



SURF LIFE SAVING  
**NEW SOUTH WALES**



**Cooks Hill SLSC**

**Patrol Operations Manual 2017 / 18**



# COOKS HILL PATROL OPERATIONS MANUAL

2017 – 2018 SEASON

8<sup>th</sup> August 2017, rev 1.0

<b>1</b>	<b>Communication</b>	<b>4</b>
1.1	Surf Life Saving & Emergency Services	4
1.2	Club Callout Team	6
1.3	Club Radio Procedures	7
<b>2</b>	<b>Hazard/Risk Management</b>	<b>8</b>
2.1	Hazard/Risk Map	8
2.2	Hazard/Risk Management Plan	9
2.3	Northern Emergency Response Area	11
2.4	Southern Emergency Response Area	11
<b>3</b>	<b>Beach Management</b>	<b>11</b>
3.1	Minimum Patrol Requirements	11
3.1.1	Personnel	11
3.1.2	Equipment	11
3.2	Patrol Types	12
3.2.1	Base Patrol	12
3.2.2	Satellite Patrol	13
3.2.3	Outpost Patrol	13
3.2.4	Beach Closed Patrol	14
3.3	Daily Patrol Procedures	14
3.3.1	Start of patrol	14
3.3.2	End of patrol	15
3.3.3	Equipment Location	15
3.4	Nippers/Water Safety	15
3.5	Club Rules	16
3.6	Local Government By-Laws	16
3.7	Patrol Breaches	16
3.7.1	Breach Identification	16
3.7.2	Breach Levels	17
3.7.3	Breach Penalties	17
<b>4</b>	<b>Emergency Operations Plans</b>	<b>18</b>
4.1	Emergency Beach Closure	18
4.2	Emergency Beach Closure Procedure	18
4.3	Closure Periods	19
4.4	Tsunami Plan	19



# COOKS HILL PATROL OPERATIONS MANUAL

**2017 – 2018 SEASON**

8<sup>th</sup> August 2017, rev 1.0

---

4.4.1	Notification	19
4.4.2	Key Equipment	20
4.4.3	Marine Threat Response	20
4.4.4	Land Threat Response	20
4.5	Coastal Flooding Plan	21
4.5.1	Coastal Flooding Response	21
4.6	Emergency Rally Point	22
4.7	Helicopter Landing Zone	22
5	Standard Operating Procedures	24
5.1	Surf Lifesaving NSW	24
5.2	Cooks Hill Procedures & Policies (refer Appendix A)	25
Appendix A		26
Contents		26



# COOKS HILL PATROL OPERATIONS MANUAL

2017 – 2018 SEASON

8<sup>th</sup> August 2017, rev 1.0

## 1 Communication

### 1.1 Surf Life Saving & Emergency Services

SurfCom				
Service	Phone	Email		
State Operations Centre (Branches covered); <ul style="list-style-type: none"><li>• Far North Coast</li><li>• North Coast</li><li>• Mid North Coast</li><li>• Lower North Coast</li><li>• Hunter</li><li>• Central Coast</li><li>• Sydney</li></ul>	02 9471 8092	<a href="mailto:soc@surflifesaving.com.au">soc@surflifesaving.com.au</a>		
SurfCom (Fisherman’s Beach - Branches covered); <ul style="list-style-type: none"><li>• Sydney Northern Beaches</li><li>• Illawarra</li><li>• South Coast</li><li>• Far South Coast</li></ul>	02 9982 5666	<a href="mailto:surfcom@surflifesaving.net.au">surfcom@surflifesaving.net.au</a>		
Emergency services such as Police, Ambulance, Fire, Helicopters, Roads and Maritime Services, Marine Rescue, National Parks and Wildlife Services and the NSW Department of Fisheries should be requested via SurfCom				
Surrounding Surf Life Saving Assets				
Club/Service	Contact	Distance (km)	Response Time (mins)	
			Water	Land
SURFCOM	Surf Radio: Ch 3 Call-sign: ‘SURFCOM’	NA	NA	NA
Cooks Hill SLSC	Ph: (02) 4925 2828 Physical Address: Memorial Drive, Merewether	NA	NA	NA
Cooks Hill mobile	Call sign – “Cooks Hill mobile” on Ch 3 (then change to Ch 2)	NA	NA	NA
Dixon Park SLSC	Ph (02) 4926 2422 Dixon Park Surf Club Ocean St, Merewether NSW 2291 Call sign – “Dixon Park Patrol” on Ch 3 (then change to Ch 2)	1.1km		2
Merewether SLSC	(02) 4963 7972 Merewether SLSC, John Parade, Merewether NSW 2291 Call sign – “Merewether Patrol” on Ch 3 (then change to Ch 2)	1.6km		3
Newcastle SLSC	(02) 4926 4176 Newcastle SLSC, Shortland Esp, Newcastle NSW 2300 Call sign – “Newcastle Patrol” on Ch 3 (then change to Ch 2)	2.4km		5
Branch Duty Officer	0419 965 570	N/A	N/A	N/A
Duty Officer	Call sign – “Hunter 10” on Ch 3	N/A	N/A	N/A





# COOKS HILL PATROL OPERATIONS MANUAL

2017 – 2018 SEASON

8<sup>th</sup> August 2017, rev 1.0

(in command)				
Duty Officer 2 (additional)	Call sign – “Hunter 11” on Ch 3	N/A	N/A	N/A
Duty Officer 3 (additional)	Call sign – “Hunter 12” on Ch 3	N/A	N/A	N/A
Branch RWC Service	Via SurfCom: Ch 3 Direct: Ch 3 “Call-sign _____”	N/A	N/A	N/A
Ambulance	Via SurfCom Ch 3 ( <b>Must contact thru SurfCom where possible, do not go direct</b> ) Ph 131233 75 Denison St, Hamilton NSW 2303	2.5km	NA	5 mins
Fire	Via SurfCom Ch 3 ( <b>Must contact thru SurfCom where possible, do not go direct</b> ) (02) 4927 2500 or 133473 44 Union St, Newcastle W NSW 2300	1.9km	NA	4 mins
Rescue Helicopter (Westpac)	Surf Radio: Ch 1 Call-sign “Westpac 2/Westpac 3”	N/A	N/A	N/A
Police	Via SurfCom Ch 3 ( <b>Must contact thru SurfCom where possible, do not go direct</b> ) Ph (02) 4929 0999 Church St (cnr Watt St), Newcastle NSW 2300	2.2 km	NA	4 mins
Council Lifeguard	Service Same Beach– Ch 2 Via SurfCom Ch 3	N/A	N/A	N/A

