All defibrillator equipment should meet SLSA standards.

PROCEDURE

Deployment

All NSW SLSCs are to maintain an operational AED at all times.

Due to the nature of cardiac arrest and the importance of "time to first shock" it is necessary that the AED is located with other first response equipment (on/in rescue vehicle etc) or at a common accessible location (patrol tent etc).

Equipment

An AED Kit must contain the following items as a minimum:

- AED (SLSA Endorsed) and AED Pads
- Pen and paper
- Small towel (for drying chest)
- Non-alcohol wipes
- Clothing shears (for cutting heavy clothing/wetsuits)
- Disposable razor
- Disposable gloves and resuscitation mask (unless included with the accompanying first aid or oxygen resuscitation kits)
- Water-resistant carry case (waterproof pelican-type case preferred)

REFERENCE

SLSA Approved Gear and Equipment Manual

LS5.8 METHOXYFLURANE

NEW SOUTH WALES

PURPOSE

To outline SLSNSW policy & procedure for methoxyflurane use in lifesaving operations.

POLICY

Background

Lifesavers/Lifeguards are often primary responders to emergencies where a patient is in significant pain. Some of these incidents occur at relatively isolated locations where paramedic assistance can be some time away. The administration of basic pain management medicine can add value to service provision in some areas where there is proven need.

Introduction

The provision for clubs/services to hold pain management medicine requires adherence to strict NSW Department of Health regulations and SLSNSW approval – specifically related to need, supply, training, storage and auditing/reporting requirements.

Pain Management Medicine Type

The pain management medicine approved for use by NSW Lifesavers and Lifeguards is restricted to methoxyflurane dispensed from an approved inhaler.

Authorised Personnel

Methoxyflurane is to be administered by an authorised person, only for the purpose of emergency first aid in the course of their duties as a member or employee of SLSNSW, in accordance with the protocols issued by SLSNSW and SLSA, and in accordance with the authority issued under the Poisons and Therapeutic Goods Regulation by the NSW Department of Health.

Approval to hold Methoxyflurane

Clubs/services seeking to hold methoxyflurane must complete a 'SLSNSW Application to Stock Methoxyflurane' form outlining their desire to obtain and administer methoxyflurane and the proven need and club/service capacity to do so effectively.

Clubs/Services must forward completed application form to Branch for endorsement. Branch must endorse the application before SLSNSW can review the application.

Approval will be subject to the review of the application by a panel made up of the Director of Lifesaving, Lifesaving Manager, Education Manager and Manager Australian Lifeguard Services (NSW).

A set number of units (inhalers) will be approved for a club/service.

Approval considerations will include:

- Distance/average response time to ambulance services – a club/service within a close distance/ response time to ambulance services may not be eligible to hold methoxyflurane.
- Club patrol membership size – whether the club/service holds a sufficient number of personnel to make the provision of methoxyflurane effective.
- High incident numbers and frequency of need.
- Personnel qualified in the administration of methoxyflurane.

LS5.8 METHOXYFLURANE

Training/Personnel Requirements

Under the provisions of clause 166 of the Poisons and Therapeutic Goods Regulation 2002, (now clause 170 of the Poisons and Therapeutic Goods Regulation 2008) only a SLSNSW member or employee who meets the following requirements is authorised to administer methoxyflurane for initial pain relief in persons suffering an injury:

Conditions of Authorisation

SLSNSW member or employee (current/financial)

Holder of:

- SLSA Certificate in Silver Medallion Advanced First Aid (current)
- SLSA Certificate in Advanced Resuscitation Techniques (current)
- SLSA Certificate in Pain Management or equivalent (current) as endorsed by Surf Life Saving New South Wales

Additional Requirements

- 18 years of age (minimum)
- First Aid (current)

Note: Equivalent (non-SLS) first aid qualifications will be recognised.

Authorised persons are to be re-accredited to the satisfaction of the SLSNSW Director of Lifesaving at least every two years and documentary evidence of re-accreditation retained by SLSNSW in the authorised person's service records.

Methoxyflurane Supply

In accordance with the NSW Department of Health authority the supply of methoxyflurane shall be to approved clubs/services with SLSNSW as the only supply agent.

Approved clubs/services shall submit a purchase request on the approved 'Order Form for Methoxyflurane' to SLSNSW.

Orders following the initial (first time) supply must be accompanied with a copy of the incident log which resulted in the use of stock.

Reporting (forms/documents)

A '*Drug Register Logbook*' shall be maintained within the lockable storage cabinet with the supply of methoxyflurane and utilised by the patrol/service captain (who holds the key) to 'sign-out and sign-in' the drug when released for patrol duties and also log drug use (incident) and resupply.

A '*Patient Handover Form'* shall be used and completed by the authorised personnel administering the drug. A copy is provided for handover to Ambulance.

A '*Methoxyflurane Order Form*' shall be submitted to SLSNSW by the club/service wishing to obtain or replenish its stocks of methoxyflurane.

A copy of the relevant '*incident log*' which gave rise to the need to replenish stocks shall be provided with the '*Methoxyflurane Order Form*' to SLSNSW.

A copy of the '*Patient Handover Form*' shall be provided to SLSNSW with the 'Order Form for Methoxyflurane'.

Records relating to the administration and disposition (receipt and supply) of methoxyflurane are to be retained for twelve months.

Storage

Lifesaver/Lifeguard Sites

Methoxyflurane shall be stored in a locked cabinet which is either fixed or not easily moved. Access to the cabinet is via a key or electronic code by the authorised service captain only (Club Captain, Patrol Captain, Lifeguard Supervisor etc). The register of keys/access shall be maintained by the Club Captain or Lifeguard Supervisor.

During lifesaving duties the methoxyflurane may be 'signed out' from the drug register and placed within the first aid kit or similar so long as it remains under the direct supervision of the authorised lifesaver/lifeguard at all times. At the completion of duties, or when not under the direct supervision of the authorised lifesaver/lifeguard, the methoxyflurane must be signed back in and locked within the designated lockable storage cabinet.

The signing into an out of the drug register should be done by the lifesaver/lifeguard in charge and witnessed by another lifesaver/lifeguard if at all possible.

Vehicles

A vehicle registered to a lifesaving/lifeguard service, which is in use for lifesaving duties, may be used to secure drugs in so long as they are stored in a lockable secure area of the vehicle and the key to that secure area and vehicle remain with the authorised lifeguard/lifesaver who has signed the drugs out from the patrol base/club.

Disposal

All used/empty drug ampoules requiring disposal are to be placed in a 'sharps container' and disposed of as per 'sharps' requirements. This includes:

- Empty ampoules

All ampoules containing Methoxyflurane requiring disposal must be disposed at a Chemist or Pharmacy and a disposal certificate received. This includes:

- Expired ampoules
- Damaged ampoules (refrain from transporting damaged ampoules which are leaking)

Where Ambulance services attend the incident, request ambulance services to dispose of used ampoules.

Audits

In accordance with the NSW Department of Health authorised clubs/services holding methoxyflurane shall be regularly audited at intervals of not more than two months. This shall be completed in a combination of the following ways:

Club/Service Captain to maintain internal records of supply/use of methoxyflurane. These are available for audit presentation and inspection at any time. Club Captains shall conduct their own internal checks/audits of supplies and storage requirements regularly.

SLSNSW shall review each methoxyflurane order against the required copy of the incident log, which generated the need for additional supply.

SLSNSW (or an authority delegated to by such) shall retain the right to randomly inspect a club/service against the requirements of this SOP and associated regulations.

Branches and the Australian Lifeguard Service shall include in their annual 'Gear and Equipment Inspection' processes inspection/audit of club/service adherence to this SOP and associated regulations.

LS5.8 METHOXYFLURANE

Misuse/Breach of Requirements

A report of misuse or breach of the regulations/rules within this and associated documents shall result in the immediate suspension of a club/service from utilising methoxyflurane until an investigation is concluded.

Investigation shall be conducted by the Director of Lifesaving, Lifesaving Manager, Education Manager and Manager of Australian Lifeguard Service (NSW) (or agent delegated to by such).

Should misuse/breach be proven, the following shall occur:

- The immediate and indefinite suspension of Club/Service from use/stocking of methoxyflurane (or any other pain management medicine).
- Medicine misuse shall be referred to the NSW Police as a criminal matter.
- The individual/s involved shall be immediately suspended from the organisation, pending appearance in front of the State Disciplinary Committee.
- Any individual/s proven to have misused the drug in a non-emergency situation shall at a minimum be suspended from the organisation for a period of 2 seasons. Depending on the scale of misconduct, expulsion from the organisation may be considered.

Administering Medicine (Methoxyflurane)

The administration of methoxyflurane by authorised personnel to a patient shall adhere to the requirements within the SLSA Pain Management Certificate and relevant regulations outlined in this SOP and related regulations/rules.

Methoxyflurane shall not be administered to any patient who intends to transfer themselves to hospital, other medical centres or none at all. Methoxyflurane shall only be administered where a direct 'handover' can be undertaken from Lifesavers/Lifeguards to ambulance/hospital staff.

Administration to a patient is limited to 6ml/day (or 2x 3ml ampules)
In addition:

- Patient Handover Forms shall be maintained with the methoxyflurane and used for any/all incidents where methoxyflurane is administered, with a copy being forwarded to SLSNSW with a copy of the incident log.
- An Incident Log must be completed and submitted to SLSNSW. Ambulance/hospital staff (or equivalent) must be notified during the 'hand-over' that the patient has been administered methoxyflurane.
- The name of the patient to whom the drug is administered should also be recorded in the drug register, signed by the administering lifesaver/lifeguard and witnessed by another lifesaver/lifeguard, if at all possible.

REFERENCE

SLSNSW SOP – Administration of Methoxyflurane

SLSA Policy 3.12 – Pain Management

Poisons and Therapeutic Goods Regulations Act 2002 (refer 2008 revision)

NSW Department of Health Authorisation (SLSNSW)

Application to Stock Methoxyflurane Form

Methoxyflurane Order Form

Patient Handover Form

Incident Log

LS5.9 PUBLIC RESCUE EQUIPMENT (PRE)

NEW SOUTH WALES

PURPOSE

To provide guidance relating to the use of publicly accessible lifesaving equipment for public emergencies.

POLICY

Lifesaving services are encouraged to conduct a risk assessment on whether Public Rescue Equipment (PRE) should be provided where or when traditional lifesaving services are not available. Any risk assessment on the provision of PRE should be undertaken in consultation with the local Land Manager.

Most commonly in NSW, PRE refers to a Rescue Tube, Angel Ring, and publically accessible Defibrillator (AED).

All proposed PRE installations require written approval of both the Branch and SLSNSW before proceeding.

PROCEDURE

Lifesaving services that place or are advised of the placement of a form of PRE should notify SLSNSW for inclusion and dissemination of any records that SLSNSW may keep.

Lifesaving services should regularly check areas where PRE exists to ensure they have not been used or removed as the result of theft.

When any PRE is used in an emergency and the lifesaving services are aware of its use, notification of this should be given to SLSNSW via an Incident Report Log being completed and forwarded as soon as possible after the event.

Note: PRE shall not be considered as part of minimum equipment for patrolling use i.e. the provision of a public access Defibrillator is not to be considered as patrolling equipment and a Defibrillator must be with the patrol at all times.

LS5.10 SLSA EQUIPMENT POLICIES

Date: 20th September 2016

NEW SOUTH WALES

PURPOSE

To provide guidance relating to the use of lifesaving equipment

POLICY

Equipment specifications and policies are endorsed by the National Board of Lifesaving. All members have a responsibility to ensure that all policies are followed at all times. The most current versions of these policies are located on the SLSA members portal.

At the time of publication of these Standard Operating Procedures they were as follows:

- Use of SLSA Equipment
- New and Modified Equipment
- Gear and Equipment Specifications (Lifesaving)
- SLSA Approved Gear and Equipment Manual
- SLSA Equipment and Uniform Branding
- IRB Outboard Motor Sealing Process

LS6

RADIO COMMUNICATIONS

SURF LIFE SAVING
NEW SOUTH WALES

LS6.1 RADIO COMMUNICATIONS

Section: LS6 Radio Communications **Page:** 1 of 1

Date: 20th September 2016

NEW SOUTH WALES

PURPOSE

To outline club/service radio communications requirements for lifesaving operations in NSW.

POLICY

All SLS clubs/services/branches shall meet the SLSNSW radio/communication requirements when undertaking lifesaving operations, including:

- SLSNSW approved radio equipment (types/models)
- SLSNSW approved radio frequencies (channels)
- Coordinating though SLSNSW approved SurfCom's

- All SLS clubs/services/branches shall utilise and operate within the SLSNSW approved radio network. No service shall undertake lifesaving operations on alternative networks or establish their own alternative radio communications networks unless authorised by SLSNSW.
- All Surf Life Saving clubs/services in NSW shall utilise a SLSNSW endorsed SurfCom communications/coordination centre for lifesaving operations. No Surf Life Saving service shall implement their own 'SurfCom type' entity without the authorisation of SLSNSW.
- Only SLSNSW approved radio frequencies and channel allocations shall be programmed into SLS radios. No unapproved frequencies or frequency changes shall be permitted without the approval of SLSNSW.
- SLS radio frequencies are licensed and managed by SLSNSW. No Surf Life Saving service in NSW shall apply for or implement frequencies through the ACMA for lifesaving operations outside of the SLSNSW frequency plan.
- All SLS radios shall be serviced regularly by a licensed and SLSNSW endorsed technician/service agent.
- Only SLSNSW approved, licensed agents/service technicians may service or program SLS radios.
- All SLS services must be contactable via radio if conducting lifesaving operations in regular patrol coverage areas.
- All SLS radios must meet the minimum SLSNSW radio specifications as outlined in this document.
- Only approved SLS club/service officers/personnel (who are currently SLS/ALS members/staff) shall utilise and operate lifesaving radio equipment and monitor lifesaving frequencies. External partner agencies/stakeholders shall require written permission to hold, use or monitor SLSNSW radio frequencies.

LS6.2 RADIO SPECIFICATIONS

NEW SOUTH WALES

PURPOSE

To outline minimum radio specifications for SLS radios used in NSW.

Definitions

Base-set/Mobile-Set: Fixed radio unit-usually located in towers/clubs or ATV/4WD

Portable/Handheld: Radio units used/carried by individual lifesavers/lifeguards

Lifesaving Operations: Patrolling/Emergency Response/Training/Events/Carnivals

POLICY

1. Only SLSNSW approved radio makes or models shall be utilised for lifesaving operations.
2. Radios for lifesaving operations shall be purchased only from SLSNSW approved suppliers/dealers and must be Australian type approved radios.
3. Only SLSNSW approved radio service agents shall be authorised to service or program SLS radios.
4. SLS radios shall only have the SLSNSW schedule of radio frequencies/channels programmed into them (additional frequencies must have SLSNSW written approval and subsequent records updated on the SLSNSW frequency schedule).
5. No one other than authorised SLSNSW personnel shall provide SLSNSW frequencies to other parties, and no other radios other than SLS radios shall hold SLSNSW frequencies without SLSNSW approval in writing.
6. External (non SLS) services with authorisation to hold SLS frequencies shall reapply to SLSNSW annually.
7. SLS clubs/services shall service all radio equipment regularly, including frequency/channel alignment.
8. Only those 'special functions' approved by SLSNSW and provided to endorsed radio suppliers/service agents shall be activated on SLS radios.
9. SLS services shall utilise only radios which meet the following specifications to ensure optimal working ability within the SLSNSW radio network for lifesaving operations.

LS6.3 RADIO EQUIPMENT MAINTENANCE & SERVICING

NEW SOUTH WALES

Date: 20th September 2016

PURPOSE

To outline the recommended maintenance procedures for SLS radios.

POLICY

Radio Servicing/Preventative Maintenance

All radio equipment shall be regularly serviced by a SLSNSW endorsed service agent – to ensure the integrity of equipment and lifesaving service provision.

Equipment needs to be checked for (at a minimum):

- Channel/frequency assignment
- General condition of radio
- Battery condition
- Transmit power levels
- Correct CTCSS number and format

Preseason Radio Test

Club and Branches must ensure that radios are kept in an appropriate condition to so that services can operate effectively. SLSNSW recommends that radios over 12 months old are service annually. Preseason Radio Tests

Clubs/Services and SurfComs should conduct a series of preseason radio tests with all lifesaving services within the SurfCom coverage area.

Testing should commence no later than one month before the start of the season to enable issues to be identified and rectified so as to not inhibit lifesaving operations.

Radio Programming/Frequencies

All radios shall be programmed only by a SLSNSW endorsed licensed technician/agent as per SLSNSW specifications and allocations. Radio frequencies schedules are maintained by SLSNSW and are provided only to endorsed radio service agents. They shall not be provided to other clubs/services or other bodies/ persons. No alterations to radio programming shall be undertaken without SLSNSW authorisation – to ensure adherence to licenses and to ensure radio channels are correctly documented (SLSNSW).

Club and Branches must ensure that radios are kept in an appropriate condition to so that services can operate effectively.

SLSNSW recommends that radios over 12 months old are service annually.

LS6.4 COMMUNICATIONS SECURITY/ STREAMING

Date: 20th September 2016

PURPOSE

To outline expectations and restrictions regarding recording, releasing and streaming of lifesaving communications.

POLICY

No individual club or service shall record, release, publish or stream any Surf Life Saving radio, phone or written communications without the written authorisation of Surf Life Saving New South Wales.

These restrictions include:

- Recording of SLSNSW radio frequencies and/or provision of recording communications to any other party (internal or external).
- Live streaming of SLSNSW radio frequencies on the internet or any intranet system.
- Recording of any lifesaving operations related phone/mobile communications and/or provision to any other party (internal/external).
- Provision of Surf Life Saving logs or forms to any other party (internal/external) – other than NSW Police/Coroner.
- 'Posting' or publishing any official surf life saving logs/forms online or in the media.

Social Media

Please refer to the separate SLSA Social Media Policy.

Sensitive Information

Members may be privy to sensitive information during the course of lifesaving duties, particularly those who undertake roles in SurfCom or as Duty Officers. To be clear, all information (and especially that of a sensitive nature) must remain confidential and must not be disclosed via any medium unless authorised by SLSNSW.

Any suspected breaches will be taken seriously and SLSNSW will investigate. Severe consequences may result for any person(s) found to be responsible.

REFERENCE

SLSNSW SOP – Social Media

SLSA Policy 6.20 - Social Media

LS6.5 RADIO CALL SIGNS

NEW SOUTH WALES

PURPOSE

To ensure a consistent and standardised form of communication across NSW the following call signs are to be used by and for all radio communications.

PROCEDURE

Callsign: 'SurfCom' – All radio command centres

Club

Units	Call-sign
Patrol Captain or Patrol Base	[Club Name] Patrol
Tower (mobile or fixed)	[Club Name] Tower
Flagged Area (waters-edge)	[Club Name] Flags
Roving Foot/ATV Patrol	[Club Name] Roving or Mobile
IRB*	[Club Name] IRB*

*Additional units assigned numbers. i.e. "[Club Name] IRB1" and "[Club Name] IRB 2."

Lifeguards (ALS)

Units	Call-sign
Patrol Base	[Beach Name] Lifeguard
Tower (mobile or fixed)	[Beach Name] Tower
Flagged Area (waters-edge)	[Beach Name] Flags
Lifeguard RWC	[Beach Name] Support Ski
Roving Foot/ATV Patrol	[Beach Name] Roving or Mobile
Lifeguard Supervisor	[Council Name] 1
Lifeguard Supervisor (additional)	[Council Name] 2

Duty Officers

Branch/Regional Position	Call-sign
Duty Officer (in command)	[Branch/Council* Name] 10
Duty Officer 2 (additional)	[Branch/Council* Name] 11
Duty Officer 3 (additional)	[Branch/Council* Name] 12

*In some Branches where responsibility may be divided between Council areas, "Council" may replace "Branch" in the call-sign. i.e Randwick 10

LS6.5 RADIO CALL SIGNS

Rescue Water Craft Services (Jet Ski)

Call signs for RWC services will be assigned as per the Service's relevant Lifesaving Service Agreement.

SLSNSW

State Position	Call-sign
State Duty Officer	NSW 10
Director of Lifesaving	NSW 11
Lifesaving Manager	NSW 12
SLSNSW Lifesaving Staff	NSW 13
Lifeguard Manager	Lifeguard 11
Lifeguard Coordinator – Northern Region	Lifeguard 12
Lifeguard Coordinator – Southern Region	Lifeguard 13
Lifeguard Operations Coordinator	Lifeguard 14

Helicopter/s

Unit	Call-sign	
SLSQ Gold Coast Helicopter	Lifesaver 45	
SLSQ Sunshine Coast Helicopter	Lifesaver 46	
Northern Region Helicopter (Lismore)	Lifesaver 2	
Northern Region Helicopter (Lismore)	Lifesaver 4	
Tamworth Helicopter	Westpac 3	
Tamworth Helicopter	Westpac 4	
Hunter Helicopter	Westpac 1	
Hunter Helicopter	Westpac 2	
Sydney Westpac Helicopter	Lifesaver 21	
South Coast Westpac Helicopter	Lifesaver 23	
Police	PolAir 1	Continuous

LS6.5 RADIO CALL SIGNS

Ambulance	Rescue 22,23,24	Bankstown
	Rescue 26	Wollongong

Department of Primary Industries - Coastal Surveillance Helicopters

Unit	Call-sign
DPI - Helicopter - Zone 1	Helicopter - Zone 1
DPI - Helicopter - Zone 2	Helicopter - Zone 2
DPI - Helicopter - Zone 3	Helicopter - Zone 3
DPI - Helicopter - Zone 4	Helicopter - Zone 4
DPI - Helicopter - Zone 5	Helicopter - Zone 5
DPI - Helicopter - Zone 6	Helicopter - Zone 6
DPI - Helicopter - Zone 7	Helicopter - Zone 7

Rescue vessels

Unit	Call-sign
Ballina Jet Rescue Boat	Surf Rescue 40
Randwick Offshore Rescue Boat	Surf Rescue 30
Kiama Offshore Rescue Boat	Surf Rescue 50

Surf Sports

Unit	Call-sign
Safety Emergency Management Coordinator	(Beach name) Safety Coordinator

*note: All Club, Branch and State run events which have a Safety Emergency Management Coordinator (SEMC) shall use this call-sign.

LS6.6 RADIO CODES

Section: LS6 Radio Communications **Page:** 1 of 2

Date: 20th September 2016

NEW SOUTH WALES

PURPOSE

To outline SLSNSW endorsed radio codes and the parameters of use in lifesaving operations.

POLICY

Use of radio codes is not mandatory for lifesaving operations, but if used, shall adhere to the following.

PROCEDURE

- Any SLSNSW services wishing to use radio codes shall adhere to the codes below and shall implement their use consistently across the whole service (i.e club).
- No alternative 'codes' shall be used by lifesaving services on SLSNSW frequencies without written authorisation by SLSNSW.
- SurfComs shall be aware of radio codes and have 'the code' immediately available to reference when on-duty.
- SurfCom Operators and Duty Officers shall be inducted in 'the code' during SurfCom training.
- Club/service personnel should be adequately trained/inducted in the use of codes should that service implement their use.
- If in any doubt services/personnel should always revert to standard English (clear and concise sentences).

Radio Codes

Code	Meaning	Further Explanation
Rescue Rescue Rescue	Prefix for emergency transmissions to indicate urgency + call-sign	Should prefix every initial 'Priority 1' emergency call to notify/request support. i.e from lifesaver to patrol base/patrol captain or from club to SurfCom.
Break Break	Grouping transmissions together (should always leave a gap after 2 different transmissions)	'Break break' can be used to group different transmissions together. E.g. "Avoca patrol from SurfCom, all copied thank you. Break break, Copacabana Copacabana patrol this is SurfCom requesting your patrol sign-on, over"
No Duff	A real incident underway during a training exercise	The term 'NO DUFF' is used when a real incident is occurring during a training exercise or simulated event. Every transmission after "No Duff" is treated as legit. E.g. "No Duff No Duff No Duff, Rescue Rescue Rescue, SurfCom SurfCom this is Avoca Beach"
Priority 1	Urgent task	Specific tasking that requires immediate attendance – usually involves life-threatening situation/rescue or serious injuries or several patients.
Priority 2	Non-urgent task	Specific tasking that requires lifeguard to provide emergency care or to undertake rescue operations but not considered life-threatening.
Priority 3	Routine task	Specific task but is not considered urgent. May include administrative, logistics requests.

LS6.6 RADIO CODES

NEW SOUTH WALES

Code	Meaning	Further Explanation
Sign On	Commencing of duty (start of shift)	
Sign Off	Ceasing duties (end of shift)	
Secure Radios	Secure radios from public earshot	Prefixing non-urgent but sensitive information to be communicated.
X	Search for submerged patient	More details required in transmission.
1	On duty and available for tasking	
2	On standby and awaiting further instructions at (location)	Used during incident/callout to indicate 'elevated state of readiness' and/or arrival at incident site.
3	On meal break	
4	Beginning to pack up patrol area	The lifeguard commences to pack equipment at the end of shift.
5	Leaving beach, assigned task or use restroom etc	When complete – transmits a 'Code 1.'
6	Entering the water for training	Used when going for a swim, undertaking water based training. When complete – transmits a 'Code 1.'
7	Unavailable to respond to calls (service/equipment)	This code means the service or aspect of the service is contactable but cannot respond at that time. Offer a timeframe if possible. i.e Byron Support Ski Code 7.
8	Unable to be contacted	More details required in transmission.
9	Entering water to undertake rescue	
10	Search for missing person in water	Provide details, e.g. location, description, etc. "Code X" may be relevant if confirmed (submerged person).
11	Mass Rescue	
12	Lifesaver/Lifeguard in trouble (man-down)	Member/staff has been injured, is in physical danger or is missing. Urgent assistance required. If possible give further information – especially location.
13	CPR Incident	More details required in transmission.
14	Deceased Person	More details required in transmission. *Ambulance - Code 4: Patient Deceased
15	Undertaking First Aid (non-life threatening)	
16	Shark Sighting	
17	Shark Attack	More details required in transmission.
18	Indecent Behaviour	More details required in transmission.
19	Undertaking Enforcement Function	

LS6.7 RADIO NETWORK FAULT REPORTING

Date: 20th September 2016

NEW SOUTH WALES

PURPOSE

To outline the process and roles/responsibilities of lifesaving services and service providers in resolving radio network issues.

POLICY

A fully operational and effective radio network is essential to the provision of lifesaving services across the state. The resolution of radio problems must be undertaken in a coordinated manner, to achieve the most time efficient and effective outcome.

PROCEDURE

Radio Network Responsibilities

The following parts of the radio network are managed by the following parties:

a) Base sets, handheld radios, facility antennas – Clubs/Services/Lifeguards
b) SurfCom facilities/equipment – Branches
c) SurfCom phone/fax lines – Branches
d) SurfCom internet lines – Branches
e) Radio Network Repeaters/VOIP – SLSNSW
f) Radio Frequencies – SLSNSW
g) Radio Network SOPs/Procedures – SLSNSW

Radio Transmission Quality Checks – For use by lifesaving services

SIGNAL STRENGTH
LOUD – STRENGTH 5
GOOD – STRENGTH 4
WEAK – STRENGTH 3
VERY WEAK – STRENGTH 2
FADING – STRENGTH 1

REPORT ON READABILITY
CLEAR
READABLE
UNREADABLE
DISTORTED
WITH INTERFERENCE

Example: “Reading you Strength 3, with Interference over.”

Radio Network Maintenance Report Forms

FORM 1

- Used by Clubs/Services/Lifeguards to inform Branch/Supervisor of problem.
- Used by Branch/Lifeguard Supervisors to inform State of problem.
- Used by SLSNSW to inform service technician of problem.

FORM 2

- Used by service technician to inform SLSNSW of work undertaken (in conjunction with network drawings).

LS6.7 RADIO NETWORK FAULT REPORTING

NEW SOUTH WALES

RADIO NETWORK MAINTENANCE PROCEDURE

1. A lifesaving service identifies a problem with their radios:

- Lifesaving service undertakes radio checks within its own area on at least 2 handhelds and its base set (simplex, main repeater channel, and alternative repeater channel).
- Lifesaving service undertakes radio checks (on main and alternative repeater channels) with SurfCom and services to the North and South.
- Lifesaving service records the results of these radio checks and contacts its appropriate branch/service officer/lifeguard supervisor.

2. The branch officer/lifeguard supervisor completes and sends "Form 1" to lifesaving@surflifesaving.com.au or fax 9471 8001 and calls SLSNSW on 9471 8000

NOTE: ONLY THE SLSNSW LIFESAVING MANAGER CAN ENDORSE REPAIRS TO THE RADIO NETWORK

3. SLSNSW contacts radio network service technician and provides "Form 1" and a "Form 2" template + radio network drawings. Quote requested for repair. Purchase Order number supplied.
4. Service provider provides 'quote'. SLSNSW reviews quote and provides direction on whether to progress.
5. Service Provider completes work:

- Notifies SLSNSW of repair at 9471 8000 & lifesaving@surflifesaving.com.au
- Completes "Form 2"
- Updates network drawings
- Returns "Form 2" + drawings to SLSNSW with invoice

6. SLSNSW advises the lifesaving service officer/supervisor of repair/relevant details and updates its radio network records.
7. Lifesaving service officer/supervisor notifies their lifesaving service personnel.

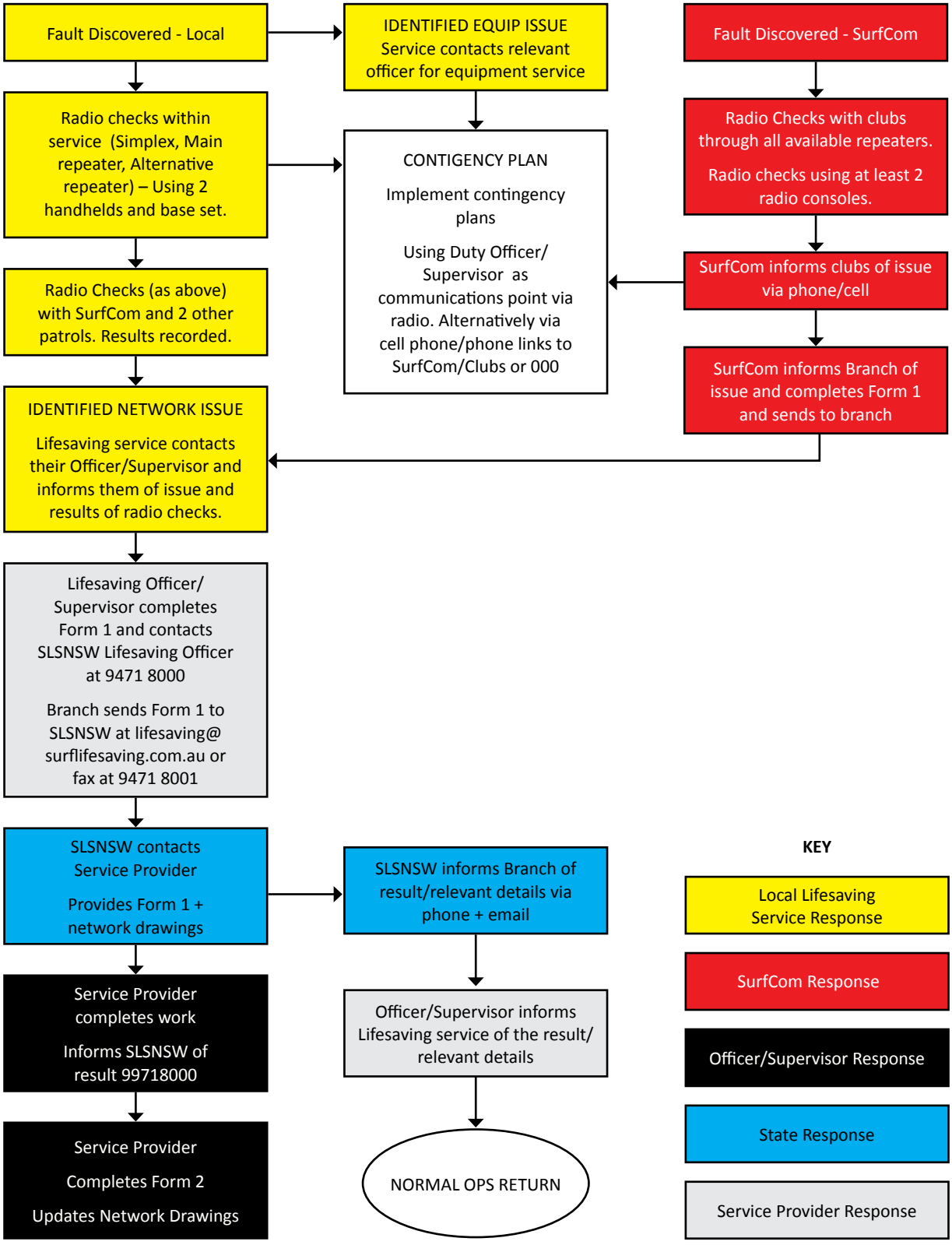
REFERENCE

Radio Fault Reporting – 'Form 1' and 'Form 2'

LS6.7 RADIO NETWORK FAULT REPORTING

NEW SOUTH WALES

RADIO NETWORK MAINTENANCE PROCEDURE



LS7

PATROL OPERATIONS (GENERAL)

SURF LIFE SAVING
NEW SOUTH WALES

LS7.1 BEACH MANAGEMENT METHODS & ROLES

NEW SOUTH WALES

PURPOSE

To provide an understanding of the minimum roles and responsibilities a lifesaving service shall undertake within their beach operations while maintaining a level of service quality.

POLICY

Surf Life Saving NSW (SLSNSW) is committed to ensuring a professional working environment by providing guidance to personnel regarding service expectations.

PROCEDURE

Beach Operations

1. Lifesaving personnel shall ensure the flagged patrol area is located in the safest possible area for swimming.
2. The patrolled area shall be under consistent surveillance of lifesavers for the full duration of the patrol.
3. Patrol arenas, tents or bases shall be based in the most appropriate position to ensure appropriate surveillance of and access to the patrolled area and adjacent areas, publicly identifiable/accessible.
4. The flagged patrol area should be as wide as appropriate to best manage risk, given the various factors involved (conditions, personnel, hazards).
5. Patrol flags, IRB/RWC/Boards shall be positioned as close to the water's edge as practical.
6. Lifesaving services should provide an information sign at the main access point to the patrolled area identifying the key hazards and information.
7. Appropriate hazard and information signage (mobile) shall be placed at adjacent beach access points and specific hazards.
8. Lifesaving personnel shall ensure the beach is in a safe and clean condition prior to setting up of the flagged patrol area. Particular attention should be made to hazardous items such as broken glass, bottles, needle sticks, branches, floating debris, etc.
9. In a multiple person team situation lifesaving personnel shall be assigned patrol duties and tasks e.g. Patrolling water's edge, tower surveillance, roving ATV patrols duties etc.
10. Lifesaving personnel should rotate roles on a regular basis – under the direction of the Patrol Captain – i.e. Every 20 minutes, to minimise fatigue/boredom and ensure efficiency.
11. Non lifesaving personnel are not permitted in a lifesaving arena except in an emergency.
12. Lifesaving personnel assigned to surveillance duties shall not utilise personal mobile phones or other devices which may distract attention from duties.
13. A lifesaver shall be stationed in an elevated position (mobile tower/facility tower/high point on sand dunes etc) at all times during operation when swimmers are in the water and have the beach area under observation at all times.
14. Lifesaving personnel shall patrol the water's edge with a rescue tube whilst swimmers are in the water.
15. Radio channels (SurfCom, patrol) shall be constantly monitored.

Patrol Captain/Lifeguard

The Patrol Captain/Lifeguard shall:

1. CONDUCT A BRIEFING WITH PATROL TEAM – AT THE START OF EVERY PATROL.
2. Prior to the commencement of duty check all previous log entries and liaise with the previous Patrol Captain/Lifeguard to identify any issues (equipment or other) or hazards present.
3. Ensure all lifesaving equipment is checked and prepared before duty with the assistance of others.

4. Select (based on training) the safest area of beach to erect the flagged patrol area from an elevated observation point and/or physical test of the area (where permitted).
5. Ensure the positioning of lifesaving equipment inside/outside of the flagged patrol area is in a manner that will not become harmful to the public.
6. Ensure a proper buffer zone exists between the surf craft area and the swimming area.
7. Ensure that all lifesaving services personnel take a pro-active approach to preventative measures i.e. Warning the public of dangers, maintaining swimmers between the flags, placing of equipment in the vicinity of hazards etc.
8. Co-ordinate any search and rescue situation that may occur.
9. Be aware of and abide by the Local Government Act.
10. Ensure Council ordinance signage and mobile hazard and information signage are erected (where required).
11. Ensure the correct recording of information in log books, report forms etc.
12. Make themselves easily accessible to the general public to answer any general enquiries.
13. Have with them a radio (hand held) at all times during patrol and monitor SurfCom.
14. Ensure the delegation of roles/activities to members of patrol.
15. Allocate responsibilities in case of emergency and/or rescue.
16. CONDUCT A DEBRIEF WITH PATROL TEAM AT THE END OF EVERY PATROL.

Lifesaving Services Personnel

Lifesaving service personnel shall:

1. Always carry a rescue tube when patrolling the waters edge. It is recommended that a whistle and radio are also utilised.
2. Practice the basic principles of PREVENTION, RECOGNITION, and RESCUE on duty.
3. Sign on/off in the log book at start/finish of patrolling operations.
4. Ensure all lifesaving equipment is erected in a secure and safe manner.
5. Proactively encourage swimmers to swim in between the red and yellow flags.
6. Warn swimmers entering the water outside of the flagged area of the danger and hazards and advise them to swim between the red and yellow flags.
7. Ensure that board riders do not impose on the flagged patrol area.
8. Wear the correct patrol uniform during their rostered times.
9. Remove their uniform at the completion of their operations/duties.
10. Not leave the patrol area unless authorised by the Patrol Captain/Lifeguard.
11. Maintain fluid intake during operations, especially on hot days.
12. Have access to required PPE.
13. Practice the basic principles of sun safety.
14. Always be polite and courteous when dealing with the public.
15. Advise Patrol Captain if feeling fatigued, ill, tired or injured.
16. Check rescue equipment for damage or breakages and report such.
17. Proactively advise members of the public that the patrolled area is closing i.e. At the end of the day and/or due to dangerous conditions etc.
18. Advise of your absence, late arrival or early departure if needed.
19. At all times be under the direction of the Patrol Captain.

REFERENCE

Position Descriptions

LS7.2 OPENING OF PATROL (Start of Patrol)

Date: 20th September 2016

NEW SOUTH WALES

PURPOSE

To outline the key required actions when opening a patrolled area.

POLICY

Lifesaving personnel in most areas are required to determine the safety of the selected patrol area and the most appropriate method and efficient deployment of equipment and personnel in addition to any specific actions that may have to be taken to ensure public safety.

The flagged area should be located in the safest area for swimming and should be opened as wide as possible where conditions and resources allow.

Patrol flags and rescue equipment shall be positioned as close to the water's edge as possible. The flags and rescue equipment must be moved with the rise and fall of the tide to keep them at the waters edge.

PROCEDURE

Establishing a flagged area

In areas where a flagged area is established the following factors should be considered:

General:

- Size and distance of area to be patrolled.
- Number of patrons.
- Skill level(s) of patrons.
- Type of activities.
- Recreational equipment in use (slides, toys, inflatables, etc).
- Potential hazards (i.e. Rocks, sudden drop off, etc).
- The number of personnel on duty.
- The type and amount of equipment available.
- Other tasks required of the lifesaving personnel.
- Facilities available to the lifesaving services.
- Safety and emergency support operations.
- Communications systems (access to support/emergency services).

Beach/Surf:

- Beach type.
- Prevailing conditions (weather, swell, tide, current).