## Other Stakeholders

Assure Programs (Counseling)	1800 808 374	NSW Poisons Info	131 126
Wildlife Rescue Service	0418 628 483	Marine Rescue Newcastle	(02) 4927 8237
Council Rangers	(02) 4974 2000	Hunter Animal Watch	(02) 4961 6133

## Cooks Hill Lifesaving & Surf Club Management Committee Officers

Club Position	Name	Mobile Phone
President & Chairman of the Board	Richard Hermens	0414 643 618
Director of Facilities & Infrastructure	Angus McConnel	0412 644486
Director of Administration (Secretary)	Adrian Miles	0402 099 574
Director of Finance (Treasurer)	Trudy Smith	0429 773 231
Director Of Lifesaving (Club Captain)	Mark Doherty	0417 730 195
Director of Education (Chief Training Officer)	Ros Sklavos	0418 690 896
Director of Junior Activities	Drew Miller	0409 395 470
Director of Surf Sports	Monique Williams	0405 504 213
Director of Member Services	John Mayo	0418 230 506



# COOKS HILL PATROL OPERATIONS MANUAL

**2017 – 2018 SEASON**

8<sup>th</sup> August 2017, rev 1.0

## 1.2 Club Callout Team

Each Club should have an 'Emergency Callout Team' that can respond to incidents within the 'Emergency Response Area' as outlined in the Lifesaving Service Agreement. Members of the 'Emergency Callout Team' are to be appointed by the Club Captain and a list of active members maintained via SurfGuard.

To maximise emergency response effectiveness and personnel safety, clubs should maintain the following equipment/logistical preparedness;

- 2 x rescue tubes (with fins)
- 2 x rescue boards
- IRB (with trailer and full fuel bladder)
- 1 x defibrillator
- 1 x oxy resuscitation kit
- 1 x first aid kit
- 1 x spinal board (with spinal collars)
- 2 x handheld radios in waterproof bags
- Personal telephone numbers contactable 24 hours with contacts (updated in SurfGuard)

Name	Club Key	IRB Driver	IRB Crew	SMAR	Mobile #
Jessica Arnold	Y		Y		0428 222 645
Alicia Breasley	Y		Y	Y	0431 830 851
Mark Breasley	Y	Y	Y		0424 192 928
Ian Bryson	Y	Y	Y		0431 396 731
Jason Darney	Y	Y	Y		0408 214 753
Lloyd Davies	Y	Y	Y		0425 232 930
Mark Doherty	Y	Y	Y		0417 730 195
Julie Farmer	Y	Y	Y		0400 387 020
Csaba Felkai	Y		Y	Y	0435 075 312
Phil Garroway	Y	Y	Y		0429 584 189
Malcolm Kelly	Y	Y	Y	Y	0432 092 041
Steve Kelly	Y	Y	Y	Y	0422 873 311
Chelsea Lewis	Y		Y		0438 291 664
John Manning	Y	Y	Y		0419 127 742
John Mayo	Y	Y	Y		0418 230 506
Clayton McSeveney	Y	Y	Y		0429 785 811
Michael Rae	Y	Y	Y		0401 495 495
Lauren Redriff	Y		Y	Y	0431 336 692
John Silva	Y	Y	Y		0430 532 416
Ros Sklavos	Y		Y	Y	0418 690 896
Mark Smith	Y	Y	Y		0427 773 231



# COOKS HILL PATROL OPERATIONS MANUAL

## 2017 – 2018 SEASON

8<sup>th</sup> August 2017, rev 1.0

### 1.3 *Club Radio Procedures*

# CLUB RADIO PROCEDURES



## SIGNING ON/OFF WITH SURFCOM

### SIGN-ON

#### SurfCom Contacts Clubs Services (North to South)

- Beach Status (closed + reason for beach closure)
- Number of Bronze members
- IRB Status (Operational/Non Operational)

### CHANGE OVER

#### Clubs Contact SurfCom

- Beach Status (closed + reason for beach closure)
- Number of Bronze members
- IRB Status (Operational/Non Operational)

### SIGN-OFF

#### SurfCom Contacts Clubs Services (North to South)

- Extension of Patrol Hours: Notify SurfCom 15 minutes prior to scheduled finish time and advised finish time
- Number of Rescues (total for whole day)



## RADIO CHANNELS

#### Channel 1

- Emergency Working Channel (line of sight only)  
Used during major incidents where Duty Officers, RWCs, Helicopters are involved.

#### Channel 2

- Patrol Channel (line of sight only)  
Used for everyday internal patrol communications (e.g. IRB, roving patrol, ATV)

#### Channel 3

- Primary Repeater Channel  
Used for all communications with SurfCom and other SLS assets/clubs