LS7.2 OPENING OF PATROL (Start of Patrol)

NEW SOUTH WALES

Equipment

It is the responsibility of the Patrol Captain/Lifeguard to ensure that all emergency equipment is in place and in working order.
Any damaged or missing equipment shall be reported in the log and communicated ASAP to the Club Captain or Lifeguard Supervisor.

All patrolling equipment shall be checked on each deployment, with specific attention to the condition and operability of; power craft, rescue, first aid and resuscitation equipment.

Oxy resuscitation Kits:
- System test and miscellaneous equipment check
- Check oxygen cylinder is over ½ full;
- Ensure at least 1 full backup cylinder is available

Defibrillators:
- System test and miscellaneous equipment check

First Aid Kits:
- Condition and contents check

Powercraft:
- Inflatable Rescue Boat (IRB) checks
- All-Terrain Vehicle (ATV) checks

Rescue Equipment
- Rescue board checks
- Rescue tube checks

Radios:
- Fully charged and operational

Patrol – Sign On Procedure

Patrol Captains/Lifeguards are required to report into a SLS SurfCom when they have commence ol.
SurfCom will contact services prior to the start time listed in the Lifesaving Service Agreements.
SurfCom will call each service in a North - South order.

LS7.3 PATROL BRIEFINGS

Date: 20th September 2016

NEW SOUTH WALES

PURPOSE

To outline the concept of a "patrol briefings" and topics to be covered within.

POLICY

Good beach management requires good communication. Patrol briefing provides an excellent tool for optimal patrol planning and preparation.

In a volunteer situation this should be conducted by the Patrol Captain.

In a lifeguard situation this may be done by the Senior Lifeguard or Lifeguard Supervisor.

A briefing should be consistently employed on every occasion, regardless of the predicted level of patrolling/rescue activity.

PROCEDURE

A start of patrol briefing should:

- Include all lifesaving personnel.
- Invite input and questions at any stage (open forum).
- Utilise visual aids (whiteboards/maps etc).
- Identify any new personnel that may require a full induction.
- Pair up new/inexperienced personnel with experienced personnel.

An operational briefing may cover:

- Patrol Operations Manual (POM).
- Patrol Audit Form.
- Uniform check (current/meets policy, clean, practicable).
- Equipment check (as a team or task personnel).
- Allocate equipment as necessary (radios, call-signs etc).
- Current and expected beach/water/weather conditions.
- Expected patronage.
- Identified high risk areas (areas of lateral drift, rips, holes etc).
- Identified high risk groups (rock fishermen, tourists etc).
- Beach management plan (surveillance positions, flag duties etc).
- Roles and responsibilities.
- Incident contingency plans (based on identified risks, who, what, where, when).
- Roster (including rotations and subs).
- Health and safety issues (Sun Safety, Fluid intake etc).
- Public image/professionalism expectations.
- Radio communications (SurfCom/Channels).

LS7.3 PATROL BRIEFINGS

NEW SOUTH WALES

PATROL CHANGE OVERS

Procedure

When the incoming lifesaving service has assumed control, SurfCom should be advised of:

- Beach Status
- Number of Bronze Holders
- IRB/RWC Status

REFERENCE

Patrol Operations Manual

Patrol Audit Form

LS7.4 CLOSURE OF PATROL (End of Day)

NEW SOUTH WALES

Date: 20th September 2016

PURPOSE

To outline best-practice procedure for closing a lifesaving service patrol for the day.

POLICY

The closure of a lifesaving service patrol at the end of the day requires effective communication to ensure a safe transition from supervised swimming to unsupervised swimming.

PROCEDURE

Disestablishing of a flagged patrol area

1. Refer to Lifesaving Service Agreement and identify whether extended times (above minimum hours) are required due to patronage or conditions.
2. Inform SurfCom of closure or extension.
3. Utilise the public announcer or similar to inform swimmers of closure and recommend they cease swimming for the day.
4. Utilise in-water lifesaving personnel to inform public of closure.
5. Consider a roving patrol to adjacent areas to inform public of closure.
6. Repeat communication of closure and warning of hazards to remaining swimmers if required.
7. Maintain surveillance of water by delegated lifesaving personnel while equipment is packed up for the day.
8. Maintain dedicated rescue equipment on-standby while other equipment is packed up for the day.
9. Prepare after-hour/callout response equipment (rescue-ready).
10. Conduct a final surveillance sweep of surf area before packing up standby equipment and leaving the beach.
11. Notify relevant club/service/branch officers/supervisors of any issues (i.e Equipment damage, consumable/fuel shortages etc).

If beach/water patronage warrants, and personnel are available, surveillance of the beach area should be maintained by lifesaving personnel (with access to rescue equipment) for at least 30min-1hour after the patrol has closed.

IRB Rescue Ready at Closure of Patrol

It is permissible that at the discretion of the Patrol Captain for an IRB to be removed from the beach, no earlier than 30mins before the minimum closing time, to be washed, refuelled and prepared for after hours/ call out response under the following conditions:

- That the IRB driver and crew are in radio contact during this process and must be present until the minimum closing time is reached
- That the IRB (with driver and crew) is maintained in a rescue ready position to enable quick response to the beach should it be required until the minimum closing time is reached. e.g. Attached to ATV.

An IRB cannot be reported as non-operational during the last 1 hour of minimum patrol times.

LS7.5 LIFESAVING ACTIVITIES ON CLOSED BEACHES

NEW SOUTH WALES

Date: 20th September 2016

PURPOSE

To provide clarity for lifesaving activities that can be undertaken during a Closed Beach Patrol.

POLICY

In order to ensure that members have the required skills and abilities to safely work in surf conditions that constitute a Closed Beach Patrol refer LS SOP 4.3.

No in water junior activity is to be undertaken on closed beaches.

No in water lifesaving activity is to be undertaken on closed beaches affected by the following hazards:

- Dangerous Marine Creatures
- Debris in the water
- Marine pollution
- Electrical storms

Endorsed surf lifesaving competitions/events shall continue to be guided by the specific event safety plan.

This policy refers to beaches under the control of Surf Life Saving. Should the beach be under the control of another agency (i.e. Council lifeguards), the lifesaving service should communicate with the appropriate person responsible and agree on the training area to be used.

PROCEDURE

For the purposes of this SOP, lifesaving activities are separated into the following areas;

a) Training of members for the Bronze Medallion
b) Training conducted for maintaining the skills of lifesavers in SLSA awards currently held
c) Training of members for PowerCraft awards
d) Training conducted for surf sports

a) Training of members for the Bronze Medallion

If a Closed Beach Patrol is operating, training of members for the Bronze Medallion or Surf Rescue Certificate (i.e. the award is not currently held) cannot be undertaken.

b) Training conducted for maintaining the skills of lifesavers in SLSA awards currently held

Members who are undertaking lifesaving activities for the purpose of maintaining or improving skills must adhere to the following procedure:

1. Members must be financial members and be proficient in the award (minimum Bronze Medallion).
2. Patrol Captain to conduct risk assessment to ascertain if training is suitable
3. Prepare appropriate water safety

a) If swim or board rescue training is being conducted there is to be a minimum of one fully operational IRB, on standby as water safety.
b) The crew of the water safety IRB must be briefed on the training to be undertaken and must be ready to respond.
c) The services' IRB on duty can be used with approval from both Patrol Captain and IRB Driver.

4. The relevant training signage should be positioned near the training area
5. Patrol Captain to advise SurfCom that the service is conducting training on a Closed Beach. e.g. "SurfCom this is South Narrabeen, be advised we are currently conducting board training for the next 2 hours, over."

6. Should conditions or circumstances change, the Patrol Captain has the authority to suspend the training activity.
7. At the completion of training, the Patrol Captain is to advise SurfCom that training is now complete.

c) Training of members for Powercraft Awards

Members who are undertaking Powercraft training for new or existing awards must adhere to the following procedure:

1. Members must be financial members and be proficient in the prerequisites (minimum Bronze Medallion).
2. Patrol Captain/Trainer to conduct risk assessment to ascertain if training is suitable.
3. Prepare appropriate water safety.

a) There must be a minimum of one fully operational IRB, on standby as water safety. The crew of the water safety IRB must be briefed on the training to be undertaken and must be ready to respond.

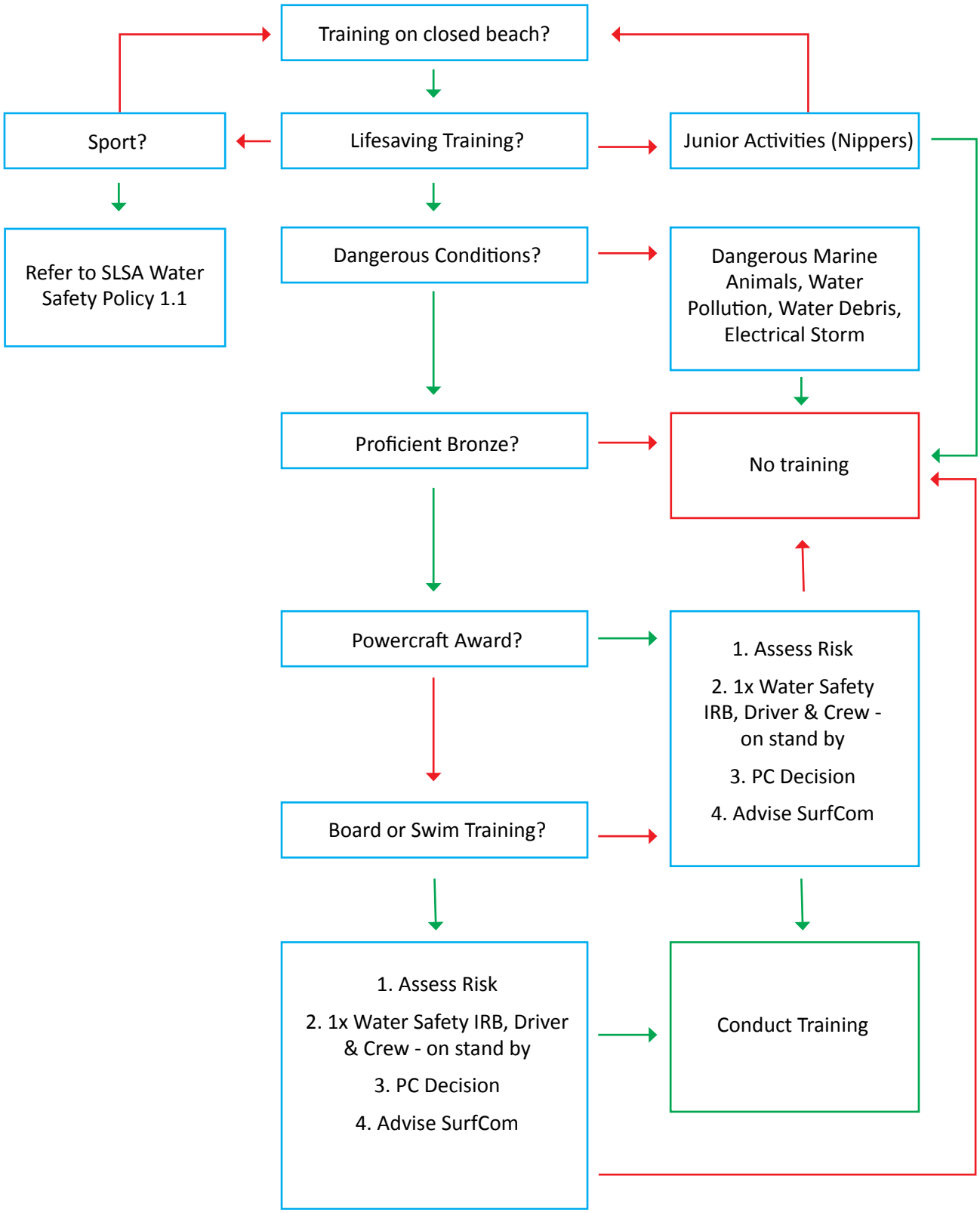
b) The services' IRB on duty can be used with approval from both Patrol Captain and IRB Driver, but it cannot be used for the training. ie. If one IRB is on the water, then the second IRB must be on standby and capable of response .

4. The relevant training signage should be positioned near the training area.
5. Patrol Captain to advise SurfCom that the service is conducting training on a Closed Beach. e.g. "SurfCom this is South Narrabeen, be advised we are currently operating IRB training for the next 2 hours, over."
6. Should conditions or circumstances change, the Patrol Captain has the authority to suspend the training activity.
7. At the completion of training, the Patrol Captain is to advise SurfCom that training is now complete.

d) Training conducted for surf sports competition

1. Refer to SLSA Water Safety Policy 1.1

LS7.5 LIFESAVING ACTIVITIES ON CLOSED BEACHES



LS7.6 LIFESAVING VEHICLES ON BEACHES

Date: 20th September 2016

NEW SOUTH WALES

PURPOSE

To provide guidelines for the safe management of vehicular traffic on beaches.

POLICY

Driving on beaches should only be permitted:

- As approved by the local regulating authority.
- Where the beach surface structure supports the weight of vehicles.
- Where there are no roads running immediately adjacent to the beach.
- In an emergency.

On-beach driving shall be undertaken at the slowest safe practical operating speed.

Local government and/or state regulations in relation to speed must be adhered to at all times.

The ATV should not exceed 20km/h under normal operating conditions. The speed limit for heavily populated areas and between the red and yellow flags is 5km/h.

It is the operator's responsibility to evaluate the environment to determine a safe and appropriate speed within these limits.

PROCEDURE

Beach Access

Enter and leave the beach only at ramps and designated access points.

Beach access gates, ramps and tracks should be sign posted with appropriate driving rules and regulations specific to the area.

When driving on beaches the following conditions/precautions should be taken into consideration:

- Poor visibility (sun on sand, sea spray and mist creates disorientation).
- Distractions from other vehicles, water and wave conditions, wildlife, fishers, beach users and swimmers etc.
- The best sand vehicles are light.
- Wet sand near the wave line may be hard but an odd soft patch can send you off-course without warning.
- Know your tides, never drive along wave line on a rising tide.
- Be aware of fishers and fishing lines.
- Beware of washouts after heavy rains.
- Sand tyre pressures:
  - For beach driving a reduction in tyre pressure to 136kpa (18-21psi) is recommended.
  - It must be noted that tyres deflated to half normal pressure won't respond to braking or steering as effectively.
  - Finding the correct pressure is largely trial & error for a particular vehicle with a particular load, but most vehicles place the lower limit at 16psi.
  - Never drive on roads with these reduced tyre pressures.

Other factors

Other factors that need to be considered and promoted to owners and operators of vehicles to be driven on beaches include:

- Speed of travel on beaches;
- Ground clearance;

- Consistency of the sand;
- Other vehicles and degradation of the beach; and
- Pedestrians.
- Driving on beaches at high tide or on narrow beaches contributes to general beach erosion and erosion of native habitats including birds, crabs and sea turtles.
- Driving on the beach causes sand compaction and rutting, and can accelerate erosion.

Rules of the "Road"

The following specific rules of the road shall be met for driving on beaches:

1. Vehicles should have a current and valid registration. Only approved vehicles to be used.
2. Drivers must have a current and valid:
   a) Drivers license for the vehicle type, and a;
   b) Permit to drive on a beach (if required).
3. Headlight and hazards lights shall be activated when in motion.
4. Pedestrians, swimmers and bathers have the right of way over all vehicles.
5. Wildlife has the right of way over all vehicles.
6. Vehicles should not be driven in the dune systems.
7. Seat belts must be worn at all times.
8. Passengers should not be carried on the outside of the vehicle.
9. Keep to the left of oncoming vehicles.
10. Use indicators when overtaking or turning.

Accidents/Injuries

Accidents and/or injuries as a result of driving on beaches will be at the jurisdiction of the law.

LS7.7 REGULATION ENFORCEMENT

NEW SOUTH WALES

PURPOSE

To provide guidance in relation to the practical enforcement of local by-laws/regulations.

POLICY

Lifesaving personnel shall be responsible for enforcement functions only as delegated by the relevant authority (local government) under the specifications of the Local Government Act.

Outside of a delegated authority situation lifesaving services may also provide advice and guidance to the public regarding by-laws, regulations and prohibitions in order to promote the safety of personnel and the public.

PROCEDURE

The enforcement of regulations will generally follow a systematic progression or escalation of information and warnings.

The following outlines a series of stages a Patrol Captain/Lifeguard can work through to promote local regulations:

1. Advisory
2. Warning
3. Reporting

Advisory Stage

The advisory stage can have three sub-stages:

1. Communicate – Establish communication
2. Inform/Educate – Provide information
3. Advise – Provide specific advice

Communicate

- Greet the person
- Introduce yourself
- Positive body language
- Smile
- Establish a rapport

Inform/Educate:

- Explain that the area is subject to certain rules and regulations.
- Explain that these rules are for the safety and health of all.
- Identify the authority of the regulation – i.e. Local Authority.
- Advise them of the preferred course of action.

Advise:

- Advise the person that they would be, or are, in breach of these regulations.
- Reinforce what you would like from them as a preferred course of action.

LS7.7 REGULATION ENFORCEMENT

NEW SOUTH WALES

Warning Stage

Warning:

- Advise the person that they are in breach of the regulation and of the penalty if they continue their current activity.
- Advise them of your course of action.

Reporting Stage

Reporting:

- Report offence to appropriate authority.
- Record details.

LS7.8 VESSEL TOWING

Section: LS7 Patrol Operations (General) **Page:** 1 of 2

Date: 20th September 2016

NEW SOUTH WALES

PURPOSE

To outline vessel towing protocols.

POLICY

Lifesaving personnel should only attempt to tow another vessel when there are people in immediate danger.

Lifesaving personnel should at no stage attempt to tow another vessel if it creates unacceptable risk.

The primary function of Surf Life Saving is preservation of life, not recovery of property or salvage operations.

RWCs are at no stage permitted to tow any form of vessel.

PROCEDURE

The decision to tow another craft should be carefully evaluated. The first consideration should be the safety of the crew and those aboard the stricken vessel. If a tow is too hazardous, and the crew of the stricken vessel is in imminent danger, then they should be transferred to the rescue vessel. The primary function of Surf Life Saving is preservation of life, not recovery of property or salvage operations

If a tow is feasible, the first decision is whether to leave some or all of the crew on board the disabled vessel. Those on board should have personal flotation devices and means of communicating between vessels. Wherever able persons should be transferred to the safety of land before commencing a tow.

Before attempting a tow a verbal agreement should be reached that the skipper of the other boat will accept the tow and that the marine rescue vessel will take all care but no responsibility.

The outboard on the vessel should be left down to allow control of the direction of the towed vessel.

In long tows out to sea both boats must be in step, that is, both boats enter the troughs or crests simultaneously and at least one swell apart. The towed boat should be observed continuously. If it begins to yaw, the driver should slow down or the boat may broach, especially if the tow point is high above the waterline. Ideally the tow line should be attached as low as possible to the waterline of the vessel, at the bow.

The towed boats anchor and anchor line can be attached in the tow line to allow a shock absorber in the line when towing in swells. Any slack line must be taken in to avoid fouling the propeller or jet unit.

If the tow is in a following sea, a drogue or sea anchor may need to be rigged 20 to 30 metres astern of the tow. A suitable drogue can be made from a bucket or similar.

If a large wave astern forces the disabled boat to override the rescue boat it could prove disastrous. This can be avoided by quick throttle action. If the marine rescue vessel is forced to steer away, quickly abort the tow.

Crews Duties

- Ensure fenders are in place.
- Remove tow rope and bridle from rope locker.
- Rope selection:
  - A long rope or two joined together connected to towed vessels anchor line, using anchor as a spring for big swell, or to a bollard or tow point.
  - A short rope used for closed quarters and flat conditions (can be shorted even more by sheep-shank).
- Bridle is looped around stern bollards; ensuring pulley and shackle are free and connect tow line to shackle at pulley.
- Lay out tow line on boat deck to ensure no tangles.

LS7.8 VESSEL TOWING

- Inform skipper that you are ready to tow.
- If warranted, use a light throw line from either vessel then use this to pull towline between vessels.
- Ensure person secures towline to anchor bollard, capstan or anchor line.
- Inform skipper all is secure.
- As driver takes up slack, pay out the line, ensuring it does not snag on vessel or crew, until taunt.
- As tow commences, monitor towline and vessel, being ready to sever (with knife) the tow line in case of emergency.
- At completion of tow, pull line in, keeping clear of motors.
- In close quarters, i.e. Marina, line is pulled in and an appropriate sized sheep shank placed in line. Line is then again payed out and tow recommences.
- Have a knife on deck to cut line free.

Driver Duties

- Place boat to the windward side of the vessel to be towed, close enough for lines to be transferred safely and await for signal that line is secured.
- On signal move forward on one motor at low revolutions to take up slack.
- Once line taut and towed vessel is true, speed can be increased.
- In enclosed or close quarter conditions, i.e. Marina, the line should be shortened to allow easy manoeuvring without risk of collision with other vessels.
- Be aware that the size of the towed vessel is proportional to the amount of momentum when towing ceases.

Skippers Duties (JRB/ORB Driver Duties)

- Plan the transfer of tow line from a safe distance + inform crew of planned procedure.
- Ensure other vessel is aware of your intentions whilst crew prepares for tow.
- Double check tow line is correct.
- Inform driver and other vessel when ready to tow.
- Oversee towing procedure ensuring safety of all involved.
- Advise crew and other vessel of intention to shorten line in close quarters.
- Get particulars from skipper of towed vessel i.e. Name, address, type of vessel, reason for requiring tow.

REFERENCE

SLSA IRB Towing Policy

LS7.9 INAPPROPRIATE BEHAVIOUR BY PUBLIC

NEW SOUTH WALES

PURPOSE

To outline the protocols for managing inappropriate behaviour.

POLICY

Inappropriate behaviour covers numerous activities that occur on beaches.

These include, but are not limited to:

- Theft
- Consumption of alcohol/drug use on beaches
- Suspected paedophiles
- Indecent exposure
- Public sexual activities

PROCEDURE

Where a patron reports someone to lifesaving personnel or lifesaving personnel observe someone involved in offensive inappropriate behaviour, or they believe someone to be suspicious they should follow the procedures listed below:

- Maintain a safe distance.
- If possible keep members of the public away (i.e restrict access to area of beach or public toilets etc).
- Make note of the person's description, location & vehicle.
- Take notes from witnesses.
- Contact SurfCom for Police assistance.
- Where Police are not on-site lifesaving personnel (minimum of 2) should observe the suspect (if safe to do so) and remain in contact with their patrol base until the Police arrive.

Water safety should not be compromised in this situation and minimum lifesaving service standards should be maintained in regard to water surveillance/patrolled area.

LS7.10 MARINE POLLUTION

NEW SOUTH WALES

PURPOSE

To provide guidelines relating to marine pollution incidents.

POLICY

In addition to the environmental risks associated with marine pollution there is a potential for risk to the community that includes:

- The health risks associated with potentially poisonous substances.
- The potential threat of fire or explosion.
- Marine Algae

PROCEDURE

Actions on identifying marine pollution

- As per "Emergency Beach Closure."

Plus:

- Notify SurfCom and request they contact the Environment Protection Agency, National Maritime Safety Authority, Department of Primary Industries.
- Provide assistance to RMS/DPI Officers as instructed.

Reporting

Witnesses to pollution being discharged from any vessel or noticing oil or chemical pollution should contact SurfCom, who will then contact the NSW Maritime or Environment Protection Authority.

The information that should be provided includes:

- When and where the pollution occurred.
- The type of discharge or a description of the product.
- The extent (area covered).
- Name of the vessel or other source.
- Any other relevant information.

LS7.11 SHARK MESHING PROGRAM

Date: 20th September 2016

NEW SOUTH WALES

PURPOSE

To provide information relating to the recognition and reduction of risks associated with beaches that have a shark meshing program (nets).

POLICY

This policy aims to:

- Help identify existing and potential health and safety issues.
- Raise the overall awareness of hazard identification and risk reduction.
- Assist in establishing risk management procedures.

PROCEDURE

The Shark Control Program

Fisheries NSW manages the Shark Meshing (Bather Protection) Program to provide a safer environment for swimmers and surfers. The program involves using specially designed nets along 51 beaches from Newcastle to Wollongong and a public education program. For more details refer to the Prime fact 147 NSW Shark meshing (Bather Protection) Program and Shark Smart brochure available from the Fisheries NSW website: http://www.dpi.nsw.gov.au/fisheries/info/sharksmart.

SLSNSW monitors issues relating to sharks across the state and consults with Fisheries NSW about the future directions of programs.

Rogue Equipment

Includes, but not restricted to, nets, lines, fishing gear, buoys and hooks that have moved from site, in particular if the equipment is in a location that may present a hazard to people.

In the event of "rogue" equipment being identified the following procedures shall be followed:

- Follow procedures listed in 'Emergency Beach Closure'.
- Isolate the equipment from public access/interaction.
- Do not move or retrieve the equipment.
- SurfCom (or similar) is to contact the SLSNSW State Duty Officer, who will call a Fisheries NSW Officer.
- Record as much detail regarding the equipment as possible.

Entrapment of species in shark nets

In the event of any species being identified as caught in a shark net whether it be alive or otherwise the following procedures may be applied:

At all times safety to lifesaving personnel and the public is to be considered the priority. While concern for an entrapped animal is warranted, no actions should be taken that may expose the personnel or the public to risk of injury.

In the first instance the SLSNSW State Duty Officer is to be contacted. He/she will be responsible for contacting a Fisheries NSW Officer as listed above.

LS7.11 SHARK MESHING PROGRAM

In rare cases Fisheries NSW may request assistance from Surf Life Saving to identify what is in a net. The following procedures are to be followed:

- Assess risk – only if risk is deemed low and acceptable should this activity be undertaken.
- Maintain a safe distance.
- Only suitably qualified and competent lifesaving personnel should participate in operations and shall involve only marine rescue vessels IRBs, RWCs, JRBs or ORBs (not in-water swimmers/board paddlers).
- Lifesaving personnel should not swim near shark nets.
- Lifesaving personnel must not attempt to free live or deceased entangled animals due to the risks associated with live animals and personnel entanglement.

Note: Live animals can and have killed the people trying to release them. Where required a trained team will be deployed to undertake disentanglement.

Animals Coming Ashore

In the event of any deceased animals/mammals (specifically sharks, turtles, whales, dolphins, seals and dugongs) SurfCom shall contact the SLSNSW State Duty Officer who shall liaise with a Fisheries NSW Officer.

Personal Safety

At all times safety to lifesaving personnel and the public is to be considered the priority. While concern for the animal is warranted, no actions should be taken that may expose the operators or the public to risk of injury.

Report Interference with Shark Nets/Illegal Fishing

It is an offence under the Fisheries Management Act 1994 to interfere with set fishing gear. Lifesaving personnel are encouraged to report any one seen interfering with Shark Nets and any illegal fishing activities to the Fisheries Watch 1800 043 536 or via website:

http://www.dpi.nsw.gov.au/fisheries/compliance/report-illegal-activity.

LS7.12 BEACH ATTENDANCE MONITORING

Date: 20th September 2016

NEW SOUTH WALES

PURPOSE

To provide a consistent formal beach attendance monitoring program to improve the reliability, accuracy and range of data collected with regards to beach visitation.

POLICY

An evidence-based approach can be used to inform decisions on lifesaving service provisioning and resource allocation.

PROCEDURE

Lifesaving services should have the same methodology and procedures for observing and estimating beach attendance.

Visual scanning techniques utilised for effective water observation can also be applied for estimating on beach visitation figures.

The technique described below is subjective and is estimate based, however with additional checks and balances in place there should be improved confidence and faith in the figures.

Definitions

Attendance: Shall include the total number of people in the water and on the beach.

Area: Shall be the area defined as the primary patrolling area.

Grouping Technique

1. During observation, personnel should break the beach/water up into smaller representative groups.
2. Count the number of people in one such group.
3. Multiply the number of beach users in that group by the total number of groups contained on the beach.
4. It may be appropriate to estimate on beach and in water separately and then combine to give a total beach attendance.
5. This method is still subjective and if the representative group is poorly selected the total beach attendance figure can be significantly affected..

Beach attendance = Group Total A x Total Number of Groups

LS7.12 BEACH ATTENDANCE MONITORING

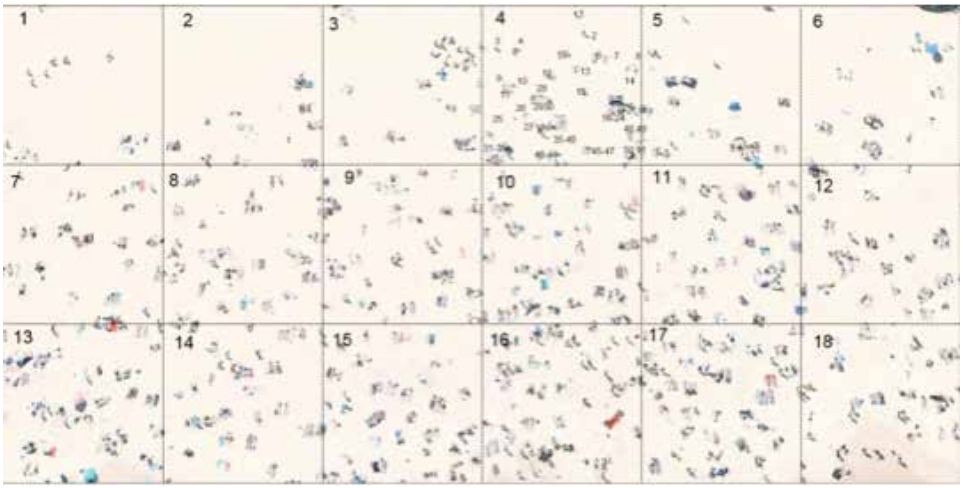


Figure 1.

Example

In Figure 1, the beach has been split into 18 groups. Group number 4 has been selected as having an average representative number of attendees. Approximately 51 attendees can be counted in group 4. When multiplied out across the 18 groups, this gives and approximate attendance figure of 918 people.

Beach attendance = Group Total A x Total Number of Groups

Beach attendance 918 = 51 x 18

Reporting

Beach attendance should be collected at the following times (as a minimum):

- Sign On
- Mid-Patrol
- Sign Off

Beach attendance shall include the number of people in the water and on the beach at each of the specified times. The area to be monitored shall be the area specified as the services primary patrolling area.

Data must be collected and recorded on Patrol Logs to be entered into SurfGuard within 14 days (as per SOP 3.1).

REFERENCE

Brewster, C B 2003, 'Open Water Lifesaving – The United States Lifesaving Association Manual', United States Lifesaving Association, New Jersey, USA.

LS8

PATROL OPERATIONS (EMERGENCY)

SURF LIFE SAVING
NEW SOUTH WALES

LS8.1 EMERGENCY BEACH CLOSURE & EVACUATION

NEW SOUTH WALES

Section: LS8 Patrol Operations (Emergency) **Page:** 1 of 2

Date: 20th September 2016

PURPOSE

To assist Patrol Captains/Lifeguards by providing guidelines to determining their options and acting upon their decisions to close the patrolled area in a safe and efficient manner at any time other than the end of the day.

POLICY

Lifesaving service personnel are required to assess the conditions that present to them and determine if closing the patrolled area (aquatic area) is an appropriate option.

PROCEDURE

Patrol Captains/Lifeguards 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.

The following are specific conditions under which 'closure' may be considered (this list should not be considered to be exclusive):

Dangerous Surf Conditions:	Heavily Dumping Surf
	Large Surf
	Rips/Strong Currents
	Debris
Marine Life:	Sharks
	Excessive Stingers
Human Hazard:	Uncontrollable surf craft infringements
	Powercraft hazards
Civil disturbance (public unrest, criminal activity)	
Equipment in surf/swimming area (lines, netting, buoys, etc.)	
Environmental/Weather:	Lightning
	Cyclonic conditions
	Tsunami warning
Chemical/Biological Hazard:	High pollution levels
	Chemical spill
	Oil/Petrol spills
	Biological agent(s)
Other:	Dangerous objects such as munitions
	Suspicious packages

LS8.1 EMERGENCY BEACH CLOSURE & EVACUATION

Emergency Beach Closure - Procedure

1. Determine if water area is to be evacuated.
2. Inform SurfCom that you are about to close the patrolled area.
3. Activate the Emergency Evacuation Alarm.
4. Inform everyone of the following:
   - Water area is being closed; and
   - Reason for closure.
5. Lower and remove the red and yellow patrol flags and black and white surfcraft flags.
6. Post 'Swimming Not Advised' signs at identified beach access points and where the flagged area was located.
7. Continually monitor all areas.
8. Maintain minimum personnel, qualification and equipment requirements.
9. Maintain an active presence on the beach to advise/warn public.
10. An appropriate record should be made in the patrol log giving an outline of the incident.
11. Where required liaise with Emergency Services

Emergency Evacuation Alarm Procedures

Emergency evacuation of a patrolled Area: Alarm is sounded continuously until everyone has exited the water.

All Clear/Beach Open: Announcement is made over the loud hailer/PA system. Where an announcement system is not available a short blast of the alarm can be sounded.

Closure Periods

Generally the beach will remain closed until such time as the identified hazard is controlled or no longer presents a risk.

Recommended closure periods include:

- Dangerous surf conditions – as determined/appropriate.
- Shark sighting & encounters: Refer to LS8.5
- Chemical/biological hazards – After confirmation from appropriate authorities that the area is safe.

Reopening Procedure

Once it is determined that it is safe to reopen the beach then normal patrol procedures should be re-established under the direction of the Patrol Captain/Senior Lifeguard.

LS8.2 LOST/MISSING PERSONS

NEW SOUTH WALES

PURPOSE

To ensure lifesaving personnel use correct procedures when a missing person is reported. This guideline provides some principles on which to base a response.

POLICY

SLSNSW requires personnel to follow the guidelines provided when a lost/missing person is reported.

PROCEDURE

SurfCom is to be notified of missing persons as soon as a situation has been identified.

Definitions

A 'lost person' is where a family member, friend or guardian approaches the lifesaving personnel and reports a person missing.

A 'found person' is where the lifesaving personnel either:

- Is approached by a member of public who has lost their group;
- Comes across someone who appears distressed and lost, or;
- When a member of public finds the child/person and hands them over to lifesaving personnel.

Prioritising Information Gathering

Lifesaving personnel should prioritise information gathering before declaring the type of response and then follow a series of escalating procedures to handle lost and found persons.

Serial	Action	Details
1	Information Gathering	0 – 2 Minutes
2	Type of Search Declared	In-Water or Land Based
3	Assistance Requested/Incident Reported	Via SurfCom
4	Initial Search Conducted	With on-site assets
5	Person Not Located/Advise Police	Via SurfCom
6	Coordinated Search: Under External Agency	With other emergency services

Information Gathering

In all search incidents it is imperative that the following information is collected and recorded on paper.

Informants must be retained with the lifesaving service for the duration of the search.

LS8.2 LOST/MISSING PERSONS

NEW SOUTH WALES

• Name • Age • Sex • Clothing • General Description (size/weight/race)	• Location last seen • Activity being undertaken • Flotation devices? • Likelihood of being in the water • Swimming ability • Missing persons site on the beach (where their clothes/possessions are)

Declaring an In-water Search

Incidents where persons are missing in the surf or believed to be missing in the surf require an immediate, coordinated and methodical response by lifesaving personnel.

An in-water search should be declared by the Patrol Captain/Senior Lifeguard under the following circumstances:

- Lifesaving personnel witnessed submersion – while under surveillance or in the process of rescuing.
- Public communicated missing person – last seen in water.
- Public communicated missing person – believed to be in the water.
- Public communicated missing infant/child (<8) – last seen near the water.
- Personnel missing (dangerous conditions) – last seen in water.

In-water Search Response

- Details collected.
- Informant retained.
- Lifesaving personnel dispatched.
- Radio communications.
- Observers from tower with binoculars (or elevated position).
- Shoreline search (foot and/or ATV/4WD).
- Water based search with powercraft.
- In water swimmer positioned at last known location.
- SurfCom informed.
- Emergency service support requested.
- Additional lifesaving services/support operations requested (if required).

In-water Search Considerations

- Consider current/drift direction (Consider use of 'dye').
- Activate on-scene resources ASAP and initiate support from other services ASAP.
- Remember to maintain management of flagged area or close flagged area if it cannot be adequately maintained.
- Send lifesaving personnel to where the missing persons towel etc are positioned on the beach and/or to their car (land based search).
- Ensure all responding units have radio communications (excluding swimmers/boards).
- Reassure parents or carer and where possible obtain addition details such as other possible search areas i.e. location of car, residence, etc.

LS8.3 REQUESTING AN AMBULANCE

NEW SOUTH WALES

PURPOSE

To outline the minimum information required by the Ambulance Service from lifesaving services/SurfCom regarding a patient's condition.

POLICY

SLSNSW expects lifesaving services to align their procedures with the information gathering requirements of the Ambulance Service of NSW.

PROCEDURE

Good incident management involves correct and concise collection and communication of information.

The Ambulance Service has a standard set of questions it must answer before it can respond by sending an Ambulance to an incident. To maximise the effectiveness and efficiency of a response lifesaving services (including SurfComs) should align their procedures to the following:

Note: Ambulances should be requested via SurfCom (via Triple Zero only if SurfCom is not available).

Procedure – Patient Reporting

Lifesaving personnel should provide the following information to SurfCom regarding a patient's condition.

SurfCom should provide this information to Ambulance communications.

- Patient Sex.
- Patient Age.
- Mechanism of Injury (what happened).
- Chief Complaint (what is the injury).
- Breathing Present?
- Level of Consciousness.
- Chest Pains?
- Patient location/access point.
- What action/treatment lifesavers are administering.
- The best contact number/radio channel to be contacted on.
- Update if patient condition deteriorates (loss of consciousness, difficulty breathing etc).

Secondary Information

- Is the patient changing colour?
- Is the patient clammy?
- Does the patient have a history of heart problems?
- Did the patient take any drugs or medication in the past 12 hours?

LS8.3 REQUESTING AN AMBULANCE

NEW SOUTH WALES

INCIDENT REPORTING MATRIX – PATIENT INJURY

Remember: Position, Problem, People, Progress

ACTION	EXPLANATION	EXAMPLE
INFORM SURFCOM (via radio) Rescue Rescue Rescue (if an emergency)+ Call sign/patrol name	Identifies your call as an emergency and prioritises it above non-emergency transmissions	"Rescue Rescue Rescue this is Taree Old Bar, SurfCom do you copy, over?"
PROBLEM	Outline what has happened – mechanism of injury	"SurfCom we have 1 patient who has been run over by a surfboard and has severe laceration to their head"
PEOPLE • Patient Sex • Patient Age • Chief Complaint (what is the injury) • Breathing Present? • Level of Consciousness • Chest Pains? • Is this person a SLS member?	Outline details of the patient and their condition	"Patient is Male, aged 36yrs old. Patient is breathing. Patient is conscious Patient is bleeding severely from the head Patient has no chest pains, over"
POSITION On beach/rocks/water? Address of Surf Club? Closest access point/road (if not at surf club)	Where is the patient located? How can emergency services best access them?	"Patient has been transported to the Surf Club, at the corner of Old Bar Rd and Ungala Rd. A lifesaver will be positioned on the side of the road to direct the ambulance, over"
PROGRESS	SurfCom should be updated if the patient's condition deteriorates	"SurfCom this is Taree Old Bar, be advised that our patient has lost consciousness, over"

REFERENCE

Ambulance Service of NSW

http://www.ambulance.nsw.gov.au/Calling-an-Ambulance/Quick-guide-to-calling-an-ambulance.html

LS8.4 REQUESTING HELICOPTER SUPPORT

Date: 20th September 2016

NEW SOUTH WALES

PURPOSE

To outline procedure for requesting helicopter support for lifesaving operations.