# COOKS HILL PATROL OPERATIONS MANUAL

2017 – 2018 SEASON

8<sup>th</sup> August 2017, rev 1.0

## 2 Hazard/Risk Management

### 2.1 Hazard/Risk Map







# COOKS HILL PATROL OPERATIONS MANUAL

2017 – 2018 SEASON

8<sup>th</sup> August 2017, rev 1.0

## 2.2 Hazard/Risk Management Plan

Hazard/Risk	Location (Grid Ref)	Management Plan
Rip Currents & Holes - Persons caught in rips Particularly at unpatrolled parts of beach	H9 to D14	Identify rips - position flags appropriately Lifesaver at water's edge (flag duty) whenever people swimming Position safety signage in front of rips/key access ways Constant surveillance of flagged area Constant surveillance of adjacent areas with binoculars Regular roving patrols (Nth and Sth) – at least 2 patrol members plus radio and a rescue tube Preventative actions as required <b>Equipment:</b> Tube, fins, radio, binoculars, PA, dangerous current warning signs <b>Response:</b> immediate preventative intervention, IRB inshore rescue if necessary
Heavy Shore Dump - Spinal Injuries / Dislocations	H9 to D14	Position safety signage warning of dumping surf. 'Spinal' qualified lifesaver on every patrol Regularly drill spinal scenarios <b>Equipment:</b> Backboard and stiff-neck collars in patrol room, shore dump or submerged object warning signs <b>Response:</b> preventative interventions, patient immobilisation in the water
Submerged rocks - Spinal Injuries / Dislocations	H8	Position safety signage warning of submerged objects. 'Spinal' qualified lifesaver on every patrol Regularly drill spinal scenarios <b>Equipment:</b> Backboard and stiff-neck collars in patrol room, shore dump or submerged object warning signs <b>Response:</b> preventative interventions, patient immobilisation in the water
Blue Bottles - Injury to public (minor) Anaphylactic reaction to sting (serious)	H9 to D14	Erect warning signage if significant numbers of blue bottles seen in the surf zone Provide access to hot showers for any persons stung (for children ensure parents accompany them) Provide ice to persons leaving beach if stung Assess history of allergic reactions to bee stings etc Assess any patients significantly stung and/or stung around the chest, neck, face/head Monitor breathing and level of consciousness <b>Equipment:</b> hot running water (shower), ice or ice packs, PA, marine stinger warning signs <b>Response:</b> Request ambulance support from SurfCom for any breathing difficulties / lowered level of consciousness.



# COOKS HILL PATROL OPERATIONS MANUAL

2017 – 2018 SEASON

8<sup>th</sup> August 2017, rev 1.0

Sharks - Public Panic Injury to swimmers (low risk)	H9 to D14	Launch IRB and patrol immediate area as well as upscale water surveillance via binoculars until confident shark has left the area, before reopening <b>Equipment:</b> IRB, emergency evacuation alarm <b>Response:</b> Evacuate water, close swimming area Notify SurfCom
Kite Surfers - Stranded offshore Tangled in surf zone Risk to swimmers in flags Risk to persons on beach (from kite)	F11 to D14	Maintain surveillance of offshore waters (with binoculars) Maintain surveillance of adjacent surf zone Launch IRB and/or request RWC assistance to warn kite surfers to stay clear of flags Warn on-beach kite-surfers to avoid high use beach areas Evacuate water of swimmers/board riders should a kite become stuck in the surf zone (tangle hazard) <b>Equipment:</b> IRB / RWC, Binoculars, PA <b>Response:</b> Launch IRB Approach from upwind (avoid ropes) Have kite-surfer discard any/all ropes/lines prior to approach
Jump Rock – rock jump into shallow water and difficult exit from water	K4	Monitor area from base patrol with binoculars Roving patrol to area every 30min to 60min <b>Equipment:</b> Tube, Radio, Binoculars <b>Response:</b> IRB or tube rescue from rocks
Surfers in Flags - Injury to swimmers	G10	Ensure 'no-surfcraft' flags/signs erected Provide warning via public address (PA) to move away from flagged area Evacuate and move flagged area if necessary Notify SurfCom <b>Equipment:</b> IRB, Binoculars, PA <b>Response:</b> Launch IRB
Jump from cliff - fatality	L5 to J8	Monitor area from base patrol with binoculars. 'Spinal' qualified lifesaver on every patrol Regularly drill spinal scenarios Roving patrol to area every 60min <b>Equipment:</b> Tube, Radio, Binoculars, spinal board and collars <b>Response:</b> Foot patrol, secure area, provide support to emergency services



### 2.3 Northern Emergency Response Area

Area	H9 to K5 (Susan Gilmore)
Equipment	Rescue tubes, resuscitation unit, FA unit, spinal board and collars
Response	Foot
Response Time (water - IRB)	1 min
Access (boat ramps etc)	Nil

### 2.4 Southern Emergency Response Area

Area	G11 to D14 (The Cliff or South Bar)
Equipment	Rescue tubes, rescue boards, resuscitation unit, FA unit, spinal board and collars
Response	Foot and IRB
Response Time (water - IRB)	1 min
Access (boat ramps etc)	Dixon Park (500m south)

## 3 Beach Management

### 3.1 Minimum Patrol Requirements

#### 3.1.1 Personnel

A patrol is to consist of a minimum of three (3) personnel, with the below qualifications held amongst the three (3) members;

- 3 x bronze medallion
- 1 x Advanced Resuscitation Techniques Certificate (ARTC)
- 1 x IRB driver
- 1 x IRB crew
- 1 x Basic Beach Management (held by Patrol Captain)

#### 3.1.2 Equipment

A patrol is to set up their beach with items of equipment, as a minimum;

- IRB (with trailer)
- Rescue craft access signs (where an IRB/RWC is launched from)
- 3 x handheld radios in waterproof bags
- 2 x 'swimming not advised' (or 'beach closed') mobile signs
- Patrol information board
- Tower or shade (tent)
- 2 x rescue boards
- 3 x rescue tubes
- 1 x defibrillator
- 1 x oxy resuscitation kit
- 1 x first aid kit
- 1 x spinal board (with spinal collars)
- 1 x binoculars



# COOKS HILL PATROL OPERATIONS MANUAL

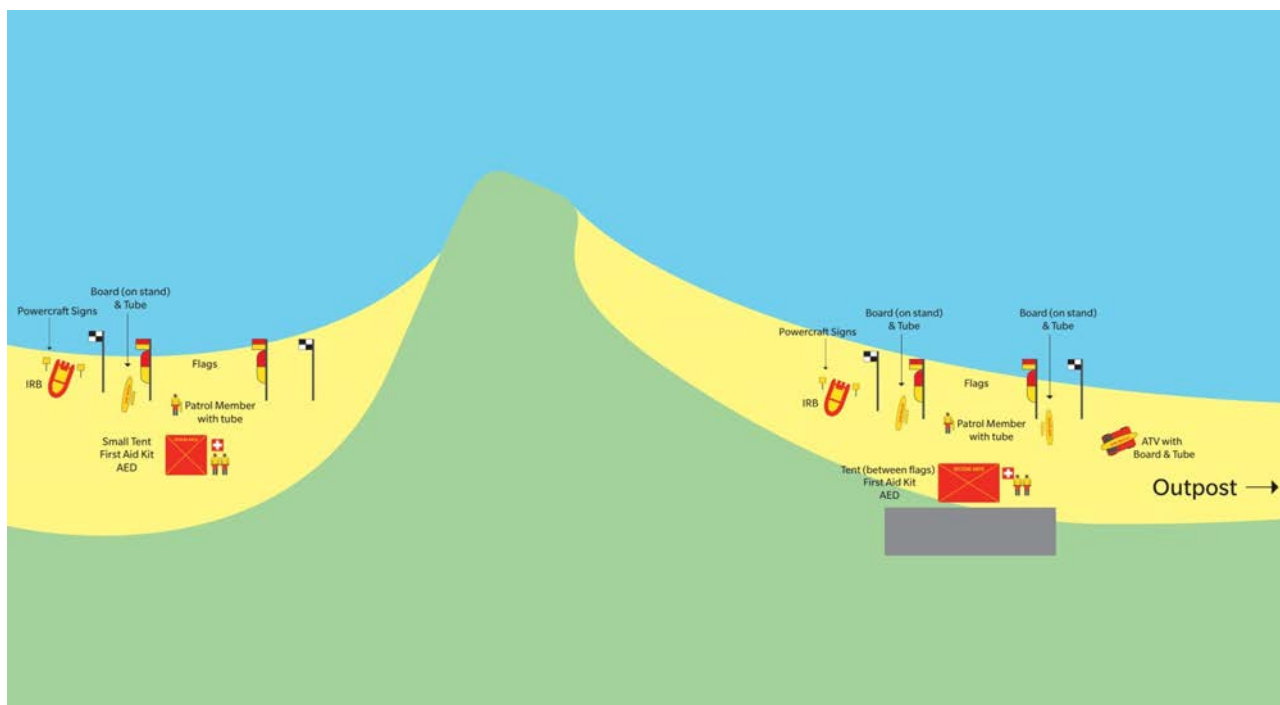
2017 – 2018 SEASON

8<sup>th</sup> August 2017, rev 1.0

- Set of red and yellow feathered patrol flags
- Set of black and white chequered surfcraft boundary flags

## 3.2 Patrol Types

For detailed descriptions of the various patrol types that can be conducted, please refer to the Standard Operating Procedures, **LS4.3 Club Patrol Types**.

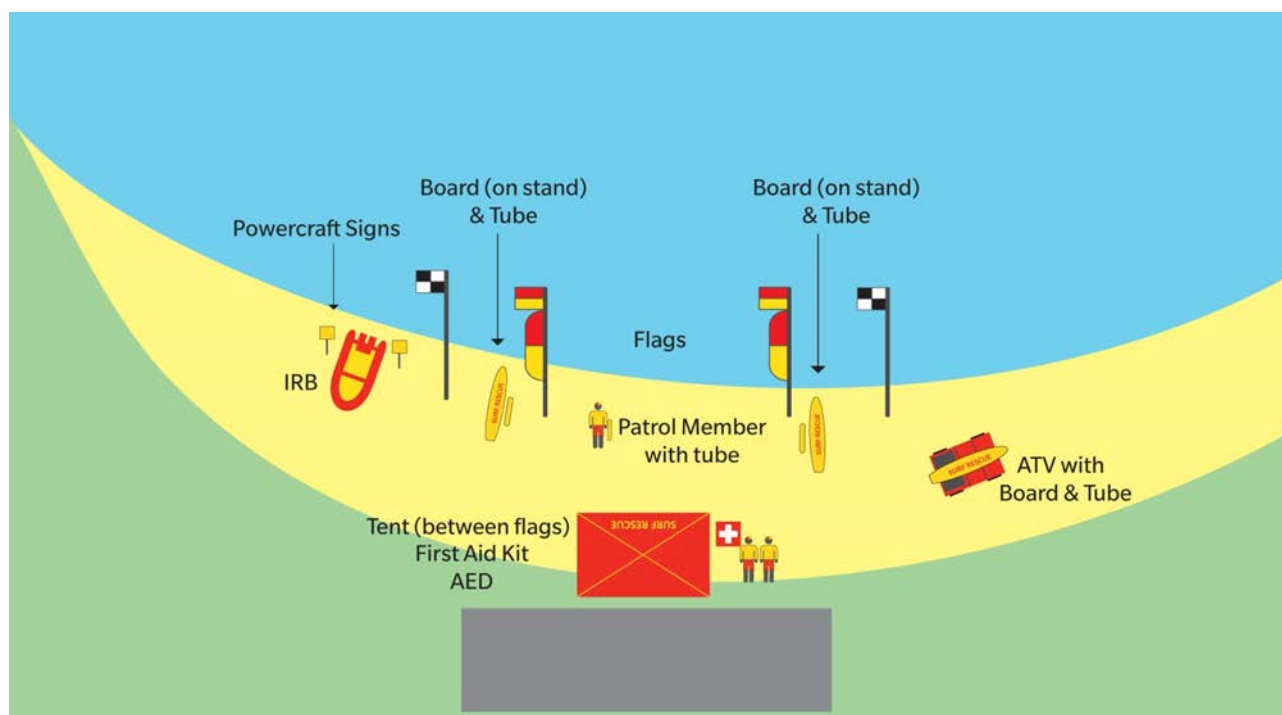


### 3.2.1 Base Patrol

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'.