POLICY

SLSNSW requires all lifesaving services to follow the provided guidelines regarding requesting helicopter support.

PROCEDURE

Scope

Helicopters serve two primary roles in lifesaving operations

1. In-water/coastal search and rescue
2. Medical response and evacuation

Request for Assistance Process

- SLSA Life Saver Rescue Helicopters shall be notified/requested via the State Duty Officer (13SURF).
- For medical emergencies, helicopters shall be requested by SLS via the NSW Ambulance Service (000). Advise of accessibility issues and specific location details.
- SurfCom/SDOs shall record all communications to and from lifesaving services and the other emergency services regarding helicopter requests.

Life Saver Rescue Helicopters

Club/branches/ALS Lifeguard services may request rescue helicopter (Life Saver helicopter) support for rescue emergencies in the following ways:

- ALS Lifeguard Supervisor contacting 13SURF
- Branch Duty Officer contacting 13SURF
- SurfCom contacting 13SURF

Individual members/staff/clubs/services **shall not** directly contact the Life Saver helicopter service bases to request support or provide an advisory (this shall only be undertaken by the State Duty Officer).

Note: If a helicopter is airborne and at a location the on-duty service may contact via radio direct to request emergency support.

Council Lifeguard services shall either contact 13SURF or NSW Police (000) to request helicopter SAR support or provide an advisory regarding an incident and shall not contact the service base directly.

It is important to note that AusSAR may task Life Saver helicopters direct to assist with major search operations. Procedures exist to ensure other lifesaving services are advised of such – particularly where the incident is coastal. In such cases standard joint-operations may continue, however SLS Life Saver helicopters will be under the control of AusSAR, rather than the NSW Police (who is the normal combat agency/incident controller for SAR incidents that lifesaving services are involved in).

Note that this is only a helicopter request and that a support response by helicopter may not always be available or most appropriate.

LS8.5 SHARK INCIDENTS

Date: 20th September 2016

NEW SOUTH WALES

PURPOSE

This guideline is an aid to recognising and reducing risks associated with sharks. It recognises the role of lifesaving services in managing an environment that sharks inhabit.

This guideline aims to:

- Help identify existing and potential health and safety issues.
- Raise the overall awareness of hazard identification and risk reduction.
- Assist in establishing risk management procedures.

POLICY

SLSNSW requires lifesaving services to follow provided guidelines regarding shark sightings/incidents.

PROCEDURE

For the purposes of this document the word shark is used in the broad sense to include all sharks. It is recognised that not all sharks are dangerous with nearly all shark bites in NSW coastal waters being attributed to just three shark types. These include whaler sharks (including bull sharks), tiger sharks and great white sharks (also called white pointer or white shark).

Definitions

For the purposes of this Standard Operating Procedure the following definitions apply:

Shark Alarm	Where a civilian or lifesaving personnel have seen an object in the water and they believe it to be a shark. Action is taken to ensure public safety and to confirm the identity of the object.
Shark Sighting	Where the presence of a shark has been confirmed. Usually as a result of a shark alarm.
Shark Incident/Shark Bite	Death/injury caused by a marine animal (which is presumed to be a shark) or property damage where it is apparent that the damage has been caused by the same.
Shark Net	Shark nets are 150m long nets that are set by contractors as part of the Shark Meshing (Bather Protection) Program managed by Fisheries NSW. Note: Enclosed 'shark netted' swimming areas are managed by local councils or National Parks.

Risk Factors

Lifesaving services should be aware of the following risk factors so as to ensure a heightened sense of alertness and an appropriate level of response when these factors are present.

While sharks may be present at any time the following risk factors may increase the risk of an encounter with a shark. These risk factors are:

1. Twilight hours (dusk or dawn) and night. These are considered as times when sharks are typically more active;
2. Salt water meets fresh water. Often this water is dirty, silt-laden or has debris in it (including river-mouths/estuaries/harbours);

3. Deeply overcast conditions;
4. Large amounts of fish schooling in the vicinity (seabirds diving is a good indicator of baitfish);
5. The occurrence of a shark attack in the area in the recent past; and
6. Swimming near steep drop offs and between sandbars.

Personal Safety

Some of the advice for safe swimming also applies to helping reduce the risk of incidents involving sharks and humans, and should be promoted to the public so they can take appropriate self precautions:

- Always swim at a patrolled beach and between the red and yellow flags.
- Leave the water immediately if a shark is sighted.
- Leave the water if you hear a siren or a public address announcement. Do not enter the water if the beach is closed.
- Never swim or surf alone.
- Avoid swimming when it is dark or during the twilight hours (dusk or dawn) when sharks are most active and have a sensory advantage.
- Never swim or surf in dirty or murky waters.
- Do not swim or surf near schools of fish.
- Do not swim in canals, channels, near a river or creek mouth or drainage outlets or where fish are being cleaned.
- Do not swim near, or interfere with, shark nets.
- Steep drop offs are favoured shark 'hangouts'.
- If you see a shark leave the water as quickly and calmly as possible.

Refer to Fisheries NSW Shark Smart public education program website and brochure: http://www.dpi.nsw.gov.au/fisheries/info/sharksmart

Actions on Sightings

In the event of a (lifesaving services confirmed) shark sighting near the patrolled area the following procedure shall occur:

- Determine if patrolled area is to be closed and swimmers asked to evacuate the water (considering size of shark, proximity to swimmers, level of confirmation of sighting and conduct of shark).

If closing the patrolled area:

- Activate the Emergency Evacuation Alarm (continuous tone);
- Inform everyone that the beach is being closed due to a shark sighting and strongly recommend they leave the water;
- Lower and remove red and yellow patrol flags and all other flags;
- Post 'Swimming Not Advised' signs at identified beach access points;
- Post 'Shark' hazard sign where patrolled area was located;
- Continually monitor all areas from an elevated position (i.e tower) and through the use or power-craft and aerial assets (if available);
- Do not attempt to kill, capture or injure the animal;
- Contact SurfCom (or similar) and inform them of the shark sighting and status of patrolled area (i.e closed);
- The patrolled area should remain closed until after a full search of the area has been completed and the Patrol Captain/Lifeguard is confident that there is no obvious risk to swimmers, surfers and other beach-users posed by the shark; and
- Complete Shark Report Form and forward to SLSNSW.

LS8.5 SHARK INCIDENTS

NEW SOUTH WALES

Actions in Event of Shark Incident/Bite

In the event of an apparent shark incident/bite, the following procedure should be undertaken:

- Recover and treat the patient as per normal procedures;
- Close the beach immediately as per above;
- SurfCom to contact the Branch Duty Officer and State Duty Officer (SDO) on 13SURF who will advise appropriate authorities (i.e. Fisheries NSW) to activate NSW Shark Attack Response Plan;
- Consider closing patrolled areas at adjacent beaches;
- Record as much detail regarding the incident as possible;
- Implement critical incident debriefing/peer support process;
- Consider deploying marker buoys at attack site(s) and last seen (victim & shark) locations;
- Consider securing a body retrieval kit.

State Duty Officer (SDO):

- Contact DPI – NSW Fisheries to advise.
- Contact the SLSNSW Lifesaving Manager and ALS Manager (or Council Lifeguard Supervisor).
- Ensure that the Rescue Coordinator at the relevant VKG Radio Communication Centre has been advised.

Media Liaison

The SLSNSW Lifesaving Manager or Australian Lifeguard Service (NSW) Manager will notify the SLSNSW Media Manager. All media queries, releases and statements relating to shark attacks must be referred to Media Manager or the delegated spokesperson (i.e Lifesaving Manager).

Re-opening patrolled areas after a shark attack

The decision to re-open patrolled areas after a shark attack should be decision made by the joint working group. This group comprises DPI - Fisheries NSW, SLSNSW, ALS and Council.

It is strongly recommended that the beach where the attack occurred should remain closed for at least 24 hours following an incident.

When deciding to re-open patrolled areas a risk management approach needs to be undertaken and all risk factors (as outlined above) need to be reviewed. If risk factors remain high, beaches should remain closed and a Media 'Beach Safety Warning' issued.

Reopening patrolled area Risk Assessment guide

Signage should remain in place (as best able) until such time beaches are re-opened.

Prior to re-opening patrolled areas it is strongly recommended that a thorough search of the beach is made through the use of powercraft and aircraft to confirm that there are no further sightings of sharks in the area.

Ensure the SDO is advised upon re-opening of patrolled areas.

Consultation

This Standard Operating Procedure was developed in consultation with DPI - Fisheries NSW and the Curator of the Australian Shark Attack File (Taronga Conservation Society Australia).

REFERENCE

Emergency Beach Closure
Media Guide
Critical Incident Debriefing
Fisheries NSW Shark Smart public education program website
http://www.dpi.nsw.gov.au/fisheries/info/sharksmart

LS8.6 LIGHTNING

Date: 20th September 2016

NEW SOUTH WALES

PURPOSE

To outline the procedure for lifesaving services in conditions where lightning strikes may occur.

In statistical terms lightning poses a greater threat to individuals than almost any other natural hazard in Australia, accounting for five to ten lives lost and well over 100 injuries annually.

POLICY

The 30/30 Rule

The '30/30 Rule' is recommended for lightning safety in the Australian Standard on Lightning Protection. It sets out the following principles:

PROCEDURE

Closure of patrolled area

Where the flash to bang count is less then 30 seconds, indicating that the lightning is less than 10km away, the following action should be taken:

- Patrol and surf-craft boundary flags should be dropped (patrol area closed).
- With an approaching thunderstorm, all persons should be advised to leave the water and clear the beach immediately. The patrol should retire to the shelter of the clubhouse/patrol base, maintaining a surveillance lookout from there.
- Seek shelter in a 'hard top' vehicle or building – avoid small structures, patrol shelters, fabric tents and isolated or small groups of trees.
- If isolated in the open, away from shelter, crouch down (preferably in a hollow) with feet together and remove metal objects from head and body. Do not lie down but avoid being the highest object in the vicinity.
- If swimming, surfing or in a boat leave the water immediately and seek shelter.
- In the event of a surf carnival or special event all effort should be made by the carnival Emergency Services Officer/referee and/or organisers to delay the event until the danger has passed or cancel/ postpone events completely.
- Avoid the use of portable radios and mobile telephones during a thunderstorm if in the open. If emergency calls are required keep them brief.
- SurfCom should be advised of the action being taken.

Reopening of patrolled area

Reopen when 30mins have passed since the last sighting of lightning strike. A typical storm travels at about 40km/h. Waiting 30 mins allows the thunderstorm to be approximately 20km away.

REFERENCE

Emergency Beach Closure

LS8.7 PUBLIC ORDER INCIDENT

NEW SOUTH WALES

PURPOSE

To define the procedures when a disturbance (such as an altercation) occurs at a beach during patrol hours.

POLICY

It is possible that an altercation may take place adjacent to patrol areas. Members are to ensure their own personal safety and that of any members in their charge.

PROCEDURE

Notification of Surfcom

- SurfCom is to be notified immediately whenever a Public Order Incident occurs.
- SurfCom is to make a full and accurate record in the log.

Notification of the Police

- Upon receiving information that a Public Order Incident is occurring SurfCom is required to contact the police and pass this information on to them.
- Normal notification is via Triple Zero.

Notification of other Lifesaving Services

- Surfcom is to notify neighbouring clubs of the situation (if applicable). Additional resources should only be sent to the incident if they are requested by the Patrol Captain or a Duty Officer.
- Duty Officers must be notified and a Duty Officer shall attend (if able).

Rescues

- In the event of a rescue consideration should be given to taking any patients to an adjacent beach. Normal protocols in regards to the safety of the patients and rescuers are important e.g. surf conditions, unstable condition of patient, etc.

Altercations

- If there is likely to be an altercation near patrol members all members are to leave the beach with two members remaining at a vantage point to monitor the bathing public (if it is safe to do so). Otherwise close the patrolled area by removing the flags.
- The members are to proceed to the club rooms until the disturbance has subsided. SurfCom must be advised of this.
- Any radio, first aid and oxygen equipment etc. is to be removed from the beach.
- Every effort is to be taken to ensure that young or inexperienced members are protected and do not become involved (directly or indirectly).

IRB/Rescue Vessels

- If able, rescue vessels should conduct patrols from the water. The IRB must be equipped with a radio.

Interaction with Offenders

- Members are to avoid becoming involved in any form of interaction with people causing a disturbance on the beach. Have no verbal communication with them and avoid eye contact if possible.

LS8.7 PUBLIC ORDER INCIDENT

NEW SOUTH WALES

- If members are harassed leave the area and make sure that you stay with experienced members. Ensure SurfCom has called the Police.
- At no time should a member communicate with any person who is harassing or intimidating them.

Injuries and Rescues

- If any person is injured or requires rescuing from the water, including offenders, normal first aid and rescue procedures are to be provided as long as it is safe to do so.

Post Incident

- Complete an incident report log (take particular care to complete the narrative as thoroughly as possible and state the nature of the incident).
- Where physical abuse has been suffered the Police should have been contacted immediately.
- Remain calm and follow other SLSNSW procedures including Incident Reporting, Media and Notification of Incidents.
- Consider initiating critical incident debriefing/peer support.

REFERENCE

Critical Incident Debrief

LS8.8 BOMB THREAT

NEW SOUTH WALES

PURPOSE

To provide guidance if lifesaving service personnel receive a bomb threat.

POLICY

SLSNSW advises personnel to treat all bomb threats as genuine and to take appropriate action.

PROCEDURE

Initial Action

Ascertain details

- Informant name/contact/location.
- Location - person/s or premises threatened.
- Type of device.
- Any time limit?

If a telephone threat – has the telephone line been kept open?

Is there caller ID?

Commence Log

- Time/Date/Place.
- Record full account of conversation outlining threat.

Notify

- SurfCom;
- NSW Police (via SurfCom);
- Duty Officer (via SurfCom); and
- State Duty Officer (via SurfCom).

If outside patrol hours contact 000 - Police.

Act

1. Continue Log;
2. Evacuate area and surrounds to place of safety;
3. Establish assembly area - put someone in charge;
4. Cordon off scene;
5. Set up command post;
6. Support emergency service access (if attending); and
7. Assist with police requests.

Personnel required at Command Post

1. Duty Officer;
2. Police Coordinator;
3. Ambulance Coordinator; and
4. Log Keeper.

LS8.8 BOMB THREAT

NEW SOUTH WALES

At completion

Debrief

1. Arrange venue away from activities and interruptions;
2. Ensure police and ambulance coordinators in attendance;
3. Arrange refreshments;
4. Ensure all personnel are accounted for;
5. Conduct debrief - SLS/Police/Ambulance;
6. Take notes;
7. Take contact details of all major participants in incident;
8. Thank members; and
9. Arrange any ongoing assistance.

LS8.9 BODY RECOVERY

Date: 20th September 2016

NEW SOUTH WALES

PURPOSE

To outline considerations, roles and expectations of lifesaving services regarding body recovery operations.

POLICY

SLSNSW expects lifesaving services to align their procedures with the body recovery guidelines listed below.

Common submerged body process

A body in the water will under normal circumstances initially sink and then (over 36 – 72 hours) as the body's cells degenerate gas will be released and the body will float. Variables include water temperature and depth. Cold water will slow down degeneration and deeper water will compress the gases.

PROCEDURE

Lifesaving personnel should always treat a body as a viable rescue/resuscitation attempt until it is otherwise obvious that the body is of a deceased nature (decomposition, tasked body retrieval etc).

It is not appropriate to risk life, serious injury or major equipment damage in body retrieval operations. Body retrieval is the responsibility of NSW Police. Any recovery should be under the direction of the Police.

Lifesaving services may be requested and be able to provide effective safety support to Police body recovery operations i.e in-water support to Police Divers, or recovery from rocks/cliffs.

Body Recovery

On Land

1. Perform body recovery under the direction of NSW Police.
2. If a body must be moved note any details and keep as close as possible to the original site.
3. Utilise protective clothing (body recovery kit).
4. If necessary ensure the body is retrieved above waterline.

In Water

1. Assess the situation/risk.
2. Recover the body if possible.
3. Minimise direct contact with the body.
4. If no recovery is possible then mark or note location and, if possible, maintain contact/sight of the body.

Always Consider

a) Young/inexperienced lifesaving personnel (minimise exposure).
b) Members of the public.
c) Relatives/friends.
d) Note important details: times, location, etc.
e) Keep any witnesses close to the scene or take contact details.

LS8.9 BODY RECOVERY

NEW SOUTH WALES

Equipment Requirement Guidelines

It is advisable that all lifesaving services maintain a Body Recovery Kit for health and safety reasons.

A Body Recovery Kit should contain the following items as a minimum:

ITEM	QUANTITY
Body Bag	2
Protective Face Masks	4
Gloves – arm length	2 pairs
Bio hazard bags/plastic bags	6
Blanket/sheet	2
Disinfectant	1 litre
Small anchor/buoy system	1

Safety

All normal hazards associated with search and rescue operations are present in a body recovery. It is not appropriate to risk life, injury or equipment damage in body recovery operations.

The risk of infection is increased and the use of gloves is highly recommended. Personnel involved in operational activities should be aware of the available counselling services that aid in maintaining psychological health.

Transport Arrangements

The arrangements for transporting the deceased person will normally be the responsibility of the Police. Lifesaving resources may be requested to assist in this task (especially in remote areas). This should not interfere with the safety and rescue tasks of the lifesaving service.

Critical Incident Debrief/Peer Support

A critical incident debrief process and peer support/psychological first aid (including Critical Incident Debriefing options) should be undertaken for any incident where members/staff have been involved/ exposed to a deceased person.

REFERENCE

Critical Incident Debriefing

LS8.10 COASTAL FLOODING

Date: 20th September 2016

NEW SOUTH WALES

PURPOSE

To outline how SLSNSW as a 'support agency' supports the NSW State Emergency Service (SES) during flood response operations.

POLICY

In the event of a flood event the SLSNSW Flood Response Plan shall be located and followed. All actions will be under the control of the State Duty Officer through the SES.

PROCEDURE

Surf Life Saving services are deemed a 'support agency' under the NSW Emergency Management Plan (EMPLAN)/Flood Sub-Plan. As such there is an expectation that lifesaving services may assist in major flood events.

The NSW State Emergency Service (SES) is the combat agency/authority for flood response operations.

Lifesaving Services shall be notified/tasked by the SES, via 13SURF, as per the arrangements between SLSNSW and SES.

Lifesaving facilities may be requested as community shelters and/or response coordination centres for emergency services.

Lifesaving services may only undertake flood SAR activities within an authorised and coordinated State/ Branch response plan.

Local Response Procedure (General)

- State Duty Officer (13SURF) shall notify Branch Duty Officers and SurfComs (if during patrol hours) of directions/information from the SES and required actions.
- If during patrol hours – close patrolled area and evacuate members of the public from the area.
- Evacuate personnel and key equipment as necessary from high risk areas under advisement of the SES.
- Evacuate members and key operational equipment to pre-determined safe location (rally point).
- Await advice/updates from SurfCom/Duty Officer/SES.
- Do not undertake any flood SAR activities unless authorised by the State and Branch Duty officer and undertaken within a coordinated response plan.
- Lifesaving services to activate and follow Club Coastal Flooding Plan.

REFERENCE

SLSNSW Flood Response Plan

Surf Emergency Response System (13SURF)

LS8.11 TSUNAMI WARNING

Date: 20th September 2016

NEW SOUTH WALES

PURPOSE

To outline how SLSNSW as a 'support agency' supports the NSW State Emergency Service (SES) during Tsunami response operations on the NSW coastline.

POLICY

In the event of a Tsunami the SLSNSW Tsunami Plan shall be located and followed. All actions will be under the control of the State Duty Officer through the SES.

PROCEDURE

Importance of an effective Tsunami response

SLSNSW are considered a 'support agency' for Tsunami events within the NSW Tsunami Emergency Sub Plan and NSW SES planning and response arrangements.

The Tsunami threat is of specific importance to SLSNSW and coastal lifeguard services for the following reasons:

a) The "coastal" location of lifesaving activities and facilities place SLSNSW and lifesaving personnel/ facilities in a high risk area given a Tsunami event.
b) As the services are most active on the beach and in-shore aquatic areas, lifesavers and lifeguards are best situated, equipped and trained to warn beach goers of a potential hazard and recommend evacuation/action, based on advice/instruction of the SES.
c) Lifesavers and lifeguards are best situated to notify the SES when unusual ocean behaviour indicative of a Tsunami is observed or a Tsunami has occurred for which there has been no prior warning.
d) Lifesavers and lifeguards are equipped and trained to support NSW Police in search and rescue activities post Tsunami.
e) As an expert provider of aquatic safety training to the public SLSNSW is able to assist the SES in educating the public regarding best practice response to a Tsunami event.

For additional Tsunami procedures relevant to specific areas, refer to individual to Clubs Patrol Operations Manuals (POM's)

REFERENCE

SLSNSW Tsunami Plan

Patrol Operations Manual (club)

LS8.12 COASTAL FIRE

Date: 20th September 2016

NEW SOUTH WALES

PURPOSE

To outline guidelines for lifesaving service response to a coastal fire event in support of the Rural Fire Service.

POLICY

In the event of a major coastal fire emergency response procedures shall be undertaken to mitigate the risk to members, the public and other emergency services, under control/direction of the appropriate authorities (RFS/Police) and command of the State and Branch Duty Officers.

PROCEDURE

Coastal fire events create a number of risks for lifesaving services in particular locations such as in national parks, forested areas and regional clubs which have limited access through forested areas.

Specific risks include:

- Direct threat to lifesaving personnel/facilities.
- Direct threat to bathing public/coastal communities.
- Isolation of beaches impacting evacuations (access cut – roads/tracks).
- Isolation of beaches preventing lifesaving service provision (access cut – roads/tracks).

The following contingencies may be required in one or more of the above circumstances:

- Provision of shelter/refuge to lifesaving personnel, public, wider community in surf life saving clubs/facilities.
- Water-based evacuation of personnel/public from a existing patrolled beach and/or additional isolated coastal communities.
- Water-based provision of patrol services to isolated (but not threatened) coastal communities.

Response procedures (general)

Lifesaving response to fire events shall be undertaken within the existing emergency response system, including State Duty officers, branch Duty Officers and SurfComs (if during patrol hours).

As the combat agency/authority, the Rural Fire Service (RFS) shall provide direction and incident control.

Lifesaving services may only undertake evacuation response activities (to locations other than club patrol locations) SAR within an authorised and coordinated State/Branch response plan under the direction of RFS.

LS8.13 AIRCRAFT CRASH

NEW SOUTH WALES

PURPOSE

To provide guidelines and special consideration for lifesaving personnel responding to an aircraft crash incident.

POLICY

Lifesaving service response to an aircraft crash incident aligns with standard SLSA training relating to in-water search & rescue and/or land based first aid treatment and emergency care.

The possible number of injured or lost patients requires the response of a significant quantity of lifesaving resources, rescue helicopters, Ambulance, Fire and Police resources as soon as possible.

PROCEDURE

Types of Aircraft Accidents:

- **Land emergency:** Where an aircraft makes an emergency landing on land.
- **Water emergency:** Where an aircraft makes an emergency landing on water.

Personal Safety

Plane crash incidents can pose hazards to lifesaving services that require specific consideration, such as:

- Fuel.
- Fire/smoke/gas hazards.
- Sharps (glass/metal).

Communication/Support Requested

- Contact SurfCom immediately and inform of incident details.
- Request additional lifesaving services and emergency services.

Site Marking

The submersion of an aircraft may require lifesaving services to mark the location via the use of buoys etc.

Interpretation of currents and drift may be required to identify search areas. Marker dye may be suitable for such.

Triage Centres

Lifesaving services personnel may be requested to assist with the establishment of a triage treatment centre either within a surf club and or adjacent areas.

Evacuation

An aircraft must only be evacuated once it is stationary. It is important to move passengers well away and upwind after evacuating the aircraft

Aircraft Crashes into Water

When an aircraft crashes into the water, the impact is likely to cause the aircraft to break up in pieces. Although the risk of fire is reduced fuel floating on the surface of the water can ignite spontaneously. When the aircraft is floating after a crash care should be taken to ensure buoyancy is not disturbed. Survivors should be evacuated smoothly and quickly before the aircraft begins to fill and sink. If there is some time before the aircraft sinks divers can sometimes rescue persons trapped in the air pockets within the fuselage. Lifesaving personnel should not attempt to enter an aircraft which has crashed.

LS8.13 AIRCRAFT CRASH

NEW SOUTH WALES

Aircraft Crashes on Land

When an aircraft crashes onto land there may be several impacts before the aircraft becomes stationary. There is a very high risk of smoke, fire and explosions post crash and persons may become trapped inside the aircraft. Lifesaving personnel should not attempt to enter an aircraft which has crashed.

Precautions when dealing with crashed aircraft

Although the risk of igniting fuel on the water surface is low, every precaution should be taken to prevent such an event. This may even include turning off the motors to prevent any possibility of ignition. If crew members are required to enter the water they should be protected against the effects of the fuel. This includes wearing a wetsuit, a helmet and a mask. The effects of fuel are to irritate the skin and especially any mucus membranes. Women should be especially careful when entering fuel contaminated water. When the crew re-boards the boat they should be thoroughly washed down with copious amounts of fresh water and then shower as soon as possible. Wetsuits should also be thoroughly cleaned to prevent damage.

LS9

SURF EMERGENCY RESPONSE SYSTEM

SURF LIFE SAVING
NEW SOUTH WALES

LS9.1 SURF EMERGENCY RESPONSE SYSTEM (13SURF)

NEW SOUTH WALES

Date: 20th September 2016

PURPOSE

To outline the Surf Emergency Response System (13SURF) within NSW 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.

POLICY

Surf Life Saving NSW (SLSNSW) requires personnel to follow the provided guidelines to ensure the effectiveness of the Surf Emergency Response System (13SURF) as the notification/tasking process for emergency services to contact and activate lifesaving services in NSW.

Definition

An emergency response is a request for assistance from any of the following agencies/organisations:

- Emergency Services (Police, Fire, Ambulance, SES etc).
- Volunteer Marine Rescue (Coastal Patrol, Coastguard etc).
- Lifesaving Services (Contracted Lifeguards, Council Lifeguards, SLSCs etc).
- National Parks and Wildlife Service Rangers.

Background

The nature of emergency response often results in a situation where:

- Incident is at an unpatrolled location/time.
- There is limited information – unknown circumstances/details available.
- Patients are in the mid-latter stages of the drowning cycle.
- Response time is critical to the casualties survival/recovery.

PROCEDURE

1. The SLSNSW administered Surf Emergency Response System (13SURF) shall be the notification/tasking process for Police, Ambulance, Fire, SES and other emergency services to contact and activate lifesaving services in NSW (including SLS volunteers, ALS Lifeguards, Council Lifeguards and SLS Life Saver helicopters).
2. The SLSNSW administered Surf Emergency Response System (13SURF) shall be the process for upward notification of locally identified/notified major incidents from lifesaving services (either directly outside SurfCom hours, or via SurfCom).
3. No lifesaving service shall implement duplicate/contrary systems which do or may undermine the Surf Emergency Response System (13SURF) at local/regional/state level.
4. Regardless of the origin of the request for assistance or agencies involved, the Surf Life Saving Surf Emergency Response System (coordinated by the State Duty Officer) shall utilise the nearest/most appropriate resource from any agency/organisation for assistance to ensure the quickest response time.
5. The integrity of the State Duty Officer (on-duty) shall be maintained at all times. No other person shall assume the role, function, authority or call-sign of the on-duty State Duty Officer, unless delegated to by that person.

LS9.1 SURF EMERGENCY RESPONSE SYSTEM (13SURF)

6. The contact number for the Surf Emergency Response System (13SURF/137873) shall not be communicated by any party to the public or media. The system shall be referred to externally as the 'Surf Emergency Response System'.

Communication and resource types:

- **Primary Resource Notification:** The surf rescue resource which is deemed nearest/most appropriate to respond to an incident and is notified/tasked first.
- **Secondary Resource Notification:** The surf rescue resource/s which may provide value to an emergency response and is notified/tasked after the primary.
- **Advisement:** Where a surf rescue service/resource may not have available resources and/or where primary resources are more than adequate for the response and/or have completed the task. An advisement call is made to the relevant services to notify them of the incident.

Control and Command

The Surf Emergency Response System (13SURF) is primarily responsible for disseminating emergency information to lifesaving services on behalf of the NSW Police Force (and other emergency services) and providing updated/SITREPS to those agencies as appropriate.

For a surf rescue incident NSW Police are the combat agency and have 'control'.

Regardless of day, time or council area, responding organisations shall retain 'command' of their assets/personnel under their own incident command structures/systems (i.e a branch shall be responsible for what/how their own services respond and will likely appoint a SLS Incident Commander/Duty Officer on-scene). ALS and Council Lifeguard Services shall do likewise.

On-scene, the various incident commanders shall establish a joint incident command post, and under the control of Police establish a joint response-plan. If appropriate and agreed, a 'forward incident commander' may be delegated to oversee a task involving assets from multiple organisations.

The State Duty Officers who deliver the Surf Emergency Response System shall take a 'Command' function for responding SLS/ALS services only if:

- No local service 'incident commander' is available (Duty Officer/Supervisor).
- The local service 'incident commander' is delayed/some period of time away.
- Requested to take on that role by the Duty Officer/Supervisor.

Response Sequence of Actions

In alignment with 'Search and Rescue' best-practice, the Surf Emergency Response System (13 SURF) has a sequence of actions that relate to each of the search and rescue stages.

These are as follows:

Awareness Stage

a) The State Duty Officer will advise the most appropriate lifesaving services.
b) Lifesaving services will alert their personal, and ascertain what resources are available to respond.
c) The State Duty Officer may promulgate information to the relevant SLS Officers and Management personnel from agencies involved with the incident to aid in enquiries from the community/media stations.

LS9.1 SURF EMERGENCY RESPONSE SYSTEM (13SURF)

Initial Action

a) The State Duty Officer will begin monitoring the situation.
b) Lifesaving services will respond under their internal protocols advising the State Duty Officer (via 13SURF) of response details.
c) The responding lifesaving service shall appoint and respond an Incident Commander (Duty Officer or Supervisor) or request 'command' support from their State Duty Officer if not available/delayed.
d) The 'Incident Commander/s' shall begin monitoring/coordinating their response.
e) The State Duty Officer will contact other non-priority agencies for 'advisement' as deemed appropriate.

State Duty Officer – Lifesaving Service Communication

The initial notification/tasking call from the State Duty Officer to lifesaving services shall provide any/all available information as provided by the authority/combat agency (Police/SES etc). It shall be recognised that available information initially may be limited.

The initial call from the State Duty Officer to the lifesaving service shall include:

1. Notification of incident – including all relevant information held.
2. Advisement of what other resources have been/are responding.
3. Request for regional/local asset availability status.
4. Request for SITREP via 13SURF or SLS Radio once responding.

Advisement of non-primary services/resources

Where a paid lifeguard service (Council/ALS) or SLS service may not be the "nearest/most appropriate resource" to activate as 'first-call' or have no on-duty/available resources to respond at all, the State Duty Officer shall still contact the lifeguard service contact/supervisor or Branch Duty Officer as soon as practical, to advise of the situation. Note: This should not be given priority over primary response coordination however. The State Duty Officer will make the decision when this call is to be made i.e. during the incident for significant incidents or post incident.

Planning

a) The State Duty Officer (or delegate) will review existing plans (if in existence).
b) The Incident Commander/s (Duty Officers/Supervisors) should provide SITREPS on the Initial Action Stage.
c) The State Duty Officer (or delegate) should review SITREPS, weather reports and operational information for an action plan.

Operations Stage

State Level

The State Duty Officer will:

a) Assume communications control of operations (where able – i.e SOC) and monitor the situation.
b) Advise other agencies at State level, particularly the NSW Police VKG/Marine Area Command.
c) Assist and or provide SITREPS and assist as able with information to the Media Manager.
d) Acquire and coordinate dissemination of information to both internal and external support resources as appropriate.
e) Will assume the position of 'Incident Commander' in their absence (SLS/ALS).

LS9.1 SURF EMERGENCY RESPONSE SYSTEM (13SURF)

Regional Level

The Incident Commander/s (Duty Officers/Supervisors) will:

a) Activate and assume 'command' of their lifesaving operations;
b) Advise other agencies of their requirements for support and arrange that support and establish appropriate on-site liaison;
c) Liaise with other agency Incident Commanders and personnel;
d) Arrange to provide logistic/operational support for out-of-area groups; and
e) Liaise with or act as the Incident Controller (Police).
f) Coordinate communications with on-site SLS Life Saver Helicopters.

Local (Operations)

The responding service will:

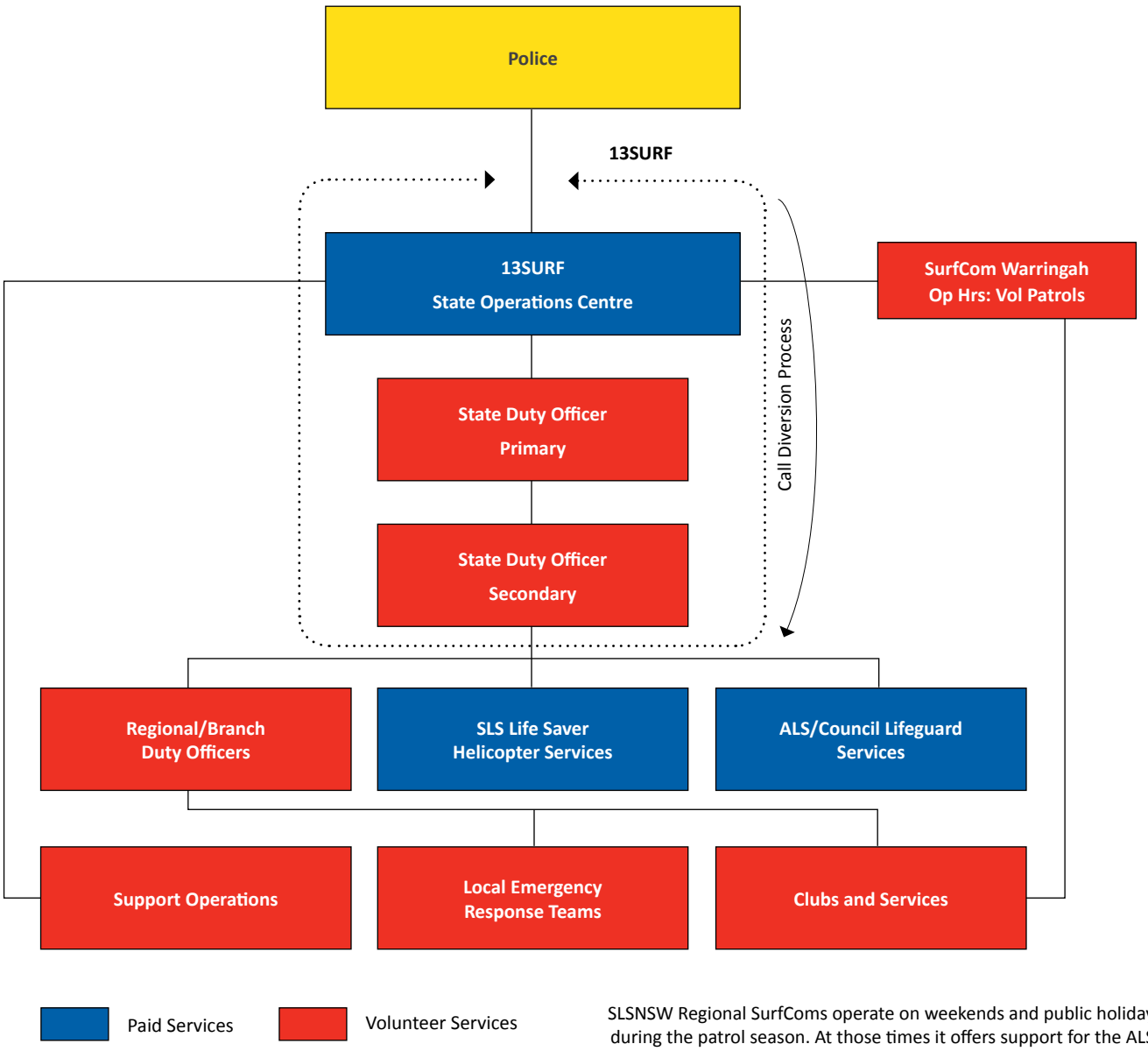
a) Advise and establish liaison arrangements with their Incident Commander (Duty Officer/Supervisor), SurfCom, other emergency services and participating organisations.
b) Establish a joint response plan with other organisations/agencies – setting clear tasks/goals/milestones and always considering risk/safety.
c) Commence operations.
d) Call for assistance/support via their Incident Commander (Duty Officer/Supervisor) if required.
e) Maintain constant communications through such things as SITREPs with their Incident Commander (Duty Officer/Supervisor).

Conclusion

a) All responded lifesaving services shall be accounted for and stood down before the incident is declared 'over.'
b) The appropriate Incident Commanders and emergency services (Police VKG/MAC) shall be advised.
c) The Incident Commander or other appropriate Officer may co-ordinate a debrief.
d) Lifesaving Services will refuel, replenish and undertake post operational checks.
e) All parties will complete the necessary documentation.

LS9.1 SURF EMERGENCY RESPONSE SYSTEM (13SURF)

d) The State Duty Officer (or delegate) should communicate the



SLSNSW Regional SurfComs operate on weekends and public holidays during the patrol season. At those times it offers support for the ALS.

LS9.2 STATE DUTY OFFICER

Section: LS9 Surf Emergency Response System **Page:** 1 of 3

Date: 20th September 2016

NEW SOUTH WALES

PURPOSE

To provide policy, procedure and best practice regarding the role of a State Duty Officer within the Surf Emergency Response System.

POLICY

A coordinated system of control/command/communication is required at Club, Branch and State level for any major emergency and/or after-hours incident that may occur.

The flow of communication from external agencies to the correct lifesaving services is essential to ensure an optimal response of appropriate resources in a coordinated, efficient and effective manner.

At the upper level of this system sits the role of the State Duty Officer.

PROCEDURE

State Duty Officer Definition

A Board appointed role within SLSNSW which provides operational communication, command, coordination and external liaison to emergency incidents within NSW.

State Duty Officer Objectives

To provide communication, coordination and liaison support to all lifesaving services for search and rescue emergencies (including SLSC, Support Operations, SLS Life Saver Helicopters, Council Lifeguards, ALS Lifeguards).

Scope of Operation – Coverage

The State Duty Officer role shall operate 24 hours a day, 365 days a year within the Surf Emergency Response System.

Roles/Responsibilities

Primarily the State Duty Officer is responsible for:

- Acting as the single, central Surf Life Saving contact/liaison for communications/tasking bodies within NSW Police, Fire, Ambulance, AusSAR, SES, ADF, BOM, DPI for any search and rescue incident or natural disaster (flood, tsunami, fire) in NSW.
- Informing lifesaving services of a search and rescue incident (as advised by external agencies) which will see them respond their specific resources under their specific 'command' structure.
- Acting as the SLSNSW lifesaving service 'controller' for all operations in the event of a major emergency or natural disaster.

Where an area has no available Incident Commander (Duty Officer, Supervisor) or when requested by that Incident Commander, the State Duty Officer may activate and command local lifesaving services directly and undertake a SLS command position for that incident.

LS9.2 POSITION DESCRIPTION – STATE DUTY OFFICER

NEW SOUTH WALES

Date: 20th September 2016

Title:	State Duty Officer
Reports to:	SLSNSW Director of Lifesaving
Role:	A Board appointed role which provides operational communication, command, coordination and external liaison to emergency incidents within the NSW.
Term:	12 months (before re-appointment by Board of SLSNSW)

PURPOSE

1. To act as the primary lifesaving service contact point within NSW for all external emergency services and agencies.
2. To task/notify appropriate lifesaving services to reported coastal and aquatic emergencies in NSW (including inland waterways/harbours).
3. To provide support to responding Incident Commanders (Duty Officers/Lifeguard Supervisors) to a major search and rescue incident.
4. To deliver the primary SLSNSW control/command function for all lifesaving services for a major State disaster/emergency (Tsunami, flood etc).