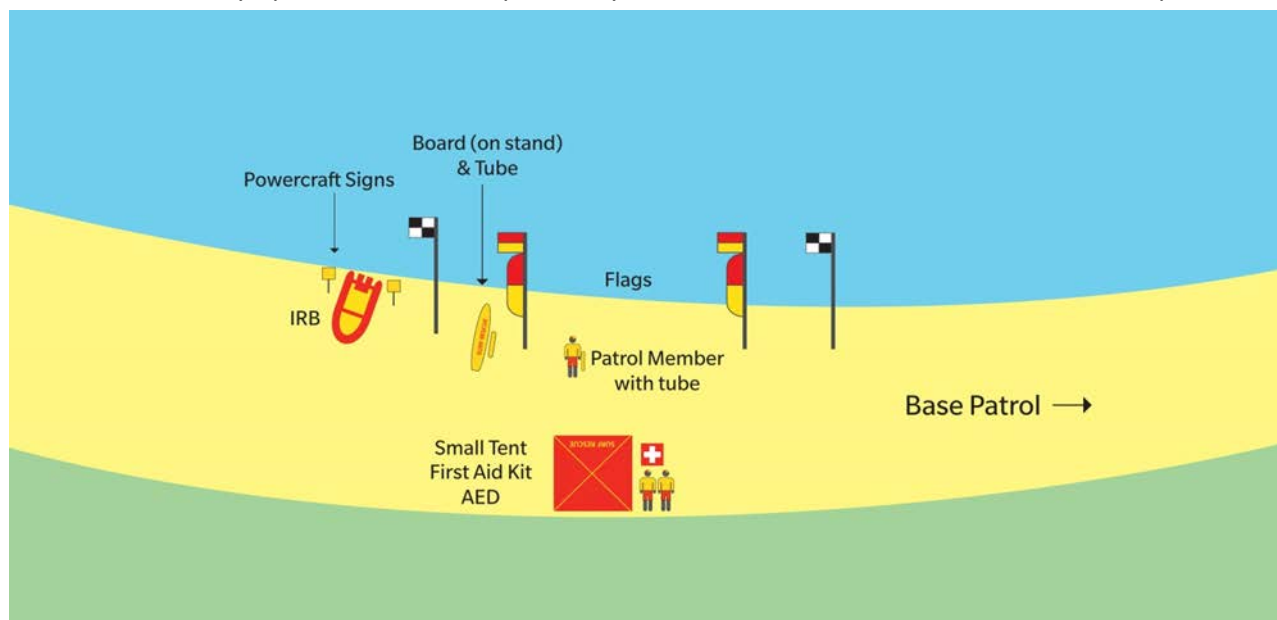
A Base Patrol may be supported by multiple Sub Patrols to effectively manage the beach operations as identified in the services Patrol Operations Manual.





### 3.2.2 Satellite Patrol

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.



### 3.2.3 Outpost Patrol

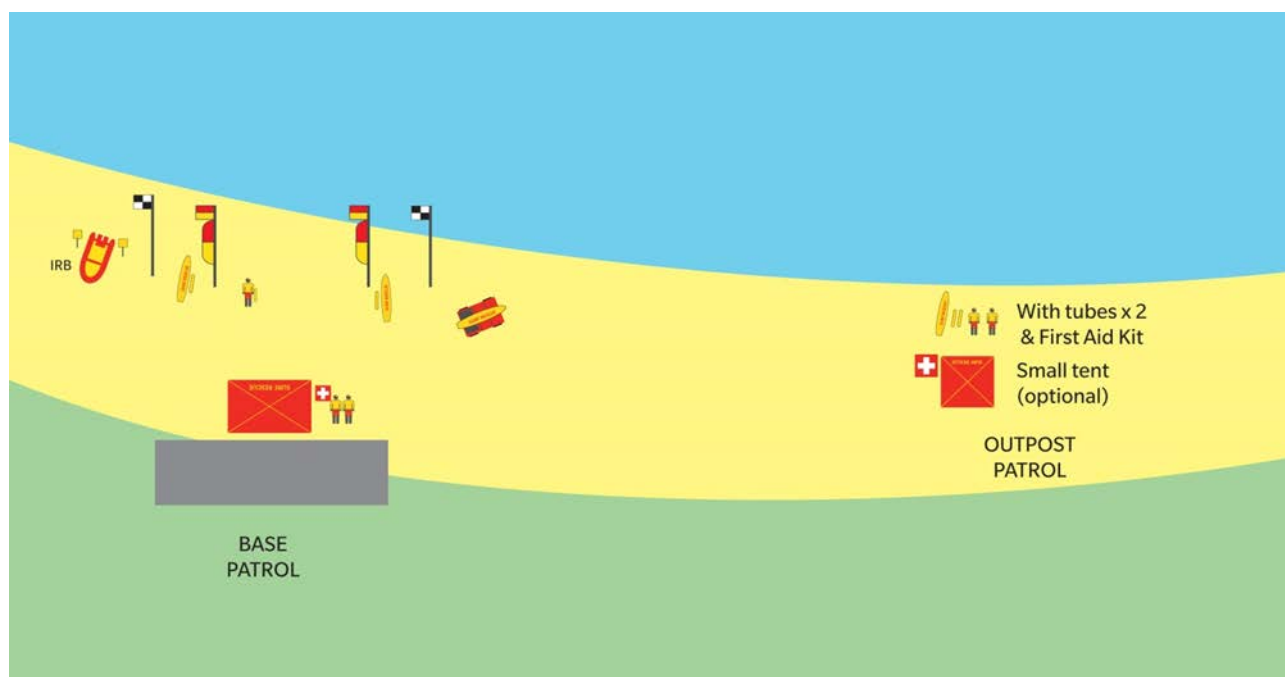
An Outpost Patrol is established at other areas of coastline. This sub patrol type has no patrol flags, and operates as an extension of the Base Patrol, as defined within the services' Patrol Operations Manual to provide surveillance at an area of high risk.



# COOKS HILL PATROL OPERATIONS MANUAL

2017 – 2018 SEASON

8<sup>th</sup> August 2017, rev 1.0



## 3.2.4 Beach Closed Patrol

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.

## 3.3 Daily Patrol Procedures

Add/remove items to the below lists as required.

### 3.3.1 Start of patrol

1. All members arrive at least 15min prior to start of patrol
2. Minimum standards assessed (numbers, qualifications, gear)
3. Equipment should be checked and positioned for patrol
4. Flagged area established
5. IRB area set-up & tested
6. IRB on the beach
7. Powercraft log start-up checks completed
8. Patrol log completed
9. Patrol signed on with SurfCom morning patrol only – Surfcom to contact club)
10. 'Patrol Briefing' conducted by Patrol Captain, discussing;
  - Uniform standards
  - Member roles/responsibilities
  - Rotation schedule/positioning
  - Radio use (channels/call-signs)
  - Expected weather/surf conditions
  - Expected hazards and management
  - Induction/introduction of any new members



# COOKS HILL PATROL OPERATIONS MANUAL

## 2017 – 2018 SEASON

8<sup>th</sup> August 2017, rev 1.0

### 3.3.2 End of patrol

11. Scanning/surveillance of beach maintain by at least one lifesaver during 'pack-up'
12. Rescue equipment (radio, tube, board, IRB) to remain at 'rescue ready' status during 'pack up'
13. Patrol log, Incident log and Powercraft log completed
14. Patrol signed off with SurfCom
15. All equipment cleaned and stored appropriately
16. Radio's placed on charge
17. Any supply requirements or equipment damage reported to relevant club officer
  - FA Officer (Paul Widseth - 0418 234 770)
  - IRB Officer (Andreas Sklavos - 0435 651836)
  - Radio Officer (Dan Solomon - 0407 944 954)
18. 'Patrol Debrief' conducted by Patrol Captain, discussing;
  - Rescues/incidents and key activities from the day
  - Any questions/concerns from patrol members
  - Upcoming events/opportunities
  - Training options
  - Next patrol date

### 3.3.3 Equipment Location

Add/remove items to the below lists as required.

Item	Location
IRB	IRB room
Radios	Patrol room – communications cupboard (on the wall above the bench)
Patrol shade (tent)	Boat shed (adjacent to patrol room)
Rescue boards	Boat shed (adjacent to patrol room) – note use "For Patrol Use Only" boards
Rescue tubes	Boat shed (adjacent to patrol room)
Defibrillator	Patrol room - First Aid and Resuscitation cupboard (with oxy resuscitation unit)
Oxy resuscitation kit	Patrol room - First Aid and Resuscitation cupboard
First aid kit	Patrol room - First Aid and Resuscitation cupboard
Spinal board	Patrol room (near entry door)
Binoculars	Patrol room – communications cupboard (on the wall above the bench)
Patrol flags/signage	Boat shed (adjacent to patrol room)

## 3.4 Nippers/Water Safety

Nipper activities (and like activities) are to adhere to the SLSA Water Safety Policy (**SLSA Policy 1.01**) at all times. Nipper activities are to only be conducted in the immediate vicinity of an active patrolled area and have its own sufficient water safety (minimum 1 water safety for every 5 participants). It is highly recommended that an IRB be available water safety. The IRB should be on the water, rather than stationary on the beach.



# COOKS HILL PATROL OPERATIONS MANUAL

## 2017 – 2018 SEASON

8<sup>th</sup> August 2017, rev 1.0

Nipper activities cannot be undertaken on a closed beach.

The Patrol Captain is to have 'control' over all Nipper activities and may delegate to a Nipper Coordinator.

### 3.5 Club Rules

- Full patrol uniform must always be worn on patrol
- At least one (1) patrol member to always be watching the water
- At least one (1) patrol member always monitoring the radio (channel 2 and channel 3)
- The Patrol Captain is to always be made aware of all member locations/activities
- At least one (1) patrol member at the water's edge with a tube and radio when swimmers are in the water
- Rescue tubes are to always be carried by patrol members when on the beach
- Rescue tubes should not be tied to flag poles
- Members should not text, sun bathe or engage in any unprofessional behaviour (in uniform) in public view
- Only qualified IRB driver and crew are to operate the IRB
- The Club Captain or relevant officer should be notified immediately of any equipment damage/issues
- The Club Captain should be notified immediately of any significant incident or rescue
- Patrol will adhere to full start and end of patrol procedures
- All paperwork is to be completed for each patrol (including patrol log, incident log and Powercraft log)

### 3.6 Local Government By-Laws

Local By Law	Management Plan
Nil	

### 3.7 Patrol Breaches

The following information is a summary of the patrol breaches process for Clubs, Branches and SLSNSW. For a detailed explanation, refer to the SLSNSW 'Breaches of Lifesaving Standards Guide'.

#### 3.7.1 Breach Identification

Breaches of lifesaving standards primarily relate to a failure to deliver the minimum obligations as set and agreed by all parties within a club/service Lifesaving Service Agreement and the SLSNSW Standard Operating Procedures (SOPS).

#### Breach – Service Provision

Failure of a club/service to deliver a lifesaving service on a pre-designated day/period, including;

- The late opening of patrol – after minimum start time
- The early closure of patrol – prior to minimum finish time
- No service provision for the entire required period





# COOKS HILL PATROL OPERATIONS MANUAL

## 2017 – 2018 SEASON

8<sup>th</sup> August 2017, rev 1.0

### Breach – Personnel/Qualifications

- Inadequate number of personnel to meet minimum requirements for staging a patrol
- Lack of qualified personnel to meet minimum requirements for staging a patrol
- Lack of minimum equipment on patrol

### Misconduct/Negligence

- Misuse/dangerous use of equipment

### 3.7.2 Breach Levels

#### Level 1

Continued minor breaches of SOPS (patrol standards, such as;

- Poor uniform standards
- Sub-standard equipment on patrol
- Poor beach management standards
- Inappropriate use of radio network

#### Level 2

Failure to maintain/provide appropriate minimum standards, in breach of Lifesaving Service Agreement and SOPS, such as;

- Repeated level 1 breaches
- Late commencement of patrol/early closure of patrol
- Patrol numbers/qualifications below minimum standards
- Unreported non-operational core equipment
- Misconduct on patrol/negligence

#### Level 3

Failure to maintain/provide appropriate minimum standards, in breach of Lifesaving Service Agreement and SOPS, such as;

- Repeated level 2 breaches
- Non staging of patrol (patrol no show)
- Level 2 breach resulting in an injury/death incident

### 3.7.3 Breach Penalties

The following penalties are guidelines and are reviewed on a case by case basis.

#### Level 1 – penalties may include;

- Grants/funding tagged/administered by Branch/SLNSW to correct breach

#### Level 2 – penalties (for up to 6 months) may include;

- Ineligibility for grants/funding
- Grants/funding tagged/administered by Branch/SLNSW to correct Breach
- Suspension from surf sports competition/representation
- Ineligibility for recognition awards such as those presented at the 'Awards of Excellence' (Branch/SLNSW/SLSA) – not training awards/qualifications



# COOKS HILL PATROL OPERATIONS MANUAL

## 2017 – 2018 SEASON

8<sup>th</sup> August 2017, rev 1.0

### Level 3 – penalties (for up to 12 months) may include;

- Ineligibility for grants/funding
- Grants/funding tagged/administered by Branch/SLSNSW to correct Breach
- Suspension from surf sports competition/representation
- Ineligibility for recognition awards such as those presented at the 'Awards of Excellence' (Branch/SLSNSW/SLSA) – not training awards/qualifications
- Individual member suspension from organisation

## 4 Emergency Operations Plans

### 4.1 Emergency Beach Closure

Patrol Captains should consider the 'closure' of a beach at any time that there is an unacceptable/unmanageable risk to the public of the lifesaving service is unable to safely perform water safety tasks. For a detailed procedure, refer to Standard Operating Procedure '**LS 9.1 Emergency Beach Closure**' and the Cooks Hill '**Shark Sighting Response Procedure**' (Annex A).