ROLES & RESPONSIBILITIES

1. Promote a professional image of Surf Life Saving NSW internally and externally.
2. Action the response of lifesaving services in NSW to incidents and emergencies activated through the Emergency Response System.
3. Act as the Incident Command of lifesaving response to state/national emergency or natural disaster, and liaison for all external agencies.
4. Promote positive interaction between all lifesaving services, and appropriate external organisations.
5. Help ensure suitable de-briefings and/or peer support is undertaken at Branch/Regional and State levels as required.
6. Where required act as media liaison and/or direct enquiries to the appropriate Media Manager.
7. Ensure appropriate reports, recommendations, and statistical data are forwarded to relevant surf life saving personnel e.g. Lifesaving Manager and State DOL.
8. Take immediate steps to report/rectify any serious breach of Surf Life Saving safety policies and/or patrol deficiencies identified.

Minimum Qualifications

Active and financial SLSA member

Endorsed by Board of SLSNSW

SLSA Bronze Medallion/Cert II (proficient)

Basic Beach Management

Class C Drivers License

Branch Duty Officer experience (or emergency services)

Desirable Skills/Qualifications

Silver Medallion – Radio Controller

LS9.2 POSITION DESCRIPTION – STATE DUTY OFFICER

Certificate III in Public Safety (Beach Management)

SurfCom experience

IRB/RWC/ORB/JRB experience

EMA courses

Attributes

Leadership and decision making qualities

IT literate (computers/iphones/ipads/internet)

Sound communication skills

Professionalism (Respected within SLS)

Customer orientated manner

Ability to multi-task

Ability of work under pressure

Essential Knowledge

A significant background/understanding of lifesaving services throughout NSW

Internal Liaisons

Duty Officers

SurfComs

Branch DOL

State DOL

State Lifesaving Manager

SLSNSW Media Manager

SLS Life Saver Helicopters

Lifeguard Supervisors

External Liaisons

Rescue Helicopter Services (Police, Ambulance)

NSW Police

NSW Fire

NSW Ambulance

SES

Bureau of Meteorology

DPI (Fisheries)

Media

LS9.3 BRANCH DUTY OFFICER SYSTEM

Date: 20th September 2016

NEW SOUTH WALES

PURPOSE

To provide policy, procedure and best practice for the function of a Branch Duty Officer system.

POLICY

All Branches are required to have an emergency response system of which a Duty Officer component is fundamental.

PROCEDURE

Duty Officer Definition

Lifesaving personnel that within a local system provides operational command, coordination and external liaison for regular patrolling and emergency incidents.

Duty Officers are to be Branch appointed volunteers.

Scope of Operations – Coverage

A Duty Officer system shall function in 2 capacities:

- Rostered on-duty shifts (normally during the regular patrol season)
- Emergency Response/Callout (24/7/365 days)

Regular Patrol Season Days/Times

At least 1 dedicated Branch Duty Officer shall be on active rostered duty at any one time during normal patrol hours, during the lifesaving patrol season. This Duty Officer does not need to be at a beach for the whole period (however this is preferred), but must be 100% contactable and able to respond during that rostered time.

Emergency Response/Callouts (After-hours/Out-of-season)

After hours/outside season a rostered on-call Branch Duty Officer system is highly recommended. Using a branch-level mobile phone divert protocol will ensure that any request for assistance through 13SURF is immediately answered.

Information Management

All Branches should maintain a specific Branch Duty Officer Manual (updated regularly) and available in soft and hard copy.

All active Branch Duty Officers shall be updated annually in SurfGuard and details provided to SLSNSW. All new/prospective Duty Officers shall complete the 'Support Operations Application Form' and submit to Branch.

Personnel and contact detail changes should be regularly checked and updated within the Branch resources, on SurfGuard and communicated to SLSNSW.

The Branch shall ensure all club/service callout team information is updated annually on SurfGuard and details maintained by each Duty Officer.

Training/Exercises

- Branches should conduct a pre-season briefing for all Duty Officers.
- Branches should conduct an in-depth induction with all new Duty Officers.

LS9.3 BRANCH DUTY OFFICER SYSTEM

- Branches should conduct at least 1 exercise involving all Duty Officers and club/service callout teams annually.
- Branches should facilitate club/service callout team briefings/induction exercises annually.

Key Duties (See position description for full details)

- Provides 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 (directs media to the appropriate Branch/State personnel).

LS9.3 POSITION DESCRIPTION – DUTY OFFICER

Date: 20th September 2016

NEW SOUTH WALES

Title:	Duty Officer (Branch)
Reports to:	Branch Director of Lifesaving
Responsible for:	Active/on-duty Surf Life Saving personnel/assets within branch/council area (on a given day)
Role:	The Duty Officer will be responsible for the provision of support to on-duty lifesaving services and take command of Surf Life Saving response to emergencies at unpatrolled locations/times.
Term:	12 months (before re-appointment by Branch Director of Lifesaving)

PURPOSE:

1. To command and coordinate Surf Life Saving service response to/at major incidents, during operational hours in support of the Patrol Captain and outside operational hours/at unpatrolled locations within the emergency response system.
2. To liaise with State Duty Officer/SurfCom in relation to the deployment of resources to emergencies at unpatrolled locations/times.
3. To liaise with SurfCom/Patrols/Services in relation to the deployment of resources in a proactive capacity to 'at-risk'/high-risk localities and times.
4. To liaise with external stakeholders/emergency services as required for proactive risk mitigation and emergency response.

ROLES & RESPONSIBILITIES:

1. Promote a professional image of Surf Life Saving to internal and external partners.
2. Promote positive interaction between lifesaving services and external organisations.
3. To ensure that identified high risk areas along the coastline are appropriately covered with Surf Life Saving services in a proactive capacity.
4. Assist in ensuring the effective deployment of lifesaving resources to an incident.
5. Assume command of Surf Life Saving resources at major incidents (unpatrolled beaches/after-hours or as delegated to by Patrol Captain).
6. Arrange for suitable de-briefings and counselling for personnel when required.
7. Where required, act as initial media relay - directing enquiries to the appropriate Branch and State personnel.
8. Ensure appropriate reports, recommendations, and statistical data are forwarded to relevant Surf Life Saving personnel for further action.
9. Maintain contact with respective Branch DOL in relation to reviewing lifesaving service delivery standards and major incidents.
10. Take immediate steps to rectify any serious breach of Surf Life Saving safety policies and/or patrol deficiencies identified that pose an unacceptable risk to the public or members.

LS9.3 POSITION DESCRIPTION – DUTY OFFICER

NEW SOUTH WALES

Minimum Qualifications:

Active and Financial SLSNSW Club member

Endorsed by Branch

SLSA Bronze Medallion/Cert II (proficient)

Advanced Resuscitation Techniques Certificate

Senior First Aid

Basic Beach Management

Class C Drivers License

Desirable Qualifications:

Silver Medallion – Radio Controller

IRB Drivers Award

Skills and Attributes:

Leadership and decision making qualities

Sound communication skills

Professionalism

Customer orientated manner

Ability to multi-task

Ability of work under pressure

Essential Knowledge:

A background within Surf Life Saving and understanding of Surf Life Saving operations

Experience as Patrol Captain or Lifeguard

Clear understanding of SLSNSW SOPs

Understanding of SurfCom/radio operations

Internal Liaisons:

Club Patrols & Support Operations

State Duty Officer

SurfCom

Club/Branch Emergency Callout Teams

Branch DOL

SLSNSW Media Manager

SLS Life Saver Helicopters

Lifeguard Services

LS9.3 POSITION DESCRIPTION – DUTY OFFICER

Date: 20th September 2016

NEW SOUTH WALES

External Liaisons:

Rescue Helicopter Services (Police/Ambulance)

NSW Police

NSW Fire

NSW Ambulance

SES

DPI (Fisheries)

NSW Maritime

Bureau of Meteorology (BOM)

Media

LS9.4 DUTY OFFICER CODE OF CONDUCT

Date: 20th September 2016

NEW SOUTH WALES

PURPOSE

To outline the Duty Officer code of conduct.

POLICY

All Surf Life Saving NSW (SLSNSW) State and Branch Duty Officers are expected to adhere to the following code of conduct.

PROCEDURE

Act responsibly and with professionalism

As a Duty Officer you are providing leadership and support to lifesaving personnel and representing Surf Life Saving to external agencies/emergency services.

As an operational figurehead other agencies and our members have high expectations of your conduct, image and professionalism.

Promote a culture of safety

As an operational leader the Duty Officer should at all times promote safety within lifesaving. The Duty Officer must understand his/her role in assessing risk while co-ordinating the response of lifesaving resources and promote safety at any opportunity.

Be prepared

The time-critical nature of the role requires a Duty Officer to become an asset to an emergency response almost immediately. Duty Officers must ensure that the minimum equipment and information required for the role is readily available whenever on duty.

Communication

Maintaining good communication with lifesaving services is essential in optimising a response. Building good relationships with key lifesaving service personnel is important.

Follow/strengthen operating procedures

SLSNSW provides Standard Operating Procedures for lifesaving services and adherence to these should be promoted by Duty Officers. Specific procedures and contingency plans should be developed, maintained and exercised within your local/regional area and reflected in Branch Duty Manuals and Club Patrol Operations Manuals.

LS9.5 DUTY OFFICER EQUIPMENT

Date: 20th September 2016

NEW SOUTH WALES

PURPOSE

To outline the minimum equipment requirements for a Duty Officer.

POLICY

Duty Officers are expected to carry the specified minimum equipment to ensure the effectiveness of their duties.

PROCEDURE

Duty Officers shall carry the following equipment with them when on duty as a minimum:

Minimum Equipment

- Handheld radio (SLSNSW approved make/model/programmed)
- Car inverter/radio charger
- Radio waterproof bag
- Rescue Tube + Fins
- Mobile Phone (personal or role specific)
- Torch (waterproof)
- Binoculars
- Area coastal map, with high risk locations, secondary names and hazards identified
- First Aid Kit
- Pen/Notebook
- Emergency Contacts List (Branch)
- SOPs Manual
- Incident Logbook
- Clipboard + RFA Forms,
- Lifesaving Operations Procedure Guide
- Critical Incident Debrief Kit (Debrief Forms)

Recommended Equipment

- Smart phone (Iphone – with up-to-date emergency contacts)
- Ipad (tablet) with up-to-date maps and resource information
- AED + Oxygen Resuscitation Kit
- Body Recovery Kit
- Helicopter Landing Kit
- Night Operations Kit
- Incident Command Kit
- Throwsticks (in pairs)
- Phone charger (car & wall types)
- Handheld FLIR unit

LS9.6 DUTY OFFICER UNIFORM

Date: 20th September 2016

NEW SOUTH WALES

PURPOSE

To outline minimum uniform requirements for a Duty Officer.

POLICY

Official Duty Officer uniform may only be worn while on duty and/or responding to an after-hours incident. It may not be worn at any other time.

PROCEDURE

Shirt	Red polo shirt SLS Generic Logo on the left chest
Name Badge	Red background SLS Generic Logo Arial Narrow
Hat	Red peak cap or wide brim hat SLS Generic Logo Chequered ribbon on both sides
Jacket	Red/Yellow SLSA Jacket SURF RESCUE across back SURF RESCUE on front right chest (Capitals, Arial Narrow, Red) SLS Generic Logo on front left chest
Vest	Orange Night/Day Reflective Lined DUTY OFFICER, SURF RESCUE across back SLS Generic Logo on the left chest

LS9.7 DUTY OFFICER PRE-OPERATION CHECKLIST

Date: 20th September 2016

NEW SOUTH WALES

PURPOSE

To provide a guideline for Duty Officer start-of-shift requirements.

POLICY

The on-shift Duty Officer shall be contactable via radio and/or mobile phone at all times. If for unplanned or temporary reasons the Duty Officer is uncontactable the Duty Officer shall inform SurfCom of such (prior to and once back in contact).

PROCEDURE

1. Ensure the correct uniform is worn.
2. Check radio and phone are charged.
3. Check the contents of the Duty Officer Kit.
4. Conduct radio check with SurfCom and 'sign-on' 15mins prior to commencement of first lifesaving services.
5. In conjunction with SurfCom:
   - Ensure SurfCom holds correct mobile phone number.
   - Discuss forecast weather and surf reports and expected beach patronage.
   - Discuss possible high-risk localities, periods and contingency plans.
   - Discuss any actual or potential service shortfalls.
6. Listen to lifesaving services morning sign-on.
7. Visit or contact lifesaving services of identified/expected high-risk locations to discuss management planning.
8. Where a lifesaving service is found in breach of their lifesaving service requirements, the Duty Officer in consultation with lifesaving service shall assist the lifesaving service to rectify the problem both immediately and long term.

LS9.8 DUTY OFFICER POST-OPERATIONS CHECKLIST

NEW SOUTH WALES

Section: LS9 Surf Emergency Response System **Page:** 1 of 1

Date: 20th September 2016

PURPOSE

To provide a guideline for Duty Officer end-of-shift requirements.

POLICY

Duty Officers are required to ensure the appropriate hand-over and planning/preparation actions are undertaken at the end of shift, to ensure ongoing effectiveness of a Branch Duty Officer/Emergency Response System.

PROCEDURE

1. Listen to lifesaving services 'sign-off.'
2. In conjunction with SurfCom (in person or via mobile phone):
   - Ensure all SLS clubs/services have signed-off and are safely offline.
   - Identify any service extensions being undertaken or required (and maintain support).
   - Complete the patrol log and any SITREPs for the day's activities.
   - Note any activities for follow up and notify Branch DOL.
   - Ensure the recording of all information is complete.
3. 'Sign-off' with SurfCom only after all patrols/services are offline.
4. All equipment is to be appropriately stored.
5. Any replacement equipment needs to be documented and requested.
6. Radios/phones to be placed on charge.
7. Appropriate phone diverts/answer messages engaged.

LS9.9 CLUB/SERVICE CALLOUT TEAMS (Emergency Response)

Date: 20th September 2016

PURPOSE

To outline the requirements of club/service emergency response systems.

POLICY

Due to the benefit to the community, all volunteer lifesaving services in NSW should have emergency response (24/7 callout) capability.

This should be achieved through a coordinated system of suitably qualified personnel with access to appropriate rescue equipment, responding within specific emergency response plans.

PROCEDURE

Local Emergency Response System

Lifesaving services should have emergency response systems in place that fall in line with the Surf Life Saving Emergency Response System; namely:

- Response areas (maximum) – Lifesaving Service Agreement/Contract.
- Equipment preparedness (suitable 24/7 'rescue ready' equipment).
- Formally established and administered callout teams.
- Local response plans – included in their Patrol Operations Manual.
- A formally administered personnel contact list (based within SurfGuard).
- A consistent notification/tasking process (Cell/SMS/Pager etc).

Declining a request for assistance

Lifesaving services/personnel may decline a request to respond to an emergency if they feel it would create a level of unacceptable risk to do so:

Examples of inhibitors may be:

- Insufficient personnel;
- Insufficient equipment;
- Dangerous conditions; and
- Geographical distance (outside achievable response area).

Appropriate local emergency response planning/preparedness (equipment and procedures) will minimise the above inhibitors and maximise the ability to render assistance.

Planning/Preparedness

To maximise emergency response effectiveness and personnel safety, it is recommended that clubs/lifeguard services maintain the following equipment/logistical preparedness:

Equipment

- Two rescue tubes, two sets of fins and two rescue boards should be located in a known and easily accessible location at the facility at all times.
- At least one IRB/RWC should be fully set up with a full tank of fuel located in an accessible location (fuel storage container).
- An ATV (if available) should be fuelled and positioned "ready to go."
- The O2/Resus Kit, AED Kit and First Aid Kit should be easily accessible either on the ATV or in the first aid room.

LS9.9 CLUB/SERVICE CALLOUT TEAMS (Emergency Response)

- Two radios with aqua bags should be on charge and easily accessible by lifesaving services personnel.
- Personal telephone contactable 24 hours with contacts.
- Emergency back-up contacts.
- Night operations kit available (if endorsed for night operations).

Logistics

- Surfguard should be utilised to maintain and administer club/service callout team contact information (updated pre-season, post-season and when otherwise changes).
- Surfguard SMS functions should be utilised and/or other suitable emergency notification systems.

Training/Exercises

- All club/service callout teams should conduct an annual pre-season induction/briefing.
- All club/service callout teams should conduct at least scenario/exercise annually.

REFERENCE

Lifesaving Service Agreement

Patrol Operations Manual

LS9.10 IRB OPERATIONS (LOW-LIGHT)

Date: 20th September 2016

NEW SOUTH WALES

PURPOSE

To outline guidelines and procedures for low light emergency response operations.

POLICY

Any low light operations shall be delivered by pre-identified, trained and resourced Branch Groups (or Branch endorsed clubs).

Low light IRB operations (or any on-water low-light operations) will form part of Branch Support Operations.

INTRODUCTION

Surf Life Saving personnel and assets may be tasked to perform search/rescue operations during low light conditions. This Standard Operating Procedures (SOP) sets out to offer guidelines and procedures to be followed when responding to emergency response operations during low light conditions. Low light conditions are considered to be the period leading up to and shortly after sunset.

On water Night Operations are to only be conducted in surf conditions in the lead up to sunset and up to 1 hour (60 minutes) following sunset. Low-light/Night IRB operations can be conducted on enclosed (flat water) at all times following an appropriate risk assessment, approval granted from the on-call State Duty Officer and sufficient navigation/safety equipment requirements are available.

LAND PROCEDURE

Land based searches between sunset and sunrise (night operations) are to be conducted under the instruction and direction of the appropriate combat agency i.e. NSW Police.

WATER PROCEDURE

Roads and Maritime Service Regulations

- Powered vessels of less than seven meters in length shall exhibit a white light visible all round and separate port/starboard sidelights.
- Navigation lights should be positioned so they are not obscured by the vessels superstructure or interfered with by deck lights.
- Do not travel at excessive speeds.
- Type 2 PFD must be worn by Driver and Crew at all times.

SLS Operational Requirements

The following must be adhered to:

1. Endorsement for IRB Night Operations

Any Club/Service in New South Wales can participate in 'Low-Light Operations' if the following is adhered to:

- Club/Service is Branch and SLSNSW endorsed for low light operations.
- Proposed members complete 'Support Operations Member Application Form' and are endorsed by Branch and SLSNSW before commencing training.
- The Club/Service holds the minimum required equipment.
- Appropriate member/s are available and trained in 'Low-Light Operations.'
- Member/s are saved in SurfGuard under a Branch Low-Light Operations Group. E.g. SNB – Low-Light Operations Group.

LS9.10 IRB OPERATIONS (LOW-LIGHT)

2. Training

Initial training will be conducted with the club/service by authorised SLSNSW Facilitators and Branch Trainers (Low-Light Operations).

Low-Light Operations training will include:

- Standard Operating Procedure – IRB Operations (Low-Light)
- Team/Service Procedure Review
- Managing Risk
- Standard Operating Procedure – Emergency Response System (13SURF)
- Communications
- Navigation
- Emergency Service Partners
- Equipment Setup/Training (lights, EPIRB etc)
- Command & Control
- Response Operations
- Practical Training
- Operational Environment
- Lighting/Night Vision

3. Emergency Response Procedure (responding to incident)

Most reported night-time emergencies will come through 000 Police to the Surf Emergency Response System (13SURF). Information flow will usually follow the following:

1. State Duty Officer receives call from NSW Police through 13SURF.
2. State Duty Officer calls the Branch Duty Officer/Emergency Coordinator.
3. Branch Duty Officer to dispatch Low-Light Operations Group/personnel (as per branch/local procedures).
4. Before any launch the Branch Duty Officer/Incident Commander, IRB Driver and IRB Crew must unanimously agree that it is safe to launch and signing the Risk Assessment Form.
5. The Branch Duty Officer will advise the State Duty Officer of the intent to launch subject to SDO approval.
6. A land-based incident commander and back up IRB, Driver and Crew (or other emergency service vessel – Water Police, Marine Rescue) must be on-site and contactable (Note: Not required in an inland waterway).

At no time can RWCs operate between sunset and sunrise (at night).

4. On-scene response conditions/parameters

IRBs cannot respond at night/low light if:

- The on-beach surf is deemed by the Duty Officer to be above 2 meters and/or > 25 knots wind (excluding inland waterways).
- If an incident is further than 1km out to sea from the beach.
- If no land-based incident commander and/or backup IRB + crew (or other emergency service vessel) is available.
- If the missing person is not sighted by an emergency service personnel or Surf Life Saving representative.
- If the IRB cannot remain in visual sight of the Duty Officer/Incident Commander at all times.

When the Duty Officer/Incident Commander, IRB Driver, and IRB Crew are on scene they all must agree on the following prior to launch:

LS9.10 IRB OPERATIONS (LOW-LIGHT)

- That visibility is clear enough to be able to respond
- That conditions are safe enough to respond
- That all minimum equipment and support is in place (radios, land-based team, command point established)
- The details of the task/operation

5. Equipment

Minimum gear & equipment required for Low Light IRB Operations:

- A current approved make and model of IRB (as per SLSA approved gear and equipment list)
- Mountable IRB Navigation lights (Port, Starboard, White) – must be switched on at all times
- 3 x Radios – 2 IRB, 1 Duty Officer/Incident Commander
- 2 x Type 2 PFDs with reflective patches – worn by IRB Driver and Crew
- 2 x Waterproof Torches – 1 IRB, 1 Duty Officer/Incident Commander
- 2 x Personal strobes – worn by IRB Driver and Crew
- 2 x torches
- 2 x personal EPIRB/PLB (attached to driver and crew)
- 2 x Wetsuits – worn by IRB Driver and Crew
- 2 x Set of waterproof 'Mini Flares'
- 1 x V sheet
- 1 x High viz vest – worn by Duty Officer/Incident Commander
- 2 x Outboard lanyard (attached to driver and crew)
- 2 x Beach navigation markers
- 6 x red/green/white cyalume sticks (glow sticks)
- 1 x Pelican case (or similar) with Night Operations clearly marked
- 25 x Cable ties
- 1 x Shears/scissors
- Spare batteries

Recommended

- FLIR
- Helmets (Gath type) with in-built radios
- Search Dye

LS9.11 INCIDENT CONTROL DEFINITIONS

Date: 20th September 2016

NEW SOUTH WALES

PURPOSE

To enable all emergency response agencies to have a common understanding a national agreement has been reached on the use and interpretation of the terms Control, Command and Coordination.

POLICY

Surf Life Saving NSW (SLSNSW) provides the following definitions for use with lifesaving services to ensure effective operations.

PROCEDURE

Definitions

Control

Control is the overall direction of response activities in an emergency situation. Authority for control is established in legislation or in an emergency response plan. It carries with it responsibility for allocating tasks to and coordinating other agencies in accordance with the needs of the situation. Control relates to situations and operates horizontally across agencies.

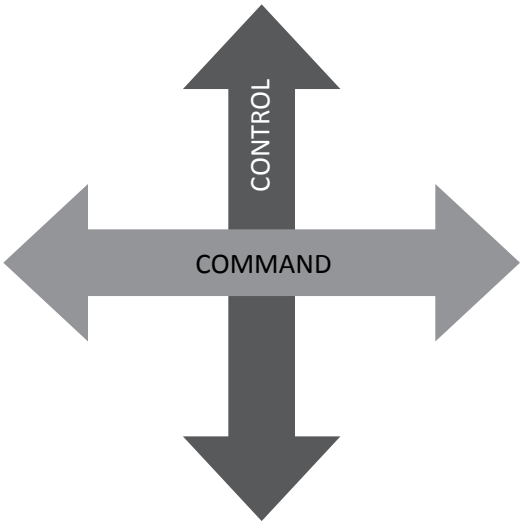
Command

Command is the internal direction of members and resource of an organisation in the performance of the organisations role and tasks.

Authority to command is established by agreement within an organisation. Command relates to individual organisation and operates vertically within an agency.

Coordination

Coordination involves the bringing together of agencies and other resources to support an emergency management response. It involves the systematic acquisition and application of resources (organisations, manpower and equipment) in accordance with the requirements imposed by the emergency or emergencies.



LS9.12 PRINCIPLES OF INCIDENT CONTROL SYSTEM (ICS)

NEW SOUTH WALES

Section: LS9 Surf Emergency Response System **Page:** 1 of 3

Date: 20th September 2016

PURPOSE

To outline the Incident Control System (ICS) principles within Surf Life Saving NSW (SLSNSW).

POLICY

The use of an ICS ensures that all vital management and information functions are adequately performed and that an incident is dealt with in the most effective manner.

PROCEDURE

Principles of Incident Control System (ICS)

The Surf Life Saving Incident Control System is tailored towards Surf Life Saving, based off the following principles:

- One Incident Controller
- Functional management
- Management by objectives
- Management plans
- Span of control

If Surf Life Saving were not to have an incident control system problems may occur. These include:

- Control not being established
- Control being established by more than one Incident Controller
- Inappropriate action being taken by personnel working without supervision
- Coordination of organisations not occurring
- No plan being established to manage the incident
- A disorganised approach being followed
- Communication problems being encountered
- Safety of personnel being compromised

One Incident Controller

It is essential that one officer, the Incident Controller, establish control of an incident. He/she is responsible for managing the entire response to the incident. The Surf Life Saving Incident Control System (SLICS) is designed to provide that person with the necessary organisational support to ensure effective command, control and coordination.

Functional Management

Functional management is the use of specific functions to manage an incident. The SLICS is based off the Australian Inter-service Incident Management System (AIIMS). SLICS uses the following four functions:

- Control
- Operations
- Planning
- Logistics

Depending on the size and complexity of an incident further delegation of tasks and functions and the transfer of coordination responsibility may be necessary. A factor of any ICS is its ability to expand and contract in an orderly manner to meet the needs of an incident.

LS9.12 PRINCIPLES OF INCIDENT CONTROL SYSTEM (ICS)

Control can develop from a small incident where the Patrol Captain/Lifeguard manages all functions, to the largest incident which involves the creation of an Incident Management Team (IMT) and the filling of all positions. (See Surf Life Saving Incident Control System SOP for more information).

Management by Objectives

Management of an incident requires an objective or desired outcome to be identified. The control of the incident revolves around the objective being communicated to all those involved in the operation.

Outcomes should be based on the SMART principle

- Specific
- Measurable
- Achievable
- Realistic
- Time guided

Management Plans

Once the objective has been selected a plan outlining the strategies and tactics to be used to manage the incident is developed. Surf Life Saving NSW uses an Incident Action Plan and Situation Reports (SITREPS).

The Incident Action Plan includes the following:

- Overall operational objective and strategies
- Continuity and control of operations
- Effective use of resources
- Total resources in use and anticipated in the future

Span of Control

The span of control is a concept that relates to the number of teams or individuals who can be successfully supervised by one person. Where span of control is exceeded the supervising officer should consider delegating responsibility to others.

Where the span of control is lower or the tasks are fewer the supervisor may reassume responsibility or reorganise delegation to scale down the structure to fit the tasks required.

Under the principles of span of control up to four reporting teams/individuals/resources is considered to be desirable. This maintains a supervisor's ability to effectively task, monitor and evaluate performance.

Small Incident	**Medium Incident**	**Large incident**
1-5 Individuals	4-10 Team	>10 Teams
Mental Plan	Mental to Written Plan	Written Plan
Limited Duration	Medium Duration	Large Duration
IMT 1 person	> 1 IMT	> 3 IMT

*In Surf Life Saving terms a team may be described as a lifesaving service that forms communication i.e. IRB, RWC, 2 Lifeguards.

LS9.12 PRINCIPLES OF INCIDENT CONTROL SYSTEM (ICS)

Roles for Non-SLS Personnel

Many of the roles within an IMT (especially in a large incident) do not require the expertise and experience of emergency service personnel. The SLICS provides opportunities for participation by non-operational personnel including:

- Planning
- Logistics
- Office administration (i.e. telephone answering, admin support etc)
- Technical fields

LS9.13 INCIDENT CONTROL SYSTEM STRUCTURES

Date: 20th September 2016

NEW SOUTH WALES

PURPOSE

To outline the structures of Incident Control Systems (ICS) within Surf Life Saving NSW (SLSNSW).

POLICY

The use of an ICS ensures that all vital management and information functions are adequately performed and that the incident is dealt with in the most effective manner.

PROCEDURE

Identifying the lead combat agency

Lead agencies are determined by legislation or policy and are responsible for the management of specified events. The Incident Controller will thus be appointed in accordance with agency procedures. An Incident Controller will be responsible for assuming control of the incident and applying the principles of the ICS.

Local arrangements in place may mean that the below table is structured differently in your local area dependant on the remoteness of your area and staffing arrangements for emergency services agents.

Incident	Lead Agency
General Beach Operations	Surf Life Saving NSW, Council, NPWS
Aquatic Search and Rescue	NSW Police
Tsunami	NSW State Emergency Service
Flu Pandemic	NSW Health
First Aid and Emergency Care	NSW Ambulance Service
Coastal Flooding	NSW State Emergency Service

Support Agencies

Legislation or policy will also determine which organisations normally support the lead agency at an incident.

Identifying the need for delegation functions

As an incident grows in size or complexity, its management becomes more demanding. The Incident Controller needs to consider delegating responsibility for operations, planning and logistics.

The incident controller assumes overall responsibility with the functional areas manned as required and delegated. Where such delegation occurs the incident controller and their persons responsible for each established function form the Incident Management Team (IMT).

Note: it is not advisable but should a higher authority person within the SLS Incident Command Structure wish to assume control without permission of the current Incident Controller they may do so.

LS9.13 INCIDENT CONTROL SYSTEM STRUCTURES

Incident Controller

Responsible for overall incident management

Planning

Responsible for the collation of incident and resources information and predictions for development

Operations

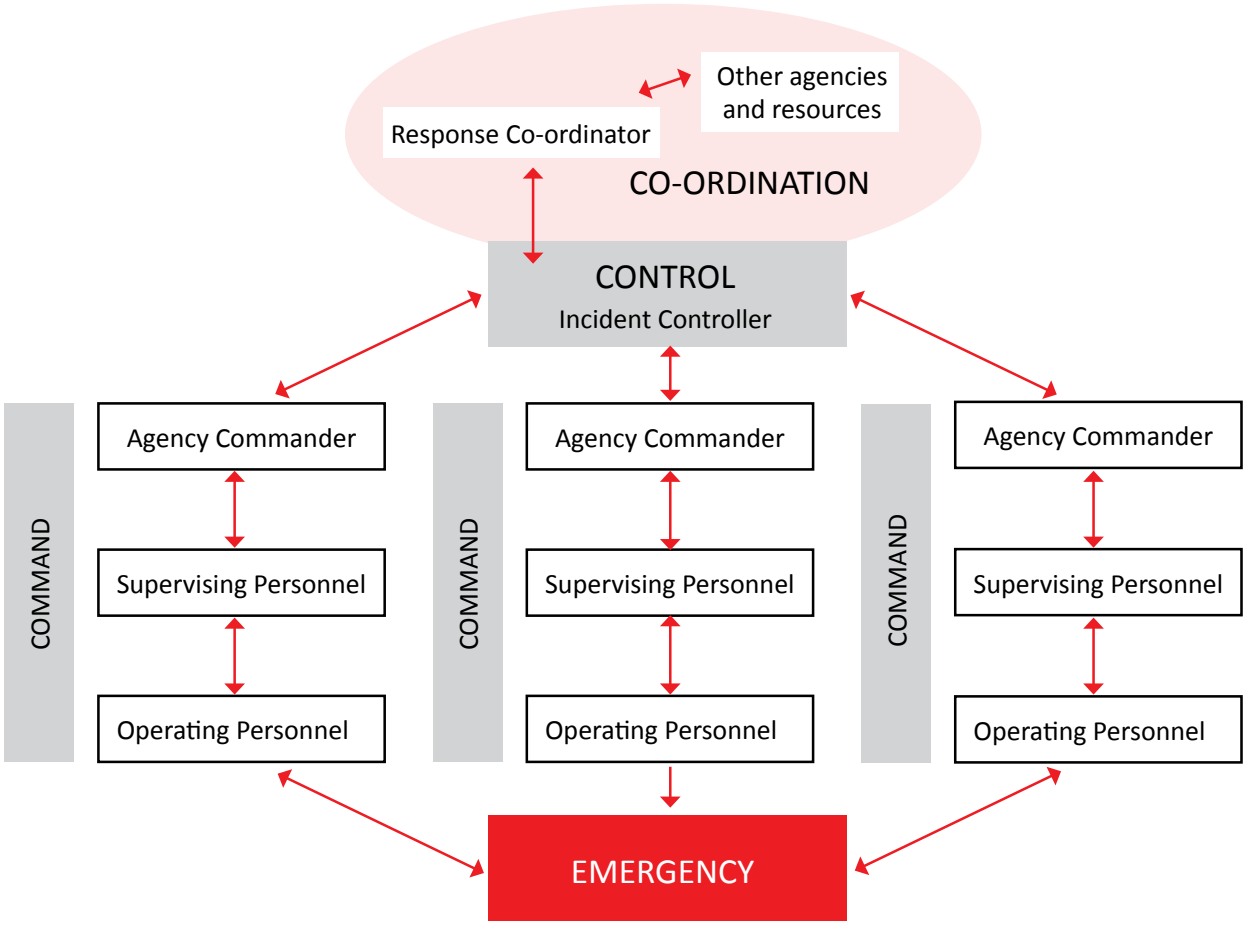
Responsible for the management and supervision of response teams as delegated

Logistics

Responsible for the provision of facilities, services, materials etc

Identify appropriate control structure

Members of an IMT may also need to delegate responsibility for activities conducted within their functional areas. An example of this specific to Surf Life Saving in NSW is described in the SLICS.



LS9.13 INCIDENT CONTROL SYSTEM STRUCTURES

NEW SOUTH WALES

The following table highlights generic emergencies/threats where SLS may be required to offer support to controlling agencies.

Emergency/Threat	Control Agency
Accident/Incident	
Aircraft	Police
Marine	Police
Fire or Explosion	
Marine	Fire
Natural Event	
Flood	SES
Tsunami	SES
Rescue	
Land	Police
Water	Police
Search	
Land and Water	Police
Other	
Marine Casualty	Police

LS9.14 INCIDENT CONTROL SYSTEM ROLES & RESPONSIBILITIES

NEW SOUTH WALES

Date: 20th September 2016

PURPOSE

To outline the roles and responsibilities with the Surf Life Saving NSW (SLSNSW) Incident Control System (ICS).

POLICY

SLSNSW provides the contained guidelines to be followed in relation to ICSs.

PROCEDURE

Where all functions have been delegated, an Incident Management Team (IMT) comprises of the Incident Controller, Operations Officer, Planning Officer and Logistics Officer. The team of people now share the burden of controlling the incident.

The IMT should meet as determined by the Incident Controller, to assist the incident controller to ensure that control of the incident is being:

- Properly planned;
- Adequately resourced within the constraints;
- Suitably implemented;
- Provides for the safety and welfare of people involved in controlling the incident;
- Minimises impact on the community on the environment; and
- Is effective and efficient.

Control

The Incident Controller is appointed in accordance with the organisations policy or legislative requirements and is responsible for the overall management of the incident.

Incident Controllers roles become more of a leadership role as the structure expands and the functions of operations, planning and logistics are delegated. Incident Controllers must have the technical training and experience to manage the incident and be capable of using sound managerial practices to implement their strategies in the safest and most effective manner.

The Incident Controller must be able to organise people to allow time to consider the issues critical to the incident. Minor information and other distractions must be avoided. The Incident Controller must be kept informed with relevant information and be available to the principal members of the IMT to make important decisions.

The responsibilities of the Incident Controller at an incident are to:

- Assume control and assess the situation;
- Plan response to the incident and approve any plans;
- Allocate tasks;
- Maintain safe practices;
- Appoint staff/members;
- Co-ordinate and forward reports to the responsible agencies;
- Review any incident plans;
- Organise changeovers and briefings;
- Liaise with support personnel; and
- Manage the media.

LS9.14 INCIDENT CONTROL SYSTEM ROLES & RESPONSIBILITIES

Planning

Complex incidents demand high levels of planning. The Incident Controller will experience great difficulty in managing an incident that is large, complicated in nature or extends over a lengthy period unless the planning function is delegated. An efficient planning officer is important to the smooth running of complex incidents.

When appointed the planning officer is important to the smooth running of complex incidents and needs to:

- Obtain a briefing from the Incident Controller;
- Process information relating to the current and predicted incident situation;
- Maintain records about the location and deployment of teams;
- Provide management support;
- Maintain an information service;
- Liaise with technical specialists;
- Conduct planning meetings with other members of the IMT;
- Develop alternative control objectives and strategies;
- Co-ordinate the development and distribution of the Incident Action Plan;
- Organise incident demobilisation;
- Plan for the future (6-24 hour plans, 1 & 2 day plans); and
- Maintain a log of activities.

Operations

As an incident develops the Incident Controller may decide to delegate some functions. The Operations role is normally delegated to a person from the principal leading organisation. The Operations function is a major role at all incidents. Where delegation of the operations functions occurs, the responsibilities assumed by the operations officer are:

- Obtain a briefing form the incident controller;
- Develop the operations portion of the Incident Action Plan;
- Brief and allocate personnel in accordance with the plan;
- Manage and supervise incidents at the incident;
- Establish and maintain assembly staging areas;
- Determine the need for and request additional resources;
- Assemble response teams from available resources;
- Re-allocate response teams;
- Initiate recommendations for the release of resources;
- Report special incidents and accidents; and
- Maintain a log of activities

Logistics

The Logistics Officer is appointed by the Incident Controller and is responsible for providing support materials and services for the incident. The Logistics Officer participates in the development of the plan and reports to the Incident Controller.

The main responsibilities are:

- Obtain a briefing from the incident controller;
- Plan the organisation of logistics section;
- Allocate tasks to logistic personnel;
- Process requests for additional resources;

LS9.14 INCIDENT CONTROL SYSTEM ROLES & RESPONSIBILITIES

- Estimate future services and support requirements; and
- Maintain a log of activities and resources.

Liaison Officers

The role of a Liaison Officer is to represent an organisation or perform an emergency management function within a SurfCom like facility. Liaison Officers are experts in relation to their organisation area of specialisation and therefore can advise others accordingly.

The Liaison Officer duties include:

- Reporting to and liaising with the Incident Controller;
- Knowing the resources of their organisation;
- Maintaining active communication with other liaison officers;
- Making decisions without hesitation;
- Preparing and forwarding SITREPS to organisations regularly; and
- Remember that their role is coordination not operation.

LS9.15 SURF LIFESAVING INCIDENT COMMAND SYSTEM (SLICS)

NEW SOUTH WALES

Date: 20th September 2016

PURPOSE

Under the operations that Surf Life Saving is actively involved in there exists a need for a incident control system to effectively and efficiently manage all incidents.

POLICY

SLICS has three levels of Incident Commander which are responsible for the management of incidents and vary in applications depending on the Incident. These are known as:

- Patrol Captain/Lifeguard
- Duty Officer (Branch/Regional based)
- SLSNSW Duty Officer

PROCEDURE

Lifeguards/Patrol Captains

For the majority of Surf Life Saving incidents the Patrol Captain shall assume the role of the Incident Commander and be the Incident Management Team (IMT). The Patrol Captain is responsible for a small band of members whose key role is prevention, recognition and rescue.

Roles and responsibilities of Patrol Captains/Lifeguards can be found in the relevant Standard Operating Procedures.

Through major incidents the Patrol Captain/Lifeguard may have to delegate their authority to a Duty Officer who will resume the position of Incident Controller. In this situation it is advisable that the Patrol Captain become the Operations Officer for the incident.