Note: for Saturdays' and Public Holidays the ultimate responsibility and accountability for beach closure resides with the Newcastle City Council Lifeguard, or delegate.

Examples include;

- Dangerous surf conditions
- Sharks
- Excessive stingers
- Powercraft hazards
- Lightning (30/30 rule)
- Tsunami/flood warning
- Storm pollution
- Chemical/fuel spill

### 4.2 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 every one 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



# COOKS HILL PATROL OPERATIONS MANUAL

## 2017 – 2018 SEASON

8<sup>th</sup> August 2017, rev 1.0

### 4.3 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 – minimum 30 minutes from last confirmed sighting (or completion of search)
- Chemical/biological hazards – after confirmation from appropriate authorities that the area is safe
- Lightning – minimum 30 minutes after the storm has passed (after last sighting of lightning). Note a typical storm travels at about 40km/hr so 30 minutes = 20kms away.

### 4.4 Tsunami Plan

Surf Life Saving New South Wales is recognised under the State EMPLAN as a 'support agency' in a Tsunami event. Broadly, our role includes;

- Contribute to tsunami community education initiatives
- Assist the SES with the dissemination of warnings
- Close and evacuate beaches on receipt of a NSW Tsunami Warning or upon observation of unusual ocean behaviour indicative of a tsunami, in consultation with Local Government Councils
- Assist with the rescue of people from the surf zone following the impact of a tsunami
- 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

For a detailed procedure, refer to Standard Operating Procedure '**LS 9.12 Tsunami Warning**' and the 'Surf Life Saving New South Wales Tsunami Plan.'

Each Surf Life Saving Club has an obligation to be prepared and respond as outlined in the 'Surf Life Saving New South Wales Tsunami Plan'.

There are two types of tsunami threats;

1. Marine threat – may influence currents/rips/water energy and immediate foreshore (more common)
2. Land threat – may impact coastal areas, inlets and inland inundation (rare event, but significant impact)

#### 4.4.1 Notification

The SES is the 'lead agency' for tsunami response and will advise Surf Life Saving of a tsunami warning through the State Duty Officer, who will co-ordinate the Surf Life Saving response.

Due to the location of 'fault lines' (starting points of tsunami's) a warning should precede the tsunami impact by a number of hours.

Depending on the time of day/year, the notification process will differ, however will remain similar to the standard emergency response notification;

#### Patrols on duty

- State Duty Officer notifies SurfCom and Branch Duty Officer



# COOKS HILL PATROL OPERATIONS MANUAL

## 2017 – 2018 SEASON

8<sup>th</sup> August 2017, rev 1.0

- SurfCom advises on duty patrols of tsunami warning and to activate their 'Club Tsunami Response Plan'

### Patrols not on duty

- State Duty Officer notifies Branch Duty Officer
- Branch Duty Officer notifies 'Club Emergency Response Teams' who activate their 'Club Tsunami Response Plan'

### 4.4.2 Key Equipment

The following equipment (minimum) is key to maintaining a viable lifesaving service during a tsunami warning (both marine and land threat) and restoring the service following the impact of a tsunami to a 'rescue ready' status. This equipment should be moved to a safe location prior to the tsunami's impact (marine and land threat);

- IRB (with trailer)
- 3 x handheld radios in waterproof bags
- 2 x 'swimming not advised' (or 'beach closed') mobile signs
- 2 x rescue boards
- 3 x rescue tubes
- 1 x defibrillator
- 1 x oxy resuscitation kit
- 1 x first aid kit
- 1 x spinal board (with spinal collars)
- 1 x binoculars

### 4.4.3 Marine Threat Response

1. Club advised of tsunami warning
2. Patrol/flagged area closed
3. Evacuation alarm sounded (continuous siren)
4. Evacuation flag erected (red and white quartered)
5. Swimmers/surfers etc evacuated from water
6. Members of the public evacuated from foreshore
7. 'No swimming' signage erected
8. Relocate key patrol/response equipment away from the foreshore
9. Prepare to evacuate all personnel and key equipment if warning is upgraded to a 'land threat'
10. Maintain preparedness to respond to emergencies until threat has passed (official notification from SurfCom/Branch Duty Officer)
11. Upon clearance from SurfCom/Branch Duty Officer return to normal operations (stand down)

### 4.4.4 Land Threat Response

1. Club advised of tsunami warning
2. Patrol/flagged area closed
3. Evacuation alarm sounded (continuous siren)
4. Evacuation flag erected (red and white quartered)
5. Swimmers/surfers etc evacuated from water





# COOKS HILL PATROL OPERATIONS MANUAL

## 2017 – 2018 SEASON

8<sup>th</sup> August 2017, rev 1.0

6. Members of the public evacuated from foreshore, car park and immediate area
7. 'No swimming' signage erected
8. All non-essential personnel sent home
9. Transport 'key equipment' and remaining personnel to pre-determined rally point (see 4.6 Emergency Rally Point)
10. Inform SurfCom/Branch Duty Officer when evacuation to rally point is complete
11. Maintain preparedness to respond to emergencies until threat has passed (official notification from SurfCom/Branch Duty Officer)
12. Respond to incidents following tsunami impact as directed by SurfCom/Branch Duty Officer
13. Upon clearance from SurfCom/Branch Duty Officer return to normal operations (stand down)

### 4.5 Coastal Flooding Plan

Surf Life Saving New South Wales is recognised under the State EMPLAN as a 'support agency' in a coastal flooding event. Broadly, our role includes;

- Assist the SES with the warning and/or evacuation of at risk communities
- Provide space in Surf Life Saving facilities for evacuation centres where required
- Assist the SES with flood rescue operations

For a detailed procedure, refer to Standard Operating Procedure '**LS 9.11 Coastal Flooding.**'

Each Surf Life Saving Club has an obligation to be prepared and respond in line with a 'land threat' tsunami warning.

Coastal areas are likely to be affected by either 'flash flooding' or 'storm surge' flooding. 'Storm surge' flooding will generally coincide with high tides and is easier to predict and prepare for. 'Flash flooding' is unpredictable and occurs in a short period of time, occasionally a storm warning may be issued prior to the flooding event.