Duty Officers/Lifeguard Supervisors

For incidents that involve between 4-10 different units or teams, the Duty Officer assumes the role of the Incident Commander and will be supported by the IMT. The Incident Management Team would normally be as follows:

- Operations Officer – Patrol Captain/Senior Lifeguard.
- Planning Officer – SurfCom operator.
- Logistics Officer – Nominated person.

Duty Officers should normally control all search and rescue incidents within a council area and incidents that involve the notification to the State Duty Officer.

State Duty Officer

The State Duty Officer will assume the role of Incident Commander at after-hours emergency responses and large scale incidents that are normally supported by a written plan (i.e. Tsunami).

(In the case) The Incident Management Team may be formed the following way:

- Operations Officer – Duty Officers.
- Planning Officer – Nominated.
- Logistics Officer – Nominated.
- Public Relations Officer – Nominated (usually SLSNSW Media Officer).

LS9.16 TASK REGISTRATION & ANALYSIS

Date: 20th September 2016

NEW SOUTH WALES

PURPOSE

To outline Surf Life Saving NSW (SLSNSW) task registration and analysis process.

POLICY

SLSNSW provides the following information to ensure the effective management of task registration and analysis processes.

PROCEDURE

A request for assistance only becomes a task after it has been confirmed that it is not a duplicate call and it requires action. The status of a task for allocation purpose is either:

Action	Task requires action by resources under the control of SLS
Completed	Task has been completed by resources under the control of the SLS
Referred	Task passed to an external agency resources for action, e.g. if the task is a fire to be actioned by the relevant fire fighting agency. A referred task is treated as complete.

Check if the Request for Assistance (RFA) is a new task, duplicate or worth revisiting.

The RFA could be:

- A new task.
- A duplicate call – the original caller or related parties have called again about an existing uncompleted or completed task.
- A possible revisit – to a previously completed task which requires further action.

To work out which it is, check the address on the RFA against the register.

Duplicates can be generated because:

- A different person has called; or
- The person could be impatient and ring back.

New Task

If the task is not in the register then the RFA is a new task.

Fill in the next blank row of the request for assistance register, and then write the new task number in the task number box on the top right hand corner of the RFA.

Now the RFA is a new task with a unique number.

Duplicate Task

If the incident is already in the Request for Assistance Register it is a duplicate task. In this case write DUPLICATE in the RFA Box under the number.

LS10

SAR OPERATIONS

SURF LIFE SAVING
NEW SOUTH WALES

LS10.1 SEARCH AND RESCUE (SAR) RESPONSIBILITIES

Date: 20th September 2016

PURPOSE

To outline the search and rescue responsibilities used by Surf Life Saving NSW (SLSNSW) for lifesaving operations.

POLICY

SLSNSW provides the following search and rescue definitions for use by clubs/services/personnel.

PROCEDURE

Definition

Search and Rescue (SAR) services are defined as the performance of distress monitoring, communication, coordination of search and rescue functions, provision of medical advice and initial medical assistance through the use of lifesaving resources.

Lifesaving resources include all SLS active members/ALS staff, approved lifesaving equipment, Surf Life Saving clubs, support operations and lifesaving aircraft operating in New South Wales.

Overview

There are three levels of management within the SAR system:

- Overall management of SAR responsibilities by SAR Authorities;
- Control of individual SAR incidents by an Incident Controller (IC); and
- Command of lifesaving services by a Incident Commander (usually Patrol Captain or Duty Officer/Lifeguard Supervisor).

This section outlines, in general terms, the management and coordination actions required when a decision is made to implement procedures in prosecuting a SAR.

Once it is decided to proceed with a search, plans should be enacted for the commencement of search activity with a minimum of delay.

SAR Authority

A SAR Authority shall ensure that a SAR operation can be promptly initiated and prosecuted with the efficient use of available SAR resources, until rescue has been completed or until chance of success is no longer a reasonable possibility.

SAR Authorities have the overall responsibility for establishing, staffing, equipping and managing the SAR system, including providing appropriate legal and funding support, providing or arranging for SAR assets, coordinating SAR training and developing SAR policies.

Most commonly in Surf Life Saving operations, the SAR Authority shall be the NSW Police – namely Marine Area Command.

NSW Police are the combat agency for all Search & Rescue incidents in New South Wales. NSW Police can request Surf Life Saving assets to operate outside normal standard operating procedures, i.e. use of Rescue Water Craft in prohibited waterways.

Incident Control

Control of an incident relates to overall management of a SAR involving multiple agencies. A representative

of the SAR Authority shall take the role of Incident Controller.

Most commonly in Surf Life Saving operations, the Incident Controller shall be a senior representative of the NSW Police Force.

Each SAR operation is carried out under an Incident Controller (IC) designated for the purpose by the appropriate SAR Authority. The role of the IC may vary between SAR Authorities depending on their command arrangements. They must understand the extent of their authority and responsibility and must be capable of taking immediate and adequate action, basing their decisions on knowledge, logic and good judgement.

Incident Command (SLS)

Command of an incident relates to the management of an individual agency's resources and delivery of specific tasks/objectives/goals, as set generally by the Incident Controller.

For Surf Life Saving, the Incident Commander shall be the most senior lifesaving officer on-scene, usually the Patrol Captain/Senior Lifeguard or Duty Officer/Lifeguard Supervisor.

The surf life saving Incident Commander shall have 'command' & coordinate all Surf Life Saving assets/ resources/personnel involved in the SAR, not limited to Lifesavers/Lifeguards (SLSNSW/ALS), IRBs, RWC, ORB, JRB, Surf Life Saving aircraft (helicopters, fixed-wing, drones).

Co-responding lifesaving services from adjacent branches or states shall fall under the command of the specific SLS incident commander, unless otherwise delegated by the Incident Commander.

Note: The relevant operational responsibilities of the various lifesaving service vessels/aircraft/skippers/ pilots shall be maintained however, as per the procedures for the safe operation of those craft.

The Incident Commander may delegate roles/responsibilities/tasks (including establishment of forward command posts/and delegation of forward incident commanders) as required – but reporting to the Incident Commander.

SAR ROLES - OVERVIEW

State Duty Officer (including State Operations Centre)

The State Duty Officer is the sole emergency contact and dissemination point between emergency services and lifesaving services regarding a beach or aquatic (coastal/offshore/inland) incident in NSW and for 'disasters' as per the NSW DISPLAN and relevant Sub-Plans.

All communications from emergency services and SLS/ALS/Council Lifeguard Services/Lifesaving Aircraft shall be directed to the State Duty Officer.

The State Duty Officer shall correlate and disseminate the relevant information to the relevant lifesaving services.

Responding lifesaving services shall provide the relevant SITREPS and communications to the State Duty Officer.

The State Duty officer shall provide SITREPS and seek further information from emergency service communications centres and key departments, including but not limited too Police VKG's, Marine Area Command, NSW Ambulance, Medical Retrieval Unit, SES, DPI.

Responding lifesaving services shall establish contact with on-site emergency services and Incident Controllers.

All SLS Life Saver Helicopter notifications/requests for support shall be made via the State Duty Officer (including when SurfCom's are operating).

LS10.1 SEARCH AND RESCUE (SAR) RESPONSIBILITIES

Only State Duty Officers (including SOC) shall undertake a tasking/notification role for lifesaving services (unless otherwise delegated to by the State Duty Officer).

Note: During regular patrol hours, SLSNSW SurfComs shall fulfil the communication function to emergency services (Fire, Ambulance, Police) to request support for lifesaving services.

Branch Duty Officer/ALS Lifeguard Supervisors

These roles deliver 3 key functions:

1. Local dissemination and coordination of services for emergency response (generally outside regular patrol times and/or to unpatrolled locations).
2. On-site liaison with Incident Controller (most commonly NSW Police).
3. On-site 'command' of own services/assets/personnel.

Lifesaving services which shall fall under the operational 'command' of the Branch Duty Officer if participating in a SAR incident in NSW include:

- SLSC patrols/callout teams.
- SLS RWCs.
- SLS ORB/JRBs.
- Surf Life Saving Aircraft
- SLS services responding from adjacent Branches.
- SLS service responding from SLSQ, LSV.
- Other SLS services (i.e visiting inter-state team).

Joint-Response Situations (volunteer and paid services)

Where both volunteer lifesaving services and ALS services are co-responding they shall initially fall under the operational command of their own Incident Commander (Branch Duty Officer, Lifeguard Supervisor) respectively, until such time a coordinated command structure is agreed between both services.

Where volunteer lifesaving services, ALS and Council services may be undertaking joint operations, command of their services shall fall to their own Patrol Captain, Branch Duty Officer, Lifeguard Supervisors respectively, until such time a coordinated command structure is agreed between all services (if appropriate).

SurfCom

SurfCom provides the support function to a SAR, including the combination of the following:

- Initial dissemination of information and tasking of SLS/ALS services to an emergency;
- Coordination of emergency service support;
- Upward and downward SITREPs to SLS/ALS and emergency services;
- Monitoring service response/status/welfare; and
- Maintaining data/communications records.

Only SLSNSW SurfComs and/or State Duty Officers (including SOC) shall undertake a coordination/ communications support role for lifesaving services over the SLSNSW radio network (unless otherwise delegated to by the State Duty Officer).

LS10.1 SEARCH AND RESCUE (SAR) RESPONSIBILITIES

Note: SurfCom does not deliver a 'command' function for a SAR incident, rather communication/ coordination support.

The staff of a SurfCom perform duties in the prosecution of search and rescue events in addition they have responsibility for maintaining the operations in a continuous state of preparedness. The SurfCom staff shall consist of personnel who are experienced and/or trained in SAR operations. When a period of heavy activity is anticipated or during major SAR incidents, the regular staff may be supplemented as required.

LS10.2 SEARCH AND RESCUE STAGES

PURPOSE

To outline Surf Life Saving NSW (SLSNSW) search and rescue stages.

POLICY

SLSNSW provides the following information for use by lifesaving services personnel.

PROCEDURE

Introduction

When the SAR system first becomes aware of an actual or potential emergency, the information collected and the initial action taken are often critical to successful SAR operations. It must be assumed that in each incident there are survivors who will need assistance and whose chances of survival are reduced by the passage of time. The success of a SAR operation depends on the speed with which the operation is planned and carried out. Information must be gathered and evaluated to determine the nature of the distress, the appropriate emergency phase, and what action should be taken.

Prompt receipt of all available information by the SurfCom is necessary for thorough evaluation, immediate decision on the best course of action and a timely activation of SAR assets to make it possible to:

1. Locate, support and rescue persons in distress in the shortest possible time; and
2. Use any contribution survivors may still be able to make towards their own rescue while they are still capable of doing so.

Experience has shown that the chances for survival of injured persons decrease by as much as 80% during the first 24 hours, and those for uninjured persons diminish rapidly after the first three days. Following an accident, even uninjured persons who are apparently able-bodied and capable of rational thought are often unable to accomplish simple tasks and are known to have hindered, delayed or even prevented their own rescue.

SAR Stages

The response to a SAR incident usually proceeds through a sequence of five stages. These stages are groups of activities typically performed by the SAR system in responding to a SAR incident from the time the system becomes aware of the incident until its response to the incident is concluded. The response to a particular SAR incident may not require the performance of every stage. For some incidents, the activities of one stage may overlap the activities of another stage such that the portions of two or more stages are being performed simultaneously.

The five SAR stages are:

1. Awareness – Knowledge by any person or agency in the SAR system that an emergency situation exists or may exist.
2. Initial Action – Preliminary action taken to alert SAR assets and obtain more information. The stage may include evaluation and classification of the information, alerting of SAR assets, communication checks and, in urgent situations, immediate performance of appropriate activities from other stages.
3. Planning – The development of operational plans including plans for search, rescue and final delivery of survivors to medical facilities or other places of safety as appropriate.
4. Operations – Dispatching SAR assets to the scene, conducting searches, rescuing survivors, assisting distressed craft, providing necessary emergency care for survivors and delivering casualties to medical facilities.
5. Conclusion – Return of SRUs to a location where they are debriefed, refuelled, replenished and prepared for other missions, return of SAR assets to their normal activities and completion of all required documentation.

LS10.3 RESPONSIBLE SAR AUTHORITY

PURPOSE

To outline the responsible search and rescue authority.

POLICY

Surf Life Saving NSW (SLSNSW) provides the following search and rescue authority information for lifesaving service personnel.

PURPOSE

There are two levels of SAR response in Australia:

1. The Commonwealth level through AusSAR and the ADF; and
2. The State/Territory level through the Police.

Volunteer organisations such as Surf Life Saving work in close liaison with State Police and the Police retain overall SAR control in their jurisdiction.

It is common for a number of agencies to contribute to one SAR operation. In such circumstances it is vital that one agency has overall 'control' and other agencies involved cooperate with this agency to produce the best response possible within available resources.

Determination of Responsible Authority

In practice, the first agency to become aware of a distress situation is obliged to respond until the appropriate SAR authority with overall coordination responsibility is in a position to assume that responsibility. It is imperative that the appropriate SAR Authority is notified as soon as possible.

From time to time SAR operations may be commenced independent of a SAR authority. Once a relevant SAR authority is alerted to the incident it is their responsibility to coordinate the activities of the responding assets in order that the integrity of the search is maintained.

For lifesaving services this is evident and common through regular patrol duties and in emergency response situations where it is a period of time before NSW Police are on-scene.

Responsibility for SAR coordination and direction may be transferred between SAR authorities, whenever more accurate knowledge of the missing person or distressed craft's position or movements comes to hand, or when it becomes apparent that a SAR authority other than the one initiating the action is more favourably placed to assume responsibility. This may be due to better communications, closer proximity to the area of search or more readily available facilities.

LS10.4 SAR RESOURCE CHARACTERISTICS

PURPOSE

To provide guidelines regarding the selection of Search and Rescue (SAR) resources.

POLICY

Surf Life Saving NSW (SLSNSW) provides the following guidelines for personnel to use when selecting appropriate resources to conduct SAR operations.

PROCEDURE

Introduction

Every endeavour should be made to obtain sufficient SAR assets to search the determined area in the shortest possible time. However certain factors, such as inclement weather or darkness, may impact services utilised and SAR planning.

Identification and deployment of SAR units shall commence at the time of the initial SAR response and a review of requirements shall continue through the action.

SAR Unit Selection and Characteristics

The selection of available SAR units to be used in SAR operations should take into account the following considerations:

a) The need to reach the distress scene quickly; and
b) Suitability for at least one of the following operations:
   i. Provision of assistance to prevent or lessen the severity of accidents;
   ii. Conduct a search using air, marine or land units as required;
   iii. Carriage of supplies to the scene of an accident and, if necessary, delivery of supplies; or
   iv. Execution of a rescue, (by air, marine, land units as required) .

Aerial Assets

Aerial assets provide an enhanced SAR capacity and include:

a) SLS Life Saver Rescue Helicopter Services.
b) Police Helicopters.
c) NSW Ambulance Helicopters.
d) Volunteer fixed-wing services (i.e Aerial shark patrol).

Maritime Assets

Search operations are generally best carried out by aircraft, while rescue operations are best carried out by helicopters, marine craft or land assets. However, it will sometimes be necessary to use marine craft or land assets for some search efforts, particularly when weather conditions prevent or hamper air search, when the location of the distress scene is known with reasonable accuracy, or the location is remote and non-aviation assets are best placed to render assistance.

In an emergency situation when gauging the speed of marine craft involved, it is usually their maximum speed possible under the prevailing sea conditions (can vary depending on conditions). Generally, small boats search at 15–40 knots and larger vessels search at 10 – 30 knots.

Rescue vessels can participate in operations at considerable distance from their base. Their main design

requirements are good manoeuvrability, seaworthiness, long range, relatively high speed and sufficient size to accommodate survivors and equipment. Naval vessels, offshore lifeboats, seagoing tugs, customs and pilot launches and patrol boats are of particular value because of their special equipment, including communications equipment, and trained personnel.

Rescue boats such as Inflatable Rescue Boats (IRBs) and Rescue Water Craft (RWCs) are short-range vessels capable of operating a limited distance offshore (less than 1nm) in good sea conditions.

Large rescue boats, such as SLS Offshore Rescue Boats (ORBs), Jet Rescue Boats (JRBs) and SLS Rigid Hull Rescue Boats (RIBs) have a greater range and capacity (as per their specific 'vessel survey' parameters).

Other sources of maritime assistance may include:

a) Police vessels.
b) Naval vessels.
c) NSW Maritime vessels.
d) Marine Rescue vessel.
e) Customs vessels.
f) Merchant vessels.
g) Fishing vessels.
h) Harbour craft, ferries, pilot launches and tugs.

Land Assets

A land based response in conjunction with Aerial/Maritime resources (or stand-alone if conditions dictate such) is important to an effective SAR operation.

Land based assets include:

- Emergency operations centre (EOC).
- Incident command post.
- ATV/4WD vehicles.
- Foot based search parties.

LS10.5 EMERGENCY SIGNALLING DEVICES

PURPOSE

To provide guidelines regarding emergency signalling devices.

POLICY

Surf Life Saving NSW (SLSNSW) provides the following guidelines regarding emergency signalling devices.

PROCEDURE

Introduction

People in a craft in distress may use any possible means of alerting others to their situation. These devices range from emergency radio beacons to mirrors.

Distress and Emergency Signals

There are many signals that can be used to indicate a distress or other emergency.

Personnel involved in lifesaving operations must be familiar with the types of signals they can expect to encounter in order to evaluate their meaning correctly and take appropriate action.

Most commonly for lifesaving services these emergency signals include:

- Flares
- Strobes (flashing lights)
- EPIRBs
- GPS/satellite Tracking
- Smoke
- V-sheets
- Flags
- Rescue Tubes
- Hand signals
- Marker Dye

Daylight Devices

Fluorescent sea dye marker, which stains the water a green or red colour, has been sighted as far away as 16 kilometres, with an average of 5 kilometres. However, sea dye is not visible when searching up-sun because of surface glare.

Orange smoke generating signals have been sighted as far away as 19 kilometres with an average of 12 kilometres. Smoke signals are most effective in calm wind conditions and open terrain. The effectiveness of smoke signals decreases rapidly with an increase of wind speed above 15 knots.

Pyrotechnic flares may be used in daylight; however their detectable range is only about 10 per cent of the night-time range.

LS10.5 EMERGENCY SIGNALLING DEVICES

Night-time Devices

Flashing strobe lights are an effective compact night signalling device available for individual survivors. Strobe lights have been sighted as far as 32 kilometres away with an average of 5.5 kilometres.

Incandescent lights that are used on some individual lifejackets have a much smaller detectable range than strobe lights, generally about 800 metres.

Flares, star shells and rockets have been detected as far away as 55 kilometres, with an average of 40 kilometres.

LS10.6 DISTRESS COMMUNICATIONS

PURPOSE

To provide guidelines regarding emergency signalling devices.

POLICY

Surf Life Saving NSW (SLSNSW) provides the following guidelines regarding distress communications.

PROCEDURE

Distress traffic includes all messages relating to immediate assistance required by persons, aircraft, or marine craft in distress, including medical assistance. Distress traffic may also include SAR communications and on-scene communications. Distress calls take absolute priority over all other transmissions; anyone receiving a distress call must immediately cease any transmissions that may interfere with the call and listen on the frequency used for the call.

Distress and safety communications require the highest possible integrity and protection from harmful interference. Any interference that puts at risk the operation of safety services degrades obstructs or interrupts any radio communications, is harmful. Some frequencies are protected, in that they have no authorised uses other than for distress and safety.

Lifesaving services personnel should be particularly careful not to cause harmful interference, and should co-operate with authorities to report and stop incidents of interference.

The object of lifesaving communications is to make possible the conduct of lifesaving operations. Communications must allow for:

1. Rapid transmission of distress messages from aircraft, ships and small craft, including for medical assistance;
2. Rapid communication of distress information to the authorities responsible for organising and effecting rescue;
3. Co-ordination of the operation of various SAR units; and
4. Liaison between controlling/coordinating authorities and response resources.

LS10.7 DISTRESS INCIDENT LOCATION

PURPOSE

To outline guidelines regarding estimating distress incident locations.

POLICY

Surf Life Saving NSW (SLSNSW) provides guidelines regarding estimating distress incident locations for personnel to follow.

PROCEDURE

Estimating the Distress Incident Location

The first step in either marine or land search planning is to determine the limits of the area containing all possible survivor locations. This is usually done by determining the maximum distance the survivors could have travelled between the time of their last known position (LKP) and the known or assumed time the distress incident and drawing a circle of that radius around the LKP.

Knowing the extreme limits of possible locations allows the search planner to determine where to seek further information related to the missing craft or persons and whether an incoming report might apply to the incident. However, systematic search of such a large area is normally not practical. Therefore, the next step is to develop one or more scenario/s or sets of known facts plus some carefully considered assumptions, describing what may have happened to the survivors since they were last known to be safe. Each scenario must be consistent with the known facts of the case, have a high likelihood of being true and allow the search planner to establish a corresponding geographic reference or datum for the survivors' most probable position (MPP).

Three possible situations may exist with respect to the location of a distress incident when it is reported.

Approximate Position Known

The incident may have been witnessed: reported as a navigational fix by another craft or the craft in distress; or computed by the Incident Controller as a dead reckoning position from a previously reported and reliable position of the craft in distress.

Approximate Track Known

The craft in distress may have filed a trip or voyage plan prior to departure that included the intended track or route but the craft's actual position along the track is unknown. A single line of position, such as a flare sighting, should be treated the same as a track known situation.

Approximate Area Known

When neither the position nor the intended tracks are known, at least an area that the craft in distress was probably within can usually be determined. The Incident Controller should try to reduce this area to an area of high probability that can be used as the initial search area or, if the area is small enough, use it.

LS10.8 URGENCY OF RESPONSE & TIME FACTORS

PURPOSE

To provide guidelines regarding time factors in relation to SAR emergency response.

POLICY

Surf Life Saving NSW (SLSNSW) provides guidelines for personnel to follow regarding time factors in relation to SAR emergency response.

PROCEDURE

Evaluating incidents to determine the urgency and the extent of required SAR response, or the termination of response is a function requiring information, judgement and experience. In emergency situations requiring immediate assistance, the action taken must be accomplished quickly and positively. Where uncertainty exists, evaluation is usually more difficult and time consuming because of the many factors involved.

Perhaps the most difficult task the Incident Controller undertakes is the evaluation of these factors. They usually become apparent between the time the incident is reported and the execution of the search. This is a time when speed and reliability will be most important, however it is also a time when incident reports may be incomplete or confused.

The most serious limitation is time. When persons are injured or are subjected to adverse climatic or water conditions, the chances of survival decrease rapidly. Time limitation also may be dictated by the number of hours left for a daylight search, although the Incident Controller should not arbitrarily rule out night search, especially in unpopulated areas, over the ocean, and over flat terrain or deserts.

The facilities available to conduct a search may be limited by lack of available personnel and search assets. The Incident Controller must be aware of availability of SAR facilities within their region.

Terrain, weather and oceanographic conditions can affect all areas in SAR planning and operations. Search visibility, aircraft limitations, search effectiveness, safety of flight and time available to complete the search are some of the factors that will affect search capability.

Whenever practicable, pertinent data should be plotted on a chart to aid in evaluating related factors.

Normally the Incident Controller determines the urgency and extent of SAR services required for an incident. A rapid but systematic approach is essential since prompt response to emergency incidents is the essence of the SAR system.

General Time Factors

The probability of finding survivors and their chances of survival diminish with each minute after an incident occurs. Prompt positive action is required so that no life will be lost or jeopardized through wasted or misdirected effort. Individual incidents will vary with local conditions.

In the case of seriously injured persons or persons in a hostile environment, the reaction time of the SAR system must be measured in minutes. Critically injured persons of any accident usually die within the first 24 hours if not given emergency medical care.

Daylight Factor

For survivors not equipped with any type of detection aids daylight visual search is usually the only search method available to the Incident Controller. If darkness were approaching this would be another limiting factor for the Incident Controller to consider.

LS10.8 URGENCY OF RESPONSE & TIME FACTORS

Night Factor

If it is known or suspected that the survivors have detection aids such as pyrotechnic flares or other night signalling devices or can display other lights, night searches should always be conducted. Night searches, visual and electronic are particularly effective at sea, over sparsely populated areas, flat terrain and deserts.

Night aural and visual search should be considered. Modern electronic detection methods may be effective in locating targets. The capability of these devices should be discussed with the operators of the equipment.

LS10.9 FACTORS AFFECTING INITIAL SAR RESPONSE

PURPOSE

To provide guidelines regarding factors affecting initial SAR response.

POLICY

Surf Life Saving NSW (SLSNSW) provides guidelines for personnel to follow regarding factors affecting initial SAR response.

PROCEDURE

There is a wide spectrum of factors that may influence the extent and manner of an initial SAR response. To summarise some of the more important ones:

a) Extent and reliability of information about the location of the distressed craft/persons;
b) Availability of aircraft, marine craft and land parties for searching;
c) Actual and forecast weather conditions;
d) Times of daylight/darkness; and
e) Nature of terrain/location (within permitted response area i.e distance from shore).

Location of a Distressed Craft

Should a craft disappear without a distress call being received, the following assumptions are made:

a) That the craft is probably between the last reported position and its destination.
b) That the craft is most likely to be found on the section of the planned track between the last reported position and the position where the next report was due.
c) The possibility of a communications failure, and a subsequent diversion should not be overlooked. The operating agency should be questioned concerning policy as to diversion.
d) New intelligence information may cause the Incident Controller to re-evaluate the assumptions made during the initial planning phase. The possibility of these evolutionary changes to search strategy should not, however, dissuade an Incident Controller from basing initial search procedures on the above assumptions as long as there is, at that time, no indication of contrary tracking by the distressed craft.
e) When conducting an initial response, it is not necessary to draw up a probability area accurately based on the navigational history of the distressed craft's route, nor is it normally necessary to take water movement into account, unless the interval between the 'Last Known Position Time' and the estimated time of arrival of search units at the scene is longer than four hours. This will vary in high drift areas and the Incident Controller may make an arbitrary allowance in the first instance, which may be applied until an accurate probability area is calculated in readiness for a more intensive search.
f) The terms "Last Known Position" and "Last Known Position Time" are used when referring to last known position and associated times. For simplicity, they are used to describe both land and water positions.

LS10.10 RISK VS GAIN

PURPOSE

To provide guidelines regarding the process of evaluating risk versus gain in relation to SAR operations.

POLICY

Surf Life Saving NSW (SLSNSW) requires lifesaving personnel to evaluate SAR operations to determine the level of risk versus the likely gain before commencing activities to ensure the ongoing safety of personnel.

PROCEDURE

SAR facilities are responsible for taking whatever action they can to save life at any time and place where their facilities are available and can be effectively used. Nevertheless, there may be a point beyond which SAR services are not expected and cannot be justified.

Known and inherent and residual risk must be carefully weighed against the mission's chances for success and the gains to be realised.

SAR personnel and equipment shall not be placed at risk, nor the mission attempted, unless lives are known to be at stake and the chances for saving lives are within the capability of the personnel and equipment available.

All reasonable action shall be taken to locate distressed personnel, determine their status and bring about their rescue. Prolonged SAR operations after all probability of survival has been exhausted are uneconomical and not warranted. The decision to conduct such operations must be based on probability of detection.

Studies have shown that the period within 12 to 24 hours of a distress incident is the most critical for recovery of survivors. The best chance of successful recovery occurs during this time period. After 48 hours time the chance of successful recovery decreases rapidly.

LS10.11 SAR INFORMATION FACTORS

PURPOSE

To provide an overview of search and rescue information factors.

POLICY

Surf Life Saving NSW (SLSNSW) provides guidelines regarding search and rescue information factors to assist lifesaving personnel in undertaking their duties effectively.

PROCEDURE

General Considerations for the Incident Controller

Incident Controller (IC) duties can be demanding, the gathering of information, evaluation of this information and initiation of action all require concentrated effort on many details. The IC will find the various forms, checklists, worksheets, tables and graphs provided in the appendices to be very helpful.

The following provides some general guidance for the early stages of a SAR operation, including information gathering and preparation for the possible need to plan searches.

Several factors will influence the extent and manner of an initial SAR response. In general these are the:

a) Extent/reliability of information about the location of the distressed craft/occupants;
b) Availability of aircraft, marine craft and land parties for searching;
c) Actual and forecast weather conditions;
d) Times of daylight/darkness;
e) Nature of terrain;
f) Availability of survival supplies and supply dropping teams;
g) Sea currents; and
h) Time delay in notification.

Location clues

Some of the clues that may indicate the survivors' location or situation include:

- Intentions;
- Last known position;
- Hazards;
- Condition and capabilities;
- Crew behaviour;
- On scene environmental conditions; and
- Results of previous searching.

LS10.12 SAR INCIDENT INFORMATION

Date: 20th September 2016

NEW SOUTH WALES

PURPOSE

To provide guidelines regarding the information that should be gathered in relation to a search and rescue incident.

POLICY

Surf Life Saving NSW (SLSNSW) provides the following guidelines to assist lifesaving personnel in gathering all required search and rescue incident information.

PROCEDURE

The following information, or as much of it as is required to address an emergency situation, should be obtained from the craft or the individual reporting the actual or potential emergency situation or incident. As many of the items should be obtained as circumstances permit.

Maritime SAR Incident

A maritime SAR incident is considered imminent or actual when any of the following conditions exist:

1. A surface vessel or craft has requested assistance;
2. A surface vessel or craft has transmitted a distress signal;
3. It is apparent that a surface vessel or craft is in distress;
4. A surface vessel or craft is reported to be sinking or to have sunk;
5. The crew is reported to have abandoned ship or is about to do so;
6. Reports indicate that the operating efficiency of the craft is so impaired that the craft may sink or the crew may be forced to abandon;
7. The surface vessel or craft is overdue or unreported;
8. Persons are in the water and require assistance;
9. An EPIRB has been activated; or
10. A Medivac is required on medical advice.

Air, Marine or Land Incident information

1. Name, address, and telephone number or contact point of person reporting;
2. Distressed craft (name/type/call sign/registration) or identification;
3. Position of emergency (latitude/longitude or bearing/distance) from a known point or the last reported position and the next reporting position);
4. Nature of emergency (fire, collision, person overboard, disabled, overdue, crash or missing hiker etc.);
5. Date/time of emergency occurrence;
6. Date/time of notification;
7. For aircraft, altitude, attitude, heading, speed and endurance;
8. Craft description (size, type, markings, hull, colour of cabin, deck, rigging, fuselage colour, tail colour, wingtip colour, unusual features);
9. Details of persons on board, persons involved (POB) including number of people involved, ages, state of health, injuries, intentions;
10. Date, time and departure point, planned route, speed, ETA and destination;
11. Radio frequencies currently in use, monitored or scheduled;
12. Emergency radio equipment and frequencies, EPIRB, or flares;

LS10.12 SAR INCIDENT INFORMATION

13. Actual weather/sea conditions;
14. Local action being taken or assistance required;
15. Owner/agent of distressed craft and contact method;
16. Possible route deviations;
17. Navigation capabilities;
18. Survival equipment including quantity of food/water and signalling devices;
19. Other information sources, e.g. friends, relatives, associates, yacht clubs, and aero clubs;
20. Mobile phone numbers of any person.

Person Overboard Incident Information

1. Name and call sign of ship with man overboard;
2. Position, course and speed of the ship;
3. Date, time and position when the person went overboard;
4. If time of person overboard unknown, when last seen;
5. Weather conditions (include water temperature);
6. Person's name, age and gender;
7. Person's height and weight to determine survivability;
8. Person's physical/mental condition and swimming ability;
9. Person's clothing (amount and colour);
10. Height of fall from ship to water;
11. Lifejacket (worn, missing);
12. Has the ship been completely searched;
13. Will the ship search for the person overboard and, if so, for how long;
14. Radio frequencies in use, monitored or scheduled;
15. Whether an urgency broadcast is requested;
16. Assistance desired;
17. Assistance being received;
18. Initial reporter (parent agency, radio station, name/call sign of ship);
19. Other pertinent information.

LS10.13 SAR BRIEFINGS

PURPOSE

To provide guidelines regarding SAR crew briefings.

POLICY

Comprehensive briefing and de-briefing of search crews is a vital component of search planning. They are time consuming processes, and in the case of briefing, preparation must commence at an early stage and, whenever possible, in good time before departure. It must be appreciated that many personnel engaged for search operations are neither trained for, nor experienced in the search role. Field SAR personnel shall therefore be given every opportunity to familiarise with all relevant details of the distress. All instructions for the SAR operation shall be clearly and precisely presented.

The Briefing Officer appointed to the briefing task must be thoroughly familiar with the overall plan and individual search unit tasks.

PROCEDURE

Search Briefing

Comprehensive briefing of search units is vital to every search operation. The Incident Commander should be satisfied that the briefings are well prepared, and that where group briefings are to be conducted, the venue is suitable for the purpose.

Briefings for marine units will cover similar topics to those given to air and land units, but there may be less opportunity for face-to-face briefing contact. Appointed Briefing Officers (Patrol Captains/Duty Officers/ Lifeguard Supervisors) should be aware of the difficulties inherent in briefing indirectly and the increased potential for misunderstanding.

Similar arrangements shall be made for debriefing SAR units.

Search Area Description

There are many ways of describing search patterns and the boundaries of search areas. In selecting the method to be used, Briefing Officers must consider the SAR knowledge of the recipients and the method to be used for the transmission of the information.

SMEAC

A standard sequence for issuing orders or instructions is used to convey the operational plan to all personnel. This sequence is known as SMEAC. Using the SMEAC system to sequence your delivery can enhance briefings.

LS10.14 BASIC SEARCH PLANNING

PURPOSE

To provide guidelines on the process of basic search planning.

POLICY

Surf Life Saving NSW (SLSNSW) provides the following guidelines for personnel to adhere to regarding basic search planning.

PROCEDURE

A search plan is required for every mission. It may be a very abbreviated plan for a single search unit, or it may be a complex plan involving a large number of units. In any case, a search plan should always be developed by the Incident Controller/Commander (IC), as many lives may depend upon the care with which the search is planned and conducted.

When a search mission is required, four factors are of immediate importance to the search unit for conducting their search:

1. An adequate description of the search target;
2. The search area, including weather conditions and any possible risks or dangers;
3. The best search pattern; and
4. The appropriate track spacing.

The IC will most likely provide much more detailed information to the first search unit to be dispatched to the search area, but the above four items comprise a minimum. The IC develops the original or optimum search plan on the assumption that sufficient and suitable search units will be available for conducting the operation. Once the optimum plan is developed, the IC must make every effort to obtain the services of the search units he needs.

Additional search planning involves:

1. Evaluating the situation, including the results of any previous searching.
2. Estimating the distress incident location and probable error of that location.
3. Estimating the survivors' post-distress movements and probable error of that estimate.
4. Using these results to estimate the most probable location (datum) of survivors and the uncertainty (probable error of position) about that location.
5. Determining the best way to use the available search assets so the chances of finding the survivors are maximized (optimal search effort allocation).
6. Defining search sub-areas and search patterns for assignment to specific search assets.
7. Providing a search plan that includes a current description of the situation, search object description(s), specific search responsibilities to search facilities, on-scene coordination instructions and search asset reporting requirements.

Controlling Factors

When developing a search plan, the IC must carefully weigh the limitations of time, terrain, weather, navigational aids, search target detect ability, suitability of available search units, search area size, distance between search area and SAR unit staging bases, and the particular probability of detection (POD) desired under the circumstances.

LS10.14 BASIC SEARCH PLANNING

As the ability to survive after an emergency is limited, time is of paramount importance, and any delay or misdirected effort will greatly diminish the chances of locating survivors. While thorough mission planning and good conditions for search are desirable, positive and immediate action is also required. The IC should exercise best judgement and initiate search with a minimum of information and few SAR units while additional data are obtained and more extensive search operations are planned.

Of all the factors involved in search planning, one or more may prove so important in a particular situation that the others can generally be regarded as secondary or even disregarded entirely. These important factors are referred to as the controlling factors, and are the ones given the most consideration when developing the attainable search plan. For example, when only a limited number of SAR units are available, the following relationships might exist between datum, search area, time available and POD:

1. Inaccurate datum requires a larger search area at the expense of time or POD;
2. Limited time available for the search requires a rapid search rate at the expense of the POD; and
3. High POD requires close track spacing at the expense of area searched or time.

The preceding paragraph illustrates a few of the factors where the particular circumstances may dictate controlling factors. In any of the above circumstances additional SAR units would alleviate the situation, but (apart from SAR unit's availability) there is a practical limit to the number of search units that can be safely used within a given area. With the realisation that emphasis on any factor will usually be at the expense of others, the IC must decide which factors are the most important. Once this is decided, the search effort is planned to meet the requirements of the controlling factors, while at the same time satisfying the other factors as much as possible.

A controlling factor peculiar to most maritime areas is the drift rate. In situations where a high drift rate is encountered the IC must allow for sufficient extension of the search area in the direction of drift in order to prevent the target from slipping out of the area during the search.

Search legs must be planned so that the target cannot slip out of the search craft's track spacing during successive sweeps. The simplest and most effective way of accomplishing the latter is to orientate the search legs with the drift direction.

If the search leg must be oriented across the drift direction, then the search craft should take no longer than 30 minutes to complete each search leg.

To ascertain if the drift rate presents a problem, compare the targets drift rate to the rate of creep of the search aircraft. If the targets drift rate exceeds the aircraft's rate of creep, remedial action is necessary. This may take the form of a barrier search at the end of the search area.

LS10.15 ENVIRONMENTAL FACTORS

PURPOSE

To provide guidelines regarding the affect of environmental factors on SAR operations.

POLICY

Surf Life Saving NSW (SLSNSW) provides the following guidelines to assist personnel in effectively performing their duties.

PROCEDURE

Weather/Oceanographic Factors

Adverse weather prevailing in or approaching an area where survivors are located may also limit the time available to conduct a SAR operation. Not only are survivors of a distressed craft more difficult to detect under adverse weather conditions, but also SAR units themselves operate at lower efficiency due to the added turbulence, rough seas and higher stresses on both the search personnel and their craft.

Accurate knowledge of weather conditions and the prudent judgment based on it will enhance the likelihood of a successful mission. Knowledge of the prevailing weather conditions will also play an important role in the safety of the search units.

If weather will not allow for a search operation to be mounted without endangering additional lives, the search effort should be deferred. If weather is currently good but forecast to deteriorate in a short time, more rapid action is required and detailed planning may suffer due to the time available. If weather is good and forecast to remain so, more extensive planning may be accomplished.

Wind, visibility and cloud cover influences the search track spacing. Therefore, the better the weather information, the more realistic will be the derived track spacing. Maintaining accurate search patterns is difficult in adverse weather. Aerial units are particularly vulnerable. For this reason the patterns selected should allow for more precise navigational accuracy.

Safety may sometimes be prejudiced by actual weather conditions, which must, therefore, be monitored continuously by the IC. Low cloud base and restricted visibility are particularly hazardous during searches that cover large areas where many aircraft are employed. Should air search be conducted under adverse weather conditions that deteriorate below the required flight conditions, then air search may have to be suspended.

In situations where survivors are adrift in regions of high velocity water current, searches should be mounted without delay. The probability of locating survivors is high during the early stages of survival craft drift as the drift factor allowed for in search calculations will be of reasonable accuracy over a short time period.

When missions involve overdue craft, the weather situation should be evaluated to determine what effect it may have had upon the craft's operating capabilities and/or the actions of the craft's operator prior to SAR system activation.

To obtain an overall weather picture an attempt should be made to complete the following questionnaire:

1. What was the weather at the departure point, destination and along the planned track at the time the overdue craft should have been in those areas? If no established weather facilities are available, the information should be obtained from local reliable sources in the areas concerned, such as police or marine volunteers, if possible.
2. What was the en route and forecast weather briefing given to the crew of the missing craft, and what was the operator's reaction to the weather briefing?

3. What was the weather in the area where the missing craft is presumed to be and if the time of emergency is known, what were the actual weather conditions at the craft's estimated position?
4. Were there any marked changes in wind or sea currents that might have resulted in navigation errors?
5. Were there any areas of low ceiling, poor visibility, precipitation, thunderstorms, frontal activity, turbulence, icing, that may have caused the craft to attempt circumnavigation, or that could have exceeded either the crafts or operator's capability?
6. Were there any areas of marked pressure changes that may have caused aircraft altimeter errors?

Weather Reports by Survivors

Occasionally missions will occur during which radio contact can be established with survivors who do not know their exact position. If survivors can report sufficient weather information, the IC and meteorological personnel may be able to develop an approximation of the survivor's position by fitting the survivor's weather into the current synoptic picture.

The following weather information should be requested immediately, and on a scheduled basis thereafter, if possible:

1. Percentage of cloud cover;
2. Estimated height of clouds;
3. Type of description of cloud;
4. Estimated surface wind velocity;
5. Winds aloft direction, if discernible by cloud movement;
6. Prevailing weather phenomena such as snow, rain, fog, sea state, etc;
7. The times of sudden changes in wind or weather such as rapid clearing, quick deterioration, sudden changes in wind direction, noticeable change in temperature, blowing dust or any other condition that might indicate frontal passage;
8. Outside air temperature; and
9. Observed times of sunset and/or sunrise.

LS10.16 SURVIVAL ENVIRONMENTAL FACTORS

PURPOSE

To provide guidelines regarding survival environmental factors.

POLICY

Surf Life Saving NSW (SLSNSW) provides the following guidelines to assist personnel in effectively performing their duties.

PROCEDURE

The environment in which the survivor is exposed is another factor that limits the time available to complete their rescue. In some cases, environment will be the most time critical of all. Climatic atlases are useful to evaluate probable climatic conditions in regions where few or no weather reporting facilities are available.

The relation of survival time to water temperature, air temperature, humidity and wind velocity is not a simple one. These and other factors often exist in combination to complicate the problem of estimating life expectancy of survivors. Individuals will vary in their reaction to cold and heat stresses.

Additional factors which will vary a survivor's life expectancy include the type of clothing worn, the clothing's wetness, the survivor's activity during their exposure, initial body temperature, physical conditions, thirst, exhaustion, hunger, and various psychological stresses such as isolation, loneliness and remoteness, and the all-important individual will to live.

The following graphs are provided to assist the IC in determining the urgency required to remove survivors from the environment, and to assist in evaluating the practicality of terminating a search. These graphs are based upon case histories, field tests, laboratory experiments and analysis of all known data. However, the IC must understand that some individuals will exceed the life expectancy or tolerance times indicated in these figures, and therefore should consider these figures as helpful guidelines rather than absolute controlling factors.

Hypothermia

Hypothermia is the abnormal lowering of internal body temperature (heat loss) and results from exposure to the chilling effects of cold air, wind or water. Death from hypothermia may occur in both land survival and water survival situations. Hypothermia is the leading cause of death for survivors of maritime disasters.

Internal body temperature is the critical factor in hypothermia. If the body temperature is depressed to only 35°C, most persons will survive. If the body temperature is depressed to approximately 33°C, most persons will return to useful activity. At about 32°C, the level of consciousness becomes clouded and unconsciousness occurs at 30°C. Only 30 percent would be expected to survive these temperatures. At body temperature depressions of 26°C and below, the average individual will die and ventricular fibrillation (heart attack) will usually occur as the final event. In some cases individuals have survived with body temperatures as low as 17°C.

Water Hypothermia

The body will cool when immersed in water having a temperature of less than 33°C. The warmest temperature that ocean water can be at any time of year is 29°C. Approximately one-third of the earth's oceans have water temperatures of 19°C or above.

The rate of body heat loss increases as the temperature of air and water decreases. If a survivor is immersed

in water, hypothermia will occur very rapidly due to the decreased insulating quality of wet clothing and the fact that water will displace the layer of still air that normally surrounds the body. Water allows a rate of heat exchange approximately twenty five times greater than that of air at the same temperature.

In water temperatures above 21°C survival time depends solely upon the fatigue factor of the individual, some individuals having survived in excess of 80 hours at these temperatures. Staying afloat and fighting off sharks are the major problems at these temperatures.

Between 15°C and 21°C an individual can survive up to 12 hours. At 15°C skin temperatures will decrease to near water temperature within 10 minutes of entry and shivering and discomfort is experienced immediately upon immersion. Dunking and submersion difficulties become increasingly distressful to the survivor.

From 10°C to 15°C the survivor has a reasonably good chance if rescue is completed within 6 hours. Faintness and disorientation occur at water temperatures of 10°C and below. Violent shivering and muscle cramps will be present almost from the time of entering the water and intense pain will be experienced in the hands and feet. This very painful experience will continue until numbness sets in.

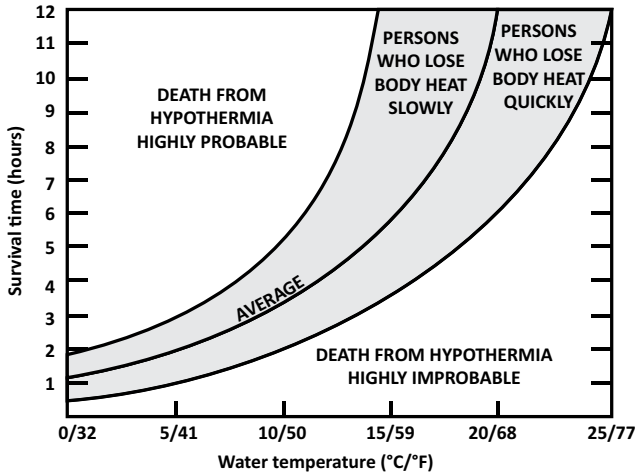
All skin temperatures decrease to that of the surrounding water temperature in about 10 minutes. In the temperature range from 4°C to 10°C, only about 50 per cent of a group can be expected to survive longer than 1 hour. In water temperatures of 2°C and below the survivor suffers a severe shock and intense pain on entering the water. This shock in some instances may be fatal owing to loss of consciousness and subsequent drowning.

Water survivors who die within 10 to 15 minutes after entry into frigid water apparently do not succumb because of reduced body temperature, but rather from the shock of rapid entry into cold water. Fifteen minutes is too short a time for the internal body temperature to fall to a fatal level, even though the outer skin temperatures are at the same temperature as the water. In addition, the temperatures of the hands and feet fall so rapidly that such immersions are frequently less painful than those in 4°C to 10°C water.

The graph displays predicted calm-water survival time, the time required to cool a lightly clothed, non-exercising human to 30°C in cold water. This graph shows a line for the average expectancy and a broad zone that indicates the large amount of individual variability associated with different body size, build, fatness, physical fitness, and state of health. The zone would include approximately 95% of the variation expected for adult and teenage humans under the conditions specified. Factors that slow the loss of body heat are: high body weight, heavy clothing, survival clothing, or the use of a huddling or other protective behaviour.

Factors that make a person lose body heat faster are: low body weight, light clothing, or exercising (such as the situation where survivors without lifejackets must swim to stay afloat). Specialised insulated protective clothing, such as immersion suits or wet suits, is capable of increasing survival time from 2 to 10 times the basic duration shown on the figure.

LS10.16 SURVIVAL ENVIRONMENTAL FACTORS



Wind Hypothermia

Although the body will lose heat approximately twenty-five times slower in calm air than when immersed in water, the body heat loss will be accelerated with increasing wind velocities. This is an additional factor to consider for exposed survivors.

Figure 3.2, depicts the effects of various wind speed and air temperature combinations. The straight-line relationship between air temperature and the logarithm of D wind speed allows simple interpolation of the intermediate temperatures. The shaded areas represent wind speed and temperature combinations that would cause freezing of any exposed skin.

Estimated wind speed (knots)	Actual air temperature (˚C/F)					
	10/50	0/32	-12/10	-23/-9	-35/31	-45/-48
0	Little danger for properly dressed persons					
10				Increased danger of freezing exposed flesh		
20						
30					Great danger of freezing exposed flesh	
40 or more						

Hyperthermia, Heat Stress and Dehydration

Hyperthermia, heat stress and dehydration are dangers in hot climates, particularly in desert areas. The most severe form of heat stress is heatstroke, during which the body temperature rises due to the collapse of the temperature control mechanism of the body. If the body temperature rises above 42°C, the average person will die. Milder forms of heat stress are heat cramps and heat exhaustion. Another limiting factor both in hot climates and in survival situations at sea is dehydration. A person totally without water can die in a few days, although some have survived for a week or more.

LS10.17 PARALLEL LINE SEARCH PATTERN

PURPOSE

To provide guidelines regarding parallel line search patterns.

POLICY

Surf Life Saving NSW (SLSNSW) provides the following guidelines to assist personnel in effectively performing their duties.

PROCEDURE

Parallel line search patterns are used when the area of probability is large and the location of craft or person in distress is not well established. The search legs used are parallel to the major axis of the search area. This search pattern can be carried out by single or multiple vessels.

The parallel line search pattern is best used in rectangular or square areas. It is a very suitable pattern for a search conducted over water. The search vessel/s proceeds from one corner of the search area maintaining parallel tracks. Successive tracks are maintained parallel to each other and one track spacing apart.

This type of search may be carried out by one aircraft or by several aircraft following parallel tracks or each searching smaller rectangular areas separately.

This search pattern provides uniform coverage and should be utilised only when operating in the open ocean.

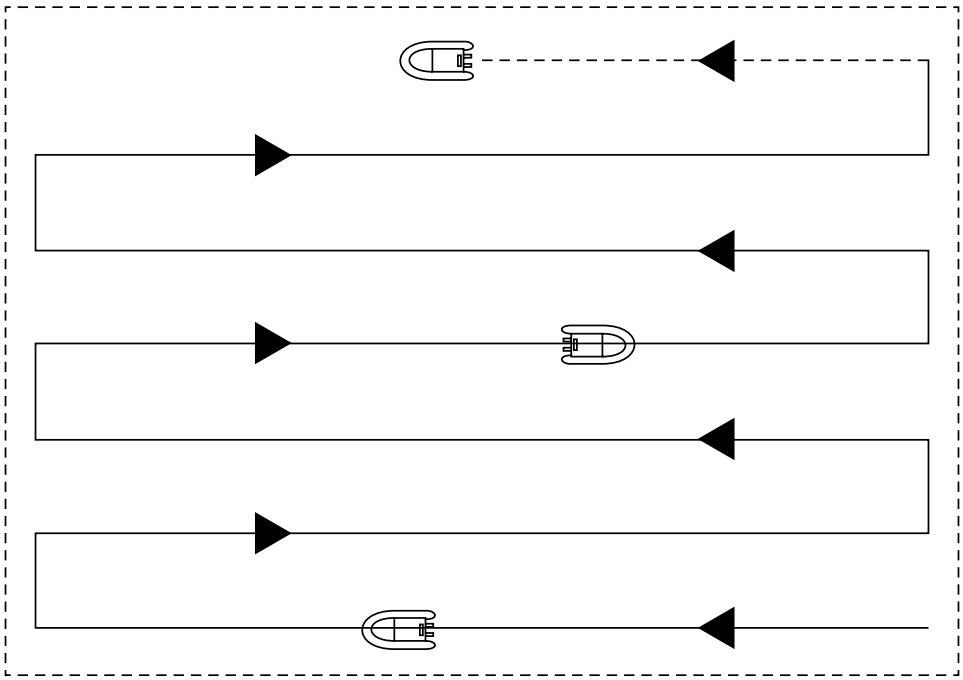
Search and rescue crews should follow the following steps when utilising this search pattern for single vessels:

1. The search pattern shall begin at the one corner of the search area.
2. Crews shall take a visual reference or drop a buoy and anchor as a surface marker. This will then provide a continuous reference point during the search.
3. The search pattern should begin so that there is a continuous overlap of vision throughout the search.
4. Crews shall ensure that successive tracks are maintained parallel to each other and are one track space apart.

Parallel line searches utilising more than one vessel should follow the same steps as one vessel operations but include the following considerations:

1. When operating within a relatively small area of probability (e.g. a beach 500 metres or less in length) each craft shall be designated a specific starting point in the search area in line with each vessel and shall be one track spacing apart.
2. When operating within a relatively large area of probability (e.g. a beach greater than 500 metres in length) each craft shall be designated a specific section of the search area based on distance with a specific overlap distance incorporated e.g. each vessel is designated a starting point 300 metres apart with an overlapping distance of 50 metres.

LS10.17 PARALLEL LINE SEARCH PATTERN



Single Vessel Parallel Line Search

LS10.18 CREEPING LINE SEARCH PATTERN

PURPOSE

To provide guidelines regarding creeping line search patterns.

POLICY

Surf Life Saving NSW (SLSNSW) provides the following guidelines to assist personnel in effectively performing their duties.

PROCEDURE

A creeping line search pattern would be used when there is a stronger probability of the craft or person in distress is closer to one end of the search area.

There are two different types of creeping line search patterns, these are:

a) Rip to Open Ocean
b) Open Ocean

Rip to Ocean

A rip to ocean creeping line search is to be utilised in inshore conditions when the last known position of the patient/s were in a rip current and the current direction is known. This search pattern should also be utilised when undertaking search and rescue operations in river and creek mouths and bars.

When undertaking a rip to ocean creeping line search the following steps should be utilised:

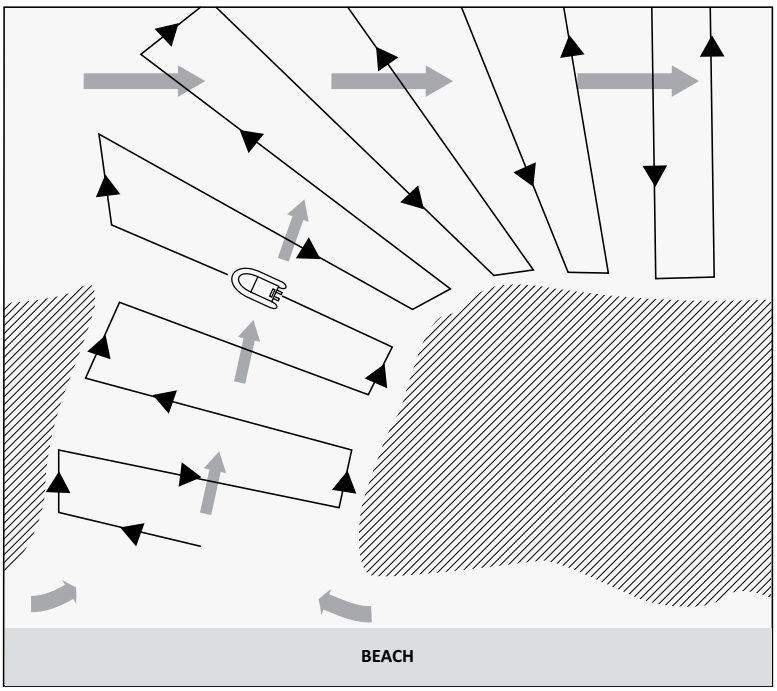
1. The search pattern shall begin at the last known position.
2. Crews shall take a visual reference or drop a buoy and anchor as a surface marker. This will then provide a continuous reference point during the search.
3. The search pattern should follow the direction of the current. The search lines taken should be close enough so that there is a continuous overlap of vision throughout the search.
4. Crews shall work from the last known position, down current, observing the change from rip current to ocean current. Crews shall alter the heading of the search accordingly with the current.

An open ocean creeping line search is to be utilised in open ocean or flat water conditions. This search pattern is to be utilised when the direction of the current or wind is known.

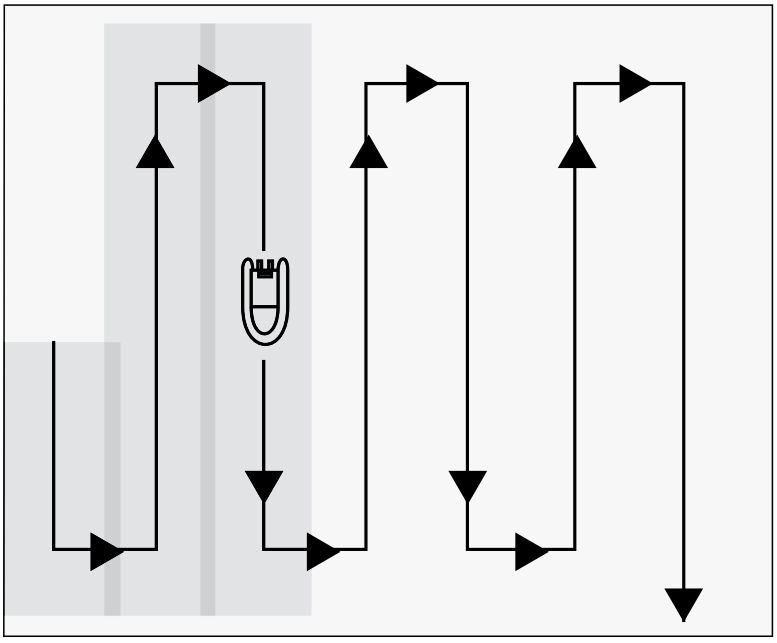
When undertaking an open ocean creeping line search the following steps should be utilised:

1. The search pattern shall begin at the last known position.
2. Crews shall take a visual reference or drop a buoy and anchor as a surface marker. This will then provide a continuous reference point during the search.
3. The search pattern should begin following the direction of the current or wind. The line taken should be close enough so that there is a continuous overlap of vision throughout the search.
4. Crews shall work from the last known position, and move along search lines that are equally spaced.

LS10.18 CREEPING LINE SEARCH PATTERN



Creeping line search pattern (Rip to open ocean)



Creeping line search pattern (Open ocean)

LS10.19 EXPANDING SQUARE SEARCH PATTERN

NEW SOUTH WALES

Date: 20th September 2016

PURPOSE

To provide guidelines regarding expanding square search patterns.

POLICY

Surf Life Saving NSW (SLSNSW) provides the following guidelines to assist personnel in effectively performing their duties.

PROCEDURE

This procedure is referred to as an expanding square search as it begins at the reported position or most probable location and expands outwards in concentric squares. It is a very precise pattern and requires accurate navigation.

The square search pattern is used when the target is known to be in a relatively small area and the current direction is unknown. This search pattern provides uniform coverage and should be utilised only when operating in the open ocean.

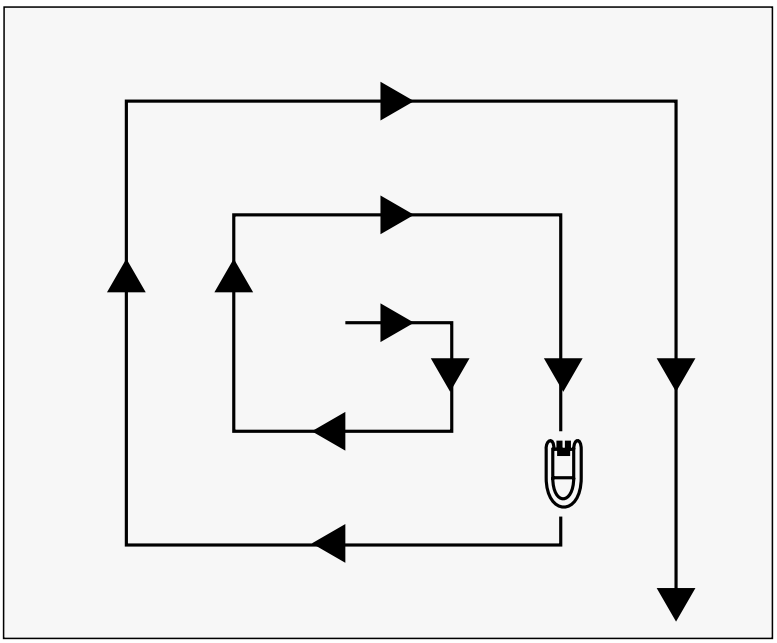
Search and rescue crews should follow the following steps when utilising this search pattern:

1. The search pattern shall begin at the last known position.
2. Crews shall take a visual reference or drop a buoy and anchor as a surface marker. This will then provide a continuous reference point during the search.
3. The search pattern should begin so that there is a continuous overlap of vision throughout the search.
4. The first two legs are held to a distance equal to the track spacing and every succeeding two legs are increased by a further track space. Turns may be to the left or right at a 90 degree angle, depending upon the observer positions.
5. To ensure that each two legs are as accurate as possible the following methods may be used:
   i. Distance – Each two legs are of equal length.
   ii. Time and Speed – Each two legs are to occur over the same amount of time and at the same speed.

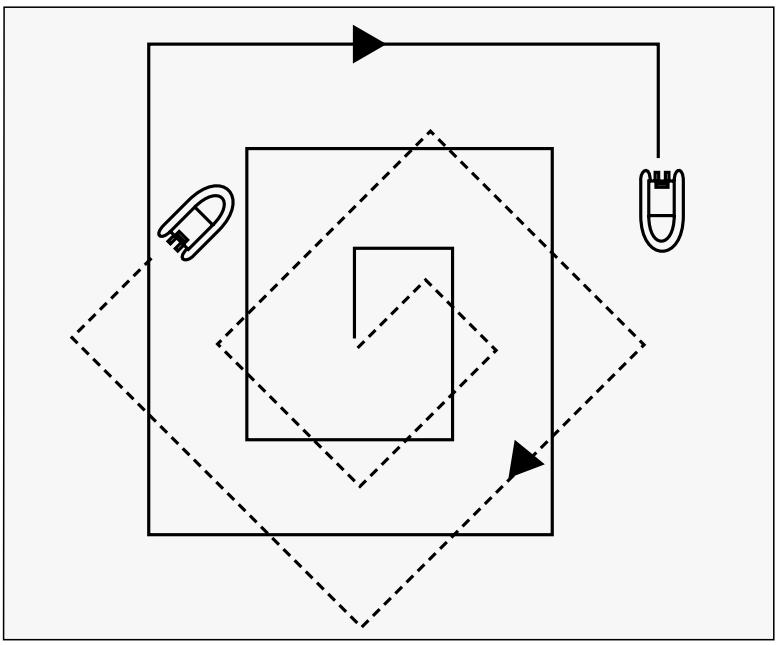
Expanding square search patterns utilising more than one vessel should follow the same steps as one vessel operations but include the following considerations:

1. The second vessel is to commence the same pattern but orientated 45°.
2. If the same speed is used for both vessels, the first vessel must be allowed to complete at least 3 search legs before the second commences to avoid risk of collision.

LS10.19 EXPANDING SQUARE SEARCH PATTERN



Expanding square search pattern (Open ocean)



Expanding square search pattern – 2 Vessels (Open ocean)

LS10.20 UNDERWATER SEARCH & RESCUE

PURPOSE

To outline the correct procedure when undertaking an underwater SAR.

POLICY

Surf Life Saving NSW (SLSNSW) provides the following guidelines to assist personnel in effectively performing their duties.

PROCEDURE

Underwater search and rescue activities may be conducted by lifesaving services in the initial phase of a SAR where the objective is to save a patient's life. When a search becomes a definite 'body recovery' operation, lifesaving services shall not undertake underwater SAR activities.

The use of SCUBA equipment is not to be used by lifesaving personnel at anytime. Lifesaving services may not tow lifesaving or emergency service personnel with SCUBA equipment.

Known and inherent risk must be carefully weighted against a mission's chance for success and the gains to be realised. All reasonable effort should be taken to locate those in trouble, determine their status, and affect the rescue.

The decision to prolong an operation after all probability of success has been exhausted should not be undertaken, unless at the direction of the Police.

The first consideration is the safety of the snorkelers, the crew, and the boat. When the time has elapsed, such that the search is basically for a body, the crew should not place themselves in a situation of risk. Where there is a chance that a life may be saved, the risks must be evaluated by the snorkelers and the skipper.

All participants must be qualified and proficient Surf Life Savers or Lifeguards. The snorkeler on scene initially must assess the situation faced, to ensure the safety of the team and the supporting crews. The snorkeler is expected to exercise judgement based on training and experience, in relation to the safety of the mission. If a snorkeler considers the risk too great, other personnel must accept the snorkeler's decision as final.

Only IRBs and ORBs are to be utilised when towing snorkelers (RWCs and JRBs are not to be used at anytime).

Snorkeler Equipment

Snorkelers should carry the following equipment at all times:

- Snorkel and Mask;
- Swim Fins;
- Wetsuit; and
- Dive flag (displayed).

Initial search

Firstly establish where and when the victim was last seen. Determine this by dissecting two sets of landmarks and marking with anchor line and marker buoy.

During underwater SAR extreme care should be taken to avoid running the snorkeler over. Dive flags must be on or displayed at all times.

LS10.20 UNDERWATER SEARCH & RESCUE

Underwater currents

In many instances due to tide and underwater currents the body will have drifted from the position last seen. To determine the underwater current use marker dye and drop it into the sea at the position where the victim was last seen and observe the direction and rate of drift.

Search pattern

In consultation with the snorkeler, determine the area to be searched, the search pattern to be adopted and the width between each search run. This is determined by clarity and depth of water. Before commencing the search the size of the initial search area should be established and co-ordinates noted from various objects on the land so the search area can be accurately determined. If the search is unsuccessful then a new area should be defined unless timeframes dictate that the likelihood of survival has been exhausted.

Snorkeler Towing

In good visibility and sea conditions the IRB/ORB can tow the snorkeler behind the boat. The search pattern best used when towing the snorkeler is a creeping line search utilising landmarks to ensure that the area is being covered accurately.

As a rule of thumb the boat will idle ahead with motor/s when towing a snorkeler. At no time should the snorkeler be towed at a speed greater than 4 knots. The snorkeler's height above the seabed depends on visibility. Successful sweeps require a 50% overlap.

Recommended speeds when towing snorkelers underwater.

VISIBILITY (METRES)	SPEED (KNOTS)	SPEED (METRES/SECOND)
3	1.0	0.5
6	1.5	0.75
9	2.0	1.0
12	2.5	1.25
15	3.0	1.5
18	3.5	1.75

Recovery of Search Object

When located, the snorkeler should let go of the tow rope, and attempt to recover the patient if able or maintain a visual. The snorkeler should signal to their support boat to gain their attention.

Crews Duties

- Assist snorkeler to don equipment.
- Monitor the snorkeler's safety as they deploy and use "OK" dive signal to check their condition once they are in the water.
- Observe position of snorkeler at all times and report any hazards to driver/skipper.
- For tow searches in ORBs, deploy the snorkeler tow bar. Place rope around bollard with one turn and hold onto rope so to receive or send any required signals. Relay any messages to driver/skipper.
- Assist snorkeler back onto boat.

LS10.20 UNDERWATER SEARCH & RESCUE

Drivers Duties

For a stationary search, anchor vessel then assist crew with preparations:

- Ensure motors are in neutral when snorkelers are entering or leaving water.
- For tow searches, slowly take up slack on line, then maintain appropriate speed for tow (motor/s idling).
- Steer appropriate bearings as indicated by skipper/crew, as accurately as possible.
- Listen to directions from crew as dictated by messages from snorkeler.
- At no time during towing should the vessel reverse.

LS10.21 PROBABLE ERRORS OF POSITION

PURPOSE

To outline factors that may cause probable errors of position when planning and undertaking a SAR activity.

POLICY

Surf Life Saving NSW (SLSNSW) provides the following guidelines to assist personnel in effectively performing their duties.

PROCEDURE

Drift Error for Waterborne Targets

Over land, the datum is the last known position; however when survivors are known or thought to be in or on the water an allowance must be made for movement of the water resulting from the effects of wind and current. The degree of displacement of the datum from the last known position assumes increasing importance with the passing of time, and MUST be allowed for in search planning. Survival Craft Drift, as the displacement is called, is a function of:

1. The average sea current;
2. The average wind current; and
3. Leeway.

Sources of information include data held by the SurfCom, vessels passing through the search area, and individuals with local knowledge.

The direction and speed of these factors is referred to as 'SET'. Contrary to the convention of expressing wind velocity, the direction component indicates the direction of movement. The speed component is usually quoted in knots. Care must be taken to ensure that the speed unit is both stated and interpreted correctly.

Sea Current

Tidal and local geographic features may affect sea currents near the coast. When areas near the coast are to be searched, the water movement for the area should be discussed more fully with local experts.

Tidal Streams

Tides are caused by the gravitational pull of the moon and sun, modified by the depth and shape of the sea basin along the coastal areas. Currents in coastal waters are usually affected by tides, changing in predictable velocity as the state of the tide changes. In some locations tidal streams are of the reversing type, abruptly changing direction 180 degrees at about the time of high and low water. In other places the direction will change in small increments so as to create a constant rotary movement. Variations of these tidal effects may also be found.

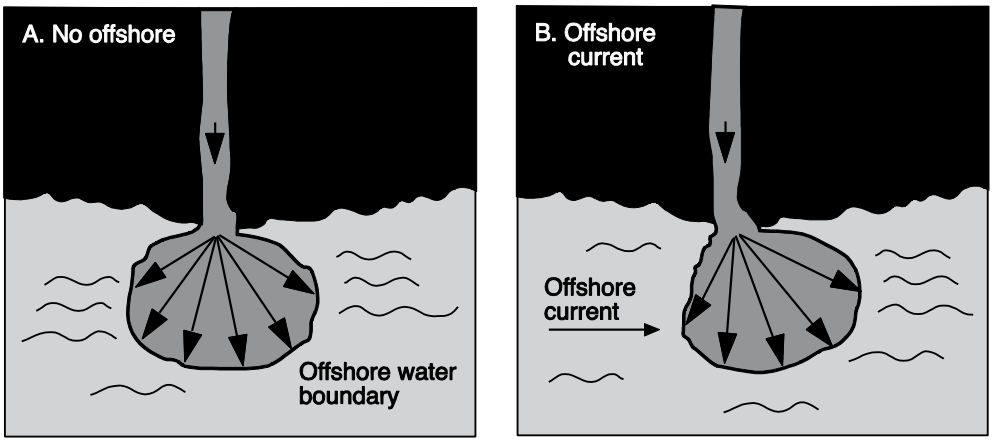
The exact effect of the tide on currents in any specific area may be found by consulting tide tables or local charts. Local knowledge is again of great value in dealing with movements of tidal streams. While the changes in direction of tidal streams have a tendency to nullify the cumulative effect, they must nevertheless be considered in computing drift for the following reasons:

1. Often, with reversing streams, the effect in one direction is greater than in the other so that, over a period of time, the resultant effect is more in one direction than in the other.
2. Even over short periods of time the flow of tidal streams will cause significant changes in the probable position of a search object.

Since most areas affected by tidal streams will be close to landmasses, wind current will usually not be a factor in determining drift. Because of this, drift occurring in in-shore waters over short periods will be more greatly affected by tidal streams than current or leeway. However, if the cumulative effect of tidal streams and coastal currents thrusts the target into areas where sea current takes effect then drift considerations will need to be revised.

River Current

River current will affect SAR incidents that occur in offshore areas near river mouths. Tidal streams affect the river current speeds near the mouths of the rivers. In large rivers this affect may be noticed several kilometres upstream from the mouth. Published current tables often give values which are combinations of tidal and river flow effects. These are among areas where reversing streams will be greater in one direction that the other.



On the other hand, river current affects both total current and sea current at its mouth. Some major rivers extend their influence quite significantly off shore. Seasonal variations in water volume and velocity should be considered.

When estimating river current in the discharge area an assumption that the current direction is a straight line from the river mouth to the discharge boundary and the river current speed decreases linearly from the river mouth to the discharge boundary should be made. The river current speed at the mouth can usually be obtained from local knowledge or by direct observation.

If any type of offshore current is present, the IC should expect that the river discharge will not fan out symmetrically, but will be displaced in the direction of the offshore current.

Long Shore Current

Long shore currents are caused by incoming swells striking the shore at an angle. Long shore current information must be obtained from direct observation or local knowledge.

Swell/Wave Current

In calm conditions, swells and waves may affect rafts and other small marine search targets. The effect is similar to leeway in that the raft is being moved through the water. However swell/wave current speed is so small, under 0.1 knots, that the drift force is usually ignored in determining general search areas. It is useful however for determining probable direction of target movement in some cases.

LS10.21 PROBABLE ERRORS OF POSITION

Surf Current

Surf current is only considered for incidents occurring in coastal surf areas. It is more of a rescue or salvage factor than a search planning factor. Surf currents will move a drifting object after it enters the surf zone. If no longshore current is present, the surf current will move the object towards the shore perpendicular to the line of breakers. If a long shore current is present, the object will be displaced in the direction of the long shore current.

Rip Current

Rip current is a special type of surf current. It is a narrow band of current flowing seaward through the surf line as a result of the long shore current building up a large volume of water along the beach line, and then bursting through the incoming surf on its way back to sea. Rip currents are only a few metres wide through the surf line, but they fan out and slow down when in smoother water. Rip currents occur when longshore currents are present, and in places where some form of bottom trough, bottom rise or shoreline feature assists in deflecting the long shore current build up in a seaward direction.

Local Wind Current

Local wind current is the current generated by wind acting on the surface of the water. The current changes with variations of the wind pattern.

Near the coast, wind current can be affected by various factors and consideration should be given to omitting the wind current vector from search areas close to the coast. Offshore, consideration should also be given to omitting the wind current vector, if it is considered to be an area of consistent winds. The velocity of a wind current is calculated from:

1. Wind data for the 48 hours preceding splash time;
2. Actual and forecast winds between splash time and Datum time; and
3. The application of coefficients taken from tables held by SurfCom.

Wind current is calculated for 6-hour periods, the periods being coincident with the meteorological synoptic periods. The current for any given synoptic period is the cumulative effect of the wind in the area for the 48 hours prior to the end of the synoptic period being considered. The direction and speed coefficients obtained from the tables allow for the effect of coriolis, and the reversal of wind direction, to express the result as 'SET'.

Leeway

Leeway is the movement of a search object caused by it being pushed through the water by local winds blowing against its exposed surfaces. A boat, raft or any other type of marine craft has a certain proportion of its hull and superstructure exposed above the surface of the water at all times. This exposed area is blown against by local winds, which in turn have the effect of pushing the marine craft through the water. The more surface area the wind has to blow against, the greater will be the wind's effect on drift. If the silhouette of a boat were projected onto a flat plane, which was perpendicular to the wind direction, the area enclosed by the silhouette would be called the exposed flat-plane area. As the boat's heading changes relative to the wind, its flat-plane area also changes, usually becoming least when the boat is heading directly into the wind or downwind.

The pushing force of the wind is countered by the water drag on the underwater hull. The drag varies with the volume, shape, depth and orientation of the underwater hull. When a marine craft is parallel to the wind direction the least amount of underwater drag will exist since the craft will be pushed through

the water in the direction its hull is designed to move. Almost the same conditions exist when the boat is pointed directly into the wind and is being pushed backwards through the water longitudinally. When the boat's heading is perpendicular to the local wind, however, the greatest amount of underwater drag will exist since the boat must now be pushed sideways through the water. Between these extremes the amount of underwater drag will varies depending on the heading of the boat.

Divergence

When a search object first begins to drift, the wind will push the object in a downwind direction. As the search object continues to drift, the wind will cause the search object to deflect (or diverge) to either the left or to the right of the downwind direction. The amount of divergence is dependent upon the shape of the "sail" area of the search object. Divergence is caused by the lack of symmetry of the drift object.

Modification of the Probability Area

Modification of a calculated probability area may be suggested from an assessment of intelligence information received in the SurfCom, limitations imposed by search unit availability or for other reasons.

It should always be understood that SAR calculations are intended to be a guide to search planning, and may be modified to suit any particular situation as suggested by the accumulated SAR experience within the SurfCom.

Any member of the SurfCom team who considers that a modification would be to advantage shall make the IC aware of the suggestion. When offering such suggestions, every attempt should be made to present viable alternatives, together with a summary of the advantages, and disadvantages of each. The authority to make any such modification rests solely with the IC.

Modification suggested by Intelligence information

During the course of a SAR action, reports and information may be received from a variety of sources claiming that the missing craft had been seen or heard. Detailed analysis of these reports, and comparison with known data, may lead the IC to delineate a modified, or totally different, search area.

Modification resulting from a shortage of Vessels

When it is not possible to search the whole of the probability area due to a shortage of vessels, a number of factors may be changed to facilitate modification of the area. For example: track spacing, vessel speed and size of the probability area. After consideration of these factors, the IC will make a decision which section of a probability area should be searched first.

LS10.22 INFORMATION EXCHANGE IN TRANSFER OF COORDINATION

PURPOSE

To provide guidelines regarding information exchange in the transfer of coordination of search and rescue operations.

POLICY

Surf Life Saving NSW (SLSNSW) provides the following guidelines to assist personnel in effectively performing their duties.

PROCEDURE

Information Exchange in Support of Transfer of Coordination

Where the Incident Controller or Incident Commander needs another agency or Incident Controller/ Commander to take responsibility for a SAR event or a specific activity in the SAR event:

a) The incoming agency/Controller/Commander must be provided with:
   i. Clear objectives, scope and scale of the delegated responsibility and service required;
   ii. Full briefing on the SAR event to the extent that it will affect the service to be provided;
   iii. Conditions and constraints on use of assets;
   iv. Time requirements and constraints; and
   v. Tactical intelligence, information and data as it becomes available that may affect the progress of the support service provided.

b) The incoming agency/Controller/Commander must:
   i. Accept, or reject the proposed delegation. If the action is other than to accept the delegation, then the coordinating authority must be informed of the operational reasons;
   ii. Operate within the terms of reference for the supporting service;
   iii. Inform the coordinating authority of any circumstances, if they arise where the specified service cannot be provided or needs to be varied, together with reasons;
   iv. Exchange with the coordinating authority, tactical intelligence, information and data as it becomes available that may affect the progress of the SAR event; and
   v. Report progress of the support activity to the coordinating authority.

LS10.23 CONCLUSION OF SAR OPERATIONS

PURPOSE

To provide guidelines regarding concluding a SAR operation.

POLICY

Surf Life Saving NSW (SLSNSW) provides the following guidelines to assist personnel in effectively performing their duties.

PROCEDURE

General

SAR operations enter the conclusion stage when:

a) The target is located and the survivors are rescued;
b) Information is received that the target is no longer in distress;
c) All known persons on board are accounted for;
d) The SAR authority determines that further searching has no significant chance of succeeding and either suspend or terminate the search;
e) The Lifesaving Incident Commander (Duty Officer/Lifeguard Supervisor) deems conditions to dangerous for personnel;
f) There are not sufficient lifesaving services available to safely continue operations

The authority to end a search rests with different levels within the SAR organisation, depending on the circumstances. In particular, the SAR authority is responsible for deciding when to suspend or terminate an unsuccessful search where lives were known to be at risk.

Suspension of a search when the target is not found

When it is determined that further search would be of no avail, the Incident Controller shall consider recommending the suspension or termination of the SAR operation. However, search action shall not be suspended or terminated nor the distress phase cancelled without the specific concurrence of the SAR authority.

The decision to suspend a search shall not be made until a thorough review of the search is conducted. The review will focus on the probability of there being survivors from the initial incident, the probability of survival after the incident, the probability that the survivors were in the search area, and the effectiveness of the search.

The review should:

a) Examine search decisions to ensure that proper assumptions were made and that planning scenarios were reasonable;
b) Reconfirm the certainty of initial position and any drift factors used in determining the search area;
c) Re-evaluate any significant clues and leads;
d) Examine datum computations and data calculations;
e) Confirm that all reasonable means of obtaining information about the target have been exhausted;
f) Review all intelligence material to ensure no information had been overlooked;
g) Examine the search plan to ensure that:
    i. assigned areas were searched;
    ii. the probability of detection was as high as desired; and
    iii. compensation was made for search degradation caused by weather, navigational, mechanical or other difficulties; and

h) Consider the survivability of the survivor/s taking into account:
   i. time elapsed since the incident;
   ii. environmental conditions;
   iii. age, experience and physical condition of (potential) survivors;
   iv. survival equipment available;
   v. studies or information relating to survival in similar circumstances; and
i) Consider the rescue plan to ensure that:
   i. best use was made of available resources;
   ii. contingency plans were sufficient to cater with unexpected developments; and
   iii. coordination with other agencies was effective in ensuring best treatment of survivors.