#### 4.5.1 Coastal Flooding Response

1. Club advised of coastal flooding warning
2. Patrol/flagged area closed
3. Evacuation alarm sounded (continuous siren)
4. Evacuation flag erected (red and white quartered)
5. Swimmers/surfers etc evacuated from water
6. Members of the public evacuated from foreshore, car park and immediate area
7. 'No swimming' signage erected
8. Prepare Clubhouse as an 'emergency evacuation centre'
9. All non-essential personnel sent home
10. Transport 'key equipment' and remaining personnel to pre-determined rally point (see 4.6 Emergency Rally Point)
11. Inform SurfCom/Branch Duty Officer when evacuation to rally point is complete
12. Maintain preparedness to respond to emergencies until threat has passed (official notification from SurfCom/Branch Duty Officer)
13. Respond to incidents as directed by SurfCom/Branch Duty Officer



# COOKS HILL PATROL OPERATIONS MANUAL

## 2017 – 2018 SEASON

8<sup>th</sup> August 2017, rev 1.0

14. Upon clearance from SurfCom/Branch Duty Officer return to normal operations (stand down)

### 4.6 Emergency Rally Point



**Emergency rally point location:** Bar Beach Carpark,  
(near ANZAC memorial, Intersection of Memorial Drive and Parkway Ave, Bar Beach 2300)

### 4.7 Helicopter Landing Zone

During major incidents, rescue helicopters may be required to land on the beach or near the beach to assist treating the patient and possibly transporting the patient to hospital. Ultimately, the decision of where to land is made by the pilot of the aircraft based on weather conditions, the nature of the incident and surrounding hazards. Patrol Captains can prepare and suggest a landing zone using local knowledge prior to a helicopter arriving.

Things to consider when establishing a helicopter landing zone;

- 40m x 40m area (minimum)
- Flat and cleared of hazards (loose objects, power lines, trees, etc)
- Helicopter will approach the landing zone against the wind

Helicopter Landing Zone procedure;

- Nominate a suitable lifesaver as 'landing zone controller' and provide a radio
- 'Landing zone controller' briefs lifesavers on pre-landing and post-landing procedures
- Landing zone cleared of all loose objects, vehicles and people
- Landing zone established with minimum 40m x 40m area and marked with cones.

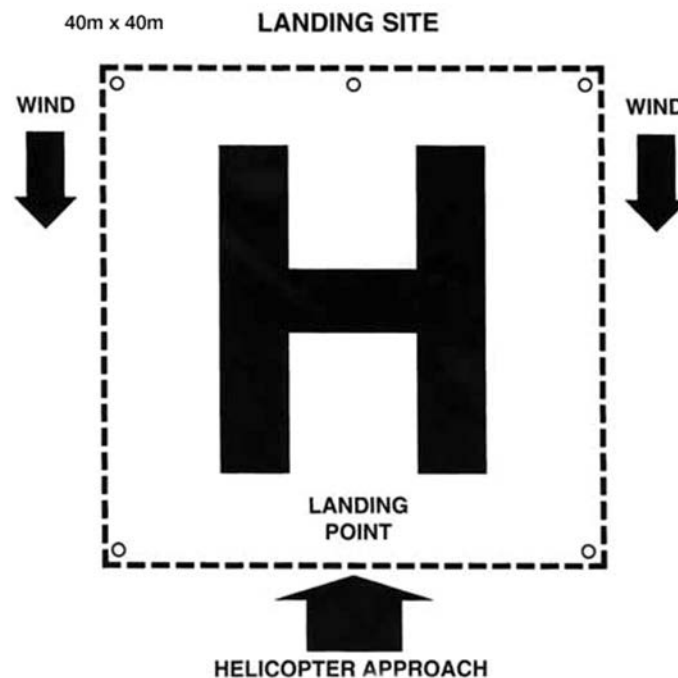


# COOKS HILL PATROL OPERATIONS MANUAL

## 2017 – 2018 SEASON

8<sup>th</sup> August 2017, rev 1.0

- Lifesavers to ensure landing zone is maintained and members of the public do not enter the area
- 'Landing zone controller' is to be positioned on the side of the landing zone that the helicopter will land towards
- Establish contact with helicopter of 'Surf Channel 1' prior to landing and confirm suitability of landing zone. Provide a summary of key hazards (trees, power lines) within the area
- Helicopter lands, lifesavers ensure perimeter is maintained until helicopter departs
- Do not approach the helicopter and await instructions from the helicopter crew (only approach the helicopter from the front and once given the all clear from the helicopter crew)
- Ensure loose objects are secured and landing zone is clear of people prior to helicopter taking off



Typically the most suitable helicopter landing point will be in Empire Park see map below.



# COOKS HILL PATROL OPERATIONS MANUAL

## 2017 – 2018 SEASON

8<sup>th</sup> August 2017, rev 1.0



## 5 Standard Operating Procedures

### 5.1 Surf Lifesaving NSW

For detailed information on Lifesaving procedures and policies, refer to the Standard Operating Procedures on the Surf Life Saving New South Wales website or the handbook in the patrol room.

- LS2 Work health and safety
- LS3 Information management
- LS4 Obligations and Standards
- LS5 Regulations – rescue vessels
- LS6 Gear and equipment
- LS7 Radio communications
- LS8 Patrol operations (general)
- LS9 Patrol operations (emergency)
- LS10 Emergency response system
- LS11 SAR operations





# COOKS HILL PATROL OPERATIONS MANUAL

## 2017 – 2018 SEASON

8<sup>th</sup> August 2017, rev 1.0

---

- LS12 SurfComs
- LS13 Lifesaving vessels and aircraft
- LS14 Post incident (recovery phase)

### ***5.2 Cooks Hill Procedures & Policies (refer Appendix A)***

- Shark Sighting Response procedure
- Rescue Board Policy
- Equipment Repair Policy
- Lifesaving Operations Team Organisation Chart



# COOKS HILL PATROL OPERATIONS MANUAL

## 2017 – 2018 SEASON

8<sup>th</sup> August 2017, rev 1.0

---

## Appendix A

### *Contents*

- Shark Sighting Response procedure
- Rescue Board Policy
- Equipment Repair Policy
- Lifesaving Operations Team Organisation Chart