Before an unsuccessful search is suspended or terminated, the SAR authority shall make arrangements to ensure that the next of kin are fully briefed on the complete search effort, including conditions in the search area, other salient operational factors and the reasons for proposing the suspension or termination of the search.

Consideration may be given to notifying the decision to suspend or terminate search effort at least one day prior to suspension of operations allowing next of kin at least one more day of hope while giving them time to accept that the search cannot continue indefinitely.

When a lifesaving service SAR response is discontinued or a search is suspended, the Incident Commander (Duty Officer/Lifeguard Supervisor) shall inform the Incident Controller and all authorities, units and facilities that have been activated and/or alerted.

On occasions, after the suspension of a search, it may be necessary for the Police to continue to search for bodies and/or aircraft/vessel wreckage. In such cases the SAR authority that had responsibility for the coordination of the search and rescue operation may, where possible:

a) Provide briefings on the path of the aircraft/vessel prior to disappearance, last known position, area searched and related intelligence;
b) Review intelligence to assist search;
c) Source aircraft for transport or search purposes; and/or
d) Provide drift information.

Should any other organisation wish to continue with or initiate an independent search, the SAR authority that had responsibility for the coordination of the search and rescue operation should ascertain whether there is any new intelligence that provides grounds to resume or continue the search. Under the circumstances where there is new intelligence, it should be evaluated and if considered valid the search should be continued or resumed. Where there is no new intelligence, then the SAR authority may assist the requesting organisation by:

a) Briefing the aircraft/vessel's path prior to disappearance, splash/crash point, area searched and related intelligence;
b) Advising the possible location of suitable search aircraft; and/or
c) Providing drift information.

Reopening a suspended search

If significant new information or clues are developed reopening of a suspended case should be considered. Reopening without good reason may lead to unwarranted use of resources, risk of injury to searchers, possible inability to respond to other emergencies, and false hopes among relatives.

LS10.23 CONCLUSION OF SAR OPERATIONS

Records and reports

Records relating to search and rescue operations, including air searches on behalf of other organisations, shall be retained for periods as required under the relevant legislation and regulation.

When a search has been terminated without locating a missing aircraft or its occupants, all records, charts etc. shall be retained and be accessible to SAR staff to allow easy resumption of search activity should further intelligence be received.

Reports on SAR actions shall be generated as required for Coroners inquiries, management purposes and for training requirements.

Incident debriefs

Following an incident the conduct of a debrief of agencies and groups involved should be considered. The purpose of incident debriefs is to establish opportunities for improvement in the operation of the national SAR system.

Incidents worthy of debrief may include those where:

a) Lives have been lost unexpectedly;
b) Large and complex searches have been conducted;
c) Multi agency involvement occurred; or
d) Where coordination, communication or response challenges were experienced during the incident.

This list is not exhaustive and the conduct of a post incident, multi-agency debrief is at the discretion of the SAR authority in overall coordination of the incident with mutual agreement of other SAR authorities and agencies involved.

Post incident debriefs should be used to:

a) Establish opportunities for improvement in the operation of the National SAR System; and
b) Ensure current policies and procedures are appropriate.

The SAR authority with overall coordination is to:

a) Decide the need for a debrief in consultation with other SAR participants;
b) Organize and host the debrief unless otherwise agreed by the participants;
c) Establish a venue that maximizes opportunity for participation in, and learning from, the debrief; and
d) Capture and share the opportunities for improvement arising.

Participation at debriefs may be restricted to particular SAR authorities and agencies depending on the issues that are likely to arise and would be a decision for the SAR authority with overall coordination for the incident.

SAR authorities that participate in the debrief will meet their own attendance costs, unless otherwise agreed by the participants.

The debrief should include the opportunity for all significant parties involved in the incident to contribute and learn from it.

REFERENCE

Critical Incident Debriefing

LS11

SURFCOMS

SURF LIFE SAVING
NEW SOUTH WALES

LS11.1 OVERVIEW OF SURFCOM OPERATIONS

NEW SOUTH WALES

PURPOSE

To provide an overview of SurfCom operations within Surf Life Saving NSW (SLSNSW).

POLICY

SLSNSW provides the following guidelines and requirements to ensure the ongoing effectiveness of SurfCom in the support of lifesaving operations.

PROCEDURE

Introduction

The purpose of a SurfCom is to assist the Incident Commander (Patrol Captain, Lifeguard, and Duty Officer) to carry out their roles. SurfCom provides support/coordination between lifesaving services and emergency services.

SurfCom Authorisation

Only SLSNSW authorised 'SurfComs' may utilise SLSNSW radio frequencies and fulfil the 'SurfCom' type function. Other agencies/services/groups within Surf Life Saving and externally shall seek written permission from SLSNSW to utilise radio frequencies and undertake SurfCom type roles (temporary or ongoing) for their own services and/or with lifesaving/other services.

SurfCom Objective

To provide communications and coordination support to lifesaving services/emergency services.

Scope of Operation – Days/Hours

The SurfCom operational timeframes shall be determined based upon the SLSNSW minimum lifesaving season and lifesaving service agreement.

SurfComs shall operate from at least 15mins prior to the first patrol start time in their area of coverage, until 15mins after the last patrol closes on any given patrol day (if patrols extend hours, SurfCom shall extend its hours to match, unless coverage is delegated to other Regional SurfCom).

No Surf Life Saving patrol/service should be operating scheduled patrols without the support of a SLSNSW endorsed SurfCom.

Scope of Operation – After-Hours Capacity

SurfCom should hold the capacity to be activated after-hours/out-of-season for specific events and emergency incidents.

SurfCom Key Duties

- Patrol/service sign-on/offs + key data/stats;
- Provide key planning information – weather/warnings/tides/other;
- Coordinate resources to support lifesaving services;
- Coordinate emergency service support to aid lifesaving services;
- Information management – this relates to the necessity of SurfCom to maintain records and collect, interpret and disseminate relevant information.

LS11.1 OVERVIEW OF SURFCOM OPERATIONS

SurfCom Elements and Activities

SurfCom is key to effective emergency management, with the following elements which are generally common to all operations centres.

SurfCom generally carries out sections 2), 3), 4).

1. Management – Management of operations is the responsibility of the Incident Commander. In most situations this is the on-scene Patrol Captain/Senior Lifeguard or Duty Officer/Supervisor. This person is responsible for decisions made in respect to the conduct of operations. The Incident Commander is supported in this role by the operations element (SurfCom).
2. Operations – This element supports the decision making responsibilities of the Incident Commander and carries out:

a) Processing of Information.
b) Coordination of the acquisition and deployment of resources.
c) Deployment of operational plans.
d) Liaison with representatives of other organisations.

3. Communications – This element provides the communication necessary to support the command, operations and administrative elements. It is a central part of the planning process and must anticipate the increased need for information transmission, in both technological and personal terms. It must provide for sufficient capability to achieve reliable and effective communications.
4. Administrative Support – Like any office, SurfCom creates administrative demands through its own activities. These demands are met by an administrative support element.

SurfCom Roles/Positions

- **SurfCom Advisor**: State appointed officer responsible for overall SurfCom function.
- **SurfCom Supervisor:** Senior SurfCom Operator on-shift (in-charge) on any given day.
- **SurfCom Operator:** Standard SurfCom role.
- **Probationary SurfCom Operator:** New operator, who has completed training, and is undertaking initial shifts under supervision.

SurfCom Operator Pre-requisites

Minimum:

- 13 years of age (at commencement of duties)
- SLSA Financial Member
- SLSA Radio Operators Certificate (or Bronze Medallion)*
- Computer/internet capable (mod-high level of competency)

Desired:

- Bronze Medallion
- Radio Operator Certificate

*exemption has been granted for existing SurfCom Operators who may not hold these awards (at September 23 2011).

SurfCom Operator Training/Induction (ref SOP/Training Package)

Training must be successfully completed before an SurfCom Operator may commence duties in a SurfCom.

LS11.1 OVERVIEW OF SURFCOM OPERATIONS

Training (in addition to the pre-requisites) shall include:

1. Pre-learning components (SOP/s, Operations Manual, Club/Service Geography).
2. 1 day (at least 4 hours) training/induction workshop on SurfCom role/function and supporting systems.
3. 1 day (at least 4 hours) scenario based training session.
4. Probationary period under supervision of at least 20hrs, before performance review.

Probationary Period/Process

Having met the role pre-requisites, completed the required pre-learning and successfully completed the Training/Induction a member will achieve 'Probationary SurfCom Operator' status.

A Probationary SurfCom Operator shall not undertake the SurfCom role independently (solo).

- The 'probationary period' will last until deemed competent and endorsed by the SurfCom Advisor.
- The Probationary SurfCom Operator must undertake shifts under direct supervision of a qualified SurfCom Operator during this time (they shall not undertake active duties solo).
- The probationary operator must complete at least 20 hours of active duty, before being able to be considered for 'full status.'
- Following at least 20 hours of duty, the Probationary Operators conduct must be reviewed by the SurfCom Advisor with any relevant SurfCom Duty Officers/Operators and the member themselves.

Note: The probationary process shall be required for all new SurfCom Operators, regardless of what previous experience they may have in radio communications in SLS or other emergency services.

SurfCom Personal Uniform/Equipment

SurfCom Operators shall wear the following uniform as a minimum:

- Generic red SLS Polo Shirt with SLS Roundel on left chest.
- Generic SLS SurfCom name-badge on right chest – with 'SURFCOM', person's name and SLS roundel.
- Enclosed shoes
- Tidy dress shorts or pants.

Note: All relevant workplace health and safety requirements shall apply to a SurfCom facility/personnel

Key SurfCom Daily Activities

1	Equipment/Systems Checks and Setup
2	All Stations Broadcast – "SurfCom on-the-air"
3	Radio checks (as required)
4	Patrols 'Sign-on' + information Identify, rectify, communicate any deficiencies with radio network or service provision
5	Issue Regional Weather/Tide/Swell forecasts and Operational Updates
6	Data-Entry/Paperwork (as required)
8	Afternoon Shift (where appropriate) – Patrols Sign-on
7	Data-Entry/Paperwork (as required)
9	Patrol 'Sign-offs' + stats
10	Data-Entry/Paperwork (as required)

11	All Stations Broadcast –" SurfCom off-line"

Summary of Emergency Duties

1	Coordinate the call and dispatch of Ambulance/Fire/Police to lifesaving services
2	Coordinate the provision of support of helicopters and other lifesaving services (support operations etc)
3	Provide accurate and effective supporting information (locations/ETAs/addresses)
4	Collect/provide key Situation Reports (SITREPs) to services
5	Maintain accurate incident logs and information
6	Provide relevant officers/services SITREPs (Duty Officers/Media Officers)
7	Manage 'non-emergency' use of radio network during 'active' incidents(limit/eliminate)
8	Facilitate confirmation of 'all-clear' and 'safe' status of all services
9	Communicate outcomes to key personnel (Duty Officers/Media Officers)
10	Assist required/requested by Duty Officers in the facilitation of CID (include Counselling services)
11	Ensure completion of accurate logs/paperwork (SurfCom Management System)
12	Reopen radio network for non-emergency communication

Definitions

Title	Description
Radio Checks	Activity to test radio link to SurfCom-Patrol/Service and advise 'on-air'
Patrol Sign-on Reports	Communicates patrol on-duty and provides basic patrol strength information (beach open/closed, bronze numbers, IRB/vessel operational)
Patrol Sign-off Reports	Communicates soon to be off-duty and reports basic patrol statistics for the day (rescues) & if patrol is being extended
Operational Update	Authorised information/notification from SurfCom to all stations
All Stations Broadcast	General communication to all patrols/services in a region

REFERENCE

SurfCom Operations Manual (updated annually)

LS11.2 SURFCOM FACILITIES & EQUIPMENT

NEW SOUTH WALES

PURPOSE

To outline minimum equipment and capacity requirements for a SurfCom Operations Centre.

POLICY

To ensure the effectiveness of SurfCom operations, Surf Life Saving NSW (SLSNSW) has established minimum hardware and logistics requirements in which it expects all SurfCom Operations Centres to comply with.

PROCEDURE

A SurfCom should carry the following equipment and capacities as a minimum:

Minimum Hardware

- 1 independent phone line for each radio/operator console or 1 phone line with call-waiting or call divert functionality
- 1 internet connected computer for each radio/operator console
- SLSNSW approved radio equipment per console
- Backup power supply for radio system (generator/battery)
- Whiteboard + markers
- Planning table

Minimum Logistics

- Access to SurfCom Management Program
- Access to SurfGuard program
- Access to www.beachsafe.org.au
- A SurfCom email address and access to email
- Appropriate forms/logs (hard copy) – in lieu of loss of SurfCom Management System
- Local and State contacts – hard copy and computer based
- Coastal Maps – in google-earth format (computer) and in hard copy
- Area emergency callout team contacts – hard copy and computer based
- External emergency service contacts – hard copy and computer based
- 24/7/365 activation capability

Desirable Hardware and Logistics

- Redundancy RF radio options (should VOIP system fail).
- Quick-dial phone options for clubs, emergency services etc (computer or phone based).
- Computer based phone system with all emergency services and key contacts loaded on quick dial and recognition.
- Radio headsets (wireless or connected) and transmit pedals.
- Voice recording capabilities – radio and phone.
- Television.

Note: All relevant workplace health and safety requirements shall apply to a SurfCom facility/personnel.

LS11.3 SURFCOM ADVISOR

NEW SOUTH WALES

Title: SurfCom Advisor

Reports to: State Director of Lifesaving / State Lifesaving Manager

Responsible for: SurfCom Supervisors/Operators

Role: To represent volunteer SurfCom staff & assist SLSNSW staff in the overall function and service delivery of SurfCom, to minimum obligations/expectations

Operational Responsibilities

- N/A – unless operating in a SurfCom Operator or Supervisor role

Supervisory Responsibilities

1. To assist in the recruitment, training, retention, disciplinary requirements of SurfCom personnel.
2. To work with the SLSNSW staff to ensure the SurfCom roster achieves 100% attendance and punctuality.
3. To make regular contact with the SurfCom Supervisors/Operators to report on operational matters, such as staffing levels, rostering, equipment and procedures.
4. To oversee and assist with the internal training and probationary periods of new SurfCom Operators.
5. To ensure full adherence to SLSNSW SOPs and SurfCom protocols.
6. To maintain strong communication/cooperation with the State Director of Lifesaving.

*The SurfCom Advisor can only be endorsed by the State Board.

Term

12 months (before re-application)

SurfCom Advisor Pre-requisites

Minimum: As per SurfCom Operator (If fulfilling operational role)

Skills and Attributes

- Leadership and decision making qualities
- High level of professionalism
- Effective planning skills
- Personable and good communicator

Desirable Knowledge

- A background within Surf Life Saving or understanding of lifesaving operations
- An understanding of radio technology/equipment
- Strong understanding of SurfCom operations and SLSNSW SOPs

Liaisons:

- SurfCom Operators
- SurfCom Supervisors
- State Director of Lifesaving
- SLSNSW Staff
- Radio technicians/service agents

LS11.4 SURFCOM SUPERVISOR

NEW SOUTH WALES

Title: SurfCom Supervisor

Reports to: SurfCom Advisor

Responsible for: SurfCom Operators (daily)

Role: Provide leadership and support to SurfCom function and SurfCom Operators on a daily basis

Operational Responsibilities

- Operational command of SurfCom function and SurfCom team.
- Establish effective lines of communication with on-duty State Duty Officers and Branch Duty Officers.
- Identify and facilitate resolutions to equipment/technology failures/issues.
- Other actions as per SurfCom Operator role.

Supervisory Responsibilities

1. To supervise the operations of a SurfCom on a daily basis.
2. To provide direction and support to on-duty Operators and Probationary Operators.
3. To assist the internal training and probationary periods of new Probationary Operators and record/communicate feedback and performance information.
4. To make regular contact with the SurfCom Advisor & Lifesaving Staff to report on operational matters, such as staffing levels, rostering, equipment and procedures.
5. To fully understand SLSNSW standard operating procedures and to ensure all SurfCom operators work within these protocols.

Term: 12 months (before re-application)

SurfCom Supervisor Pre-requisites:

Minimum:

- 18yrs of age (at commencement of duties)
- SLSA member
- Silver Medallion Communications Centre Operator Award

Skills and Attributes:

- Leadership and decision making qualities
- High level of professionalism
- Effective planning skills
- Sound communication skills
- Ability to multi-task
- Ability of work under pressure

* A SurfCom Supervisor can only be endorsed by the Director of Lifesaving or Lifesaving Manager.

LS11.4 SURFCOM SUPERVISOR

NEW SOUTH WALES

Desirable Knowledge:

- A background within Surf Life Saving or understanding of lifesaving operations
- An understanding of radio technology/equipment
- Strong understanding of SurfCom, Branch, SLSNSW SOPs

Liaisons:

- SurfCom Operators
- SurfCom Advisor
- Other Regional SurfCom Supervisors
- Branch Duty Officers
- State Duty Officers
- Branch Director of Lifesaving
- Lifeguard Supervisors
- SLSNSW Media Manager

LS11.5 SURFCOM OPERATOR

NEW SOUTH WALES

Title: SurfCom Operator

Reports to: SurfCom Supervisor

Responsible to: SurfCom Advisor

Role: Provision of communication and coordination support to lifesaving services and external emergency services.

Operational Responsibilities

1. To provide effective communication support between lifesaving clubs, support operations, rescue helicopters, lifeguard services, local authorities, Police, Ambulance, Fire and other emergency services.
2. Gather, assess and disseminate information.
3. Monitor and operate the SLSNSW radio network.
4. Complete regular reporting and data collection activities.
5. Complete regular recording of all radio and phone communications and ensure the summaries of information are maintained/inputted into appropriate databases and forward to appropriate personnel.
6. Attend all rostered training sessions as directed by the SurfCom Advisor.
7. Maintenance of filing system for incident reports and daily logs.
8. Perform other administrative duties as and where required.
9. Strict adherence to all appropriate SurfCom, Branch, SLSNSW and SLSA Policies and Procedures.

Term: 12 months (before re-application)

SurfCom Operator Pre-requisites

Minimum:

- 13yrs of age (at commencement of duties)
- SLSA Financial Member
- SLSA Radio Operators Certificate (or Bronze Medallion)*
- SLSA Radio Controller (or SurfCom Award - in development)*
- Computer/internet capable (mod-high level of competency)

Desired:

- Bronze Medallion
- Radio Operator Certificate

*Exemption has been granted for existing SurfCom Operators who may not hold these awards.

Skills and Attributes:

- Sound communication skills
- Professionalism
- Customer orientated manner
- Sound Computer Skills
- Ability to multi-task
- Ability of work under pressure
- Leadership and decision making qualities

*A SurfCom Operator can only be endorsed by either the State Director of Lifesaving and / or the Lifesaving Manager.

LS11.5 SURFCOM OPERATOR

NEW SOUTH WALES

Desirable Knowledge:

- A background within Surf Life Saving or understanding of Surf Life Saving operations.

Internal Liaisons:

- Club Patrols & other Support Operations
- Rescue Helicopter Services
- Duty Officer/s & State Duty Officer
- Communication Officers/Staff
- Lifeguard Services
- SLSNSW Media Officer

External Liaisons:

- NSW Police, NSW Fire, NSW Ambulance, SES, BOM

LS11.6 SURFCOM EMERGENCY PROTOCOLS

Section: LS11 SurfComs

Page: 1 of 1

Date: 20th September 2016

NEW SOUTH WALES

EMERGENCY REPORTED

Emergency has priority on radio network

All non-emergency transmissions to cease

(Stations to be informed of this if they attempt to transmit)

EMERGENCY INFORMATION

Before contacting emergency services you need the following information:

Problem – What is the emergency?
Position – Physical location/address?
People – Number, age and sex?
Progress – What response is being undertaken?
Assistance – What assistance is required?

Note – ETAs

Obtain an ETA from the responding service initially.

Provide this to the lifesaving services.

Refrain from communicate again with the emergency services unless there is a change to the status of the emergency or patient.

Do not harass them for updated ETAs.

Emergency services may be unable to provide an ETA depending on situation.

Do not harass them for updated ETAs.

Emergency services may be unable to provide an ETA depending on situation.

Surf Com Requests (via 000)

- Police
- Ambulance
- Fire

✓ Call the required services via your landline 000
✓ Identify yourself as "Name – at SLS SurfCom"
✓ Deliver all key information (below)
✓ Provide your contact phone number
✓ Request a CAD # (incident number) from the service
✓ Obtain an ETA of that service response
✓ Record communication and resource response

SurfCom Requests

- Duty Officer
- Lifesaving backup/Callout Teams
- Lifeguard assistance
- SLS Helicopters (via 13SURF)

✓ Call the required services via your radio or landline
✓ Deliver all key information
✓ Obtain an ETA of that service response
✓ Record communication and resource response

Medical Emergencies

Call Ambulance Communications – 000

Request a "CASE/Incident number" – this can provide quick reference for any follow up calls to them

Advise:

✓ Patient Sex
✓ Patient Age
✓ Mechanism of injury (what happened)
✓ Chief Complaint (most serious injury)
✓ Conscious(Y/N)
✓ Breathing (Y/N)
✓ Chest Pain (Y/N)
✓ Severe Bleeding (Y/N)
✓ What treatment is being administered
✓ Incident address/road access point
✓ Where the lifesaving personnel will meet them
✓ Request ETA
✓ Provide your contact number (not the patrols)
✓ Provide ambulance an update if patients condition deteriorates

NOTE: In some situations all the above information may not be warranted (i.e. clearly apparent) or unable to transmit (i.e. small # of personnel involved in CPR etc)

Rescue Emergencies

- In-water search/missing person
- Major rescues/mass rescue

1. Contact: Police – 000
   Request a "CAD number" – this can provide quick reference for any follow up calls to them
2. Neighbouring SLS/LG Patrols
3. Club Callout Lists/Support Operations
4. Branch Duty Officer
5. SLS Rescue Helicopters – via 13SURF

Advise:

Problem – What is the emergency

Position – Physical address/location

People – Number, Age, Sex, Description, Activity

Progress – What response is being undertaken

Assistance –What assistance is required

NOTE: In some situations highly detailed information may not be warranted (i.e. clearly apparent) or unable to transmit (i.e. small # of personnel involved in mass rescue etc).

COMMON SENSE should always prevail regarding the time spent collecting additional specific details before help is requested.

LS11.7 CALL TAKING

NEW SOUTH WALES

PURPOSE

To ensure that all verbal communication is clear, concise, accurate and in line with the needs of the operation.

POLICY

Surf Life Saving NSW (SLSNSW) expects professional and effective communication at all times and provides clear guidelines regarding the information that should be obtained when receiving a request for assistance.

PROCEDURE

A Request for Assistance (RFA) has four main sections:

- Callers Details
- Incident Location
- Incident Description
- Communications Log

* Note: Specific procedures should be referenced as well (i.e. lost/missing persons).

Caller's details

It is very important to obtain the caller's details so they can be contacted if information needs to be verified at a later stage (including Contact #, CAD/Incident #).

Incident Location

The most important information is the location of where assistance is required. Write down things such as the nearest access point, beach ID, beach name or anything that may be relevant

Incident Description

Problem	An overview of the problem including the severity of the situation and any likely consequences.
People	The number and details of the people involved, depending if search or medical.
Progress	The response being carried out, the current response situation. Progress updates should be provided to SurfCom as appropriate (milestones reached or changes occur).
Assistance	What assistance is required (either directly requested or appropriate to activate as per SOPs).

LS11.8 INFORMATION SYSTEMS

Section: LS11 SurfComs

Page: 1 of 1

Date: 20th September 2016

NEW SOUTH WALES

PURPOSE

To ensure all information is managed correctly through SurfCom operations.

POLICY

Surf Life Saving NSW (SLSNSW) provides the following guidelines regarding SurfCom Information Systems.

PROCEDURE

In order to effectively manage operations, a system must be established for information flow. Where there are more than one SurfCom operator, personnel should be assigned their duties.

For any SurfCom Operator information flow should follow the below procedure in conjunction with the Standard Operating Procedures of an incident as detailed within this manual. These items are provided in detail in the following operating procedures.

- Information gathering.
- Information collating.
- Information assessment.
- Reaction to information.
- Dissemination of information.
- Filing of information.

LS11.9 INFORMATION ASSESSMENT

NEW SOUTH WALES

PURPOSE

To provide guidelines regarding information assessment.

POLICY

Surf Life Saving NSW (SLSNSW) provides the following guidelines regarding information assessment for personnel to adhere to.

PROCEDURE

Once collated, information needs to be accessed and interpreted to convert it to intelligence by asking, among other things, the following:

- Is it relevant information, and does the relevance produce further information or change existing information?
- Is its source reliable? Information must not be accepted at face value without assessing reliability of the source and cross checking with other information. Do not discard what appears to be unlikely without sound reasons.
- Is confirmation required?
- Does the information have urgent implications?
- Is it significant? If the significance of an item of information is not recognised, the resulting response may be deficient. Significance is determined by what may need to be done in response to the information.

Reaction to Information Assessment

When information has been gathered collated and assessed, it is then possible to consider and plan appropriate responses. Actions to be considered include:

- Deploying resources and personnel to an incident.
- Activating Support Operations.
- Requesting other internal SLS assistance.
- Requesting emergency service support.
- Lifesaving service support.
- Peer support/welfare services.
- Recording - accurate recording of all actions and orders is essential to:
  a) ensure accountability for the exercise of authority and the use of resources.
  b) facilitate investigations including coronial and criminal.
  c) maximising learning through debriefing and subsequent training.

LS11.10 DISSEMINATION OF INFORMATION

NEW SOUTH WALES

PURPOSE

To outline the final process in information management – dissemination.

POLICY

Surf Life Saving NSW (SLSNSW) provides the following guidelines regarding dissemination of information.

PROCEDURE

The final process in information management is to ensure effective declaration of the results and actions. Information flow must be upwards to supervisors, downwards to personnel/services and outward to other agencies and the community.

This is achieved by the following:

- Orders (written or verbally).
- Situation Reports (SITREPS) – They may be formal written communications or telephone messages. Controversial issues should be advised to the next higher level (or as per the SOPs) as soon as possible, rather than waiting to be included in the next routine situation report.
- Public Warnings – A number of methods of distribution may need to be used at the same time to make sure that everyone who needs to be warned is warned. One method is to use the media (all public warnings must be logged).
- Media Releases – These are designed to ensure that the public is properly informed of the current situation and the organisations involvement (see the media section of this manual).
- Briefings – these give an overview of the situation and may contain operational, administrative, communications and media information.
- Debriefings – these are to be conducted at the level appropriate for the incident and given the suitable level of importance.

Outgoing information

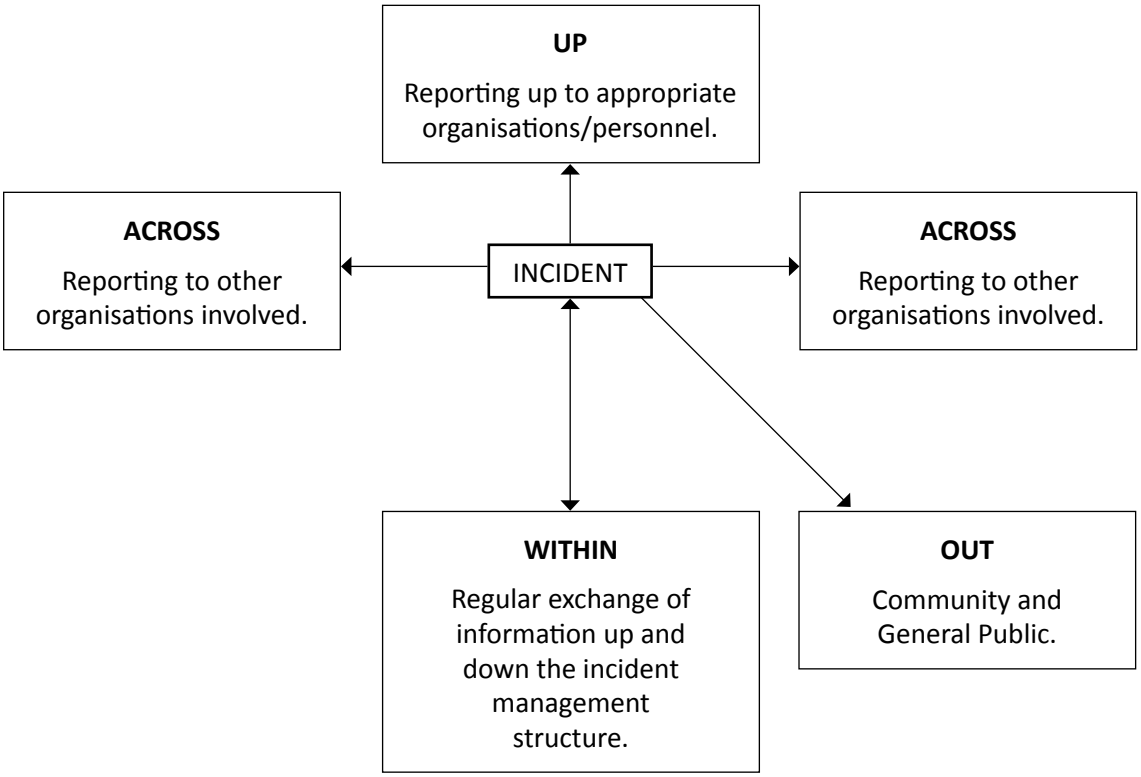
Ideally all outgoing information should be written and a copy of the information filed digitally (and in hard copy if such exists).

LS11.10 DISSEMINATION OF INFORMATION

NEW SOUTH WALES

Information Flow Chart

SurfCom Operators shall ensure that all information follows the below procedure:



LS11.11 INFORMATION FILING/STORAGE

NEW SOUTH WALES

PURPOSE

To outline SurfCom record management requirements.

POLICY

All SurfCom information shall be consistent with the SLSNSW Records Management Policy.

PROCEDURE

A key responsibility of SurfCom (and Patrol Captains, Duty Officers) to ensure that all of the information generated at the incident is held indefinitely so that it is secure for future reference, and can be readily retrieved if required.

All SurfComs must maintain a filing system that is consistent with the below:

- All computer based systems must be backed up on appropriate disks and stored in a suitable environment to avoid corruption and loss of data.
- All paper based logs shall be maintained and stored appropriately.
- All rosters of SurfCom personnel must be maintained in SurfGuard.
- All incident reports must be inputted correctly in SurfGuard.
- All information must be recorded either digitally in the SurfCom Management System, SurfGuard and on the any radio log and other SLS logs/forms utilised.

All these records are retained to ensure that detailed records are available for any subsequent:

- Formal reports.
- Debriefings.
- Operational analyses.
- Coronial Inquests.
- Commissions on inquiry.
- Critical Incident Debriefing.
- Witness statements.

All records shall be collated using the following references (in order):

- Date.
- Location.
- Time.

REFERENCE

SLSNSW Records Management Policy.

LS11.12 CLOSING SURFCOMS (End of Day)

Date: 20th September 2016

NEW SOUTH WALES

PURPOSE

To outline the process of closing SurfCom at the end of the scheduled patrol day.

POLICY

The decision to close a SurfCom is made by the SurfCom Supervisor when the following has occurred:

- Normal operations have ceased (last patrol/service signed-off).
- Active incidents have ceased (incident is over and all responded lifesaving services safely back at base).

If there is still the likelihood of further activity, the SurfCom Supervisor may decide to keep a SurfCom operational however scale down the personnel.

PROCEDURE

Each individual SurfCom Operator has the responsibility to close down his/her own workplace at a SurfCom. Each member must also assist in de-activating communications, information recording and display and other processes with this SOP.

Each SurfCom will have its own local operating procedures for closing. As a guide this should include the following where applicable:

a) Confirm all Surf Life Saving services have completed duties for the day (patrols/incidents). SurfCom shall not close while a patrol/service they are responsible for is on-duty or still involved in an incident;
b) Confirm no outstanding/uncontactable clubs/services (i.e RWC not signed off);
c) Ensure all relevant data is correctly inputted and finalised in SurfCom Management System and SurfGuard;
d) Replenish any consumables;
e) Restow maps and plans and logs/paperwork;
f) Close down computer programs and computers;
g) Contact SurfCom Manager and/or Director of Lifesaving to report any issues;
h) Advise all lifesaving services and relevant emergency services of the closure “all stations”;
i) Reactivate the after-hours phone divert system (including answering machine, diverted numbers);
j) Turn off or place on standby all electrical equipment; and
k) Turn off lights, close and lock all external doors and windows.

LS11.13 VOICE RECORDING

NEW SOUTH WALES

PURPOSE

To outline the procedure for requesting voice recording files from the SurfCom communications server.

POLICY

All radio transmissions over the SLSNSW repeater channels are recorded at SLSNSW headquarters.

No recording will be released without permission from the SLSNSW Director of Lifesaving &/or Lifesaving Manager.

Recordings may be used for:

- Quality and training purposes
- Surf Life Saving and Coroner enquiries
- Monitoring the amount of radio traffic out of hours

PROCEDURE

The equipment records:

- All communications made on channel 3 (repeaters) - 24/7
- All communications made to and from SurfCom - 24/7

Clubs or Services who wish to access voice recording files must write to SLSNSW Director of the Lifesaving &/or SLSNSW Lifesaving Manager.

Surf Life Saving NSW would like to remind everyone that confidential, personal and identifying information (e.g. names, phone numbers, and addresses etc.) should not be transmitted over the radio and a phone call is suggested instead to the intended party.

LS12

LIFESAVING VESSELS AND AIRCRAFT

SURF LIFE SAVING
NEW SOUTH WALES

LS12.1 RWC OPERATIONS - OVERVIEW

Date: 20th September 2016

NEW SOUTH WALES

PURPOSE

To provide policy, procedure and best practice for the Rescue Water Craft (RWC) operations.

POLICY

Surf Life Saving NSW (SLSNSW) requires all RWC Operators to adhere to the established policies, procedures and guidelines to ensure safe and effective practices relating to RWC operations.

PROCEDURE

Definitions

Rescue Water Craft (RWC) Units

RWC Support Operations must be owned and managed by Branches, Clubs are not permitted to have ownership or sole operation of an RWC.

RWC's are not to be used for night operations at any time.

An RWC is a personal water craft commonly known by brand names such as a wave runner or jet ski, operated by at least 1 qualified and proficient lifesaving personnel, that is primarily responsible for patrolling outside patrol flagged areas, with additional rescue capabilities.

RWC Service

A 'zone/area' where a RWC provides a roving and emergency response service. There may be multiple 'RWC Services' within a single branch.

RWC Service Objective

To provide operational support to existing patrols and patrolling/emergency response capacity to non-patrolled areas/times.

Scope of Operation – Patrol Season/Patrol Days/Patrol Times

The minimum patrol season/hours for an RWC service shall be as agreed in the Lifesaving Service Agreement.

A RWC service shall undertake rostered patrols on Saturdays, Sundays and Public Holidays within the patrol season.

Scope of Operation – After-hours Capacity

RWC services shall have the capacity to respond to after-hours/out-of-season emergencies within the scope of the Emergency Response System.

SurfComs/Callsigns

RWC units shall be issued with a call sign by SLSNSW and and utilise radio callsigns and communicate with a SLSNSW SurfCom as per SLSNSW SOPs.

REFERENCE

Lifesaving Service Agreement.

SLSNSW Guide to establishing a support operation.

LS12.2 RWC MINIMUM EQUIPMENT

NEW SOUTH WALES

PURPOSE

To outline the minimum RWC equipment required for operations.

POLICY

The following equipment shall be maintained on/in the RWC for all activities (training, patrolling, emergency response).

PROCEDURE

Minimum Equipment

All equipment must be SLSA approved equipment.

- Rescue Sled
- Rescue Tube
- Spare Lanyard (Stored in the glove compartment of the RWC or on driver)
- Pairing Knife
- Throw rope (bag) (To be located in forward hatch)
- First Aid Kit (To be located in the forward hatch. Recommended to be contained within a waterproof case)
- Flares (2 smoke flares)
- EPIRB (To be stored in forward hatch or on operator)

Recommended

- Waterproof Bag
- Rescue Handle
- Mask and Snorkel (To be stored in forward hatch)
- GPS Tracking Unit
- Bilge Pump Internal
- Marker Dye

LS12.3 RWC UNIFORM & PERSONAL PROTECTIVE EQUIPMENT (PPE)

NEW SOUTH WALES

Date: 20th September 2016

PURPOSE

To outline minimum uniform and PPE requirements for a RWC Driver/Crewman.

POLICY

Drivers and crew shall wear/have the following uniform/on their person when operating a RWC.

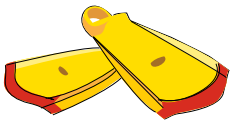
PROCEDURE

Minimum Requirements

Rash Shirt	SLSA rash shirt (long or short arm) Worn over wetsuit Worn under lifejacket	
Lifejacket	Australian Standard (AS) 4758.1-2008 Personal flotation devices (Level 50S) or the International Standard (ISO) 12402.6:2006 Personal flotation devices (Level 50), and meet the SLSA Equipment and Uniform Branding Guidelines. Note: Lifejackets are to always be worn externally (not under a jacket or rash shirt).	
Radio + Radio Bag	SLSNSW endorsed radio.	
Helmet (approved)	Yellow, red or chequered red/yellow. Must provide coverage of entire back, top and sides of the head (including ears).	
Wetsuit Shorts	Worn under patrol shorts or stand-alone.	
Spare Lanyard	To be stored in the glove compartment of the RWC or on driver.	

Whistle	Whistle to be positioned on Lifejacket.	
EPIRB	To be stored in front hatch or on operator.	

Recommended/Optional

Wetsuit	Full suit or spring suit. If wetsuit is not branded with SLS then a yellow SLSA rash shirt is to be worn over the top.	
Fin Belt	Worn at all times by drive/crew + fins.	
Swim Fins	Standard body boarding style swim fins (no dive fins).	
Jacket	SLSA jacket.	Note: Windcheaters are not to be worn over the top of lifejackets.
Sunglasses	For the provision of eye protection for UV and sea-spray.	
Booties	For the provision of added warmth and traction.	
Gloves	For the provision of added warmth and grip-ability.	

LS12.4 RWC DESIGN & LAYOUT

NEW SOUTH WALES

PURPOSE

To outline branding and outfitting standards for RWCs in operation in SLSNSW.

POLICY

RWCs shall as a minimum be checked to the following standard.

PROCEDURE

Vessel Branding

Branding for all Surf Life Saving vessels shall comply with the SLSA Equipment and Uniform Branding Policy. This policy can be obtained through the members portal.

Outfitting

Security Straps	Seats should be equipped with straps to ensure security when in transit and when in operation. A straps shall be used for each independent seat. A strap should also be considered for the front hatch.	
Security Bungees	Front hatches and glove compartments should be fitted with security bungees.	
Safety Padding	Rear seats handles should be padded with a soft material such as pipe-lagging or soft rubber to protect personnel on the rescue sled.	
Wear Protection	RWCs should have the rear area of the hull, where the rescue sled meets the craft, covered with "ute liner." This will prevent all wear and damage to the craft from the rescue sled.	

LS12.5 RWC FIRST AID KIT

Date: 20th September 2016

NEW SOUTH WALES

PURPOSE

To outline the minimum requirements for a portable RWC first aid kit.

POLICY

All RWC's operating within NSW shall carry a first aid kit, consisting of the following items (as a minimum):

1	Waterproof case/bag	1	Conforming Bandage (10cm)
1	Pocket Mask (Resus)	1	Crepe Bandage (10cm)
1	Resus Face Sheild	1	Gauze Swabs (7.5cm x 7.5cm)
4	Disposable Gloves (in bag)	1	Non-adherent Dressing Pad (10cm x 7.5cm)
1	Medical Shears (Scissors)	1	Adhesive Dressing Tape (2.5cm x 5m)
1	Emergency Blanket (Space Blanket)	1	Waterproof Notepad
1	Triangular Bandage (90-100cm)	1	Pencil

PROCEDURE

The nature of RWCs and their scope of operations within SLS see them tasked to support existing patrols and also respond to remote locations where no patrols exist and/or to locations not accessible via land.

It is essential that the RWC is equipped (at a minimum) with a first aid kit that will enable it to deal with the life threatening types of medical incidents, being:

- Resuscitation
- Severe Bleeding
- Hypothermia

Accordingly, RWCs (which by nature are short of storage space) do not require the full inventory of first aid equipment as required by a standard patrol, rather they require specific pieces of equipment targeted at the above medical conditions.

Where a non life threatening injury occurs at a patrolled location, the patrol will be equipped to deal with such. Where a non life threatening injury occurs at a remote location, the RWC will be equipped to secure the patient and prevent any life threatening condition developing while awaiting assistance.

It is also essential that the storage case is of a type that will prevent water ingress, which will destroy the contents of the kit – a robust case is required to make the kit a feasible asset.

LS12.6 OVERVIEW OF ORB/JRB OPERATIONS

NEW SOUTH WALES

PURPOSE

To outline the requirements of Offshore Rescue Boats (ORBs), Jet Rescue Boats (JRBs) and Rigid Hull Inflatables (RIBs) within Surf Life Saving NSW (SLSNSW) operations.

POLICY

All ORB/JRB/RIBs must maintain the following:

- Hold a service/branch/state endorsed Lifesaving Service Agreement for each operational year.
- Must maintain a 24/7 call out capability.
- Must include the provision of roving patrols in regular patrol times.
- Service operators/crew must be active/financial members of an affiliated SLSNSW SLSC.
- Services must align and meet requirements of the relevant Branch/State constitution.
- Operations shall be run in accordance with the SLSNSW SOPS and SLSNSW endorsed training manuals.
- Service training must be in accordance with the SLSA awards structure.
- Must maintain and meet the requirements of 'survey' and NSW Maritime regulations.
- No service may seek or hold a State Rescue Board 'accreditation' without written approval from SLSNSW.
- Service must align its emergency response policies and procedures with the SLSNSW Emergency Response System (no separate arrangements with emergency services or government may be entered into without SLSNSW approval).

PROCEDURE

Overview

ORB/JRB/RIBs are specialist surf lifesaving marine rescue vessels. They play a vital part in Surf Life Saving's service delivery and emergency response system.

Currently Surf Life Saving operates 2 Jet Rescue Boats and 2 Offshore Rescue Boats Services, in NSW.

New Services

Any proposed new service and expansion of existing services must apply to SLSNSW for endorsement under the requirements set in the 'SLSNSW Guide to establishing a support operation'.

Jet Rescue Boats

Jet Rescue Boats are craft that consist of a jet propulsion system similar to that of a RWC only larger. Jet Rescue Boats have an excellent ability to operate in surf environments, with their shallow water capability, swift turning capabilities and large surf capabilities; they are an ideal vessels for many environments.

Offshore Rescue Boats

Offshore Rescue Boats have derived from the greater need of vessels to rove and respond to incidents in more of an offshore capacity than that of Inflatable Rescue Boats and RWCs. Offshore Rescue Boats are a specialised operation within Surf Life Saving and are primarily designed to support the inshore operations of RWCs and Inflatable Rescue Boats as well as distressed vessels and persons.

Due to their larger size and capacity Offshore Rescue Boats are a response unit, first aid room, floating command post and a rescue vessel all tied into one.

LS12.6 OVERVIEW OF ORB/JRB OPERATIONS

NEW SOUTH WALES

Rigid Hull Inflatables

Rigid Hull Inflatables provide a primarily inshore (outside surf zone) SAR role, with greater speed and coverage capacity than an IRB.

Design/Layout/Branding

All newly established ORB/JRB/RIB services must have approval from Surf Life Saving NSW for the design and layout of the vessel.

Branding must meet the specification of SLSA equipment branding requirements and be approved by SLSNSW.

Reference

SLSNSW Guide to establishing a support operation.

LS12.7 JRB/ORB EQUIPMENT

NEW SOUTH WALES

PURPOSE

To outline the minimum requirements for Jet Rescue Boats (JRB) used within Surf Life Saving NSW (SLSNSW) operations.

POLICY

SLSNSW requires JRBs to meet the minimum standards set out by the organisation.

PROCEDURE

The following details the minimum list for a Jet Rescue Boat in NSW:

MEDICAL

- First Aid Kit
- Oxygen Resuscitation Kit
- Stokes Litter
- Spinal Board
- Neck Braces
- Blankets
- Towels
- Space Blankets
- Body Bag

SAFETY/PPE

- All requirements as per 'survey' and NSW Maritime regulations
- Lifejackets
- Strobe Lights
- Red Parachute Flares
- Red Hand Held Flares
- Orange hand Held Smoke Flares
- EPIRB (Emergency Position Indicating Radio Beacon)
- V Sheet
- Bucket with Lanyard
- 2 Hand Held Search Lights
- Mirror
- Whistle
- Signal Flags
- Personal EPIRBs (recommended)

LINES

- Towing Lines
- Towing Bridle
- Diver Lines
- Anchor Line

LS12.7 JRB/ORB EQUIPMENT

NEW SOUTH WALES

RESCUE

- 2 Rescue Tubes
- Wetsuit (1 per crew)
- Gath Helmets (1 per crew)
- Diving Fins/Rescue Fins
- Booties
- Dive Masks and snorkels
- Divers Knife
- 2 Weight Belts
- Diver Tow Bar
- Diver Marker Buoys
- Diver Below Flag
- Dive Torch

COMMUNICATIONS

- SLS UHF Base-set Radio
- SLS UHF hand-held radio (+bag)
- 27 MHZ H.F Marine Transceiver
- Cellular Telephone
- AM/FM Radio Receiver
- P.A System incorporating Siren/Loud Hailer

NAVIGATION

- Navigational Charts for NSW Coast
- Dividers, Compass etc.
- Boat Compass
- Hand Held Compass
- GPS/Depth Sounder (Global Positioning Satellite Navigation)

GENERAL

- 2 Fenders
- Water Bottles
- Chamois
- Tool Kit

LS12.8 OVERVIEW OF AERIAL SERVICES (Surf Life Saving)

NEW SOUTH WALES

Date: 20th September 2016

PURPOSE

To outline the requirements of Surf Life Saving fixed-wing, rotary aircraft and drones conducting lifesaving operations in NSW.

POLICY

All Surf Life Saving aircraft must ensure/maintain the following:

- Hold a service/SLSNSW endorsed Lifesaving Service Agreement/Contract/MOU (operational) for each operational year.
- Should include the provision of roving patrols in regular patrol times (where able).
- Volunteer crew shall be active/financial members of an affiliated SLSNSW SLSC.
- Operations shall be run in accordance with the SLSNSW SOPS.
- Service training must be in accordance with the SLSA awards structures (excluding specialist requirements).
- No service may seek or hold a State Rescue Board 'accreditation' or be represented at any local or regional rescue or emergency management committees without written approval from SLSNSW.
- Service must align its emergency response policies and procedures with the SLSNSW Emergency Response System (no separate arrangements with emergency services or government may be entered into without SLSNSW approval).
- Must utilise endorsed SLSNSW radio frequencies and communications channels as per SLSNSW requirements.

PROCEDURE

Overview

Aerial services may provide enhanced preventative patrolling and search and rescue capacity for coastal/off-shore areas.

New Services

Any proposed new service and expansion of existing services must apply to SLSNSW for endorsement under the requirements set in the 'SLSNSW Guide to establishing a support operation'.

Non – Surf Life Saving Aerial Services

No Surf Life Saving services shall undertake joint-operating arrangements with non-SLS aerial services without the written authorisation of SLSNSW.

This includes 'private' shark patrol companies/organisations.

Design/Layout/Branding

All newly aerial services must have approval from Surf Life Saving NSW for the design and layout of the aircraft.

Branding must meet the specification of SLSA equipment branding requirements and be approved by SLSNSW.

LS12.9 HELICOPTER DEMONSTRATION REQUESTS

Date: 20th September 2016

NEW SOUTH WALES

PURPOSE

To outline the procedure for lifesaving services to request helicopter demonstrations to support training and Surf Life Saving events.

POLICY

All lifesaving services shall adhere to the formal process for requesting helicopter demonstration support for Surf Life Saving training/events.

Lifesaving services shall not directly contact/request training/demonstration support from rescue helicopter services without the authorisation of SLSNSW.

PROCEDURE

Support from rescue helicopters can add significant value to lifesaving service training, joint operations development and also other related Surf Life Saving events.

It is understood that rescue helicopters have priority obligations, are comparatively expensive to operate, have finite operational hours (before requiring servicing) and have CASA and other aircraft related obligations and regulations that they must meet.

Where appropriate and able however support from rescue helicopters can be requested and approved.

Demonstration request procedure

- Branch/club/service desiring a helicopter demonstration shall complete the 'Helicopter Demonstration Request Form' and submit to SLSNSW within 50 days of the event (with Branch endorsement).
- If the request includes landing/rescue demonstration written approval from the land manager (i.e council) must be provided with the form.
- SLSNSW shall consider the request and liaise with the request helicopter service accordingly.
- Should the request be approved and the rescue helicopter service available, a more detailed operations brief may be required and local contacts/contingencies put in place.
- Rescue helicopter services shall retain the right to cancel/postpone any planned attendance (without prior notice) should a priority tasking, weather issue or any other issue arise.

REFERENCE

Helicopter Demonstration Request Form.

LS12.10 HELICOPTER LANDING ZONE

NEW SOUTH WALES

PURPOSE

To outline the procedure for lifesaving services to secure a helicopter landing zone.

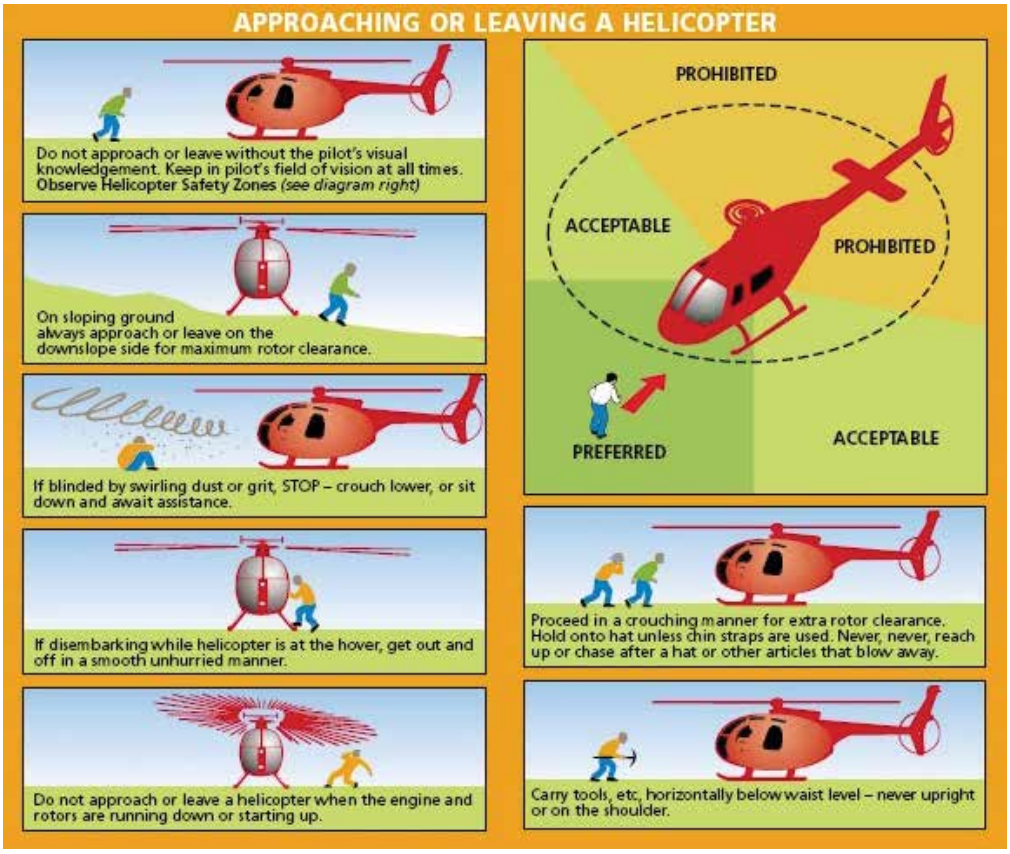
POLICY

All lifesaving personnel shall be aware of helicopter safety. The pilot will have final and ultimate decision on whether and where to land.

PROCEDURE

Approaching a helicopter

- Only approach & depart helicopter if essential and only once given "thumbs up" by the pilot or crewman
- Always approach/depart from the front (between 10-2 o'clock)
- Sloping ground may expose you to rotor blades. Be cautious on sloping ground.
- If blinded by dust, stop and sit down



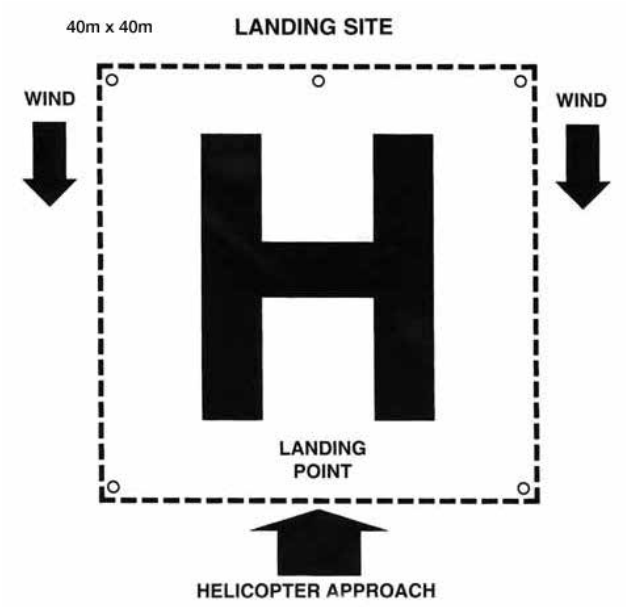
LS12.10 HELICOPTER LANDING ZONE

NEW SOUTH WALES

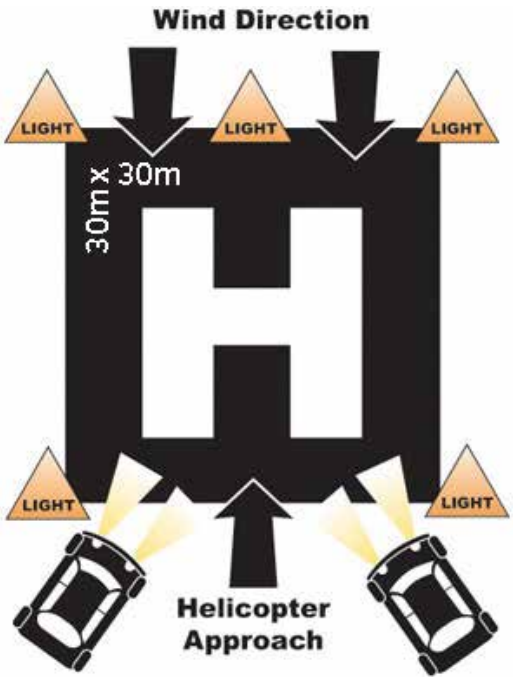
ESTABLISHING A LANDING ZONE

1. Nominate a suitable lifesaver/lifeguard to manage the Landing Zone (LZ).
2. Locate flat area of land 25m by 25m (at least).
3. Clear area of all people / animals.
4. Remove all loose objects (umbrellas, surfboards, tents etc.).
5. Ensure all access points to the LZ are manned by lifesavers (preventing public access), facing outward to view hazards.
6. Establish radio contact with helicopter on Surf Channel 1 prior to landing.
7. Be aware of debris as the helicopter lands or takes off.
8. The helicopter will land and take off into the wind (in most instances).

DAY TIME



NIGHT TIME



LS13

POST INCIDENT (RECOVERY PHASE)

SURF LIFE SAVING
NEW SOUTH WALES

LS13.1 MEDIA – CRITICAL INCIDENTS

Date: 20th September 2016

NEW SOUTH WALES

PURPOSE

To provide guidelines for consideration when dealing with the media in relation to 'critical incidents'.

POLICY

Positive interaction with media is important for the organisation. It is imperative however that those media enquiries are handled by the appropriate lifesaving personnel.

Generally critical incidents are defined by Surf Life Saving as either (or a combination) of the following:

- Incident resulting in death (including unsuccessful CPR, body recovery);
- Incident resulting in serious/major injury (shark attack/propeller strike);
- Incident whereby a member of SLS is seriously injured (requiring hospitalisation);
- Incident whereby a member of the public is injured by lifesaving personnel/equipment (requiring external medical treatment or hospitalisation).

PROCEDURE

Critical Incident Media - Procedure

1. For any 'critical incident' the SLSNSW Media Manager (or 13SURF) shall be notified as soon as practical.
2. Lifesaving personnel may disregard any media enquiries during the response phase of an incident.
3. The senior lifesaving member involved (Patrol Captain/Lifeguard Supervisor/Duty Officer) shall assume the role of media contact until advised otherwise. This person shall direct media enquiries to the State Media Manager.
4. The senior lifesaving personnel shall restrict media comment by any other lifesaving personnel.
5. The State Media Manager shall establish the facts, communicate with key personnel involved (including the Branch DOL) and establish a media plan.
6. The media plan may involve the identification and briefing of an appropriate local (club/branch) spokesperson, or may delegate the role to the State Lifesaving Manager (or other State Officer).

General Media Enquiries (non-critical)

General media enquiries (e.g. hours of operation, surf conditions, patrol activity, etc) should be treated as a positive opportunity to represent/promote the organisation.

The Patrol Captain/Lifeguard Supervisor may deal with this directly or refer the media to the Club Captain/ Branch DOL or Lifeguard Supervisor.

Note: If the enquiry is more serious or potentially negative, the matter should be referred to the Branch DOL or State Media Manager.

Presentation/Public Image

Members should ensure that they are presenting themselves in correct, full uniform at all times if staging photos or doing video interviews for the media.

Equipment and patrol setup should always be as per SOPs.

Do not be influenced to stage a photo or video which is against SOPs or might bring the organisation into disrepute.

LS13.1 MEDIA – CRITICAL INCIDENTS

NEW SOUTH WALES

Rules of Thumb:

- If you are unsure as to whether or not you should answer a question or make comment to the media, always refer it to the next level.
- Stick to the facts
  - this is what happened,
  - this is what we did,
  - this was the outcome,
  - these are the key safety messages.
- Never engage in hearsay/rumour/innuendo.
- Never appoint blame.
- There is no such thing as 'off the record.'
- You have control of what you say and how you look – don't be 'dictated to' by reporters.
- If you can't, don't want to or don't think you should answer a question – DON'T.
  State: "I am not the appropriate person to comment on that, please contact the State Media Manager.'

REFERENCE

SLSNSW Media Kit.

Duty Officer Media Check Sheet.

LS13.2 CRITICAL INCIDENT DEBRIEFING

NEW SOUTH WALES

PURPOSE

To outline relevant procedures/processes and provide consistent and structured delivery of effective Critical Incident Debriefing.

POLICY

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, and which do often involve death, serious injury and/or significant risk to lifesaving personnel. These are referred to as 'critical incidents'.

PROCEDURE

Why should a Critical Incident Debrief be undertaken?

A critical incident debrief is undertaken to ensure that:

1. Member welfare/support is optimised
2. The ability to re-establish core lifesaving services is achieved
3. Obligatory paperwork and data is recorded, collected and forwarded appropriately
4. The Surf Life Saving response is documented for future review or for legal reasons (if required)
5. Surf Life Saving is best positioned (through effective data collection) to provide drowning prevention recommendations to the Coroner and relevant local government authorities.

Who should deliver/lead Critical Incident Debrief?

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.

When/where should a Critical Incident Debrief be undertaken?

The debrief should take place as soon as possible after the incident has finished, at a location which does not require much travel e.g. the Surf Life Saving Club. The debrief should be conducted in a secure room, with no thoroughfare and isolated from any media or public interference.

Who should attend?

All SLS personnel who were involved in the incident should attend, regardless of the level of involvement. Delivery of the debrief as soon as possible is important in this respect to ensure full attendance. Any personnel not in attendance should be recorded in the debrief form and followed up by the Duty Officer.

External agency / public involvement : A joint SLS-External agency debrief can be organised following or at a later date, involving the key senior members involved (Duty Officer, Patrol Captain, Senior Lifeguard, Police Sgt etc).

LS13.2 CRITICAL INCIDENT DEBRIEFING

NEW SOUTH WALES

The critical incident process can be broken into three separate parts:

1. Operational Debrief
2. Emotive Debrief (Psychological First Aid)
3. Expert Counselling (as required post incident)

1. Operational Debrief

The Duty Officer shall lead/coordinate the Operational Debrief and record each members involvement (who was involved and in what capacity), contact details and the sequence of events - from first notification through to the end of the incident. Key actions and timings are recorded as best able within the sequence of events.

CHECKLIST FOR DUTY OFFICERS:			
Time:	Completed Form / Log:	Completed by:	Y or N
Within 48 hours of the incident	Critical Incident Debrief Log – Operational (CIDL)– Completed in full	Duty Officer	
	'Patrol Log' – completed in full, copied and attached to Critical Incident Debrief Log	Patrol, handed to Duty Officer	
	'Incident Report Log' – completed in full, copied and attached to Critical Incident Debrief Log	Patrol, handed to Duty Officer	

NOTE: ALL paperwork sent to Branch Director of Lifesaving within 48 hours after incident

2. Emotive Debrief (Psychological First Aid)

Critical incidents can have a strong emotional impact, which can overwhelm the usually effective coping skills of the individual or group. Members may experience a number of different reactions to a critical incident, all of which are completely normal. Psychological First Aid focuses on member wellbeing and coping, and will form a significant part of the Duty Officer role when dealing with critical incidents.

The Duty Officer shall lead the Emotive Debrief session and in essence the first part of it can commence (covertly) within the Operational Debrief. Specifically in the Emotive Debrief the Duty Officer will:

- Observe and record any members displaying obvious emotional trauma.
- Outline the effects that traumatic events can have on people (straight away and delayed on-set).
- Outline what support is available and how to access it (hotline, counselling sessions).
- Provide supporting information (brochures, contact information).
- Outline the process 'from here' as far as follow-up, accessing additional support etc.

LS13.2 CRITICAL INCIDENT DEBRIEFING

CHECKLIST FOR DUTY OFFICERS:			
Time:	Completed Form / Log:	Completed by:	Y or N
Within 12 hours of the incident	Names of ALL members involved sent to lifesaving@surflifesaving.com.au	Duty Officer	
	Notification of Injury Form – Workcover form handed out to each member involved and submitted to WorkCover by the member.	Filled out by members	
Completed between 48 – 72 hours of the incident	Critical Incident Debrief Log – Emotive (CIDL) – Completed in full	Duty Officer	
	Witness Statement forms (individual) – completed and attached to Critical Incident Debrief Log	Members, handed to Duty Officer	
	Photos of the scene e.g. swell, environment, signage, access points *NO photos of CPR, injury or the patient	Duty Officer	

NOTE: ALL paperwork sent to Branch Director of Lifesaving 48 – 72 hours after incident.

3. Expert Counselling– if required.

SLSNSW has a contract with a private counselling organisation. Expert counselling plays the following roles in SLS Critical Incidents:

- Provision of trauma information/brochures
- Provision of three free 24/7 counselling sessions to members once approved by SLSNSW
- Provision of psychological first aid (emotive debrief) training to Branch Duty Officers and Peer Support Officers
- Provision of group counselling sessions for significantly traumatic critical incidents

Accessing expert counselling:

Individual Counselling Session (post-incident): Members (or their parents for 18years or younger) can request an individual counselling session as they deem necessary.

REFERENCE

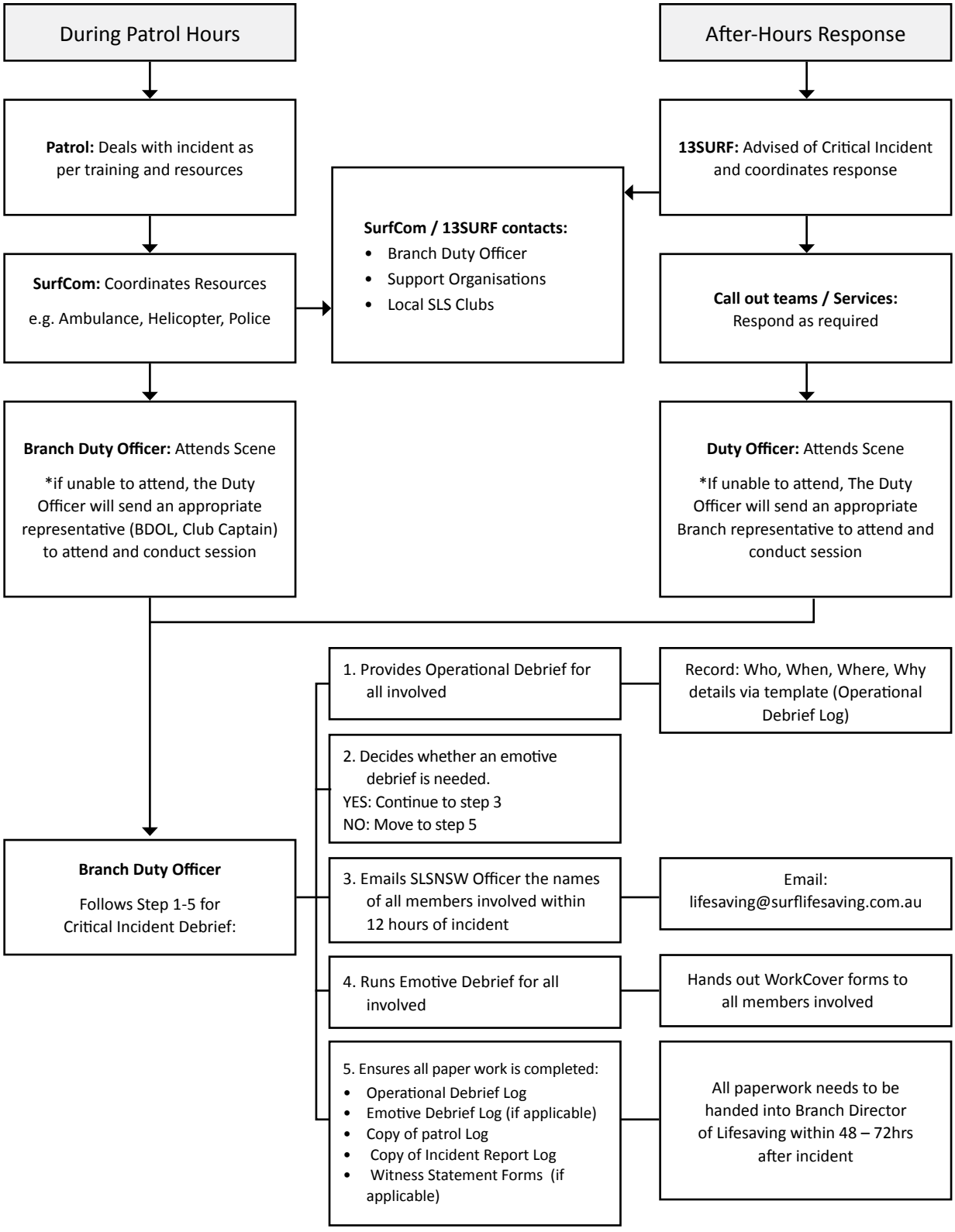
Media – Critical Incident

Emotive Debriefs (Physiological First Aid)

LS13.2 CRITICAL INCIDENT DEBRIEFING

NEW SOUTH WALES

Critical Incident Debrief Flow-Chart



LS13.2 CRITICAL INCIDENT DEBRIEFING

NEW SOUTH WALES

WHAT INCIDENTS NEED A CRITICAL INCIDENT DEBRIEF?

Surf Life Saving Critical incidents may take the form of (but not limited to):

• Incidents involving death of a patient • CPR (successful or unsuccessful) • Drowning • Failure to save a life • Shark Attack • A member of SLS is seriously injured	• Duty Officer attendance to scene - COMPULSARY • Operational & Emotive Critical Debrief conducted - COMPULSARY
• Major injury with hospitalisation • Major rescues • Severe trauma • Abuse • Aggressive Behaviour • Heart Attack • Severe asthma attacks	• Duty Officer attendance to scene - COMPULSARY • Operational debrief conducted - COMPULSARY • Emotive Critical Debrief conducted - IF requested by the Patrol or Club Captain

If the following Signs and Symptoms are evident post incident, an Emotive Debrief MUST be run:

- Sleep disturbance.
- Marked symptoms of anxiety: restlessness, irritability, anger.
- Withdrawal from others: loss of motivation.
- Increased substance use e.g. drugs or alcohol.
- Appearing like 'being in a daze' / feeling detached.
- Difficulties with concentration, attention and decision making.
- Appearing preoccupied or emotionally 'flat' or fatigued.

LS13.3 EMOTIVE DEBRIEFS (PSYCHOLOGICAL FIRST AID)

NEW SOUTH WALES

Date: 20th September 2016

PURPOSE

To outline the process for 'emotive debriefs' following a critical incident.

POLICY

An emotive debrief should be conducted after any critical incident has occurred as part of the overall Critical Incident Debrief process. Emotive debriefs are conducted to ensure members welfare is optimised and the ability to re-establish core lifesaving services is achieved.

PROCEDURE:

Critical incidents can have a strong emotional impact, which can overwhelm the usually effective coping skills of the individual or group. Members may experience a number of different reactions to a critical incident, all of which are completely normal. Duty Officers, Club Members and families play an important role in ensuring that the Member Counselling Service is used effectively. Recognising the early warning signs of a member experiencing on-going reactions and knowing how to refer that member to the Member Counselling Service is a very important role.

The Duty Officer shall lead the emotive debrief session (in essence the first part can commence (covertly) within the operational debrief), specifically in the emotive debrief the Duty Officer will:

- Observe and record any members displaying obvious emotional trauma;
- Outline the effects that traumatic events can have on people (immediate/delayed on-set);
- Outline what support is available and how to access it (hotline, counselling sessions);
- Provide supporting information (brochures, contact information);
- Outline the process 'from here' as far as follow-up, accessing additional support etc;
- Ensure all members directly involved complete the WorkCover 'notification of injury form.'

When to seek professional counselling?

Following a traumatic event it's common and normal for the member to experience a range of emotions, including numbness, fear, anxiety, guilt, sadness, anger and regret. These acute reactions generally subside over time as the members involved process the experience and come to terms with the event.

Following an incident SLSNSW has a contract with a private counselling organisation. Expert counselling plays the following roles in SLS Critical Incidents:

- Provision of trauma information/brochures
- Provision of three free 24/7 counselling sessions to members once approved by SLSNSW
- Provision of psychological first aid (emotive debrief) training to Branch Duty Officers and Peer Support Officers
- Provision of group counselling sessions for significantly traumatic critical incidents

Once telephone counselling has been completed and WorkCover forms have been submitted, WorkCover will get involved and assign a case worker to the member. Seeking confidential professional counselling will offer the member the opportunity to talk about and process their experience, understand reactions and assist with the recovery process. The WorkCover counsellor will work with the member to assist with healthy coping behaviours to manage and reduce any distressing reactions and/or negative impact.

LS13.3 EMOTIVE DEBRIEFS (PSYCHOLOGICAL FIRST AID)

Confidentiality

Expert counselling and WorkCover are confidential from the moment you call in. No information from sessions with the counsellor can be disclosed. The WorkCover notification form is the only form of disclosure you will need to make.

Follow Up Welfare Check

As the symptoms of trauma on members can present themselves some time after the incident, It is important that the Branch Duty Officer involved, Branch Director of Lifesaving, Club Captain and Club President communicate post-incident to discuss the event and the need to ensure that the members involved are monitored and provided ongoing support (if required).

REFERENCE:

Critical Incident Debrief

Critical Incident Debrief Pack

LS14

SOPS INDEX

SURF LIFE SAVING
NEW SOUTH WALES

LS14.1 INDEX

Section: LS14 Appendices

Page: 1 of 6

Date: 20th September 2016

NEW SOUTH WALES

LS14.1 INDEX

LS14.1 INDEX

LS14.1 INDEX

LS14.1 INDEX

NEW SOUTH WALES

LS15

SLSA REFERENCES

SURF LIFE SAVING
NEW SOUTH WALES

LS15 SLSA POLICIES

NEW SOUTH WALES

PURPOSE

To outline the requirements of Surf Life Saving NSW (SLSNSW) to adhere to the minimum standards set out by Surf Life Saving Australia (SLSA).

POLICY

SLSA have a number of universal policies which apply to all entities associated with SLSA. SLSNSW, as an affiliated body, is bound to comply with such policies.

PROCEDURE

SLSA policies are combined with the SLSA Constitution and Regulations to form our National Policy Framework. Policies are periodically reviewed by the relevant National Boards and changes are implemented accordingly.

All personnel within SLSNSW must be aware of their obligation to comply with the policies of SLSA. The master copy of these policies can be found on the SLSA Website www.sls.com.au and some of these policies are listed below:

1.1 WATER SAFETY
1.10 SHARK SAFETY POLICY
1.11 CROCODILE SAFETY
1.14 SHARPS
1.15 PEER GROUP SUPPORT
1.16 TSUNAMI POLICY
1.02 USE OF SLSA EQUIPMENT
1.03 BODY RETRIEVAL
1.04 OFF-DUTY AMBULANCE OFFICERS ON SLSA RESCUE CRAFT
1.05 PATROL UNIFORMS
1.06 NEW & MODIFIED EQUIPMENT
2.01 SUN SAFETY
2.03 OCCUPATIONAL HEALTH & SAFETY
2.04 REHABILITATION AND RETURN TO DUTIES
3.03 PREGNANCY & THE SURF LIFESAVER - COMPETITION & PATROLS
3.06 SEIZURES AND EPILEPSY
3.07 DEFIBRILLATION
3.09 ASTHMA
3.12 PAIN MANAGEMENT
5.01 SPORTS BETTING, RESULT FIXING AND CORRUPTION
5.02 ANTI-DOPING POLICY
5.04 PROFICIENCY & PATROL HOUR REQUIREMENTS – COMPETITION ELIGIBILITY
5.05 SELECTION POLICY
5.07 DESIGN AND MANUFACTURE OF SURF BOATS
5.08 COMPETITION SPONSORSHIP

5.09 MASTERS COMPETITION
5.10 TRANSGENDER/TRANS-SEXUAL ATHLETE
6.01 INTELLECTUAL PROPERTY
6.02 PRIVACY
6.03 LIMITING AND PERMANENT DISABILITY
6.05 MEMBER PROTECTION
6.06 GRIEVANCE PROCEDURE
6.07 ARCHIVES AND MUSEUM
6.08 GOVERNANCE
6.09 RISK MANAGEMENT
6.10 AUSTRALIAN REPRESENTATIVE RECOGNITION POLICY
6.11 ECOSURF
6.14 IT ELECTRONIC ACCEPTANCES
6.15 YOUTH POLICY
6.16 DEALING WITH POLICE INVESTIGATIONS
6.17 CORONIAL INQUESTS
6.18 CHANGE MANAGEMENT
6.19 SLSA IT TERMS OF USE
6.20 USE OF SOCIAL MEDIA
6.21 SLSA PHOTOGRAPHY POLICY
6.22 INCLUSIVE ORGANISATION POLICY
6.23 ILLICIT DRUGS IN SPORT
6.24 COMPETITIVE RIGHTS AND TRANSFERS
6.25 NON-POLITICAL AND NON-SECTARIAN
6.26 VISITS AND TOURS

REFERENCE

SLSA Members Portal

LS16

GLOSSARY OF TERMS

SURF LIFE SAVING
NEW SOUTH WALES

LS16 GLOSSARY

NEW SOUTH WALES

Acronym	Surf Life Saving Definition	Surf Life Saving Reference
SOP	Standard Operating Procedures	Resources Manuals and Documents
POM	Patrol Operations Manual	
DO	Duty Officer	Personnel
DOO	Duty Operation Officer	
SDO	State Duty Officer	
DOL	Director of Lifesaving	
IRB	Inflatable Rescue Boat	Power Craft
RWC	Rescue Water Craft	
ORB	Off Shore Rescue Boat	
JRB	Jet Rescue Boat	
ATV	All-Terrain Vehicle	
MAC	Marine Area Command (Police)	External Agencies and Assets
MACSAR	Marine Area Command Search and Rescue (Police)	
NSWPF	NSW Police Force	
VKG	Police Radio Command Centre	
POLAIR	Police Helicopter	
MRNSW	Marine Rescue NSW	
ANSW	Ambulance NSW	
RMS	Roads and Maritime Services	
SES	State Emergency Service	
RFS	Rural Fire Service	
FRNSW	Fire and Rescue NSW	
BOM	Bureau of Meteorology	
DPI	Department of Primary Industries	
SLSA	Surf Life Saving Australia PTY LTD	Internal Services
SOC	State Operation Centre	
SLSNSW	Surf Life Saving New South Wales PTY LTD	
ALS	Australian Lifeguard Service PTY LTD	
ESS	Event Safety Services	
SAREX	Search and Rescue Exercise	Miscellaneous Terminology
ERB	Emergency Response Beacon	
POI	Person Of Interest	
POB	Person On Board	
PFD	Personal Floatation Device (Lifejacket)	
SERS	Surf Emergency Response System (13 SURF)	
ANI	Automatic Number Identification (Radio Network)	

LS16 GLOSSARY

NEW SOUTH WALES

Surf Life Saving NSW Assets and Support Operations (Code names, definitions and locations)

Acronym	Definition	Location
LS21	Lifesaver 21 Rescue Helicopter	Sydney Base
LS23	Lifesaver 23 Rescue Helicopter	Moruya Base
SR30	Surf Rescue 30 Off Shore Rescue Boat	Sydney
SR40	Surf Rescue 40 Jet Rescue Boat	Ballina
SR50	Surf Rescue 50 Off Shore Rescue Boat	Kiama
SurfCom	Surf Live Saving Command Centre	Primary: Belrose Secondary: Collaroy

Branch Regions

Acronym	Branch Names	Associated Clubs
SLSFNC	Far North Coast Branch	10 Clubs
SLSNC	North Coast Branch	8 Clubs
SLSMNC	Mid North Coast Branch	8 Clubs
SLSLNC	Lower North Coast Branch	6 Clubs
SLSHUN	Hunter Branch	13 Clubs
SLSCC	Central Coast Branch	15 Clubs
SLSSNB	Sydney Northern Beaches Branch	21 Clubs
SLSSYD	Sydney Branch	15 Clubs
SLSILL	Illawarra Branch	17 Clubs
SLSSC	South Coast Branch	9 Clubs
SLSFSC	Far South Coast Branch	7 Clubs
11 Branches	129 Clubs	

Surf Life Saving New South Wales
3 Narabang Way, Belrose NSW 2085 Australia
PO Box 307, Belrose NSW 2085 Australia
Ph: +61 (02) 9471 8000 | Fax: +61 (02) 9471 8001
Web: surflifesaving.com.au | Email: experts@surflifesaving.com.au
ABN 93 827 748 379 | Fundraising Authority No. CFN11033